



# 2021 Bus Network Improvements

Public Meeting Presentation

July 13, 1-2 pm

July 15, 2021, 5:30 – 6:30 pm

# Agenda

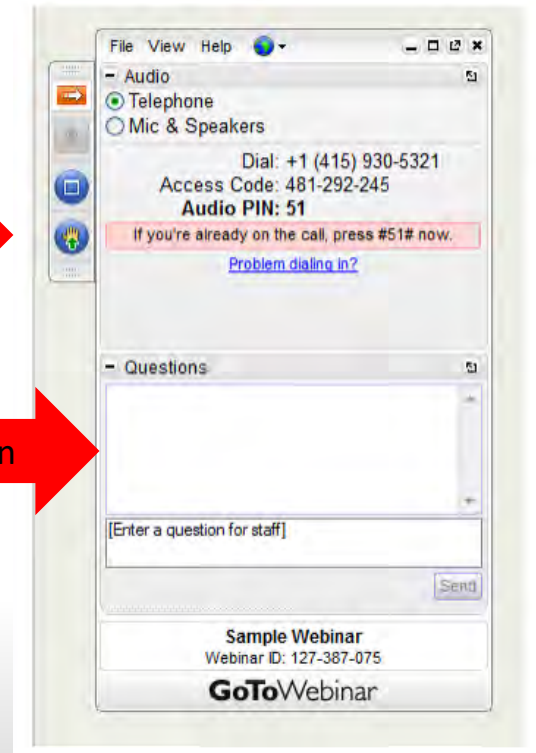
1. Welcome
2. Presentation
3. Q&A

## Go To Webinar:

- Participants will be muted during the presentation to avoid issues with sound quality.
- You may type in a question at any time. We may respond to you in the chat, verbally, or we may hold the question for later.
- After the presentation we will welcome questions. To ask a question, click on the hand to “raise your hand.” We will enable your mic.

Raise hand

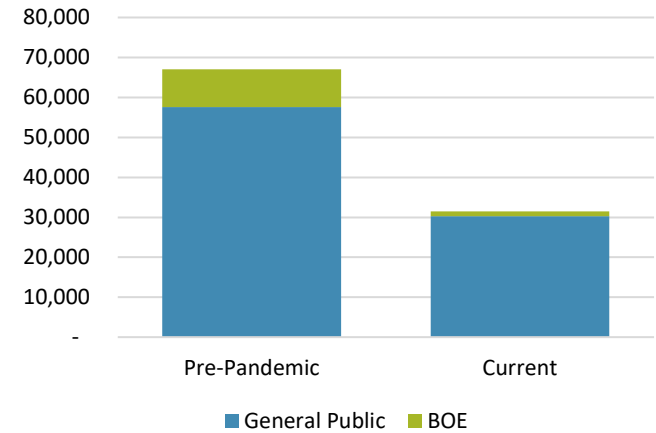
Type in question



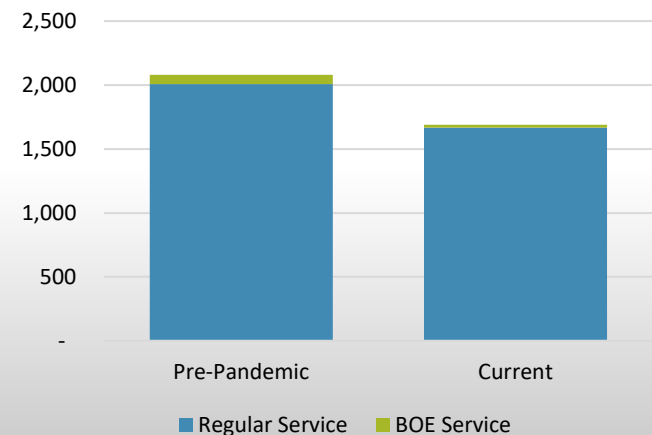
# Ridership Update

- NFTA-Metro is operating at 80% of pre-pandemic bus weekday service while transporting 50% of pre-pandemic bus weekday riders.
- Morning and afternoon peaks are significantly diminished
- Lifeline services are still being utilized near similar rates

Bus Average Weekday Ridership



Bus Weekday In-Service Hours



# Conditions are Changing

- Changing travel demands and new commuting patterns
  - Work/education from home
  - Online shopping
  - Telehealth medical appointments
- Funding challenges
- Staffing challenges



