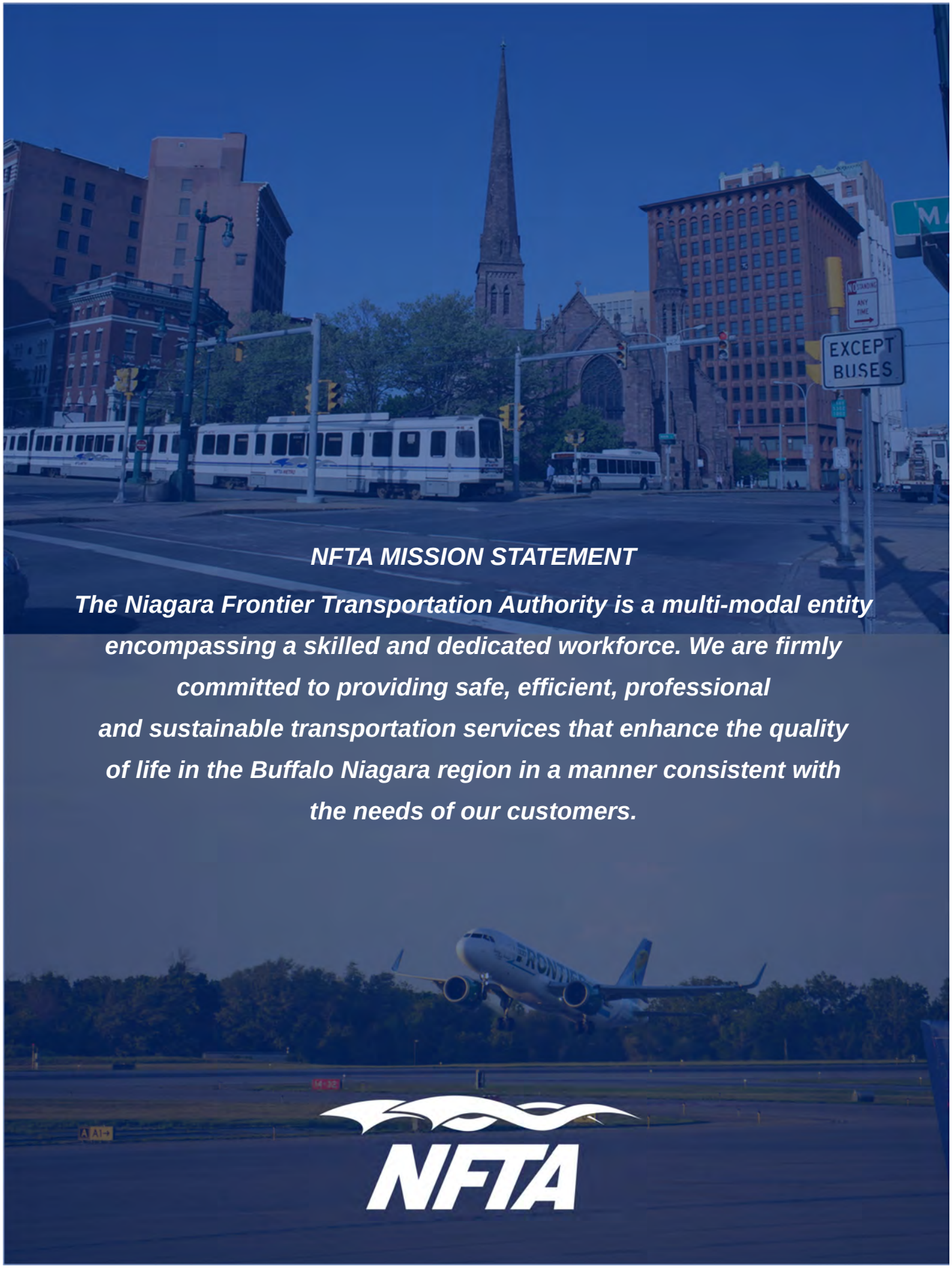
ANNUAL PERFORMANCE REPORT

Key Performance Indicators
Ending March 31, 2024



NFTA MISSION STATEMENT

The Niagara Frontier Transportation Authority is a multi-modal 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 in the Buffalo Niagara region in a manner consistent with the needs of our customers.

NFTA

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Niagara Frontier Transportation Authority (NFTA)

The 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 and the Niagara Falls International Airport. 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.

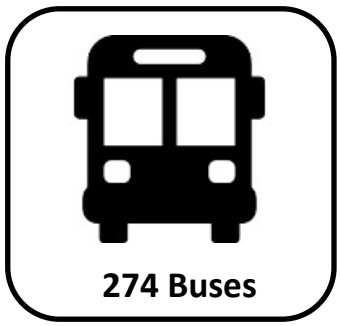
Introduction

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.

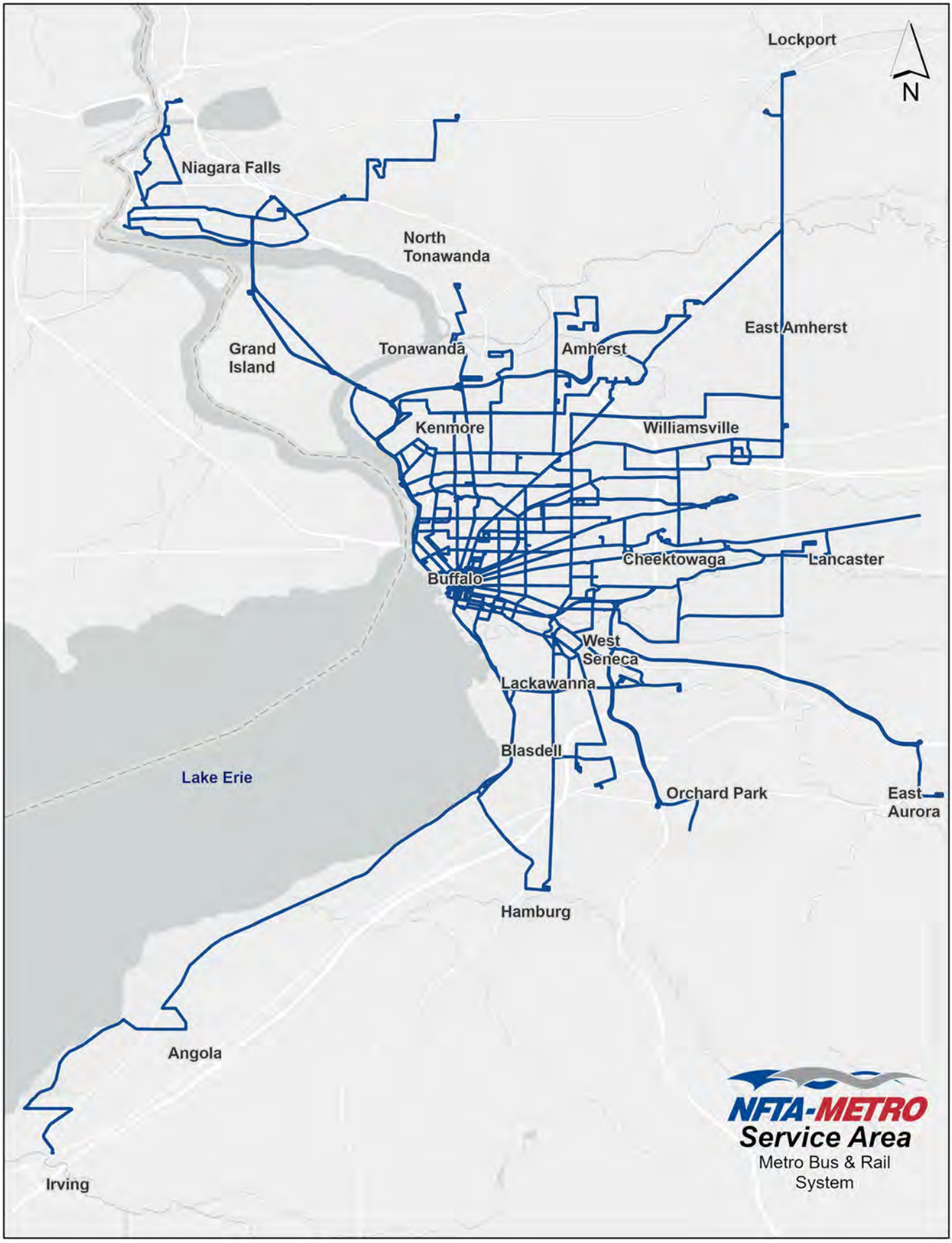
NFTA-Metro bus and rail system is a multi-modal agency, utilizing various vehicle modes including diesel bus, diesel-hybrid bus, CNG bus, battery electric bus, light rail and van. These services operate under the brand names: NFTA-Metro Bus, NFTA-Metro Rail and NFTA-Metro PAL (Paratransit Access Line).

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.



NFTA-METRO SERVICE AREA

The NFTA-Metro service area covers portions of both Erie and Niagara Counties.



Introduction

NFTA AVIATION

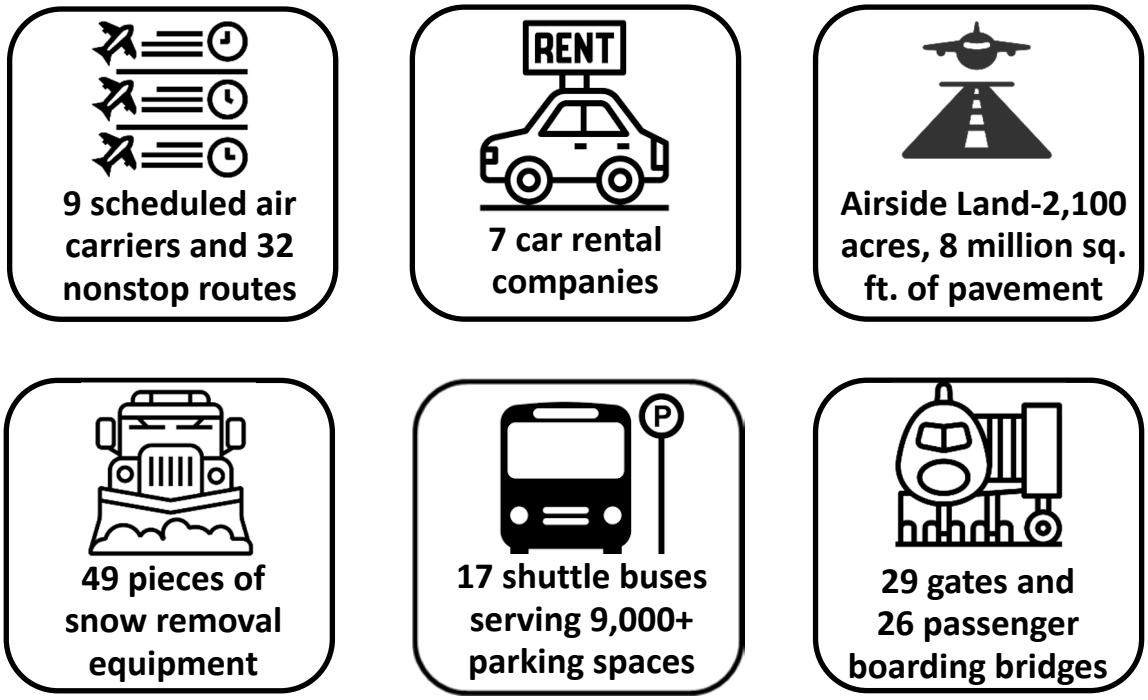
Because Buffalo Niagara International Airport (BNIA) and Niagara Falls International Airport (NFIA) play an essential role in the development of business and tourism in our region, we constantly pursue improvement while conducting business to the highest professional and ethical standards. We consider 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 (FAA LID: BUF) 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 (FAA LID: IAG) 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 28 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 BNIA. Two scheduled air freight forwarders based at the facility handle the majority of the 44 tons of yearly cargo.



NFTA AVIATION ROUTE MAPS

Direct flights from our airports serve many destinations and connection points.

Route Map BNIA

Route Map NFIA

Introduction

YEAR IN REVIEW

The NFTA experienced challenges and successes this past year in managing ongoing operations, extreme weather and continued labor shortages. Most performance metrics show improvements in broad areas of operations while establishing new benchmarks.

New performance metrics have been introduced this year across several categories to expand reporting. By expanding the use of performance metrics, it allows us to provide enhanced levels of customer service for the traveling community, and stakeholders of the NFTA.

Operations

Metro experienced improved ridership-based performance across broad metrics this year while providing stable service delivery. Paratransit ridership remains strong with ridership at historical levels. Challenges with workforce recruitment remain which restricts our ability to advance services that would further enhance performance and community support. Despite our ongoing challenges, we continue to dedicate resources to address workforce retention and recruitment efforts and are seeing improvements. Further challenges with Metro Rail service limitations associated with our capital campaign resulted in reduced rail ridership.

Aviation experienced significant growth in enplanements at BNIA consistent with industry trends. The improvement of passenger traffic volume has a mirror effect on many other metrics in Aviation as depicted throughout the report. Several air carriers have expanded service and added new direct routes this year.

Fleet / Infrastructure

The easing of supply chain challenges and the normalization of procurement cycles has allowed Metro to resume activities associated with improving our fleet as depicted by our bus metrics. The introduction of Battery Electric Buses (BEBs) into service this year has provided some challenges and has advanced our knowledge of the fleet's limits and vulnerabilities.

Focus on passenger boarding bridges remains a priority to address deteriorating conditions of our existing bridges at BNIA. The average life of our bridges continues to increase beyond the useful life, which will be improved through a capital program for systemic replacement over the next few years. The first phase of BNIA Main Runway 5-23 rehabilitation was completed this year, positioning the airport to have this asset in new condition in the coming year.

Financial

Metro's financial performance was stable during the year with strong assistance from our funding partners and tax revenues, coupled with continued cost containment. Increased fare revenue for Metro due to increased ridership, resulted in an improved farebox recovery rate. Completion of the new MetGo fare collection system transitions Metro to modern fare collection system with fare policies such as fare capping and stored value.

BNIA experienced growth in enplanements last year. We also experienced growth in revenue per enplanement across all categories. Increased revenue and enplanements reduced the cost per enplanement last year providing a positive trend for pursuit of airline service expansion.

YEAR IN REVIEW

Customer Relations

Customer satisfaction survey results for both BNIA and PAL are included in the report for the first time. Results of these surveys show a high level of satisfaction for both of these areas. Positive results were also present in our customer satisfaction survey results for Metro across most metrics.

To ease our customers at BNIA through their travels, our ambassadors provide aid through information sharing, wayfinding and through our PAWs for Love program. All these services assist the travelers through their journey. The transit ambassador program at Metro was introduced this year in conjunction with the startup of the MetGo fare collection system, increasing presence and assistance in the rail stations.

Survey results and customer input are used to inform management, to enhance our performance, and improve customer satisfaction. Additional efforts to improve customer complaint and response data is being advanced across the NFTA for future reporting.

Safety, Security & Environment

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

Recordable injuries and lost time cases across the NFTA remain near record lows this year, with increases due to third-party impacts. Preventable collisions also remain near record lows, continuing a positive trend for Metro.

Carbon footprint was similar compared to the prior year with less diesel emissions this year. The introduction of battery electric buses in the reporting period will initiate positive impacts to our environmental footprint and operational effectiveness.

Operations - Metro

NFTA-METRO MISSION STATEMENT

To enhance the quality of life of residents and visitors by providing the highest level of safe, clean, affordable responsive and reliable public transportation through a coordinated and convenient bus and rail system

NFTA-METRO

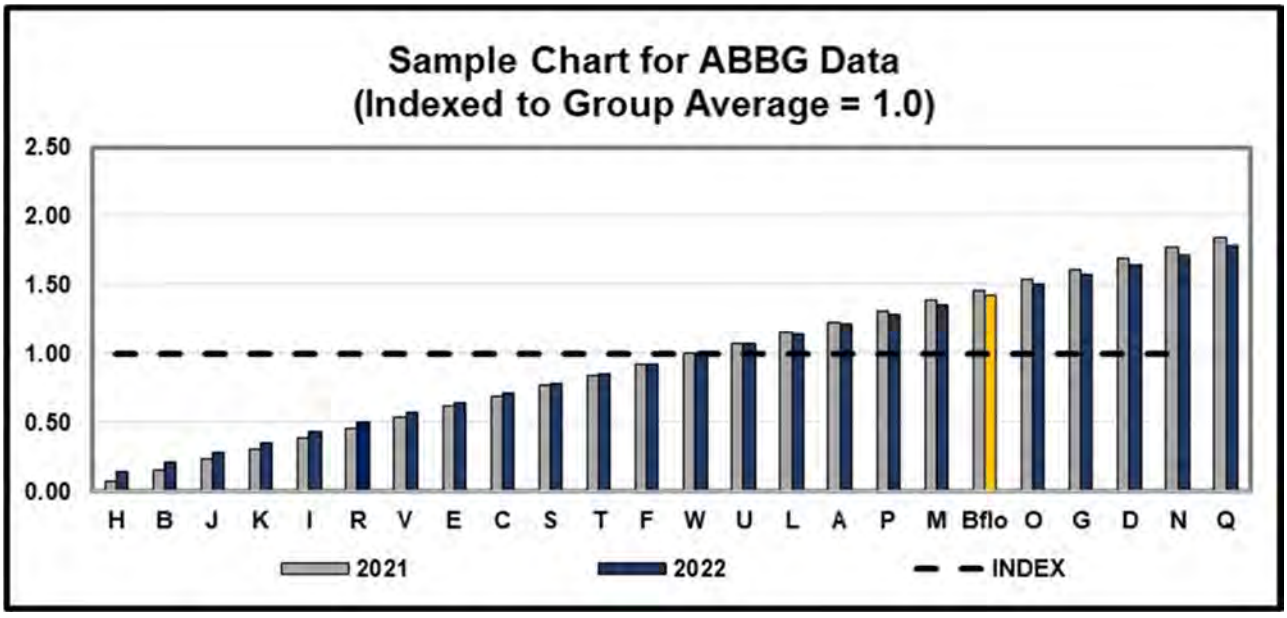
TRANSIT PEER BENCHMARKING GROUPS

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)

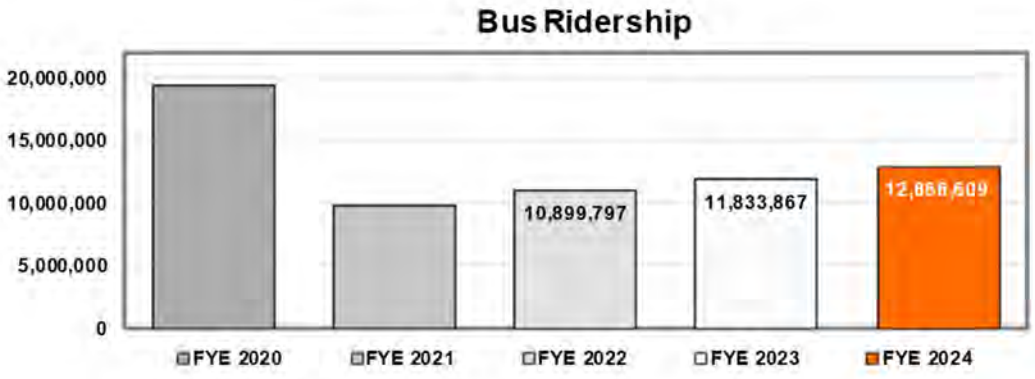
Throughout this report you will find ABBG benchmarking results outlined in black. The comparable Metro data is highlighted in yellow and shows our ranking among the other members of the Peer Group as well as our yearly progression in the Customer Satisfaction Survey (CSS).

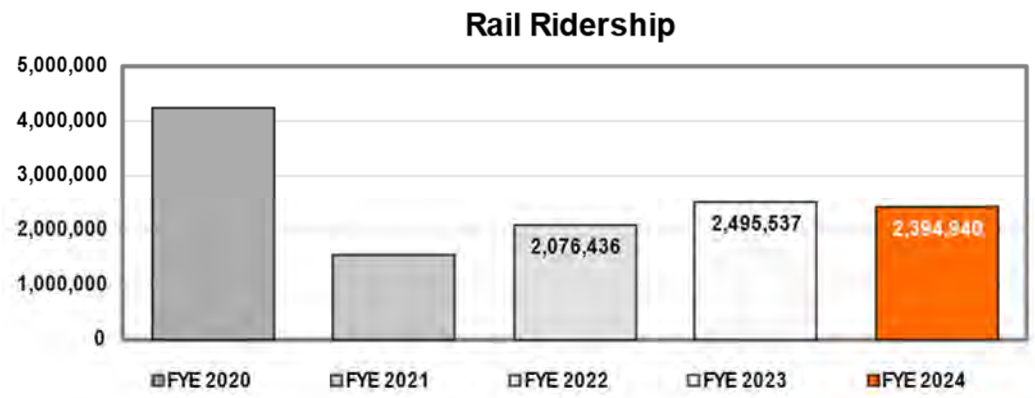


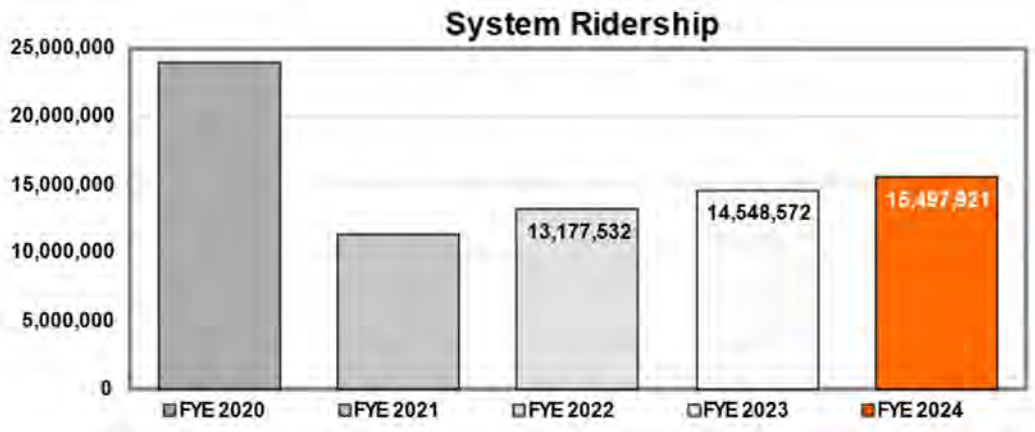
Operations - Metro

RIDERSHIP

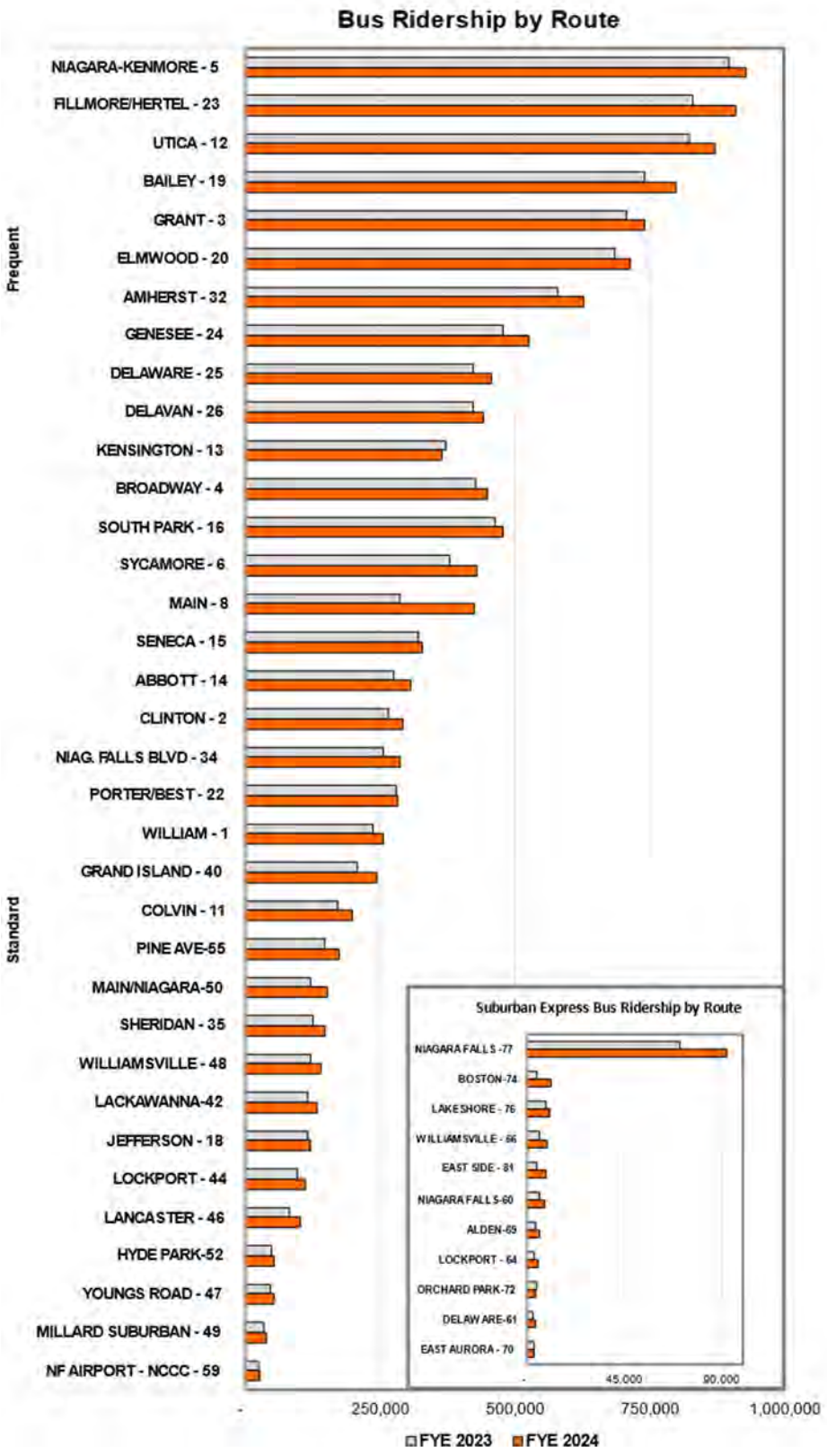
Reported Metro ridership is derived from Automatic Passenger Counter (APC) technology. Electronic devices on buses and rail vehicles record boarding and alighting data.







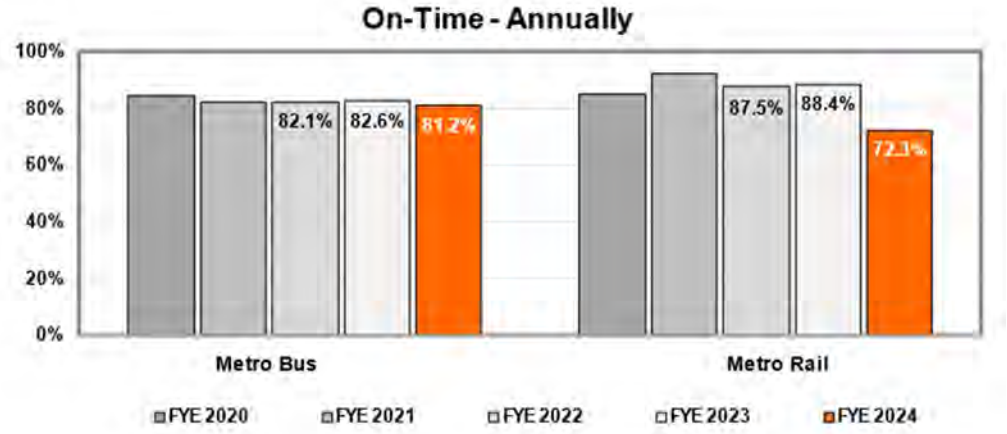
RIDERSHIP


Bus Ridership by Route
Frequent
NIAGARA-KENMORE - 5
FILLMORE/HERTEL - 23
UTICA - 12
BAILEY - 19
GRANT - 3
ELMWOOD - 20
AMHERST - 32
GENESEE - 24
DELAWARE - 25
DELAVAN - 26
KENSINGTON - 13
BROADWAY - 4
SOUTH PARK - 16
SYCAMORE - 6
MAIN - 8
SENECA - 15
ABBOTT - 14
CLINTON - 2
NIAG. FALLS BLVD - 34
PORTER/BEST - 22
WILLIAM - 1
GRAND ISLAND - 40
COLVIN - 11
PINE AVE-55
MAIN/NIAGARA-50
SHERIDAN - 35
WILLIAMSVILLE - 48
LACKAWANNA-42
JEFFERSON - 18
LOCKPORT - 44
LANCASTER - 46
HYDE PARK-52
YOUNGS ROAD - 47
MILLARD SUBURBAN - 49
NF AIRPORT - NCCC - 59
Standard
-
250,000
500,000
750,000
1,000,000
FYE 2023
FYE 2024
Suburban Express Bus Ridership by Route
NIAGARA FALLS -77
BOSTON-74
LAKESHORE - 76
WILLIAMSVILLE - 66
EAST SIDE - 81
NIAGARA FALLS-60
ALDEN-69
LOCKPORT - 64
ORCHARD PARK-72
DELAWARE-61
EAST AURORA - 70
-
45,000
90,000

Operations - Metro

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.



