ANNUAL

PERFORMANCE REPORT

2026

Key Performance Indicators
Ending March 31, 2026

NIAGARA FRONTIER TRANSPORTATION AUTHORITY

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MISSION **STATEMENT**

The Niagara Frontier Transportation Authority is a multimodal entity encompassing a skilled and dedicated workforce. We are firmly committed to providing safe, efficient, professional and sustainable transportation services that enhance the quality of life throughout the Buffalo Niagara region in a manner consistent with the needs of our customers.

Aviation
—
Serves as a catalyst for economic growth by maintaining cost effective, customer oriented, efficient airports to attract and retain comprehensive and competitive air transportation services.

Property
—
Manage and develop the NFTA-owned real property to optimize the generation of self-supporting discretionary revenue to support our transportation businesses while fostering economic growth.

Surface
—
Enhance the quality of life of residents and visitors by providing the highest level of safe, clean, affordable, responsive, and reliable transportation through a coordinated and convenient bus and rail system.

Support Services
—
Proactively provide high quality, coordinated, innovative, technological, cost-effective support service solutions for our internal and external stakeholders.

Introduction

The Niagara Frontier Transportation Authority (NFTA) is a New York State public-benefit corporation responsible for delivering transportation services to Erie and Niagara counties and providing international airports for the region. The NFTA, as an authority, encompasses NFTA-Metro bus and rail system, the Buffalo Niagara International Airport (BUF) and the Niagara Falls International Airport (IAG). A big part of our commitment to our community is transparency and continuous improvements, for which our Annual Performance Report plays a critical role.

As a public agency, NFTA is accountable to the people we serve. We want to make it easy for our customers and stakeholders to understand and review our performance. Measuring the performance of a transportation agency is the first step toward efficient and proactive management. The use of performance measures for transportation planning and operations is critical for transportation agencies who are managing evolving demands with limited resources.

This annual performance report provides a summary of the performance metrics that NFTA monitors to keep the operations and facilities efficient, economical, safe, and reliable while pursuing continued improvement. It is NFTA's intent to use these metrics to provide a look back at where we have been as well as a roadmap to the future. This report is updated annually and may introduce new performance measures to expand our ability to evaluate our efforts and keep our review relevant.

NFTA-Metro

NFTA-Metro (Metro) is proud to serve Erie and Niagara Counties of Western New York. The more than 1,000 Metro employees, made up of operators, planners, mechanics, technicians, and specialists responsible for delivering service, work diligently to make it easy for our customers to experience the highest level of public transportation.

NFTA-Metro bus and rail system is a multi-modal agency, utilizing various vehicle modes including diesel bus, diesel-hybrid bus, CNG bus, battery electric bus, light rail and van. These services operate under the brand names: NFTA-Metro Bus, NFTA-Metro Rail and NFTA-Metro PAL (Paratransit Access Line).

In addition, the NFTA also owns and manages a number of Metro related properties, including the Buffalo Metropolitan Transportation Center in downtown Buffalo, which serves as the agency's headquarters; the Niagara Falls Transportation Center; the Portage Road Transit Center in Niagara Falls; and a number of strategically located bus loops and transit centers in the Buffalo Niagara region.

BY THE NUMBERS

287 Big Buses

82 Paratransit Vehicles

27 Rail Cars

47 Bus Routes

3,852 Bus Stops

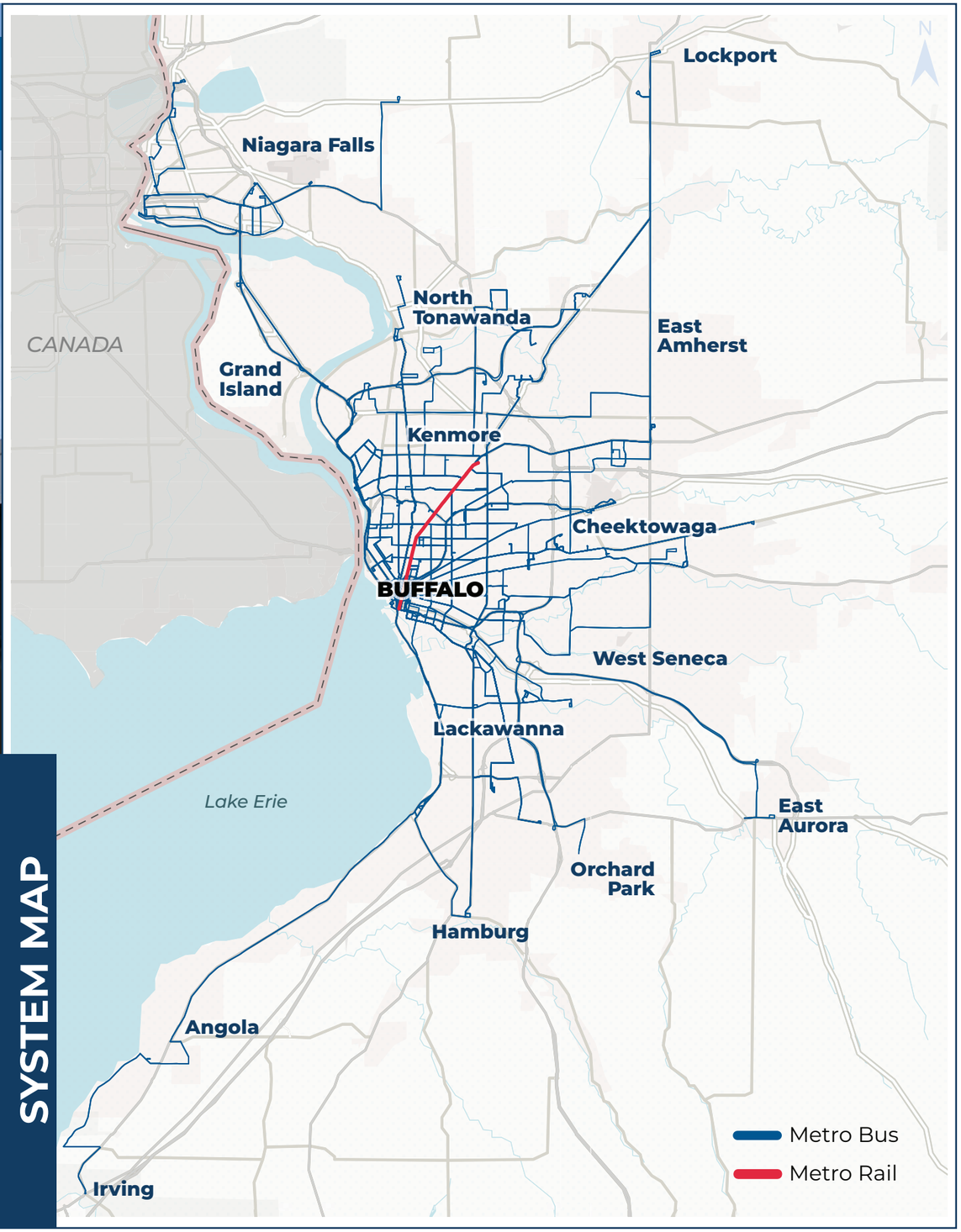
635 Operator Positions

6.4 mile Light Rail System

240 Mechanic Positions

325 Bus Shelters

SYSTEM MAP



Buffalo and Niagara Falls International Airports

Because Buffalo Niagara International Airport (BUF) and Niagara Falls International Airport (IAG) play an essential role in the development of business and tourism in our region, we constantly pursue improvement while conducting business to the highest professional and ethical standards. We consider the safety and security of our staff, passengers, tenants, and stakeholders to be our priority. We strive to be efficient in our operations, innovative in our approach to problem solving, while acting responsibly towards our community and our environment.

Buffalo Niagara International Airport serves Western New York and the southern Golden Horseshoe region of Ontario, Canada. It is the third-busiest airport in the state of New York and the busiest inside of the Buffalo Niagara Falls metropolitan area. Niagara Falls International Airport is a joint civil-military airfield, sharing its runways with the Niagara Falls Air Reserve Station.

The airports combine to provide up to 100 nonstop flights per day, connecting our passengers to over 34 airport destinations and beyond. The airports are well-planned and managed facilities that offer a variety of passenger services, while also providing facilities for military, air cargo, and general aviation operations.

Our airport system includes two modern passenger terminals, four runways, two Air Traffic Control Towers, Weather Observatory, Aviation Fuel Systems, General Aviation Facility, Transit Police Station, and an Aircraft Rescue and Firefighting (ARFF) facility.

A state-of-the-art air cargo facility including one million square feet of apron area is located at BUF. Two scheduled air freight forwarders based at the facility handle the majority of the 34K tons of yearly cargo.

BY THE NUMBERS

29 Gates
26 Passenger boarding bridges

9 Scheduled air carriers
34 Non-stop routes

2,100 Acres of airside land
8 million sq. ft. of pavement

8 Car rental companies

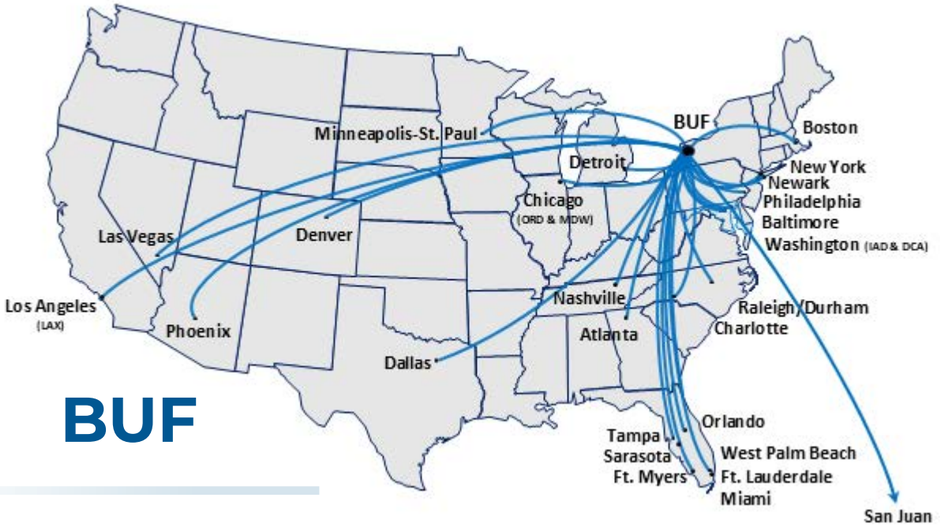
49 Pieces of snow removal equipment

17 Shuttle buses serving

9,000+ Parking spaces

ROUTE MAPS

American Airlines · DELTA · FRONTIER · jetBlue · sun country airlines · vacation express · Southwest · UNITED



BUF

IAG

allegiant

NFTA continued to make meaningful progress during the past year while navigating workforce challenges, evolving customer travel patterns, major capital projects, and changing service demands. Noteworthy accomplishments included the opening of the DL&W Station, a transformational investment that expands access to Buffalo's waterfront and supports future economic development opportunities. This year also marks a historic milestone as BUF celebrated a century of service to Western New York. This 100-year legacy underscores our long-term commitment to operational excellence and regional connectivity.

Significant effort was put into creating a new look for the Annual Performance Report with the goal of expanding its use within the NFTA, by the NFTA's customers, and by the community. The new layout will be a foundation for improvements next year that are already under discussion.

Operations

Metro experienced continued ridership growth during the year as customers increasingly returned to public transportation for work, education, healthcare, and recreational travel. Notably, Metro Rail saw a great increase in usage for events downtown. Bus ridership continued its recovery while paratransit demand remained strong and reached a new high. Metro maintained stable service delivery despite ongoing workforce shortages and recruitment challenges that continue to impact the public transportation industry nationwide.

While cross-border traffic from Canadian travelers experienced a localized decline due to geopolitical factors, BUF maintained sustained volume growth overall. Year-over-year enplanements climbed by approximately .5%, successfully driving total annual passenger traffic past the 5-million milestone. This robust passenger volume generated a corresponding lift across multiple operational sectors, driving up yields in ground transportation, commercial concessions, and parking infrastructure, as detailed throughout this report. In response to this elevated regional demand, major airline partners expanded their route capacity, increasing seat availability to key destinations such as Atlanta, Nashville, Dallas, Denver, and Fort Lauderdale.

Fleet and Infrastructure

Metro continued investments in fleet modernization and infrastructure improvements to improve reliability, sustainability, and customer service. The expansion of Battery Electric Bus operations provided valuable operational experience while supporting the Authority's long-term sustainability goals. Ongoing fleet replacement efforts improved vehicle reliability and reduced maintenance requirements, helping Metro maintain safe and dependable service.

Metro undertook major rail infrastructure projects and construction activities necessary to preserve and modernize critical assets. While these projects temporarily impacted rail service and ridership, they represent important investments in the long-term future of the system.

The Passenger Boarding Bridge Program achieved significant milestones this past year with the installation of four new bridges, bringing the two-year cumulative total to seven. This aggressive modernization strategy has successfully reduced the average useful life of all managed boarding bridges by approximately 50%. Additional critical enhancements to terminal and landside operations include the ongoing rehabilitation of Luiz F. Kahl Way, the expansion of terminal standby power systems, and facility-wide HVAC replacements.

Financial

Metro's financial performance remained largely aligned with previous fiscal years. Continued cost containment efforts paired with stable passenger fares, sustained assistance levels, and overall positive tax revenues bolstered Metro's financial performance despite elevated operating costs from reinvestment in infrastructure, personnel and rising macroeconomic costs. Metro's higher operating expenses in turn slightly eroded farebox recovery rates across all modes. The continued implementation refinement of the MetGo account-based fare payment system provided customers with convenient and flexible payment options while supporting fare capping benefits and improved access to transit services.

BUF experienced measurable growth in both total enplanements and revenue per enplanement over the fiscal year. This upward financial trajectory was primarily driven by strong performance across key non-aeronautical revenue streams, including parking facilities, rental car concessions, and terminal food and retail marketplaces.

Customer Service

Customer satisfaction remained strong across many areas of Metro service. Metro continued its commitment to modernization through the expansion of customer-facing technology and digital tools. The launch of the newly redesigned NFTA website provided customers with enhanced access to transit information and an integrated trip planning experience. Metro also expanded access to real-time transit information through mobile applications and digital communication platforms, making it easier for customers to plan and manage their trips.

To ensure a seamless travel experience at BUF, our Airport Ambassadors provide critical passenger support through proactive information sharing, wayfinding assistance, and the beloved PAWs for Love program. Further expanding our commitment to passenger care, we recently introduced RocDog therapy teams and the Hidden Disabilities Sunflower program, providing specialized assistance and creating a more inclusive, stress-free journey for all travelers.

Safety, Security & Environment

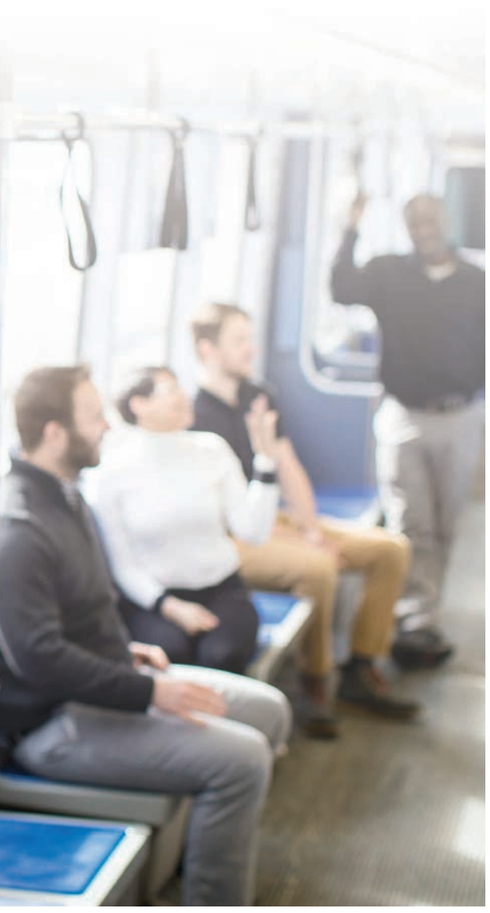
Reporting for the Transit Authority Police Department (TAPD) and the BUF Aircraft Rescue and Fire Fighting (ARFF) are provided to advance performance and transparency. Incident and crime statistics for both TAPD and BUF demonstrate the critical impact these groups have on our system and the community.

The NFTA established new record lows for employee days away from work due to injuries this year. This data represents a reduction in injury severity as employees were able to return to work with less time lost due to the injury. A continued trend of low preventable bus collision rates show a positive trend for Metros Operational Safety Program.

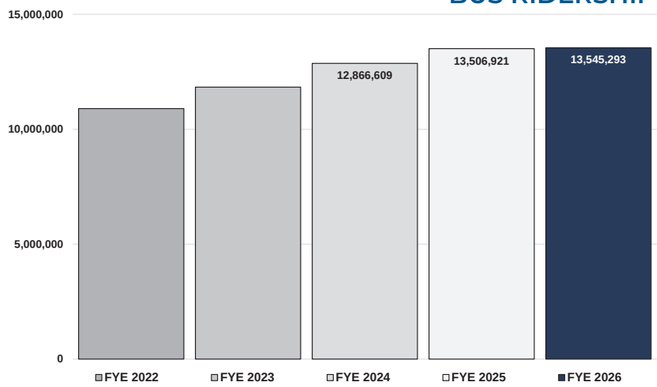
The Authority sustained an ongoing effort to reduce its carbon footprint this year by continuing to increase the size of our Battery Electric Bus Fleet, resulting in less diesel emissions being released into the environment.

Ridership

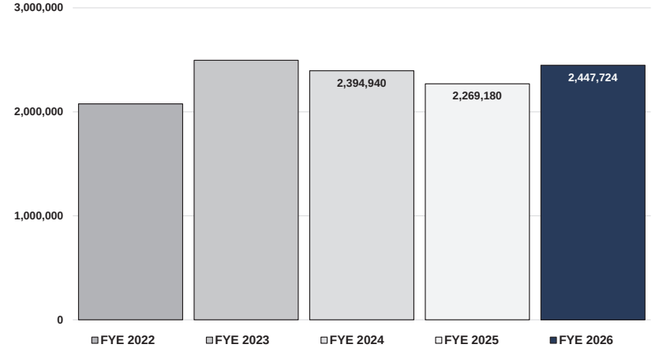
Reported Metro **ridership** is derived from Automatic Passenger Counter (APC) technology. Electronic devices on buses and rail vehicles record boarding and alighting data. With major single-tracking initiatives substantially completed in the prior year, rail ridership increased as service reliability and accessibility improved.



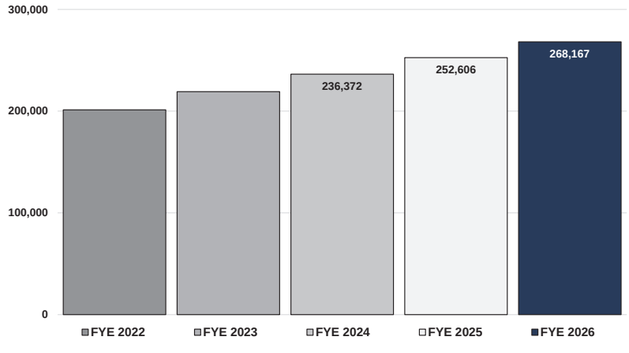
BUS RIDERSHIP



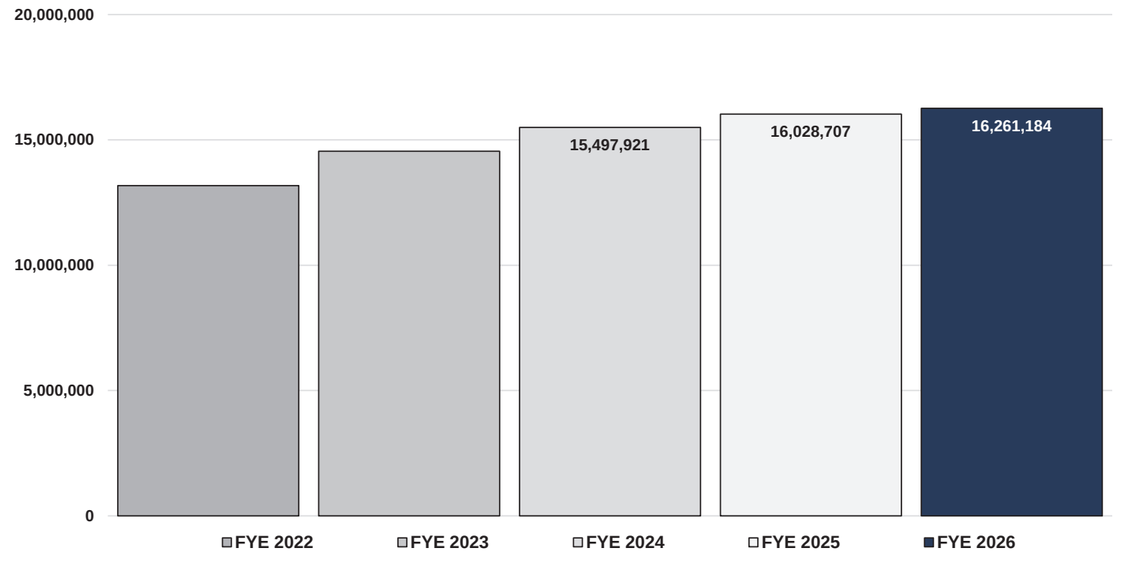
RAIL RIDERSHIP



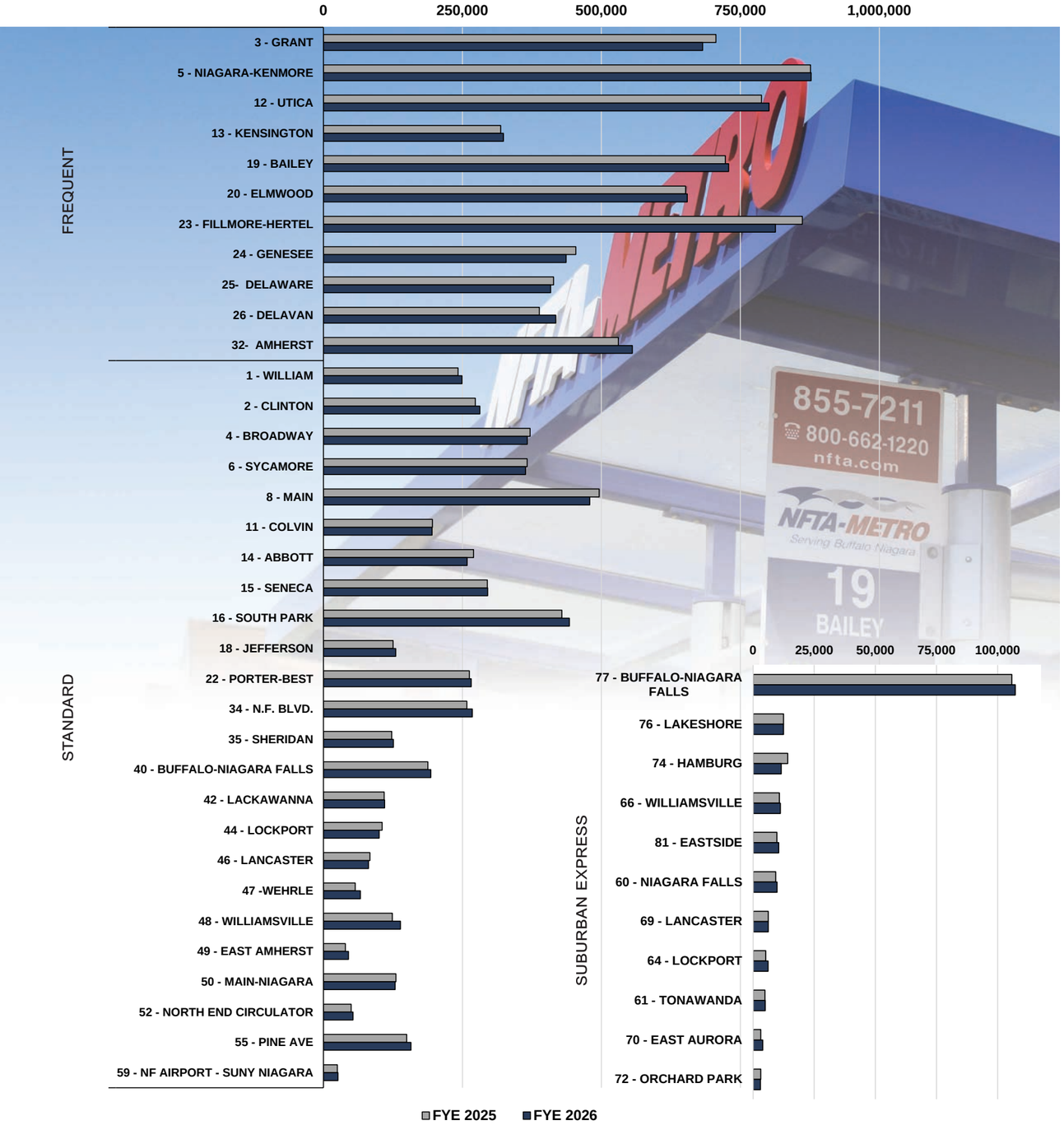
PARATRANSIT RIDERSHIP



SYSTEM RIDERSHIP



BUS RIDERSHIP BY ROUTE



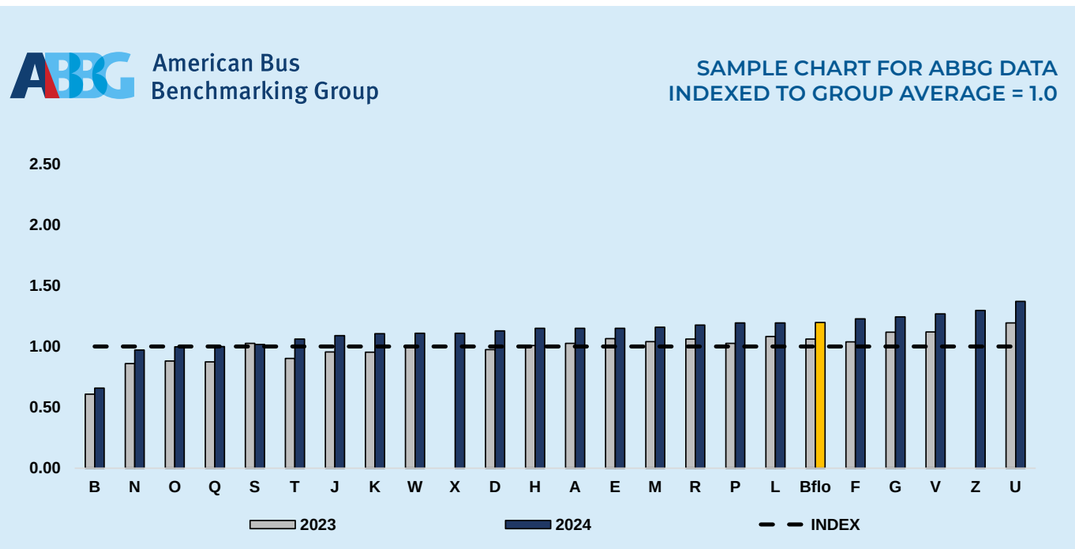
TRANSIT PEER BENCHMARKING GROUPS

NFTA-Metro is a member of both the American Bus Benchmarking Group (ABBG) and the Group of North American Light Rail Systems (GOAL). Participation in these groups provides Metro with benchmarking capabilities within our bus, rail and paratransit operations to evaluate our performance and identify opportunities for improvement. ABBG was established in 2011 and GOAL in 2015, both are headquartered at Imperial College, London, England. They are comprised of over 30 public transit agencies providing transit service throughout the United States and Canada.

