



2021 Bus Network Improvements

Approved 9/23/21



Table of Contents

- Introduction 3
- Public Engagement..... 3
- Approaches to Service Change..... 4
- Paratransit implications..... 4
- Timeline for implementation 4
- Fare Changes..... 5
- Express Routes and Premium Services 9
- Maps of Route Changes 10
- 2 Clinton..... 11
- Eliminated: 7 Baynes Richmond..... 12
- 8 Main 13
- 11 Colvin 14
- 12 Utica 15
- 14 Abbott 16
- 18 Jefferson 17
- 19 Bailey 18
- 25 Delaware..... 19
- Eliminated: 29 Wohlers..... 21
- 32 Amherst 22
- 35 Sheridan 23
- 42 Lackawanna 24
- 44 Lockport 25
- 46 Lancaster..... 26
- 47 Youngs Rd 27
- 49 Millard Suburban 28
- 50 Main-Niagara 29
- 52 North End Circulator (formerly Hyde Park)..... 30
- Eliminated: 54 Military..... 31
- 55 Pine Ave 32
- 59 Airport NCCC..... 33
- Eliminated: 67 Cleveland Hill 34
- Eliminated: 68 George Urban 35
- Eliminated: 69 Alden segment to Alden (now operates only to Lancaster)..... 36
- 70 East Aurora 37
- 72 Orchard Park..... 38
- 74 Hamburg 39
- Eliminated: 75 West Seneca 40
- 77 Downtown Buffalo to Downtown NF (and 40 Buffalo-Niagara Falls)..... 41
- Eliminated: 79 Tonawanda 42
- Full Network 43
- Niagara Falls Network..... 44
- Express Network 45



The following plan was approved by the NFTA Board of Commissioners on September 23, 2021.



Introduction

NFTA Metro is adjusting the bus network in Erie and Niagara Counties to respond to ridership patterns, as well as challenges with funding and staffing internally.

- NFTA Metro is operating at 80% of pre-pandemic bus weekday service while transporting only about 60% of pre-pandemic bus weekday riders, or around 46,000 compared to 67,000 pre-pandemic (this includes BPS students; data is from early September).
- There has been a noticeable change to ridership travel patterns, with morning and afternoon peaks significantly diminishing in the recovery from the pandemic.
 - Express bus routes saw the most change.
 - Lifeline services were less affected, being utilized at closer to pre-pandemic levels.
 - Buffalo Public Schools (BPS) trips were eliminated in March 2020 due to the district's online schooling and were re-started on September 8, 2021.

Public Engagement

NFTA Metro conducted three rounds of public engagement as staff prepares plans for Bus Network Improvements.

- May through June 2021: staff released a survey to better understand rider needs and priorities. Staff worked with over 40 partner organizations to publicize the survey.
 - Almost 600 surveys were received online, and at:
 - Portage Road Transportation Center
 - University Station/Loop
 - North Division Street
 - Common service requests included
 - access to suburban jobs & shopping
 - recreational destinations
 - expanded express network service all day and to weekends.
- June through July 2021: Draft plans based on survey results and operational improvements were released for public feedback using the engagement tool Remix that provided alternatives for route geography and other approaches. Comments were also accepted by email, phone, and mail. Staff worked again with partners to seek feedback from as many people as possible.
- July through September 2021: A final proposal was created and publicized for comment during a formal public hearing process. Staff provided outreach to riders at Thruway Mall Transportation Center, University Loop, and Downtown Niagara Falls. Community partners were contacted a third time, and the CAC and AAC were invited to comment. Three public hearings were conducted in August, one virtual, one in Niagara Falls and one in Buffalo. Comments made during this period were considered to shape the network improvements. The final plan is reflective of these three rounds of public engagement.



Approaches to Service Change

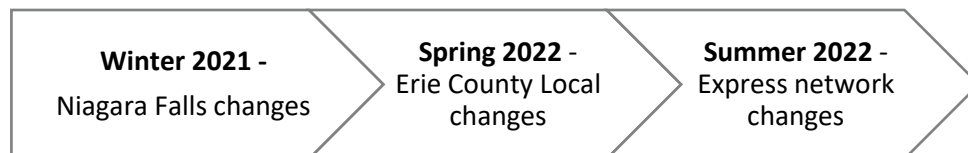
In March 2021, NFTA Metro adopted updated **Service Design Guidelines & Delivery Standards** that established new guidelines for route design. These guidelines call for direct routes with limited deviations from major thoroughfares that serve high ridership-generating facilities and places with the highest need for transit. Our approaches to service change reflect these goals.

- Timed transfers
 - Ensuring that transfers are made by operating pull-outs on clock-face times.
- Streamlined routing
 - Following Service Guidelines to have routes serve major roads
 - Creating direct common routing with common stops to improve passenger understandability and operations
 - Allows for transit investment in key corridors
- Changes to the express network
 - Alteration of layover locations and elimination of variants to provide more direct access between suburban locations and downtown Buffalo
- New limited stop routes
 - Adding limited stop variants for quicker trips on popular routes
- Switching endpoints or routing
 - Maintain coverage of an area, but save time in operation of a set of routes
- Short-turn variant changes
 - Changing or adding a new location of the short-turn variant of a route to serve the majority of riders
- Creating common layover locations
 - Allows for transfers between multiple routes
- Serving new locations
- Frequency changes

Paratransit implications

As per Federal Transit Administration (FTA) guidelines and NFTA-Metro policy, changes to the fixed route network will result in subsequent changes to the paratransit coverage area. This coverage area will be reflective of a ¼ mile buffer around the proposed fixed-route network, matching the times of service provision. Individuals who currently reside within the paratransit coverage area that will no longer be within the new paratransit coverage area will continue to receive paratransit trips for up to one year after changes are made to the fixed route network, but no longer.

Timeline for implementation





Fare Changes

In addition to changes made previously to the fare structure in 2016, the following are proposed changes (note: no change to this proposal since the Board meeting in July 2021):

- 31-day fare capping
 - Capping the fare for a 31-day rolling period will extend the best value to our riders regardless of their ability to pay \$75 up front, assuring that all users are able to get the best value over a 31-day period.
 - This will create more flexibility as passes do not need to be purchased upfront in order to get the highest value as a customer.
- Elimination of enhanced express surcharge
 - NFTA-Metro currently charges a surcharge of \$0.50 on all enhanced express trips. As a result of previous changes in our service delivery guidelines and delivery standards, we no longer have this category of trip. However, we continue to carry forward the surcharge on the 60 Niagara Falls Express and 64 Lockport Express routes. Eliminating the surcharge will create greater equity by standardizing the fare further.
 - Additionally, it will move all express customers to the same fare, regardless of geography.
- Addition of a “premium fare”
 - All current fixed route NFTA services are deemed to be either local or express and have the same fare structure. There are not currently any dedicated services for special events or seasonal destinations.
 - The addition of premium services is being considered in the future and thus is included as part of the fare equity analysis, even though these services would not be part of the general schedule. A premium service may include access to a sporting event in a location and at a time not currently served by transit.
 - In order to provide these service, NFTA-Metro is seeking to create a premium service charge of \$5 one-way.



Local Routes

~ denotes no major changes

*frequency and duration are general and subject to change to meet operational and scheduling considerations

Route	Routing	Weekday*		Saturday*		Sunday/Holiday*	
		Frequency (mins)	Duration	Frequency (mins)	Duration	Frequency (mins)	Duration
1 William	~	Peak: 30 Off-peak: 60 B trips: 60	4:45 am – 10:30 pm	60	7:00 am – 10:30 pm	60	7:30 am – 8:30 pm
2 Clinton	2B trip to Appletree Business Park New 2C trip to Walmart at William/Transit serving Target, Wegmans, Aldi, Valu, Delta Sonic, and Kohls	Peak: 30 Off-peak: 60 B trips: 60 C trips: 60	5:15 am – 11:45 pm	60	6:30 am – 11:15 pm	60	8:00 am – 9:00 pm
3 Grant	~	Peak: 15 Off peak: 20	4:30 am – 1:14 am	30	6:15 am – 1:00 am	30	7:00 am – 11:30 pm
4 Broadway	~	Peak: 20 Off peak: 30 B trips: 30	5:00 am – 12:30 am	30 B trips: 30	6:15 am – 12:00 am	30 B trips: 40	8:15 am – 12:00 am
5 Niagara	~	Peak: 15 Off peak: 20	4:45 am – 1:30 am	40	6:00 am – 1:00 am	40	7:00 am – 12:15 am
6 Sycamore	~	Peak: 25 Off peak 30	4:45 am – 1:15 am	30	6:00 am – 12:15 am	30	8:00 am – 11:45 Pm
7 Baynes-Richmond	<i>Eliminated</i>						
8 Main	Continue to Jersey Left/Bailey for layover to provide service to Univ. Plaza	Peak: 30 Off peak:45	5:15 am – 12:00 am	45	6:15 am – 10:30 pm	45	6:00 am – 9:45 pm
11 Colvin	11A trip with new endpoint at Boulevard Mall via Brighton	Peak: 30 Off peak:40 D trips: 60	5:15 am – 10:45 pm	60	7:45 am – 7:00 pm	60	8:00 am – 7:30 pm
12 Utica	No longer deviate from Fillmore/Ferry via French/Kehr.	Peak: 15 Off peak: 20	4:45 am – 1:15 am	30	5:45 am – 1:00 am	30	6:15 am – 11:45 pm
13 Kensington	~	Peak: 30 Off peak: 40	5:00 am – 12:45 am	40	5:45 am – 12:45 am	40	7:45 am – 11:15 pm
14 Abbott	14A trip only – continue Ridge to Orchard Park Rd to serve Wegmans, Catholic Health and Tops @ The Shops; Some weekend trips will now serve BNMC.	Peak: 25 Off peak: 30 B trips:60 C trips: 60	5:15 am – 12: 30 am	60	6:15 am – 12:30 am	60	6:30 am – 10:45 pm



15 Seneca	~	Peak: 25 Off peak:30 B trips: 60	5:00 am – 12:45 am	40	6:15 am – 12:30 am	45	7:00 am – 9:30 pm
16 South Park	Some weekend trips will now serve BNMC	Peak: 25 Off peak: 40 H trips: 60	5:00 am – 1:00 am	60	6:00 am – 11:45 pm	60	6:00 am – 11:15 pm
18 Jefferson	Serve First Ward via Hamburg, Republic, Louisiana St.	Peak: 30 Off peak: 60	5:45 am – 10:15 pm	60	8:00 am – 7:00 pm	60	8:15 am – 7:00 pm
19 Bailey	Introduction of Limited Stop service as “19L”	Peak: 15 Off peak:25 L trips: 60	5:00 am – 1:00 am L trips: 7:00 am – 7:00 pm	30	6:00 am – 12:15 am	30	7:30 am – 11:00 pm
20 Elmwood	~	Peak: 15 Off peak: 20	5:00 am – 12:45 am	30	6:15 am – 1:00 am	30	6:15 am – 11:45 am
22 Porter-Best	~	Peak: 30 Off peak: 45	6:00 am – 10:15 pm	60	7:45 am – 8:00 pm	60	8:00 am – 7:15 pm
23 Fillmore-Hertel	~	Peak: 15 Off peak: 20	5:00 am – 12:30 am	35	6:00 am – 12: 30 am	40	7:45 am – 10:45 pm
24 Genesee	~	Peak: 20 Off peak: 35 L trips: 35 X trips: 80	4:45 am – 12:30 am	30	5:30 am – 1:00 am	30	5:30 am – 12:30 am
25 Delaware	“25D” trip - Serve Oliver instead of Payne in NT to better serve businesses; introduce Limited Stop service as “25L”	Peak: 25 Off peak:40 D trips:60 L trips: 60	5:00 am – 1:15 am L trips: 7:00 am – 7:00 pm	30	6:15 am – 12:15 am	30	7:15 am – 11:15 pm
26 Delavan	~	Peak: 30 Off-peak: 35	5:45 am – 11:15 pm	60	6:00 am – 8:45 pm	60	6:20 am – 8:45 pm
29 Wohlers	<i>Eliminated</i>						
32 Amherst	Service to Buffalo State College eliminated	Peak: 30 Off peak: 30	5:30 am – 1:15 am	30	7:00 am – 12:30 am	40	7:30 am – 10:45 pm
34 Niagara Falls Blvd	~	Peak: 25 Off peak:35	6:00 am – 10:30 pm	60	8:00 am – 11:00 pm	60	8:15 am – 10:30 pm



35 Sheridan	Serve Sweet Home and the west-side of UB via Rensch Rd	Peak: 45 Off peak: 60	6:00 am – 10:30 pm	60	7:45 am – 8:00 pm	60	7:45 am – 8:00 pm
40 Buffalo- Niagara Falls	~	All-day: 60	5:00 am – 1:45 am	60	5:30 am – 1:15 am	60	6:00 am – 1:30 am
42 Lackawanna	<i>Alter routing in the future for Bethlehem Steel site</i>	Peak: 55 Off peak: 60	6:00 am – 12:15 am	60	8:00 am – 10:45 pm	60	8:00 am – 8:45 pm
44 Lockport	Eliminate Weinberg Campus deviation	Peak: 45 Off peak: 80	5:30 am – 11:45 pm	120	6:30 am – 11:45 pm	120	6:30 am – 11:00 pm
46 Lancaster	Serve Amazon location via Walden, Pavement Rd, Broadway	Peak: 50 Off peak: 65	5:30 am – 11:30 pm	70	8:30 am – 11:30 pm	70	9:00 am – 11:30 pm
47 Wehrle (formerly Youngs Rd)	New routing Main, Harlem, Wehrle/Lawrence Bell, Transit to Eastern Hills Mall	Peak: 45 Off peak: 90	6:15 am – 11:30 pm	<i>Weekday service only</i>			
48 Williamsville	~	Peak: 35 Off peak: 60	6:00 am – 11:45 pm	80	8:15 am – 9:45 pm	80	8:15 am – 8:30 pm
49 Millard Suburban	Serve Eastern Hills Mall via Hopkins Rd	Peak: 90	6:15 am – 6:00 pm	<i>Weekday service only</i>			
50 Main-Niagara	Operate between PRTC, Downtown NF, and NFTC	Peak: 55 Off peak: 70	5:00 am – 12:15 am	80	6:00 am – 12:00 am	80	6:00 am – 12:00 am
52 North End Circulator (formerly Hyde Park)	Circulator service serving North NF neighborhoods and Niag. Univ. between PRTC and Mt. St. Mary's Hospital	Peak: 45 Off peak: 60	5:00 am – 12:15 am	60	6:00 am – 12:00 am	60	6:00 am – 12:00 am
54 Military	<i>Eliminated</i>						
55 Pine Ave	Operate between PRTC and NFTC via Pine Ave and Walmart	Peak: 30 Off peak: 45	5:00 am – 1:00 am	70	6:30 am – 10:00 pm	70	8:00 am – 10:00 pm
59 Airport NCCC	Operate between NFTC, NFIA, Vantage Int'l Point business park and NCCC/BOCES via Walmore Rd	Peak: 60 Off peak: 60	7:00 am – 7:00 pm	120	7:00 am – 7:00 pm	120	8:00 am – 6:00 pm