Single track operations associated with construction activities directly impacted Metro Rail on-time performance in 2024.

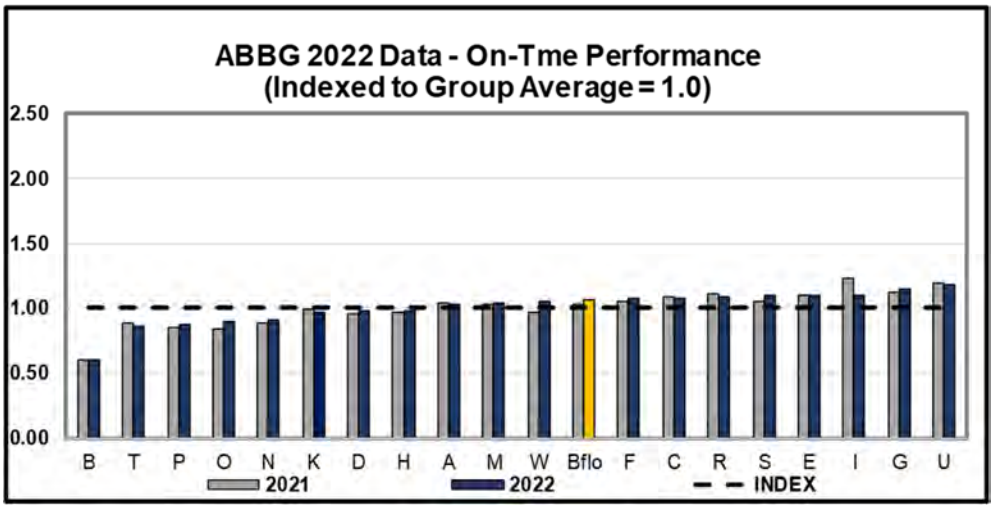
ON-TIME CALCULATION

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.



ROUTE PERFORMANCE ANALYSIS - WEEKDAY SERVICE ONLY

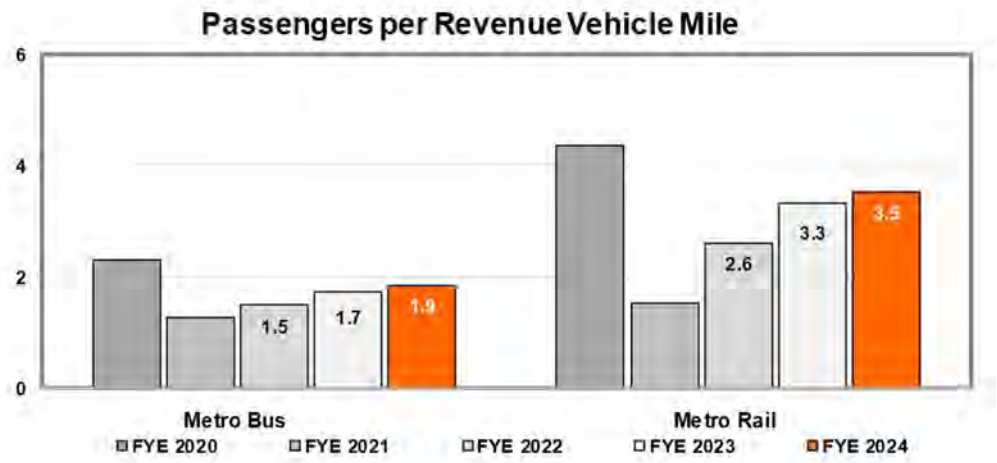
Metro Service Delivery and Evaluation Guidelines have been established to provide an objective basis for assessing the performance of existing Metro Bus service. Routes are grouped by type or characteristics of service and evaluated to provide the basis for developing service adjustments.

Performance

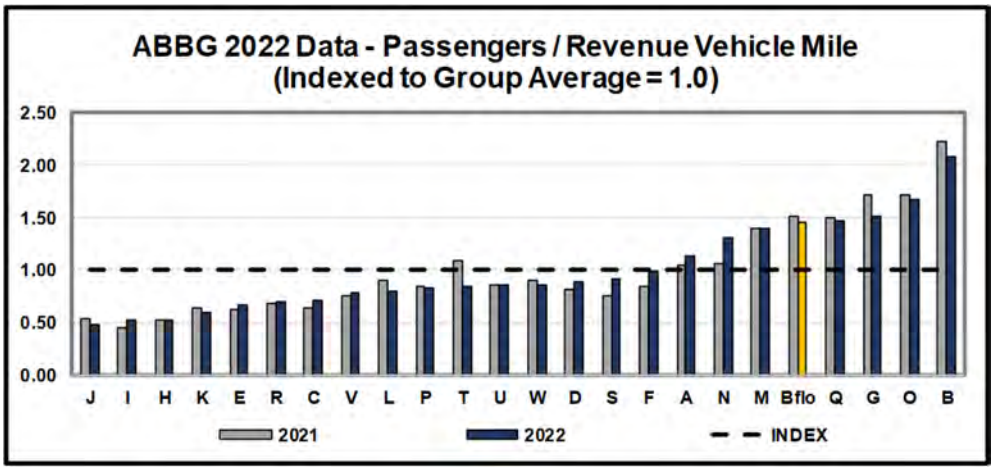
Passengers per vehicle mile and hour is a measurement of service efficiency. Metro pursues improved operating efficiency by attracting additional riders, maximizing route design and operating an efficient fleet.

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.



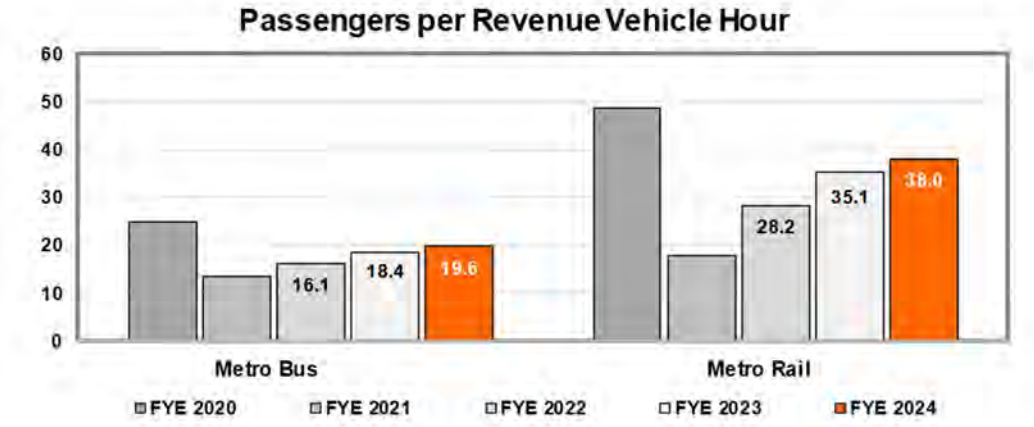
This chart represents Metro's standing relative to other members in ABBG.

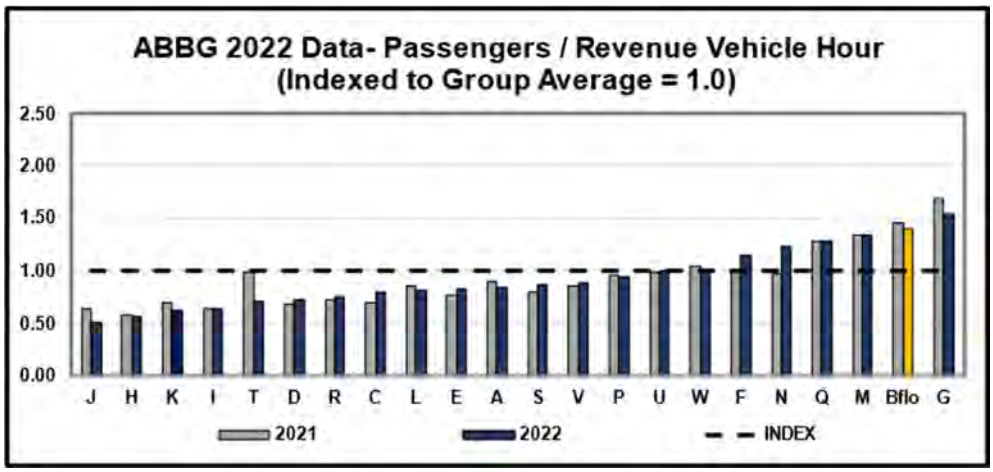


ROUTE PERFORMANCE ANALYSIS - WEEKDAY SERVICE ONLY

Passengers per Revenue Hour

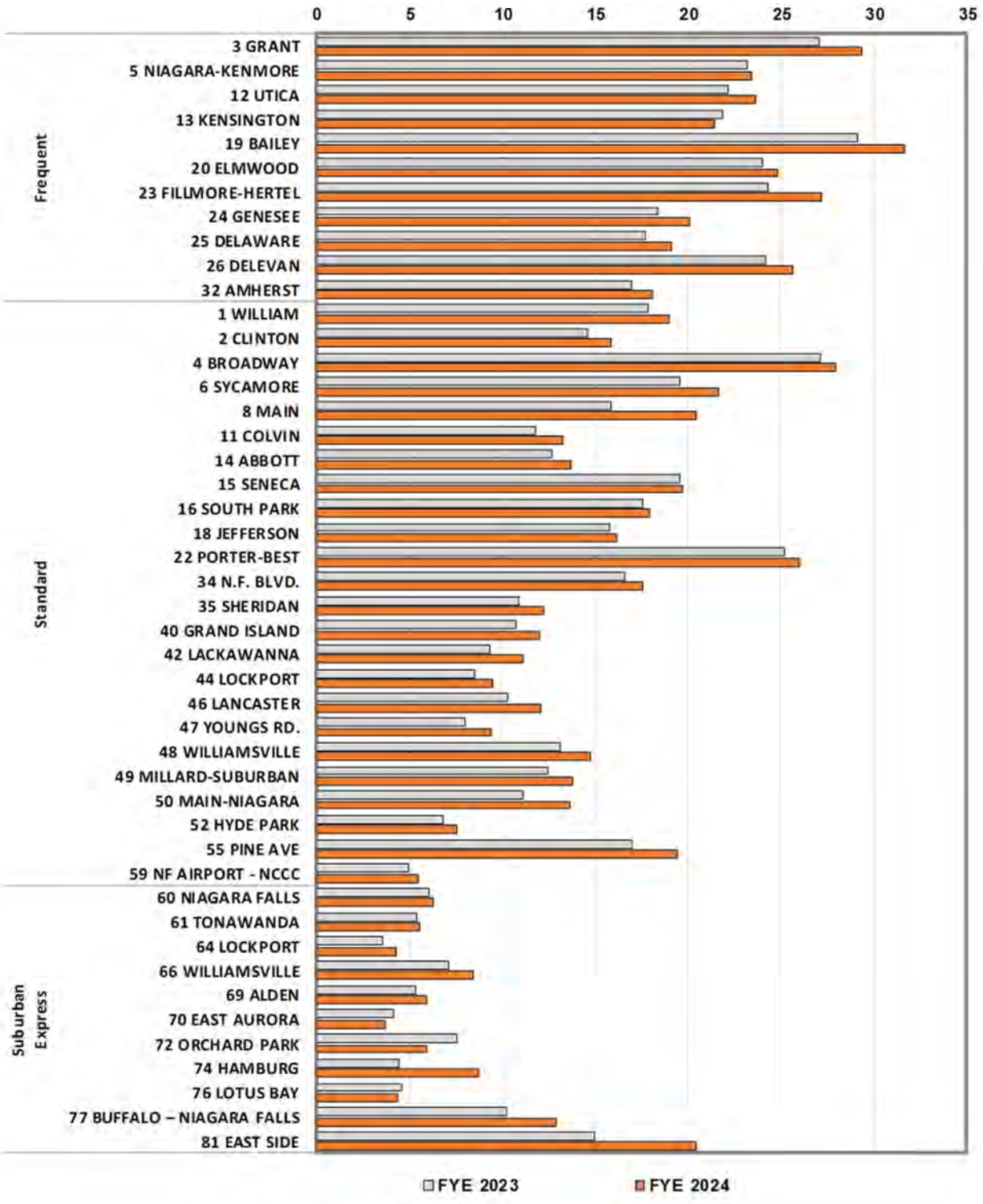
This represents the productivity of the route by the number of passengers carried for each hour of revenue service provided. It is computed by dividing the number of average weekday riders by the associated number of revenue hours of service for each route.





ROUTE PERFORMANCE ANALYSIS - WEEKDAY SERVICE ONLY

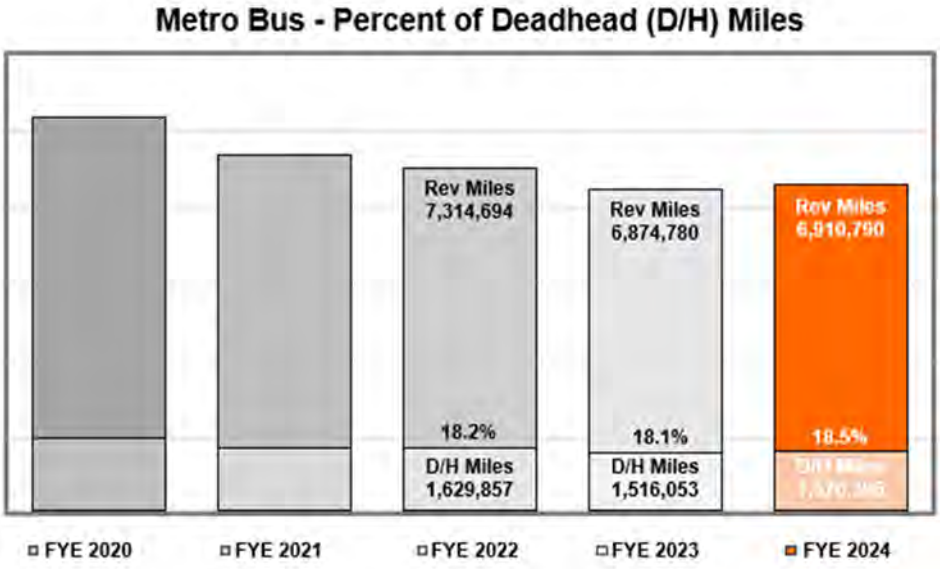
Passengers per Revenue Hour



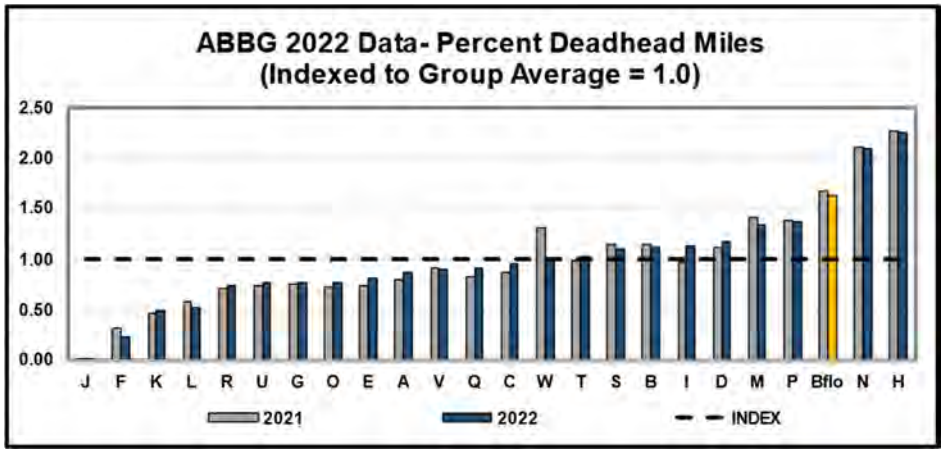
Operations - Metro

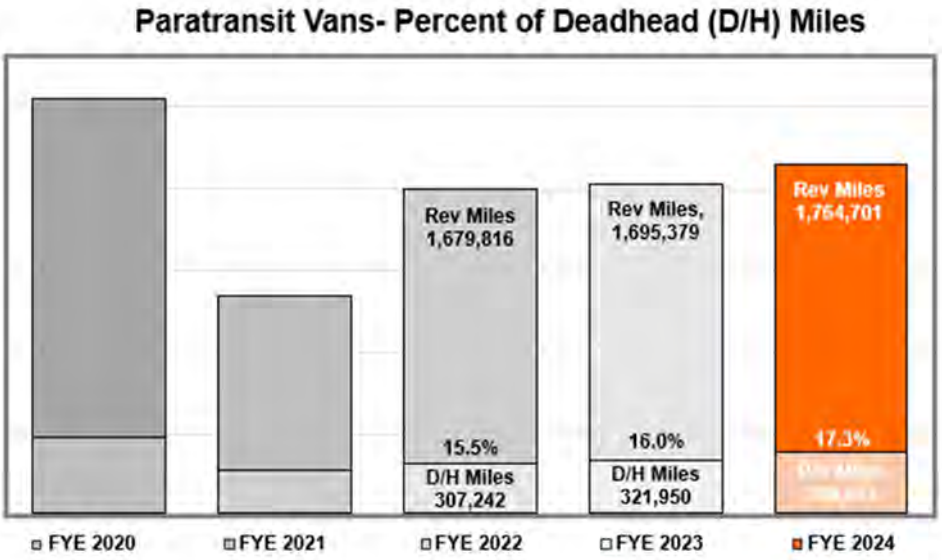
MILEAGE EFFICIENCY

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 3.7%.





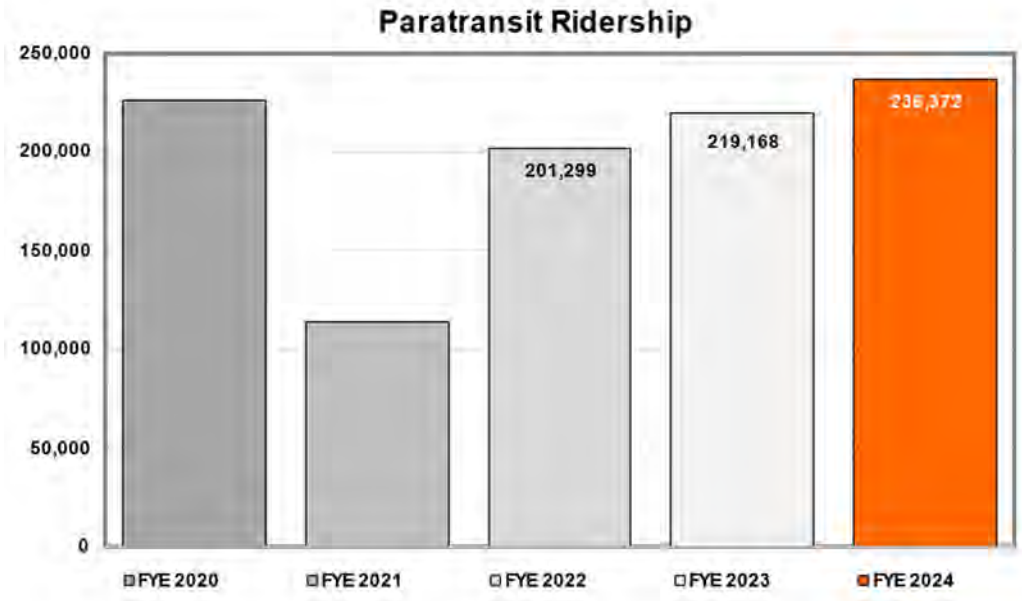
PARATRANSIT PROFILE

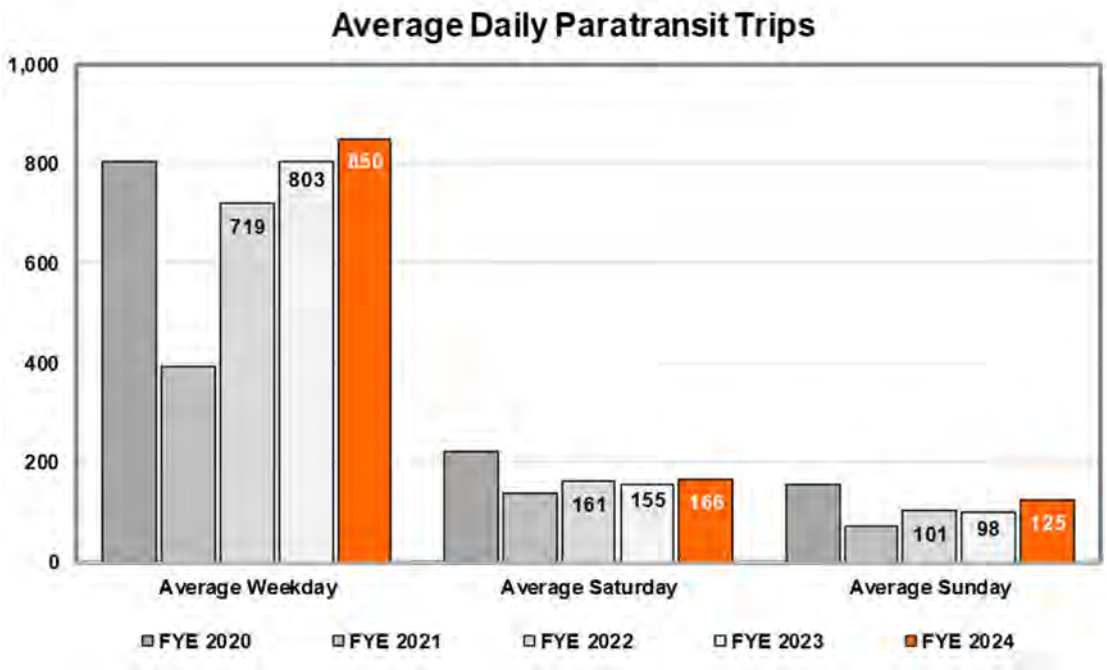
Metro has a fully accessible bus and rail system. For those passengers who cannot access our regular Metro Bus and Rail due to a disability (temporary or permanent) we provide safe, reliable origin to destination transportation services through the Paratransit Access Line (PAL).

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 100 dedicated operators and 75 vehicles throughout our service area.

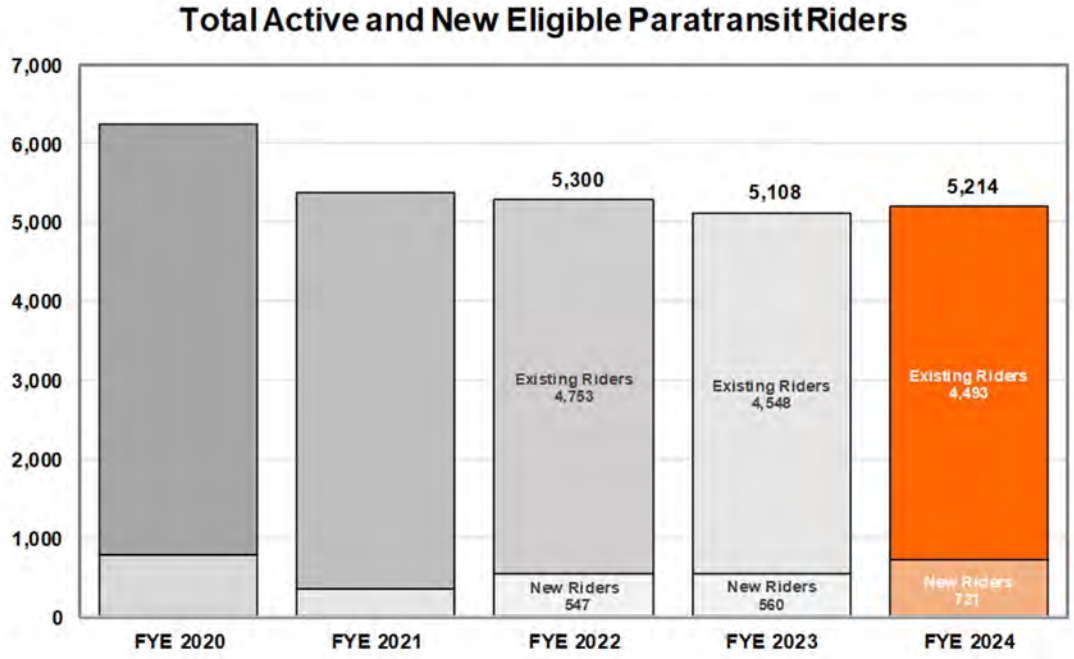
PARATRANSIT RIDERSHIP





PARATRANSIT REGISTRATIONS

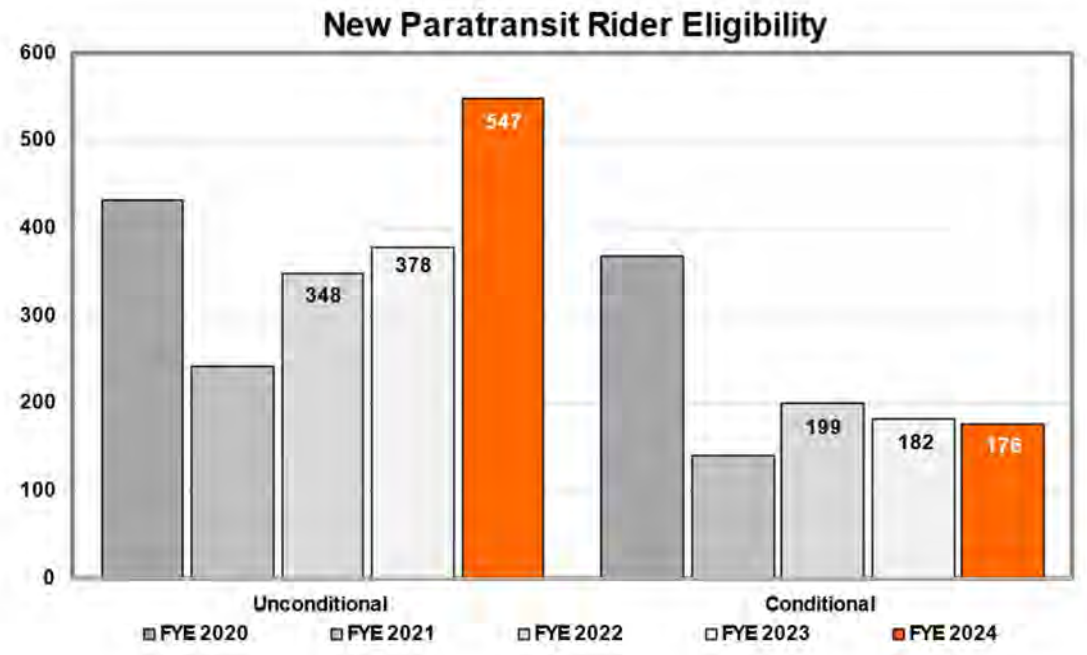
Paratransit ridership is comprised of passengers who have obtained eligibility by completing the application process (eligible riders). Eligibility to use PAL is determined based on the guidelines contained in the Americans with Disabilities Act (ADA) of 1990. Riders are eligible for service including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



PARATRANSIT ELIGIBILITY TYPES

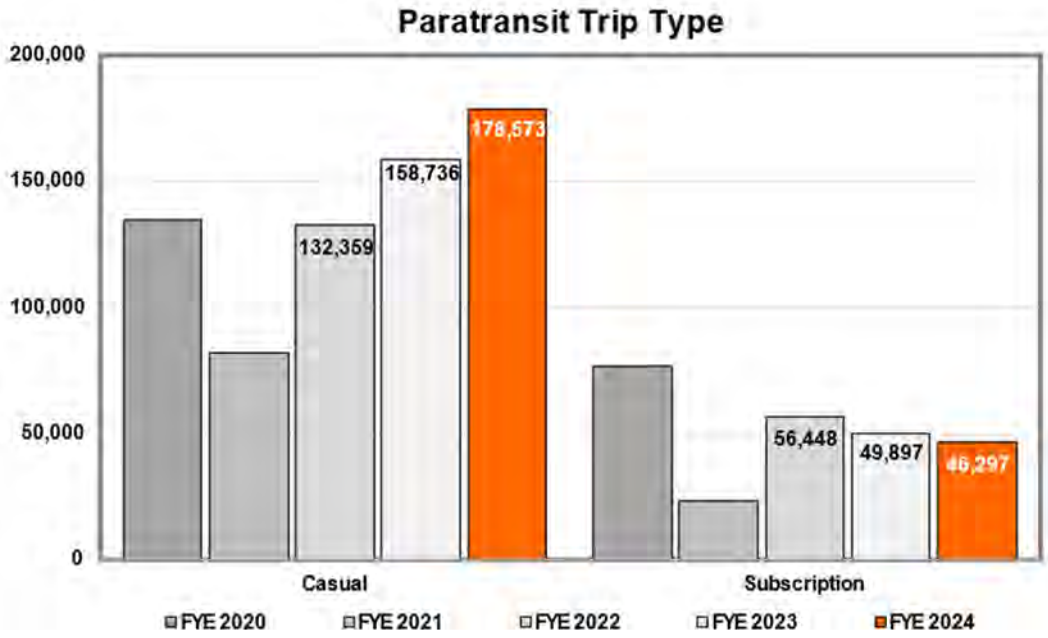
Access to PAL service is established through the application process, conditions may be applied to eligibility:

- 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.)