The significance of membership in the benchmarking groups includes developing concise, well-balanced, and comparable performance measures, identifying underlying trends, sharing best practices, and publishing annual reports and tools. Benchmarking is not merely a comparison of data or a creation of rankings. The structured Key Performance Indicator (KPI) comparisons can be used for:

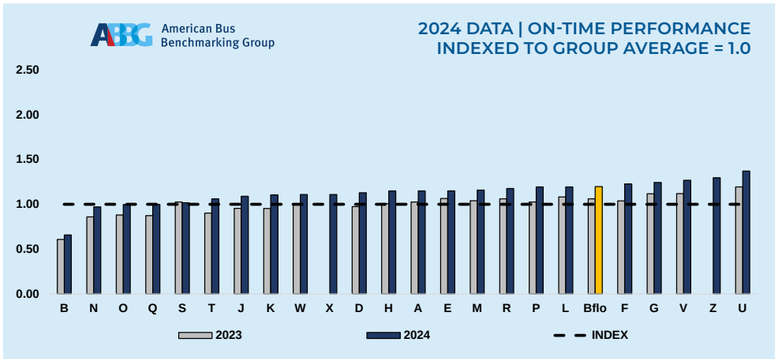
- Stimulating productive “why” questions
- Identifying lines of further inquiry (e.g., via website forum or clearinghouse studies)
- Identifying high-priority problems, strengths and weaknesses
- Monitoring trends by analyzing performance over time, allowing the identification of organizations which have truly improved
- Internal motivation - identifying and setting achievable targets for improved performance
- Supporting dialogue with government, authorities, media and other stakeholders (confidentiality permitting)

Throughout this report you will find ABBG benchmarking results. The comparable Metro data is highlighted in yellow and shows our ranking among the other members of the Peer Group as well as our yearly progression in the Customer Satisfaction Survey (CSS).



On-Time Performance

Metro monitors the efficiency of the service it provides. Metro **"On-Time Performance"** is the calculated difference between the actual time a Metro vehicle encounters a specific stop compared to the time that vehicle was scheduled to be there. Reduced rail construction impacts and fewer single-tracking restrictions contributed to significant improvements in rail on-time performance, while bus on-time performance also improved modestly year over year.



ON-TIME CALCULATION

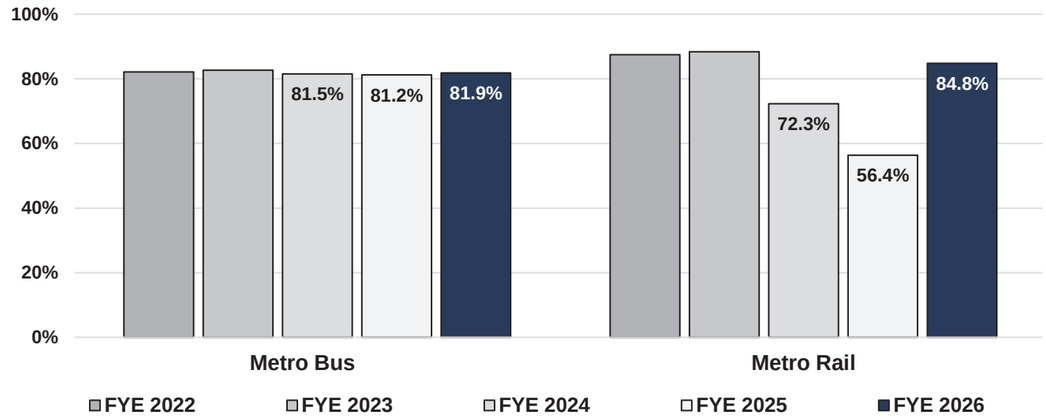
Metro Bus

The window for Metro Bus on time is six minutes. An arrival is considered on time if it is less than two minutes early and less than four minutes late. Late arrivals can be affected by weather conditions, street conditions, boarding/alighting patterns or traffic along the route. Early arrivals are the portion of non-compliant arrivals that can be improved through management and technology enhancements and are less related to external factors.

Metro Rail

The window for Metro Rail on time is one minute. An arrival is considered on time if it is less than zero seconds early or less than 60 seconds late.

ON-TIME ANNUALLY



Single-track operations associated with construction activities directly impacted Metro Rail on-time performance throughout fiscal years 2024 and 2025.

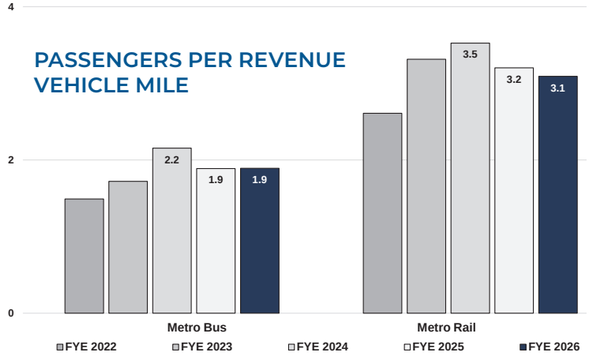
Route Performance Analysis -
WEEKDAY SERVICE ONLY

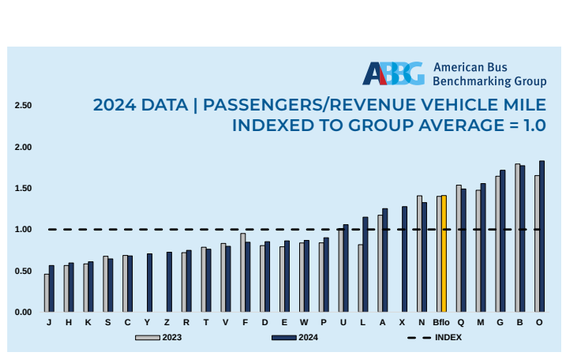
Metro Service Delivery and Evaluation Guidelines have been established to provide an objective basis for assessing the performance of existing Metro Bus service. Routes are grouped by type or characteristics of service and evaluated to provide the basis for developing service adjustments.

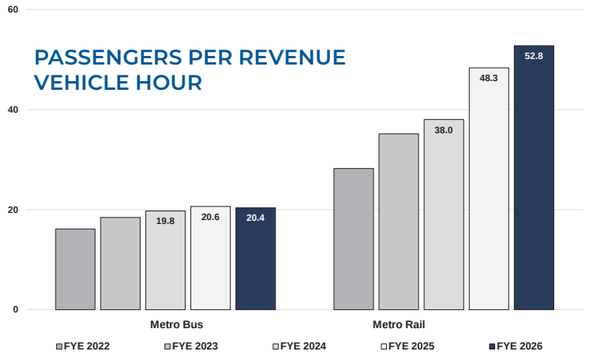
Performance
Passengers per vehicle mile and hour is a measurement of service efficiency. Metro pursues improved operating efficiency by attracting additional riders, maximizing route design and operating an efficient fleet.

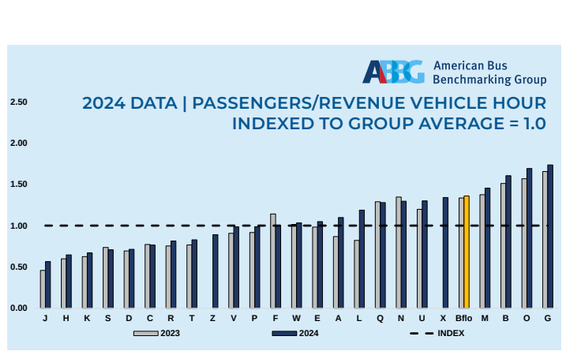
Passengers per Revenue Mile
This represents the productivity of the route by the number of passengers carried for each mile of revenue service provided. It is computed by dividing the number of average weekday riders by the associated number of revenue miles of service for each route.

Passengers per Revenue Hour
This represents the productivity of the route by the number of passengers carried for each vehicle hour of revenue service provided. It is computed by dividing the number of average weekday riders by the associated number of revenue vehicle hours of service for each route. While rail ridership was reduced in 2024 due to construction, efficiency was increased by reducing the number of vehicles in service.

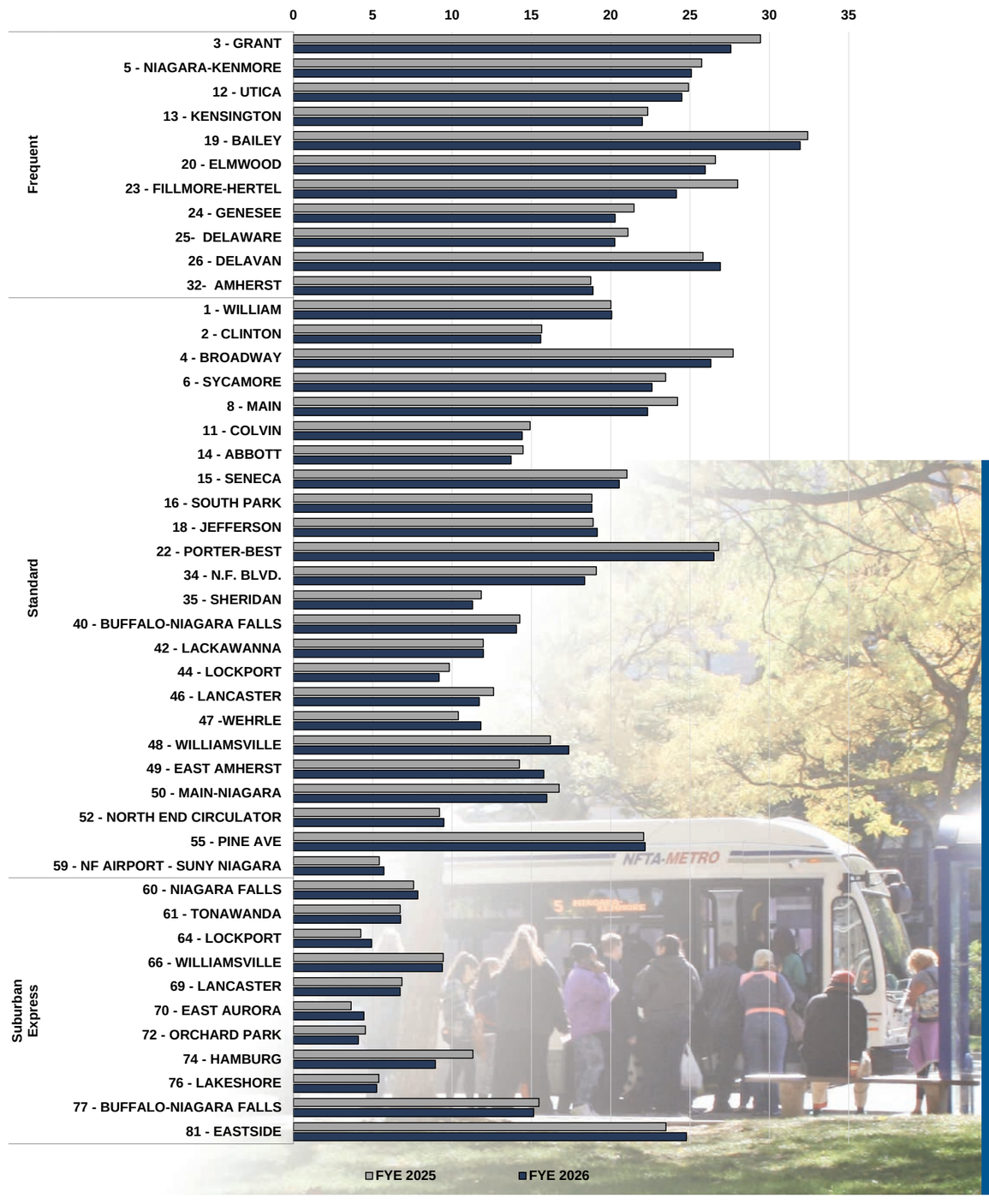








PASSENGERS PER REVENUE HOUR - WEEKDAY SERVICE ONLY

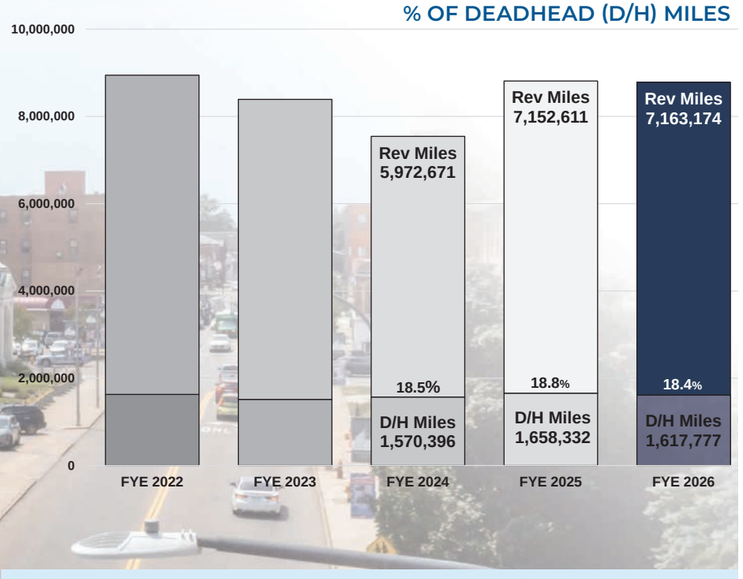


Mileage Efficiency

Mileage efficiency compares the amount of vehicle miles traveled providing revenue generating service (Rev Miles) with the miles traveled when the vehicle is out of service (deadhead miles). This measure reflects route design efficiency.

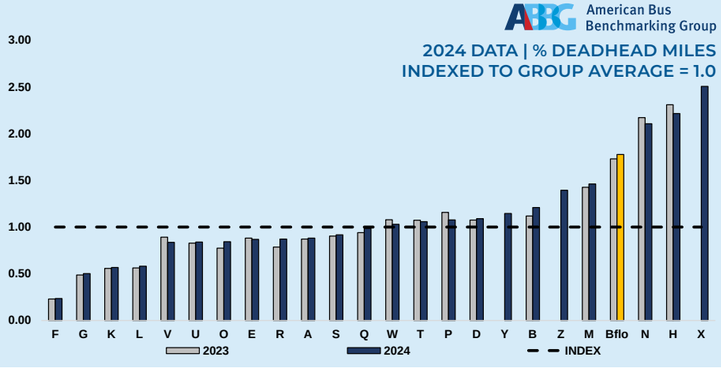
Metro Rail deadhead mileage efficiency is maintained at less than 5.3%.

METRO BUS
% OF DEADHEAD (D/H) MILES



American Bus Benchmarking Group

2024 DATA | % DEADHEAD MILES INDEXED TO GROUP AVERAGE = 1.0



ABOUT

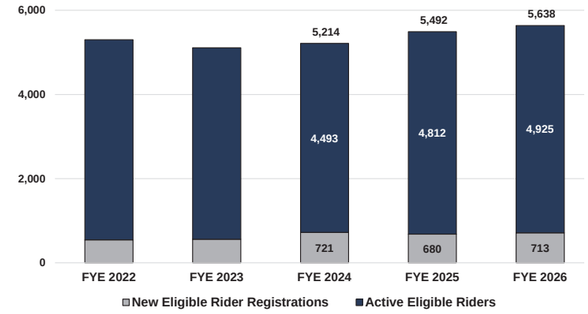
Metro has a fully accessible bus and rail system. For those passengers who cannot access our regular Metro Bus and Rail due to a disability (temporary or permanent) we provide safe, reliable origin to destination transportation services through the **Paratransit Access Line (PAL)**.

In an effort to minimize demand for PAL service, Metro continues to allow PAL eligible riders to use fixed route service free of charge.

Paratransit service is provided to the community by utilizing almost 112 dedicated operators and 82 vehicles throughout our service area.

Paratransit

TOTAL ACTIVE AND NEW ELIGIBLE PARATRANSIT RIDERS



Registrations

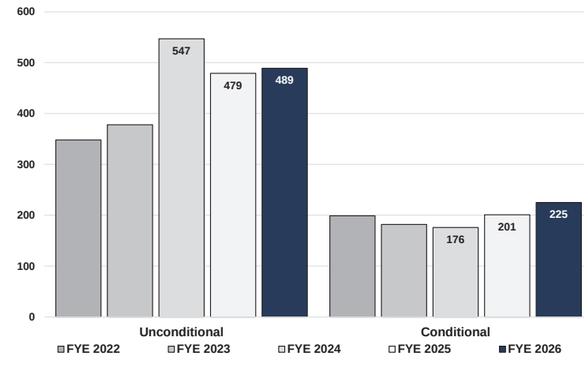
Paratransit ridership is comprised of passengers who have obtained eligibility by completing the application process (eligible riders). Eligibility to use PAL is determined based on the guidelines contained in the Americans with Disabilities Act (ADA) of 1990. Riders are eligible for service including renewals and first-time eligibility.

Eligibility Types

Access to PAL service is established through the application process, conditions may be applied to eligibility:

- Unconditional eligibility entitles an ADA rider to unlimited PAL service
- Conditional eligibility places restrictions on use of PAL service based on disability (For example, the ADA rider may only be eligible to use PAL service during winter months or for travel to unfamiliar destinations where they have not been travel trained.)

NEW PARATRANSIT RIDER ELIGIBILITY

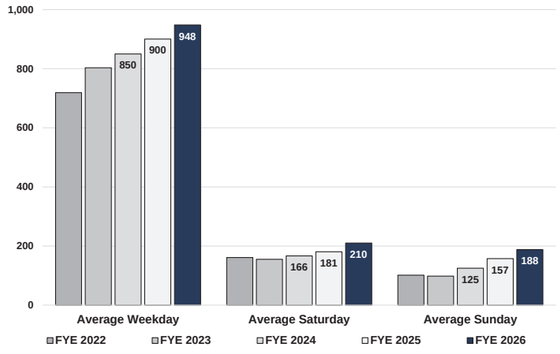


PARATRANSIT

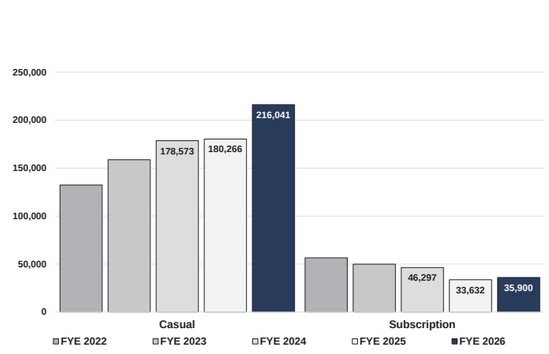
Average Daily Trips and Trip Types

Trip bookings are classified as either casual or subscription trips. Casual, single trips are non- recurring trips made by an eligible rider. Subscription trips are trips requested between the same origin and destination on fixed days at fixed times.

AVERAGE DAILY PARATRANSIT TRIPS

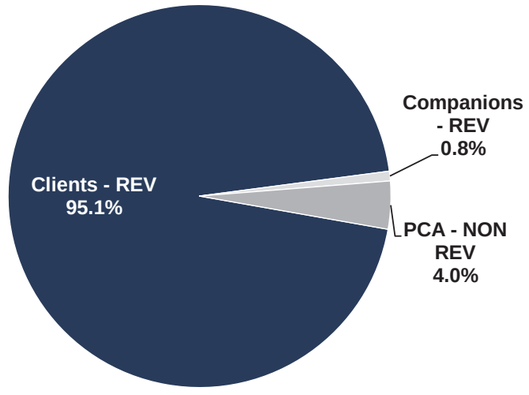


PARATRANSIT TRIP TYPE



Ridership Makeup

Eligible riders, who require assistance, may request to travel with a personal care attendant (PCA) who rides free of charge (NON REV). Eligible riders are also permitted to travel with a companion who rides for the same fare as the eligible rider (REV).



TYPICAL PARATRANSIT RIDERSHIP
FIVE-YEAR AVERAGE

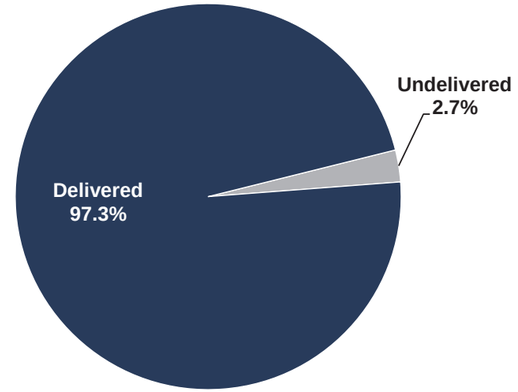
PARATRANSIT

Trip Delivery

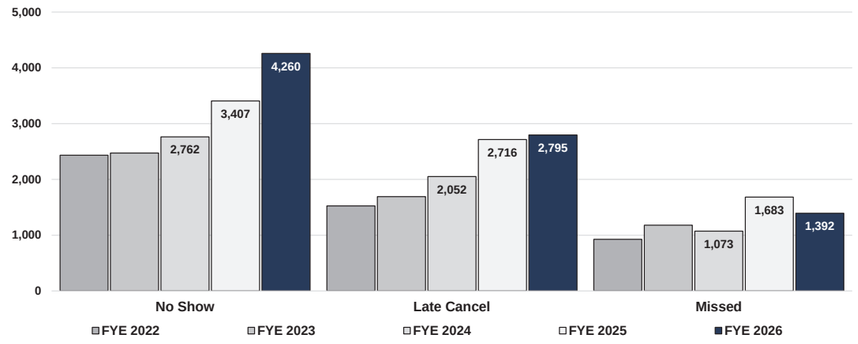
Trip delivery is based on trips scheduled for ADA-eligible riders. Undelivered paratransit trips include:

- No Show (1.3%) - The Metro vehicle arrived within 30-minute pickup window and waited at least five minutes but the rider did not board
- Late Cancel (0.9%) - Rider called to cancel a trip less than two hours prior to the scheduled pickup window
- Missed Trip (0.5%) - The Metro vehicle arrived outside the pickup window and the rider found other means of transportation or did not travel

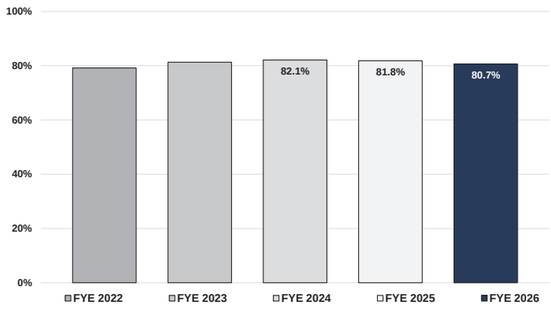
PARATRANSIT TRIP DELIVERY PERFORMANCE
FIVE-YEAR AVERAGE



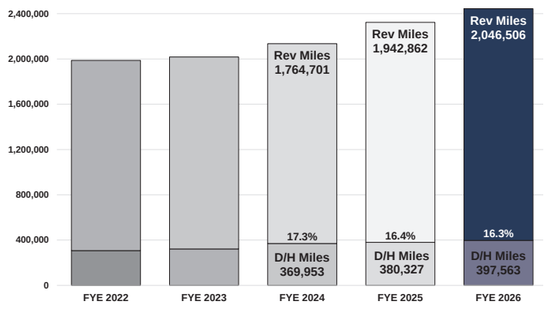
UNDELIVERED PARATRANSIT TRIP PERFORMANCE

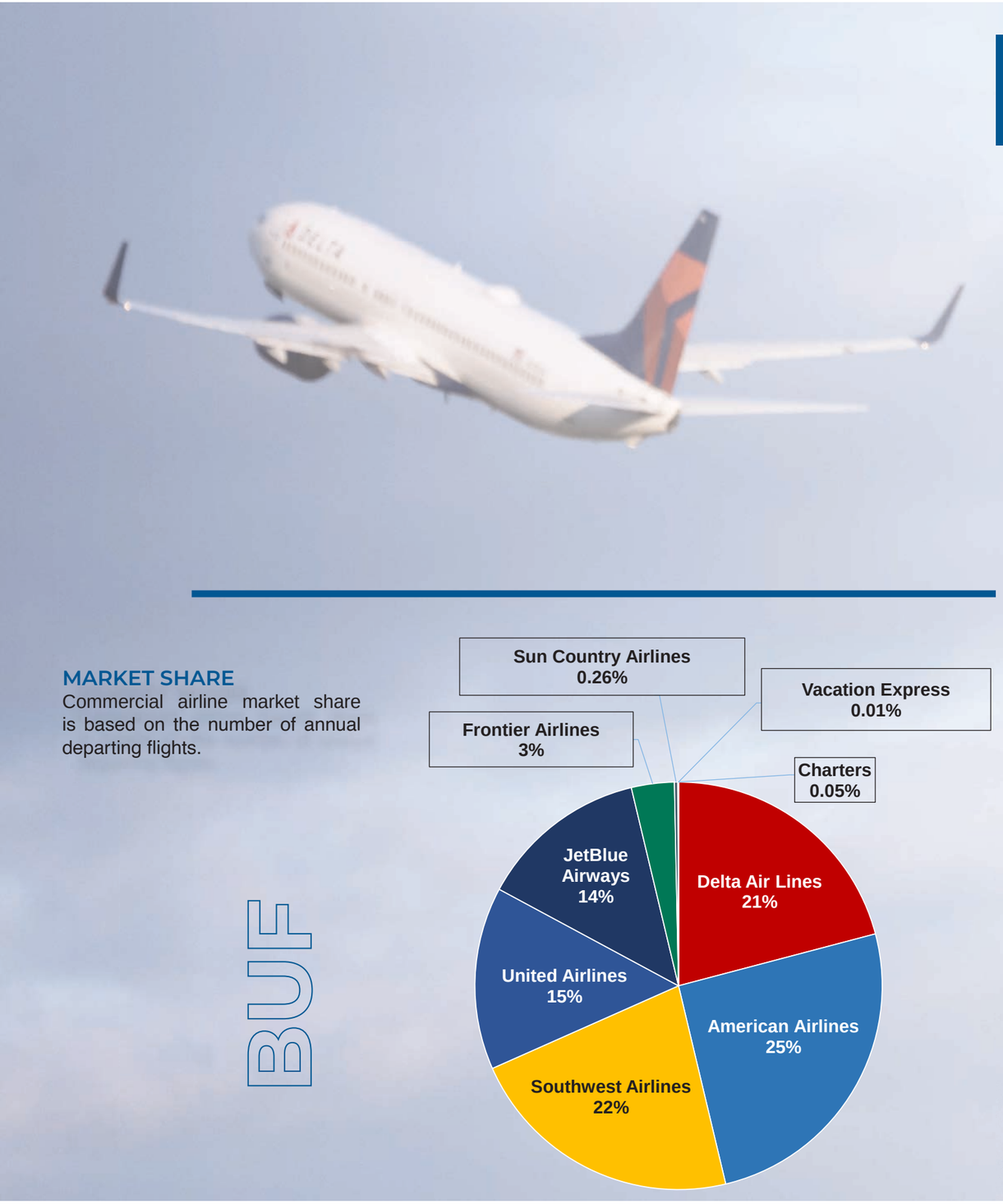


PARATRANSIT
ON-TIME ANNUALLY



PARATRANSIT VANS
% OF DEADHEAD (D/H) MILES





MARKET SHARE

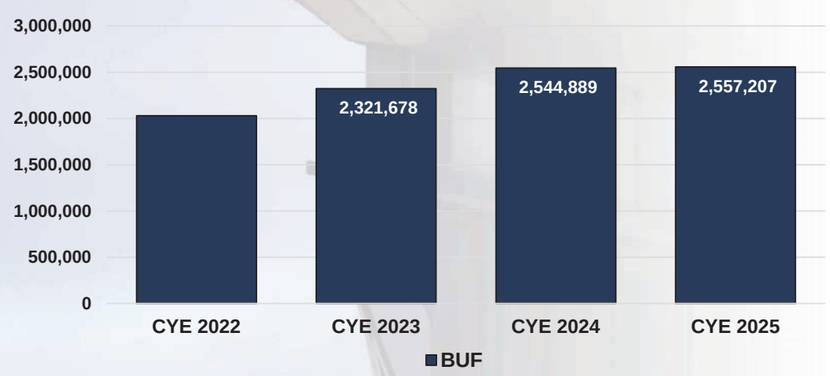
Commercial airline market share is based on the number of annual departing flights.