# Public Outreach Efforts

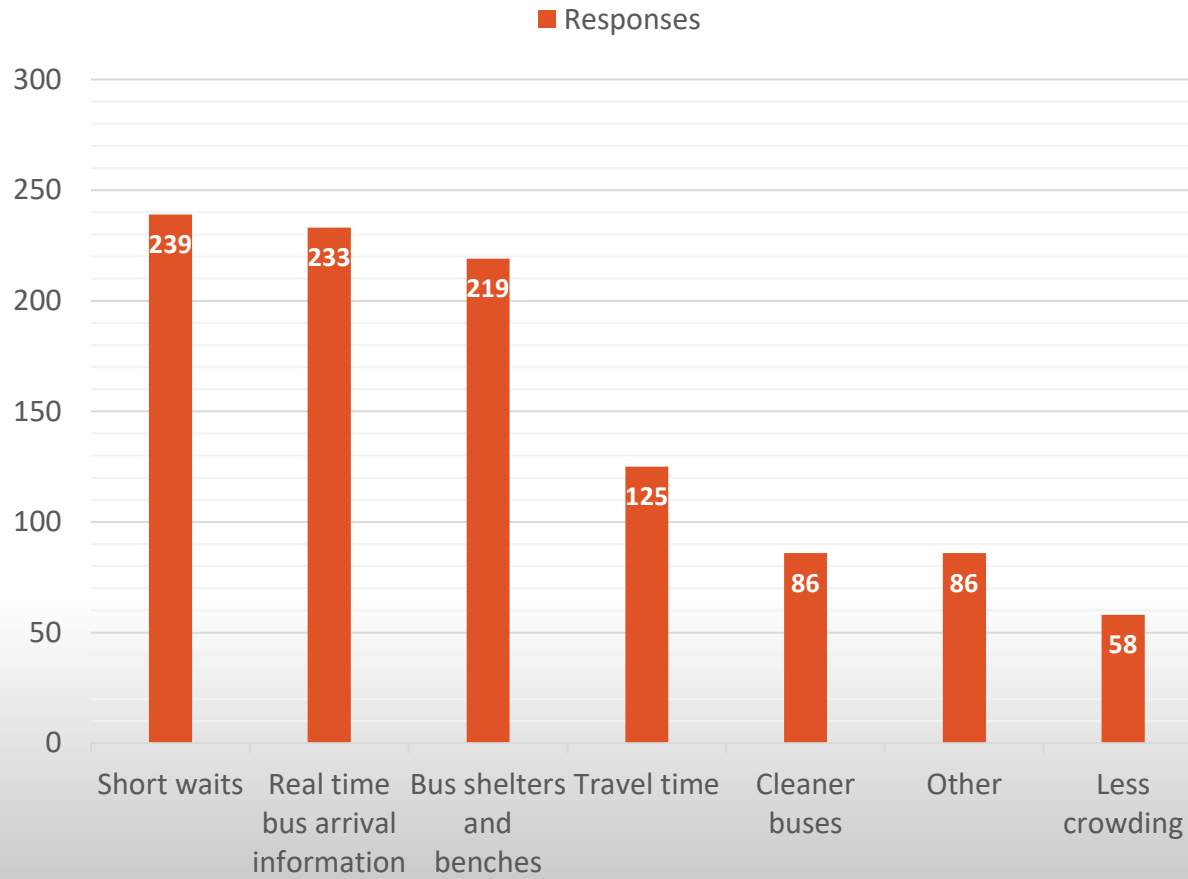
## Bus Network Improvements Survey (May/June 2021)

- 572 people responded to the survey
  - Surveys were conducted in-person at three locations in the network and online
- Most common service requests:
  - Suburban job access + shopping
  - Recreational destinations
  - All day + weekend service to places currently served by express routes



# Bus Network Improvement Survey Responses

“What is most important to you?”



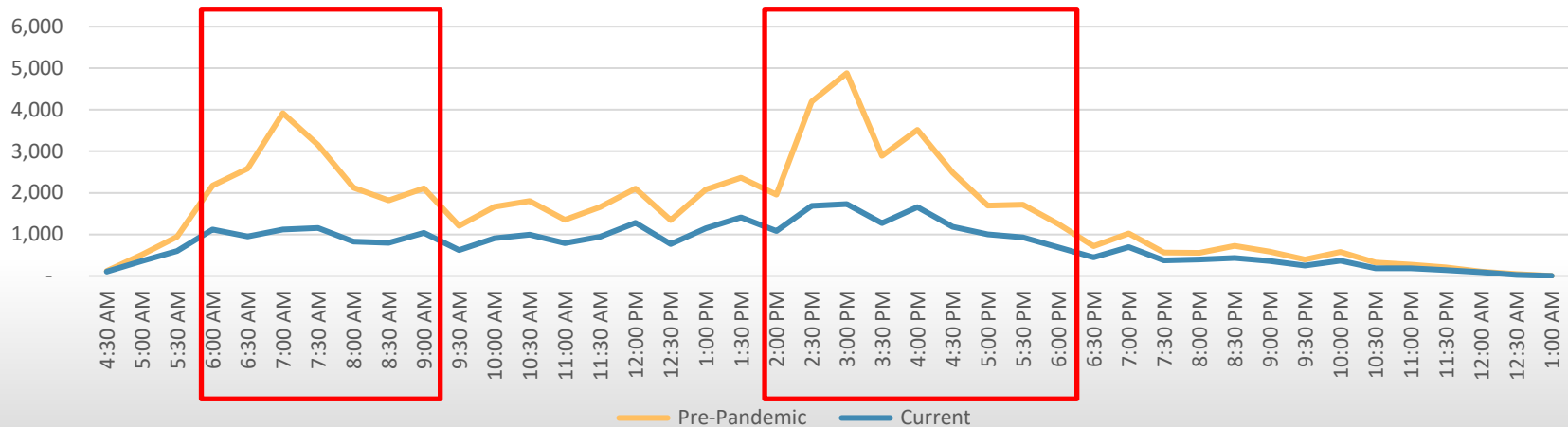
- Many respondents say that short waits, real time information, and bus shelters/benches are most important to them.
- Overall, respondents have no clear priorities for times of bus service when asked to rank



# Service Priorities

- New temporal ridership patterns shows lower peaks, so moving towards consistent all-day service
- Frequency and reliability remain key priorities
- More reliable express service on routes with sustainable demand

Average Weekday Temporal Ridership (Spring 2021)



# Service Improvements Summary

- Express Network
  - Improve routes with sustainable demand, by increasing the number of trips
  - Eliminate routes that have very low ridership
  - New Route 77 to provide downtown Buffalo to downtown Niagara Falls express service
  - New Limited Stop services
- Niagara Falls Network
  - Simplifying the routing to improve frequency and reliability
  - Pulse schedule to ease transfers
  - Providing new route to serve NFIA, Vantage International Point industrial park, and NCCC/BOCES
- Erie County Network
  - New job access
  - Adjusting frequencies to meet demand
  - Common routing downtown Buffalo
  - Streamlining routing
  - Recreational access improvement