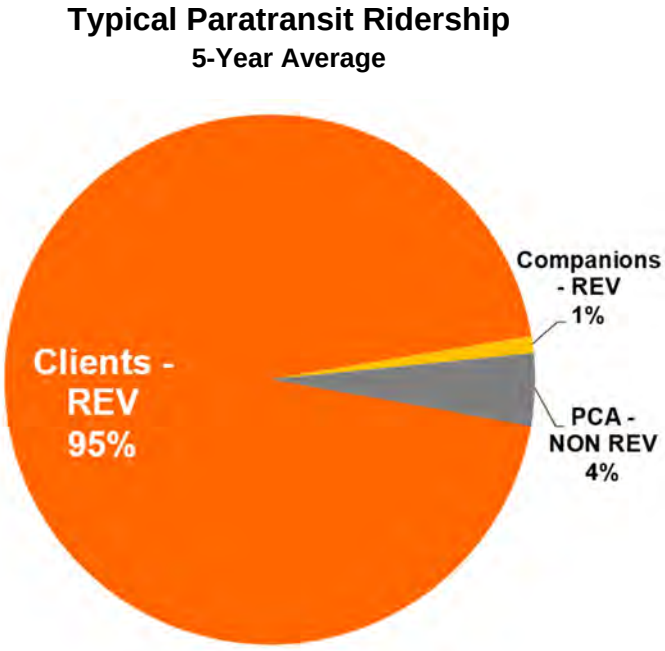
PARATRANSIT TRIP TYPES

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.



PARATRANSIT RIDERSHIP MAKEUP

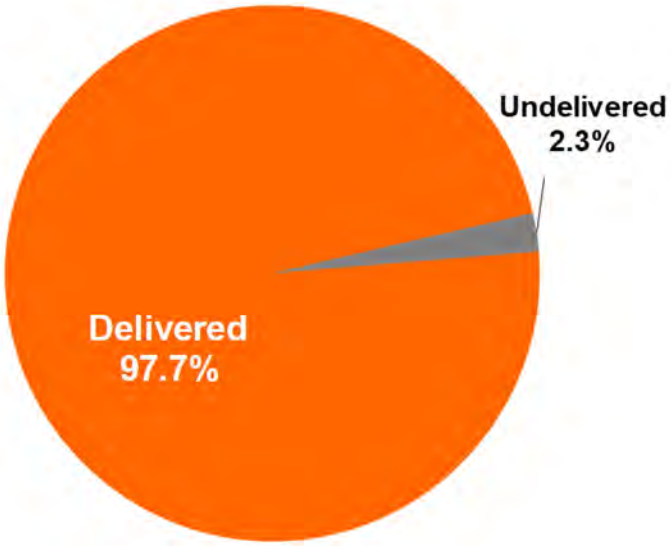
Eligible riders, who require assistance, may request to travel with a personal care attendant (PCA) who rides free of charge (NON REV). Eligible riders are also permitted to travel with a companion who rides for the same fare as the eligible rider (REV).



PARATRANSIT TRIP DELIVERY

Trip delivery is based on trips scheduled for ADA-eligible riders.

Paratransit Trip Delivery Performance
5-Year Average

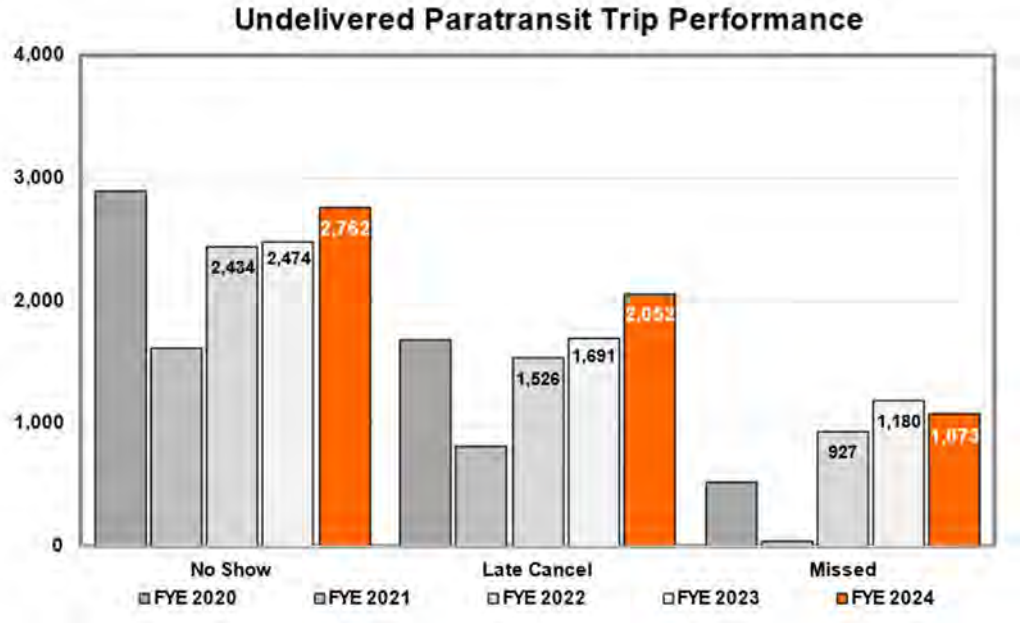


Undelivered paratransit trips include:

No Show (1.2%) - 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.



NFTA AVIATION MISSION STATEMENT

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

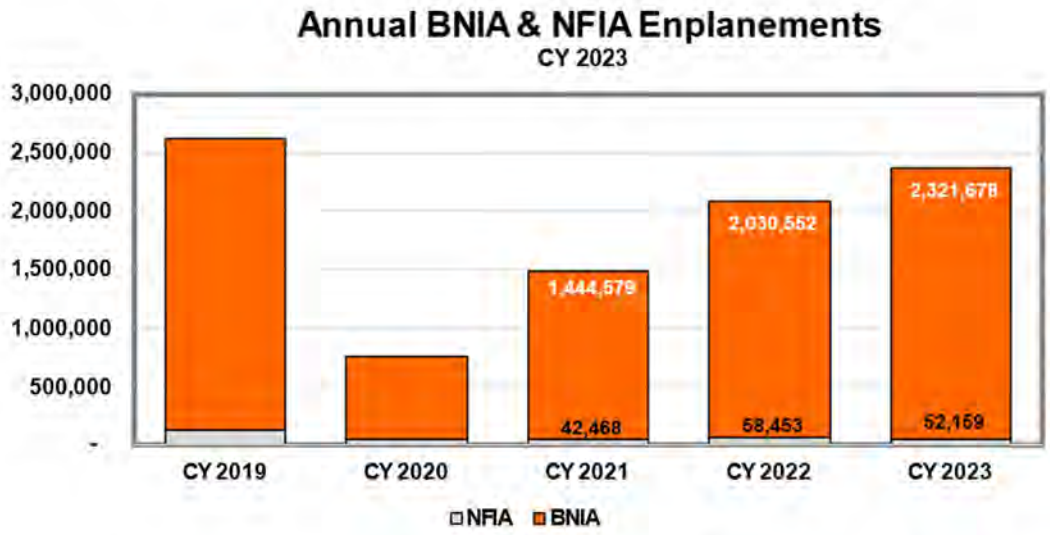
BUFFALO NIAGARA INTERNATIONAL AIRPORT

NIAGARA FALLS INTERNATIONAL AIRPORT

Operations - Aviation

ENPLANEMENTS

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

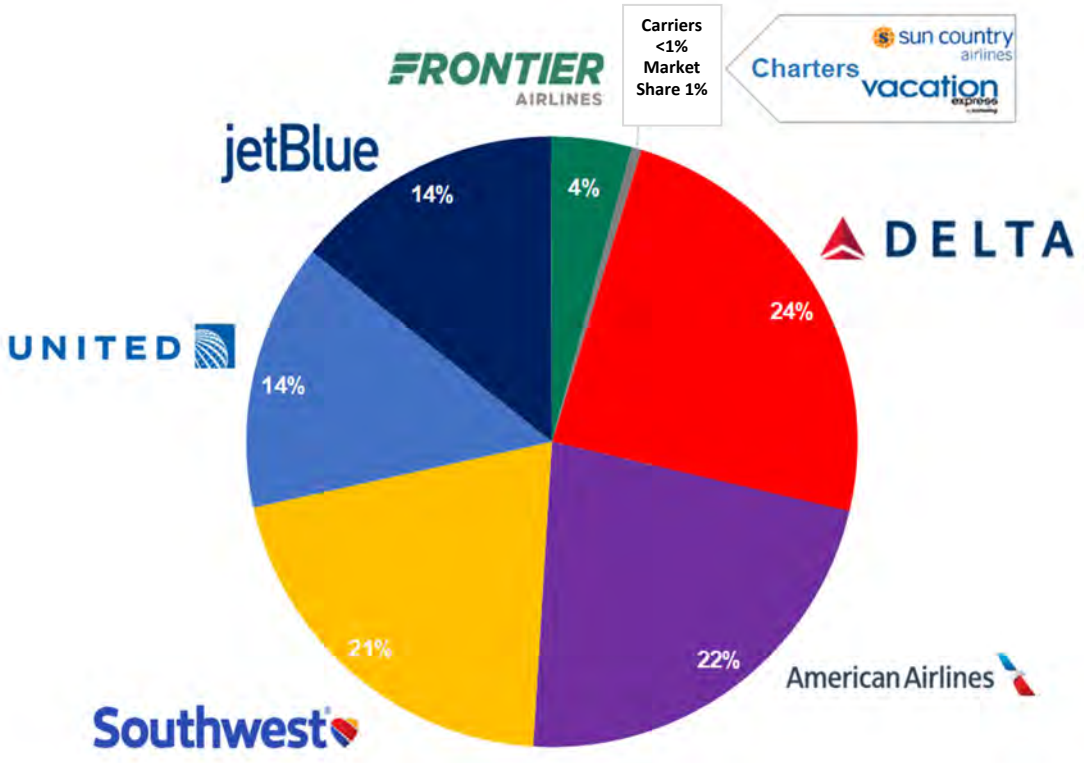


(From monthly airline reporting; includes non-revenue enplanements)

MARKET SHARE

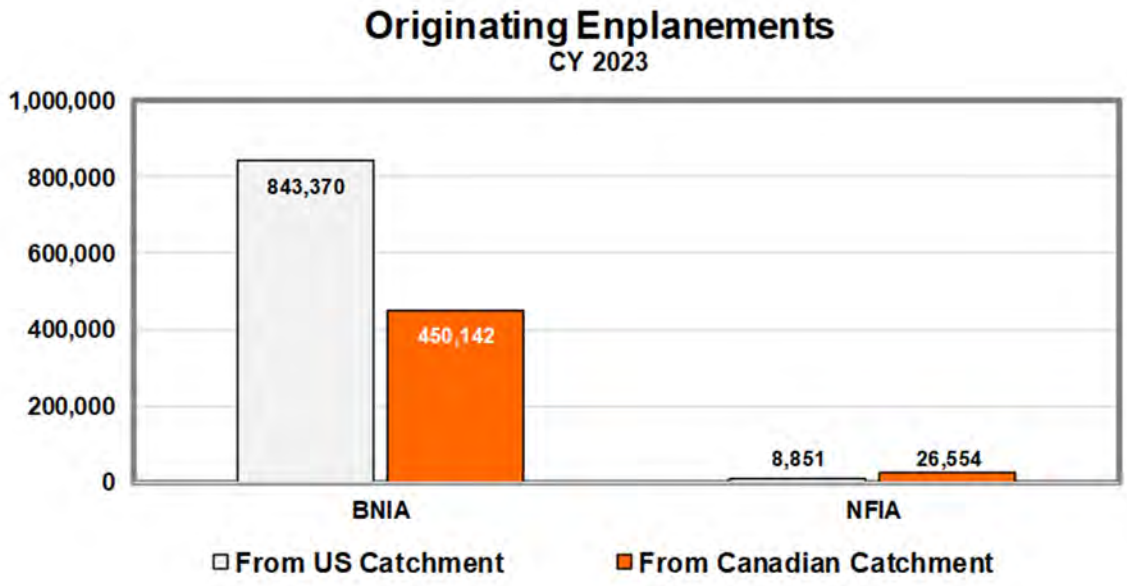
Commercial airline market share is based on the number of annual departing flights.

BNIA – Airline Market Share



CATCHMENT AREA

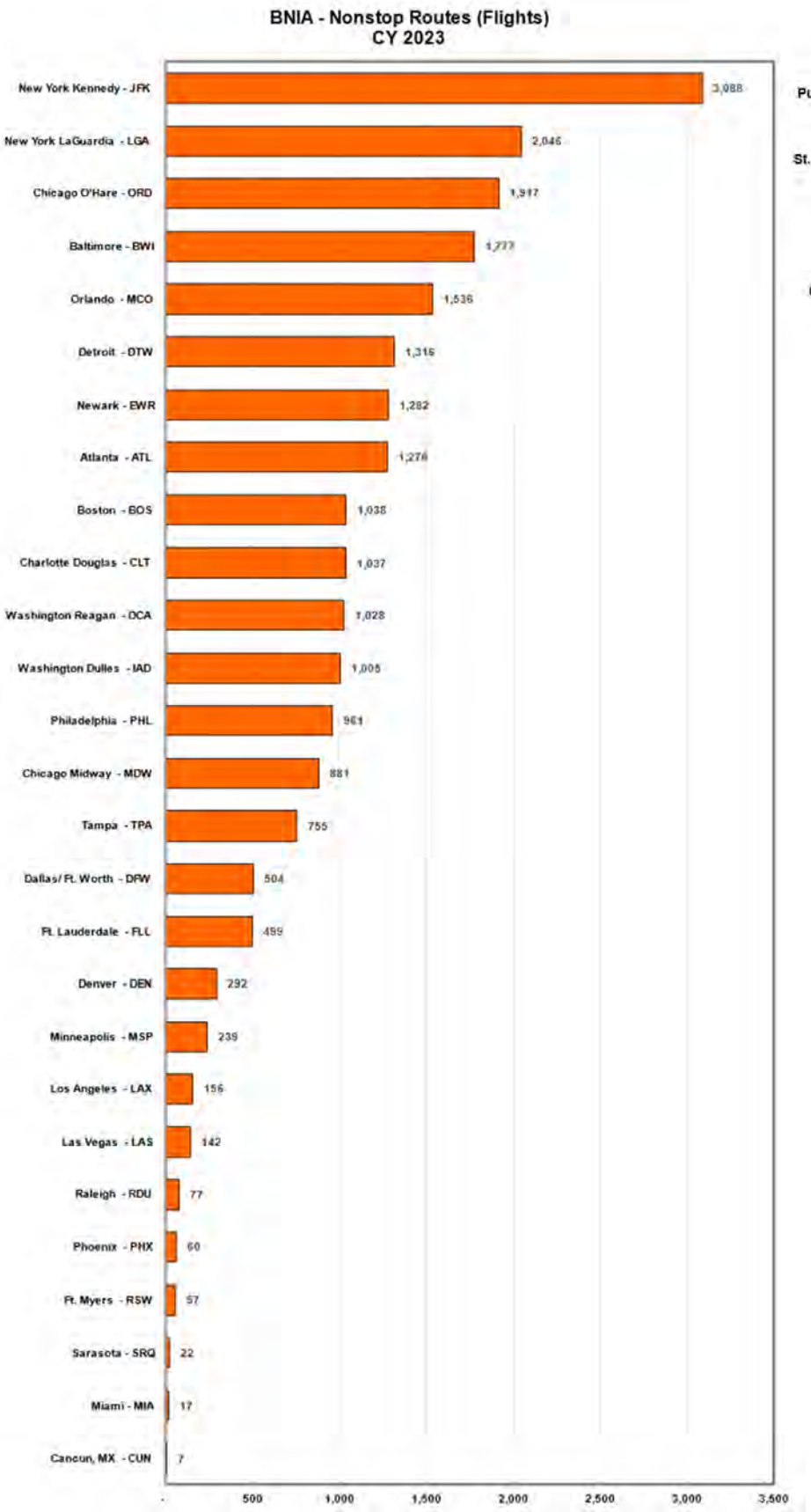
Catchment area represents geographic area from which an airport can reasonably expect to draw commercial air service passengers.

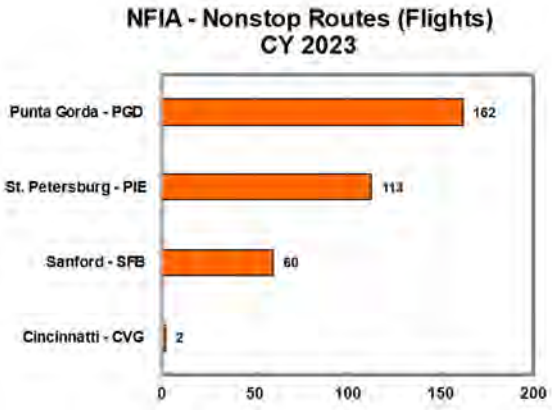


(Enplanement passengers originating from our region; excludes persons from outside catchment area.)

Operations - Aviation

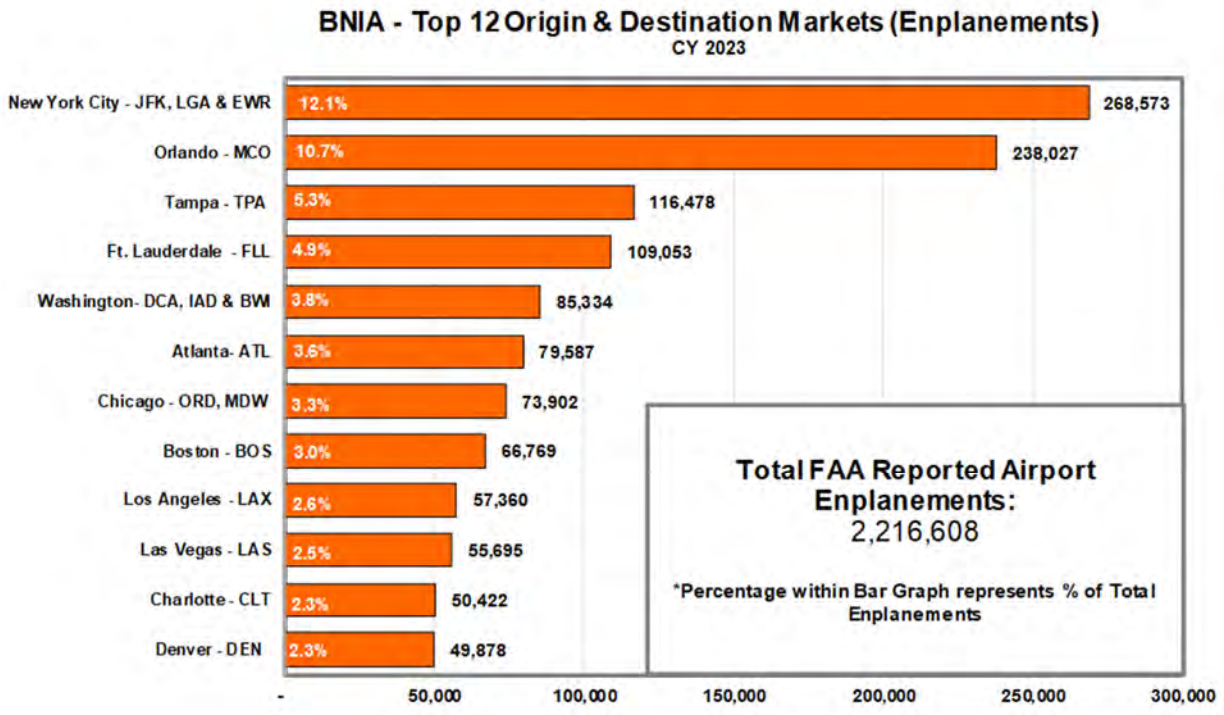
NONSTOP ROUTES

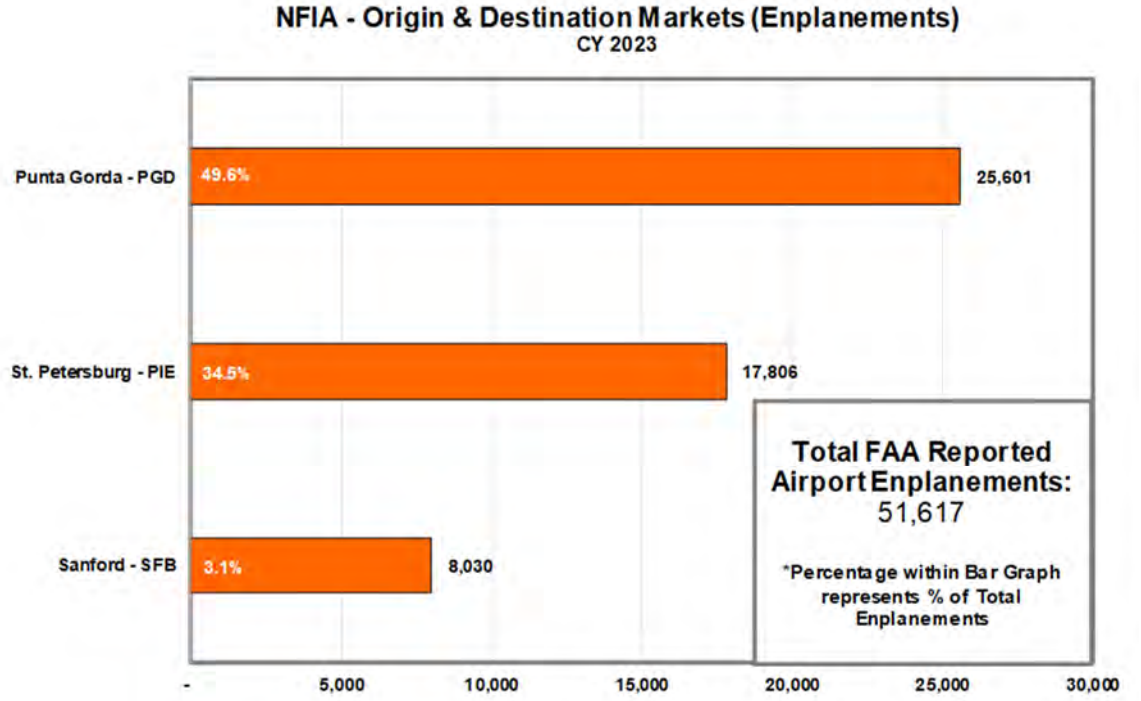




ORIGIN & DESTINATION (O&D) MARKETS

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

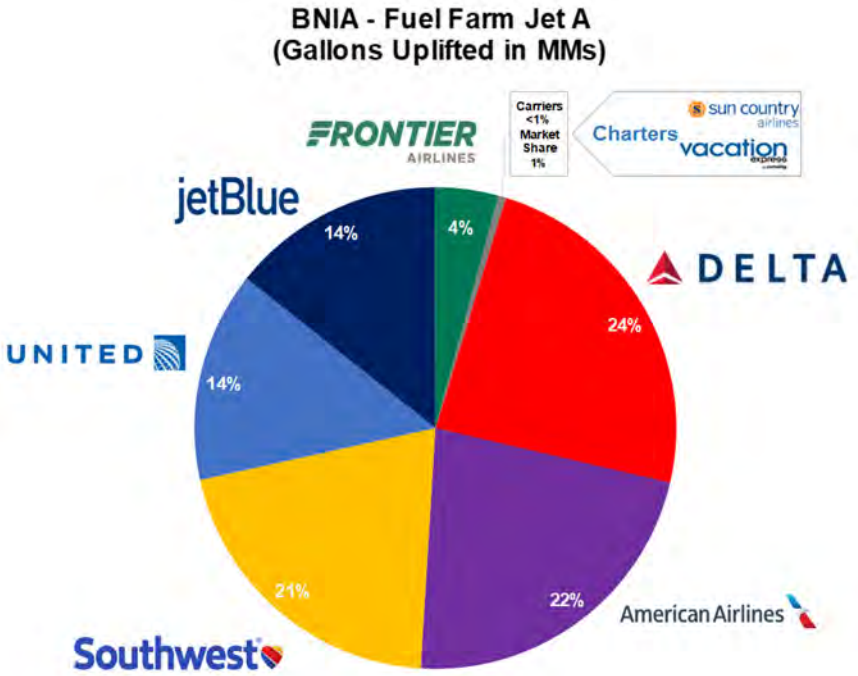


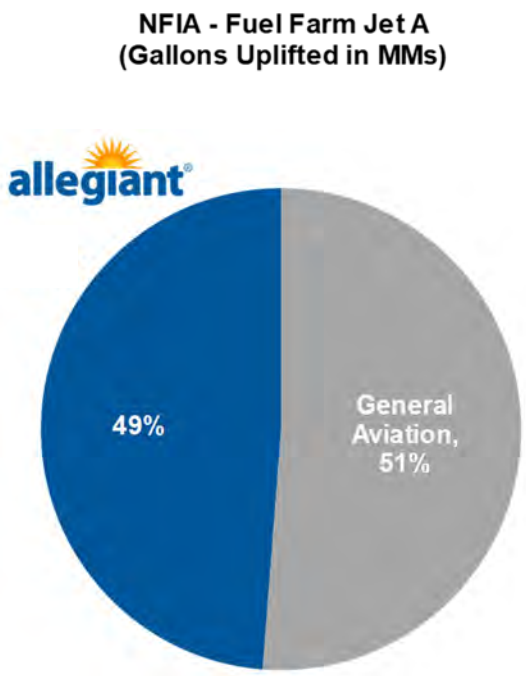


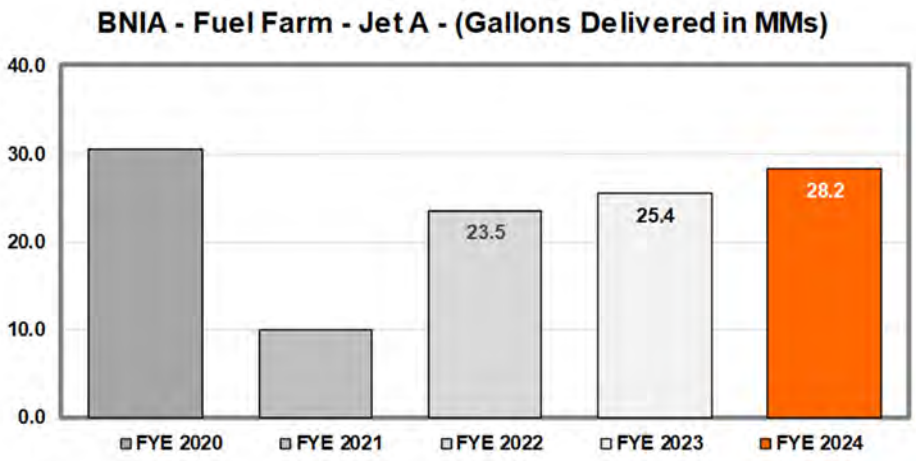
Allegiant Air is the sole provider of year-round flight service at NFIA.

