



**NFTA Accessibility Advisory Committee
MEETING SUMMARY
APRIL 30, 2026**

RIDER ALERTS

- Staff reported ongoing construction related to the City of Buffalo's Cars on Main St. project, between Church and Exchange Streets. Church Street Station rehabilitation and new pedestrian bridge at DL&W Station are underway.
- Staff informed the committee that the DL&W Station is temporarily closed due to single-track service in affected segments. Free fares offered on Route 8 Main bus line for impacted riders.

2026 AAC WORK PLAN

- University at Buffalo IDEA Center presented the Markers AI Pilot, a federally funded, five-year pilot underway to enhance wayfinding at NFTA stations.
 - Pilot launched in September 2025; full field testing planned for fall/winter of 2026 across varied user skill levels and weather conditions.
 - Digital tools are being developed in addition to existing wayfinding methods.

NEW METRO WEBSITE LAUNCH

- Staff informed the committee that the new Metro website will include improved screen reader support, and a dedicated AAC page.
- Enhancements include PDF remediation, high-contrast route displays, Recite Me assistive tools, and an improved paratransit navigation for paratransit information.
- Target launch date: May 6, 2026 (pending final resolution). Post-launch accessibility testing will include AAC committee core members.

COLLABORATIVE WORK

- NFTA staff and the City of Buffalo ADA and DEI Coordinator continue to collaborate on accessibility efforts related to construction zones in the City of Buffalo, including accessible signage, pedestrian signal safety, and safe passage for people with disabilities.
- NFTA staff and Person Centered Services, continue outreach efforts related to public transit fixed route accessibility.
- NFTA staff and Transportation Coalition are working towards a state-wide social media advocacy campaign to support transit funding. A press release from a Rochester partner is pending.

PUBLIC COMMENTS

- Recommendation for extended hours for Fixed Route Customer Service.
- Request for Parks Adventure Bus to visit Darien Lake.
- Positive feedback regarding PAL Extended Hours Pilot Program. Recommendation for more prominent messaging on the IVR System.
- Request for AAC meeting minutes to be distributed to the public.
- Request for transit service to Erie County Correctional facility in Alden.
- Request for alternate method for completing Metro fixed-route Customer Satisfaction survey.

Next Meeting:

- May 21, 2026, 2-3:30 p.m. (rescheduled due to DD-Day event) – 181 Ellicott Street, Buffalo, NY