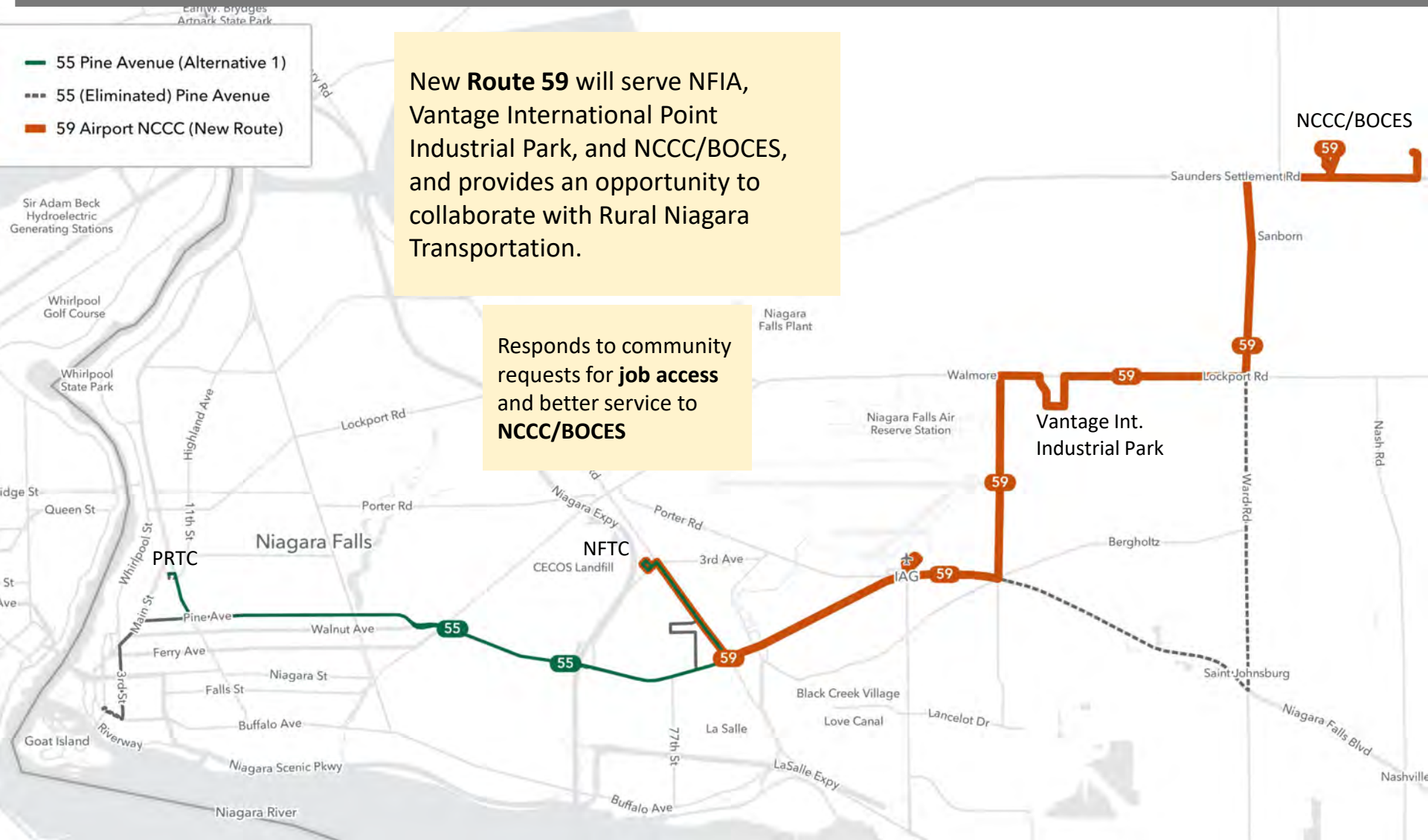


# Approach: New Route

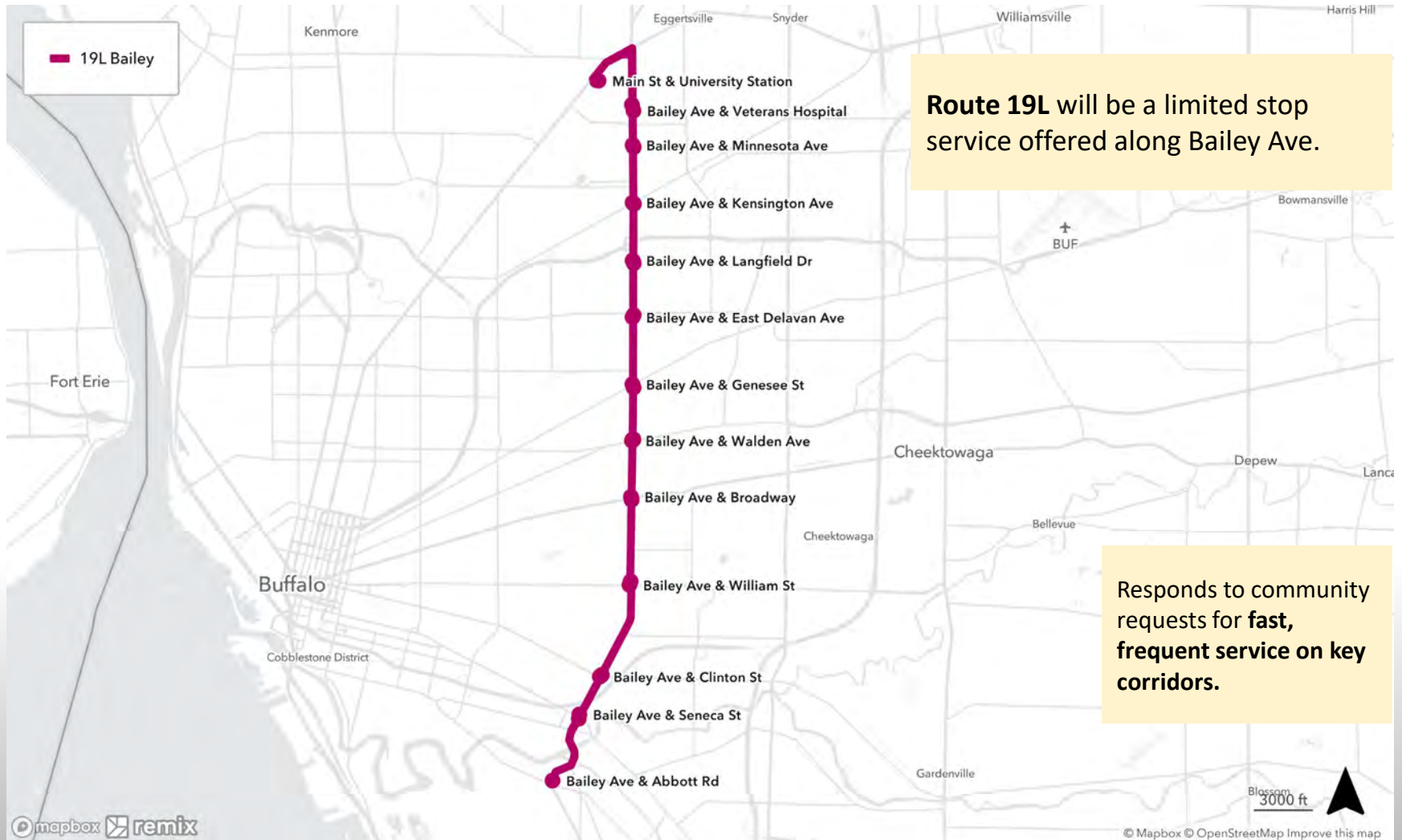
- 55 Pine Avenue (Alternative 1)
- - - 55 (Eliminated) Pine Avenue
- 59 Airport NCCC (New Route)