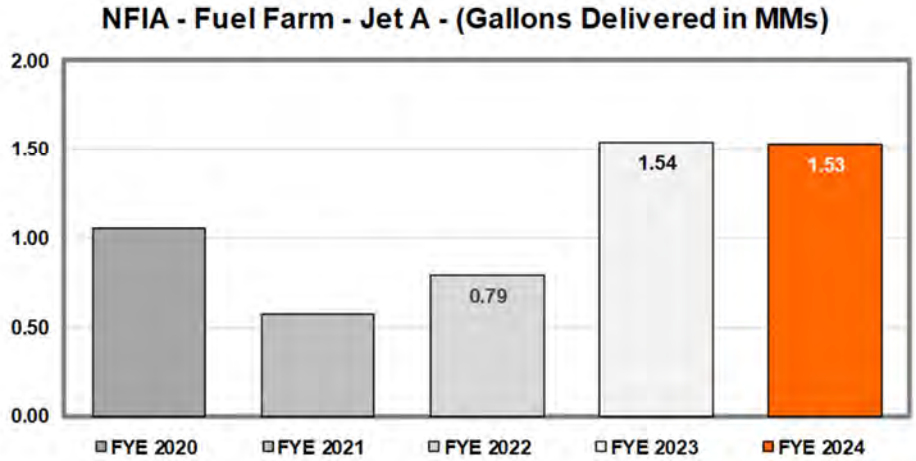
Operations - Aviation

FUEL FARM



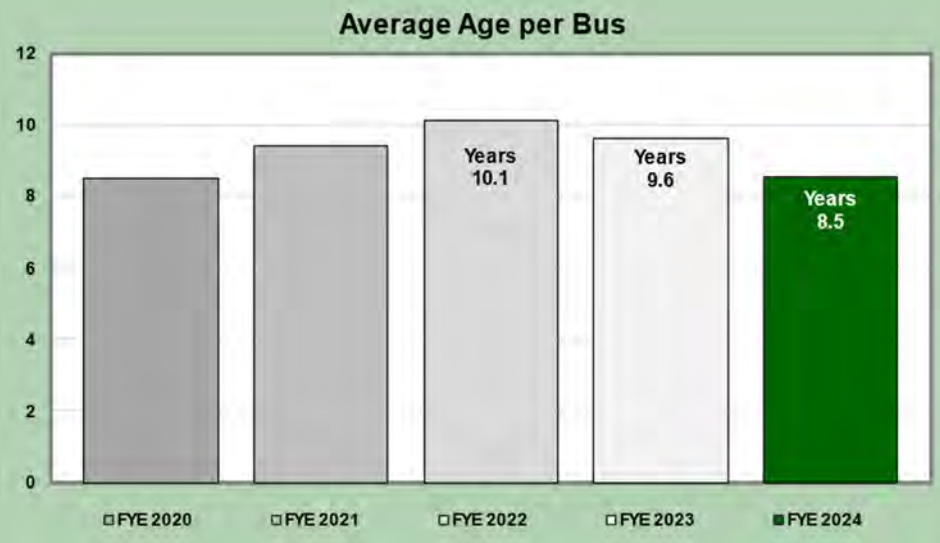


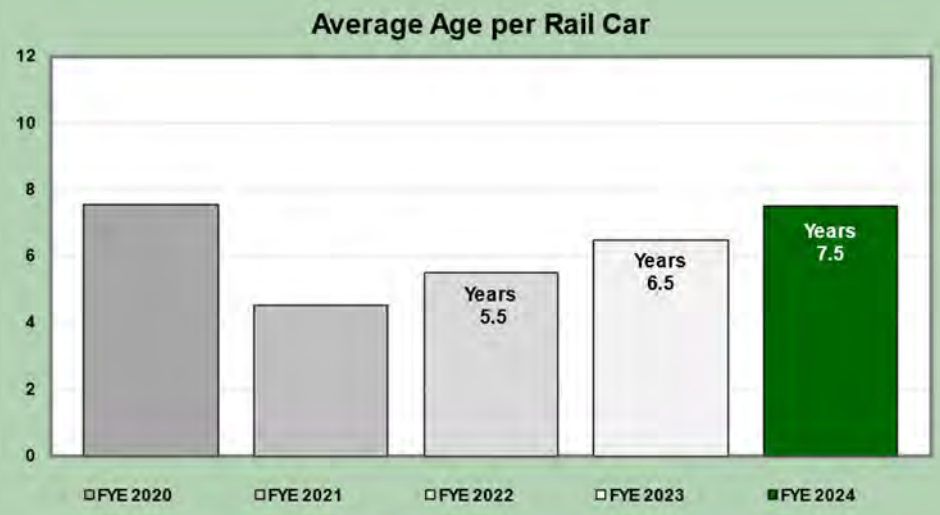


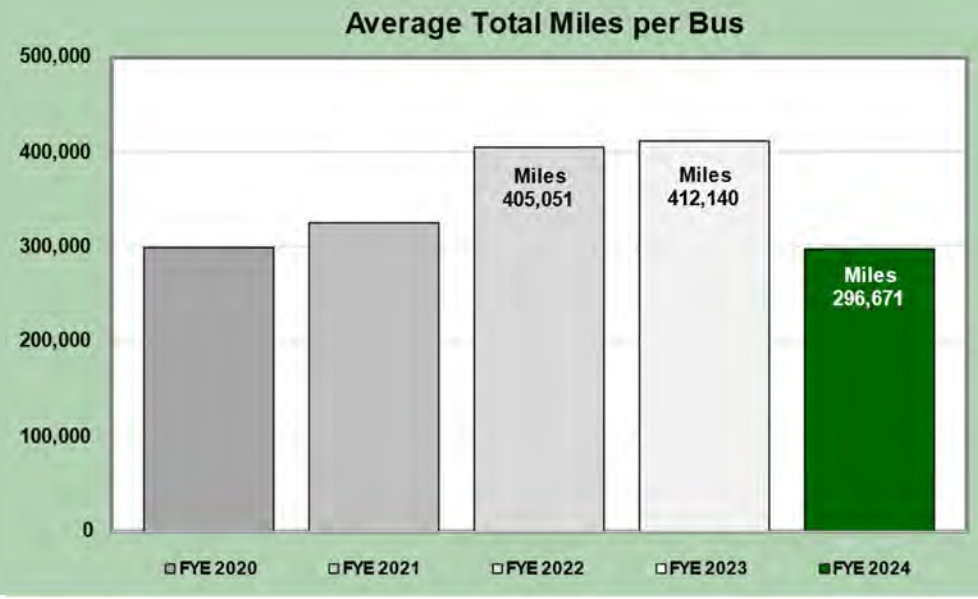


VEHICLE PROFILE

Metro's bus and rail fleet includes 274 buses and 27 rail cars. An underlying factor to the vehicle reliability is the overall age and mileage of the vehicle.



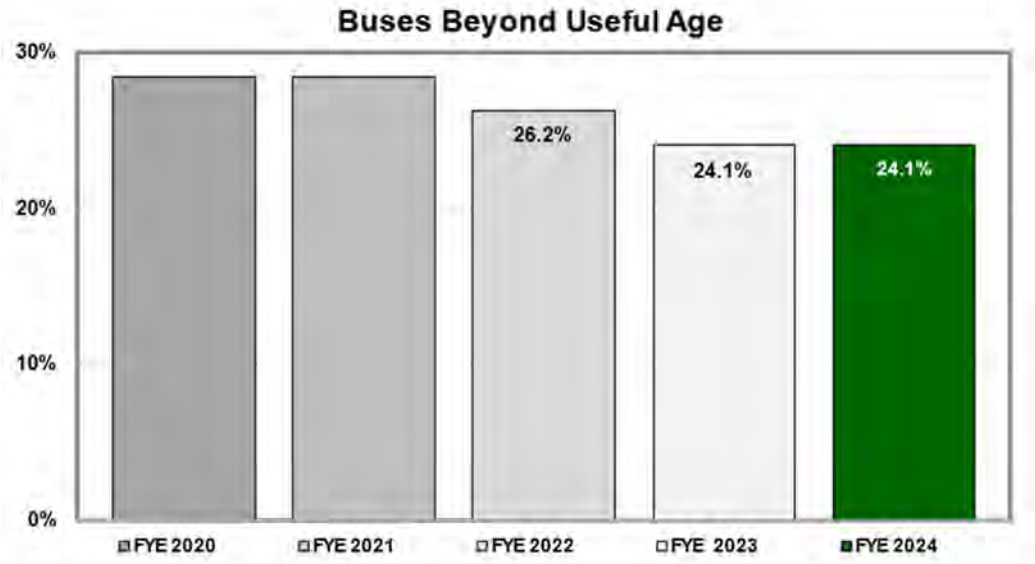


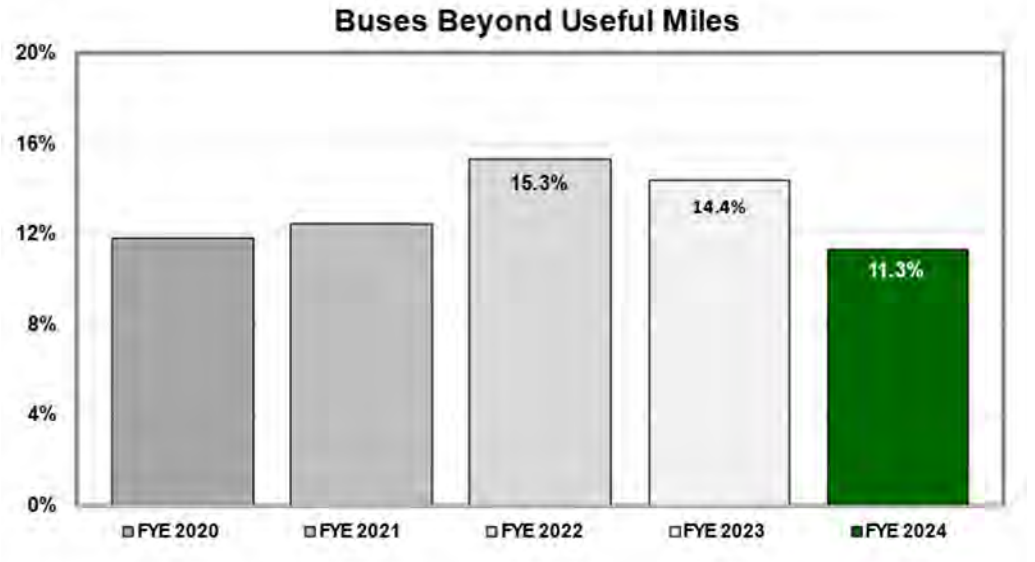


Fleet / Infrastructure - Metro

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. The rail car fleet continues to undergo complete car rebuilding.





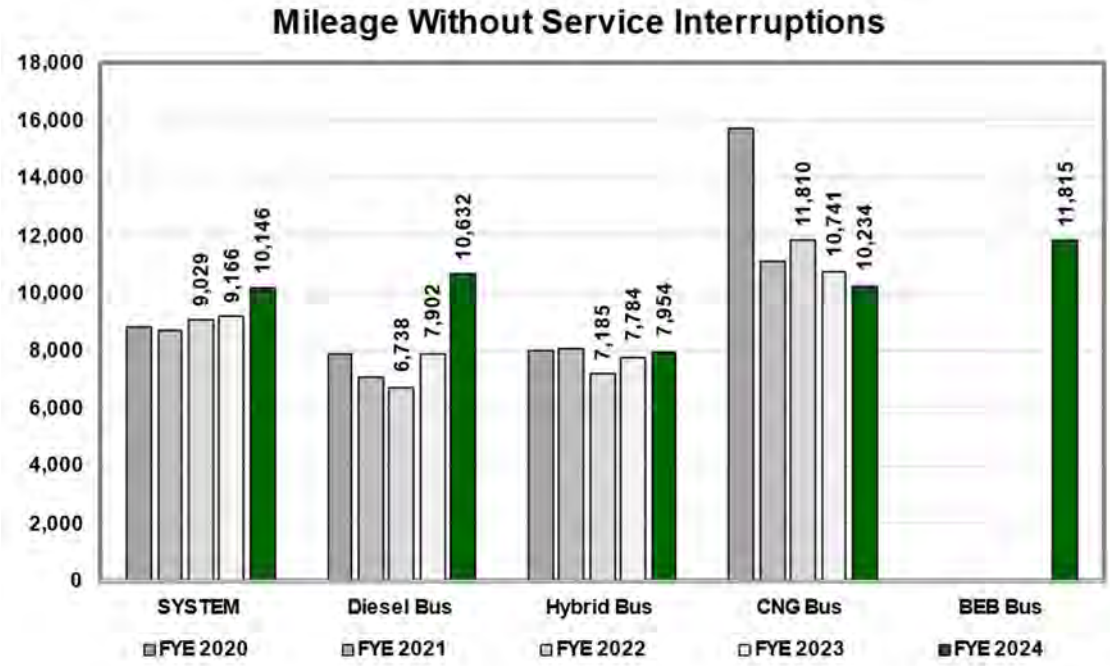
RELIABILITY

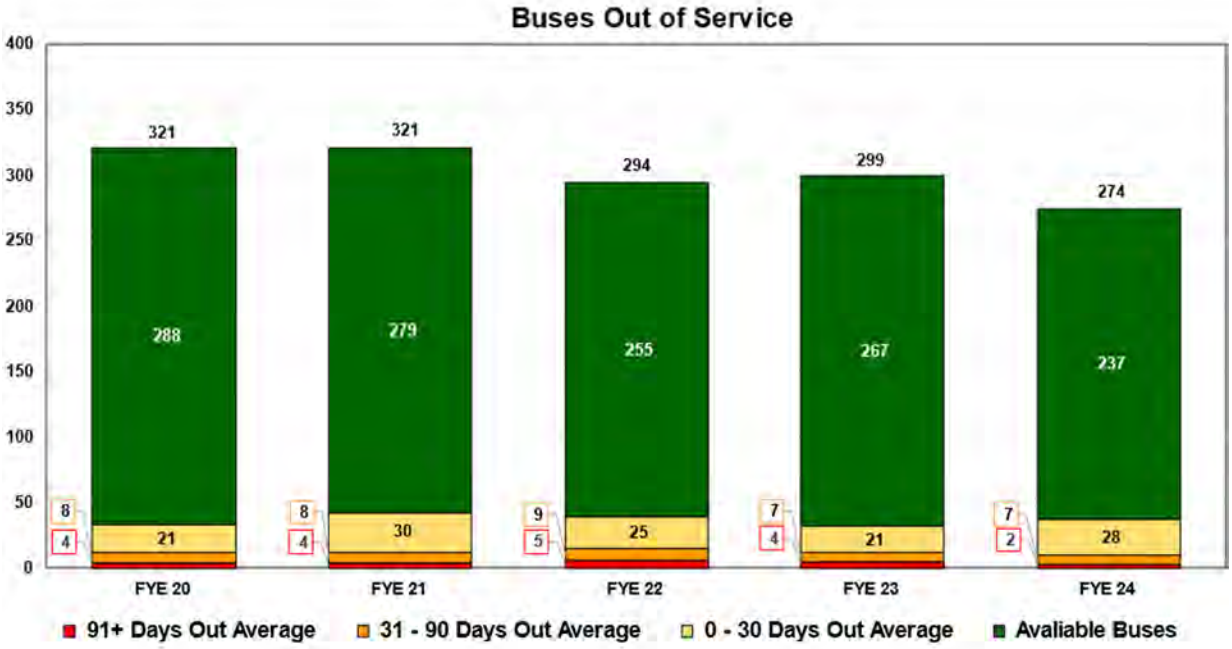
Metro's bus fleet consists of primarily 40' buses with diesel, hybrid (diesel/electric), battery electric or CNG power. The PAL fleet is comprised of vans powered by diesel, gasoline or CNG. Vehicle performance has a direct impact on Metro's ability to deliver reliable, safe service. Measurement of fleet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

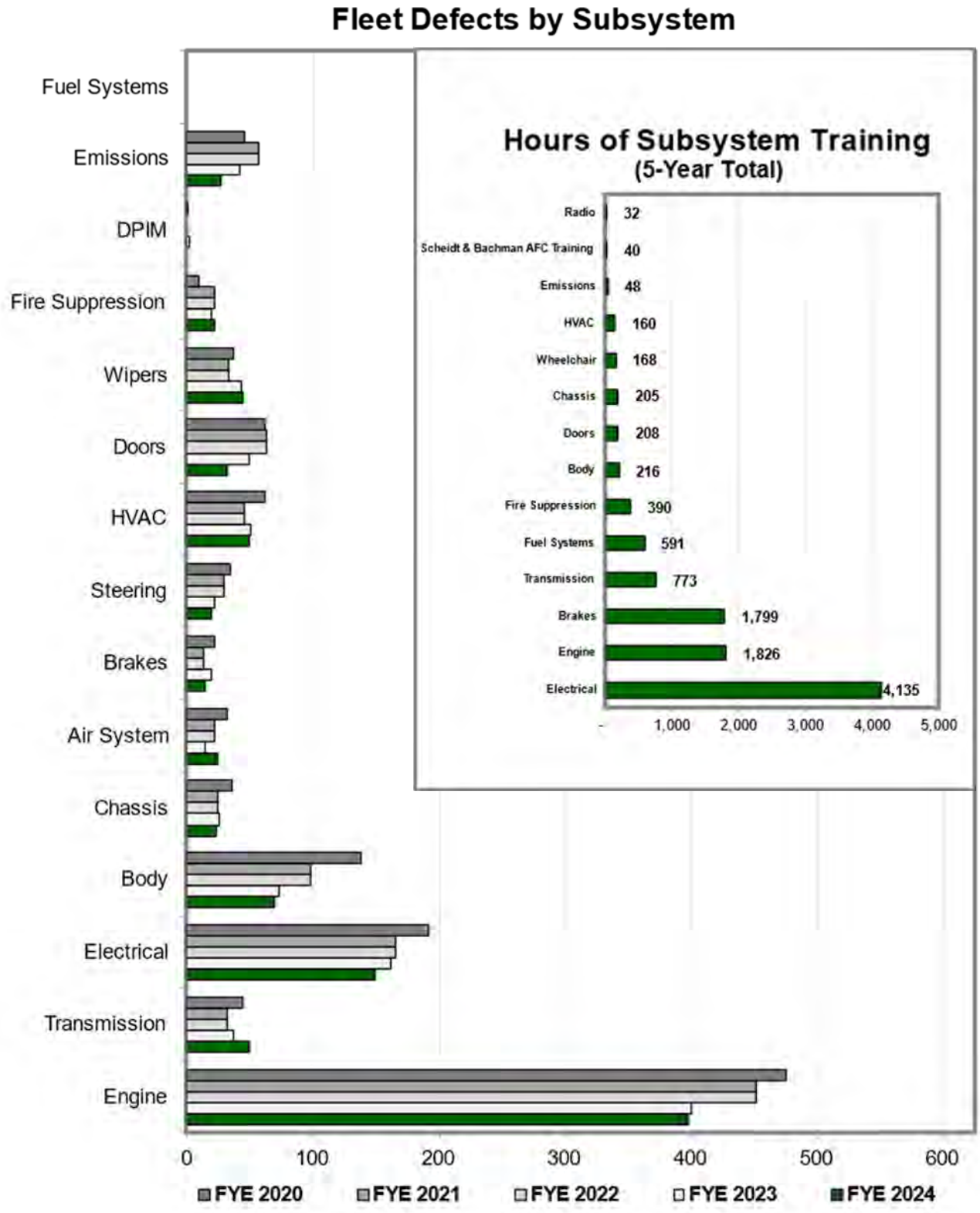




Fleet / Infrastructure - Metro

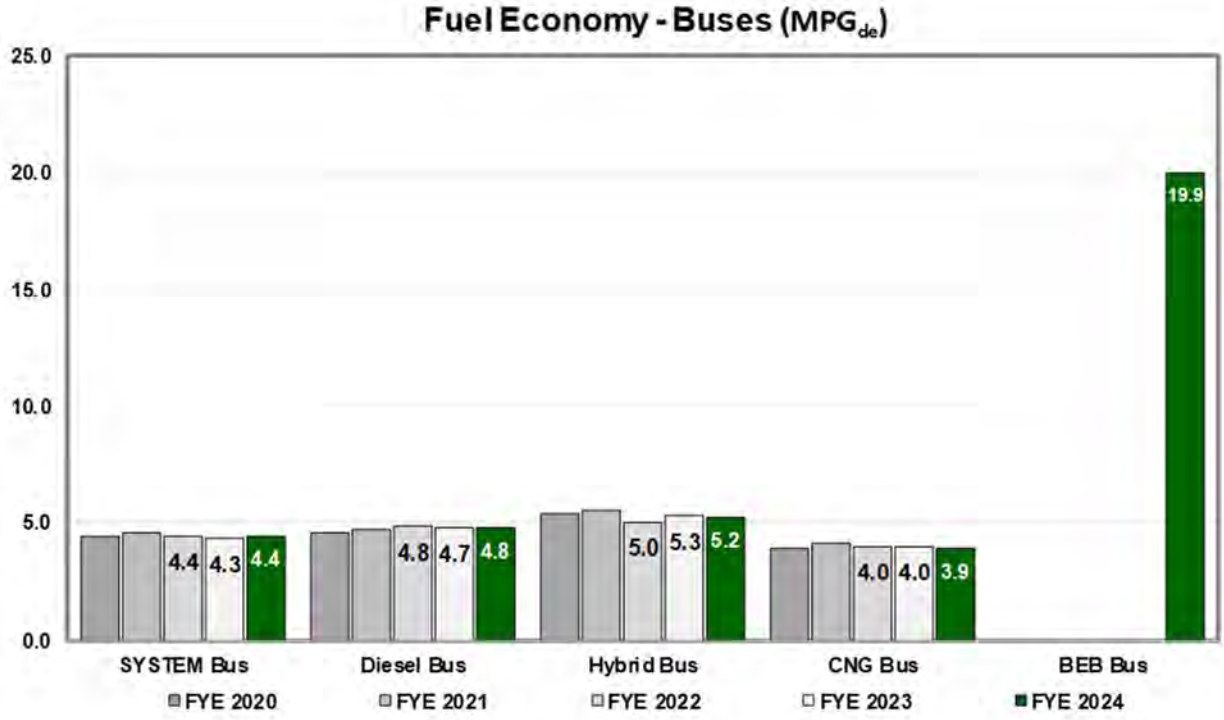
VEHICLE MAINTENANCE

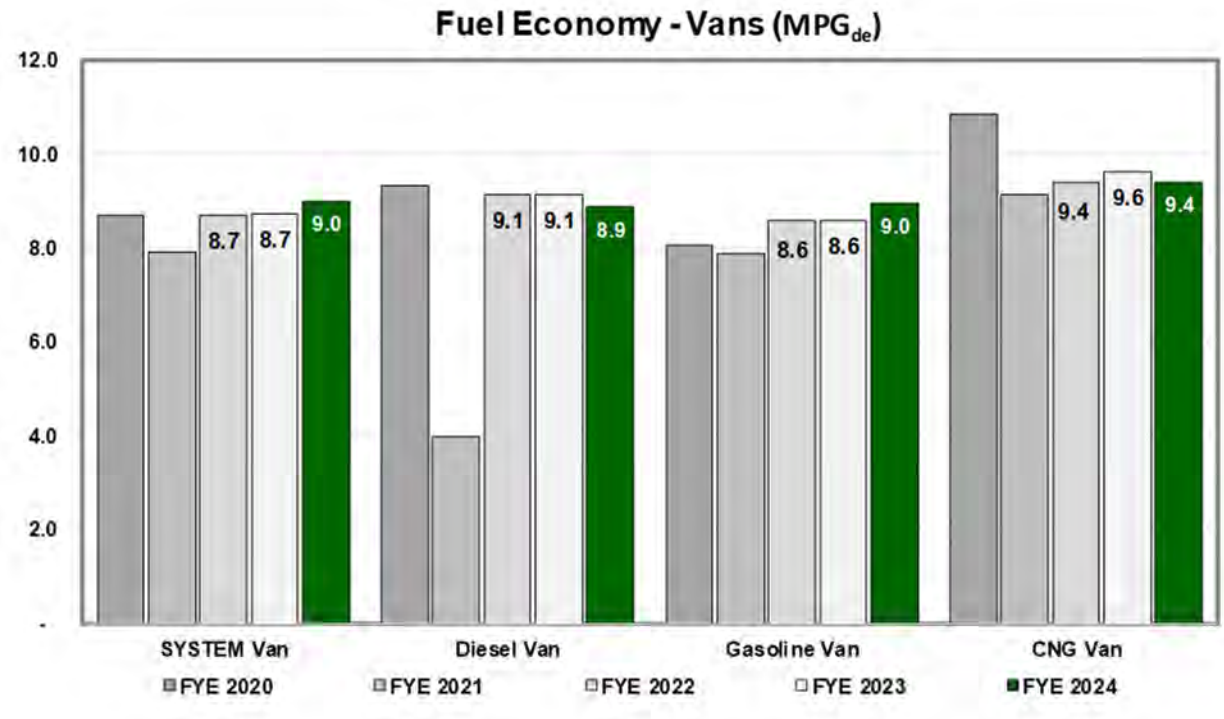
Fleet defects are tracked to identify specific problem needs for both training and systemic areas of concern for bus maintenance. Fleet defects are directly related to preventative maintenance and vehicle age and mileage. A comprehensive training program is mandatory to improve vehicle reliability and 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.



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 which is calculated to provide a direct comparison of fuel efficiency.



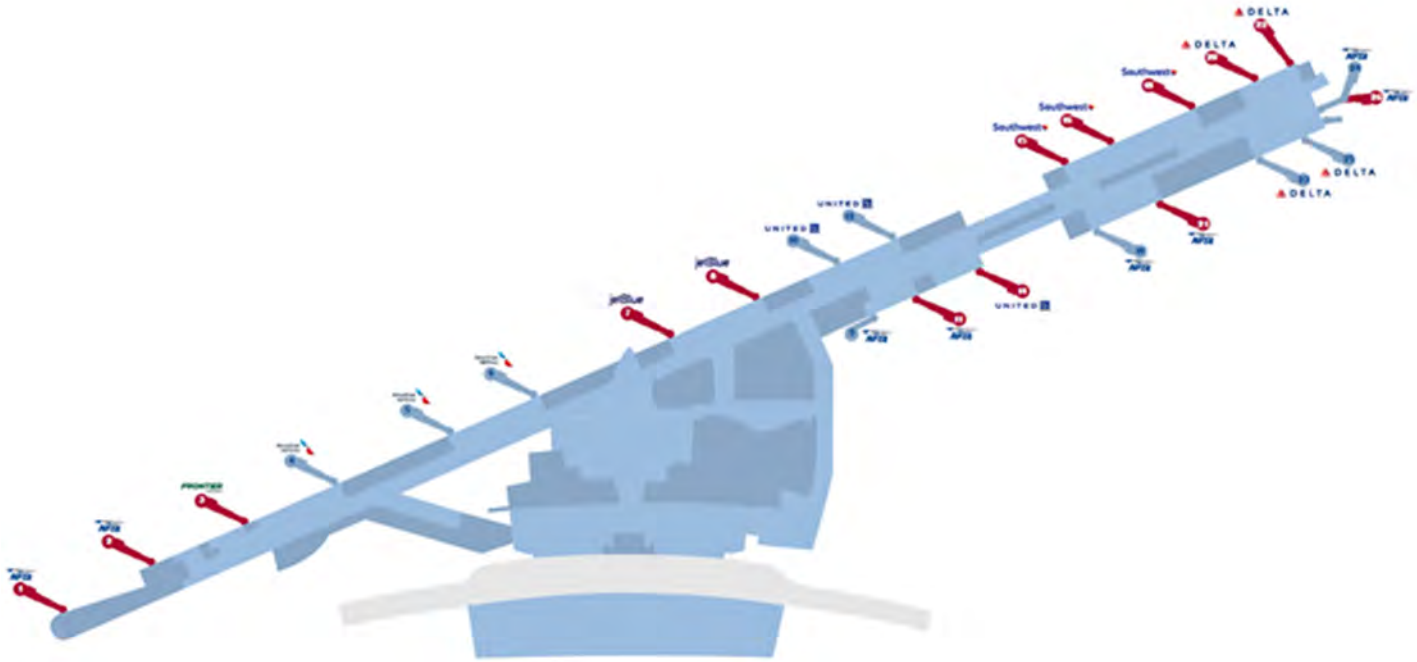


TERMINAL INFRASTRUCTURE

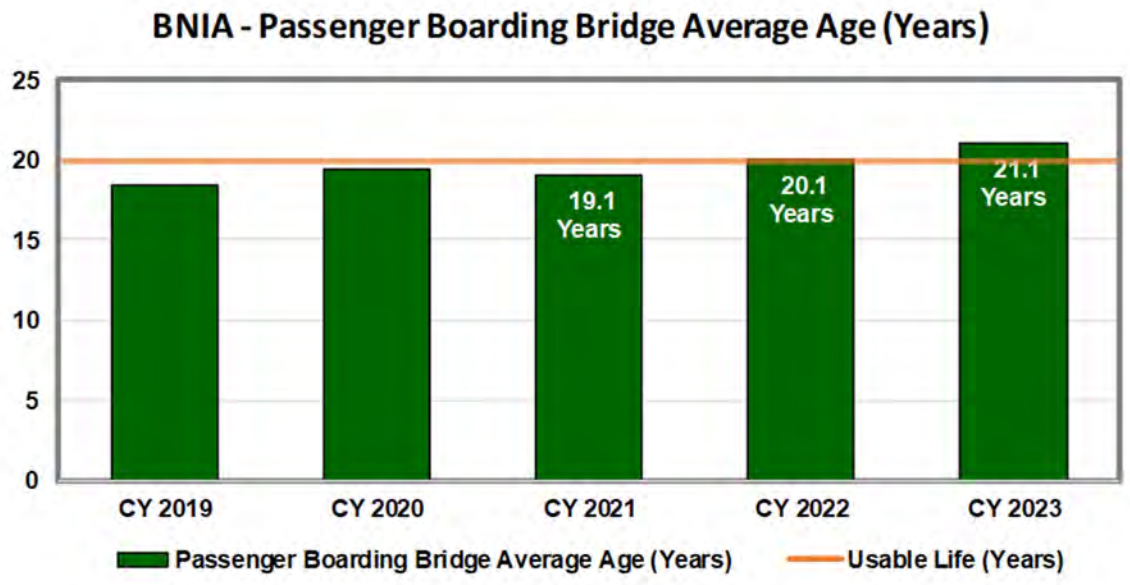
Passenger Boarding Bridge (PBB)

Terminal Operations oversees the maintenance of (14) passenger boarding bridges (PBBs) or jet bridges, and the associated pre-conditioned air (PCA) units and ground power units (GPUs) for each bridge.

A bridge replacement program is being advanced to improve the condition and reliability of the systems.