Express Routes and Premium Services

~ denotes no change

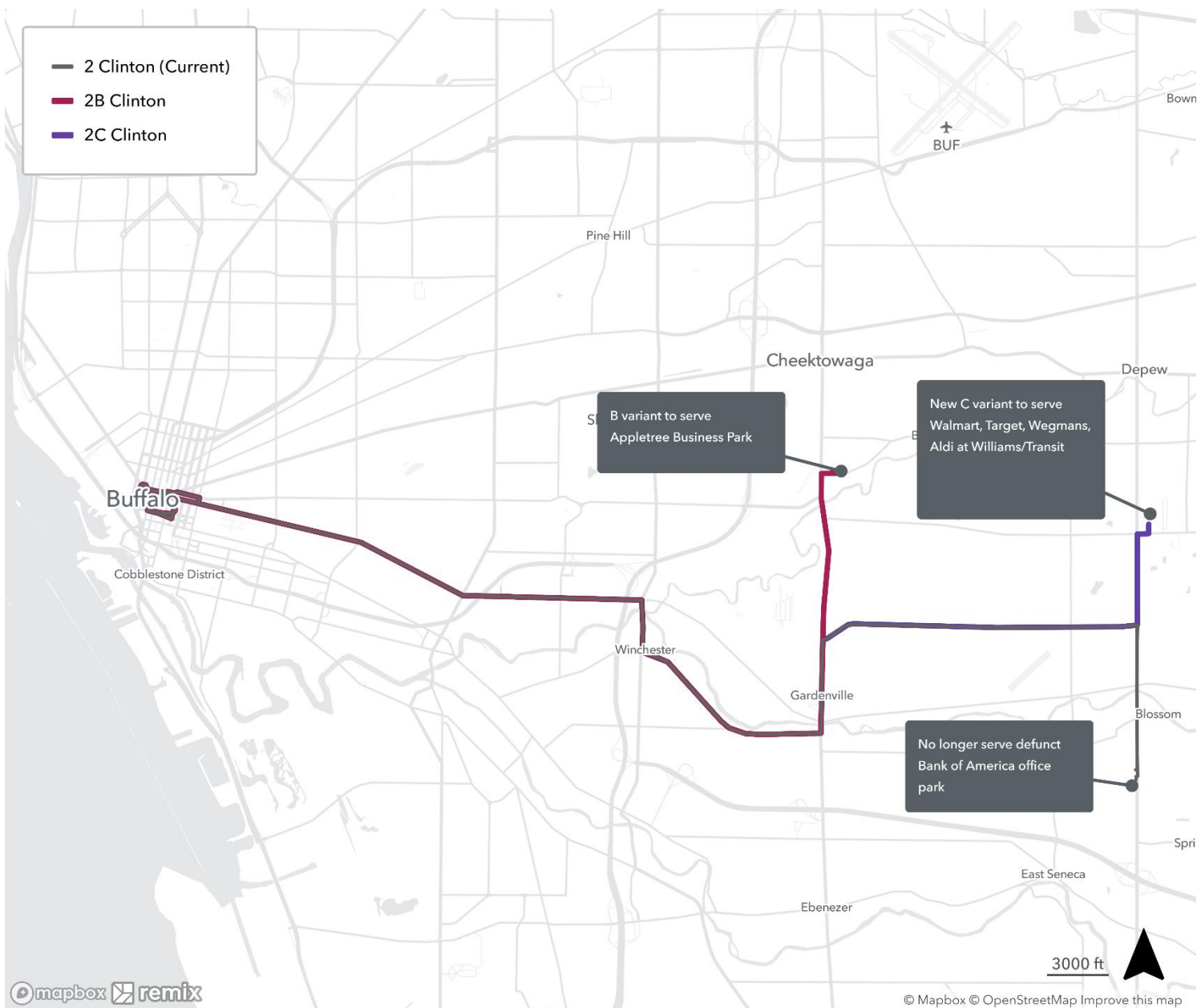
^ denotes premium service

Route	Routing	Weekday		Saturday		Sunday	
		Frequency	Duration	Frequency	Duration	Frequency	Duration
60 Niagara Falls	~	3 in, 3 out	Peak hours	<i>Weekday service only</i>			
61 Tonawanda	~	3 in, 3 out	Peak hours				
64 Lockport	~	3 in, 3 out	Peak hours				
66 Williamsville	~	3 in, 3 out	Peak hours				
67 Cleveland Hill	<i>Eliminated</i>						
68 George Urban	<i>Eliminated</i>						
69 Lancaster	Eliminate Alden variant	3 in, 3 out	Peak Hours	<i>Weekday service only</i>			
70 East Aurora	Eliminate A variant	3 in, 3 out	Peak hours				
72 Orchard Park	Eliminate P variant, end trips near New Armour Rd	3 in, 3 out	Peak hours				
74 Hamburg	Shorten routing to Village of Hamburg, eliminate service to North Boston	4 in, 4 out	Peak hours				
75 West Seneca	<i>Eliminated</i>						
76 Lakeshore (form. Lotus Bay)	~	4 in, 4 out	Peak hours	<i>Weekday service only</i>			
77 Downtown Buff – Downtown Niag	Operate between MTC, BRRTH and PRTC via 190.	Hourly	7:00 am – 7:00 pm				
79 Tonawanda	<i>Eliminated</i>						
81 East Side	~	2 in	Morning peak hours	<i>Weekday service only</i>			
^90 Bills Special A	<i>BRRTH, Athol Springs P&R to Highmark Stadium via I-190 and Rt 5</i>	<i>**Schedule and exact routing TBD**</i>					
^91 Bills Special B	<i>University Station, Thruway Mall to Highmark Stadium via I-90 and Rt 219</i>						
^92 Bills Special C	<i>MTC to Highmark Stadium via I-190, I-90 and Rt 219</i>						
^97 Darien Lake Special	<i>MTC to Six Flags Darien Lake (Corfu, NY) via Rt 33 and I-90</i>						