New **Route 59** will serve NFIA, Vantage International Point Industrial Park, and NCCC/BOCES, and provides an opportunity to collaborate with Rural Niagara Transportation.

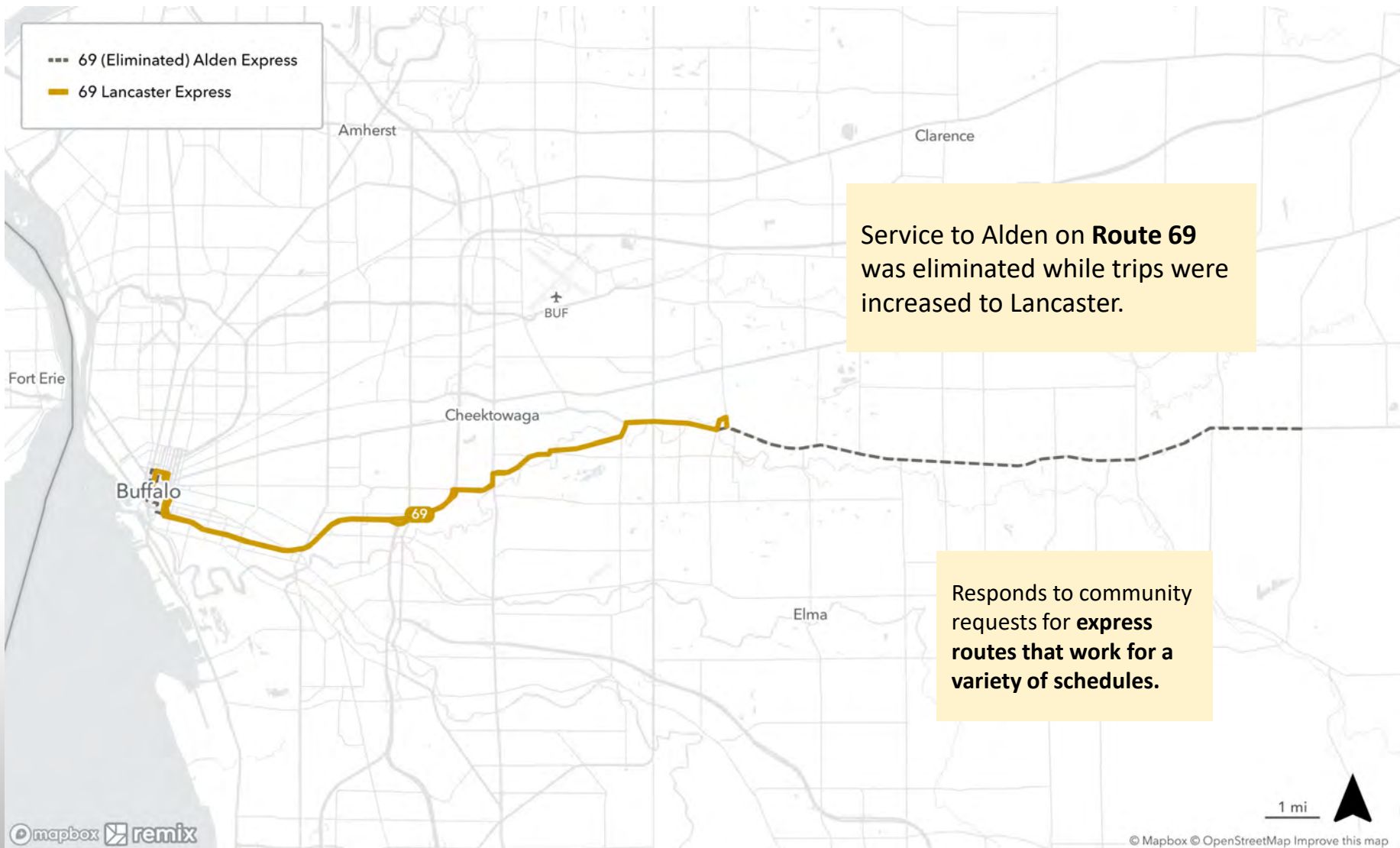
Responds to community requests for **job access** and better service to **NCCC/BOCES**