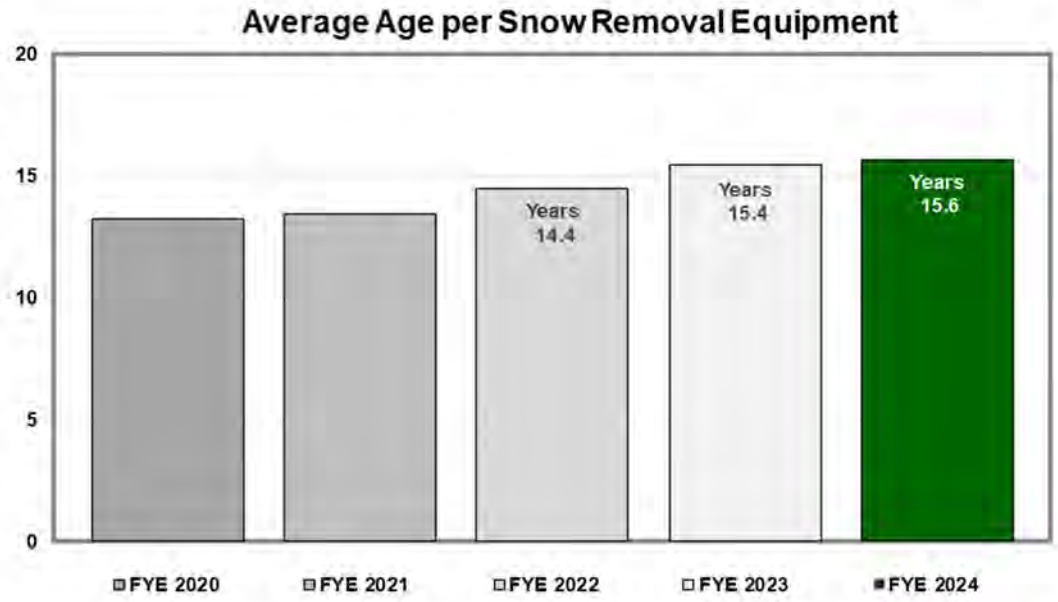


PBB's highlighted in red are scheduled for replacement.



SNOW REMOVAL EQUIPMENT AVERAGE LIFE

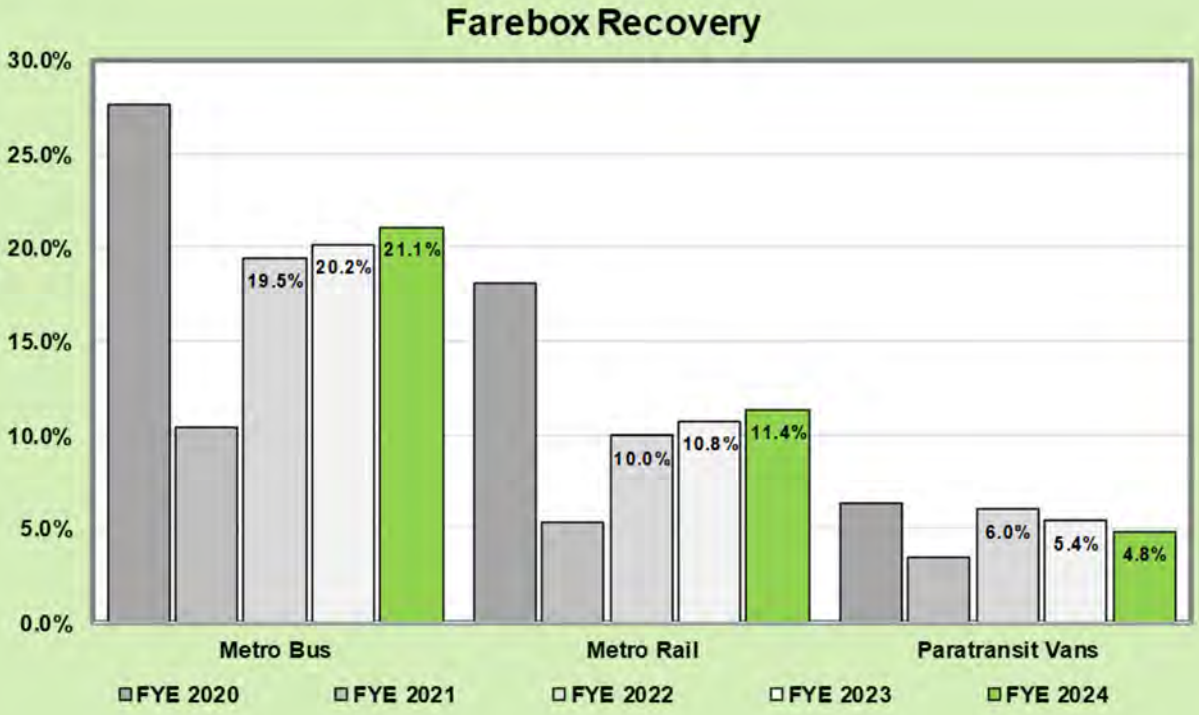
Aviation's snow removal equipment fleet includes 49 pieces of equipment located at both BNIA and NFIA. An underlying factor in vehicle reliability and maintenance cost is the overall age of the equipment.

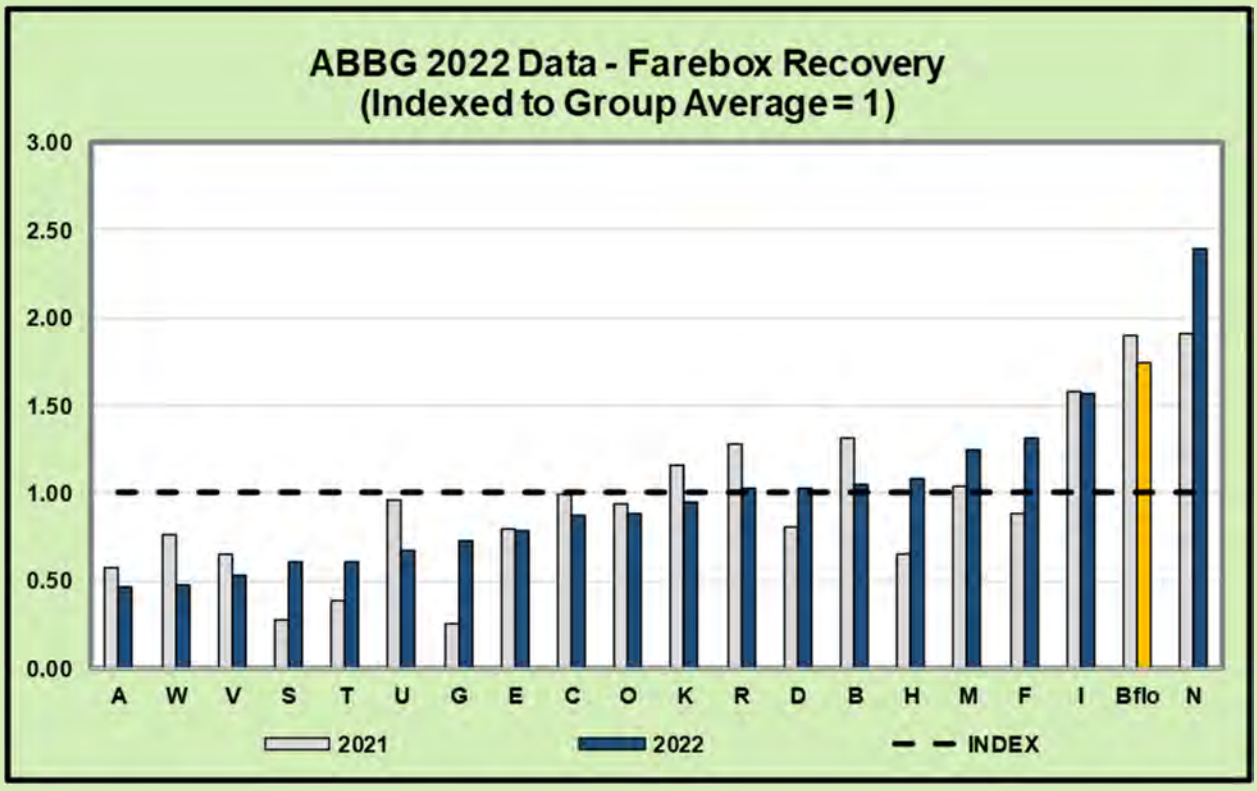


Financial - Metro

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 16.2% of total revenues.

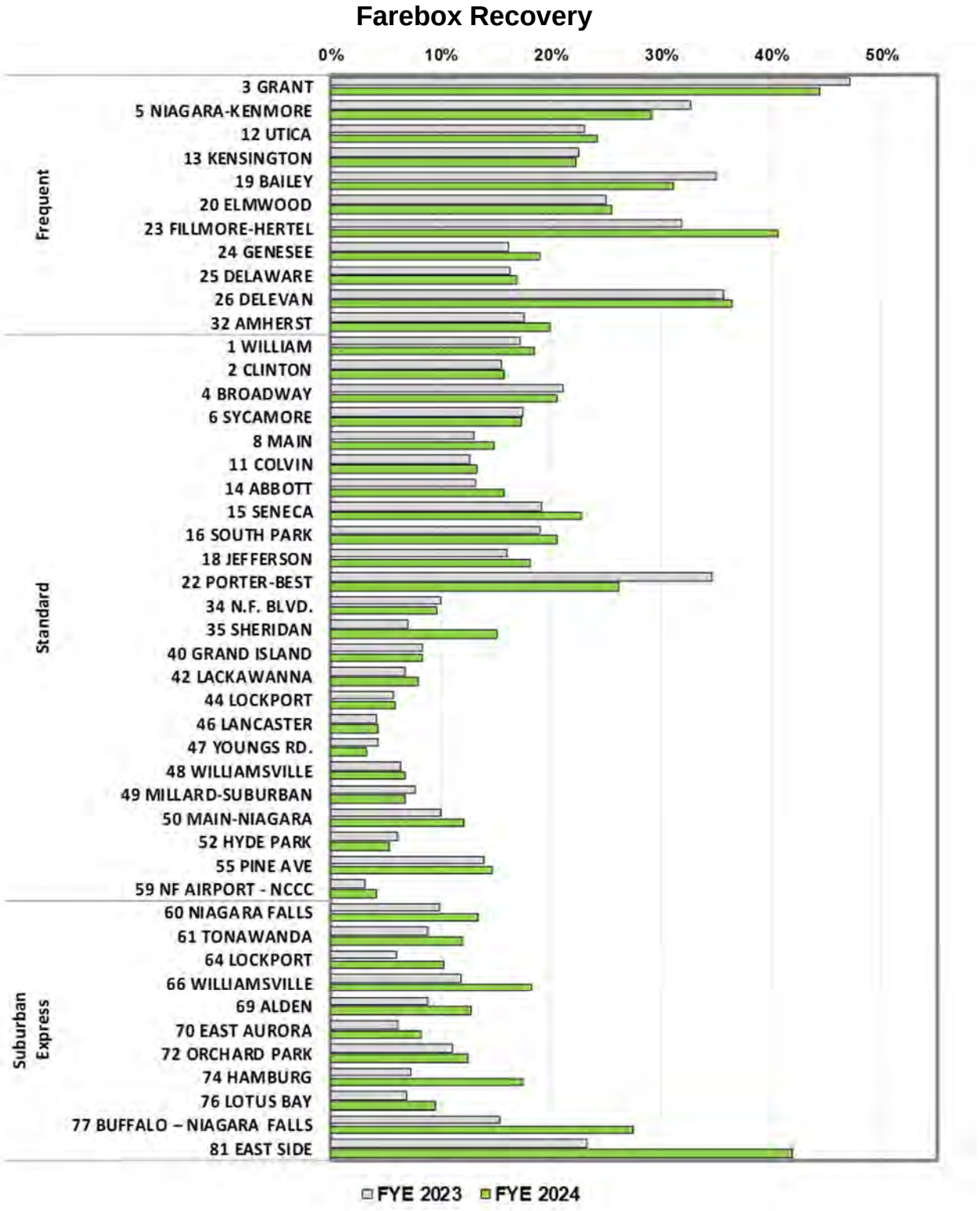




REVENUE

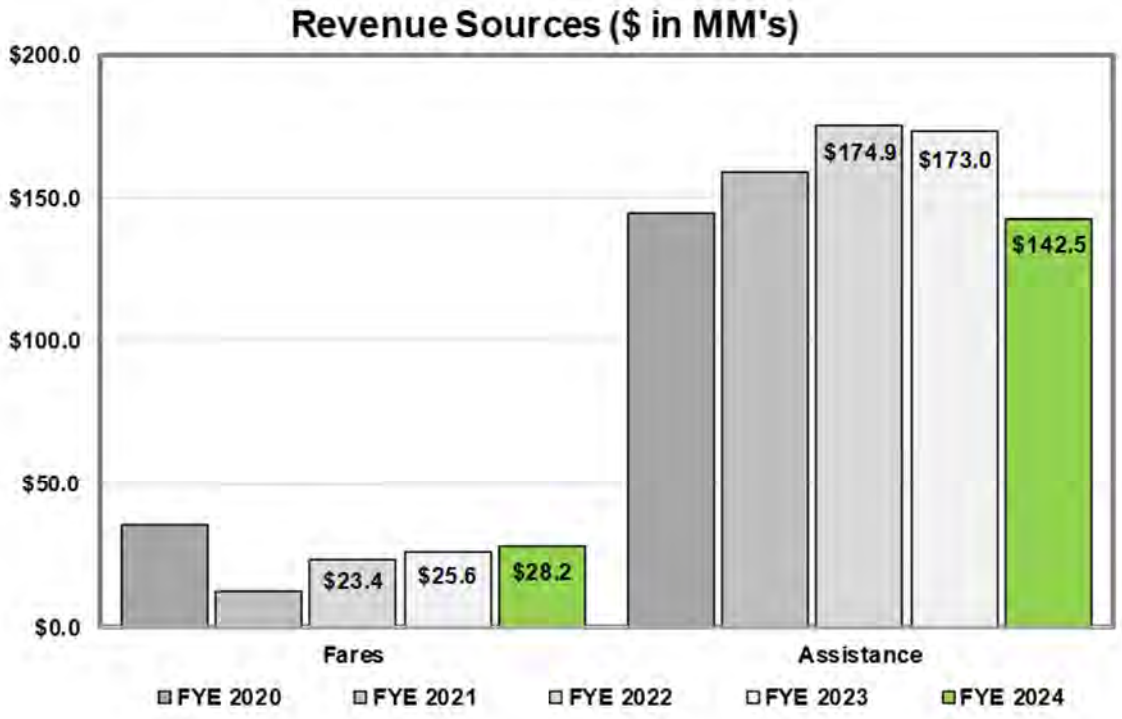
Farebox Recovery-Weekday Service Only

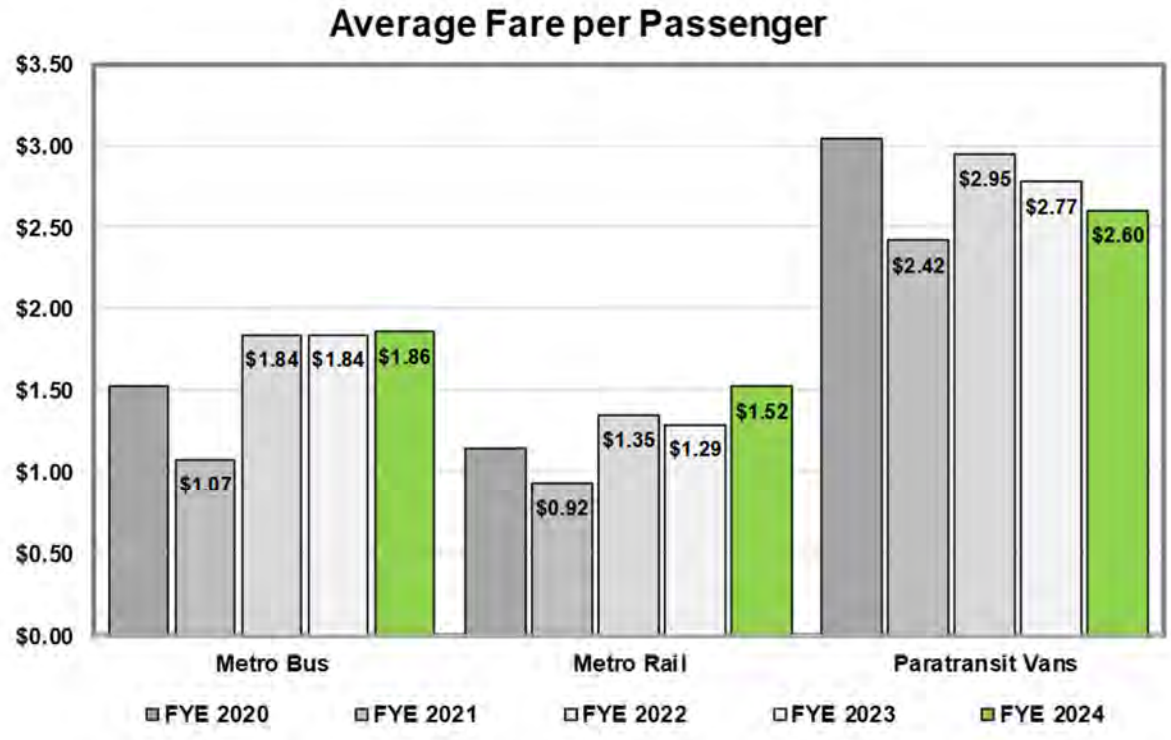
This represents the percent of operating expenses which are directly covered by the passenger fares. It is computed by dividing the total passenger fare revenue by the total operating expenses for each route.



Financial - Metro

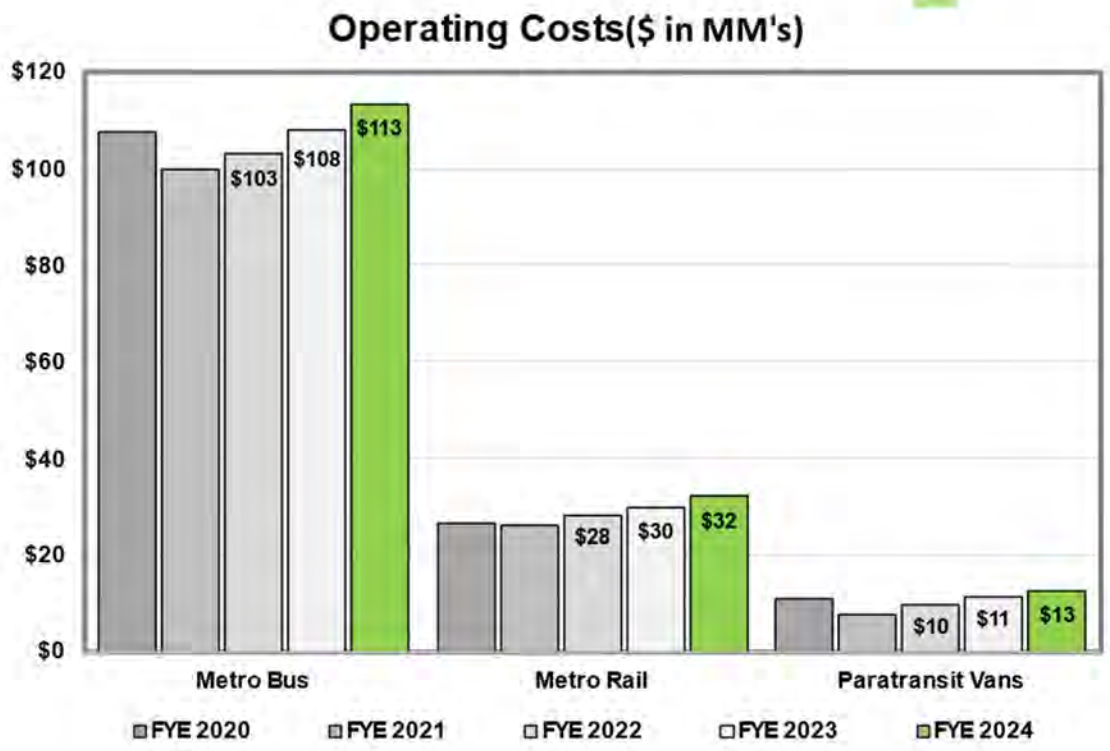
REVENUE

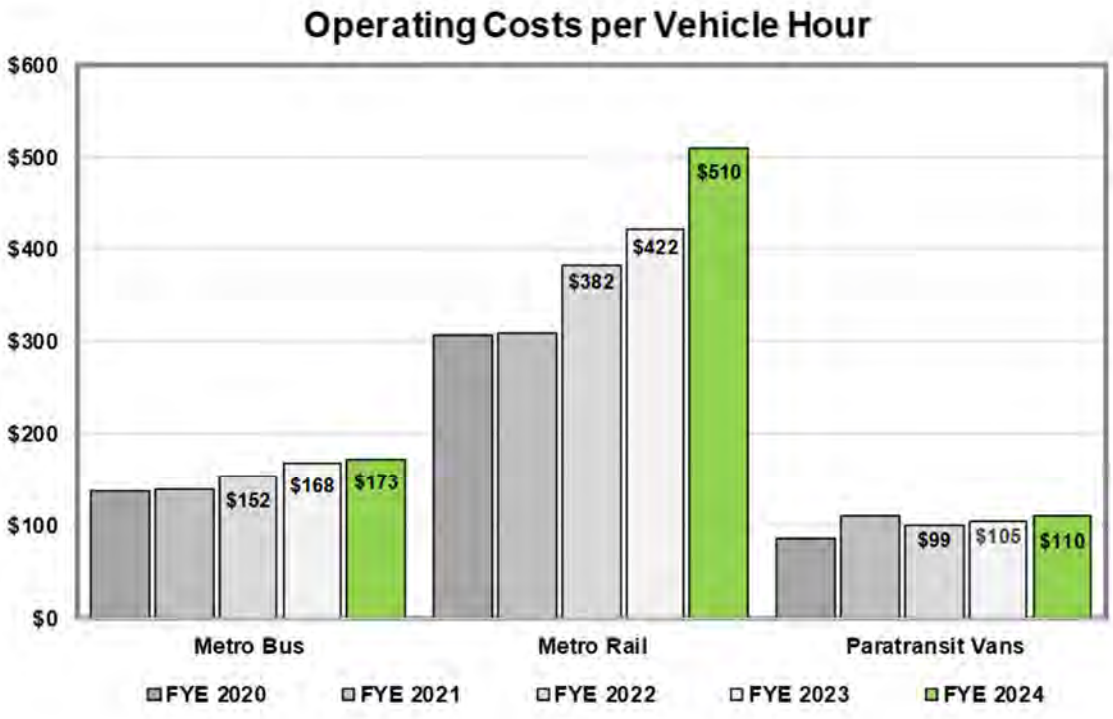




EXPENSES

Expenses include Personnel Services, Maintenance & Repairs, Transit Fuel & Power, Utilities, Insurance and Injuries, Safety & Security, General Business & Support Services. Personnel Services account for approximately 70% of all Operational Expenses.



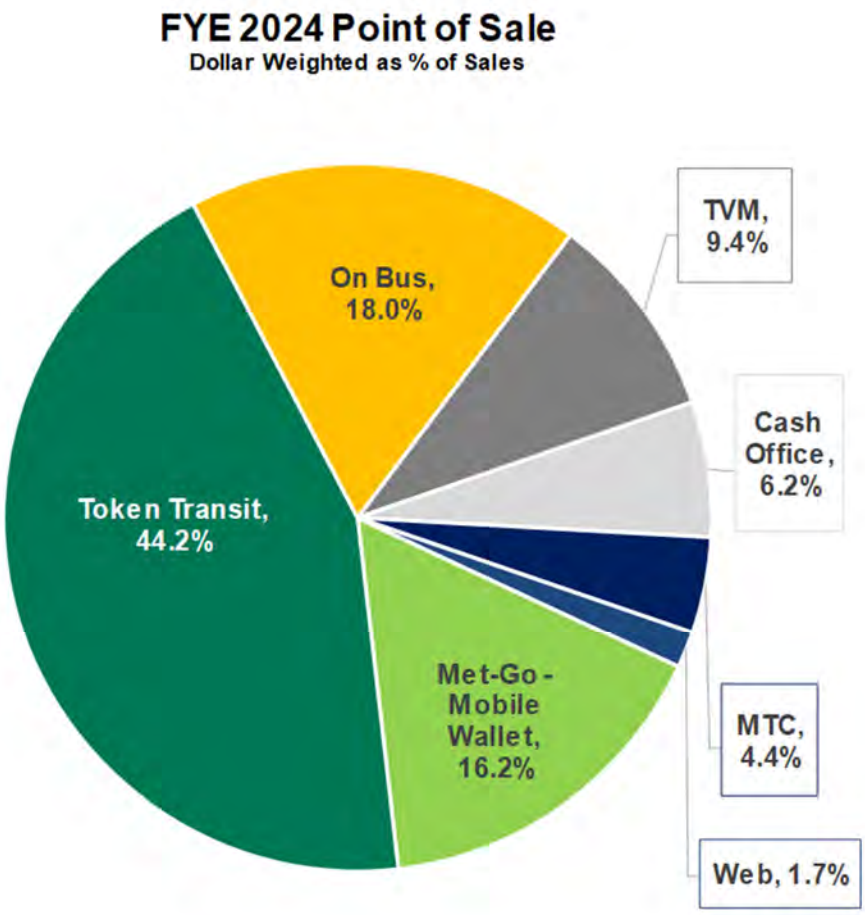


Financial - Metro

METRO PASS SALES

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

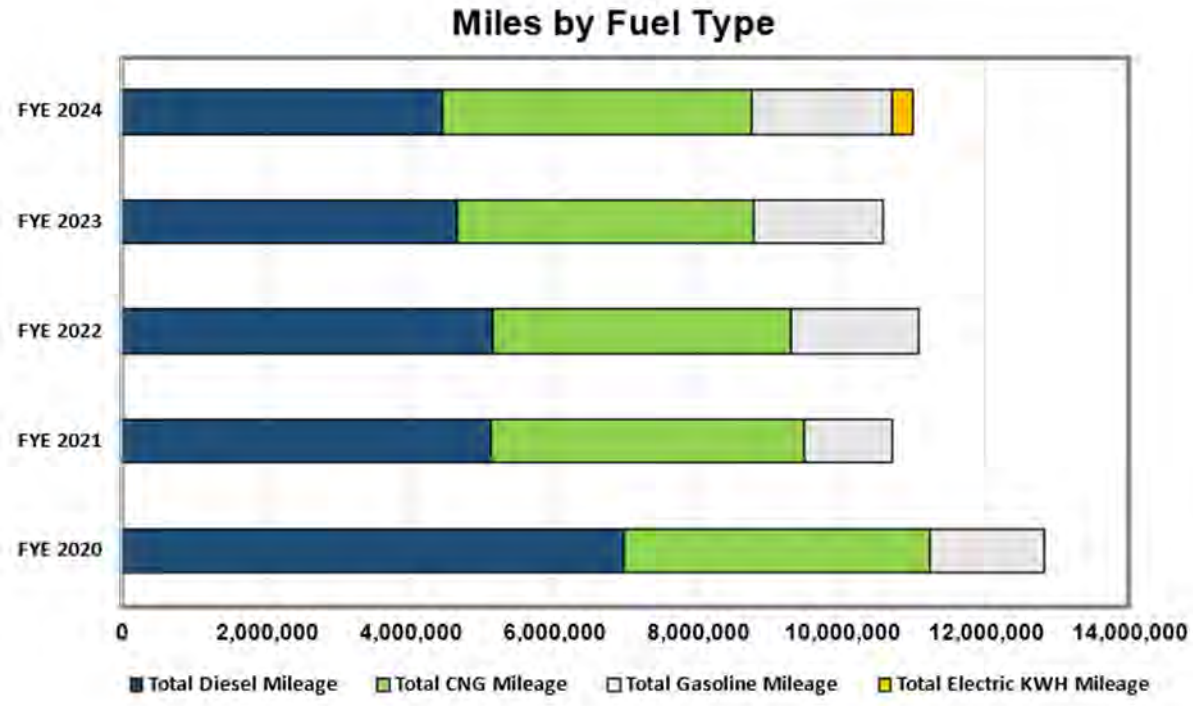
- On bus
- TVM (Ticket Vending Machines)
- Rail stations
- Bus transit centers
- Agencies/retail outlets/Metro website
- MTC (downtown bus terminal)
- Token Transit

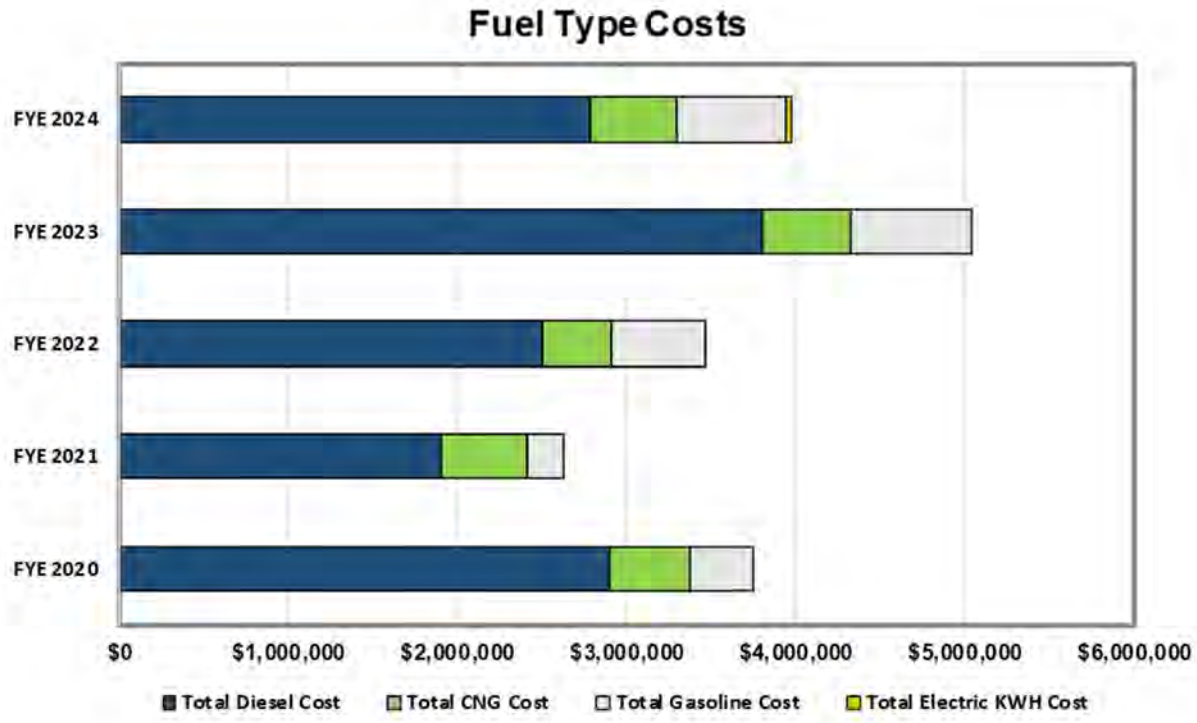


The transition to the new MetGo automated fare collection system was completed on November 1, 2023. The results above are based on a whole year of comingled fare collection with the legacy system.