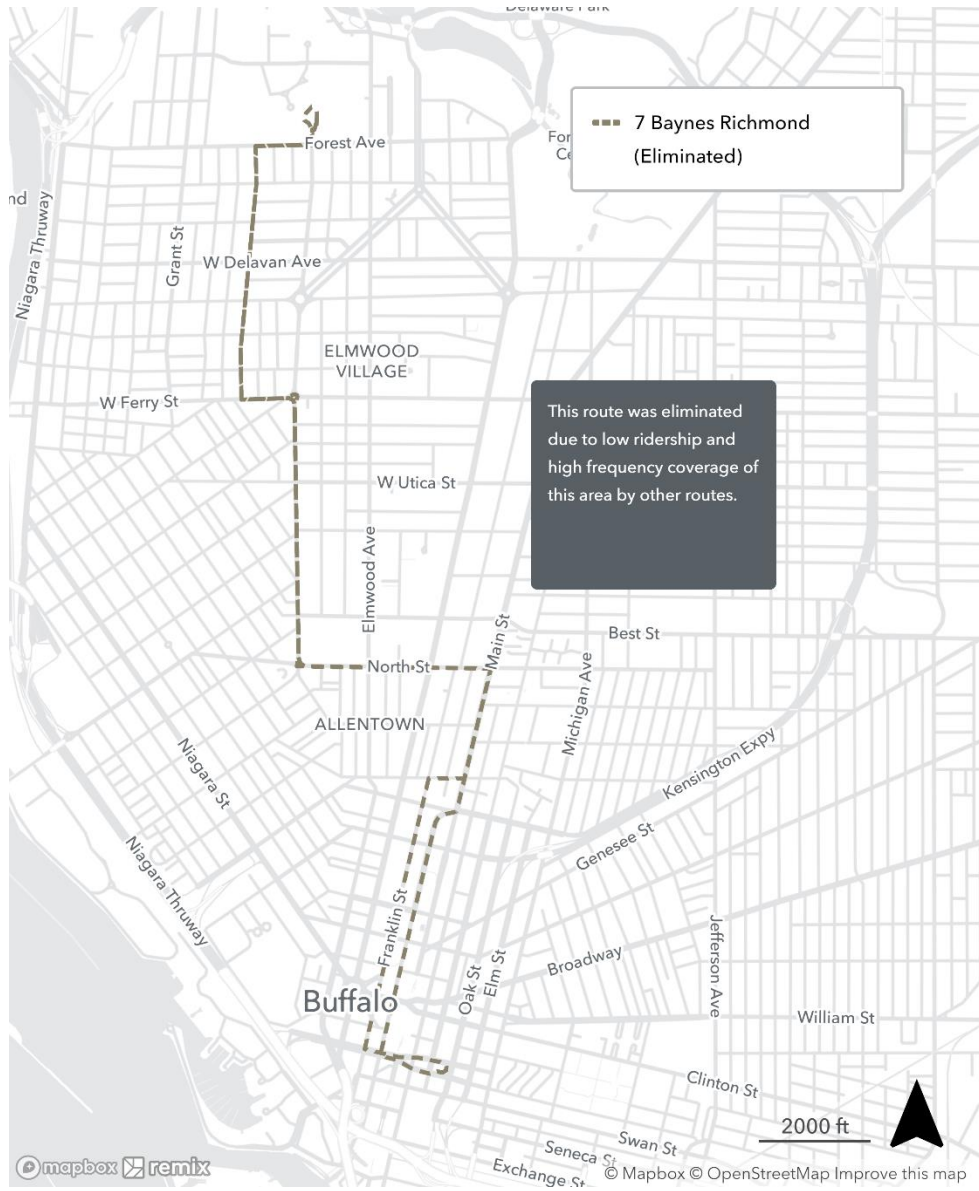


Maps of Route Changes

2 Clinton



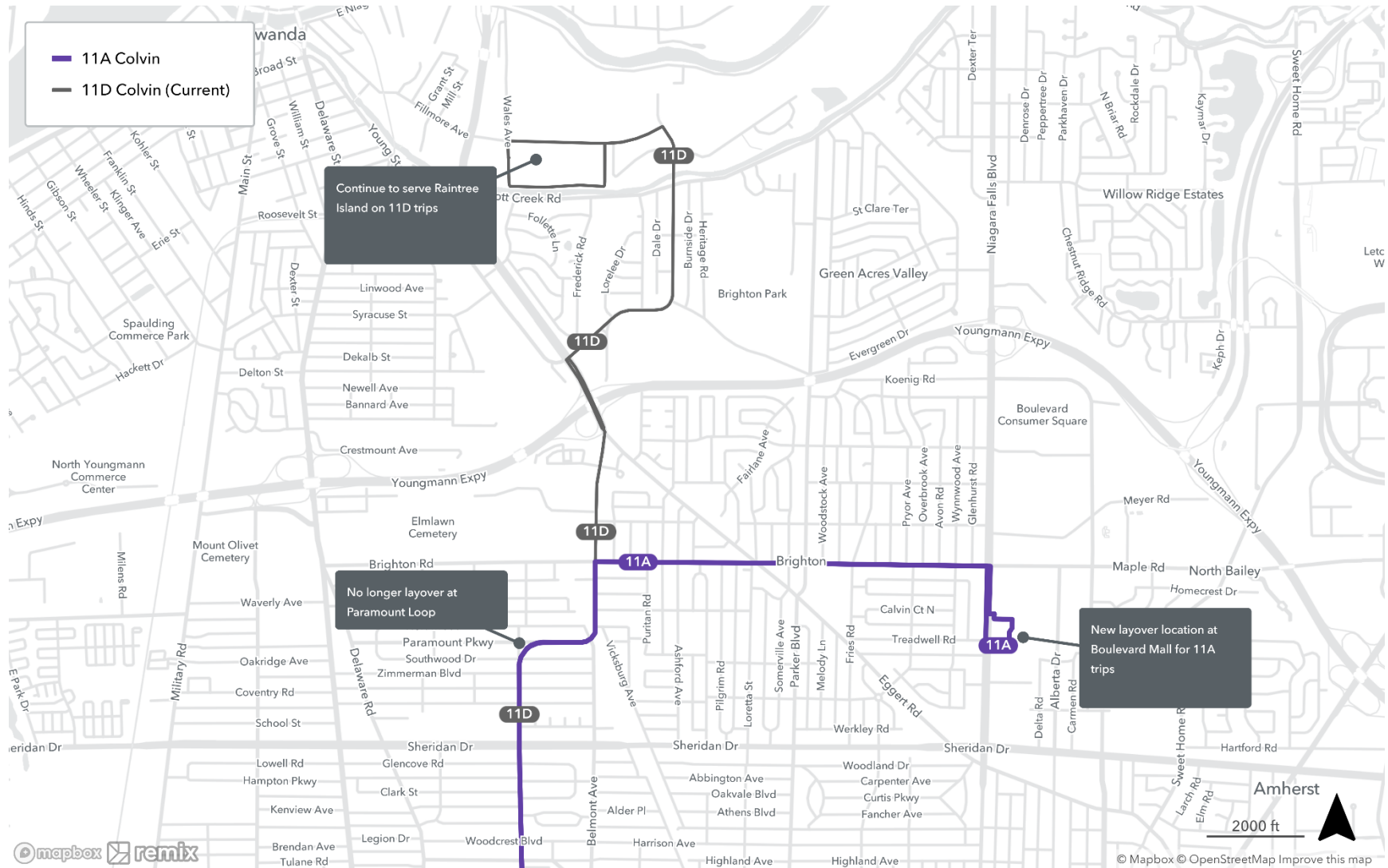
Eliminated: 7 Baynes Richmond



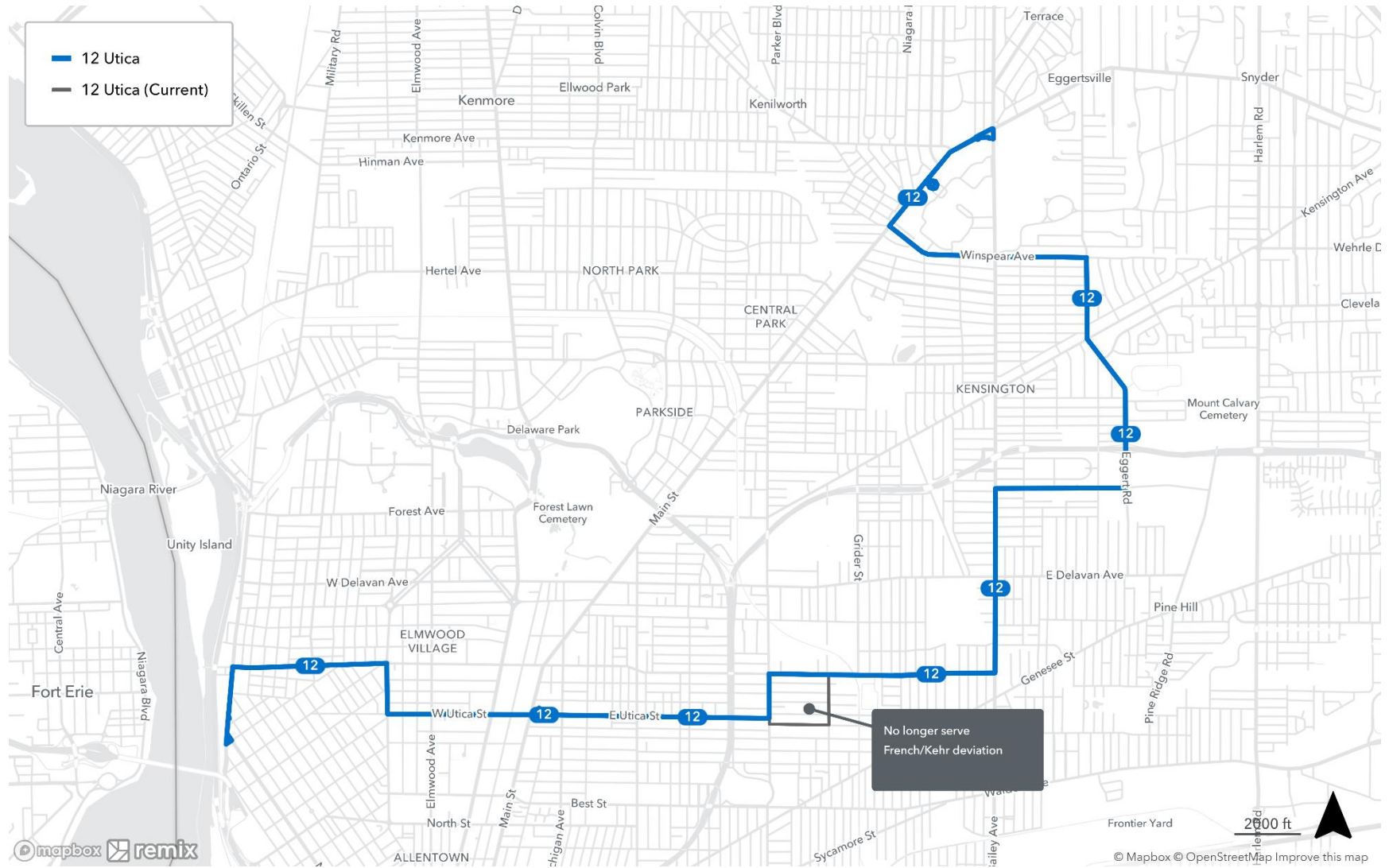
8 Main



11 Colvin



12 Utica

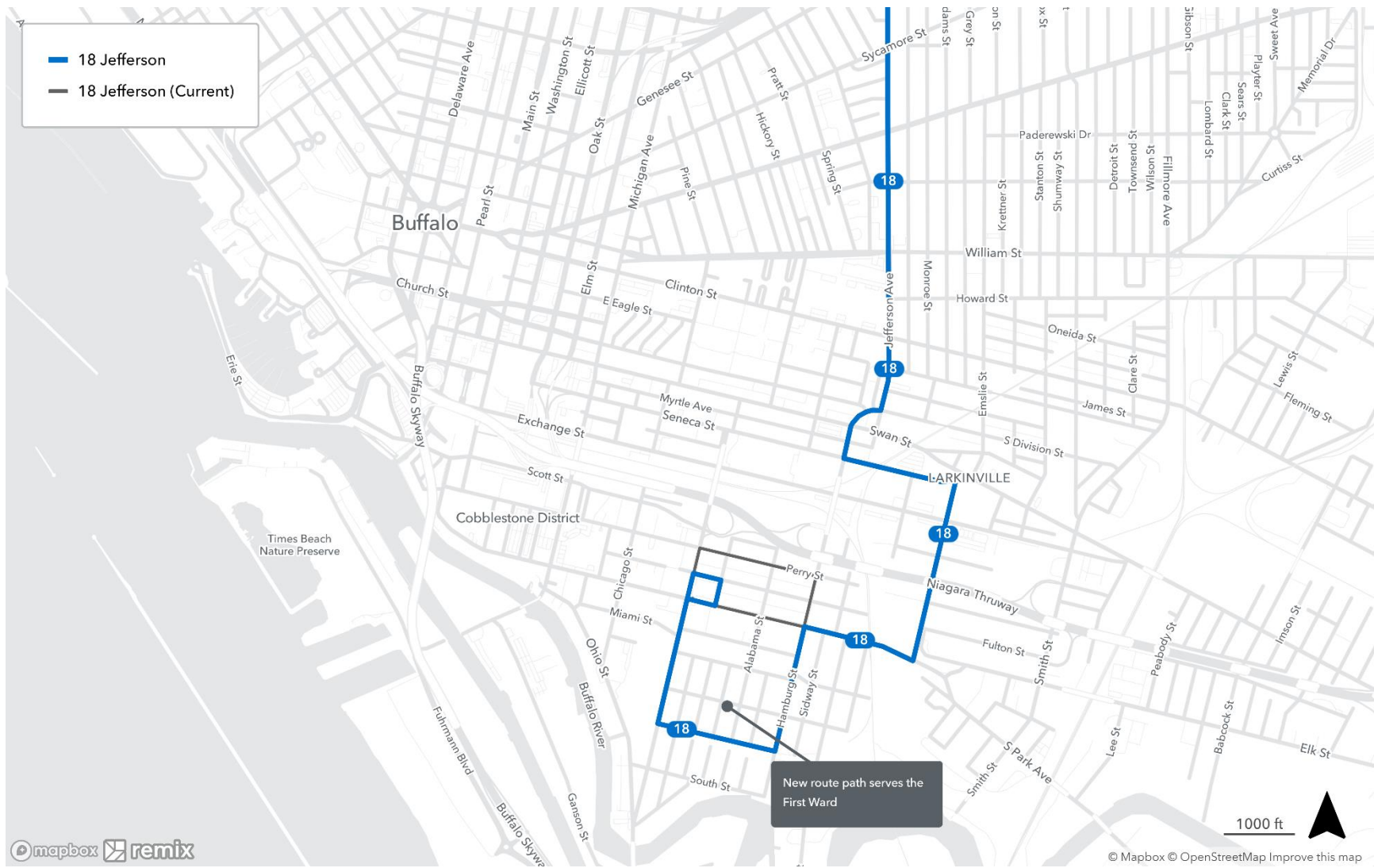


14 Abbott

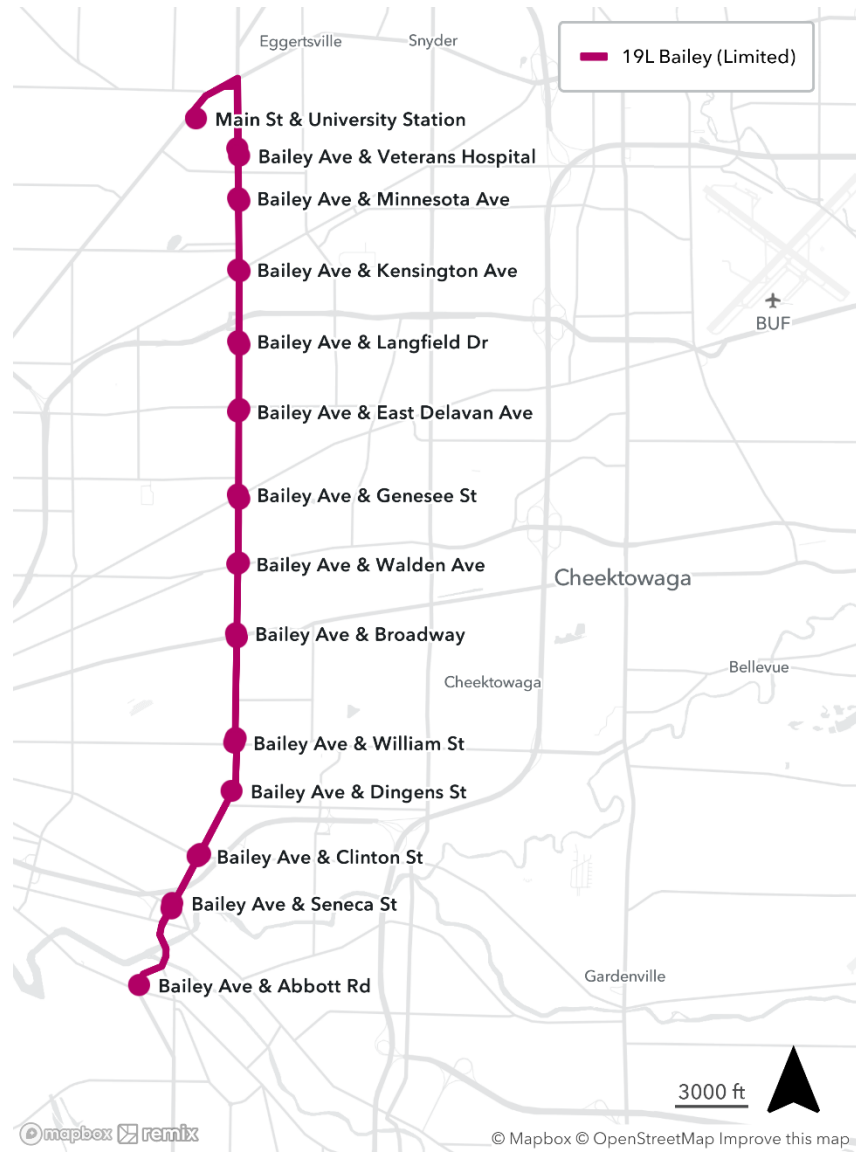


18 Jefferson

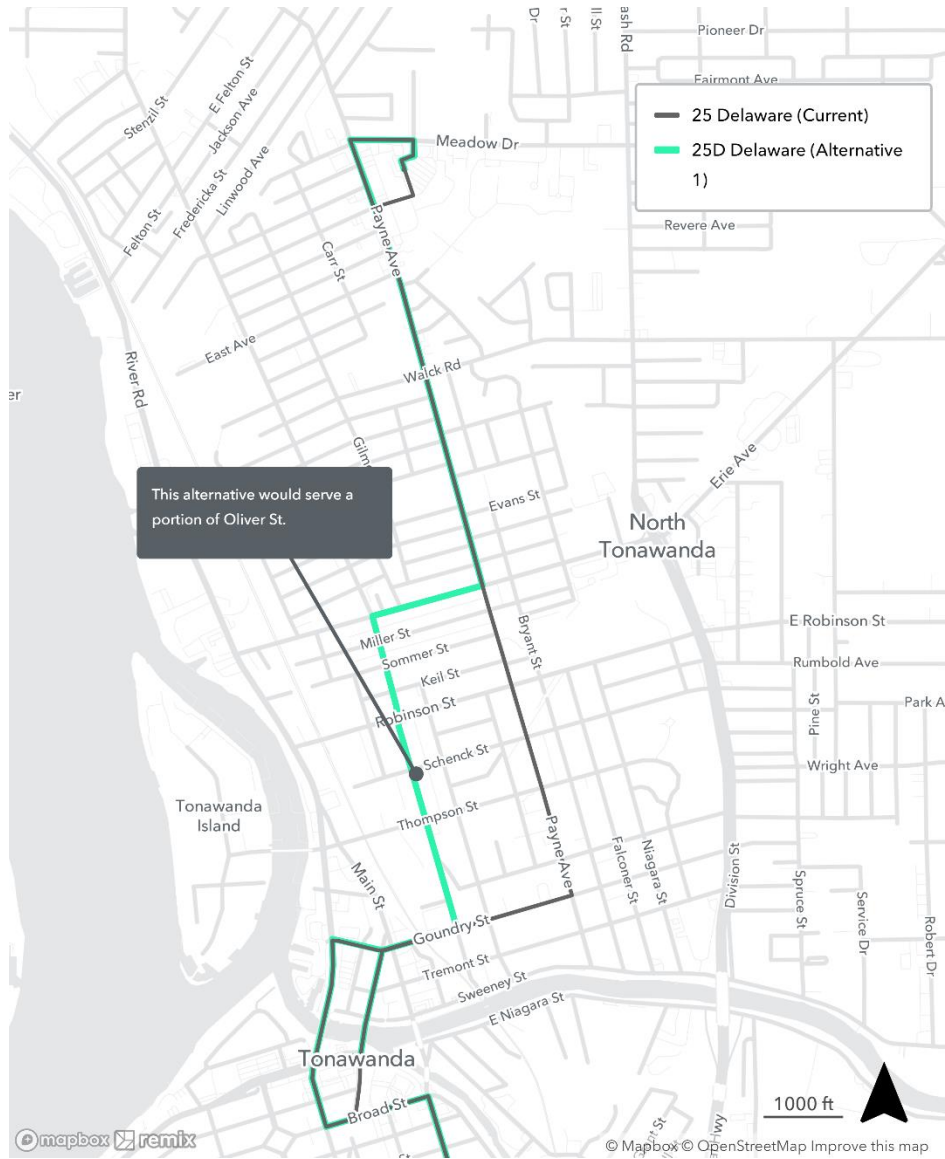
- 18 Jefferson
- 18 Jefferson (Current)