BUF

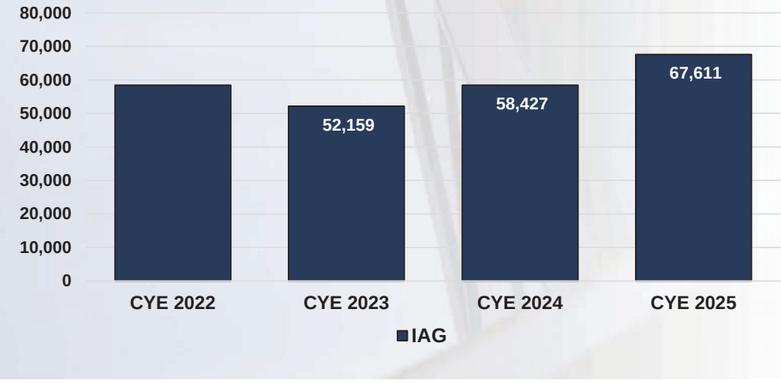
Enplanements

An **enplanement** is defined as a revenue passenger who boards an aircraft that departs from an airport.

BUF

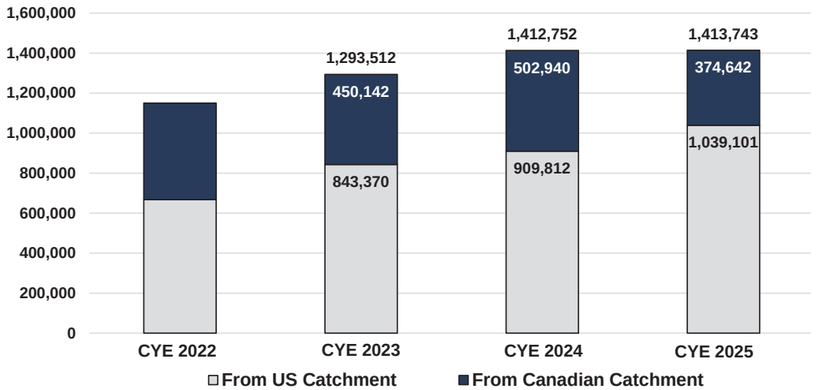


IAG

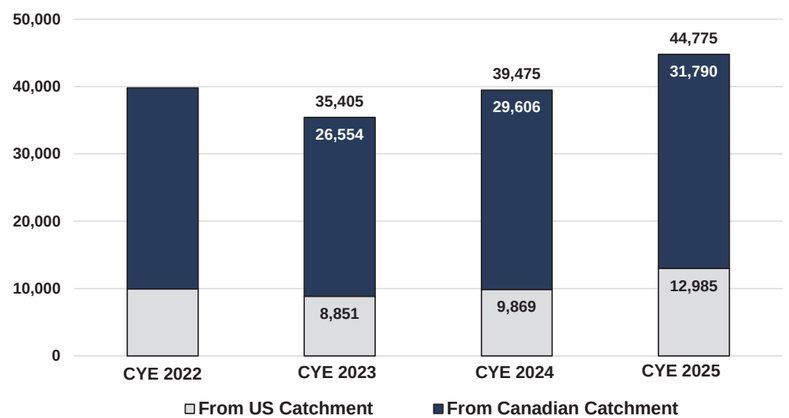


CATCHMENT AREA

Catchment area represents geographic area from which an airport can reasonably expect to draw commercial air service passengers.

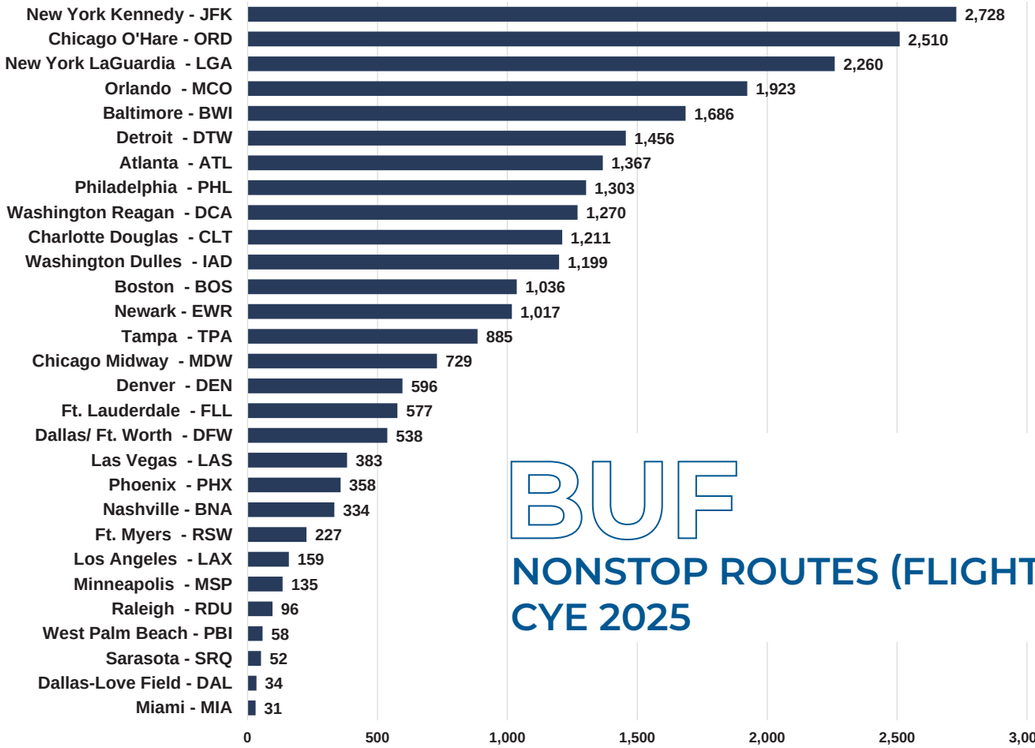


ORIGINATING ENPLANEMENTS BUF



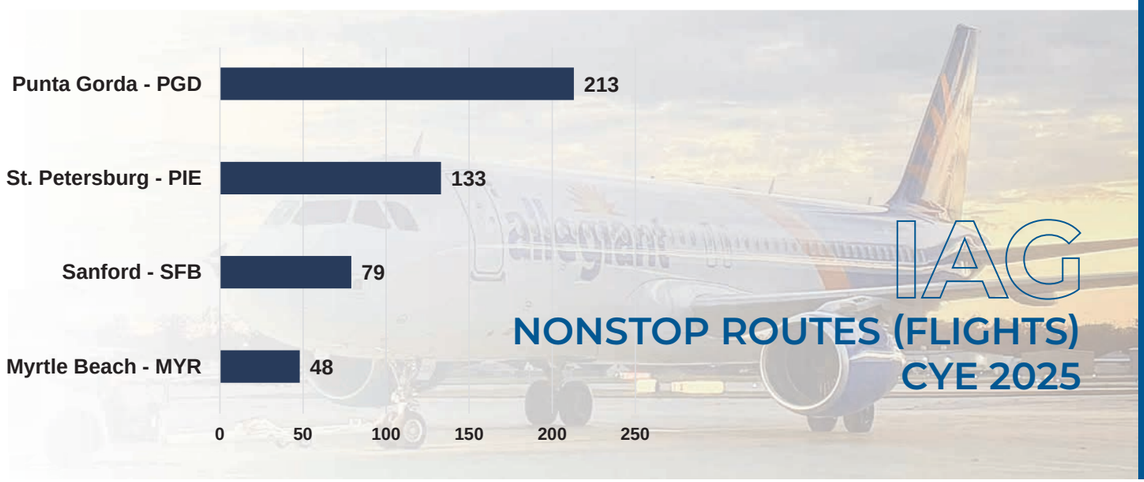
ORIGINATING ENPLANEMENTS IAG

Nonstop Routes



BUF

NONSTOP ROUTES (FLIGHTS) CYE 2025



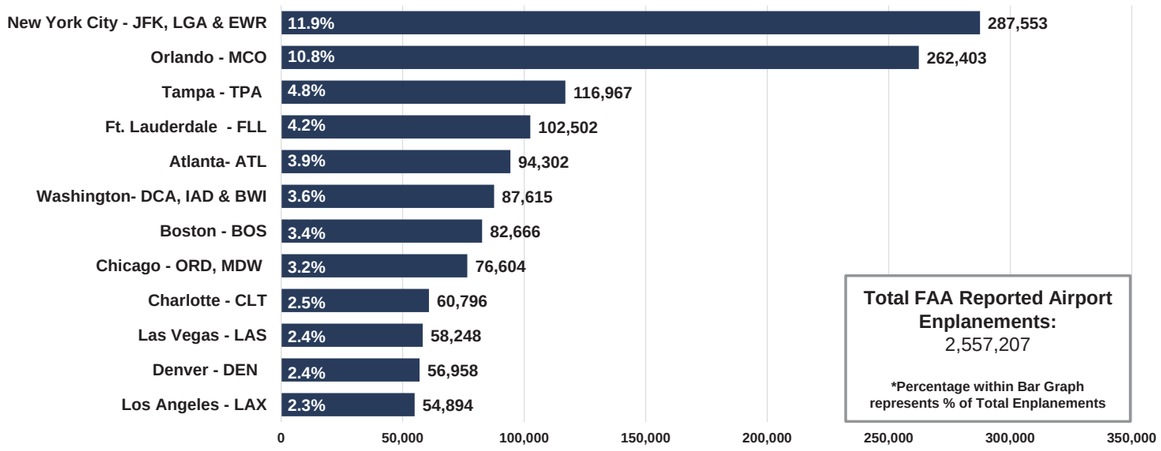
IAG

NONSTOP ROUTES (FLIGHTS) CYE 2025

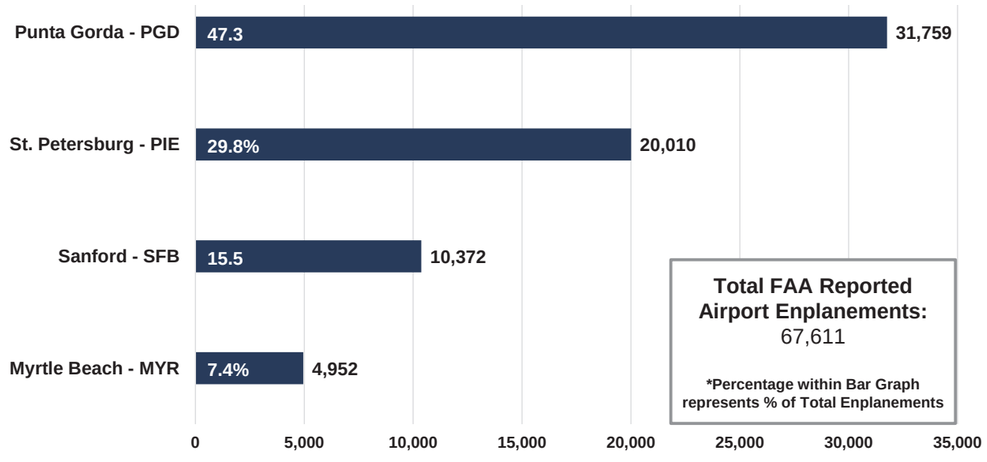
Origin & Destination Markets

Origination and Destination (O&D) Markets are the true start and end points of complete directional travel itineraries.

BUF TOP 12 O&D MARKETS (ENPLANEMENTS) CYE 2025



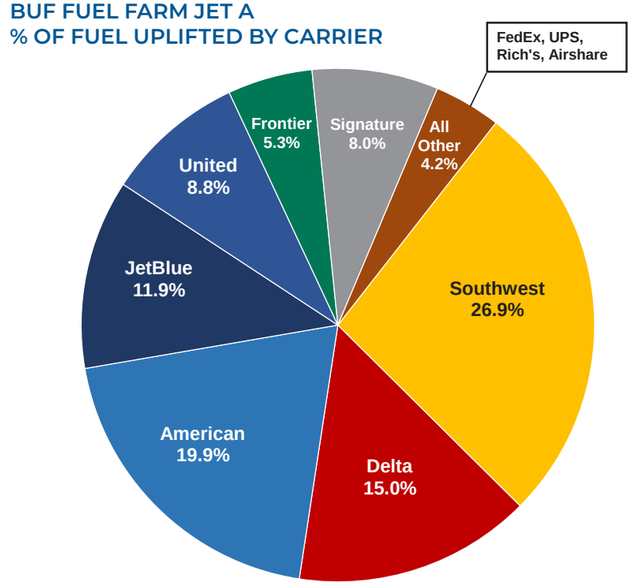
IAG O&D MARKETS (ENPLANEMENTS) CYE 2025



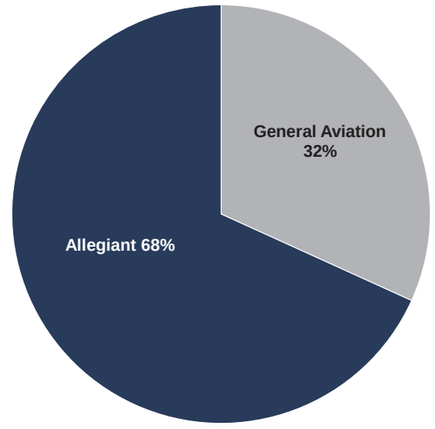
Allegiant Air is the sole provider of year-round flight service at IAG.

Fuel Farm

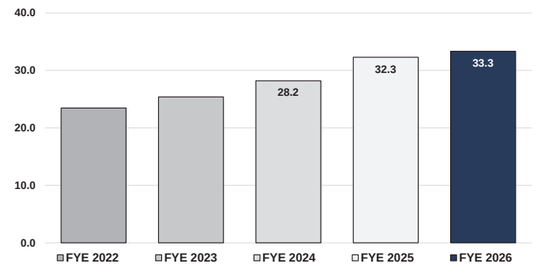
BUF FUEL FARM JET A % OF FUEL UPLIFTED BY CARRIER



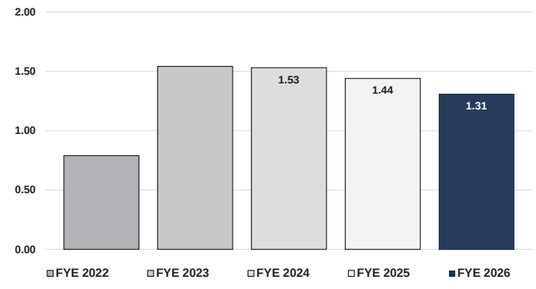
IAG FUEL FARM JET A % OF FUEL UPLIFTED BY CARRIER



BUF FUEL FARM JET A (GALLONS DELIVERED IN MM)

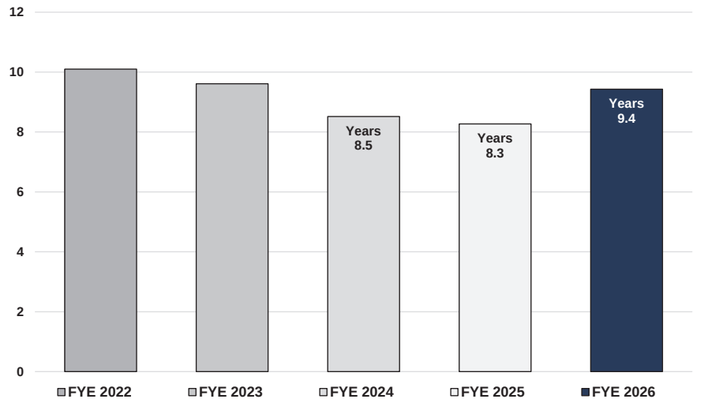


IAG FUEL FARM JET A (GALLONS DELIVERED IN MM)

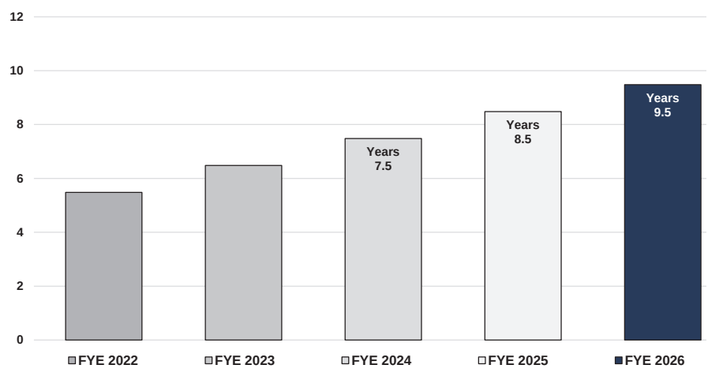


Vehicle Profile

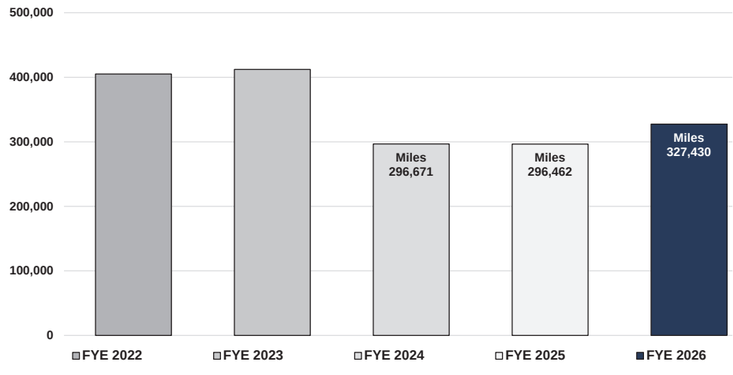
Metro's bus and rail fleet includes **287 buses** and **27 rail cars**. An underlying factor to the vehicle reliability is the overall age and mileage of the vehicle.



AVERAGE AGE PER BUS



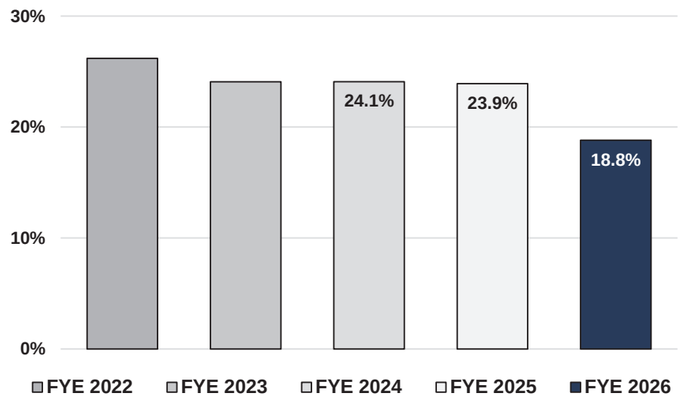
AVERAGE AGE PER RAIL CAR



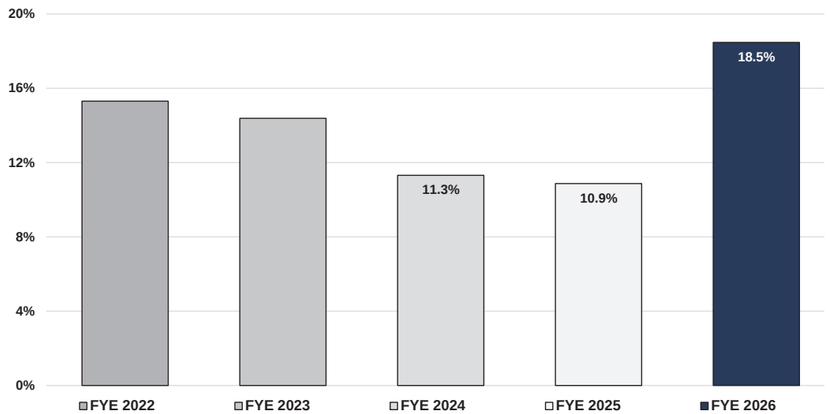
AVERAGE TOTAL MILES PER BUS

VEHICLE PROFILE

Based on the prescribed useful life/miles milestones, a portion of the bus fleet is eligible for replacement. The Federal Transit Administration (FTA), which provides the major portion of funding for vehicle purchase, has prescribed the useful life of a 40' bus as 12 years of revenue service and/or 500,000 miles and useful life of a rail car as 30 years with a 15-year life for a rebuild.



BUSES BEYOND USEFUL AGE



BUSES BEYOND USEFUL MILES

RELIABILITY

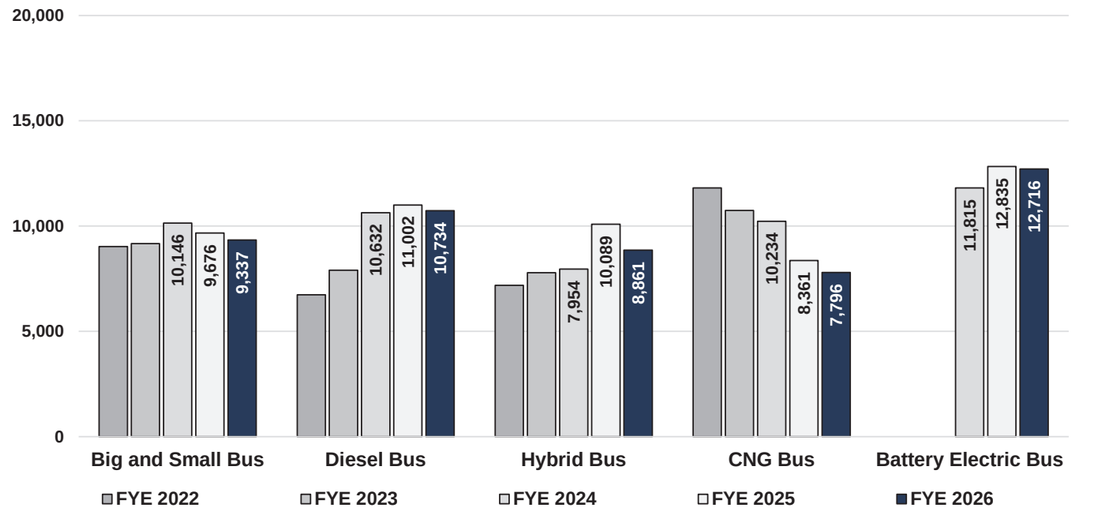
Metro's bus fleet consists of primarily 40' buses with diesel, hybrid (diesel/electric), battery electric, or compressed natural gas (CNG) power. The PAL fleet is comprised of vans powered by gasoline or CNG. Vehicle performance has a direct impact on Metro's ability to deliver reliable, safe service. Measurement of fleet reliability and efficiency demonstrates the effectiveness of Metro's maintenance program.

Occasionally mechanical defects necessitate removing a vehicle from service. Miles Without Service Interruptions reflects how many miles a bus has traveled in service before either a bus does not complete its scheduled trip or is unable to start its next scheduled trip.