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.

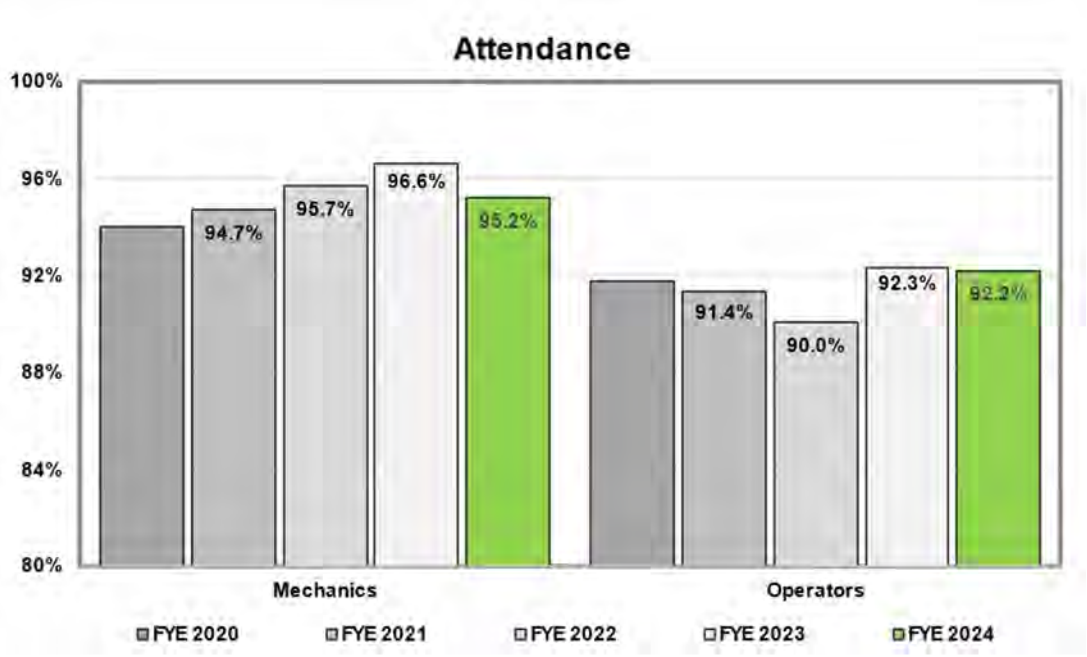


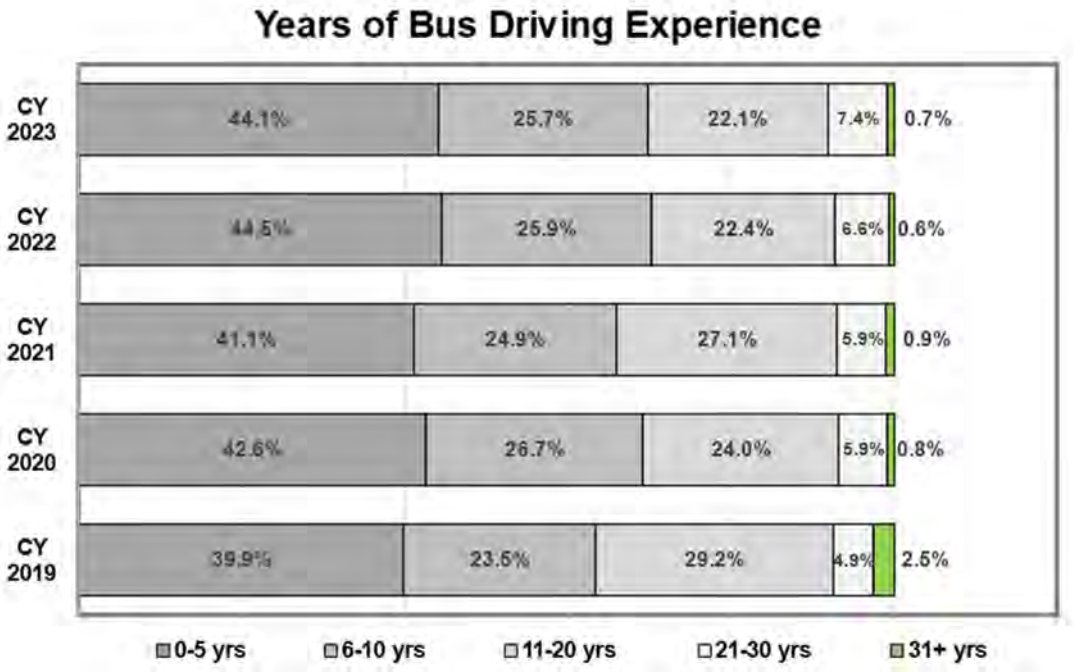


Financial - Metro

PERSONNEL

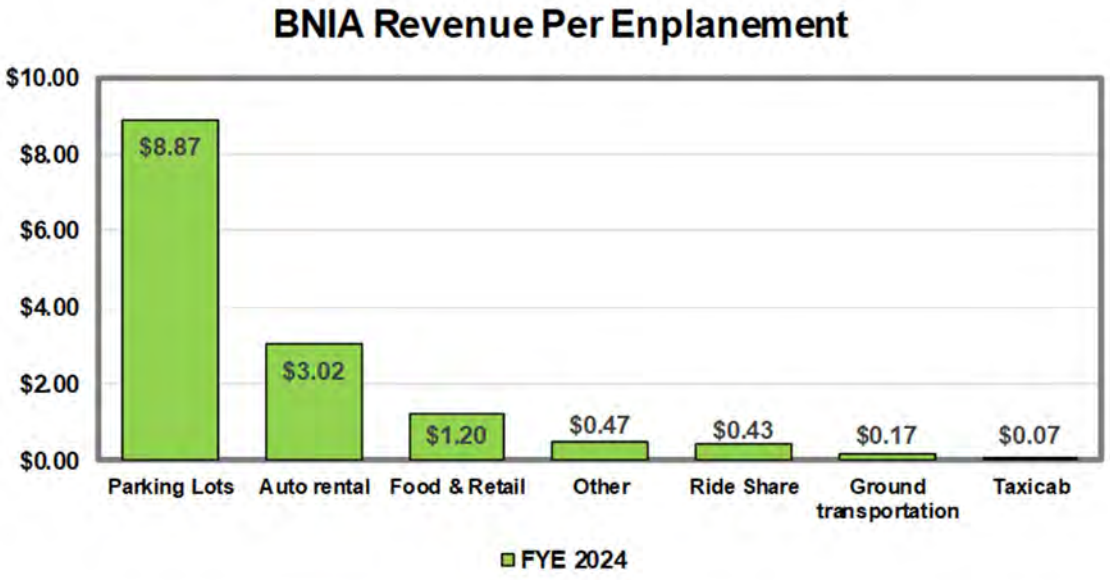
Improved attendance reliability lessens the Personnel services costs associated with absenteeism. Unscheduled absences can occur for illness, personal or emergency situation for which staffing adjustments are required and may necessitate overtime expenditures.

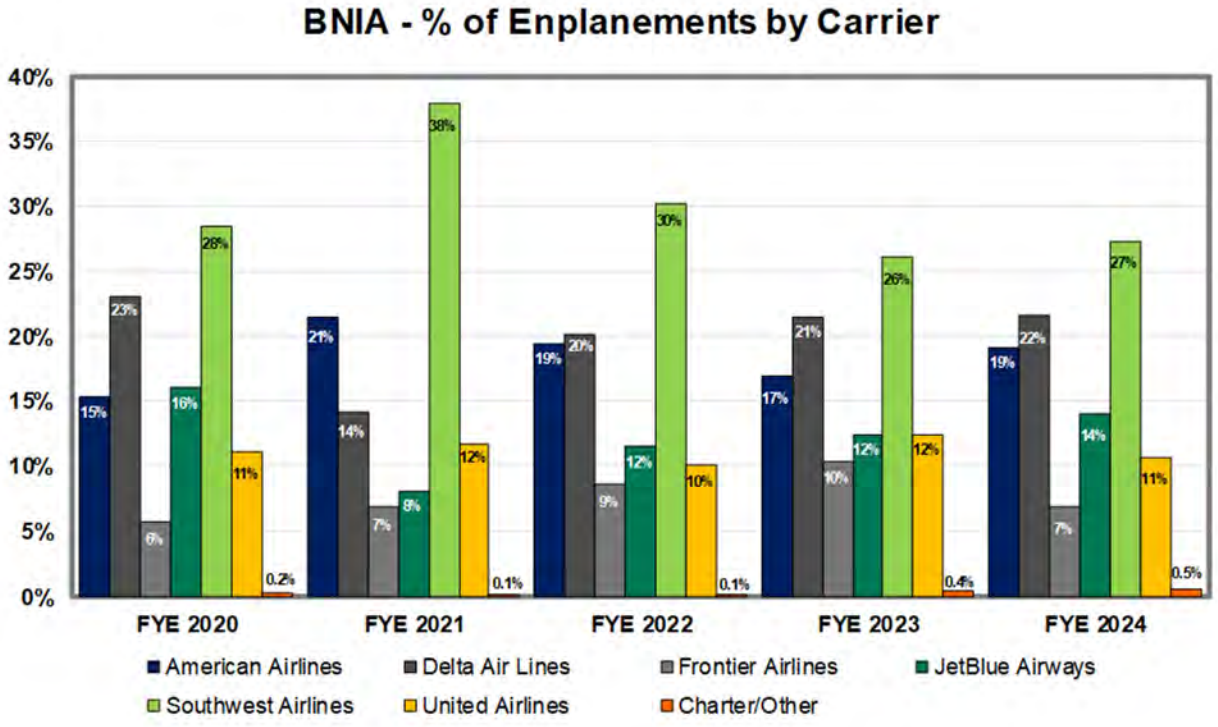




REVENUE

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.



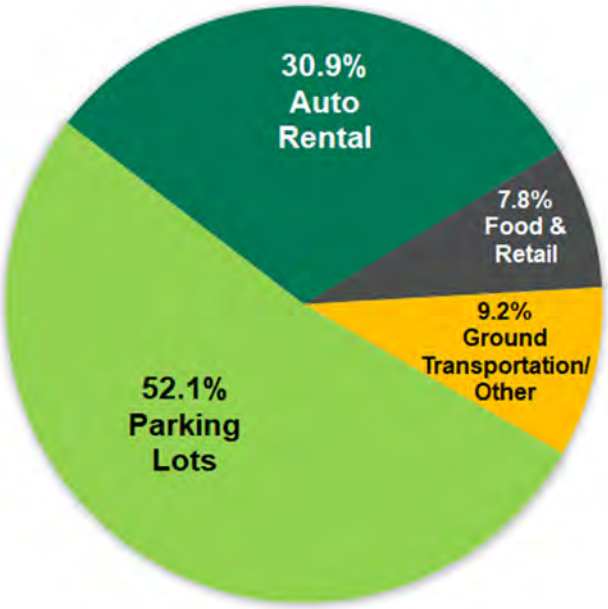


Financial - Aviation

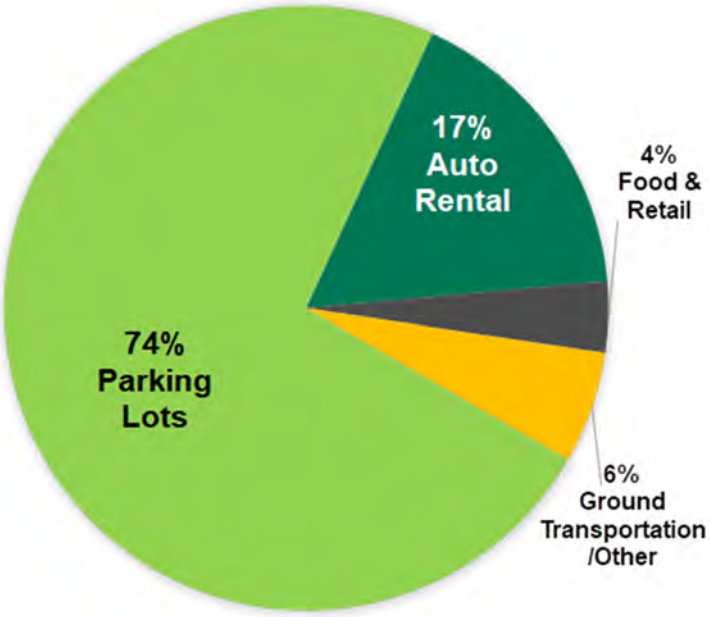
REVENUE

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.

BNIA - Concession Revenue

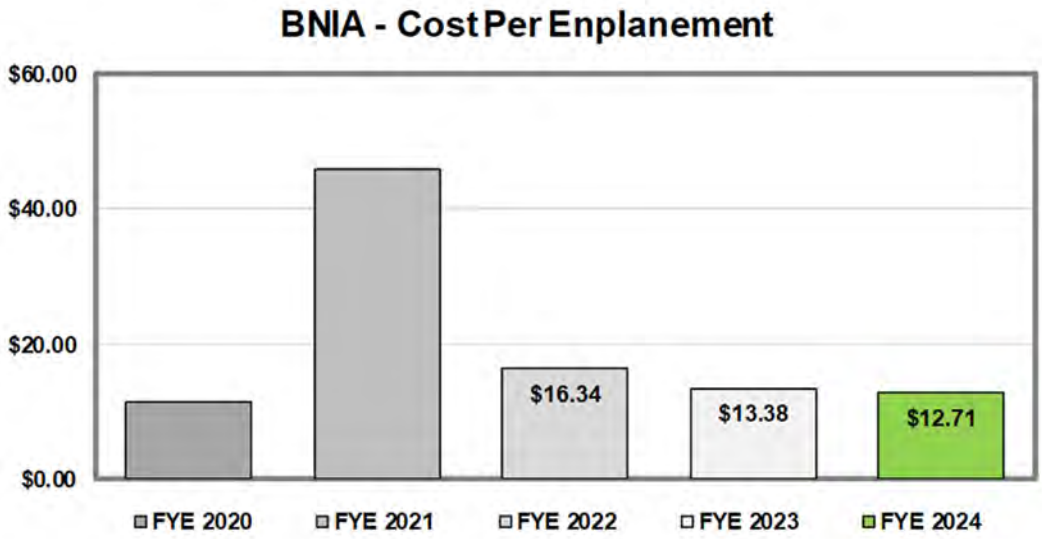


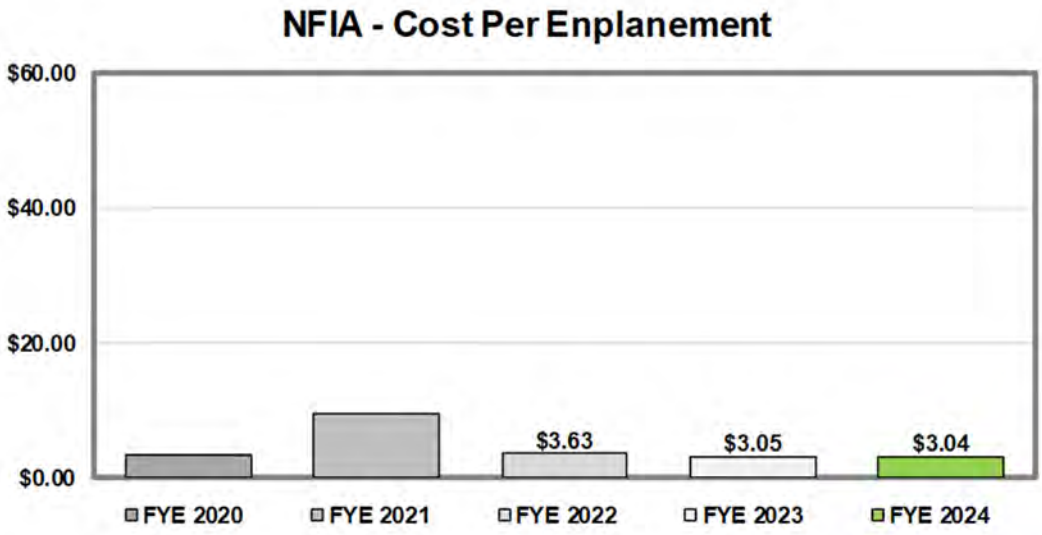
NFIA - Concession Revenue



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 BNIA 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.





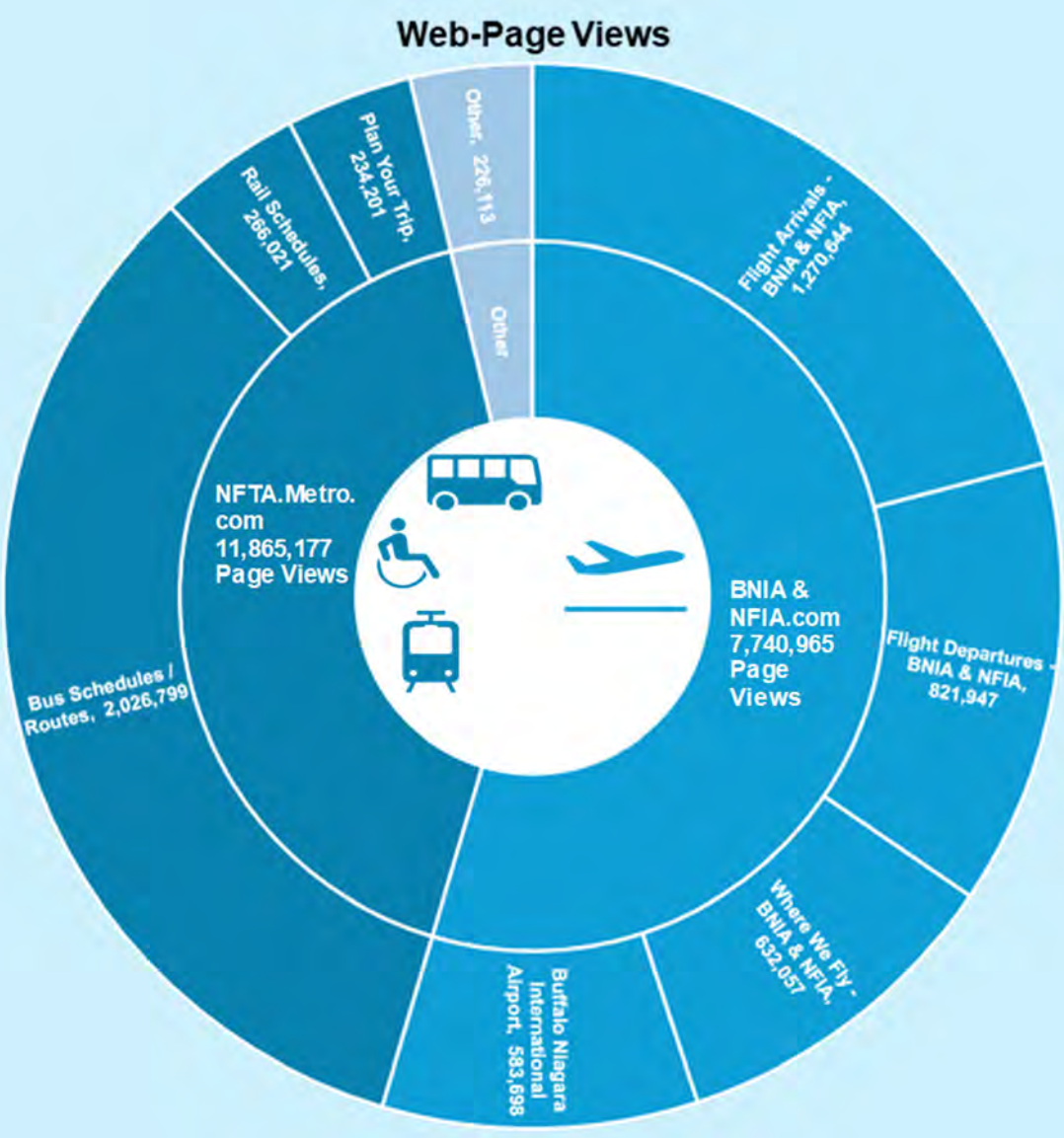
NFIA is a common-use facility and does not have any exclusive or preferential use leases with airlines. The flight activity level at NFIA (less than a dozen flights per week on average) does not allow for any such leases, as it would be cost prohibitive for any airline to operate there. Therefore, NFIA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

Note: FY2021 CPE was significantly inflated due to the COVID-19 pandemic. Expenditures to operate the airfield and terminal were slightly reduced but mostly constant, however passenger enplanements were drastically reduced causing a significant increase in CPE.

Digital Communications

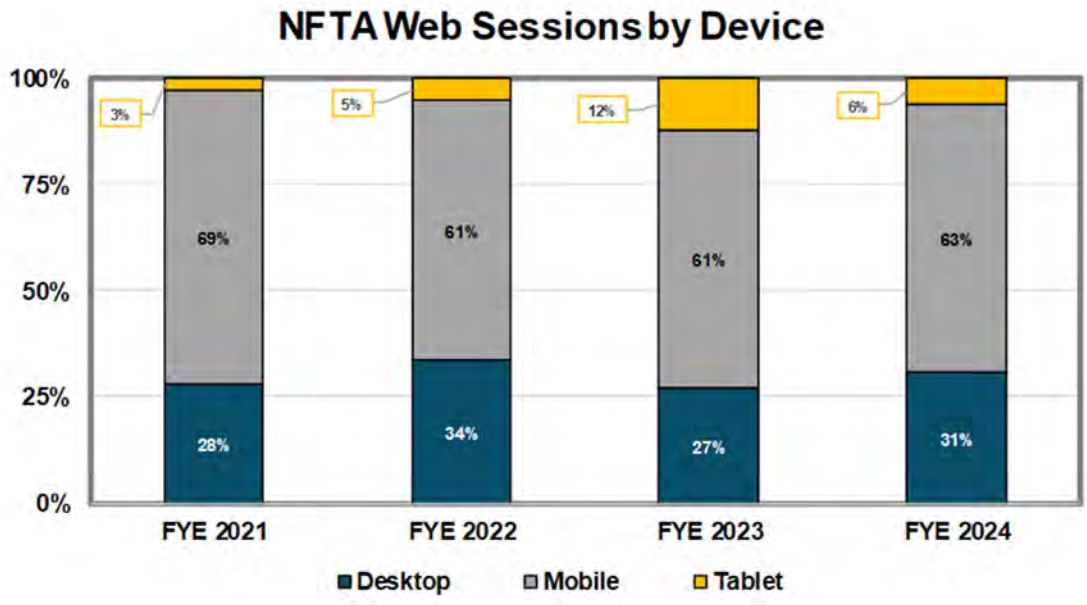
NFTA WEBSITE

Most visitors to the family of NFTA websites check bus, train, or plane schedules. On average, schedules are viewed 11,398 times a day, with bus routes being the most popular, followed by arrivals at Buffalo Niagara International Airport. Since the October launch the MetGo page averaged almost 10,000 visits a month.



NFTA WEBSITE

This chart tracks the average number of visitors to nfta.com, by day, by month. If the same person visits two or three times during the day, they are only counted once.

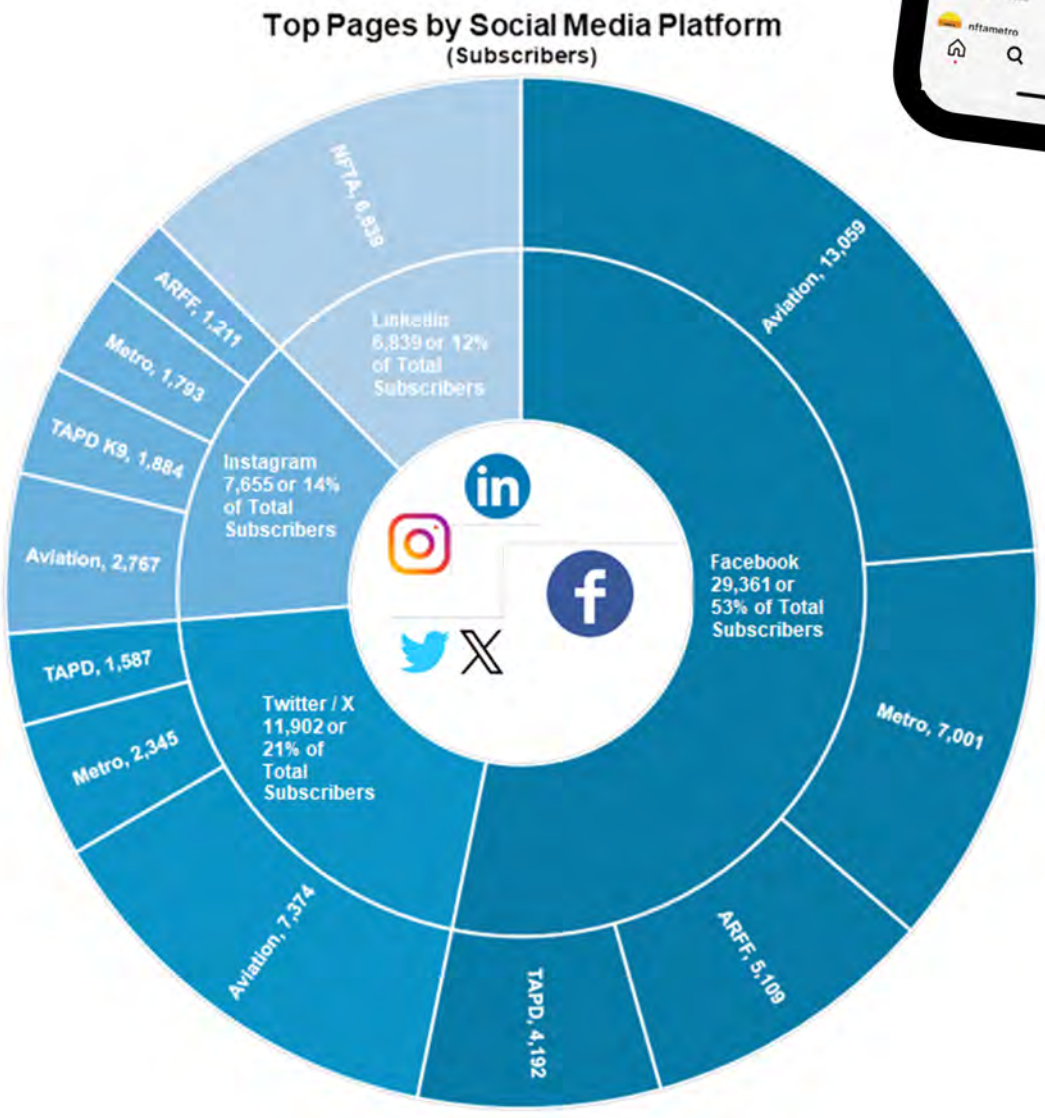


Digital Communications

SOCIAL MEDIA

Social media is a critical tool in Metro's continuing effort to inform, educate and engage our riders. Our social media channels and website allow Metro to reach our riders with instant information. Our digital communications provide people with the opportunity to share relevant feedback and timely information on Metro activities and services. We are active on Facebook, X (formerly Twitter), Instagram, LinkedIn and YouTube.

Facebook is the preferred social media platform, with more subscribers than all other platforms combined. Aviation subscribers on Facebook are nearly double those of Metro, but Metro's growth rate was higher over the past 12 months. Not shown are the 635 NFTA YouTube subscribers. That YouTube channel grew by 46% in the past year due to the addition of MetGo informational videos.