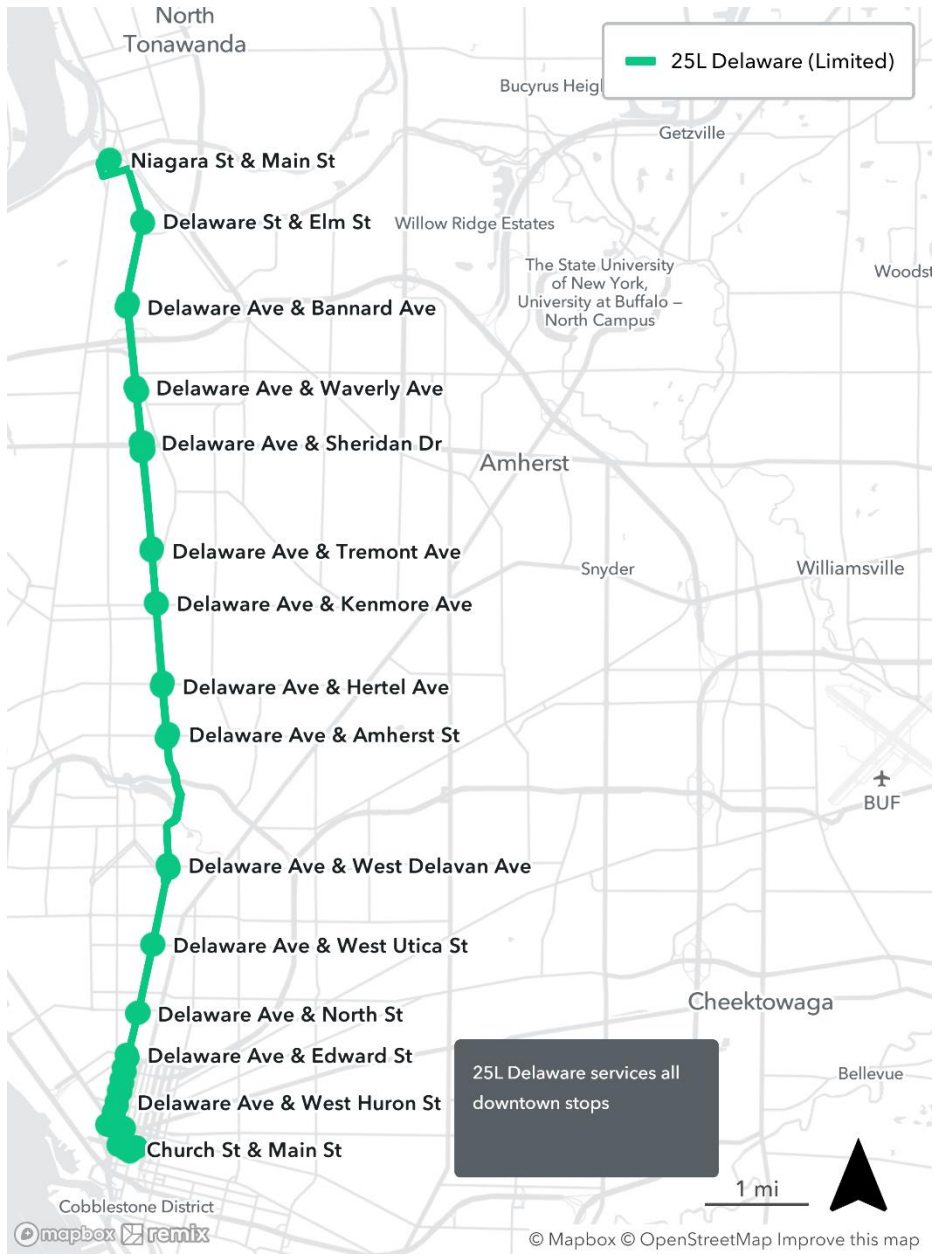


19 Bailey



25 Delaware

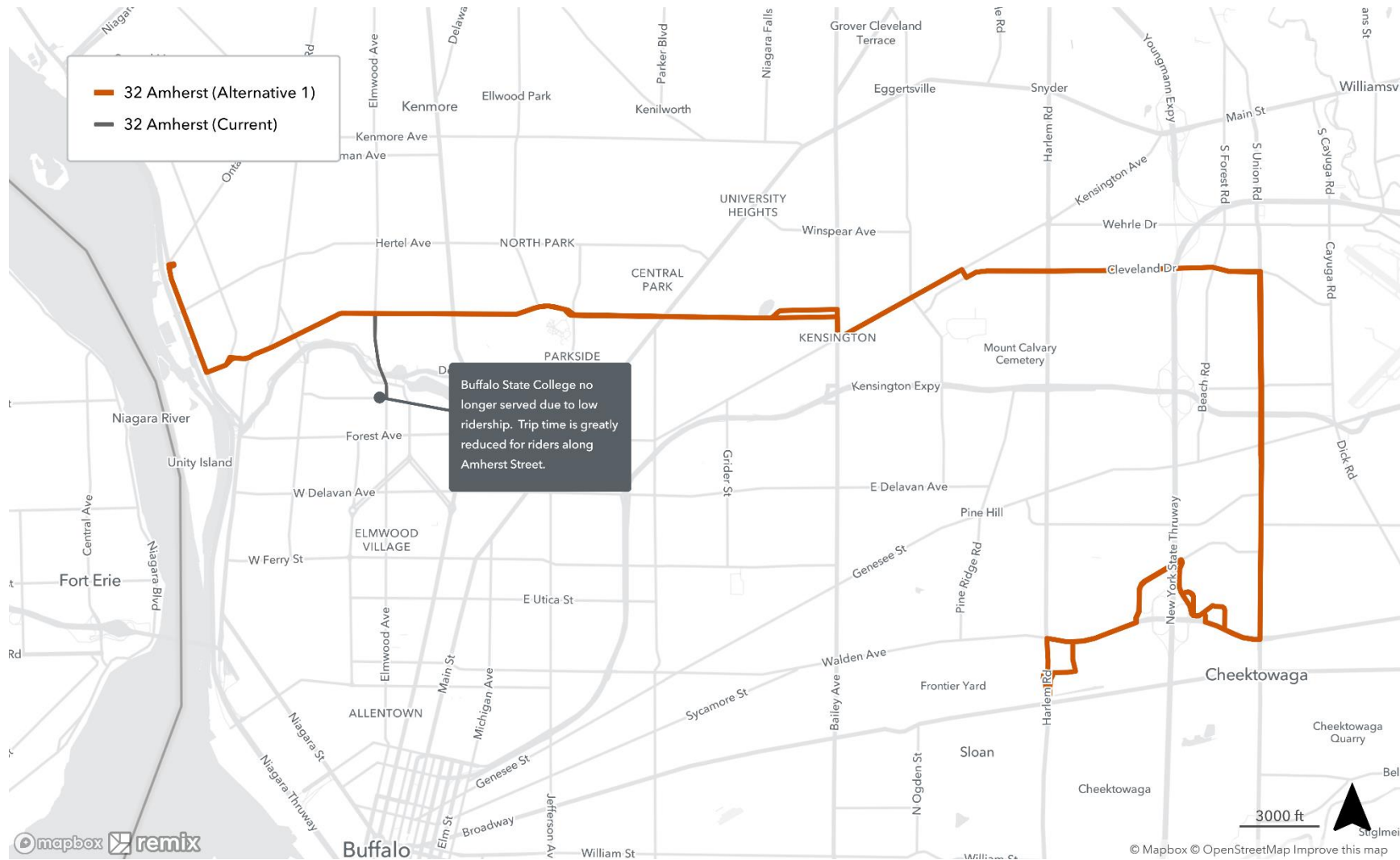




Eliminated: 29 Wohlrs



32 Amherst



35 Sheridan

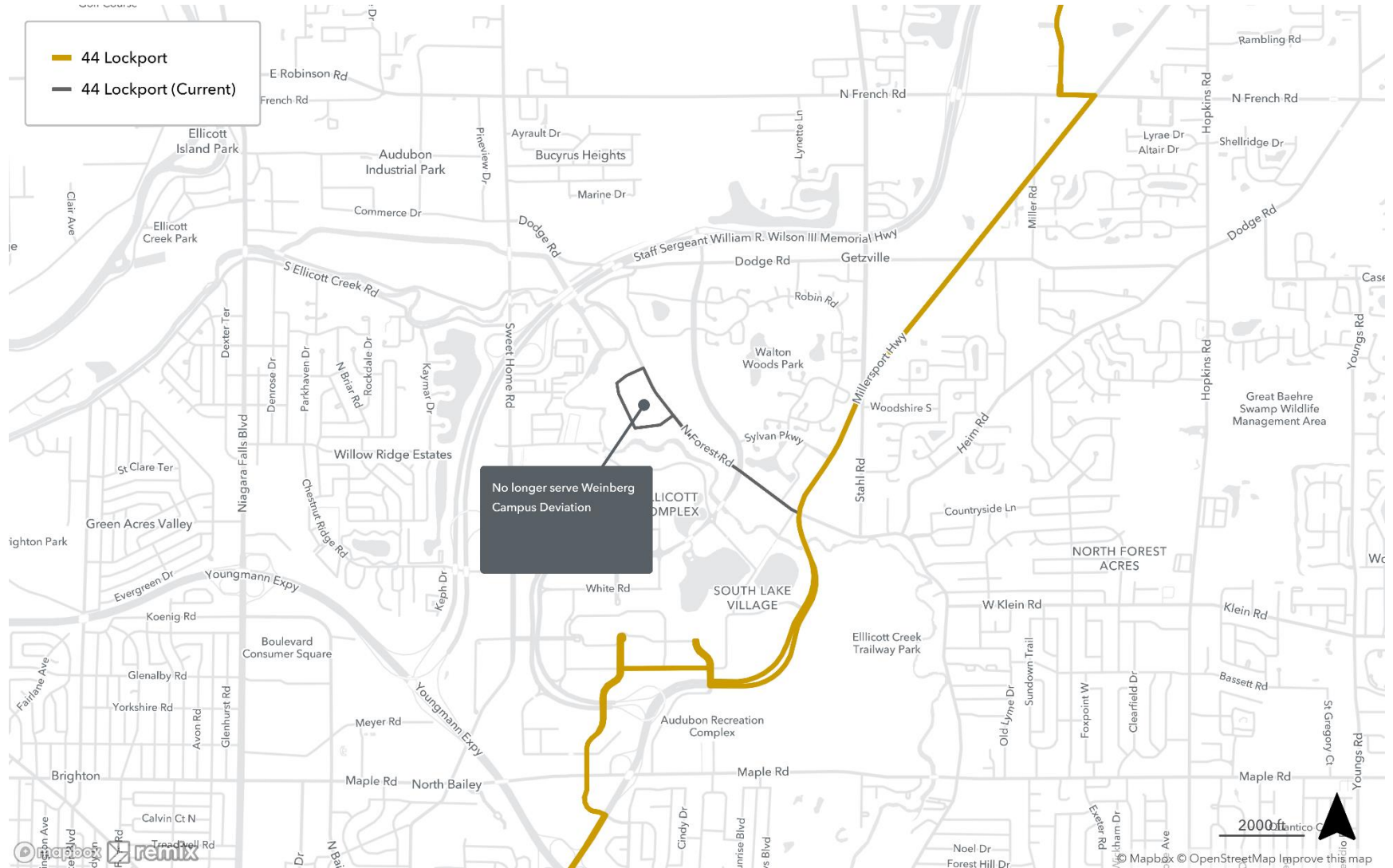


42 Lackawanna