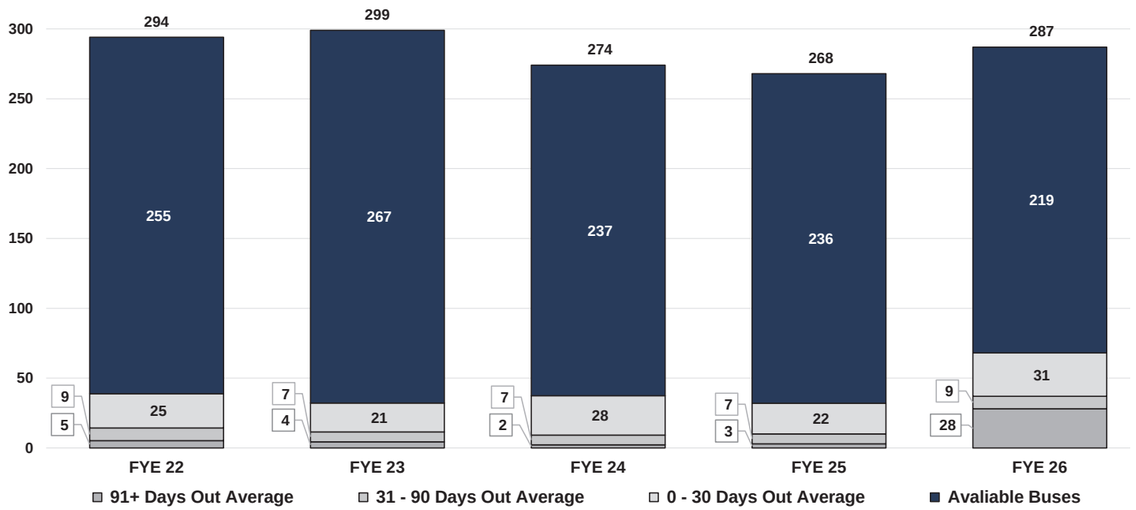
Vehicle Maintenance

Buses out of service are undergoing repair of defects and are not available for revenue service. Buses out of service include mechanical defects, vehicle corrosion, and collision related maintenance and repair requirements.

MILEAGE WITHOUT SERVICE INTERRUPTIONS

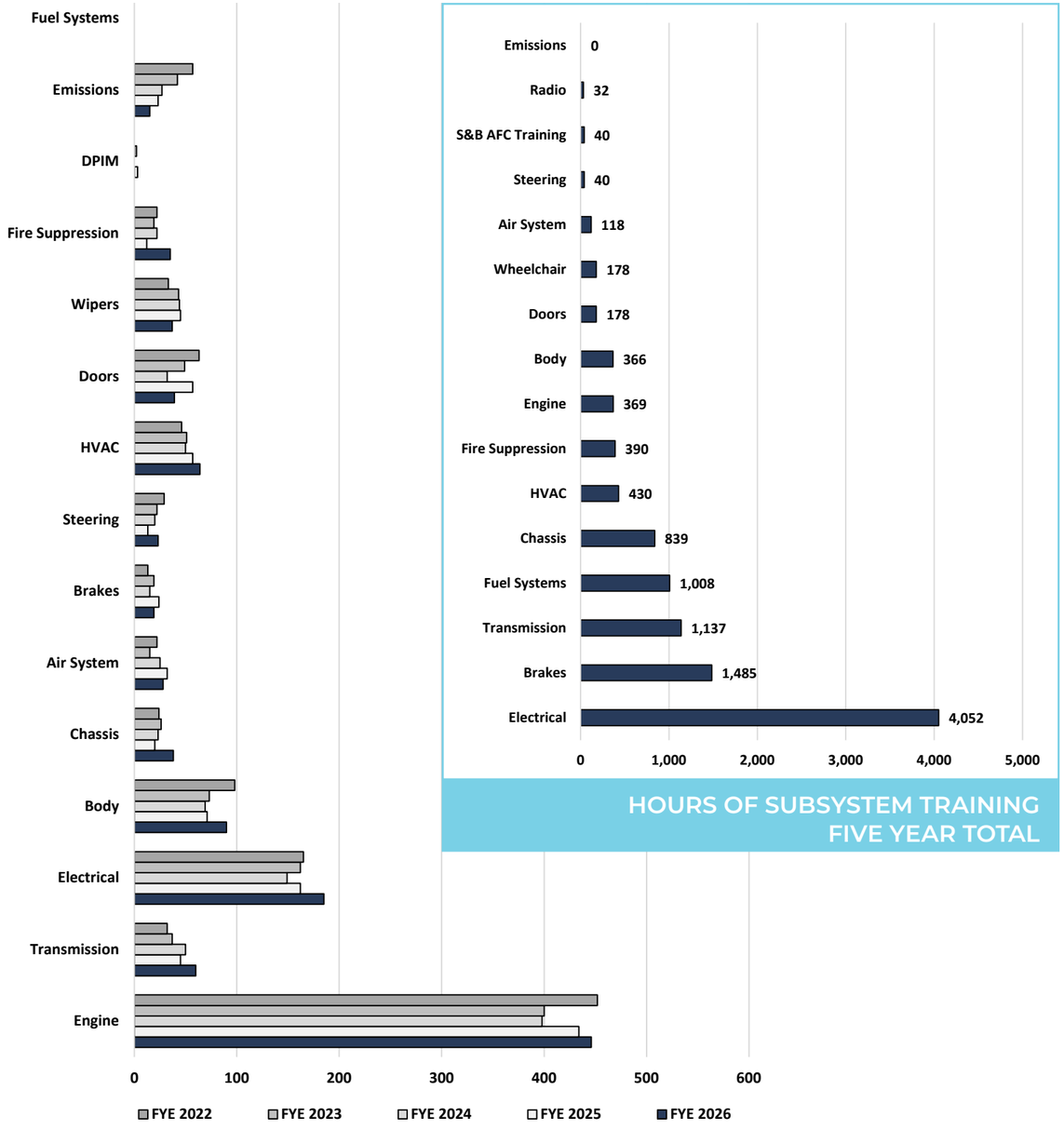


BUSES OUT OF SERVICE



Fleet defects are tracked to identify specific problem needs for both training and systemic areas of concern for bus maintenance. Fleet defects are directly related to preventative maintenance and vehicle age and mileage. A comprehensive training program is mandatory to improve vehicle reliability and maintain performance of an aging fleet. Vehicle maintenance training is provided to address specific elements of the fleet to pursue improvements in fleet performance and reliability.

FLEET DEFECTS BY SUBSYSTEM

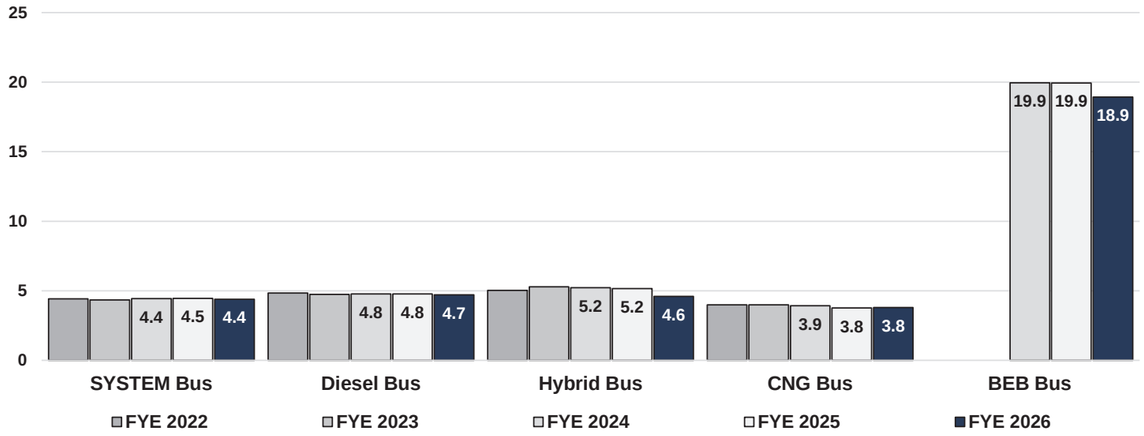


HOURS OF SUBSYSTEM TRAINING
FIVE YEAR TOTAL

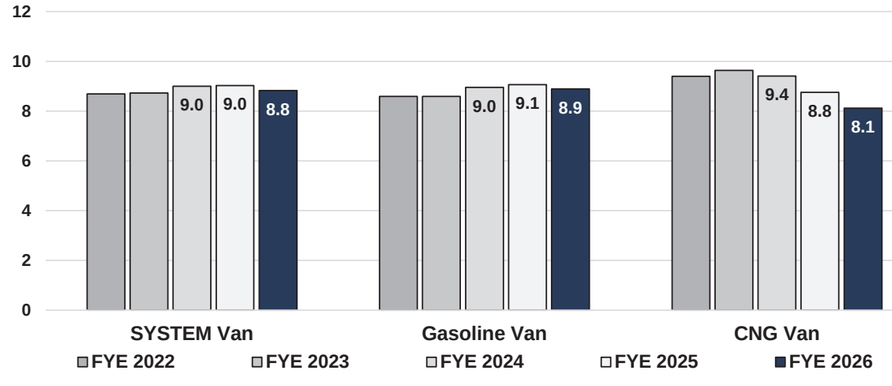
Performance

Fuel economy is directly related to the state of good repair and technological innovation of the bus fleet and is impacted by both maintenance and fleet age. The mileage is reported as diesel gallon equivalent (MPGde) which is calculated to provide a direct comparison of fuel efficiency. As of FYE 2026, NFTA-Metro successfully completed the transition away from diesel-powered PAL vans.

FUEL ECONOMY | BUSES (MPGde)



FUEL ECONOMY | VANS (MPGde)



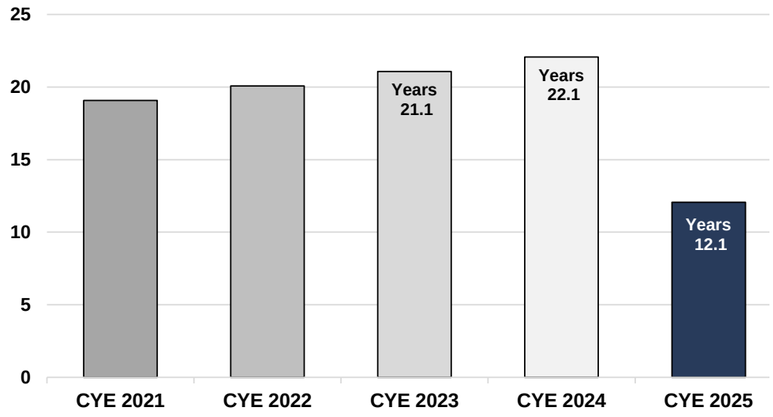
Terminal Infrastructure

PASSENGER BOARDING BRIDGE (PBB)

Terminal Operations oversees maintenance of 16 passenger boarding bridges (PBBs) or jet bridges, and the associated pre-conditioned air (PCA) units and ground power units (GPUs) for each bridge.

A PBB replacement program is ongoing with three PBBs replaced in FYE 25, four PBBs replaced in FYE 26, and two scheduled for replacement in FYE27.

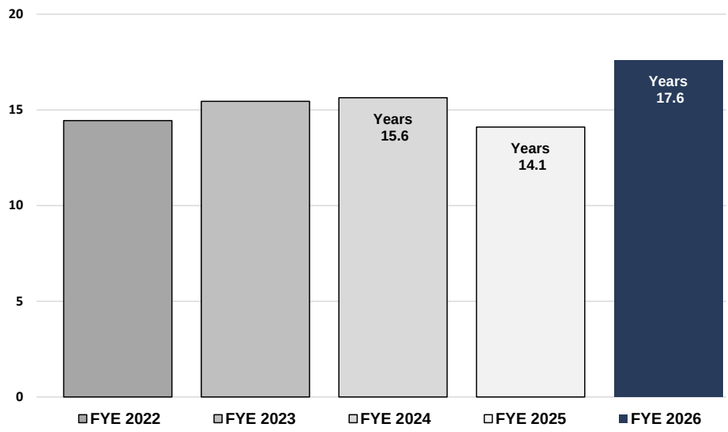
BUF | PASSENGER BOARDING BRIDGE AVERAGE AGE (YEARS)

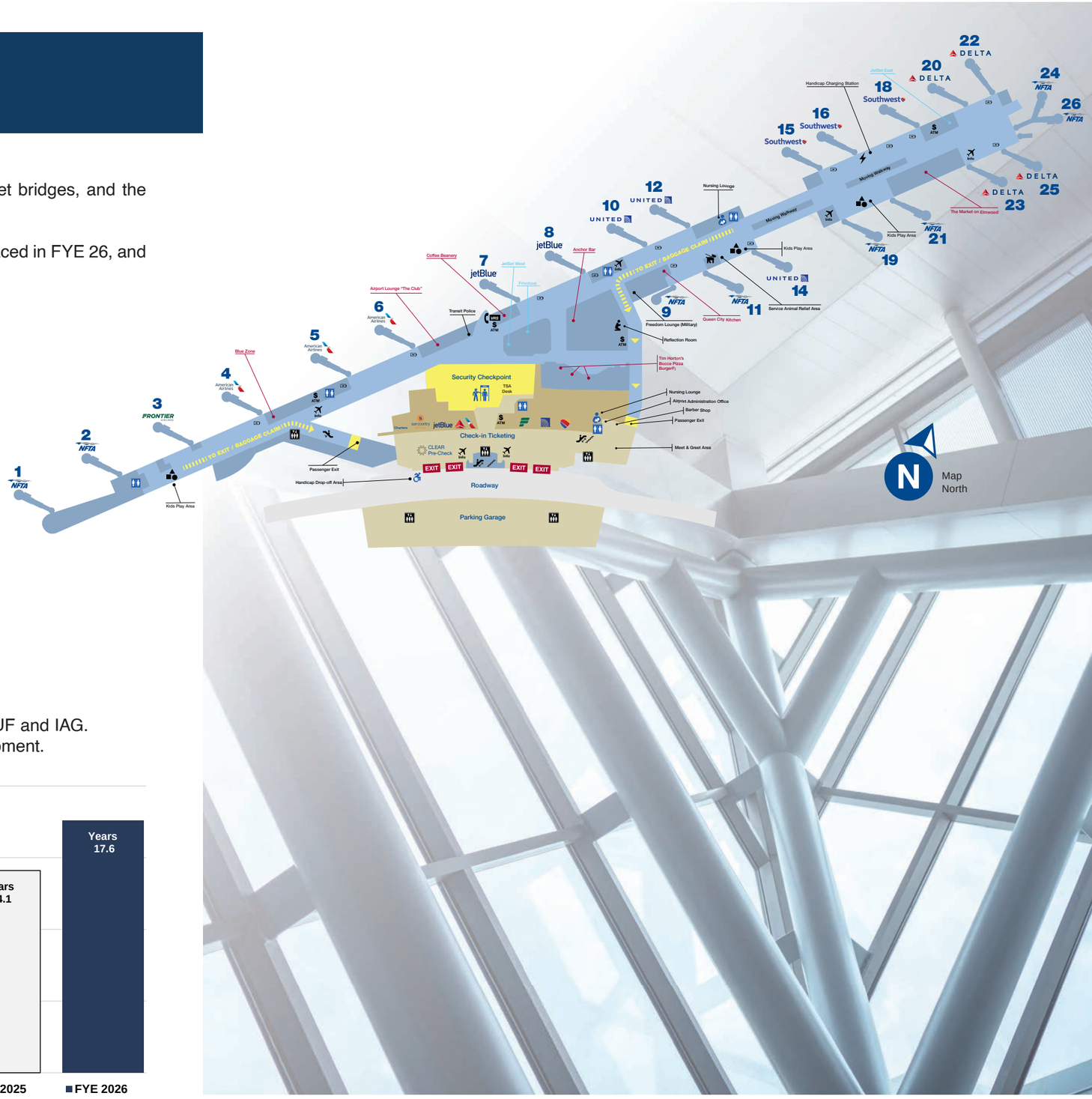


SNOW REMOVAL EQUIPMENT AVERAGE LIFE

Aviation's snow removal equipment fleet includes 49 pieces of equipment located at both BUF and IAG. An underlying factor in vehicle reliability and maintenance cost is the overall age of the equipment.

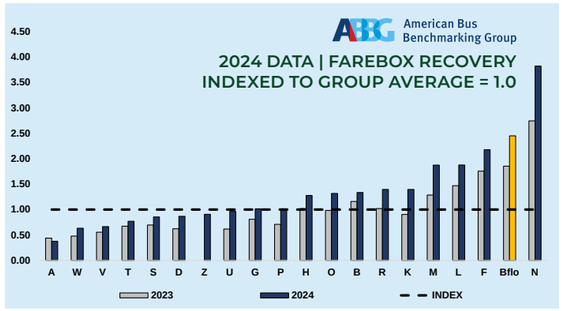
SNOW REMOVAL EQUIPMENT AVERAGE AGE (YEARS)



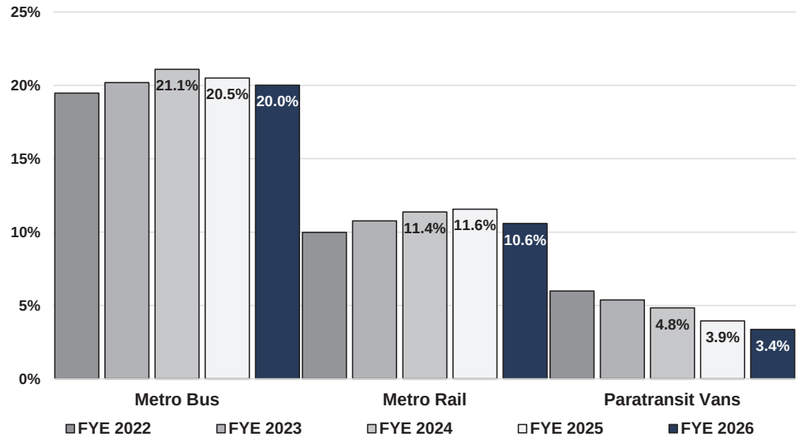


Revenue

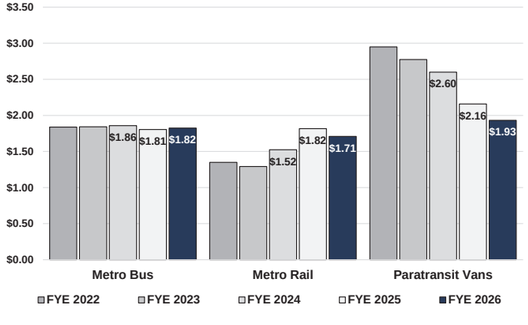
Revenue primarily consists of passenger fares and operating assistance from local, State and Federal sources. Other revenue consists of advertising fees and miscellaneous revenues. Passengers' fares make up approximately **18.4% of total revenues**.



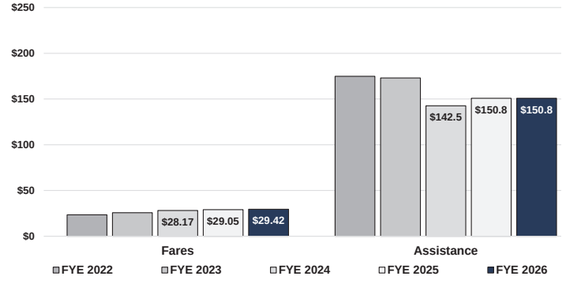
FAREBOX RECOVERY



AVERAGE FARE PER PASSENGER



REVENUE SOURCES ($ IN MM)



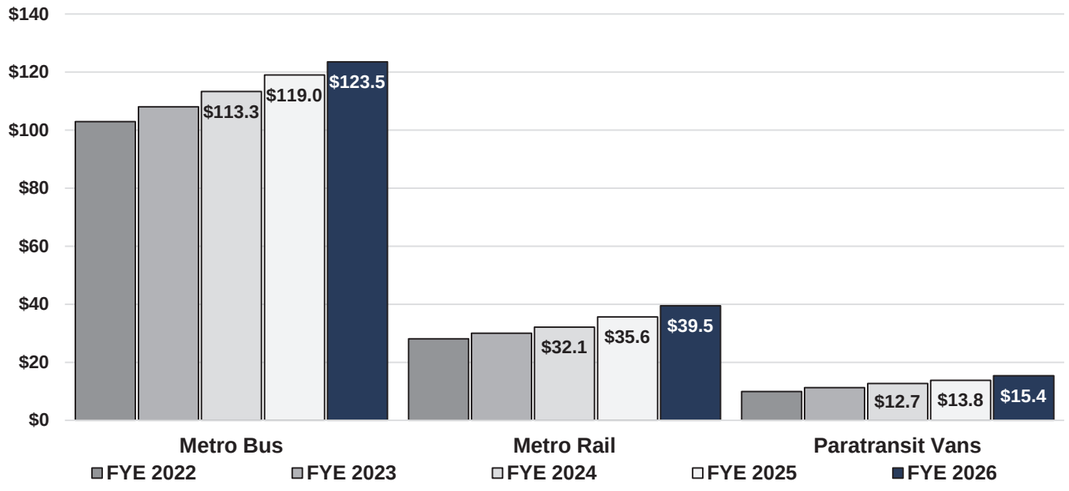
FAREBOX RECOVERY WEEKDAY SERVICE ONLY

This represents the percent of operating expenses which are directly covered by the passenger fares. It is computed by dividing the total passenger fare revenue by the total operating expenses for each route.

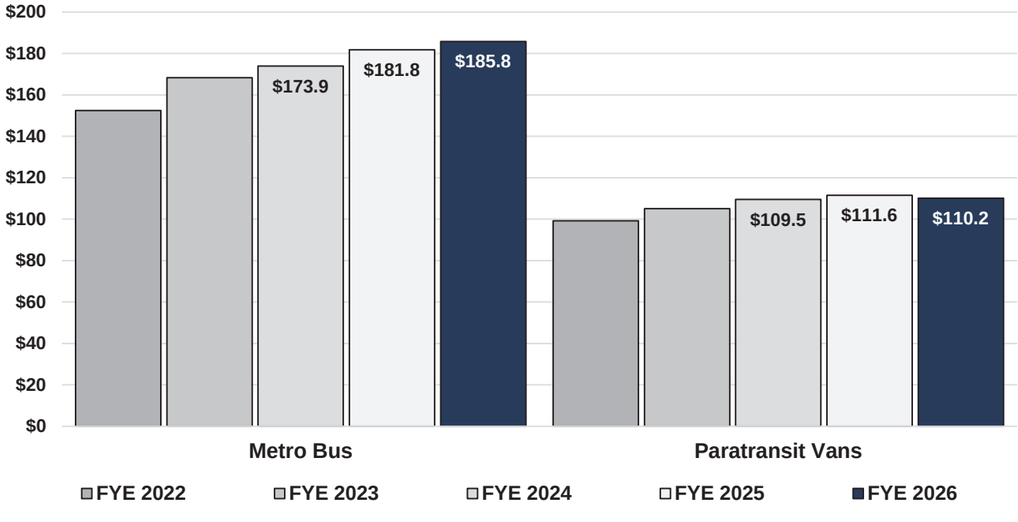
Expenses

Expenses include Personnel Services, Maintenance and Repairs, Transit Fuel and Power, Utilities, Insurance and Injuries, Safety and Security, General Business, and Support Services. Personnel Services account for approximately **60% of total Operational Expenses**.

OPERATING COSTS ($ IN MM)

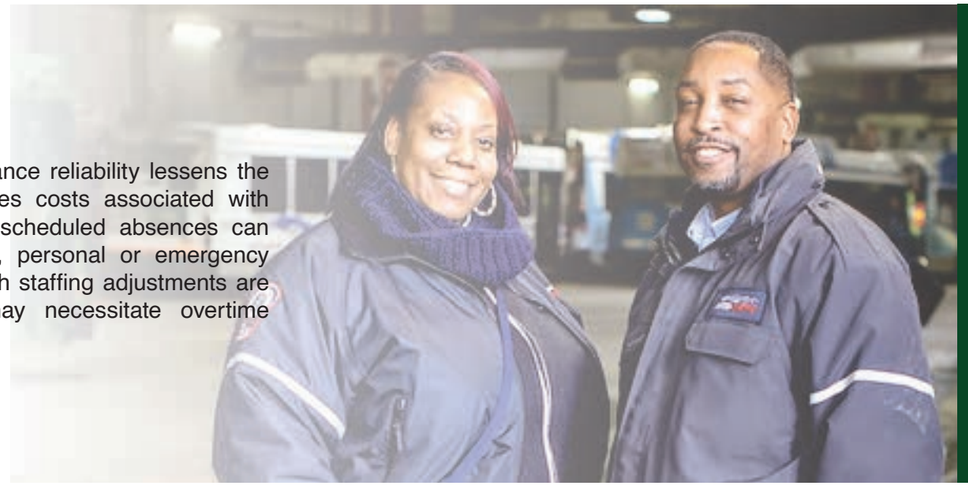


OPERATING COSTS PER VEHICLE HOUR

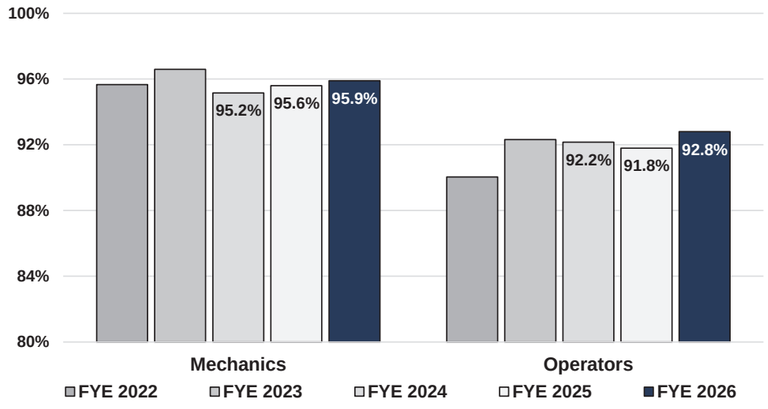


PERSONNEL

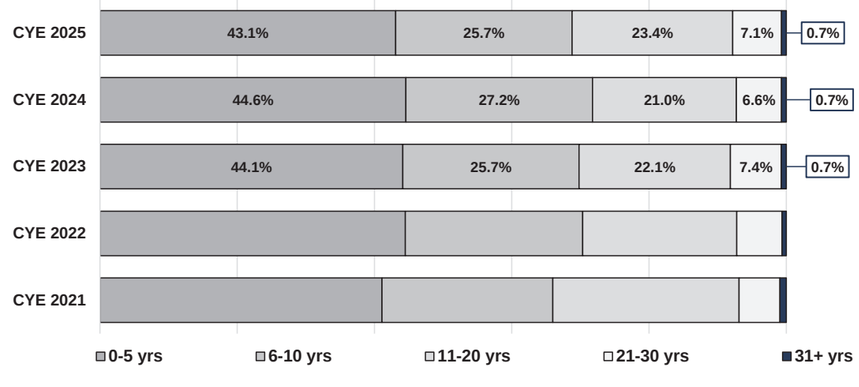
Improved attendance reliability lessens the personnel services costs associated with absenteeism. Unscheduled absences can occur for illness, personal or emergency situation for which staffing adjustments are required and may necessitate overtime expenditures.