CUSTOMER CARE - METRO

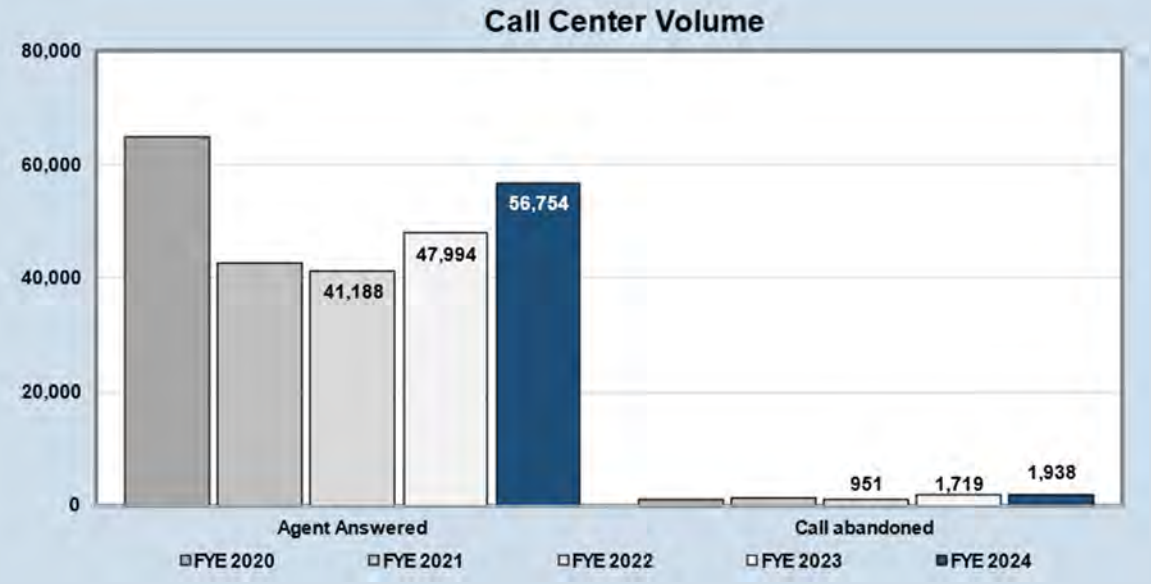
The Customer Care Team is the first point of contact for customers seeking information on services. They handle all inquiries for information on all Metro Bus and Rail routes, schedules, trip planning, service disruptions and delivery issues for both bus and rail.

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 new walk-in customer service center, access to information, service and products is available to our customers. The new 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

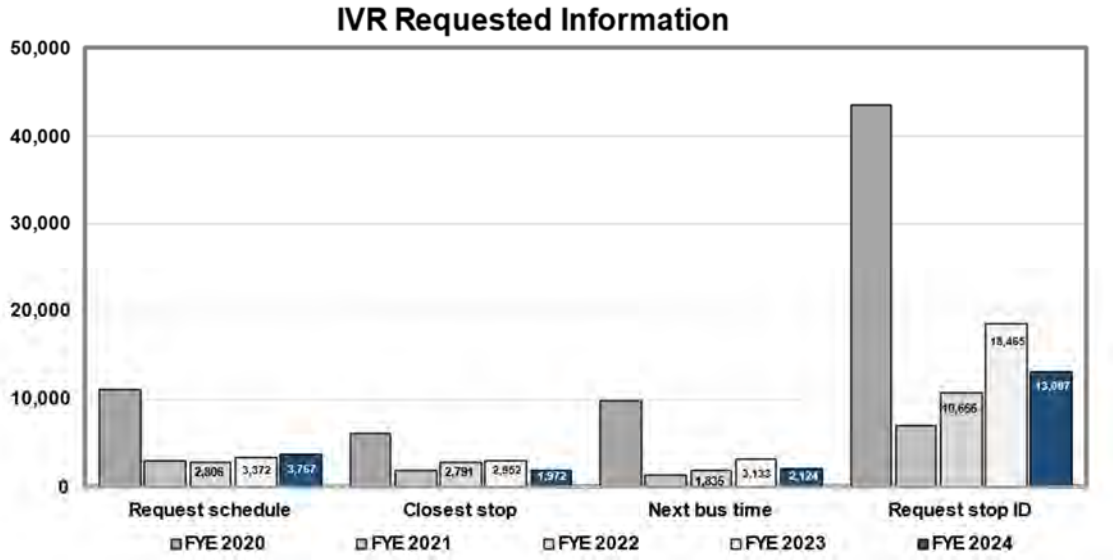
Customer input is a critical element of providing quality public transit service. In order to provide opportunities for our customers to engage Metro, our Customer Care Response Line, (716) 855-7211, is utilized.



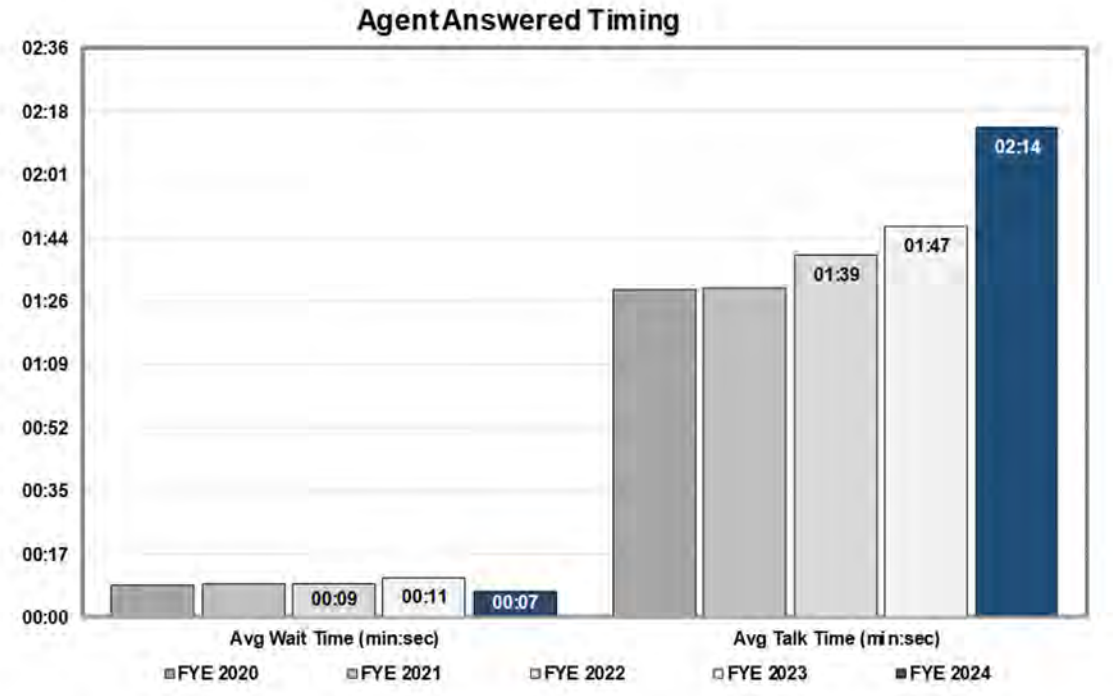
Customer Relations - Metro

CALL CENTER ACTIVITY

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).

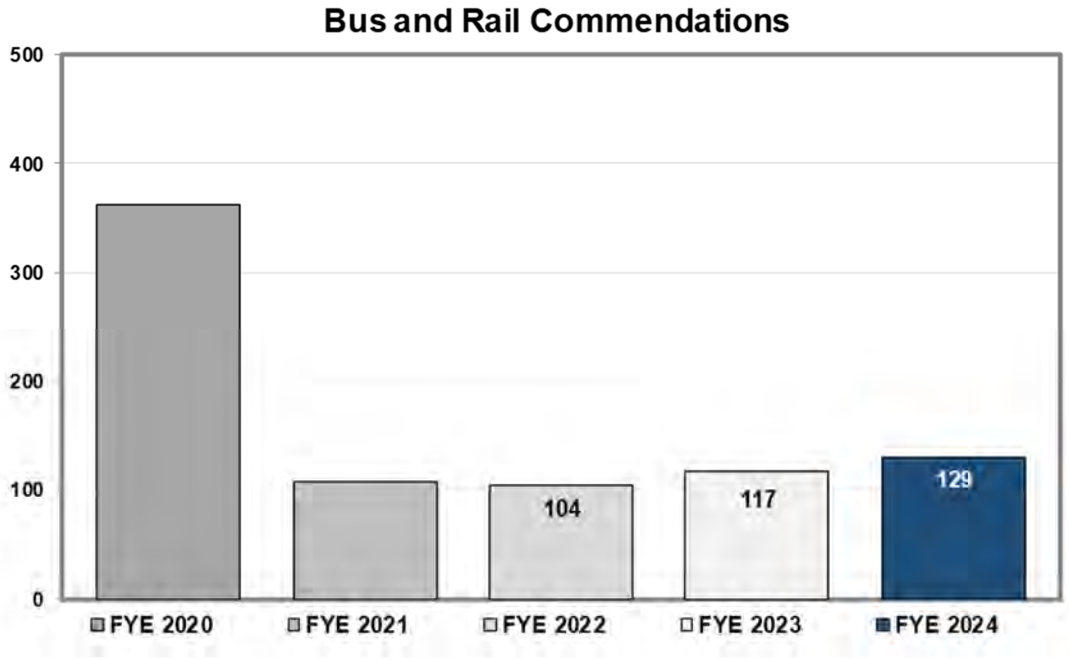


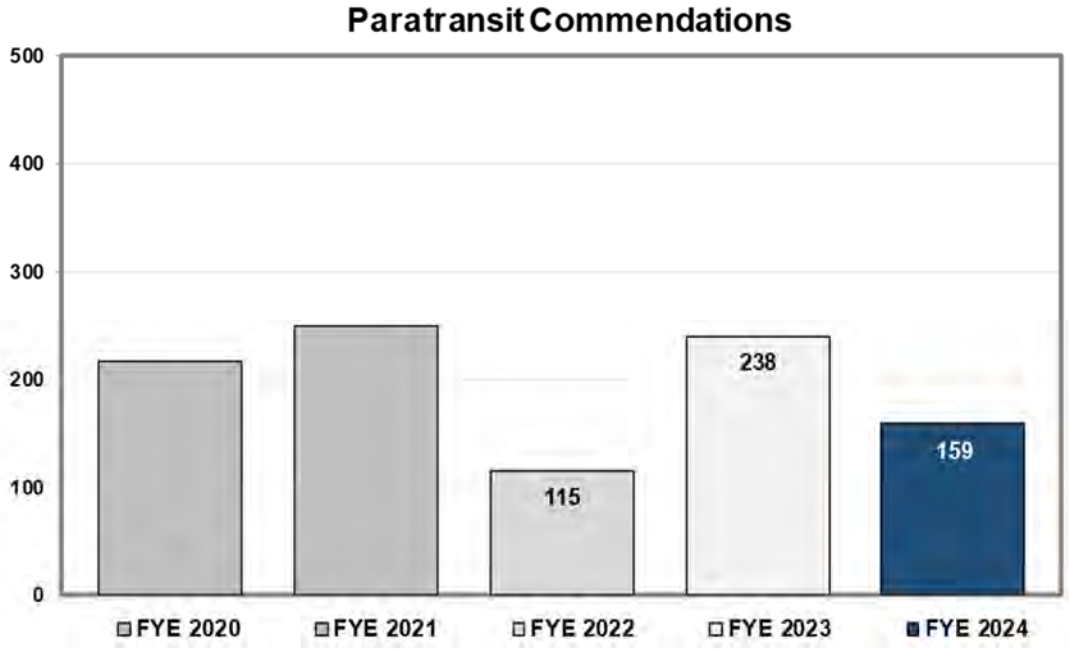
If the need arises for more specific information, the caller can then transfer to a Customer Care Agent (Agent Answered) for assistance. Once the caller requests agent contact, the average wait time reflects the time until the agent engages the caller. Once an agent is engaged, the actual conversation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



CUSTOMER COMMENDATIONS AND COMPLAINTS

Customers are encouraged to comment on their experience using Metro. These comments are documented as either Commendations or Complaints.

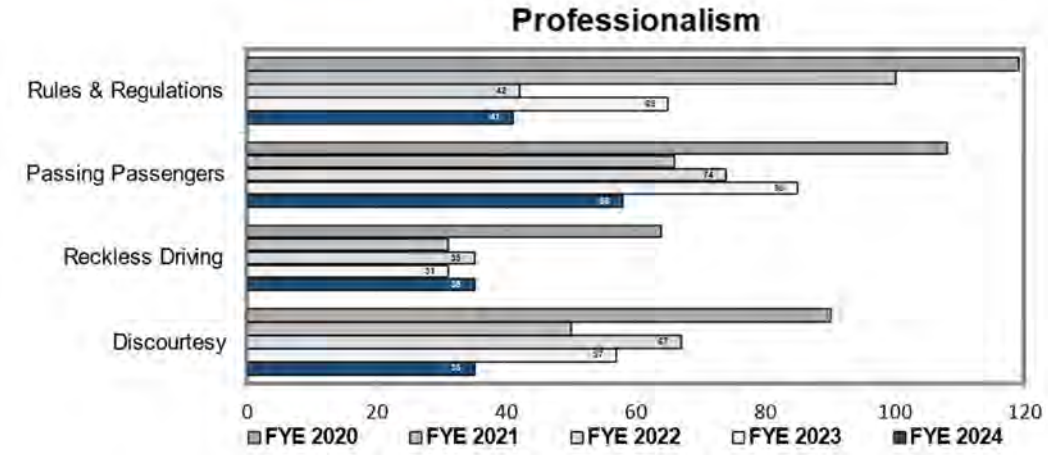


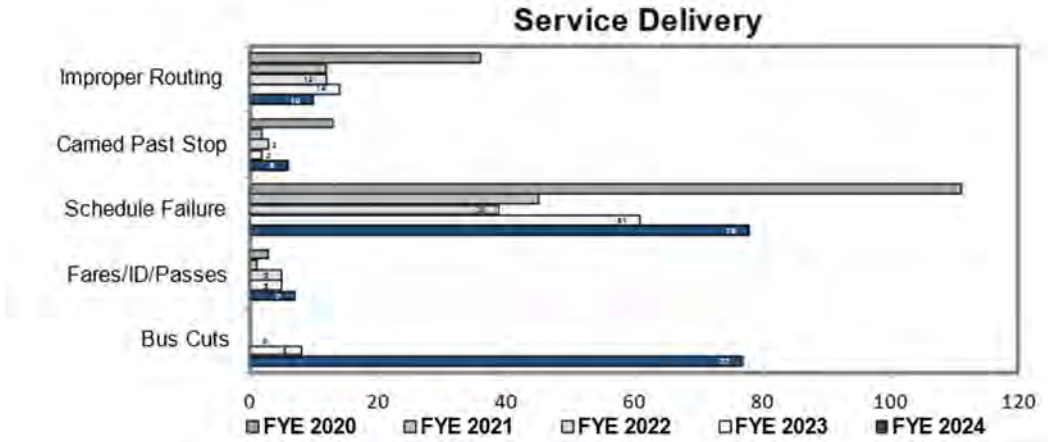


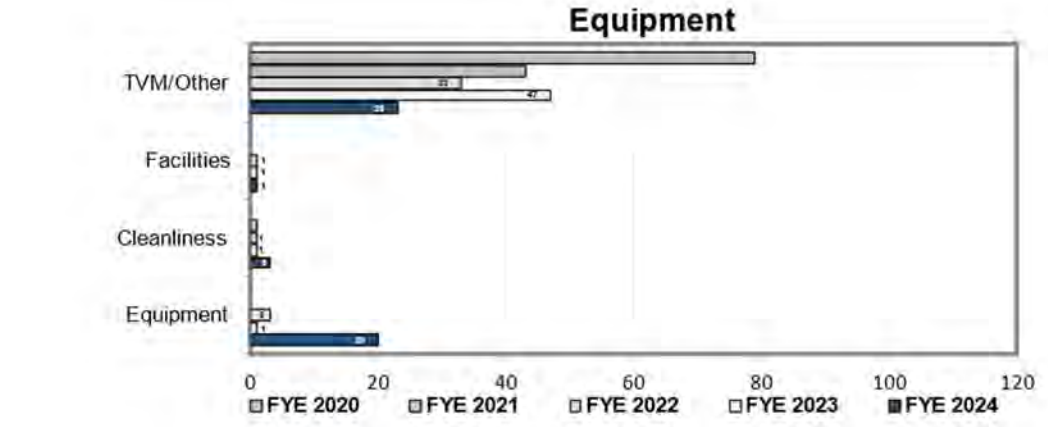
Customer Relations - Metro

CUSTOMER 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.



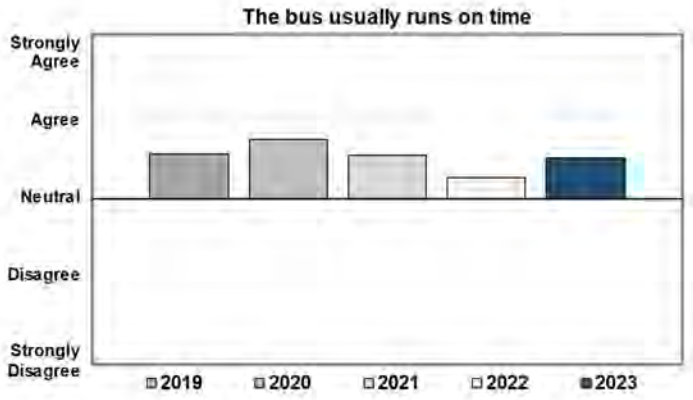


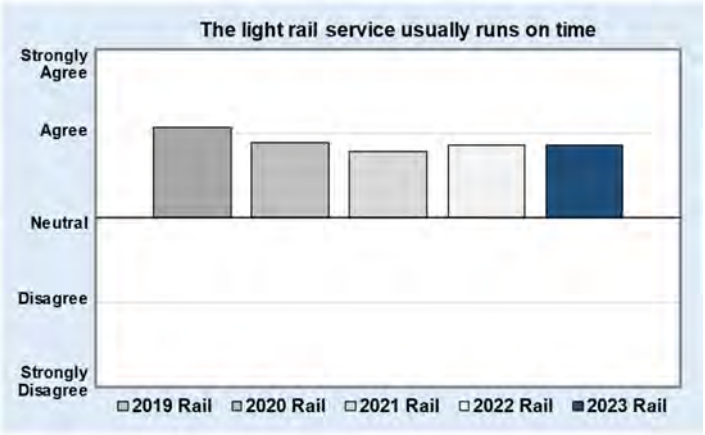


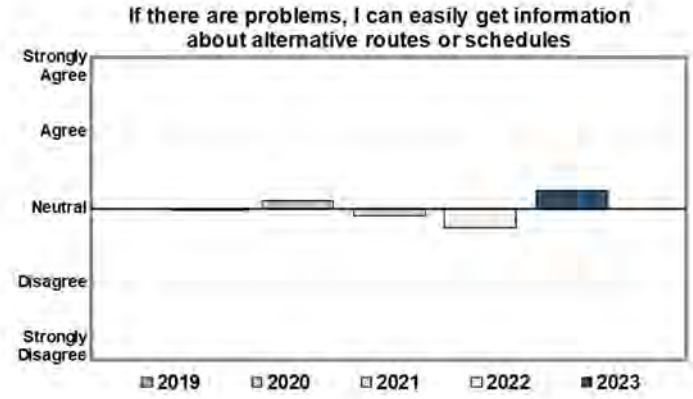
CUSTOMER SATISFACTION SURVEY RESULTS

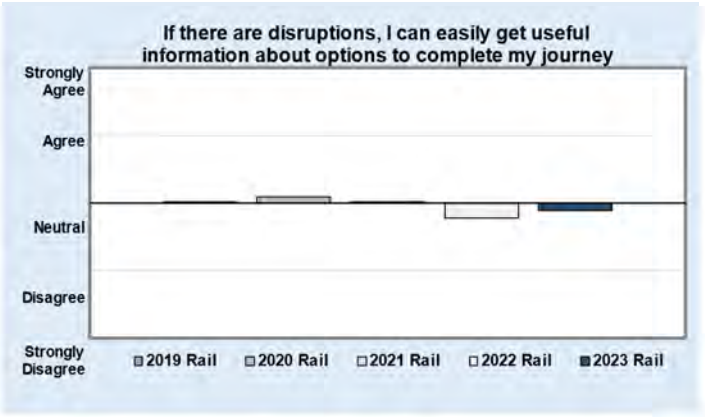
The American Bus Benchmarking Group (ABBG) and the Group of North American Light Rail Systems (GOAL) through the Imperial College, London, England, conducts Customer Satisfaction Surveys on behalf of each member transit agency.

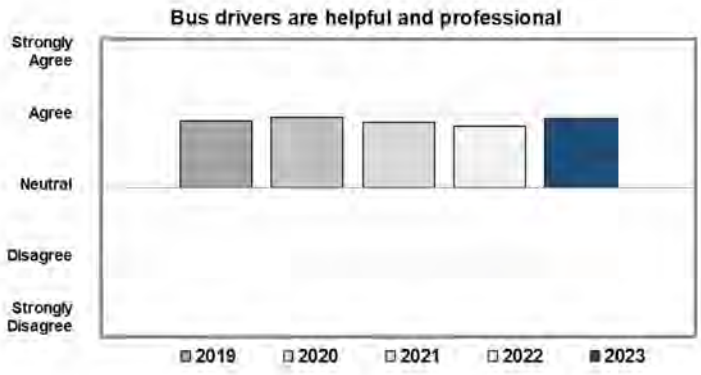
The following Customer Satisfaction Survey results represent how our riders perceive Metro's Bus and Rail operations. Where the questions are similar in nature, both charts are displayed. The bus evaluations charts have a white background and the rail evaluations charts have a blue background.