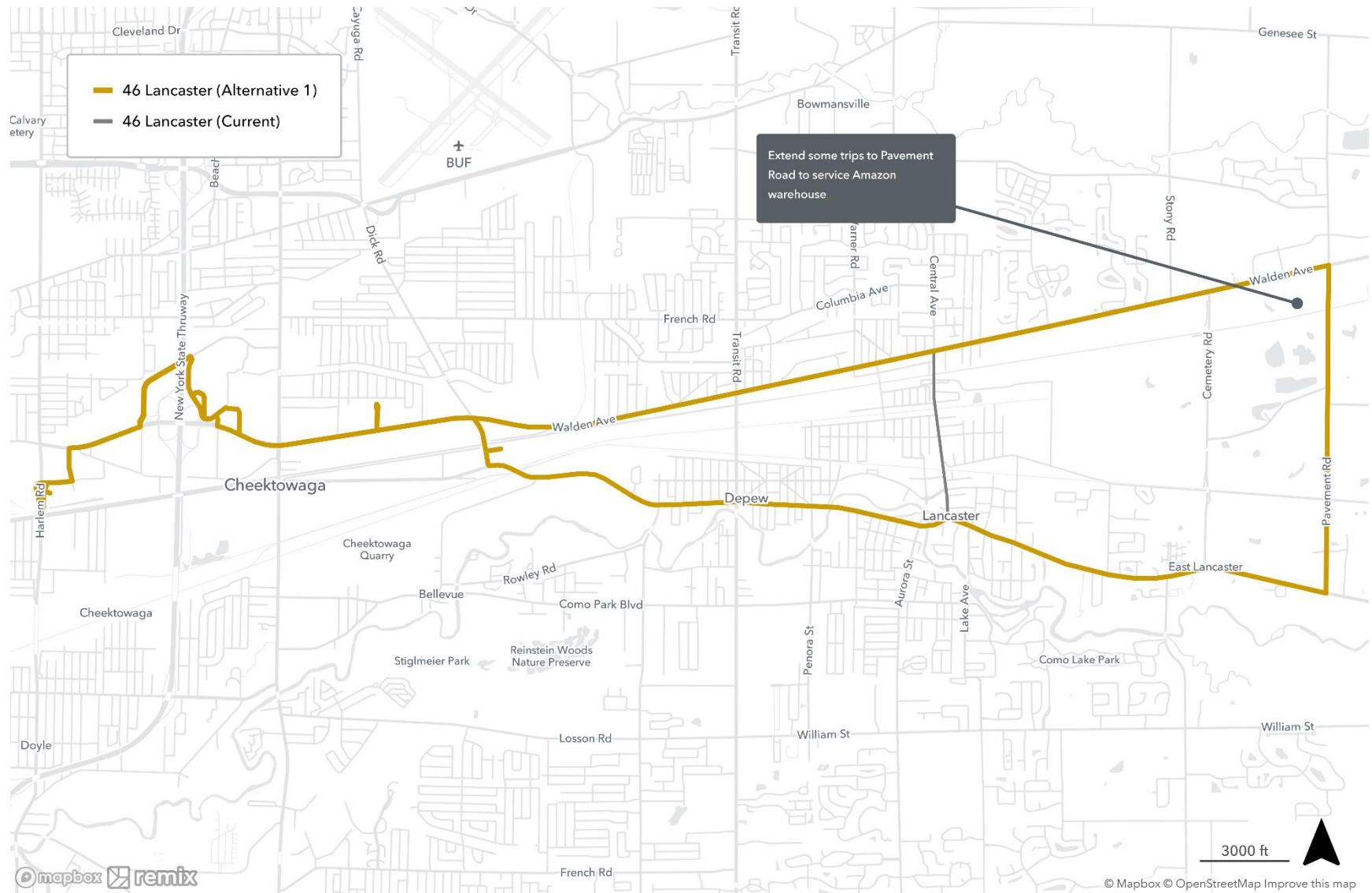
— 42 Lackawanna



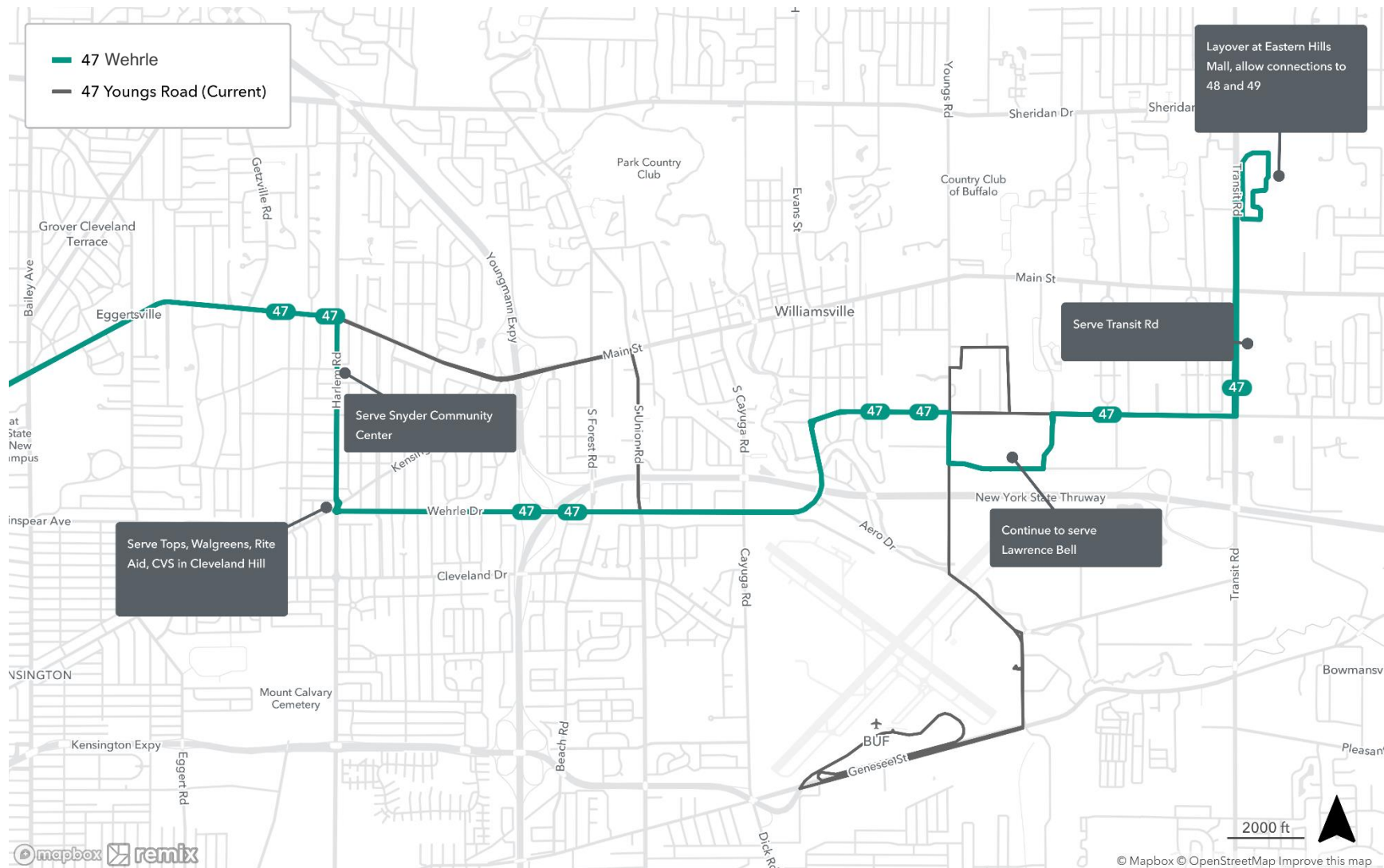
44 Lockport



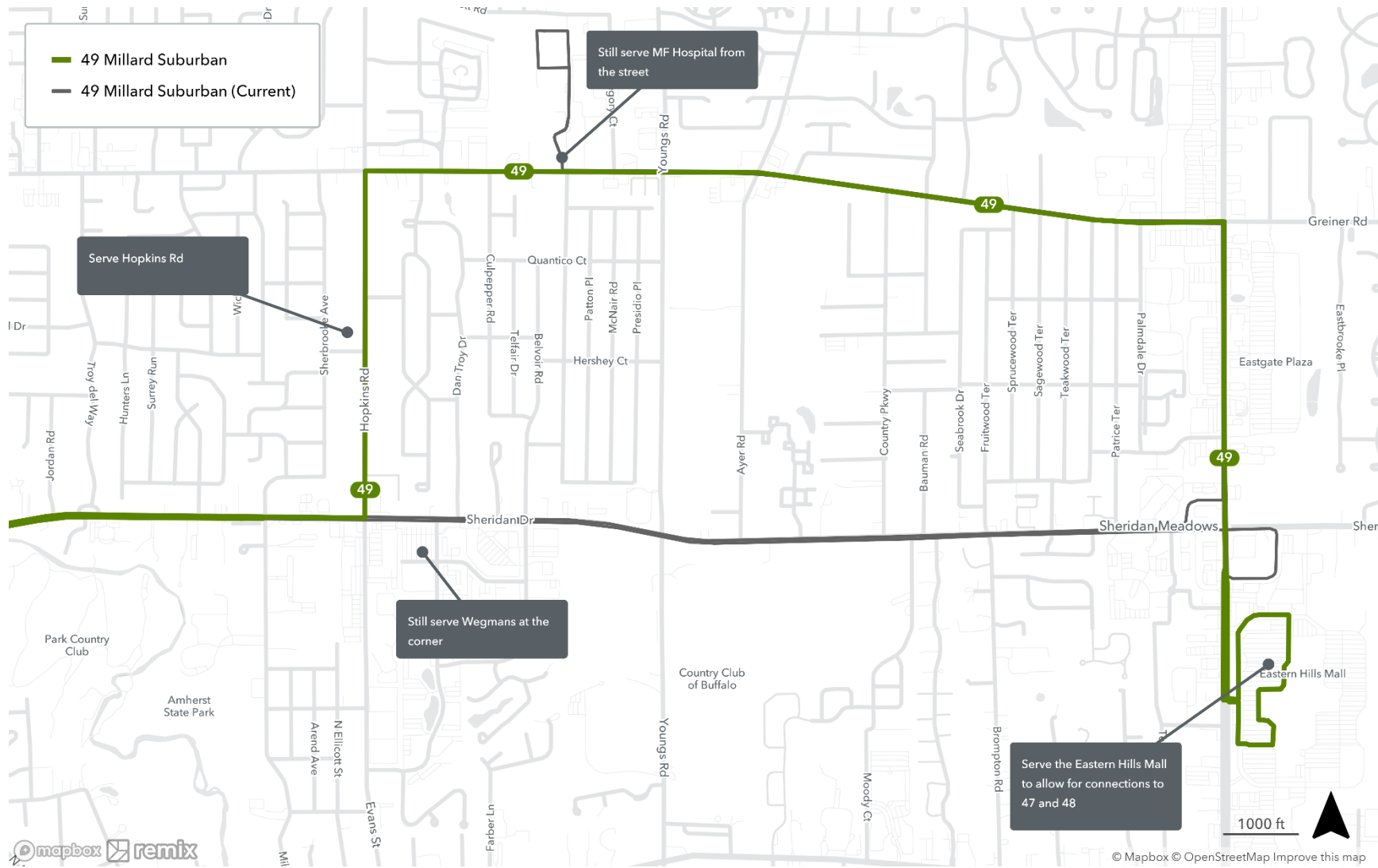
46 Lancaster



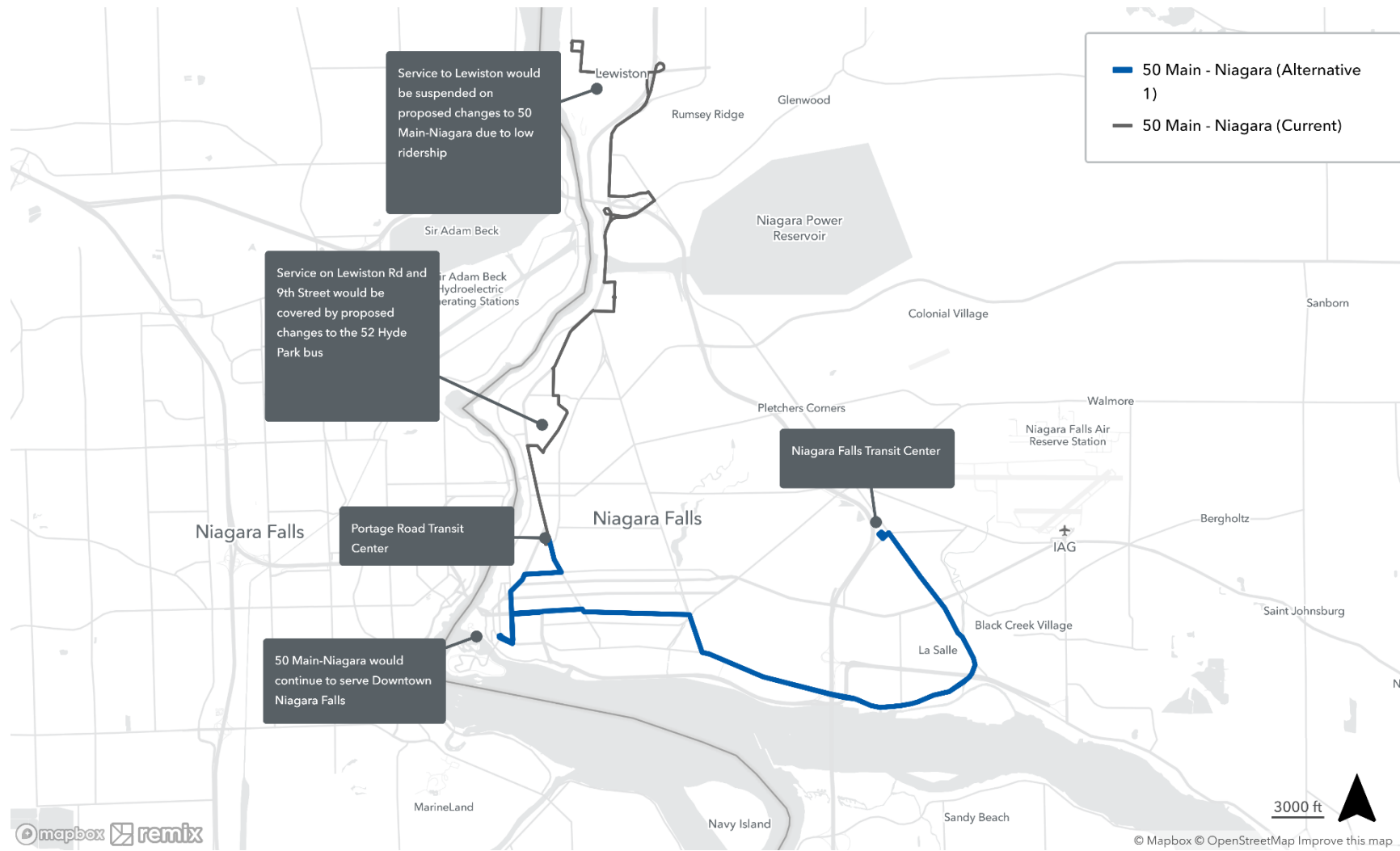
47 Wehrle (formerly Youngs Rd)