ATTENDANCE



YEARS OF BUS DRIVING EXPERIENCE



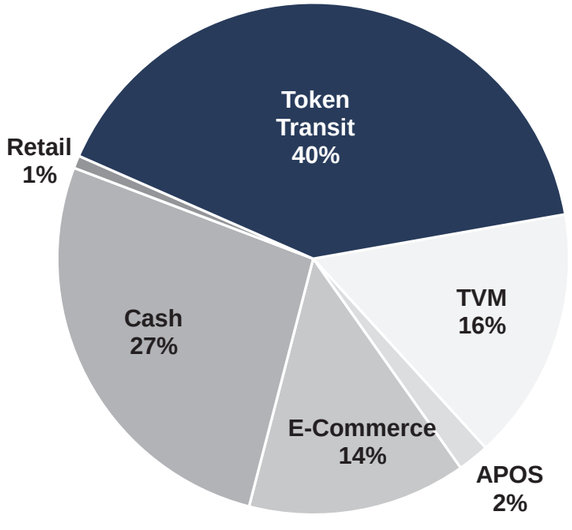
Metro Pass Sales

Metro passes are distributed through a variety of sources providing alternatives for customer access to pass media.

These sources include:

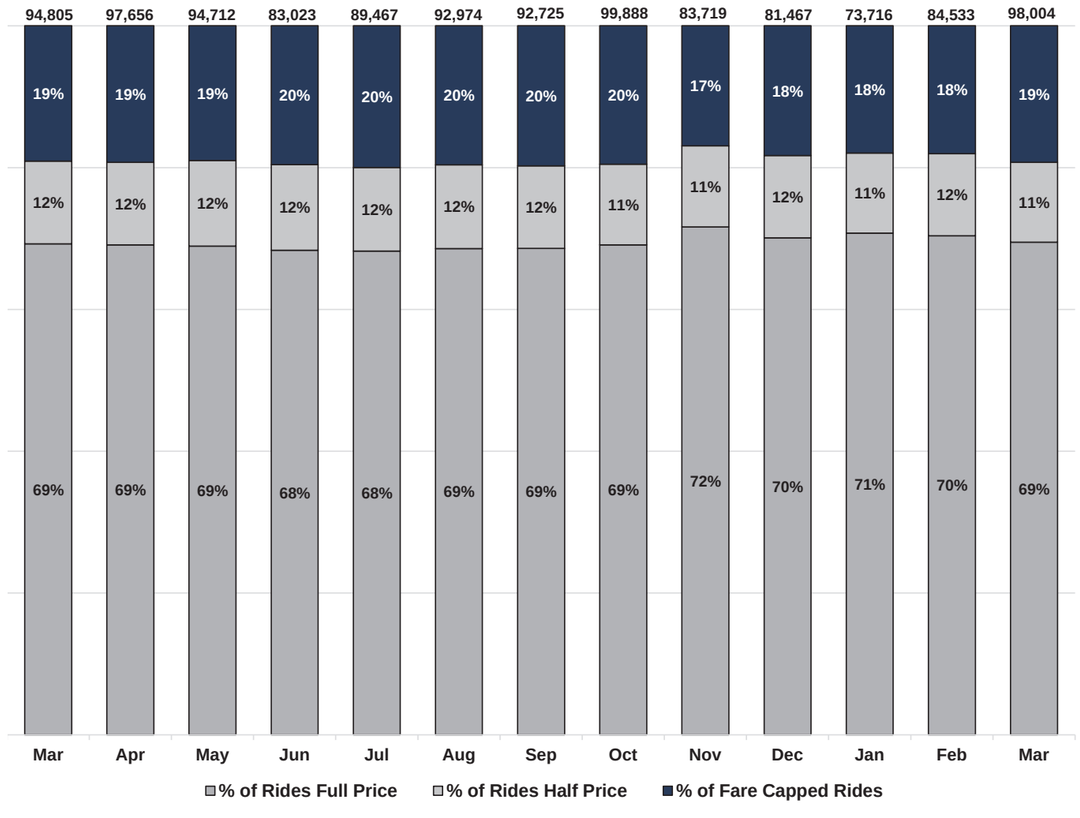
- TVM (Ticket Vending Machines)
- Rail stations
- Bus transit centers
- Agencies/retail outlets/Metro website
- MTC (downtown bus terminal)
- Token Transit

FYE 2026 POINT OF SALE DOLLAR WEIGHED AS % OF SALES



Metro offers fare capping to passengers using MetGo stored value balances. This pay-per-ride system caps passengers' costs after reaching a certain threshold for a day, a week, and a month. As passengers reach those thresholds, they're able to ride for free for the rest of the relevant period. This ensures that passengers never pay more during a day, week, or month than the cost of a day pass, 7-day pass, or 31-day pass, and allows them to avoid the up-front costs associated with those period passes.

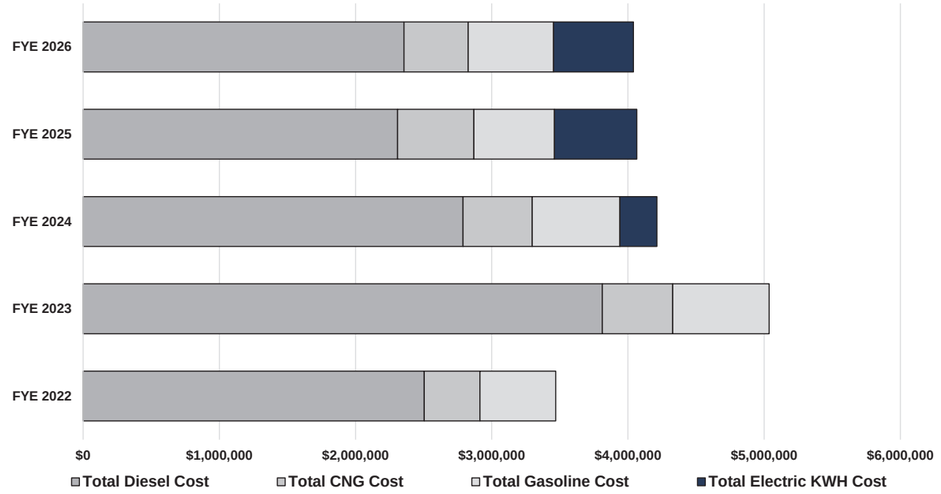
FYE 2026 FARE CAPPING % OF RIDERS AT FULL PRICE, HALF PRICE, AND FARE CAPPED



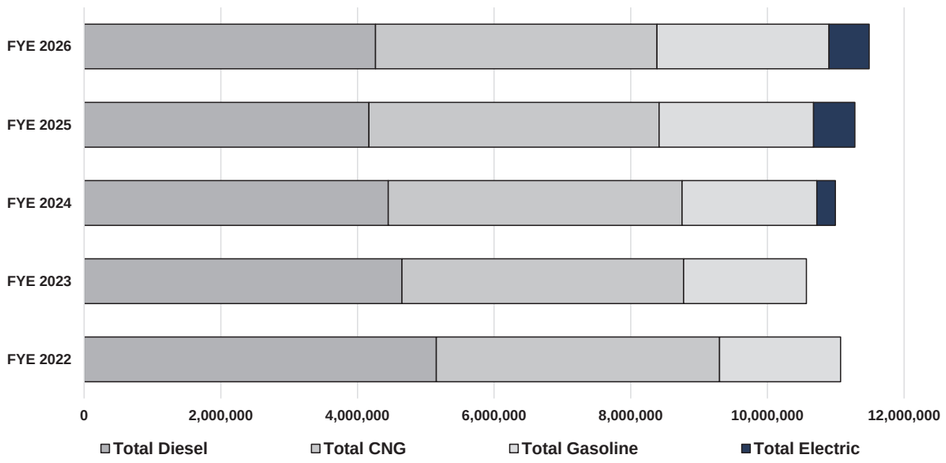
Fuel Costs

In order to maintain budget stability and minimize costs, Metro may lock in fuel purchases for a portion of consumption. Metro fuel costs are based on the total volume purchased at both the market rate and fixed rate for the associated quantities. Market cost for fuel is based on the total cost that would be expended if we were to purchase our entire consumption at the market rate. FYE 2026 Battery Electric Bus cost per kilowatt-hour (kWh) increased from October to March primarily due to higher utility and delivery charges.

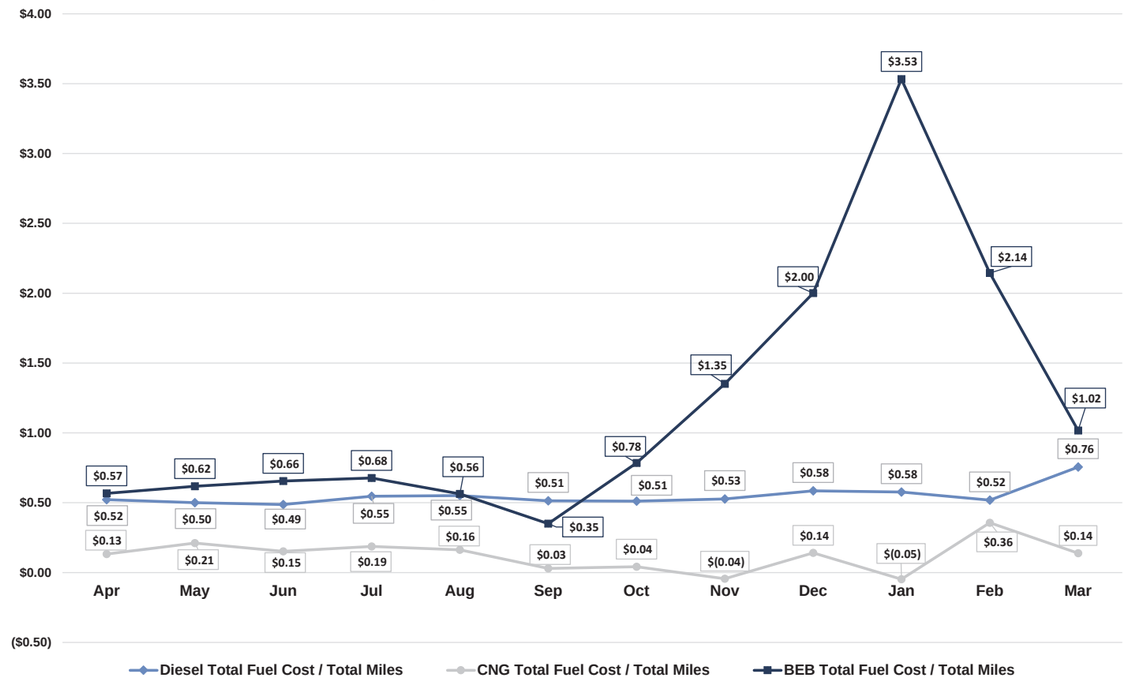
FUEL TYPE COSTS



MILES BY FUEL TYPE (IN MM)



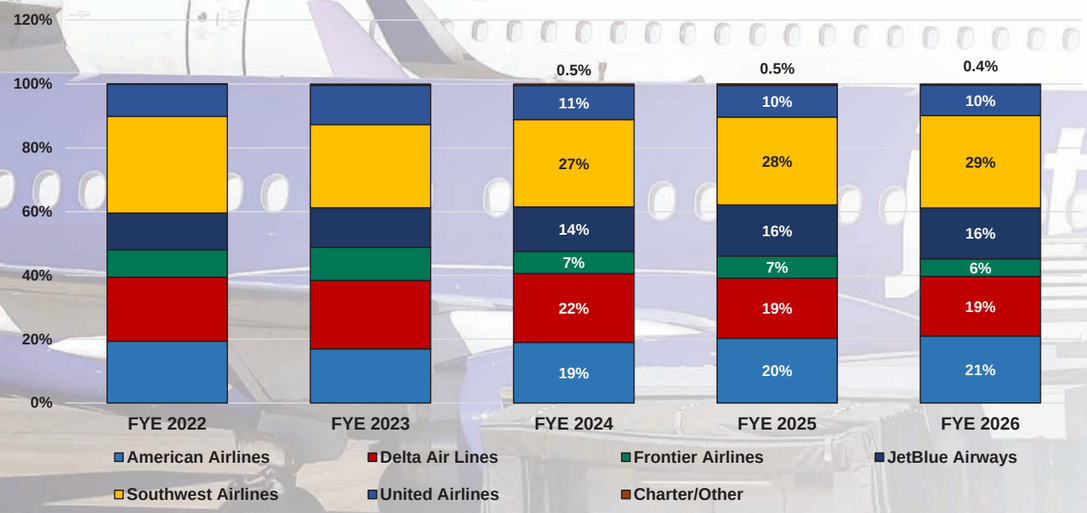
FYE 2026 | COST PER MILE BY FUEL TYPE



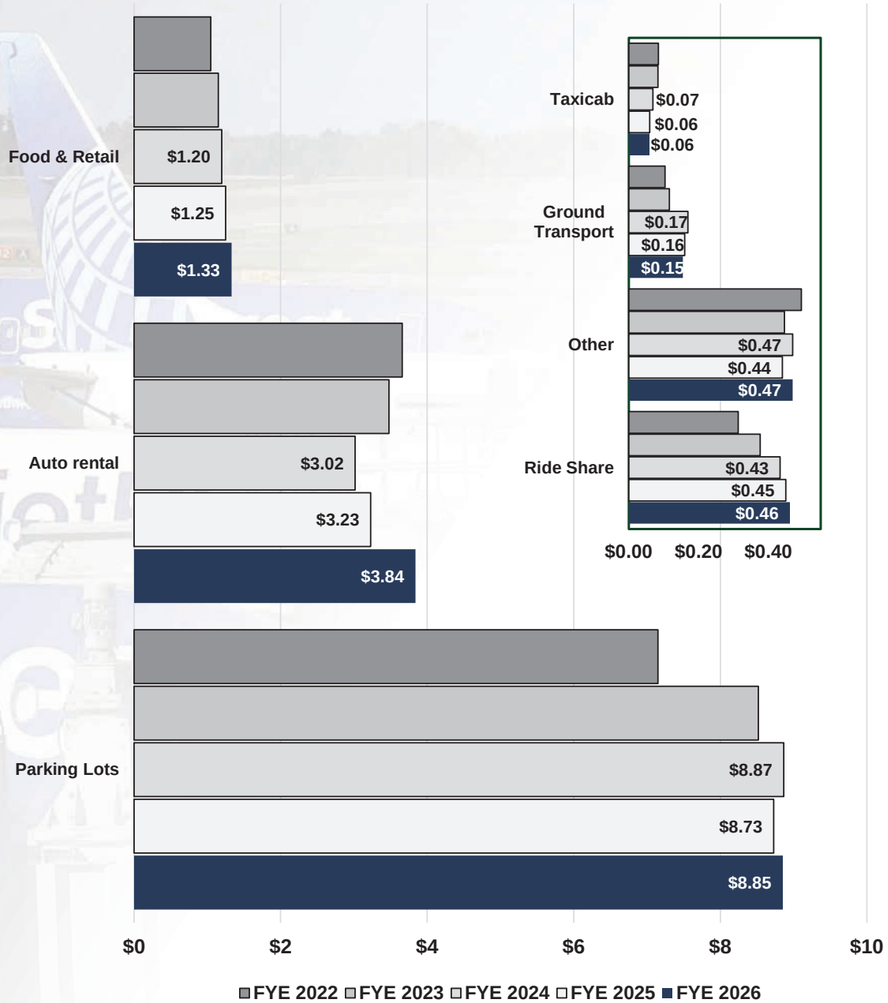
Revenue

Airport revenues are analyzed and compared on the ratio basis of **Revenue per Enplanement**, which is standard for the airport industry. Enplanements is the count of passengers that have boarded a commercial aircraft at the airport terminal. Similarly, deplanements is the count of passengers that have disembarked a commercial aircraft at the airport terminal.

BUF - % OF ENPLANEMENTS BY CARRIER

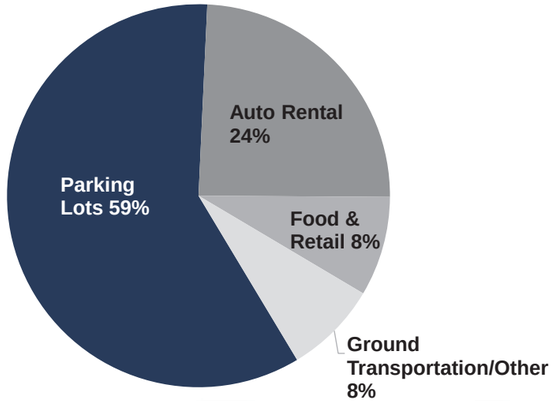


BUF REVENUE PER ENPLANEMENT

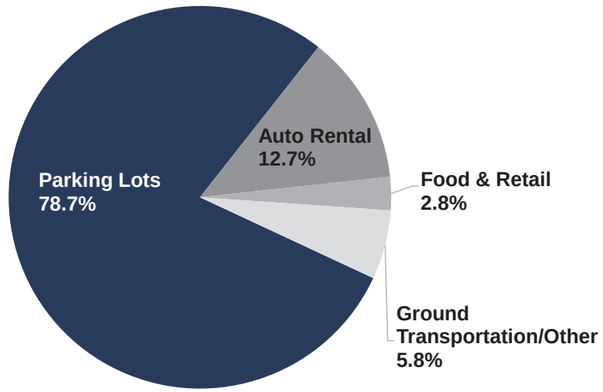


CONCESSIONS

Concession revenues are non-aeronautical revenues generated by the airport. The primary source of concession revenue for the airport is generated through the parking lots, followed by auto rentals, food and retail sales. The remaining concession revenues are driven from ride share, taxicabs, ground transportation operations, ground handling services, and other various terminal revenue generating operations.



BUF CONCESSION REVENUE FIVE YEAR AVERAGE



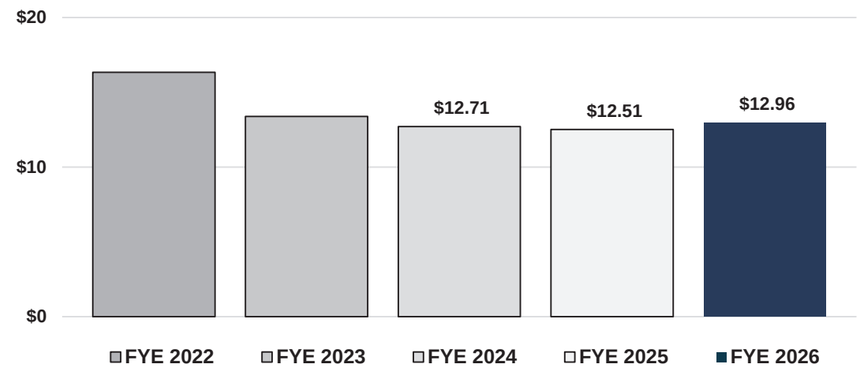
IAG CONCESSION REVENUE FIVE YEAR AVERAGE

Cost Per Enplanement

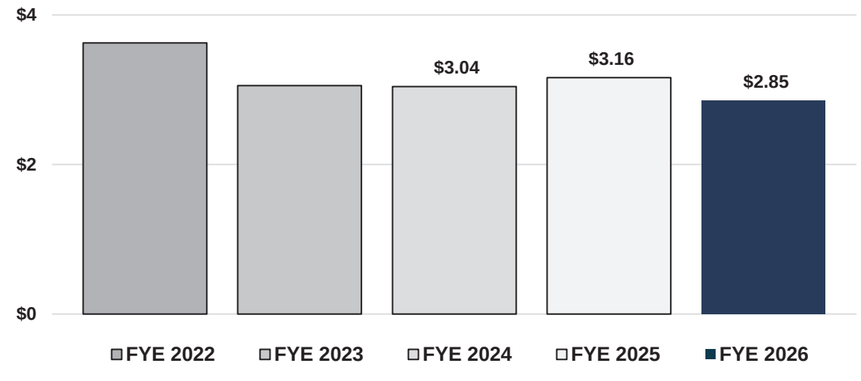
Cost Per Enplanement (CPE) is an industry standard metric used to determine the relative cost to the airline from an airport's rates and charges model, the key metric for how airlines compare costs between airports. CPE at BUF is calculated by adding the annual Landing Fee, Terminal Ramp Fee, Terminal Rent, and Baggage Handling Maintenance Expenditures divided by the total number of enplanements. Lowering the CPE is a continuous goal of airport management.

IAG is a common-use facility and does not have any exclusive or preferential use leases with airlines. The flight activity level at IAG (less than a dozen flights per week on average) does not allow for any such leases, as it would be cost prohibitive for any airline to operate there. Therefore, IAG does not operate on a cost compensatory basis like BUF. The rates and charges at IAG are set at a level low enough to fit the cost model of ultra-low cost carriers; significant increases in IAG fees would result in a loss of air service.

BUF | COST PER ENPLANEMENT

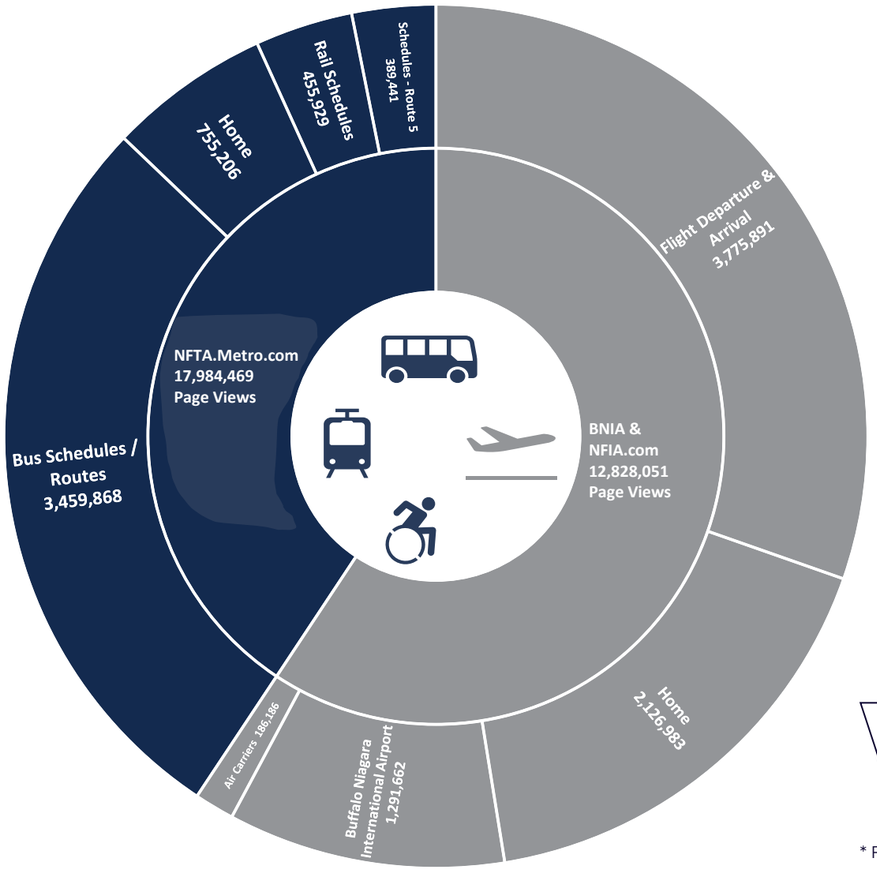


IAG | COST PER ENPLANEMENT



Website & Social Media

Most visitors to the family of **NFTA websites** check bus, train, or plane schedules. On average, schedules are viewed over 11,000 times a day, with bus routes being the most popular, followed by arrivals at BUF.

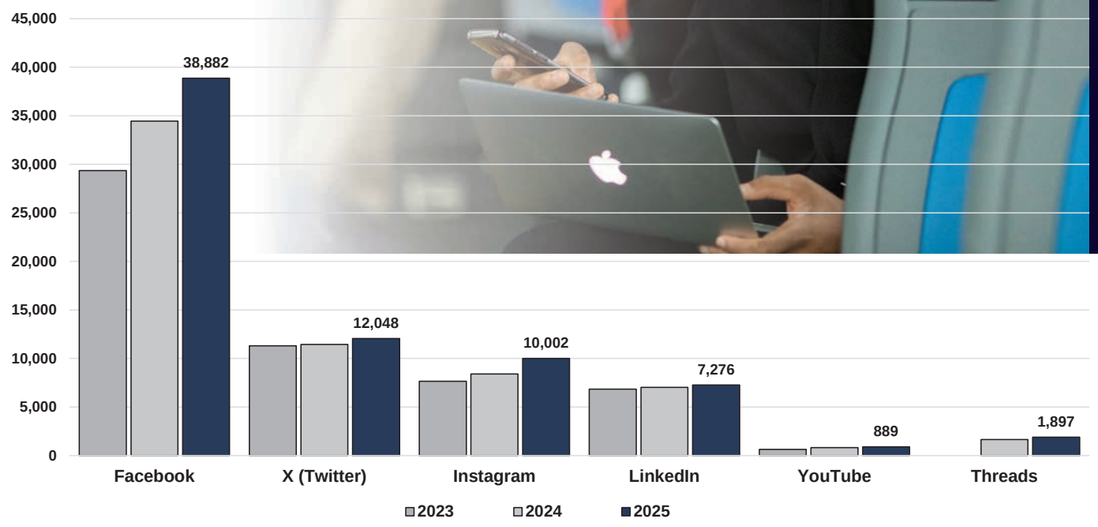


WEB
PAGE VIEWS

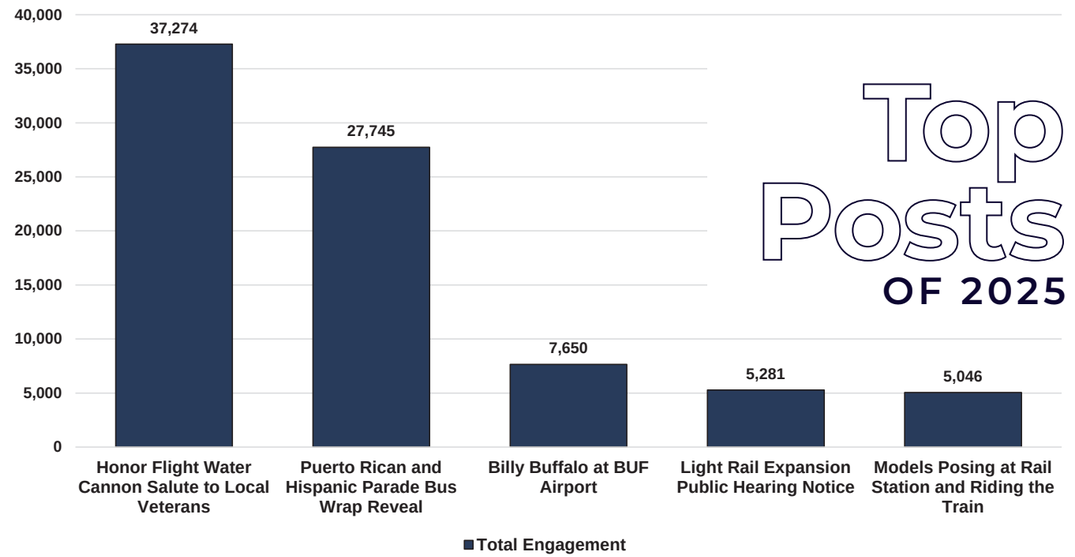
* FIVE-YEAR CUMULATIVE TOTAL

Social media plays a vital role in how the NFTA connects with riders, employees, stakeholders, and the community. As a real-time communications tool, it allows the NFTA to quickly share important service updates, safety information, emergency alerts, detours, promotions, and community news across multiple platforms where customers already spend their time. NFTA social media creates a two-way conversation, giving customers a direct channel to ask questions, provide feedback, and engage with the agency in a timely and accessible way. A strong social media presence is essential for building trust, improving transparency, increasing rider awareness, and strengthening the NFTA's relationship with the communities it serves.