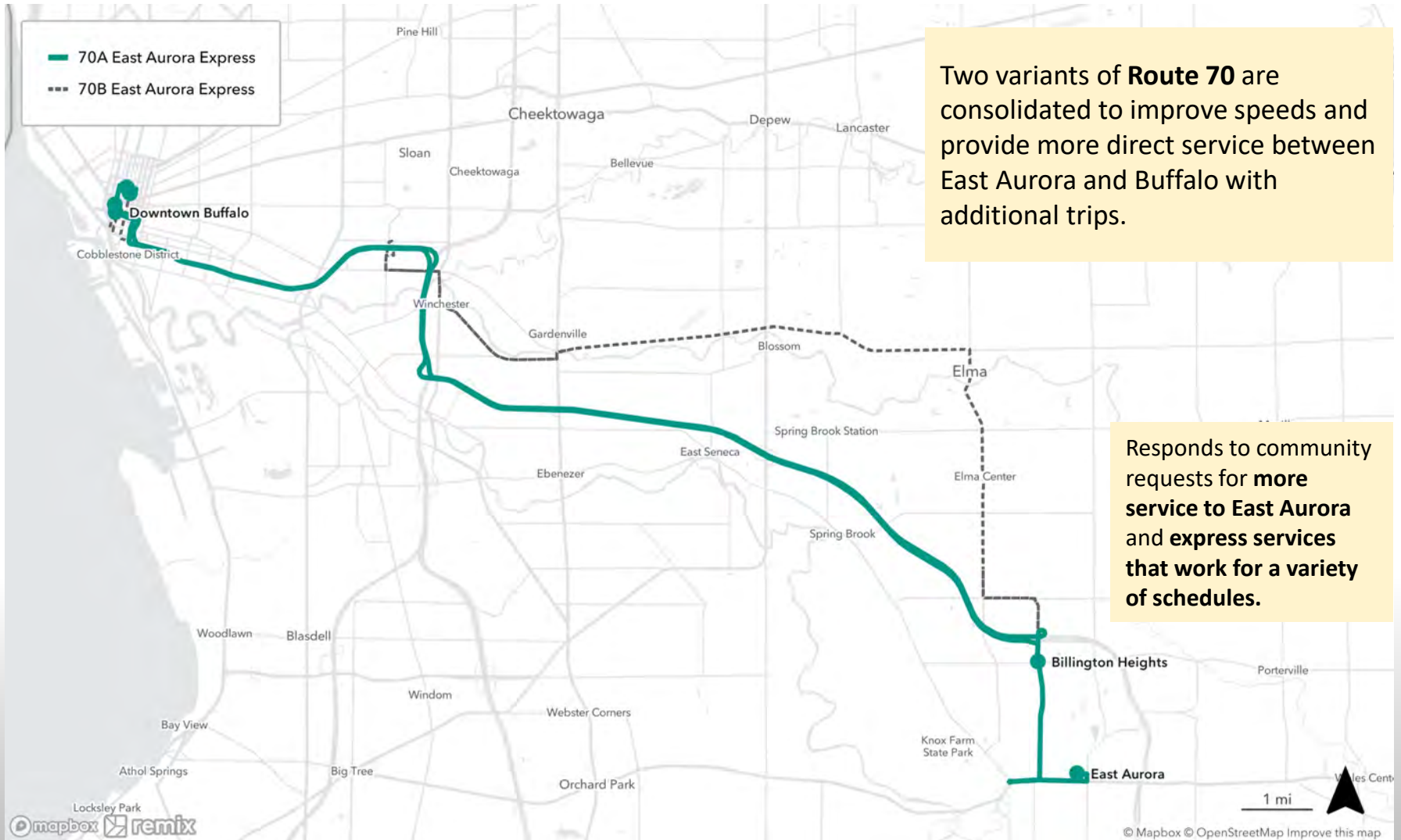
# Approach: Limited Stop Service



# Approach: Truncation

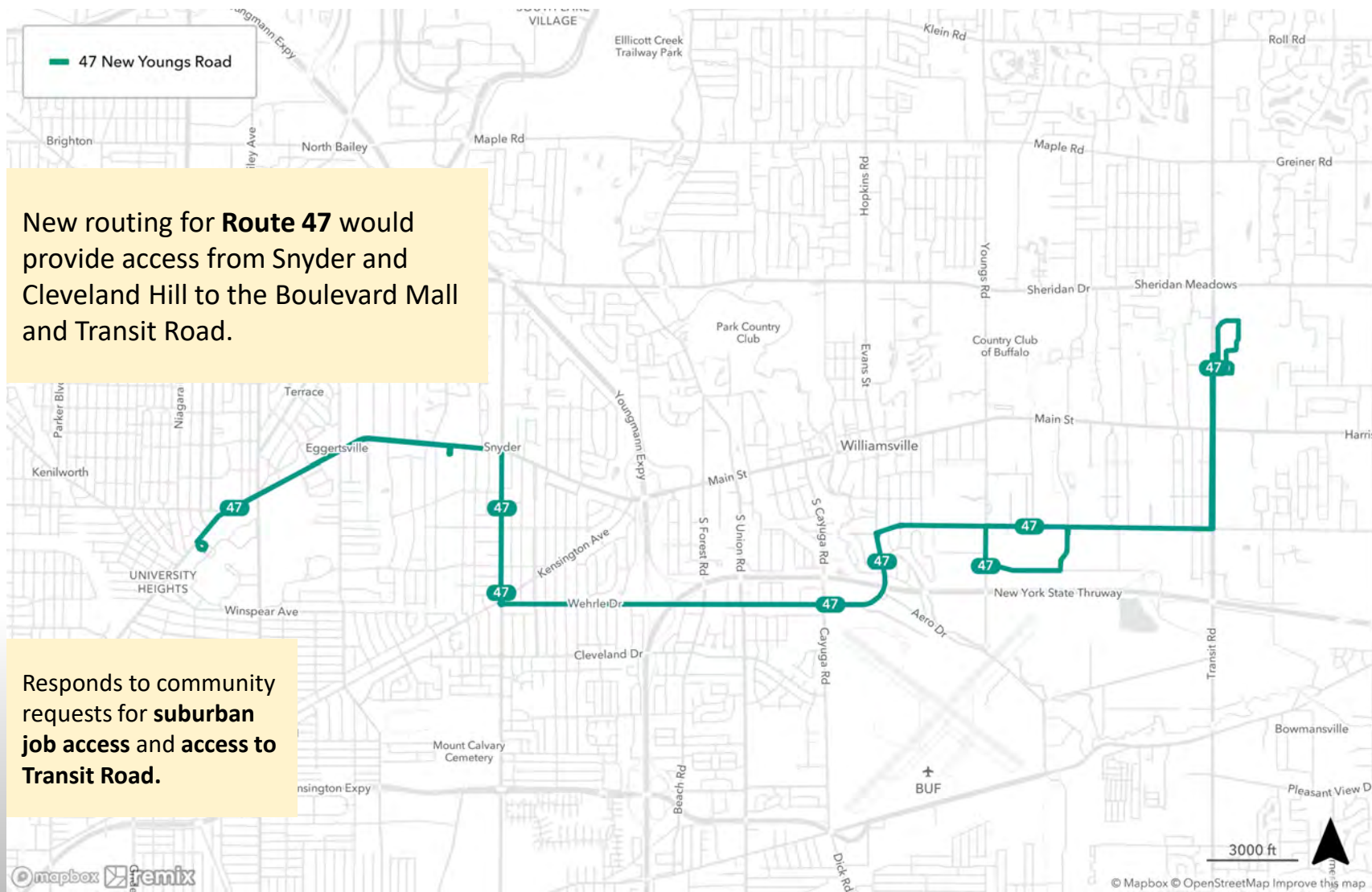


# Approach: Consolidation