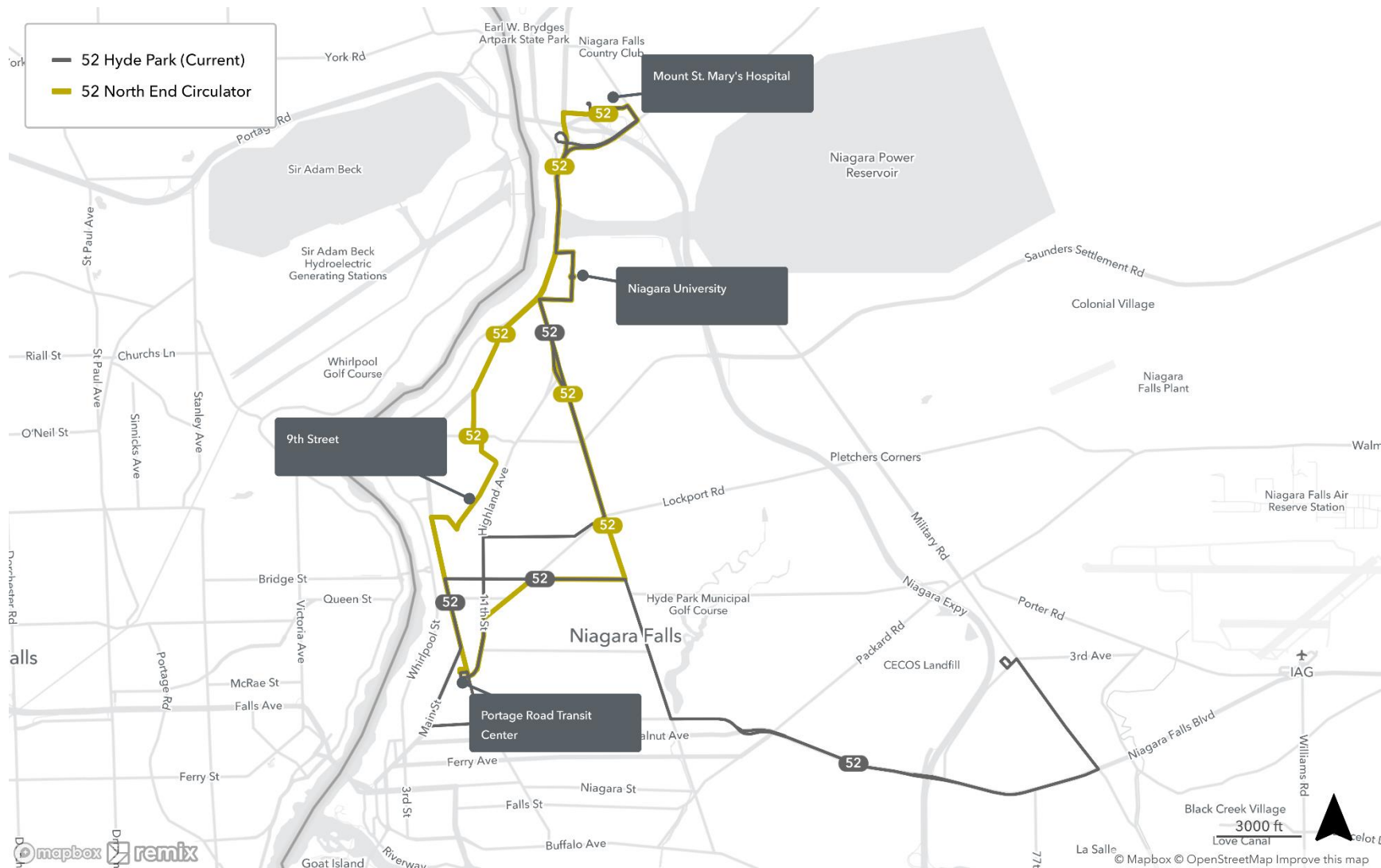
49 Millard Suburban



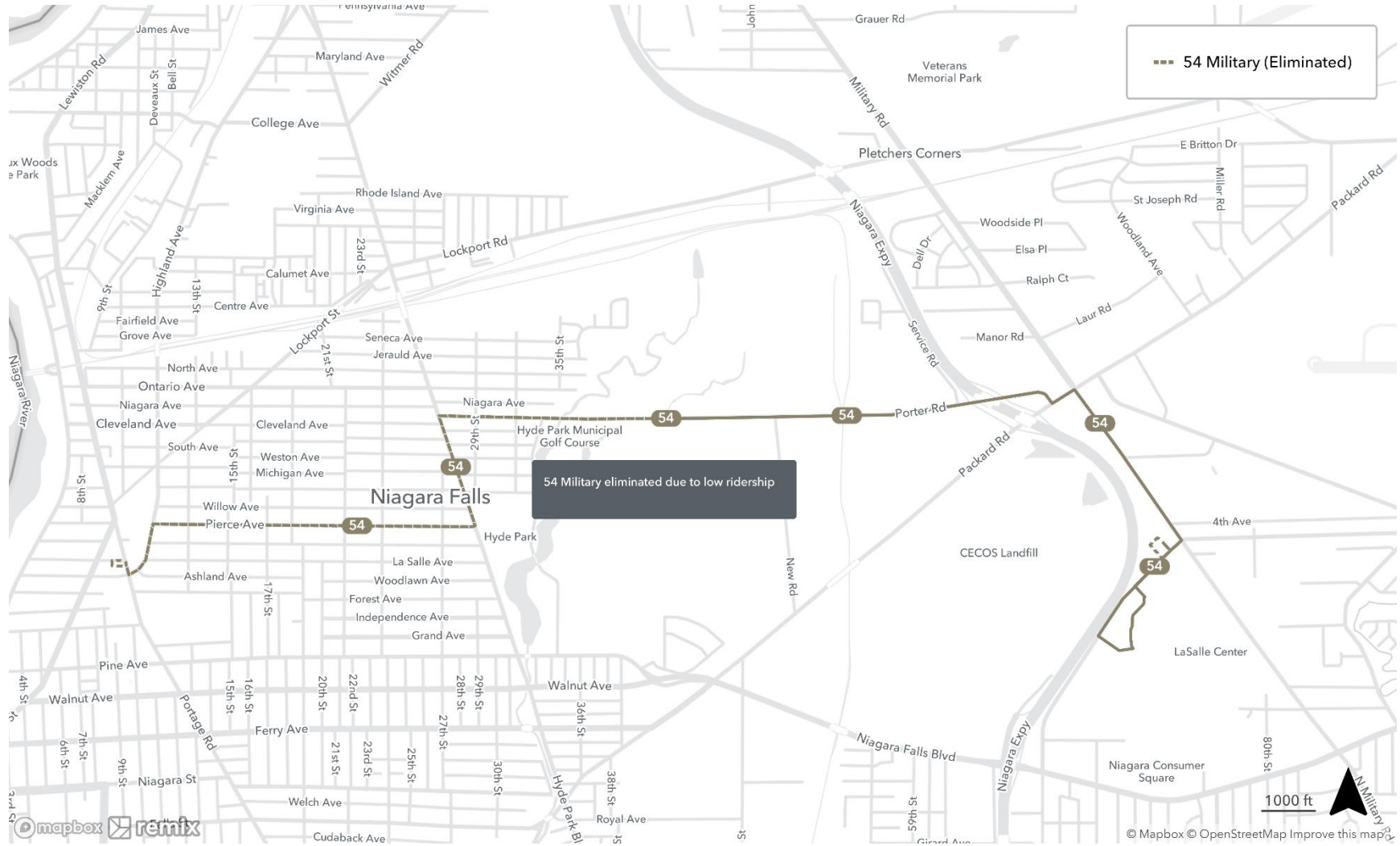
50 Main-Niagara



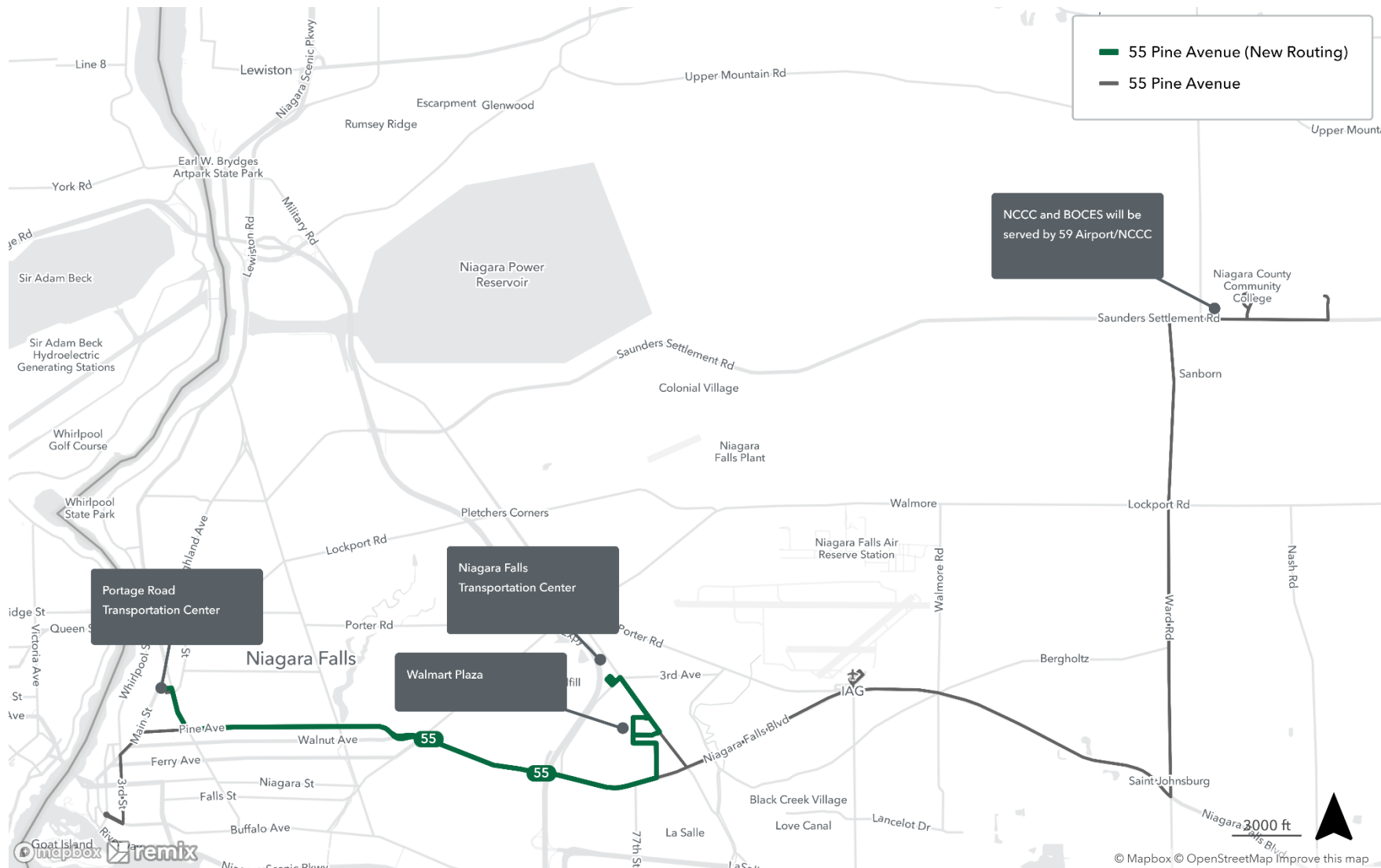
52 North End Circulator (formerly Hyde Park)