Followers
CHANGE BY PLATFORM



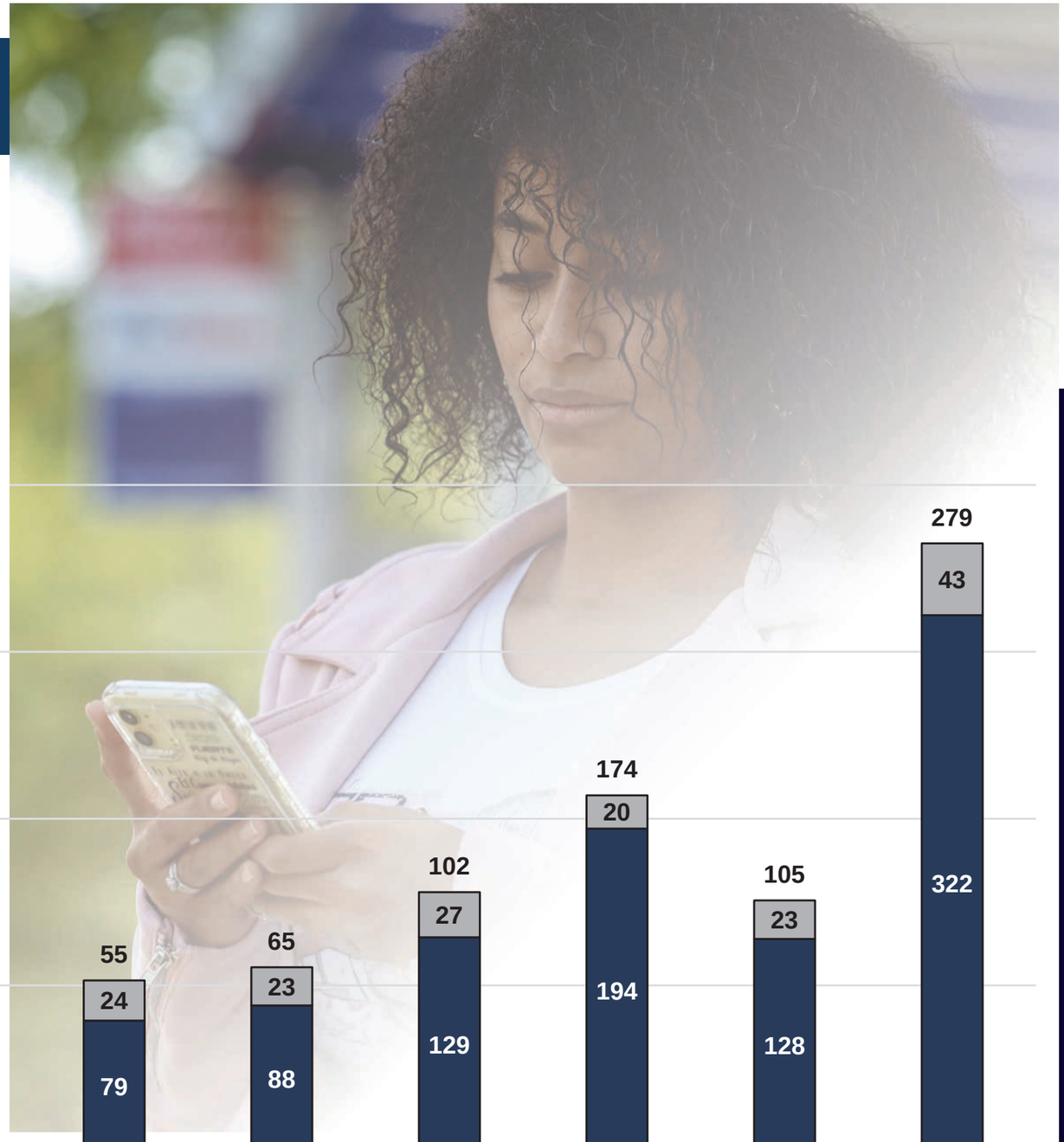
Top Posts
OF 2025

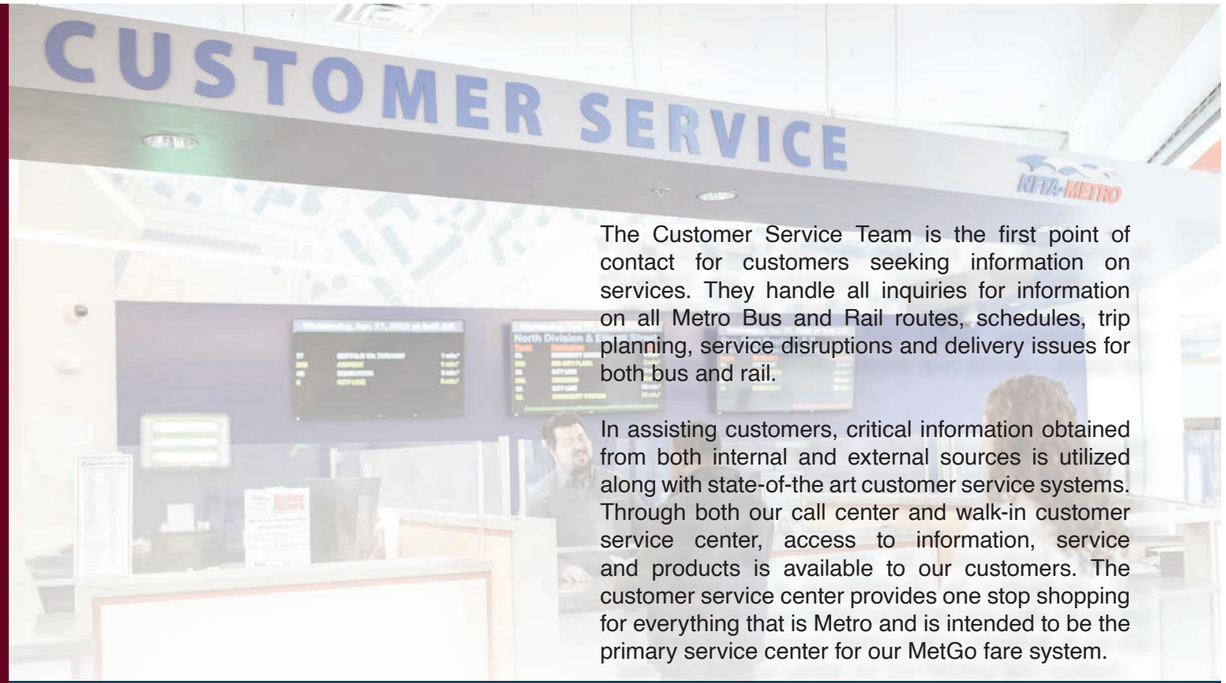


Metro Alerts

Metro Alerts is an important communications tool that helps keep Western New York riders informed, connected, and prepared. Real-time notifications are delivered by text, email, and Metro website updates. Metro Alerts provide timely information about service disruptions, delays, weather impacts, detours, rail service changes, and emergency situations. These alerts help riders make informed travel decisions, reduce uncertainty, and improve the overall transit experience by providing accurate information when it matters most.

NEW SUBCRIBERS CYE 2025





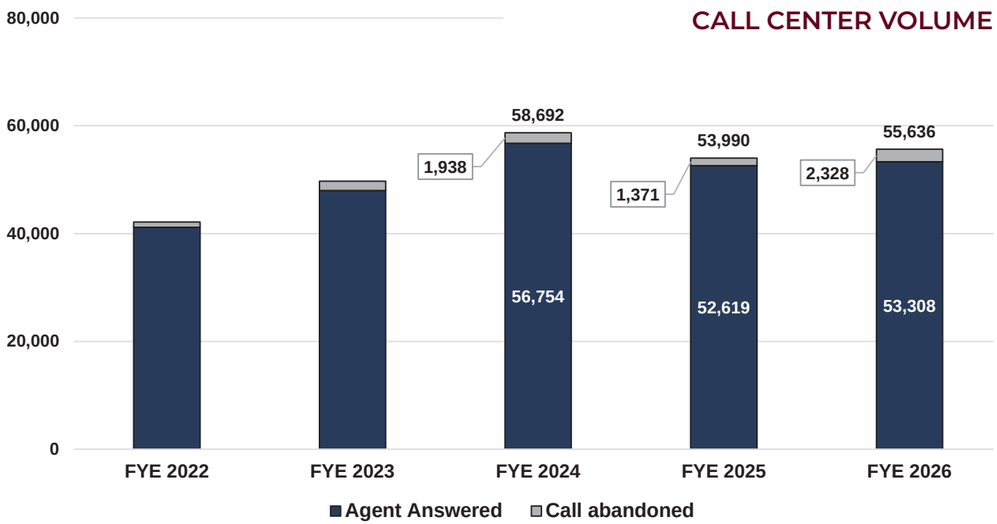
The Customer Service Team is the first point of contact for customers seeking information on services. They handle all inquiries for information on all Metro Bus and Rail routes, schedules, trip planning, service disruptions and delivery issues for both bus and rail.

In assisting customers, critical information obtained from both internal and external sources is utilized along with state-of-the art customer service systems. Through both our call center and walk-in customer service center, access to information, service and products is available to our customers. The customer service center provides one stop shopping for everything that is Metro and is intended to be the primary service center for our MetGo fare system.

Call Center Activity

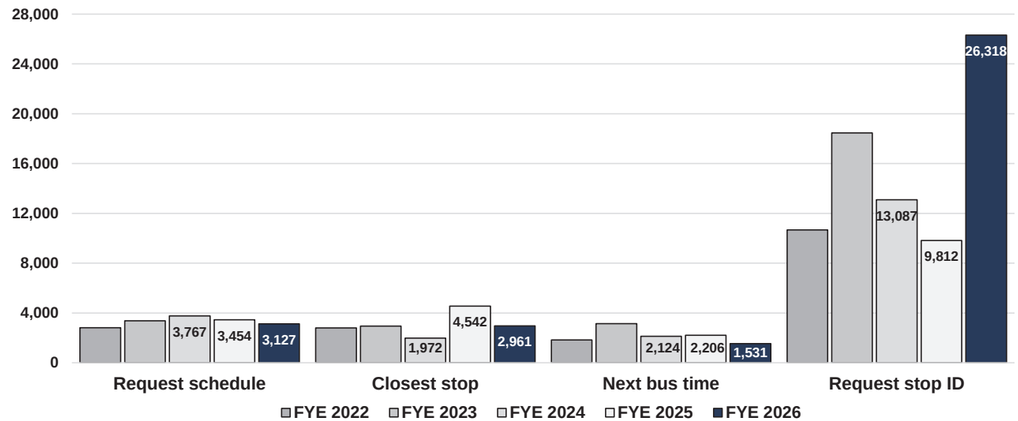
Customer input is a critical element of providing quality public transit service. In order to provide opportunities for our customers to engage Metro, our Customer Service Response Line, (716) 855-7211, is utilized.

CALL CENTER VOLUME



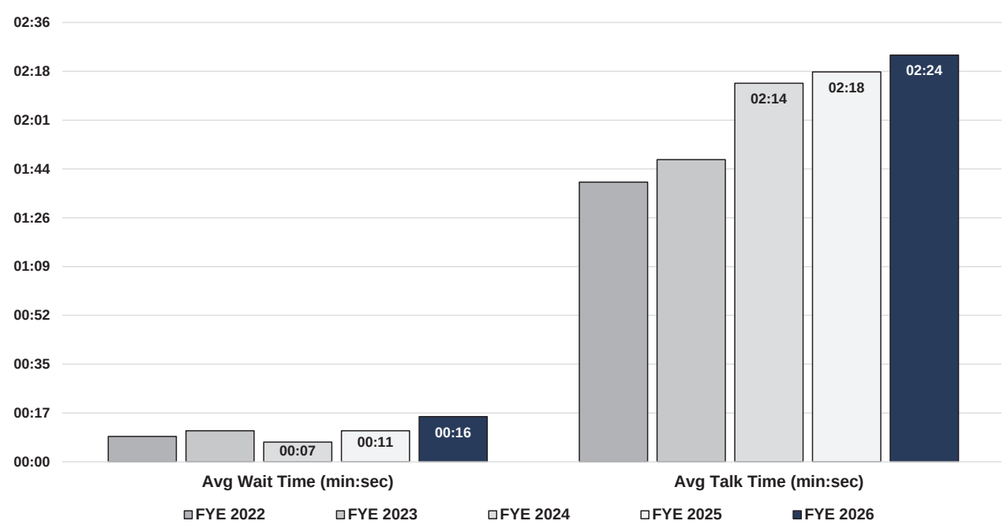
Our online InfoWeb provides our customers with the ability to access transit information. Customer calls are initially answered by an Interactive Voice Response (IVR) system with an automated message directing the caller to select an option which usually takes about 15 seconds (introduction time). This allows the caller to get standard information quickly (IVR answered).

IVR REQUESTED INFORMATION



If the need arises for more specific information, the caller can then transfer to a Customer Service Agent (Agent Answered) for assistance. Once the caller requests agent contact, the average wait time reflects the time until the agent engages the caller. Once an agent is engaged, the actual conversation is measured as talk time.

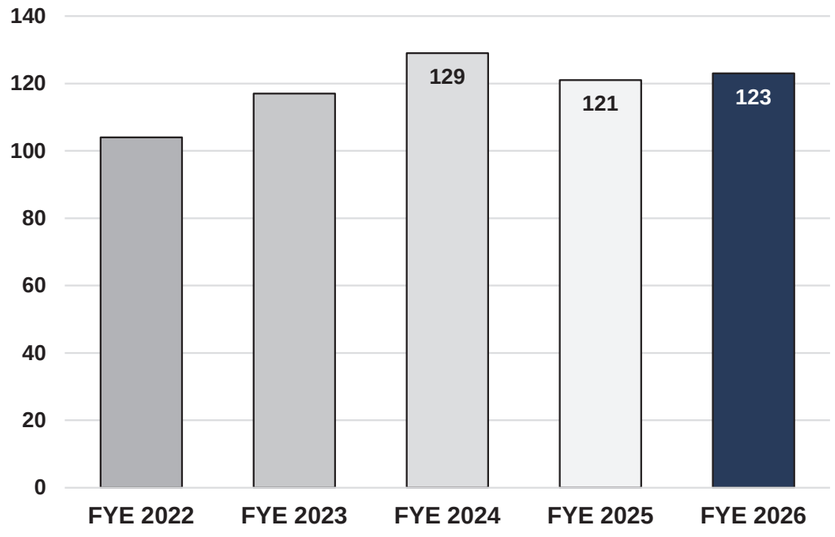
AGENT ANSWERED TIMING



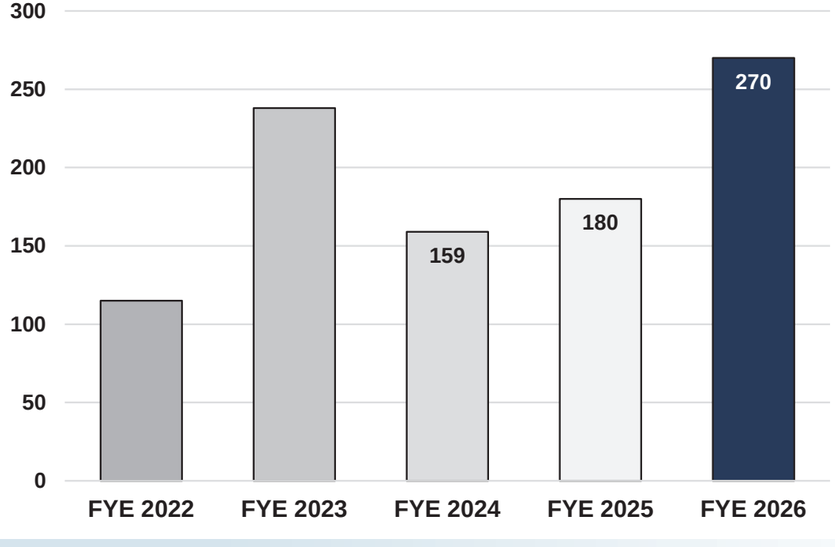
Commendations & Complaints

Customers are encouraged to comment on their experience using Metro. These comments are documented as either **commendations** or **complaints**.

BUS & RAIL COMMENDATIONS

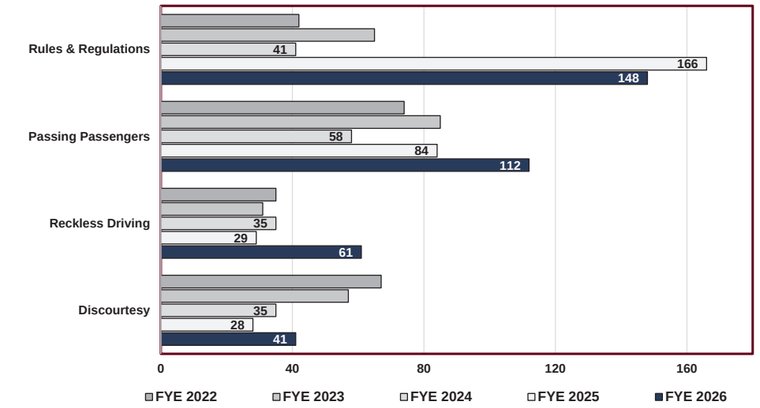


PARATRANSIT COMMENDATIONS

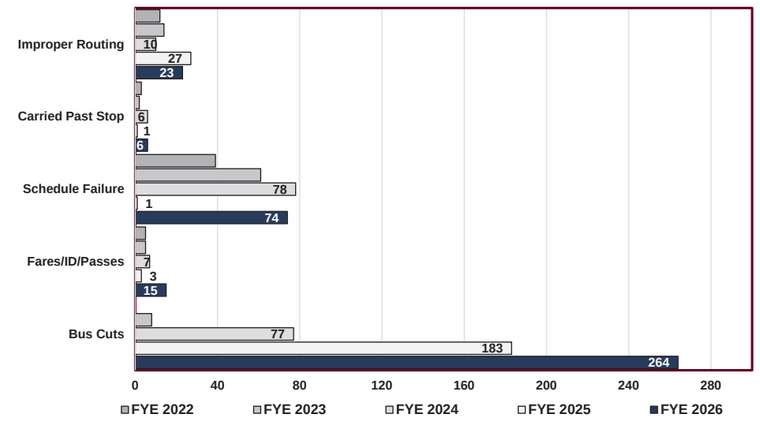


COMPLAINTS BY TYPE

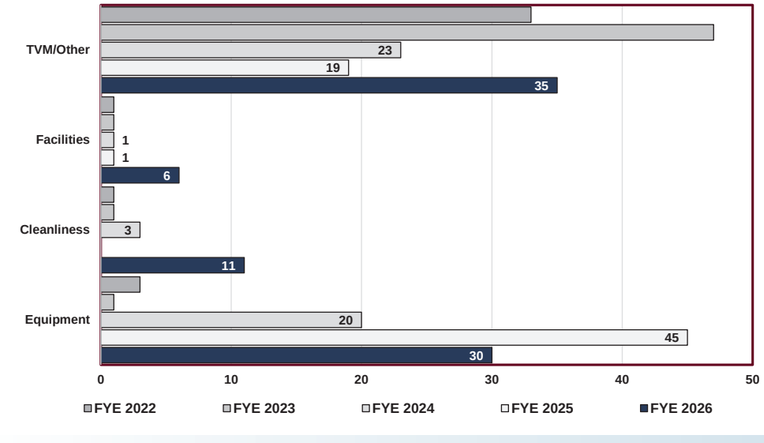
Customer complaints are delineated by the specific issues of **professionalism**, **service delivery**, or **equipment** encountered and then reported by category for further evaluation and resolution.



PROFESSIONALISM



SERVICE DELIVERY

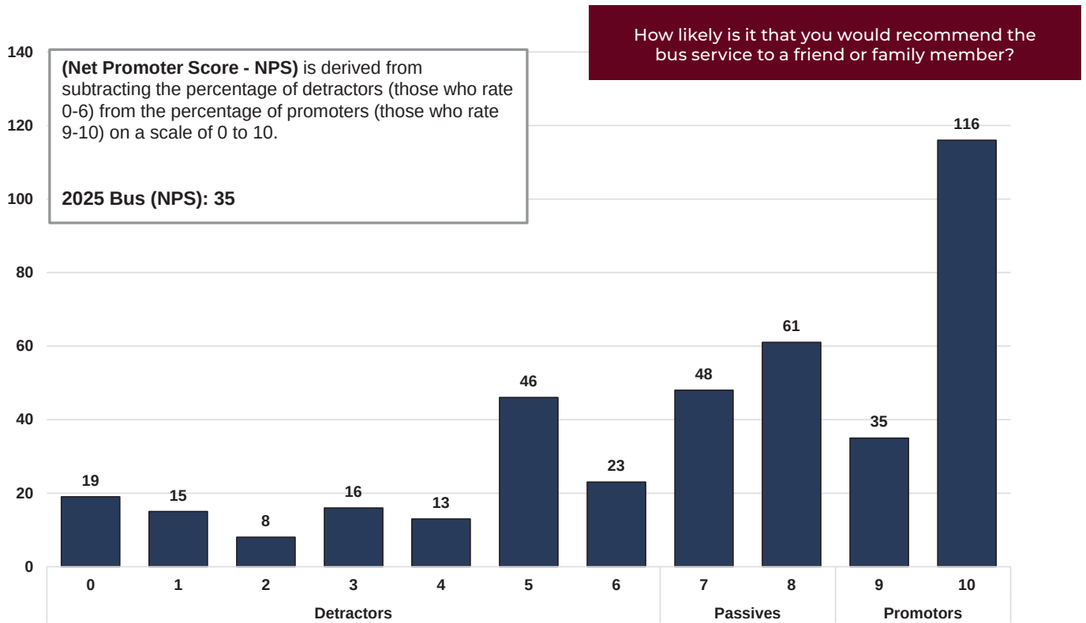


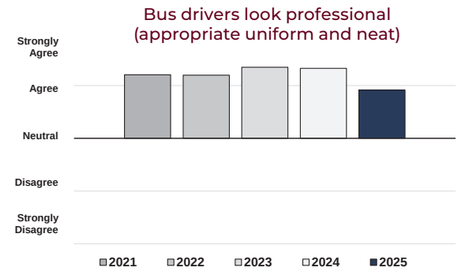
EQUIPMENT

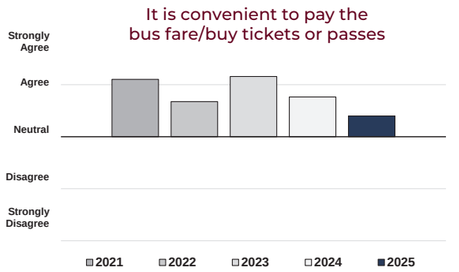
Customer Satisfaction Survey Results

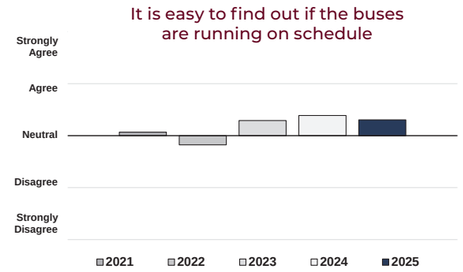
The American Bus Benchmarking Group (ABBG) through the Imperial College, London, England, conducts Customer Satisfaction Surveys on behalf of each member transit agency.

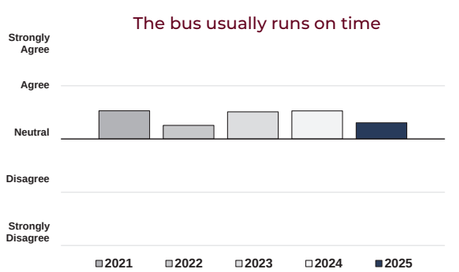
The following Customer Satisfaction Survey results represent how our riders perceive **Metro Bus** operations.