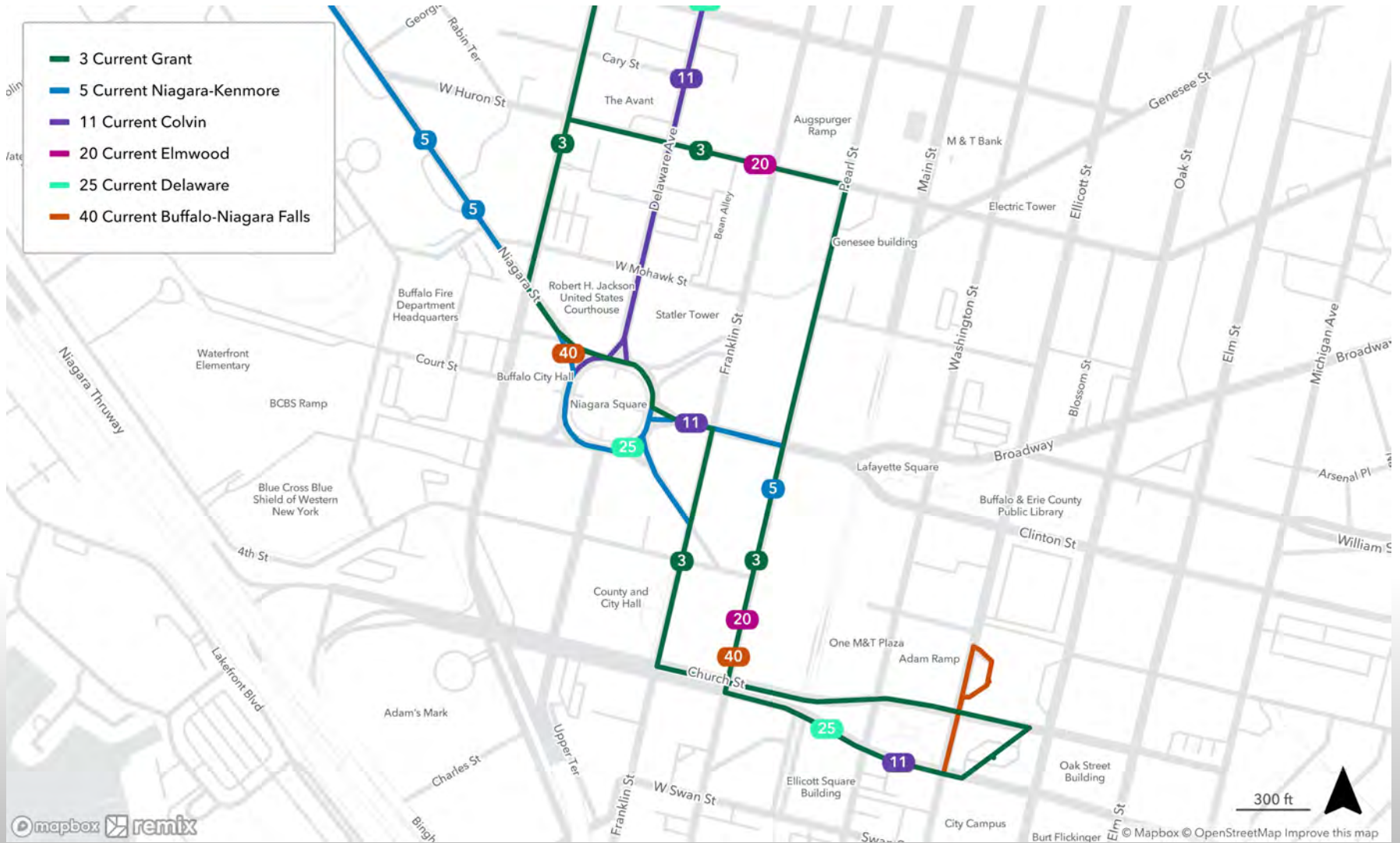




# Approach: Extension

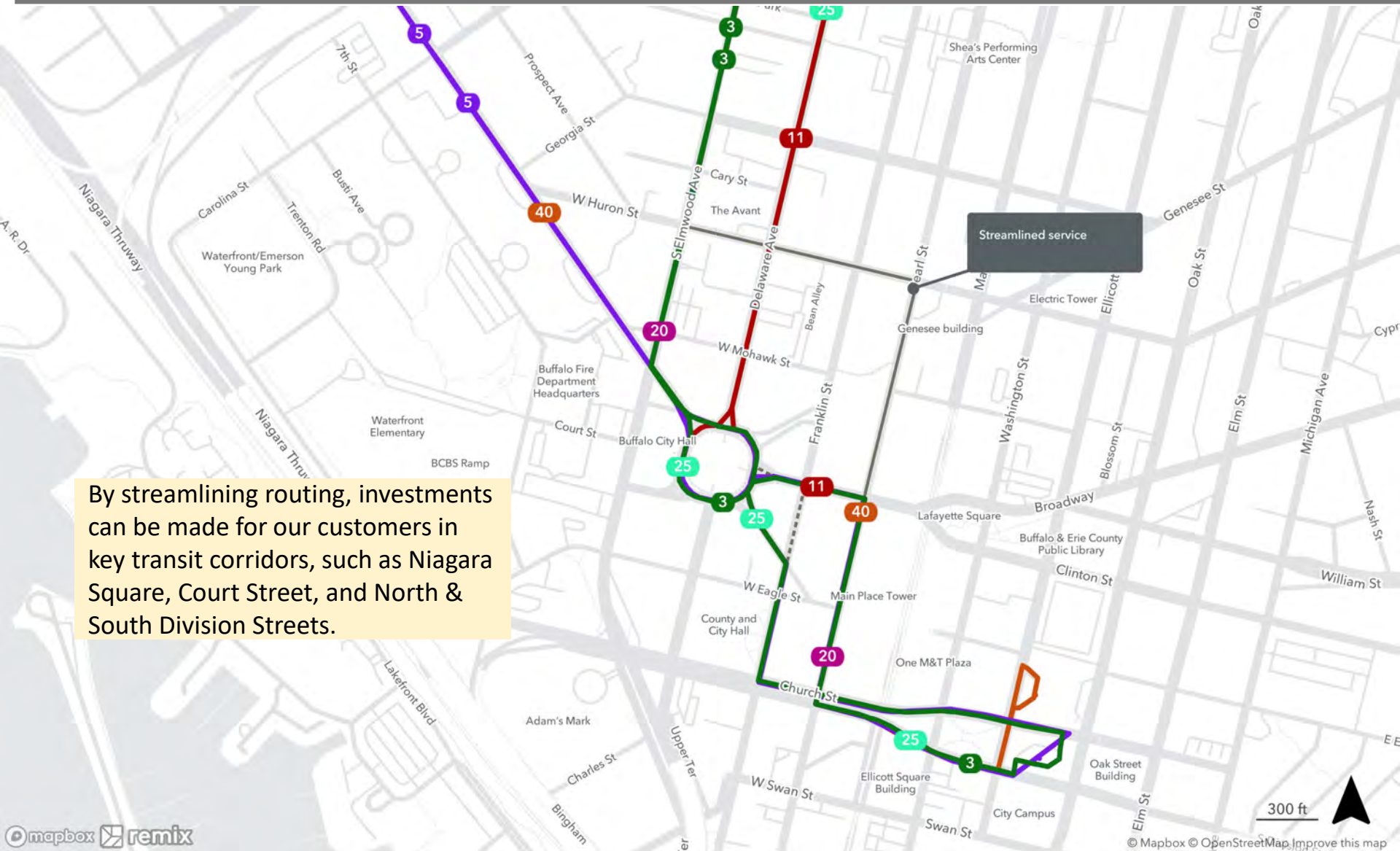


# Approach: Streamlining (current routing)



# Approach: Streamlining (new routing)

By streamlining routing, investments can be made for our customers in key transit corridors, such as Niagara Square, Court Street, and North & South Division Streets.