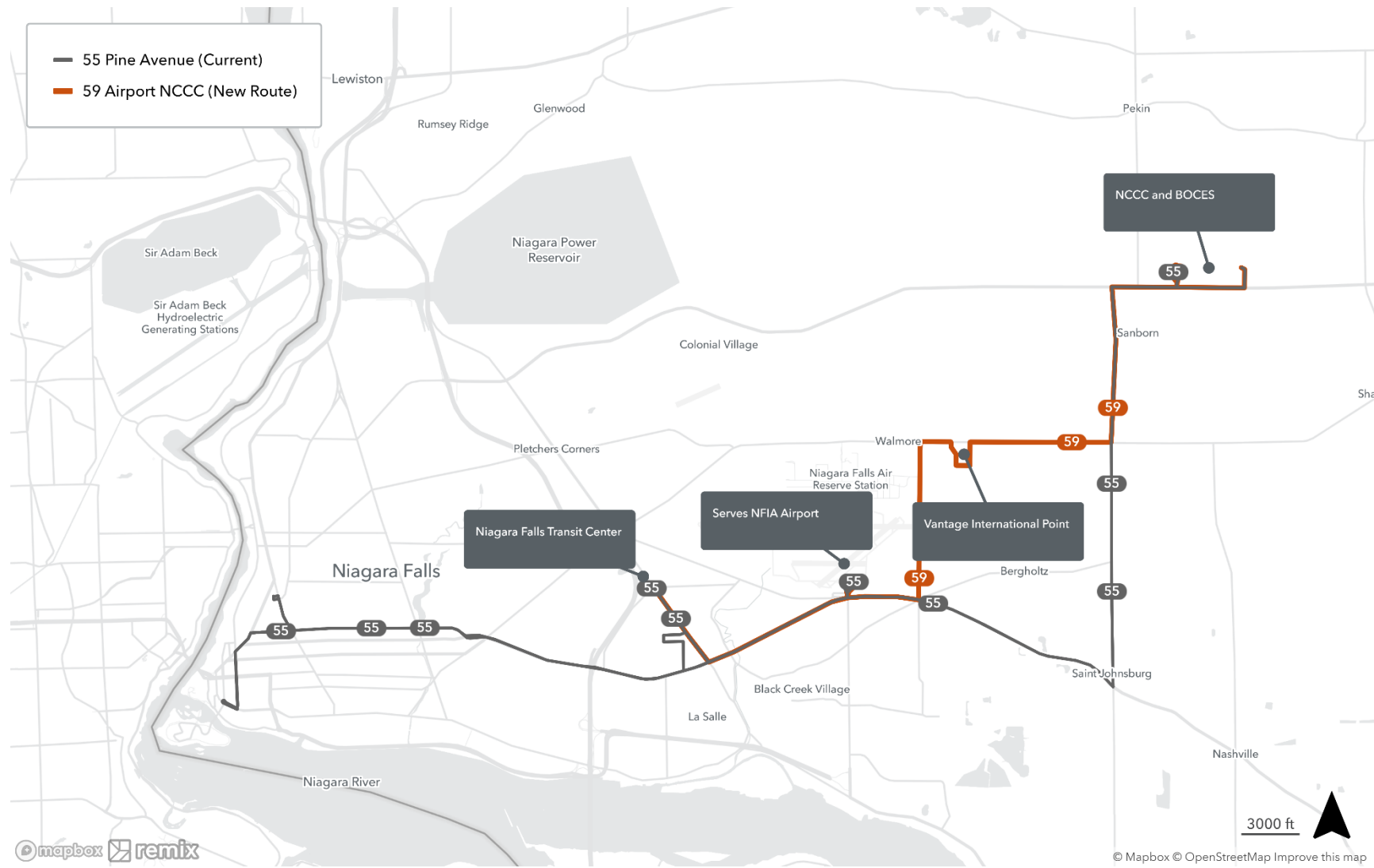
Eliminated: 54 Military



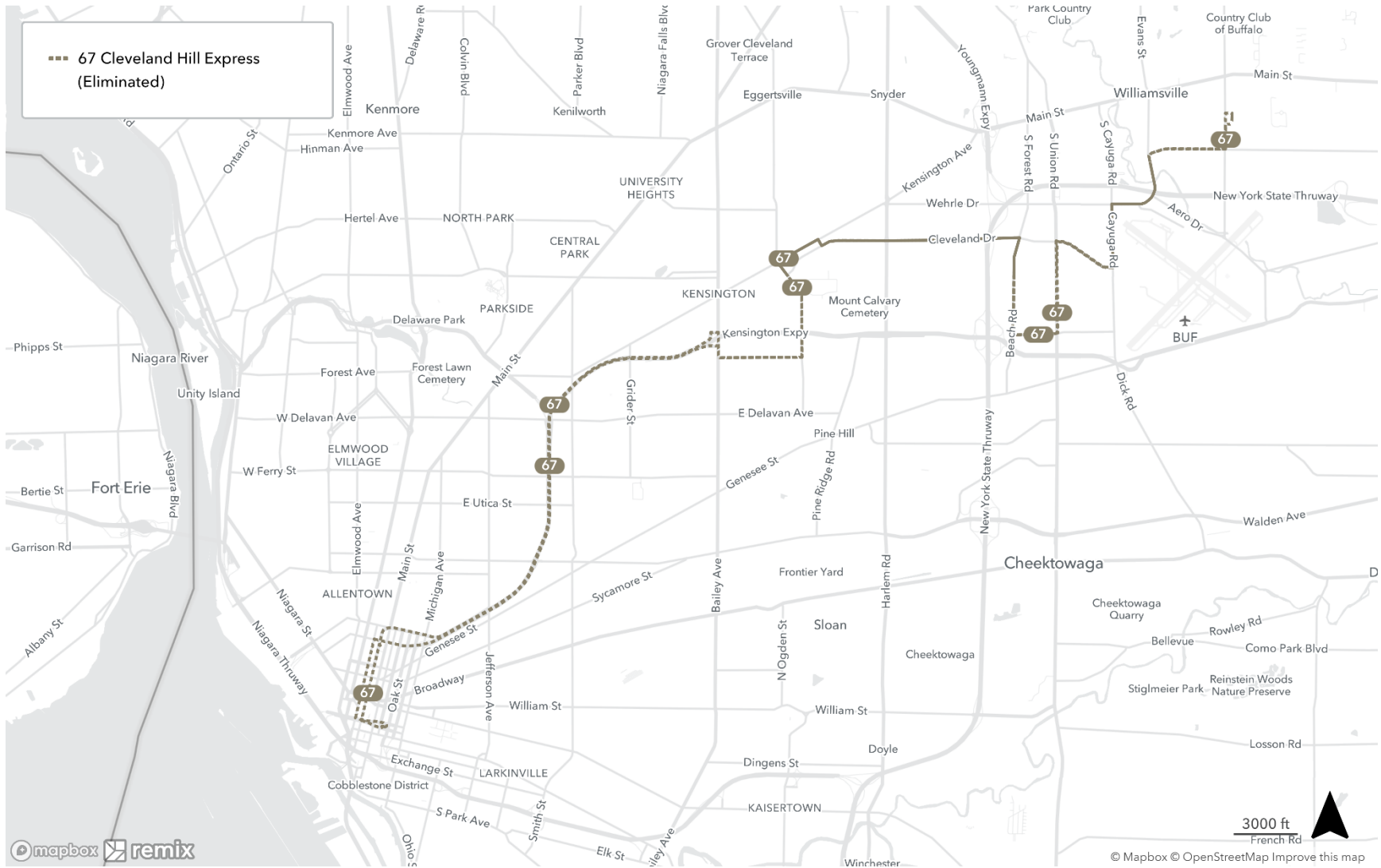
55 Pine Ave



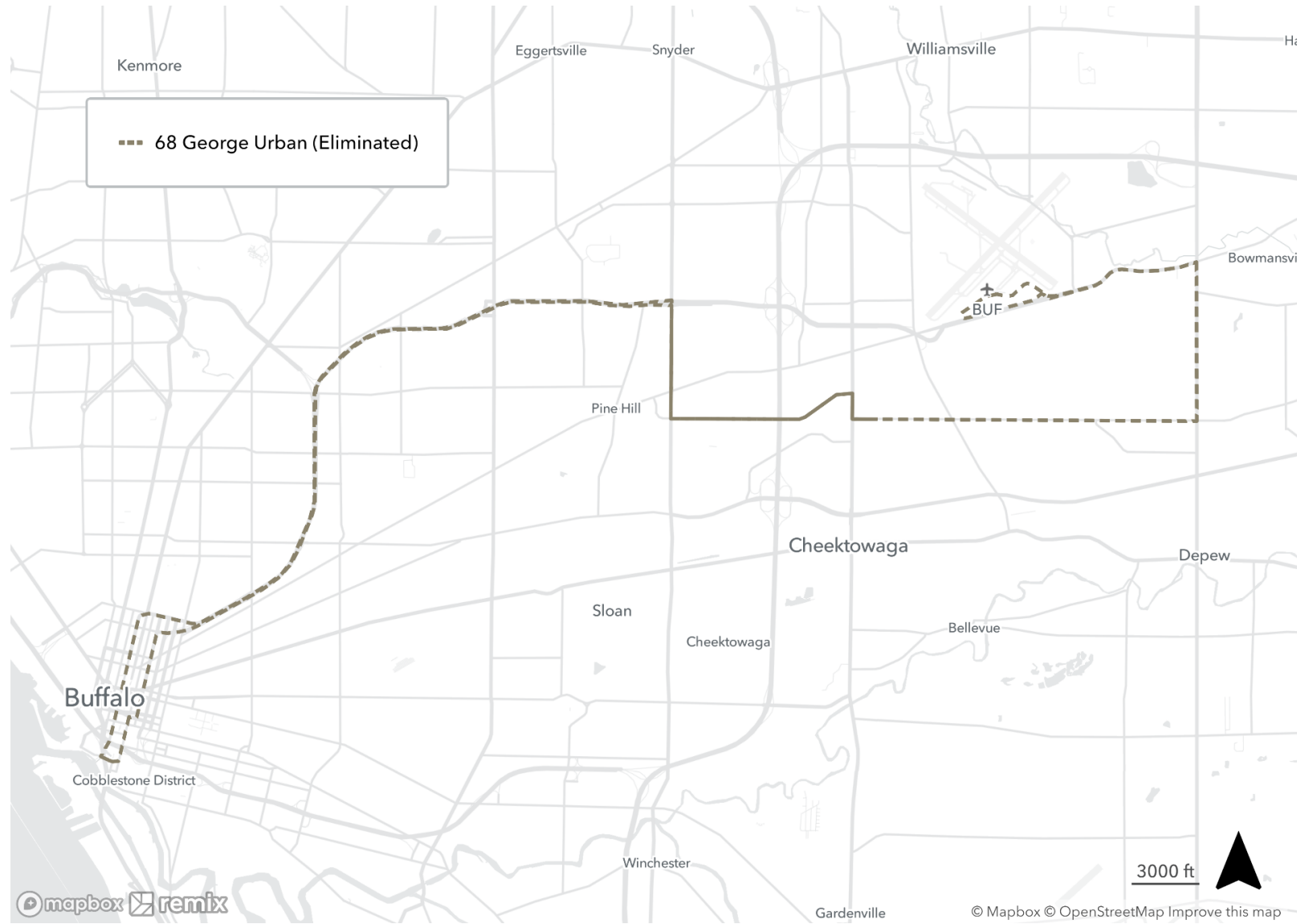
59 Airport NCCC



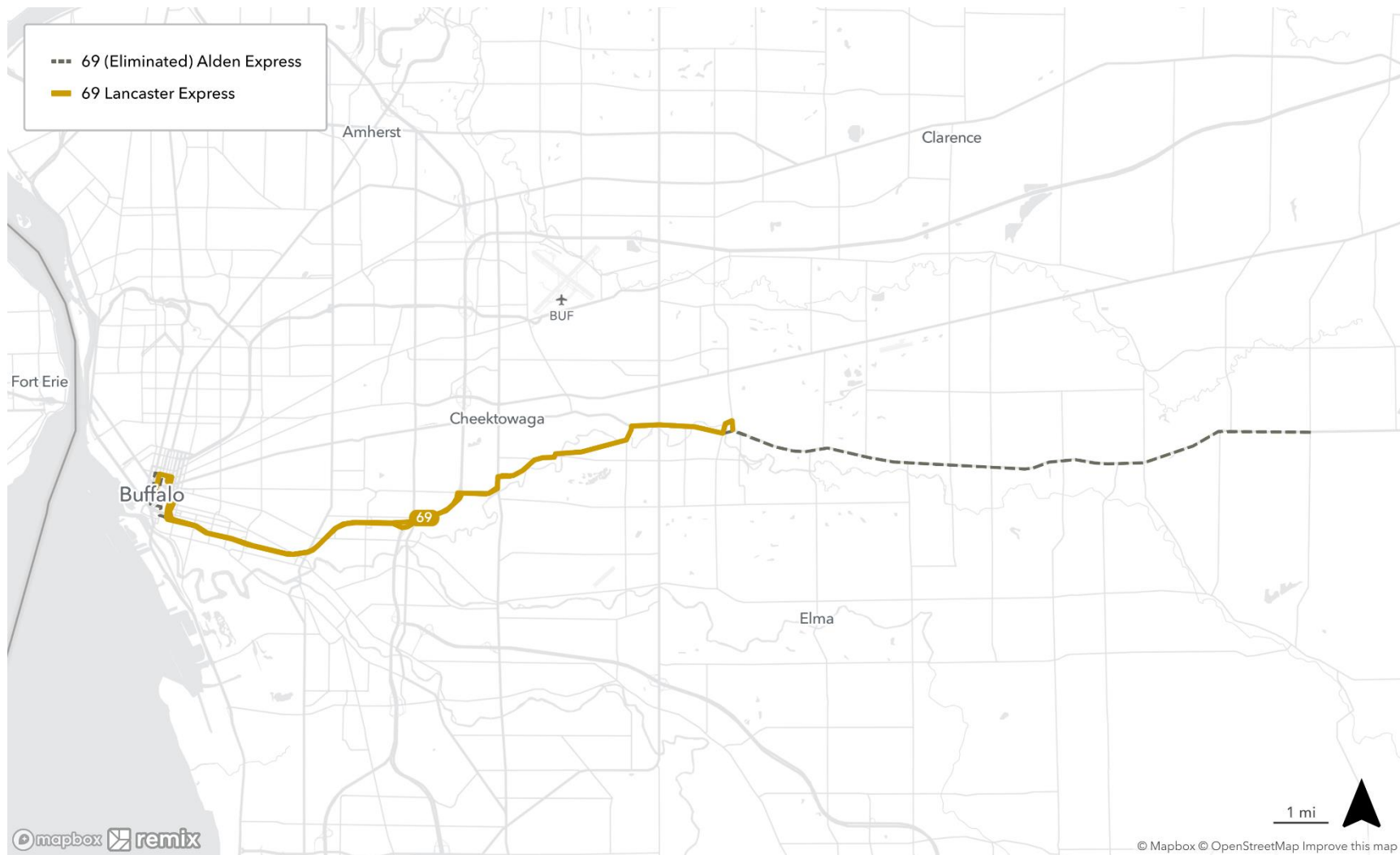
Eliminated: 67 Cleveland Hill



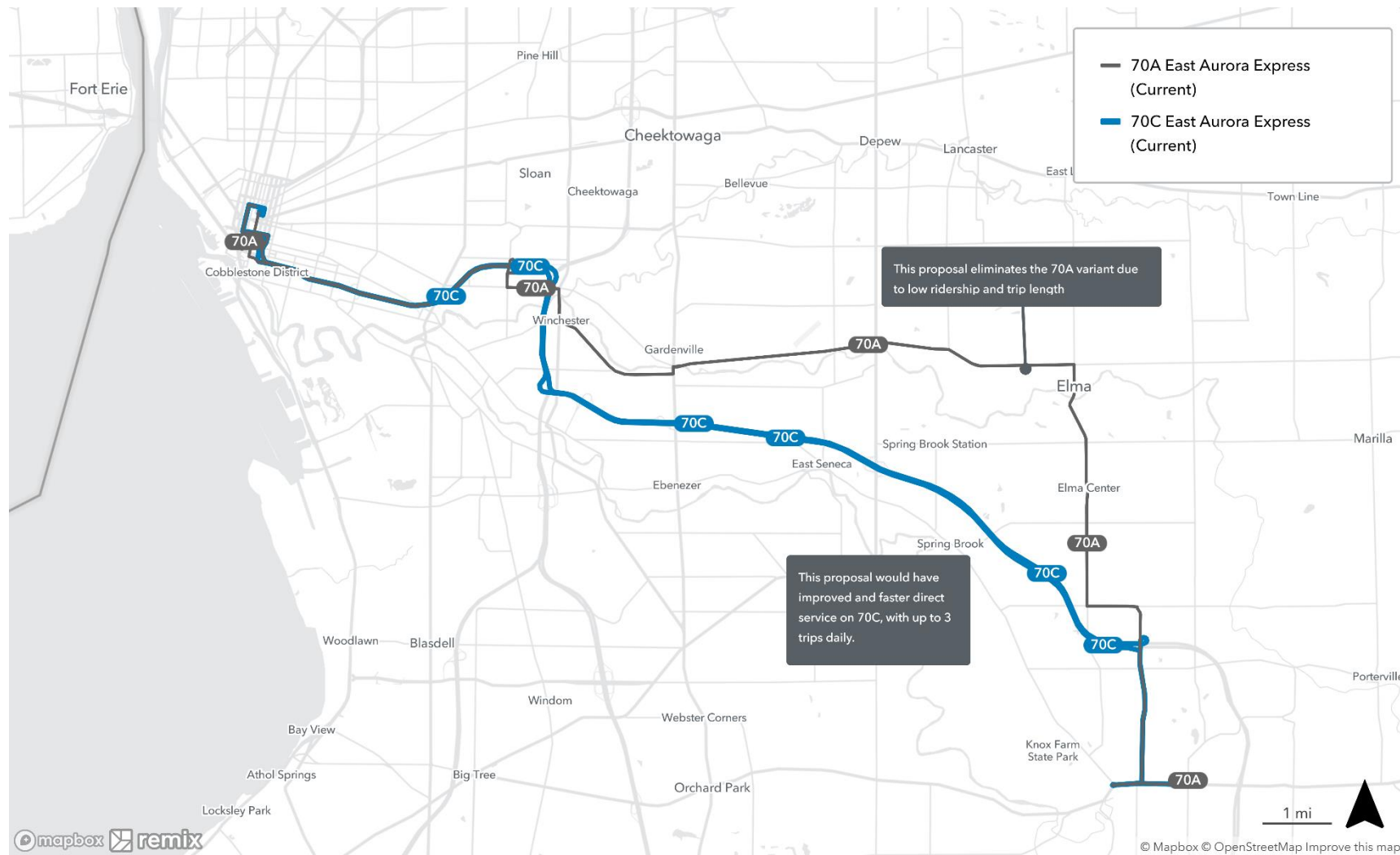
Eliminated: 68 George Urban



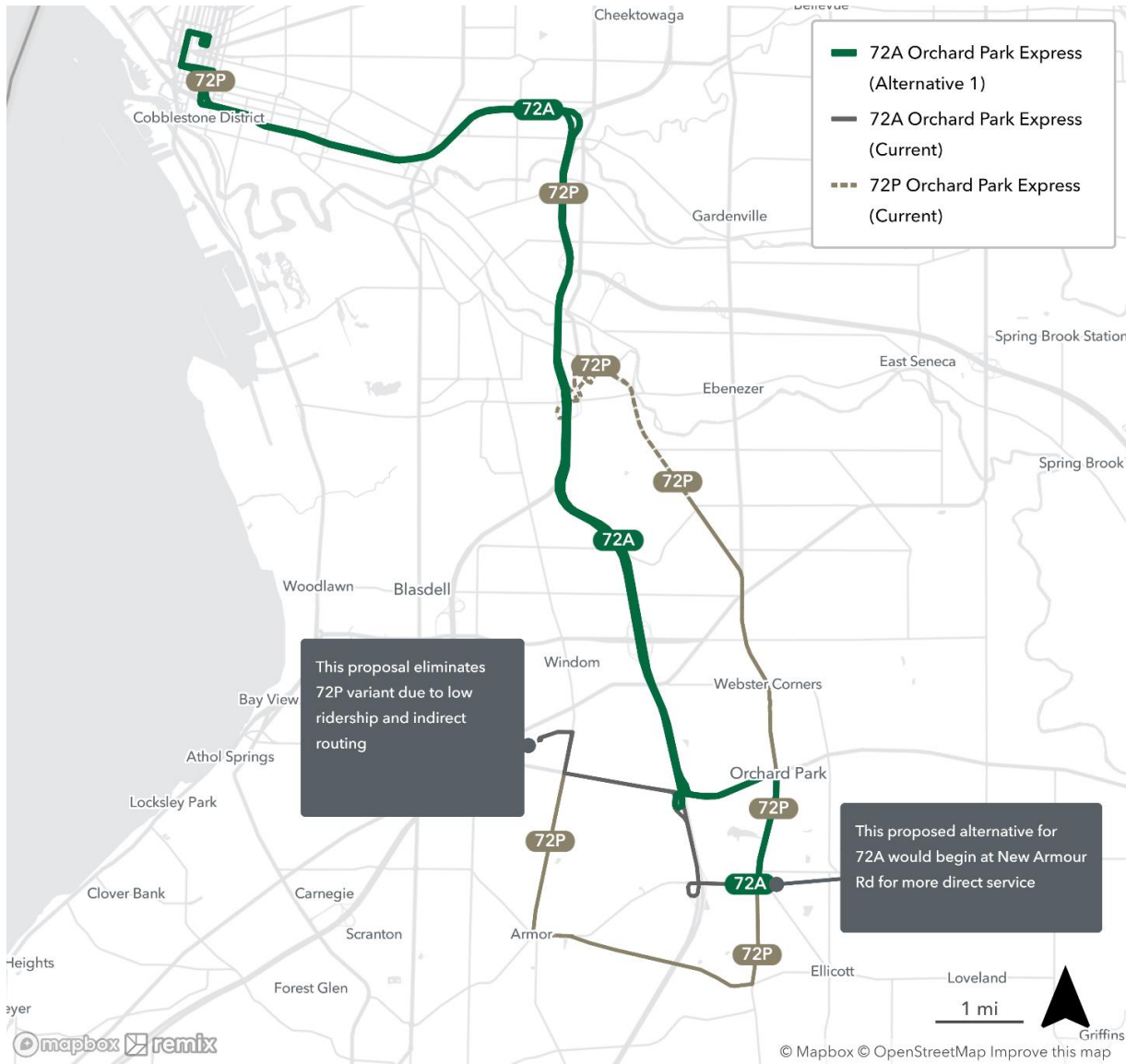
Eliminated: 69 Alden segment to Alden (now operates only to Lancaster)