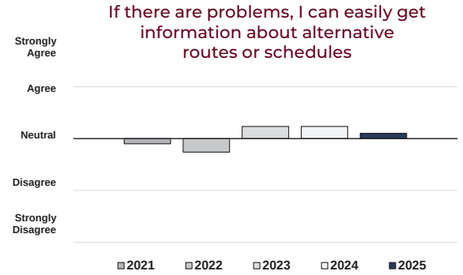


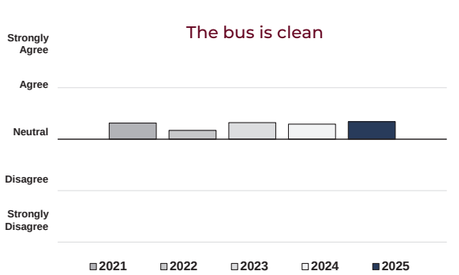


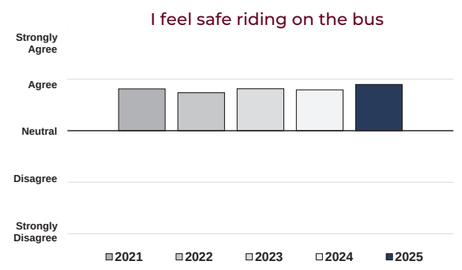


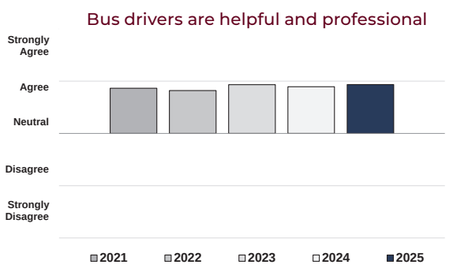


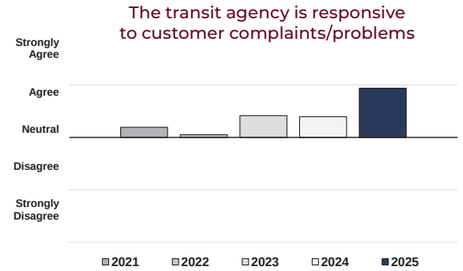










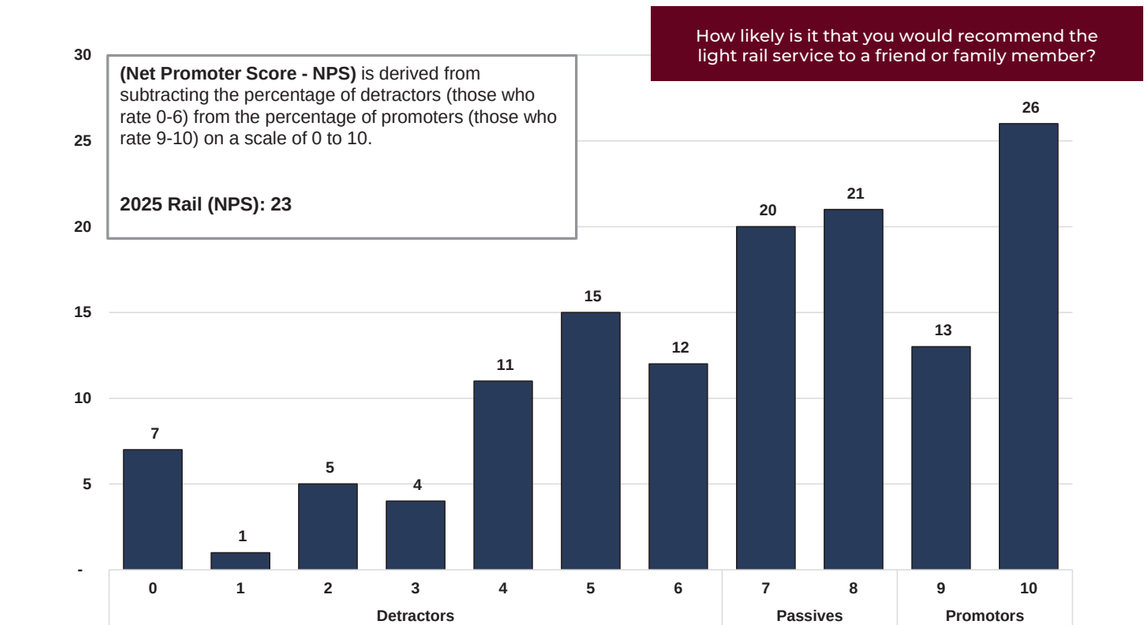


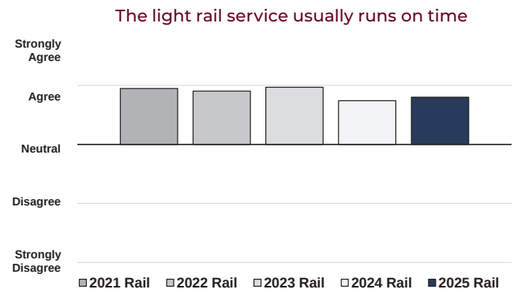
Metro Bus

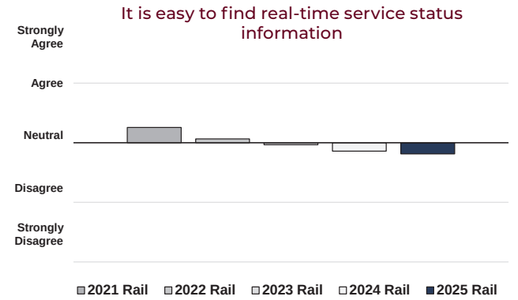
Customer Satisfaction Survey Results

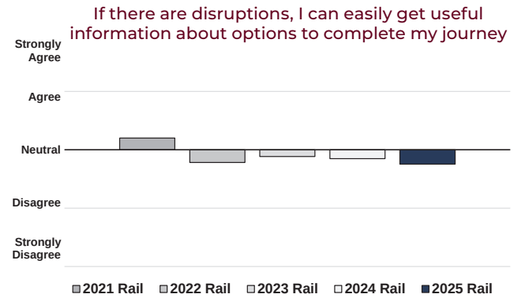
The Group of North American Light Rail Systems (GOAL) through the Imperial College, London, England, conducts Customer Satisfaction Surveys on behalf of each member transit agency.

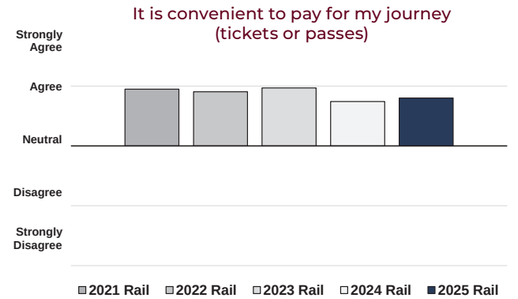
The following Customer Satisfaction Survey results represent how our riders perceive **Metro Rail** operations.

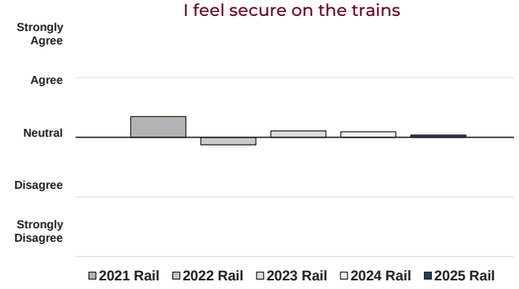


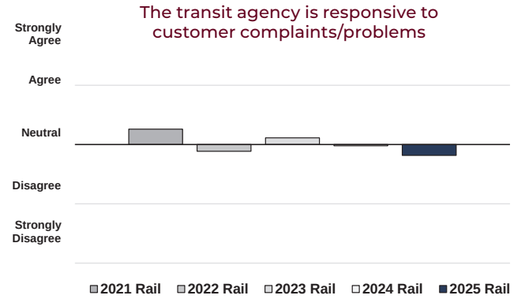










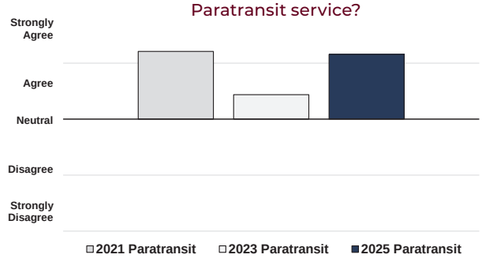


Metro Rail

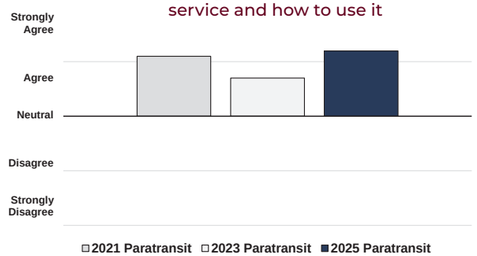
Customer Satisfaction Survey Results

ABBG also conducts Customer Satisfaction Surveys for paratransit operations. The following results represent how our riders perceive Metro's **PAL** operations.

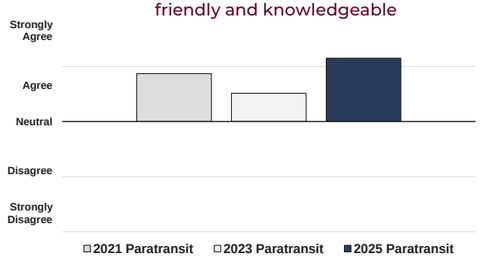
How satisfied are you overall with the Paratransit service?



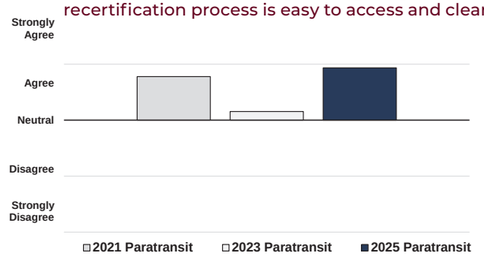
It is easy to get information about the service and how to use it



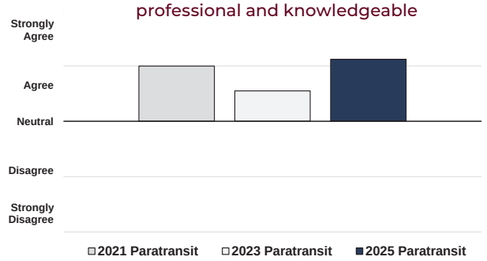
The eligibility certification staff are friendly and knowledgeable



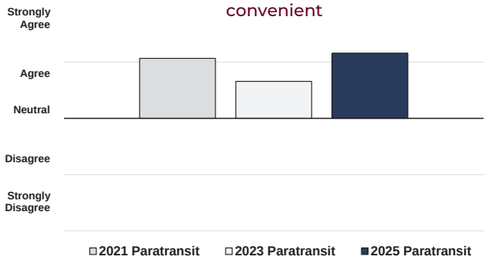
Information regarding the eligibility and recertification process is easy to access and clear



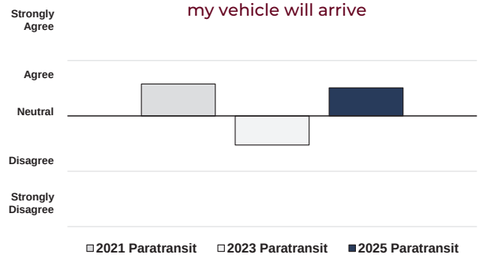
Staff who answer my call are professional and knowledgeable



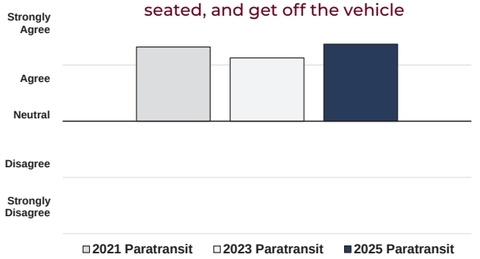
Booking or changing a trip is easy and convenient



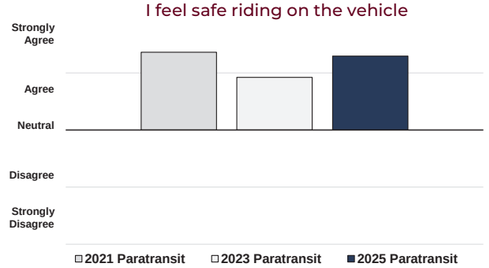
It is easy to find out exactly when my vehicle will arrive



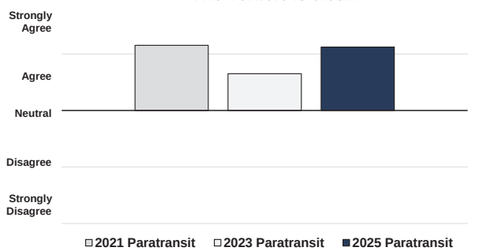
It is easy to get into the vehicle, be securely seated, and get off the vehicle



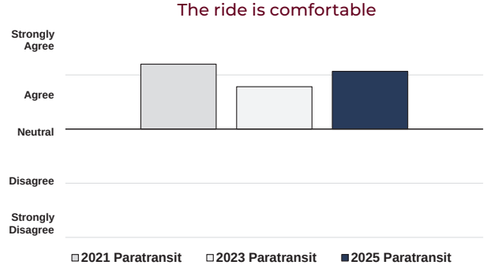
I feel safe riding on the vehicle



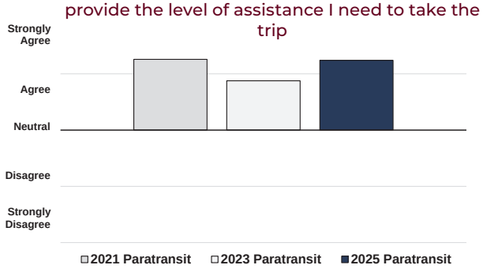
The vehicle is clean



The ride is comfortable



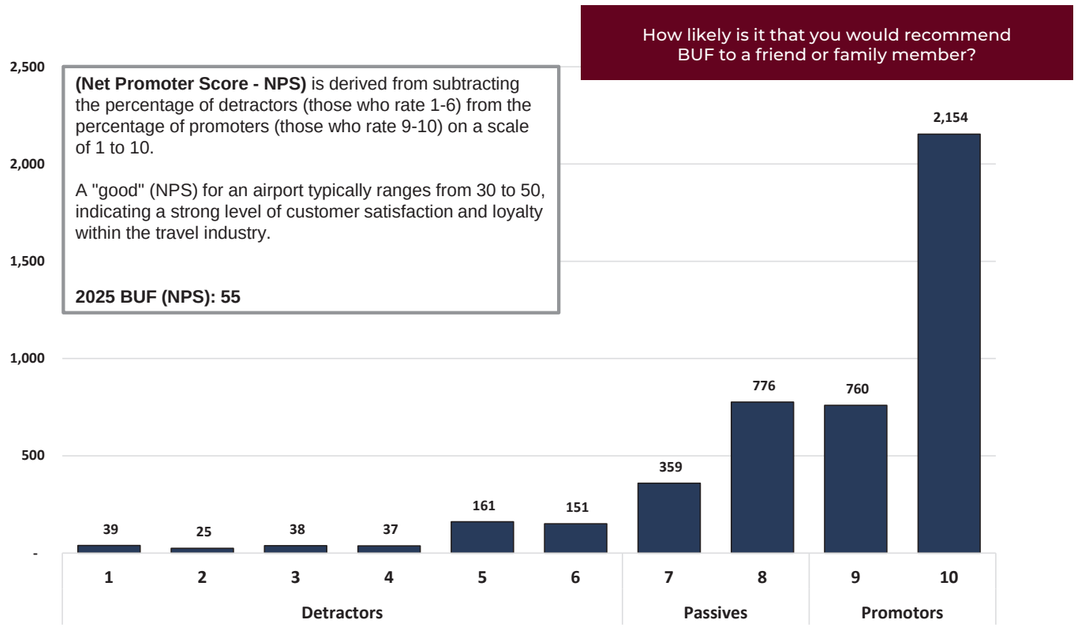
The drivers are professional, knowledgeable, and provide the level of assistance I need to take the trip

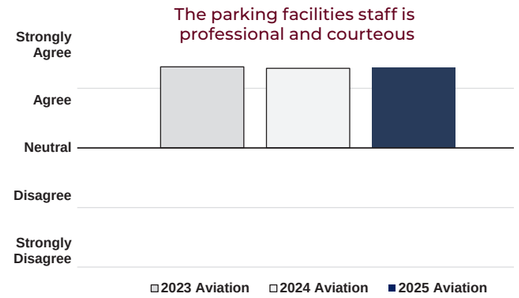


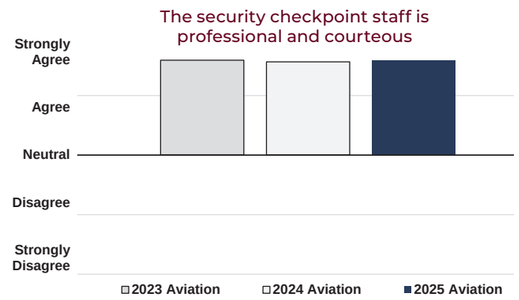
Paratransit

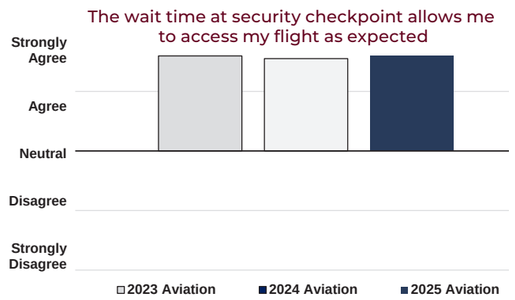
Customer Satisfaction Survey Results

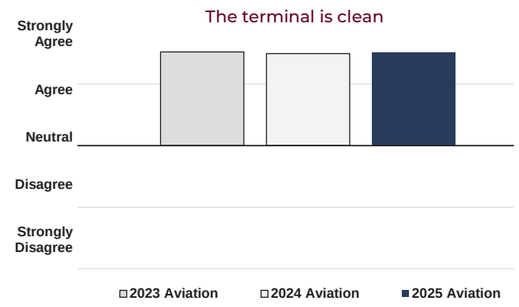
The following section shows a graphical presentation of how the public perceives NFTA's **aviation** operations based on a digital survey completed by wi-fi users in the terminal.

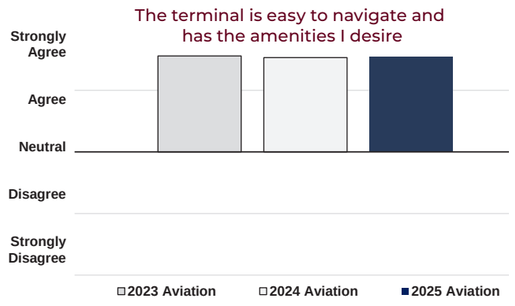


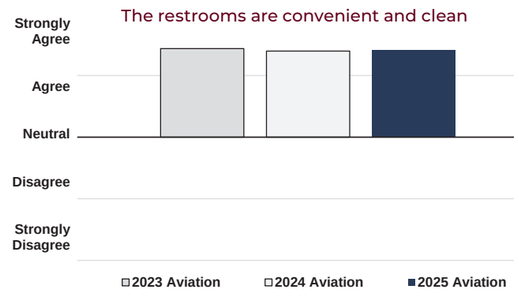




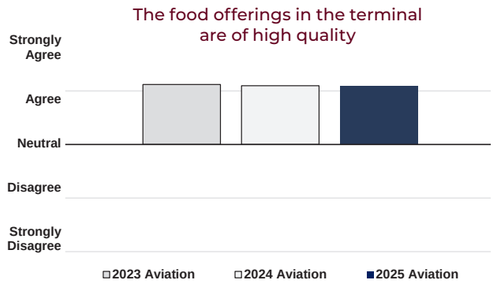


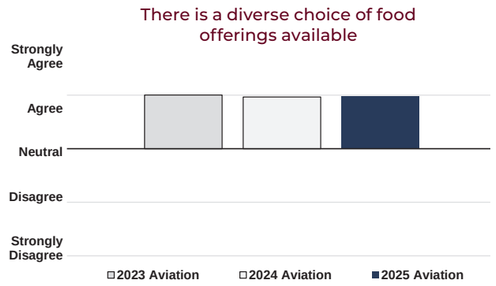


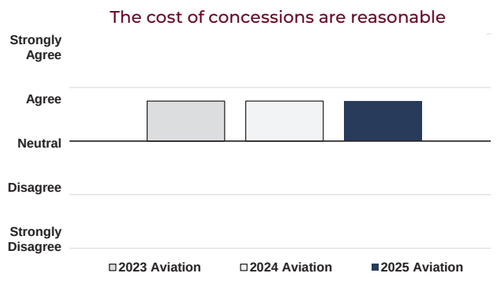




BUF







BAG TO CLAIM TIMES - AVERAGES (IN MINUTES)

2026

	12:00 AM	2:00 AM	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM	Overall Average
American Airlines	25.8	21.7	24.1	20.8	12.7	16.8	24.0	16.8	21.6	25.6	25.6	26.8	22.3
Delta Air Lines	22.7	22.4		7.9	14.0	20.5	19.3	20.1	21.9	21.1	21.6	22.3	20.7
Frontier Airlines				25.3	22.2	25.1	23.1	32.6	30.5	29.3	29.4	31.8	26.6
JetBlue Airways	30.2	28.9		30.4	17.6	21.7	24.2	24.3	29.5	28.1	29.9	31.0	26.8
Southwest Airlines	22.3	24.2	27.1	13.2	18.7	19.3	23.2	23.2	23.6	24.6	22.3	24.4	22.1
United Airlines	18.6	23.6			16.9	15.4	16.4	18.4	19.2	17.3	22.8	23.4	19.4
BUF Total	**24.3**	**24.7**	**26.1**	**15.0**	**16.8**	**18.9**	**21.7**	**20.6**	**22.2**	**23.7**	**24.6**	**25.2**	**22.1**

2025

	12:00 AM	2:00 AM	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM	Overall Average
American Airlines	25.9	23.7				21.2	21.2	22.6	19.4	29.1	24.3	26.2	23.4
Delta Air Lines	31.0	30.0			15.4	27.7	25.1	26.9	26.4	28.0	25.1	29.5	27.5
Frontier Airlines	23.5	7.3		33.3	20.7	20.3	19.1	24.3	33.3	30.5	42.8	23.9	25.7
JetBlue Airways	36.2			23.8	25.6	27.2	24.2	21.0	33.8	26.9	34.9	32.3	28.1
Southwest Airlines	26.7				28.6	22.9	24.7	22.6	24.3	23.2	24.5	24.6	24.1
United Airlines	27.3	34.3		18.3	19.0	19.4	22.1	24.6	28.5	23.2	28.6	28.1	25.4
BUF Total	**28.0**	**26.6**		**24.3**	**23.6**	**23.5**	**23.7**	**23.3**	**27.0**	**26.3**	**27.8**	**27.4**	**25.5**

2024

	12:00 AM	2:00 AM	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM	Overall Average
American Airlines	26.1	25.6	27.3		21.6	21.8	24.2	21.5	25.4	26.4	21.0	20.8	**22.7**
Delta Air Lines	23.2	29.0	17.5		18.1	24.0	24.4	23.5	23.0	33.0	18.4	23.5	**23.6**
Frontier Airlines	28.3			27.9	22.5	25.9	21.5	22.9	26.4	28.0	31.6	36.2	**26.4**
JetBlue Airways	26.8	16.0	20.9	20.6	19.4	20.2	21.3	24.7	26.3	27.2	23.9	24.9	**23.8**
Southwest Airlines	24.1	24.0		22.5	22.4	22.2	24.9	23.1	30.1	28.7	27.8	25.3	**25.6**
United Airlines	28.6	27.6			17.7	16.9	17.3	25.8	27.4	25.0	24.8	27.3	**23.4**
BUF Total	**25.0**	**25.1**	**21.0**	**22.9**	**20.0**	**21.8**	**23.0**	**23.0**	**26.2**	**28.3**	**25.3**	**23.7**	**24.0**

Heat Map Index	Example
Per Year	7
Minutes) Per Year	22
Highest (in Minutes) Per Year	43

Baggage Claim

Information Technology Services

PROGRAM AND SERVICE OBJECTIVES

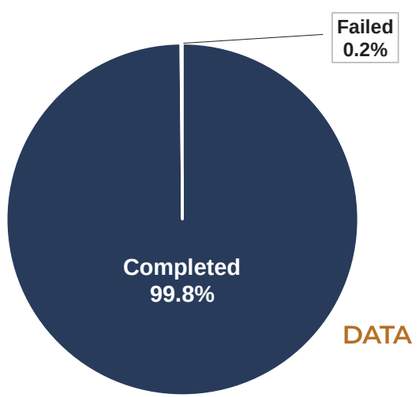
- Modernize and improve our systems and infrastructure to enable the needs of the business centers and comply with industry regulations.
- Replace our Enterprise Resource Planning and Enterprise Asset Management System with newer supported platforms.
- Protect the enterprise leveraging industry standards (NIST 800-53) focusing on cyber security monitoring/control in conjunction with data protection techniques (business continuity planning/ disaster recovery.)
- Optimization of IT services across the enterprise to improve efficiency and reduce costs.
- Facilitate communication between the business application users and vendors to allow for continuous improvement.
- Provide user support through training, maintenance, problem determination and resolution, and other services as needed.
- Successfully support user help calls directly or through other (vendors, education, etc.) resources.

CONTINUOUS OPERATIONAL IMPROVEMENTS

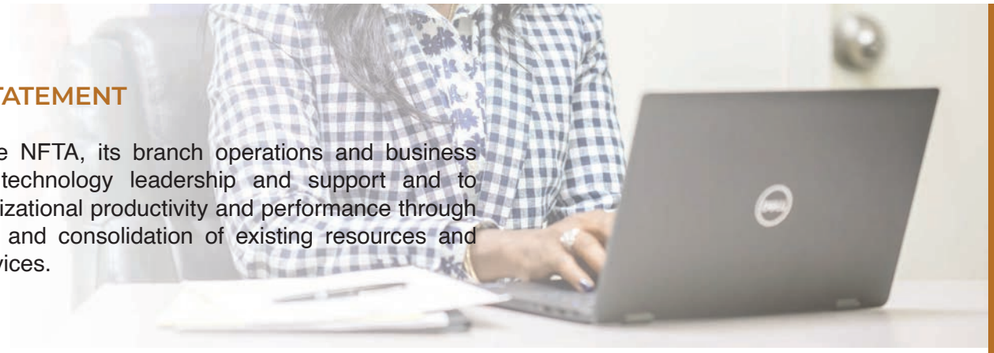
- Utilize globally recognized IT Service Management (ITSM) framework.
- Clearly defined policies and processes.
- Partner with the business units to drive business objectives.
- Lifecycle management to reduce technical debt.
- Measuring departmental success through monitoring KPI data.

DATA PROTECTION

In the past year, the ITS Department continued to remain focused on data protection.



DATA PROTECTED
FYE 2026



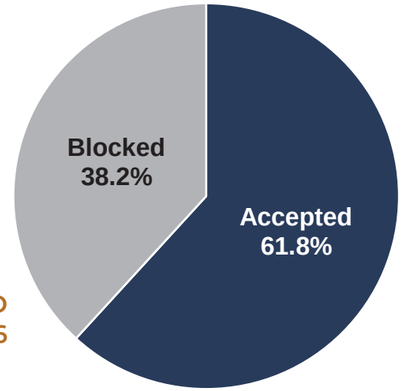
MISSION STATEMENT

To provide the NFTA, its branch operations and business centers with technology leadership and support and to improve organizational productivity and performance through modernization and consolidation of existing resources and expanded services.

CYBER SECURITY STATISTICS

Email is the #1 mechanism used by bad actors to gain access to enterprise systems. It's critical to stop the attacks before they happen. Email scanning is continuously running to prevent these types of attacks.