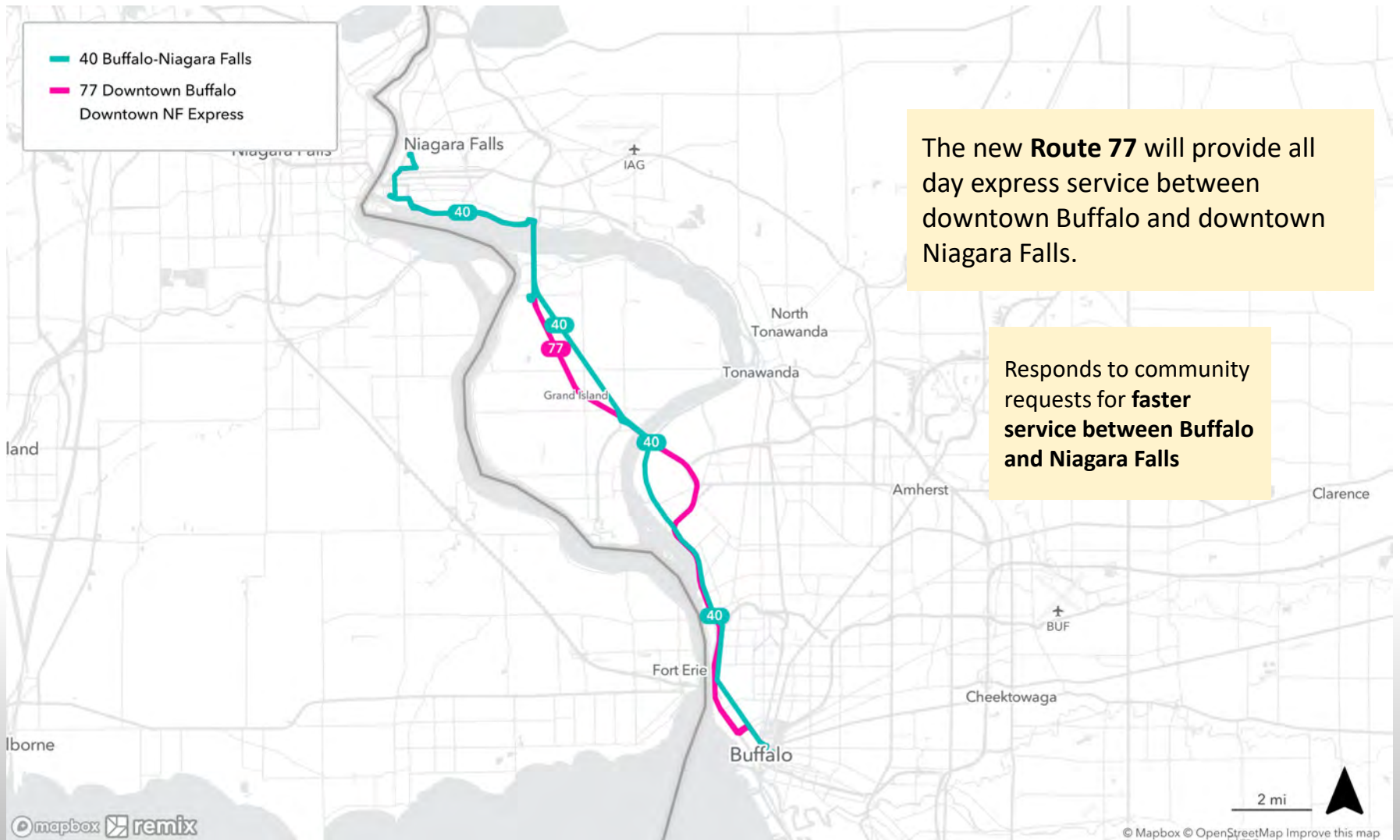




# Approach: Eliminate

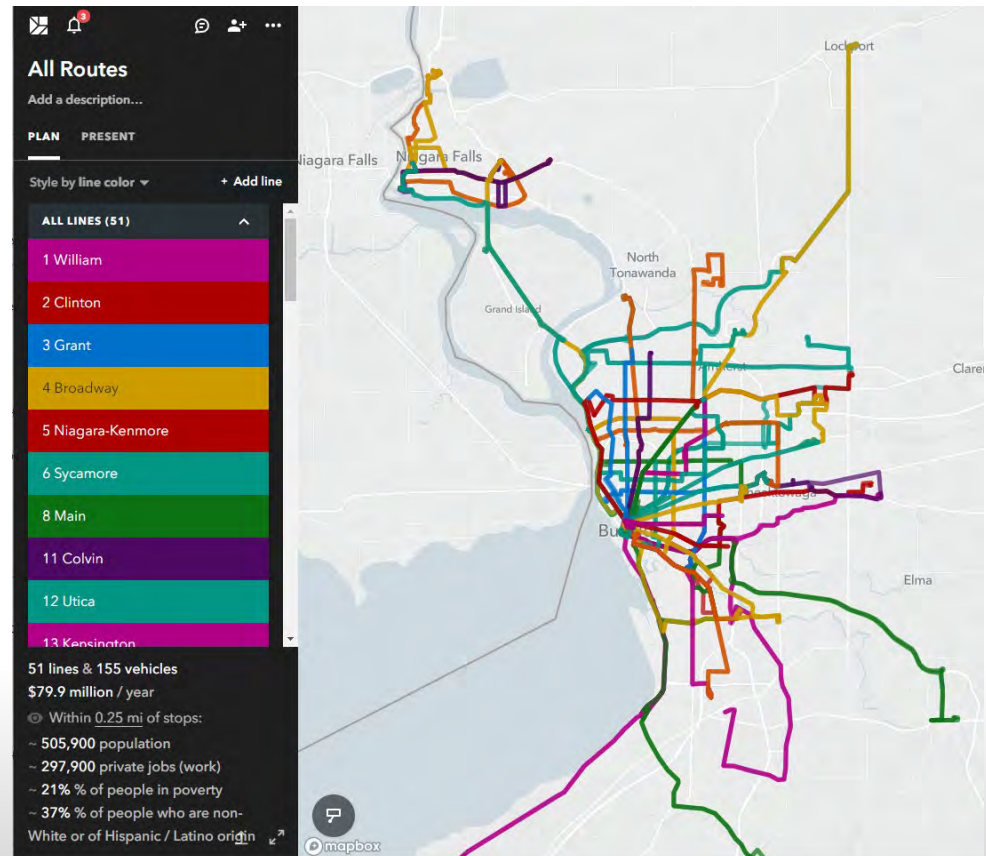


# Approach: Faster Service



# Next Steps

- Continue to seek community and stakeholder feedback on initial concepts for bus network improvements – through July 18
  - Remix
  - Partner outreach
  - Bus Drivers
  - Emails, phone calls, letters
- Update concepts based on community and stakeholder feedback
- Present updated concepts to Board of Commissioners in July
- Additional public comment opportunities in August 2021



# Questions?



[metro.nfta.com/2021network](https://metro.nfta.com/2021network)

[planning@nfta.com](mailto:planning@nfta.com)

(716) 855-7211  
(Press 0 for agent)