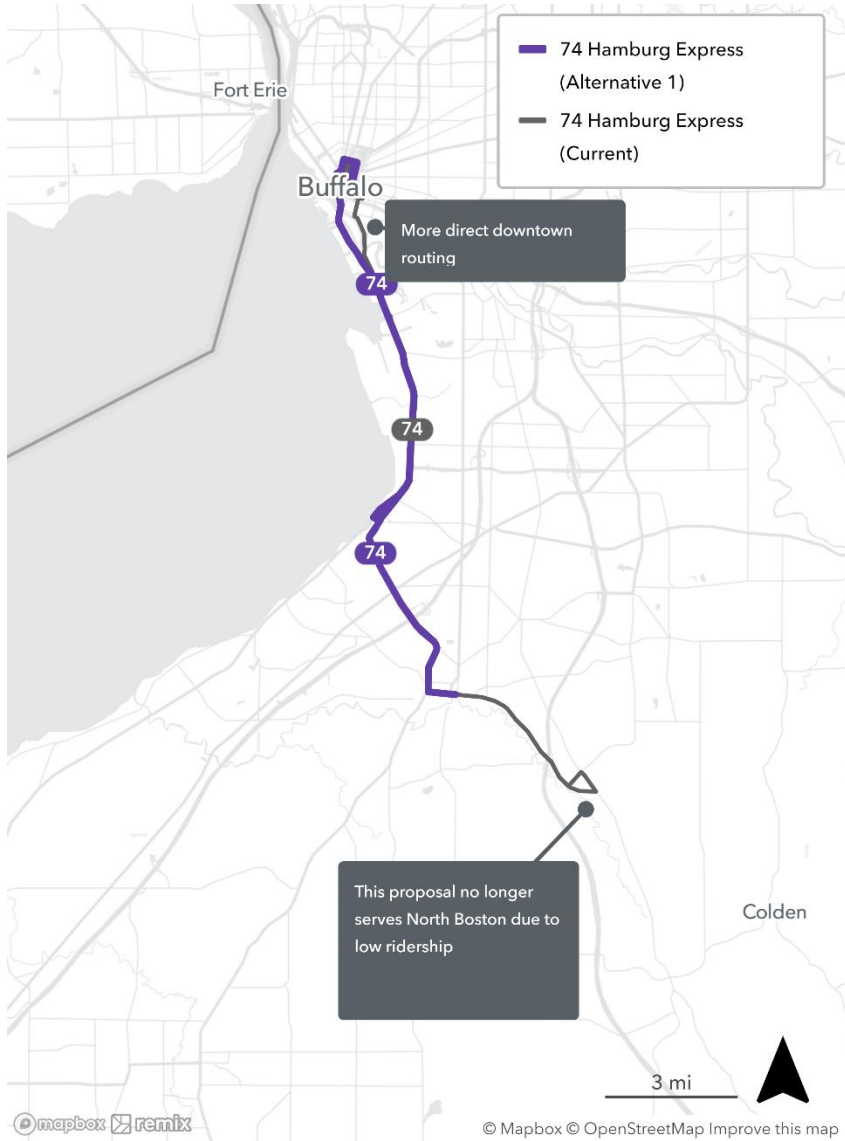
70 East Aurora



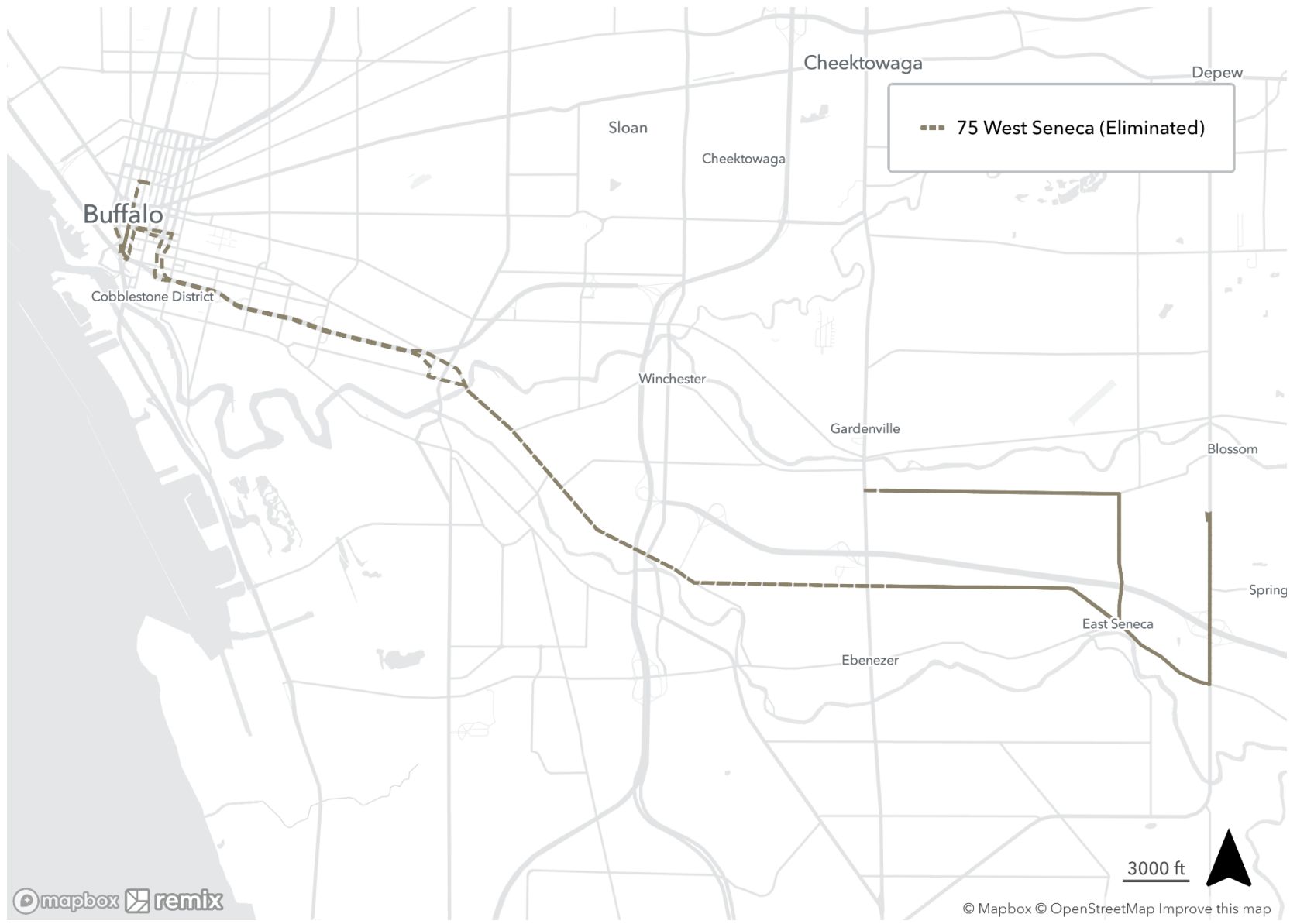
72 Orchard Park



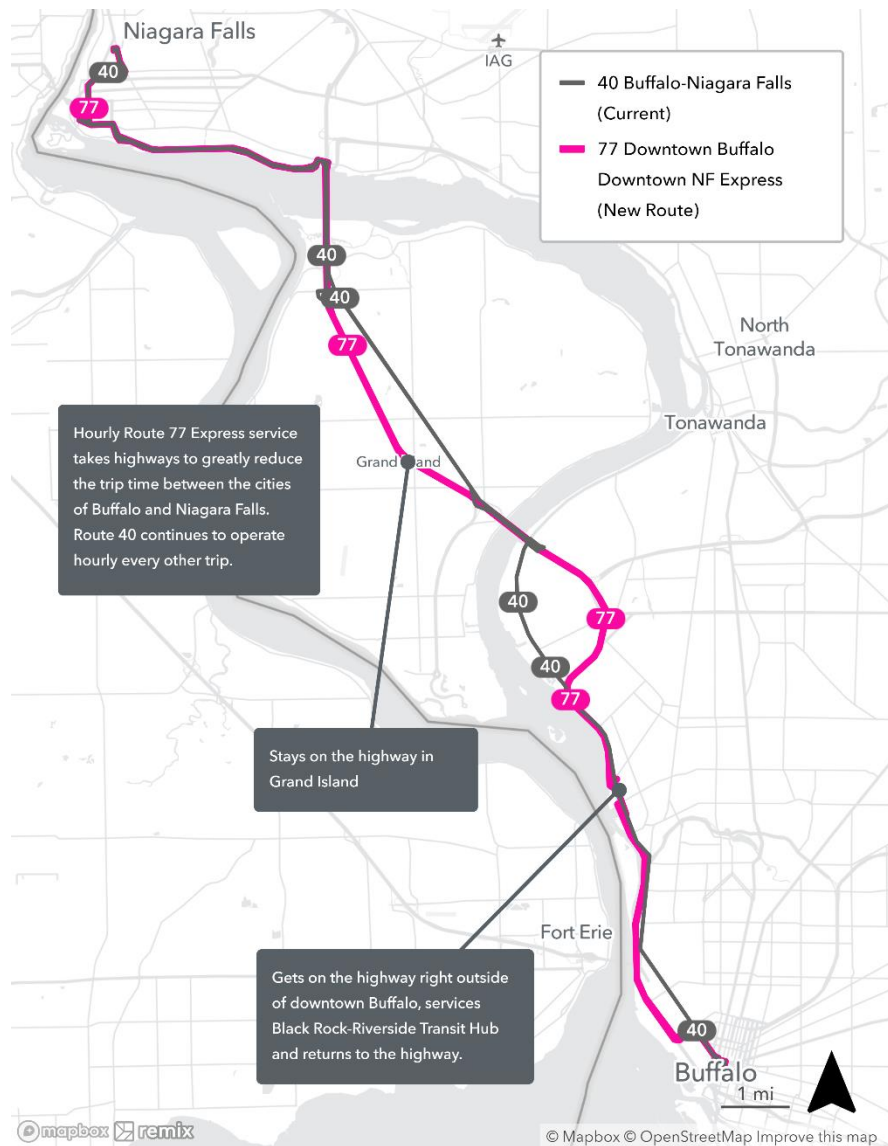
74 Hamburg



Eliminated: 75 West Seneca



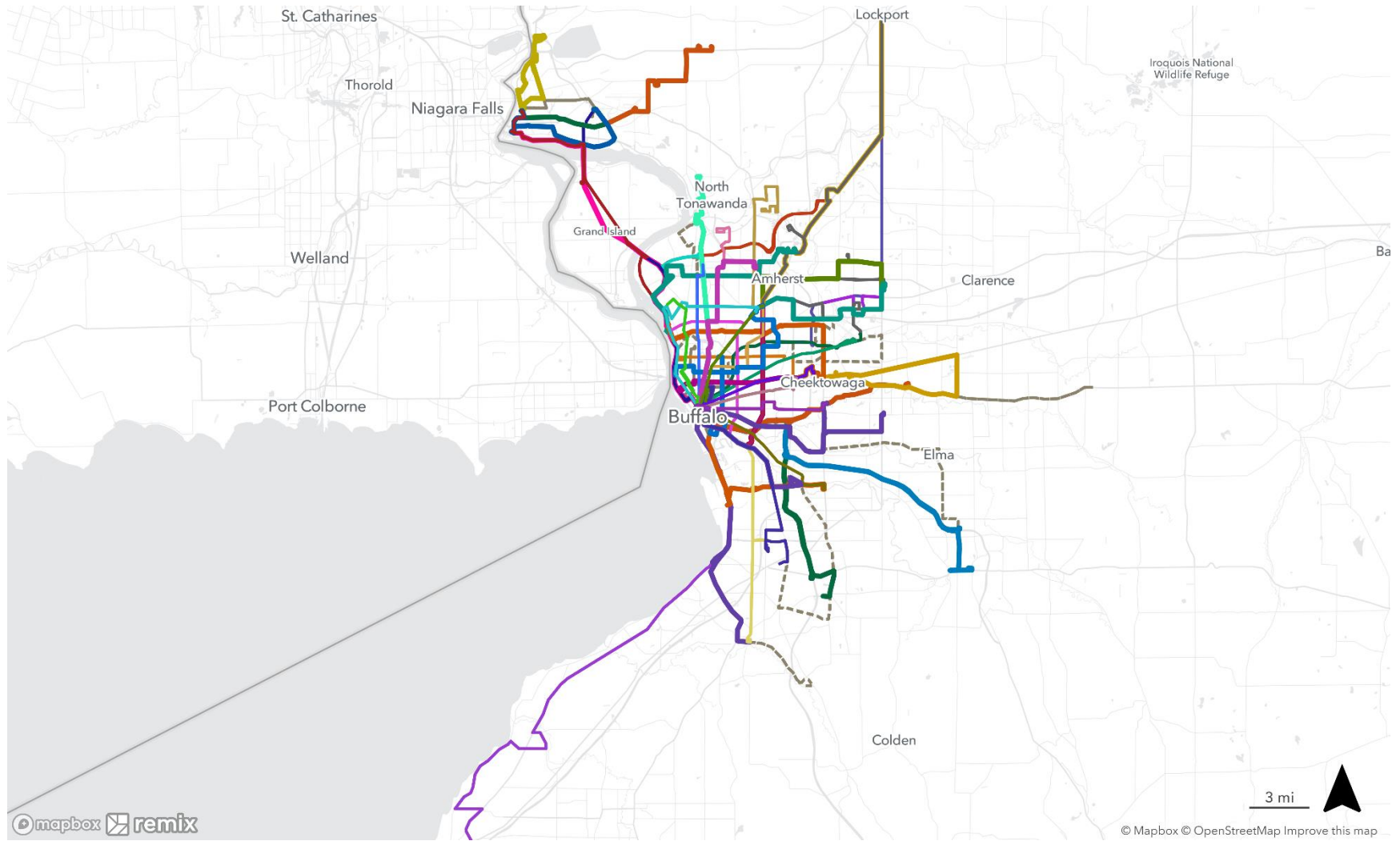
77 Downtown Buffalo to Downtown NF (and 40 Buffalo-Niagara Falls)



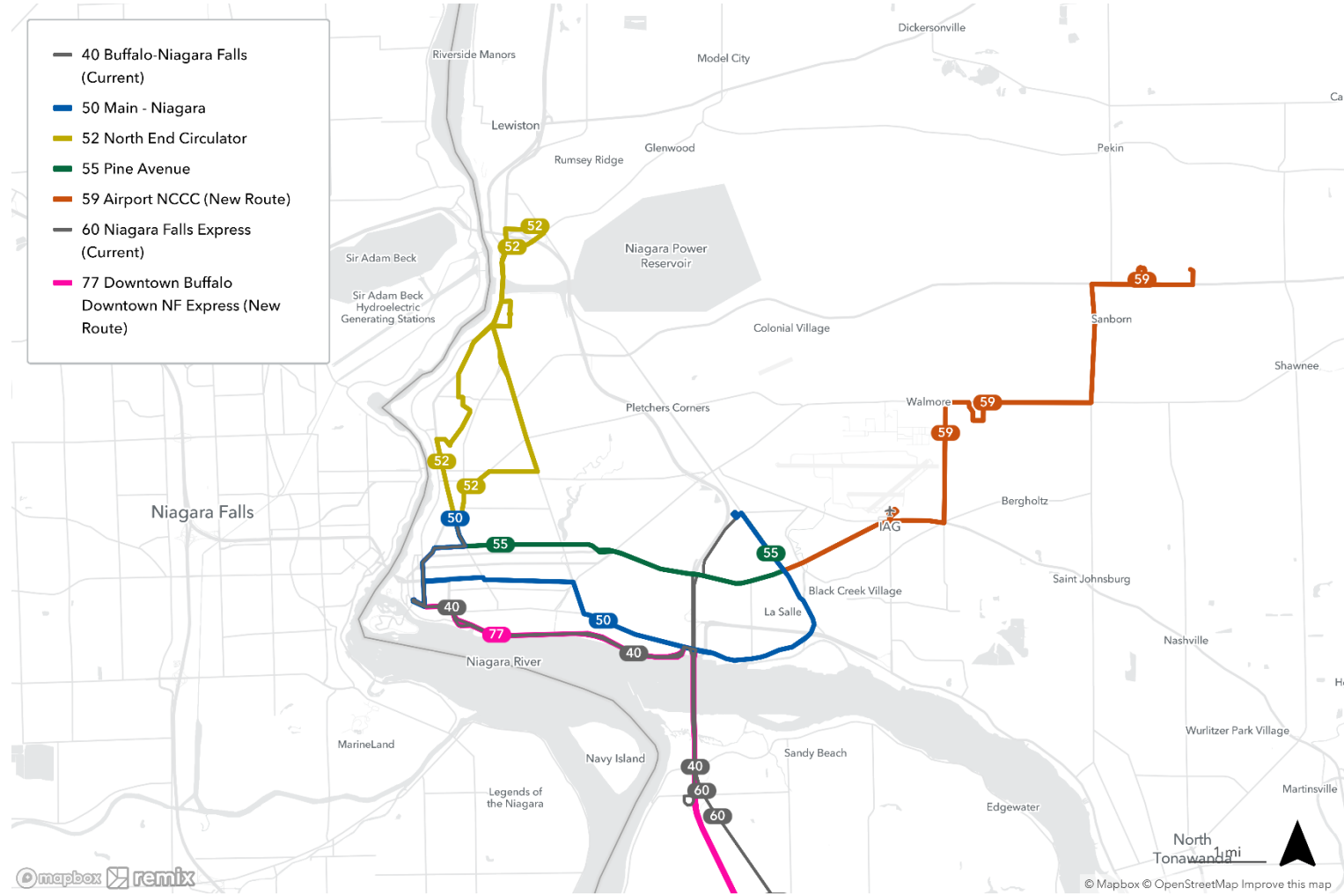
Eliminated: 79 Tonawanda



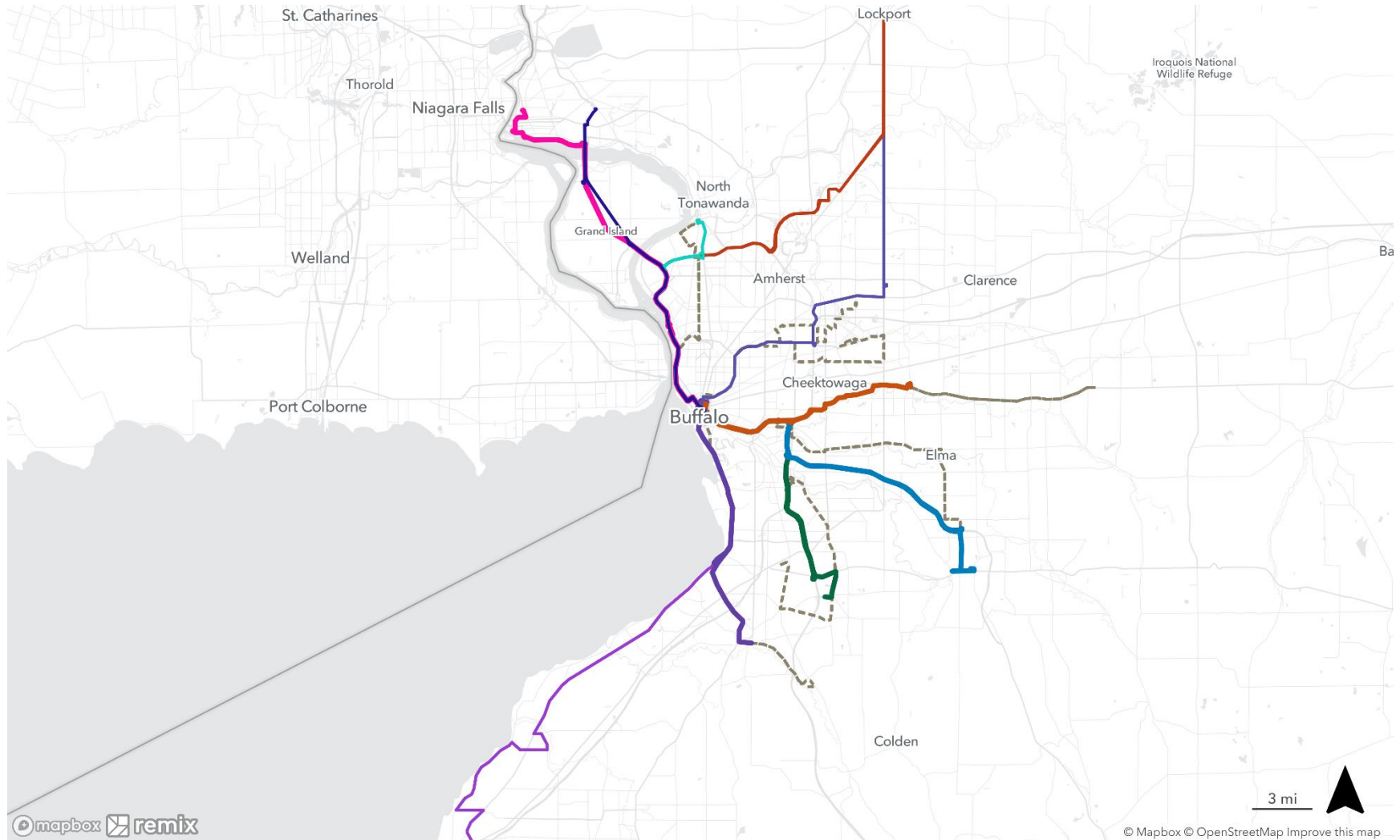
Full Network



Niagara Falls Network



Express Network





For more information, please visit our website at



metro.nfta.com/2021network

To contact Metro



planning@nfta.com



(716) 855-7211



Service Planning
181 Ellicott St
Buffalo, NY 14203