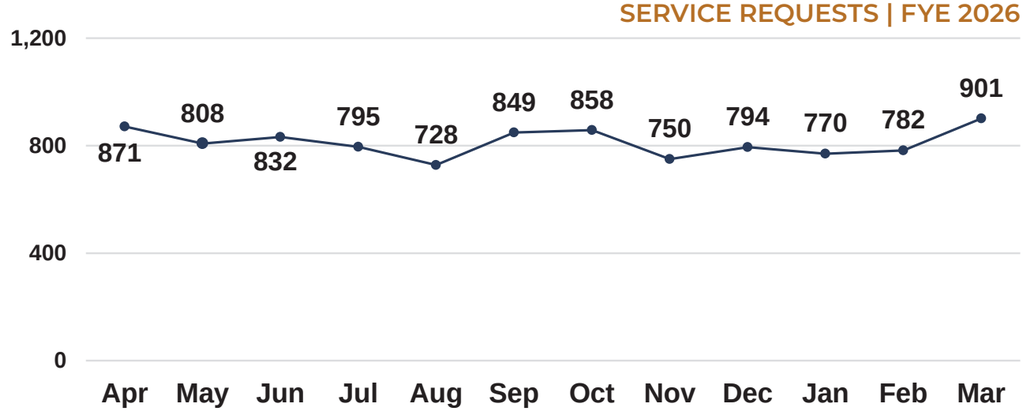
EMAILS SCANNED
FYE 2026



SERVICE DESK STATISTICS

The ITS Service Desk responds to a wide range of service requests annually with over 9,500 requests addressed in the reporting period.

SERVICE REQUESTS | FYE 2026



Transit Authority Police Department

INTELLIGENCE-LED POLICING PHILOSOPHY

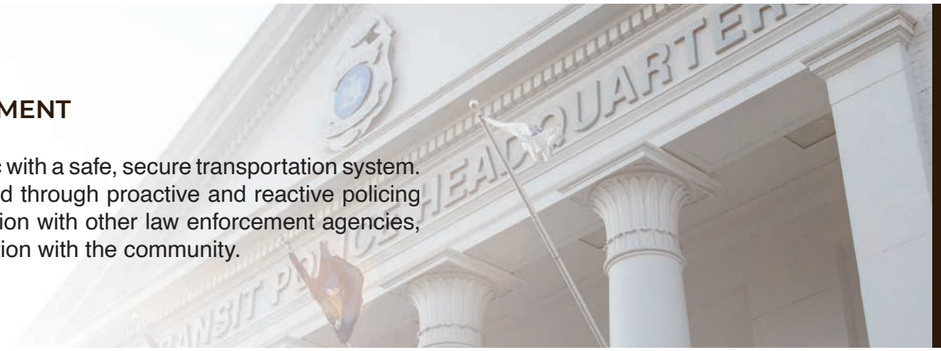
In the past, traditional police methods for deterring crime centered around a response-oriented approach where officers reacted to emergency calls for police help. Modern policing strategies and new schools of thought support a more analytical, intelligence driven model for controlling crime. The intelligence-led model allows police departments to utilize data and information in order to evaluate crime patterns and quality of life issues. Once crime trends are understood, police departments can deploy officers and resources to manage the environment within their jurisdiction. The NFTA police department has embraced this new philosophy using data to drive our decision making. Using the Criminal History And Record Management System (CHARMS) we track and chart crimes each month. The crimes are categorized in two categories, crimes, and incidents (non crimes). Crimes and incidents are analyzed, and interpretations are made as to cause. Beginning this year TAPD updated its reporting to include a more detailed classification system for officer responses for crimes. This enhancement improves the accuracy and consistency of daily reporting for both Metro and Aviation.

P4MANCE STRATEGY

Guided by 2022 crime data, the police department created a new approach to crime prevention for both Aviation and Metro divisions. To deter crime and maintain a safe environment for our passengers, officers need to be highly visible, skilled, professional, and have good relations with the community they serve. We converted these must haves into a workable model called the “P4mance Value Model” for policing. The four Ps are: Presence, Preparedness, Professionalism, and Partnerships. All strategies created and implemented incorporate some or all the 4Ps.

HIGH-VISIBILITY POLICING

When people see the police, they feel safe and would be criminals avoid the area. Crime data showed crimes of opportunity occurred in both Aviation and Metro divisions when criminals and others observed the absence of police presence. At our airports thieves would steal luggage and other items when no one was around. On the Metro side larcenies on the subways, buses, and the Metropolitan Transportation Center (MTC) were possible due to low police presence.

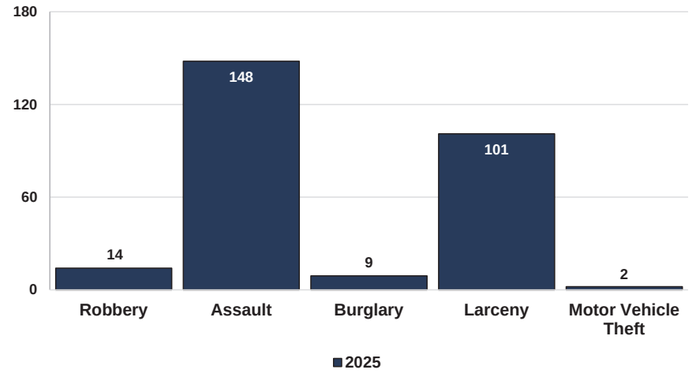


MISSION STATEMENT

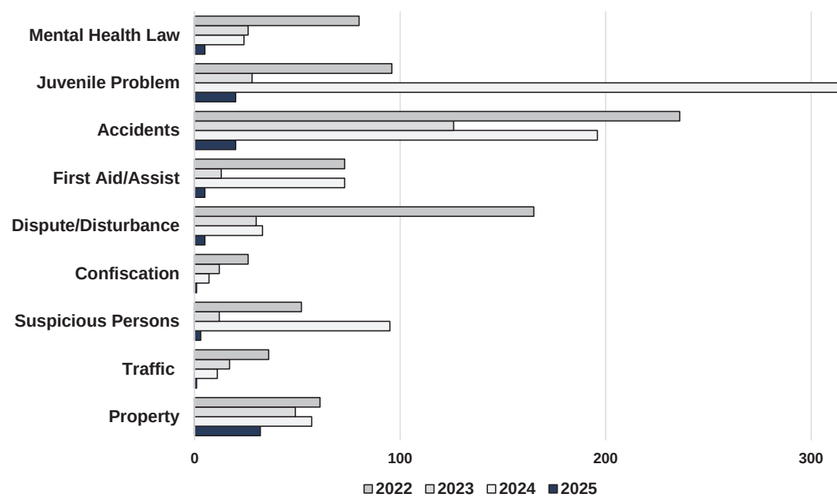
To provide the public with a safe, secure transportation system. This is accomplished through proactive and reactive policing strategies, cooperation with other law enforcement agencies, and positive interaction with the community.

SURFACE TRANSPORTATION - CRIMES AND INCIDENTS

Our Metro division officers respond to and investigate emergency calls for service for the authority’s bus and rail systems. The police department covers 47 bus routes spanning three counties and patrols a 6-mile, 14-station light rail system. Data for crimes and incidents that take place in these transportation spaces are tracked, analyzed, and recorded for future decision-making.



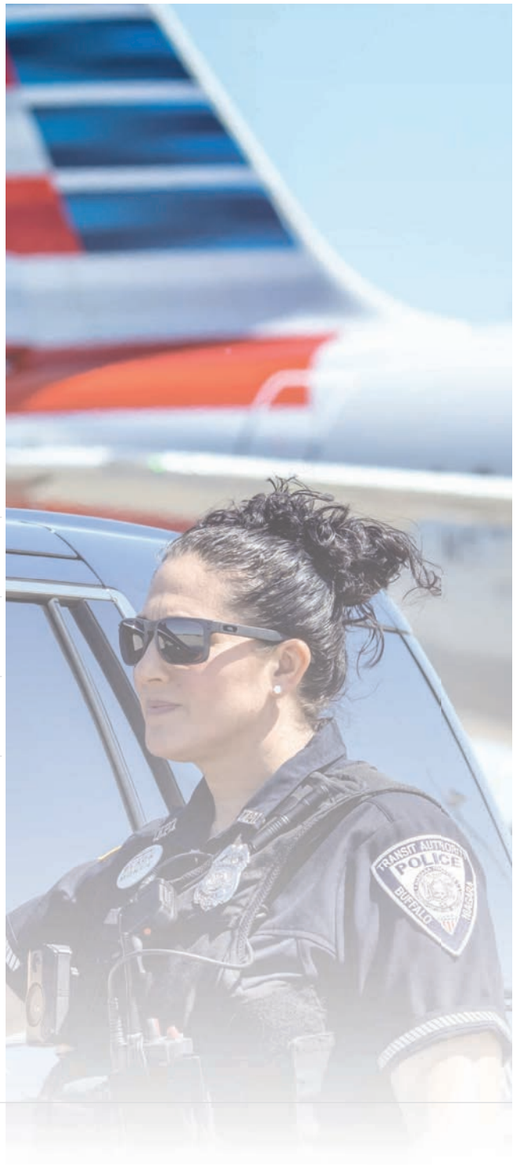
METRO CRIMES



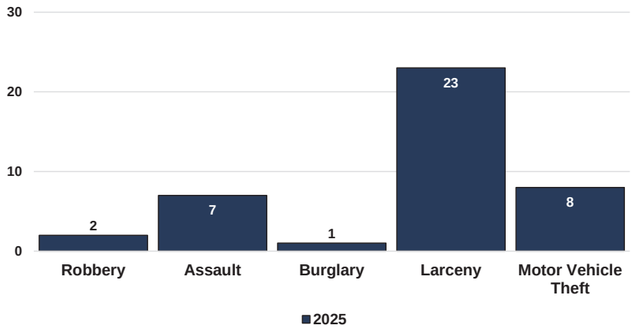
METRO INCIDENTS

AVIATION - CRIMES AND INCIDENTS

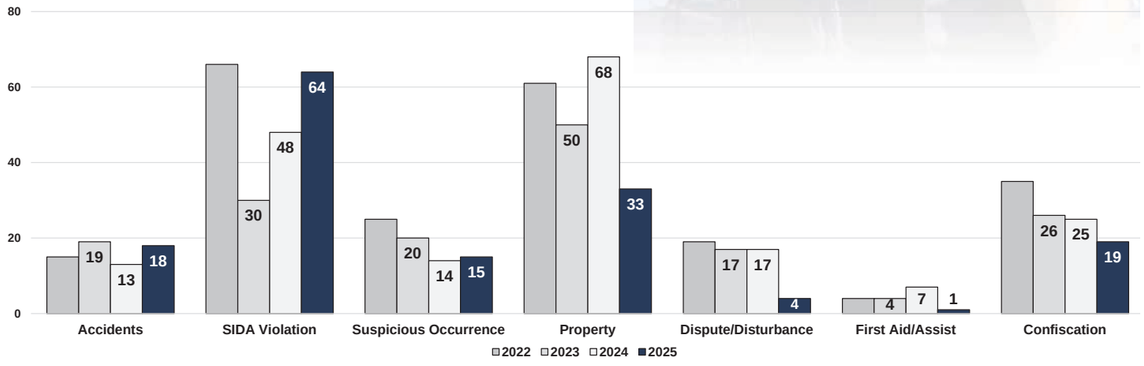
The Transit Authority Police Department has primary jurisdiction over the Buffalo Niagara and Niagara Falls International airports. The Buffalo Niagara International Airport is in Erie County, NY, and the Niagara Falls International Airport is in Niagara County, NY. To effectively serve both locations, the TAPD records and analyzes all incidents, using gathered intel to determine and plan the most effective crime prevention strategies.



AVIATION CRIMES



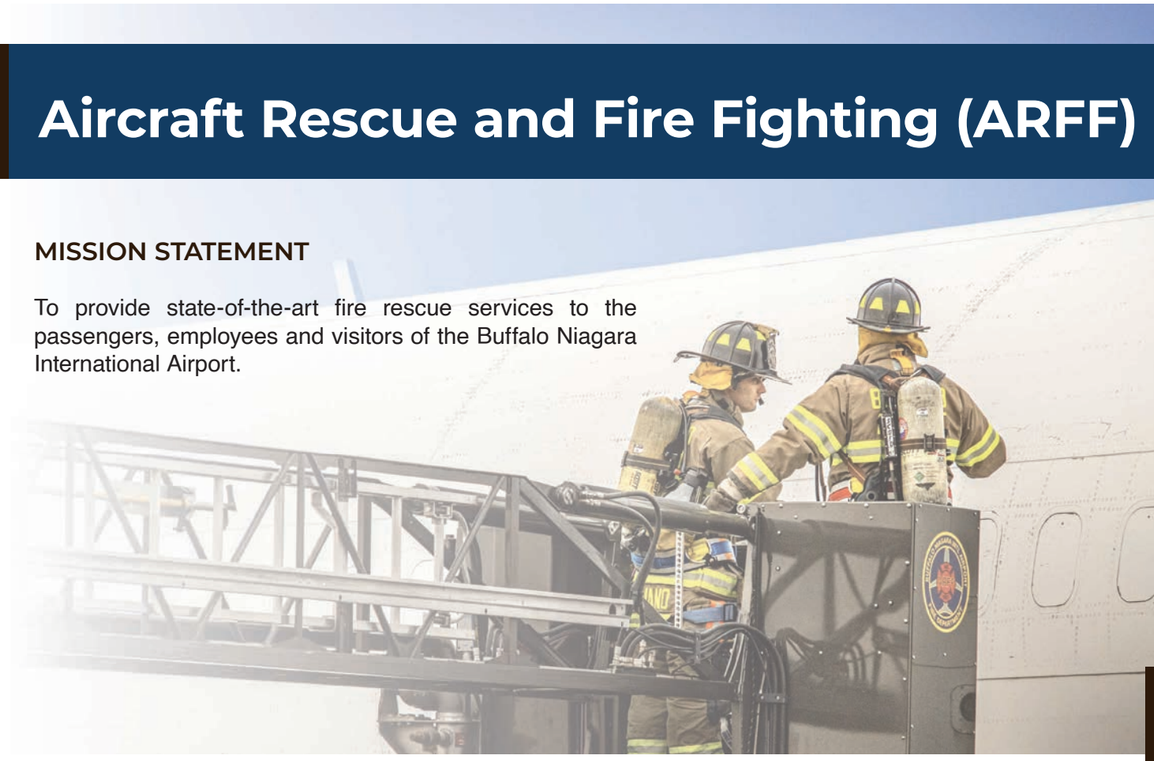
AVIATION INCIDENTS



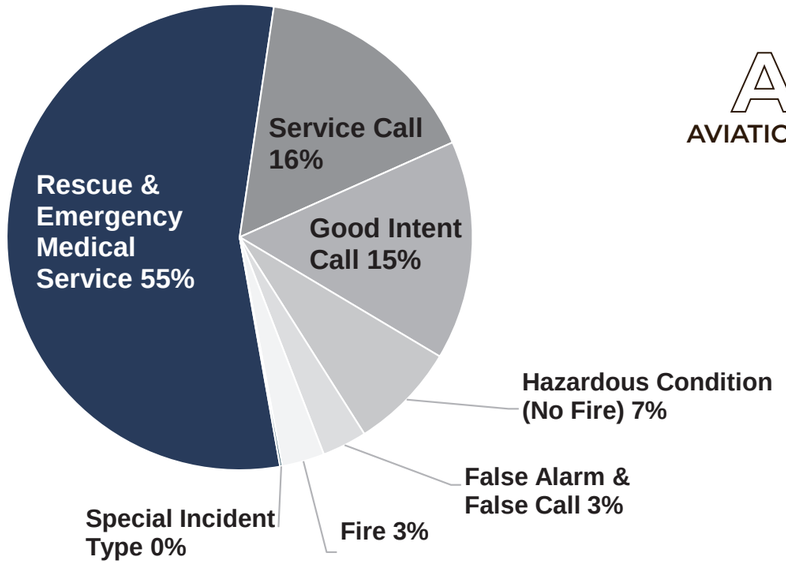
Aircraft Rescue and Fire Fighting (ARFF)

MISSION STATEMENT

To provide state-of-the-art fire rescue services to the passengers, employees and visitors of the Buffalo Niagara International Airport.



ARFF
AVIATION INCIDENTS
CYE 2025



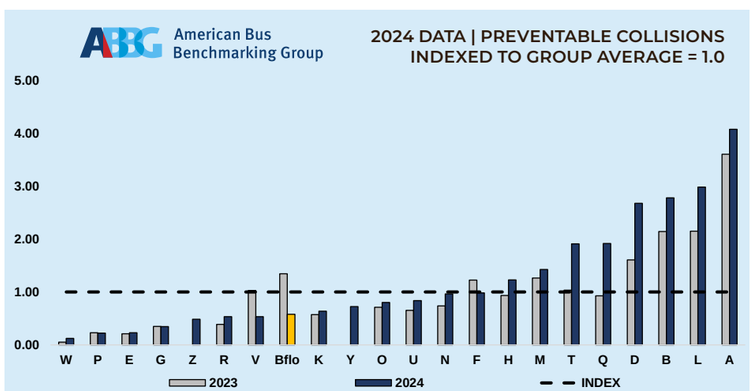
Safety

All levels of management, employees, and contractors are responsible for delivering the highest level of safety performance on a daily basis. Together, we can demonstrate a positive and proactive safety culture as a core value at NFTA.

- NFTA's commitment is to Support SMS through all appropriate resources to elevate an organizational culture that fosters safe practices, encourages effective safety reporting and communication throughout the organization, and actively manages safety as a core value.
- Ensure safety management is a primary responsibility for all managers and employees.
- Clearly define organizational responsibilities, accountabilities for all management, employees, and contractors for the achievement of NFTA's safety performance targets and implementation of SMS.
- Improve and promote hazard identification, reporting, and risk management process to eliminate and/or mitigate safety risks to achieve continuous improvement of NFTA's safety performance.
- Encourage employees to voluntarily submit safety concerns and safety recommendations.
- Maintain an efficient and effective employee training program.
- Establish, measure, and continuously improve NFTA's safety performance utilizing realistic safety performance indicators and safety performance targets.

COLLISIONS

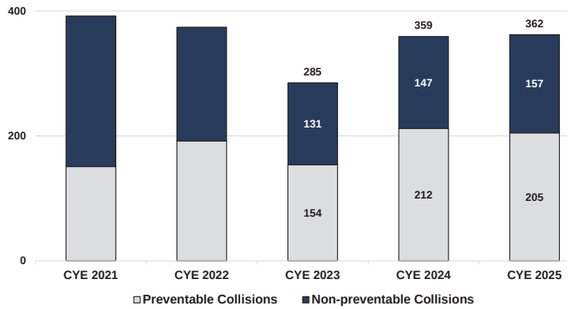
Metro operators drive over ten million miles every year within the service area. Operating the fleet subjects us to various weather, road conditions, and third-party behaviors, which will inevitably result in some vehicle accidents. Through the process of thorough data analysis and the implementation of effective corrective actions Metro is able to operate safely throughout the seasons and in challenging environments. These corrective actions allow for the institution of safe driver training techniques and proactive mechanical soundness of the fleet.



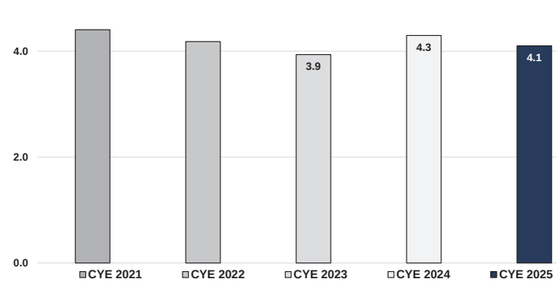
MISSION STATEMENT

Safety is one of the Niagara Frontier Transportation Authority's (NFTA) core values. NFTA is committed to improving its safety culture through implementation and support of a formal Safety Management System (SMS). NFTA uses safety policies, safety risk management, safety assurance, and safety promotion components to deliver safe and reliable service to its communities and customers.

PREVENTABLE COLLISIONS FIXED ROUTE



COLLISION RATE PER 100K MILES FIXED ROUTE

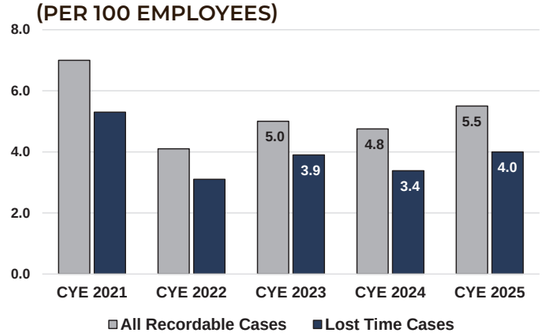


WORKPLACE SAFETY

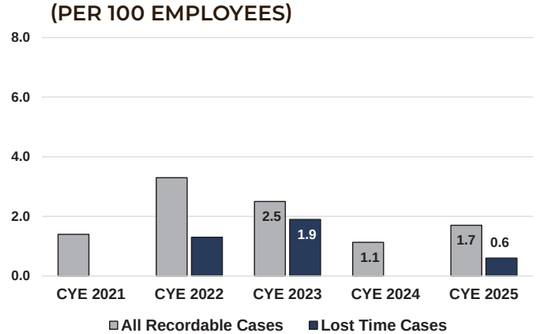
Personal injuries have a direct impact on NFTA's ability to provide reliable, cost-effective service and facilities. Regular monitoring, reporting, and evaluating injuries are critical to maintaining operations and protecting our employees. As is the case for Accidents/Incidents the authority uses effective data analysis and corrective action implementation strategies to help minimize the frequency and severity of injuries.

The most predominant personal injuries are routinely reviewed by the Executive Director and top levels of authority management. Through their analysis, the injury root causes are discussed, and recommendations are developed to keep employee safety a high priority within the Authority.

METRO EMPLOYEE INJURY RATE (PER 100 EMPLOYEES)



AVIATION EMPLOYEE INJURY RATE (PER 100 EMPLOYEES)



Environment

MISSION STATEMENT

It is the policy of the Niagara Frontier Transportation Authority to initiate programs and policies that protect the environment, promote a sustainable culture, and safeguard the health and safety of its employees and customers in the communities in which it serves.

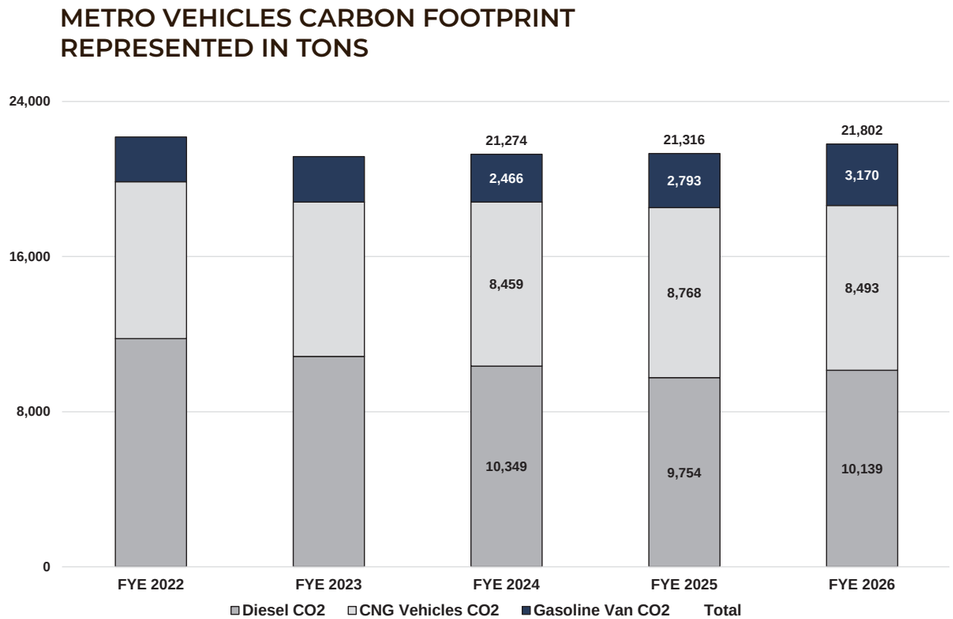
Daily decisions and actions at the NFTA are guided by the following sustainable and environmentally conscious principles:

- Comply with applicable environmental laws and regulations.
- Minimize and reduce waste, prevent pollution, and incorporate recycling in all practices and operations.
- Strive to eliminate releases that impact the environment.
- Employ sound environmental practices to address and redevelop environmentally impacted properties.
- Train employees to be aware of and responsive to environmental and sustainable responsibilities.
- Continually improve practices, products, and methods to increase environmental quality based on newer and best industry standards.

CARBON FOOTPRINT

Many considerations go into being a good community neighbor. The effect on the atmosphere due to emissions, the disposal of our waste products, the recycling of our motor oils and solid wastes and the energy consumed by our operations are all areas that we monitor to drive effectiveness and efficiency and be a good environmental steward.

The following chart represents Metro's efforts in reduction of the carbon footprint of our revenue service fleet.



OUR PATH FORWARD

WHAT DOES THE FUTURE HOLD FOR THE NFTA?

- Enhance transparency and accountability by continually improving the Annual Performance Report.
- Drive operational excellence by continuously optimizing key performance indicators and benchmarking performance against peers to adopt world-class best practices.
- Invest in workforce development through apprenticeship programs, enhanced training initiatives, employee retention strategies, leadership development, and succession planning to support future service growth and operational excellence.
- Continue emphasis on safety (employee, passenger/rider, and tenant).
- Grow Metro, BUF and IAG connection with customers using social media and web platforms.
- Upgrade technology to improve operational efficiency, service reliability, and customer service across bus, rail, and paratransit services by implementation of new scheduling, dispatching, and performance management tools such as the recently approved Spare paratransit scheduling platform.
- Explore alternative fuel and energy solutions for Metro facilities and operations, including future fuel strategies for Babcock Station that support sustainability goals, operational resiliency, and a healthier environment.
- Expand mobility options by advancing the Bailey Avenue Bus Rapid Transit project, enhancing paratransit services, developing mobility hubs, and supporting future rail expansion initiatives.
- Advance DL&W and LaSalle Station development for enhanced community access and development opportunities.
- Advance airfield improvements for sustainable operations.
- Upgrade BUF and IAG terminal facilities—including premium concessions, lounges, parking, and rental car services—to maximize operational reliability, seamless efficiency, and passenger comfort.
- Digitize as well as humanize the guest experience at BUF and IAG.

NFTA

NFTA-METRO

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INTERNATIONAL AIRPORT

NIAGARA FALLS
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