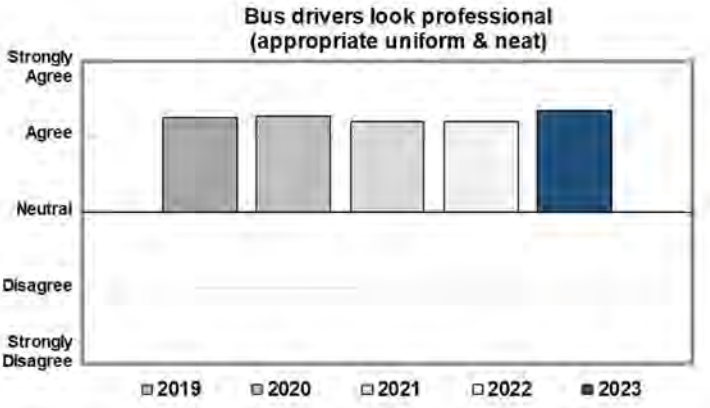






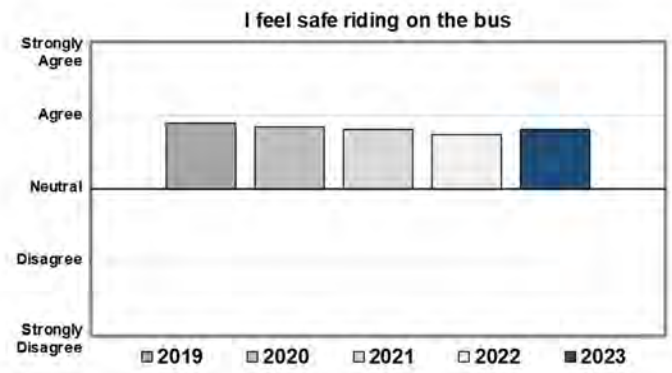


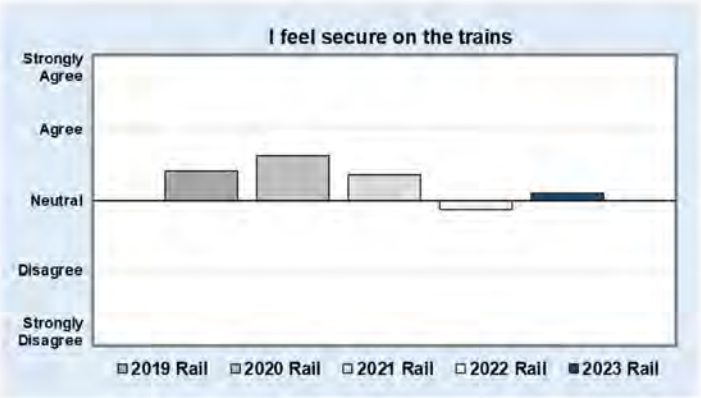


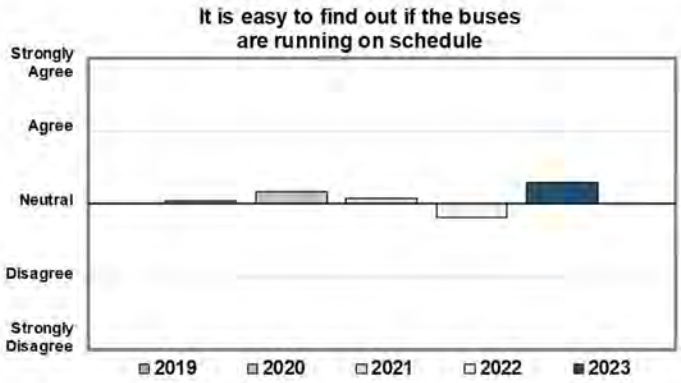


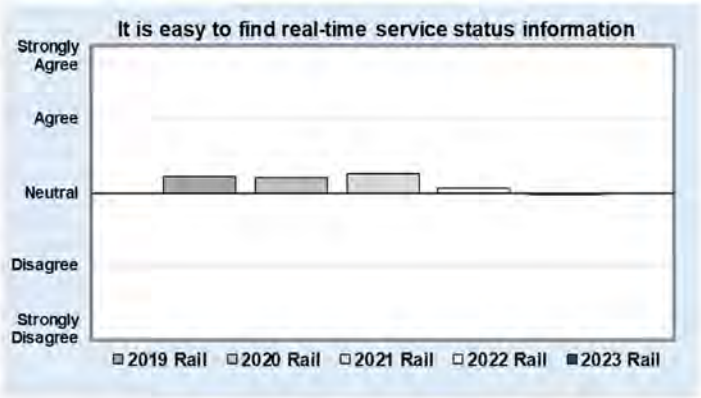
Customer Relations - Metro

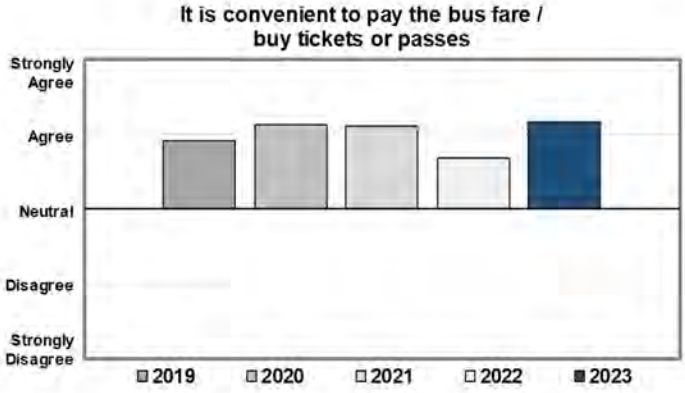
CUSTOMER SATISFACTION SURVEY RESULTS

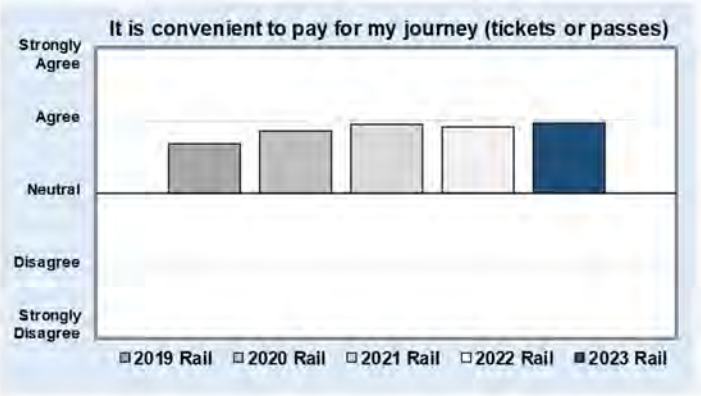




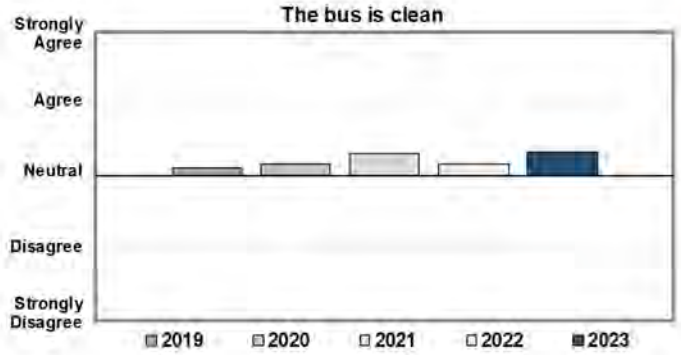


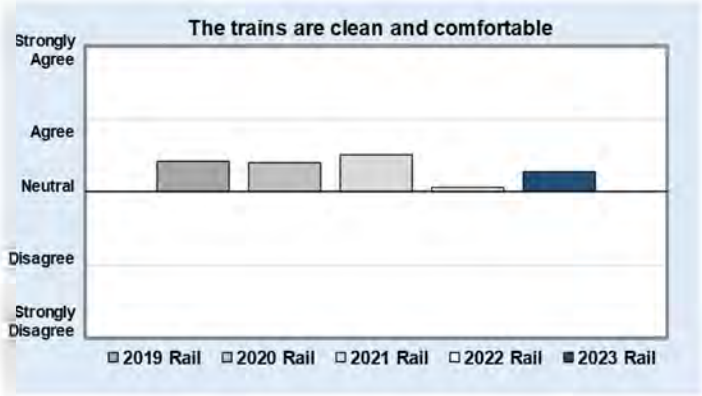


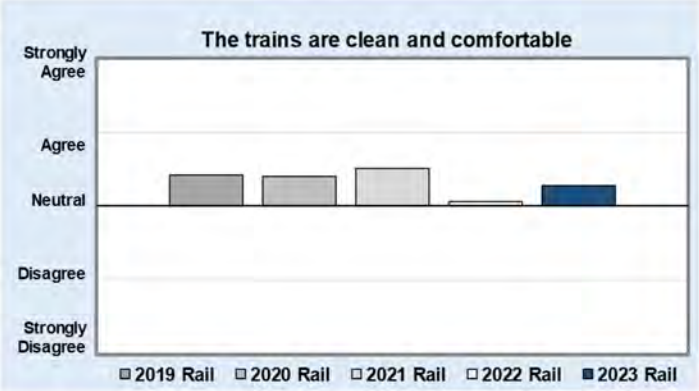


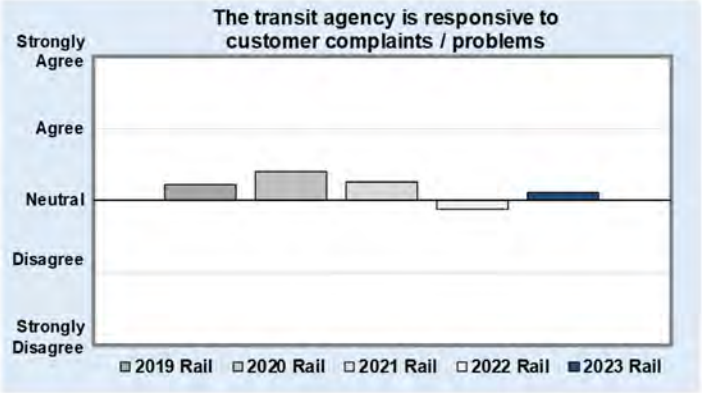


CUSTOMER SATISFACTION SURVEY RESULTS







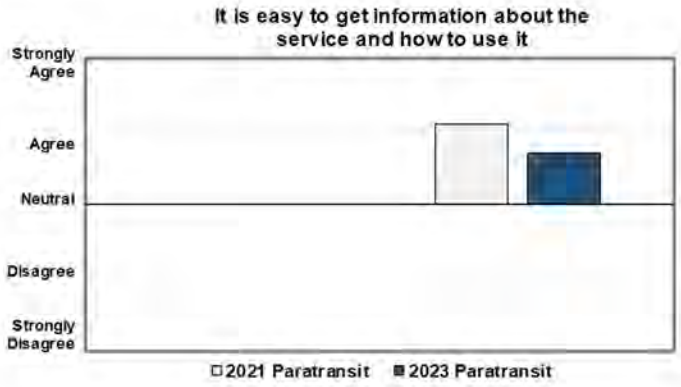


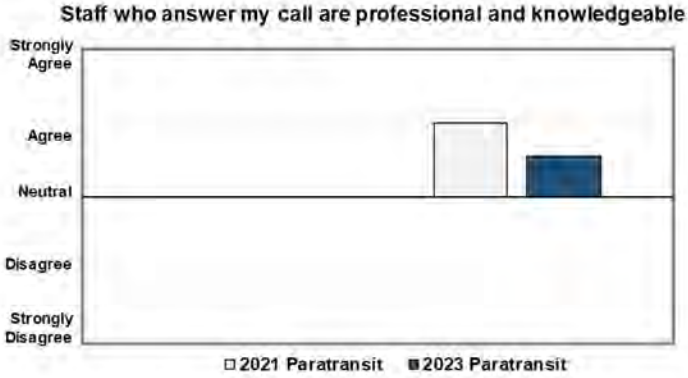
Customer Relations - Metro

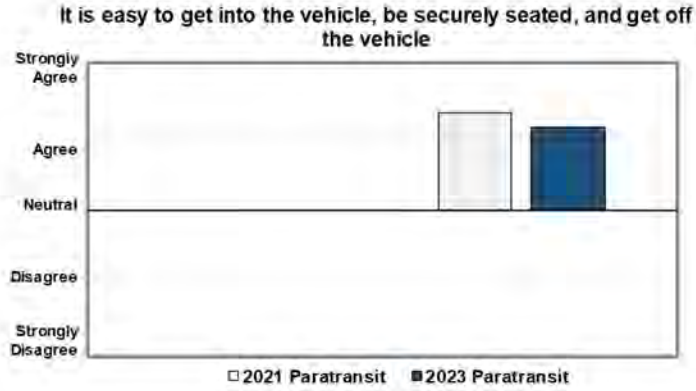
PAL CUSTOMER SATISFACTION SURVEY RESULTS

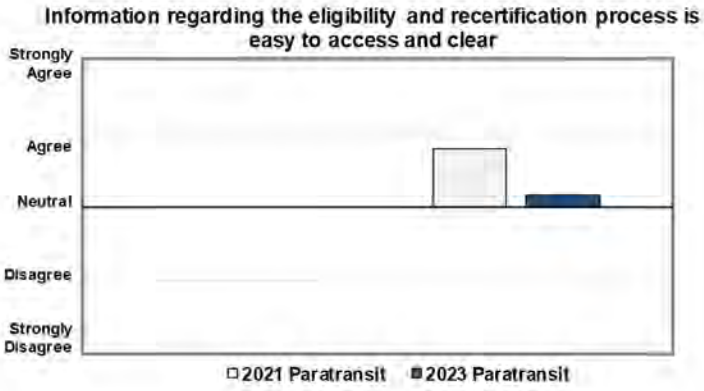
ABBG also conducts Customer Satisfaction Surveys for paratransit operations.

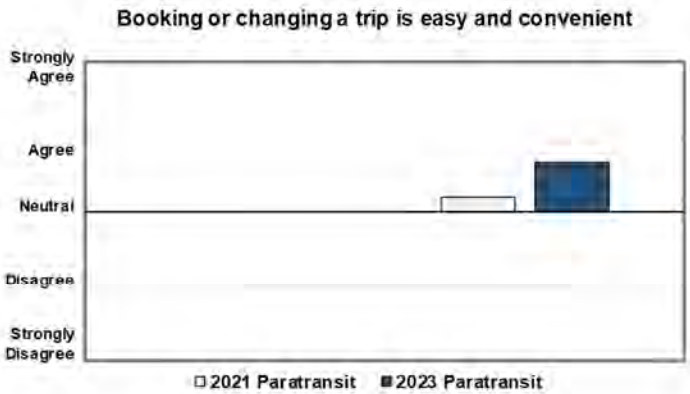
The following results represent how our riders perceive Metro's PAL operations.

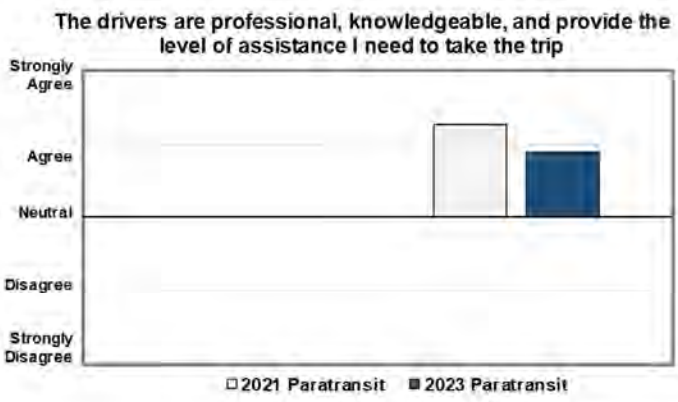




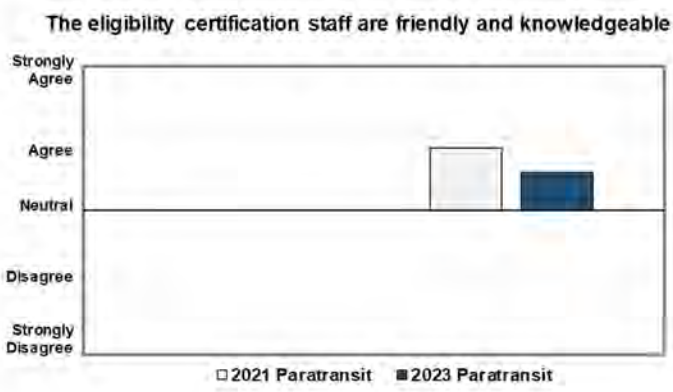


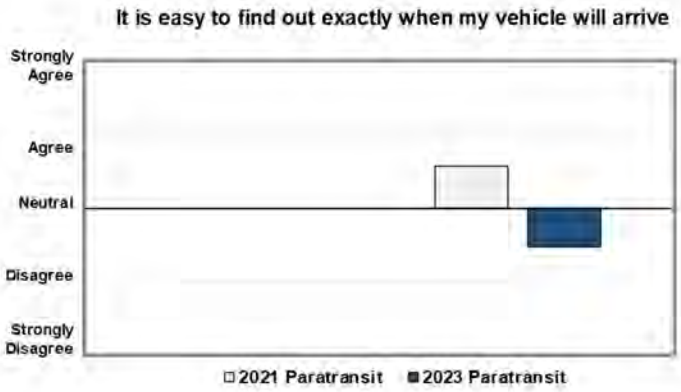


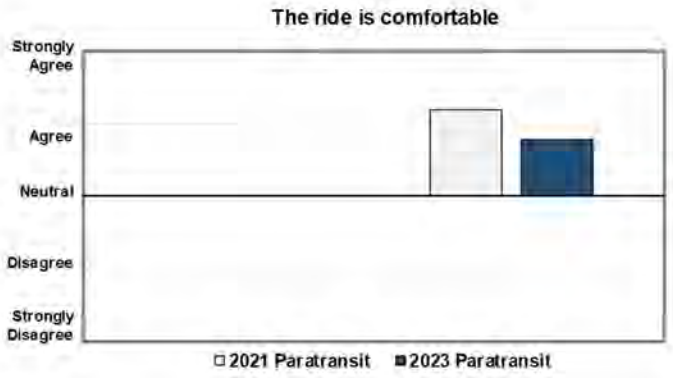


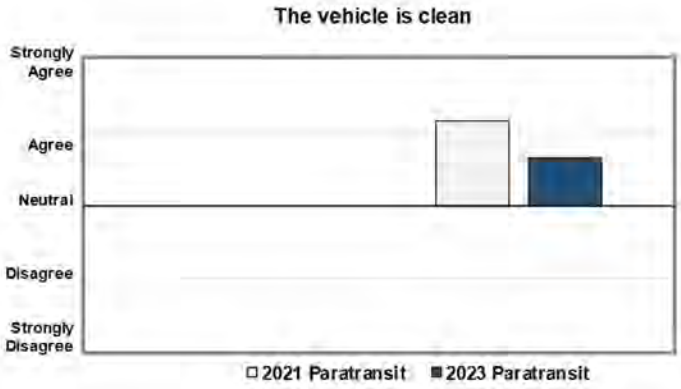


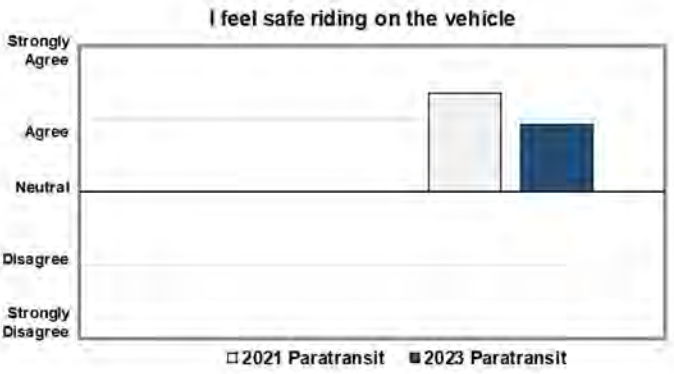
PAL CUSTOMER SATISFACTION SURVEY RESULTS

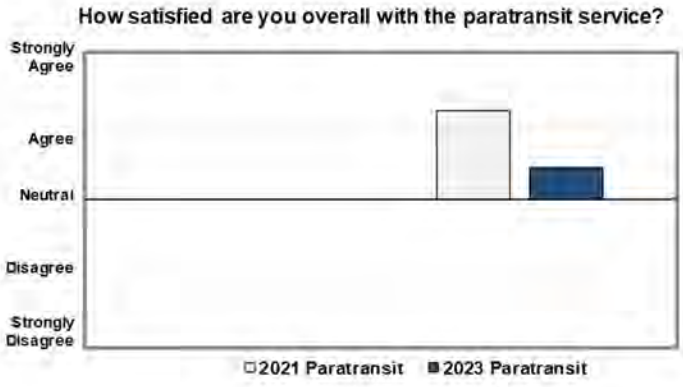










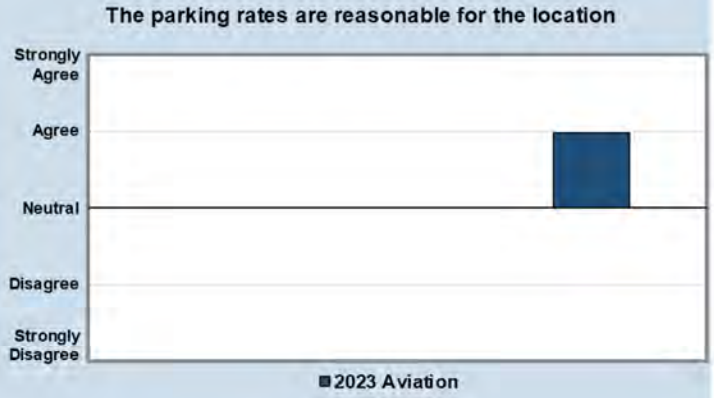


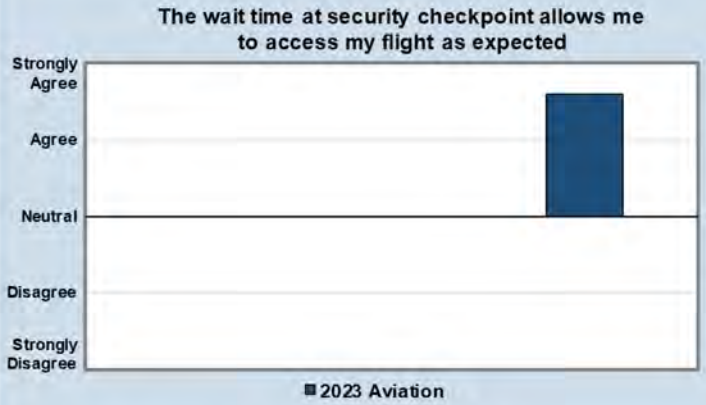
PARATRANSIT ACCESS LINE

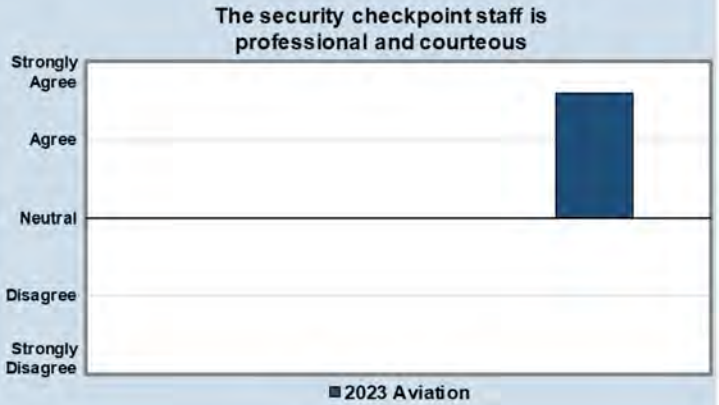
Customer Relations - Aviation

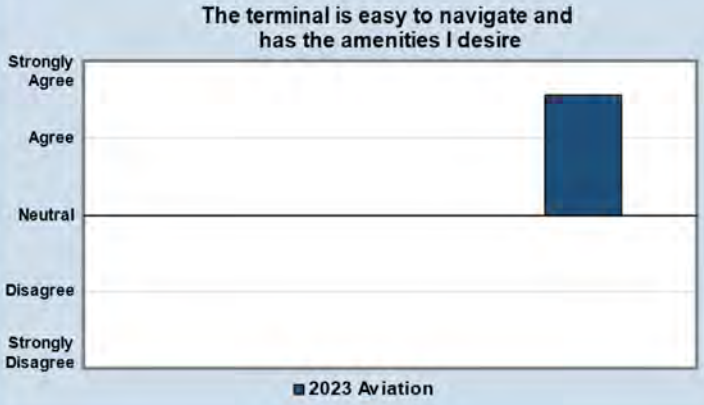
AVIATION CUSTOMER SATISFACTION SURVEY RESULTS

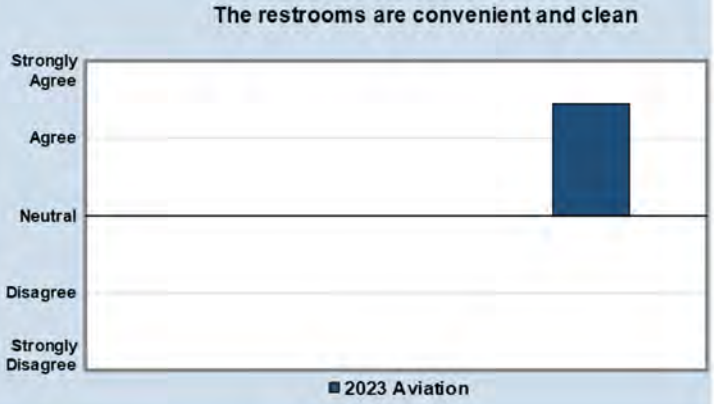
The following section shows a graphical presentation of how the public perceives NFTA's aviation operations based on a digital survey completed by wi-fi users in the terminal.



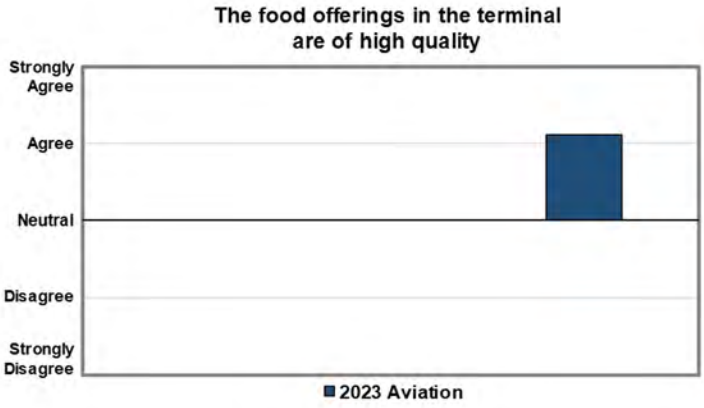


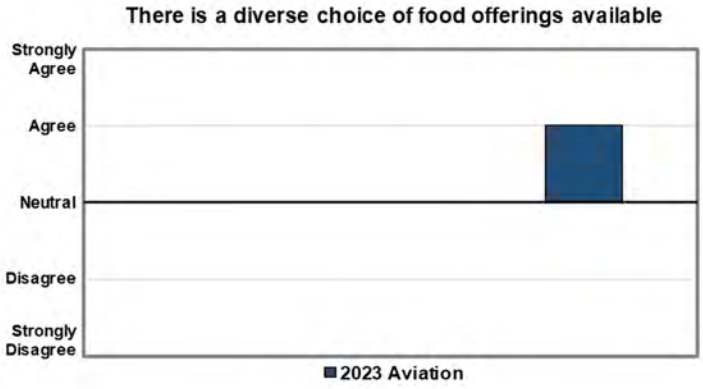


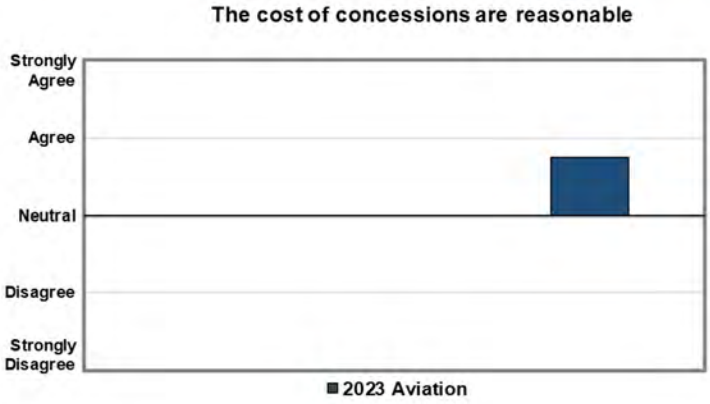


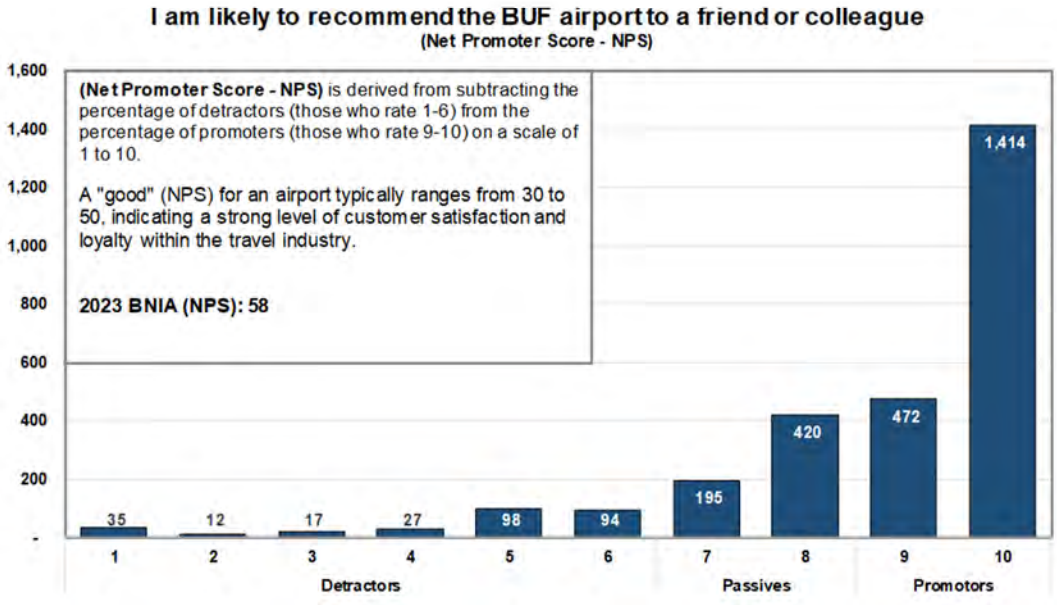


AVIATION CUSTOMER SATISFACTION SURVEY RESULTS









Customer Relations - Aviation

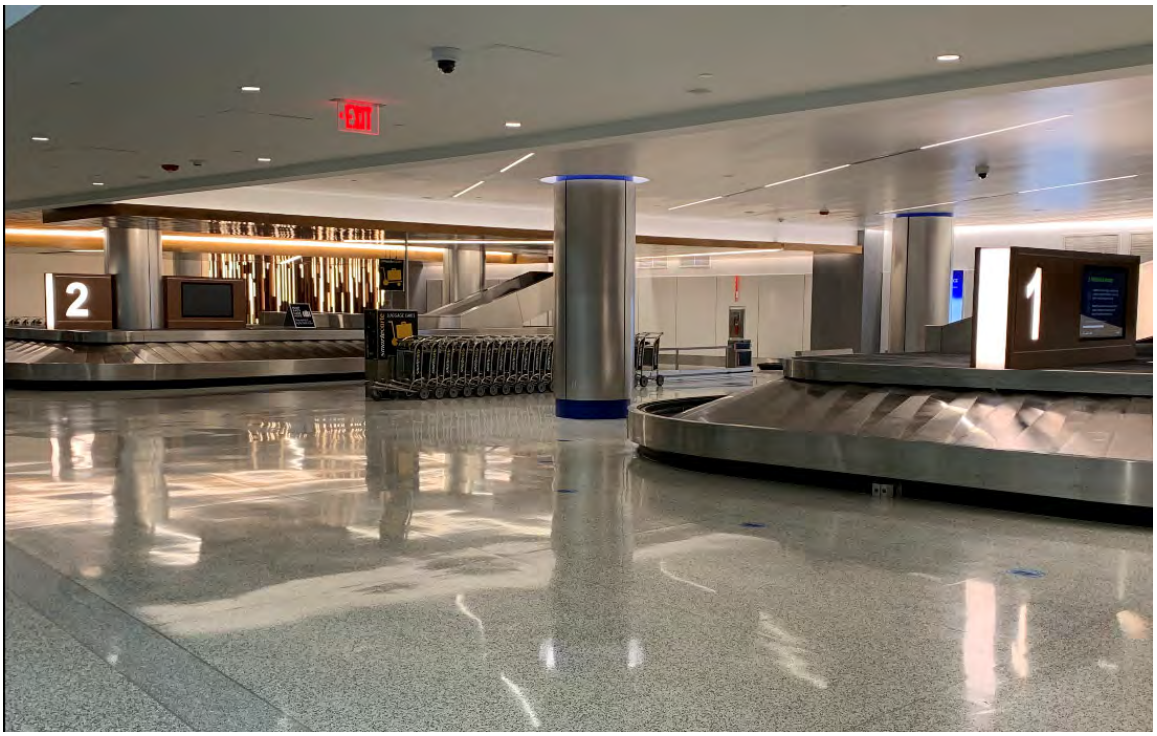
BAGGAGE CLAIM

BNIA Historical Bag to Claim Times - Averages (in Minutes)

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
BNIA 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**

2023	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	30.9	22.0	22.3		25.4	21.7	19.2	21.2	26.2	27.7	25.4	25.8	24.8
Delta Air Lines	24.5	22.6		9.7	19.3	23.6	22.2	20.3	23.0	26.8	23.0	20.6	22.4
Frontier Airlines	26.0	32.0	44.9	21.2	21.9	25.8	28.2	28.7	25.4	26.3	24.4	28.0	26.3
JetBlue Airways	21.8	21.3	20.8	17.0	16.4	17.1	18.0	21.0	21.4	24.5	22.3	22.5	20.6
Southwest Airlines	25.1	29.2		9.1	20.1	22.0	25.1	25.8	26.0	23.7	25.3	26.5	24.3
United Airlines	26.3	25.3			22.3	22.9	19.9	18.9	27.7	24.5	27.6	28.2	24.6
BNIA Total	**26.0**	**25.1**	**21.2**	**15.1**	**20.5**	**22.0**	**22.1**	**22.5**	**25.0**	**25.5**	**24.8**	**24.6**	**23.5**

2022	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	28.0	18.4			15.2	22.9	19.5	19.5	26.1	26.0	23.9	28.4	24.8
Delta Air Lines	21.4	14.7			16.1	21.7	18.6	17.6	21.6	23.2	15.0	20.0	20.1
Frontier Airlines	31.2	26.1	21.0	24.8	25.0	31.4	30.0	31.7	30.6	32.4	30.9	31.8	29.6
JetBlue Airways	24.2	22.2	26.0	23.6	17.0	15.9	19.1	16.2	23.2	22.8	22.4	22.4	21.3
Southwest Airlines	25.6	27.5	18.0	9.2	19.6	24.4	26.2	26.8	24.9	23.1	23.6	24.9	24.1
United Airlines	27.3	32.5		15.8	22.7	19.3	17.7	17.5	24.5	23.7	25.7	25.9	22.2
BNIA Total	**25.4**	**24.5**	**22.1**	**17.6**	**19.2**	**23.0**	**20.4**	**22.1**	**24.6**	**24.2**	**23.6**	**24.3**	**23.0**



NFTA Police Department
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.

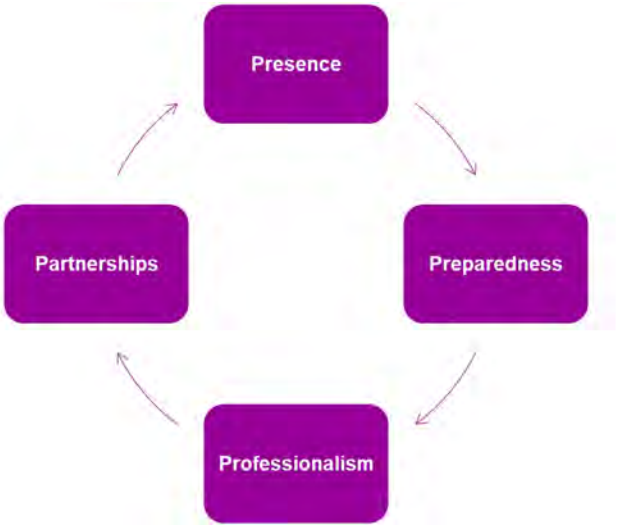
Safety, Security & Environment

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. Once the cause is understood we collectively form a plan to deter crime and improve safety.

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.

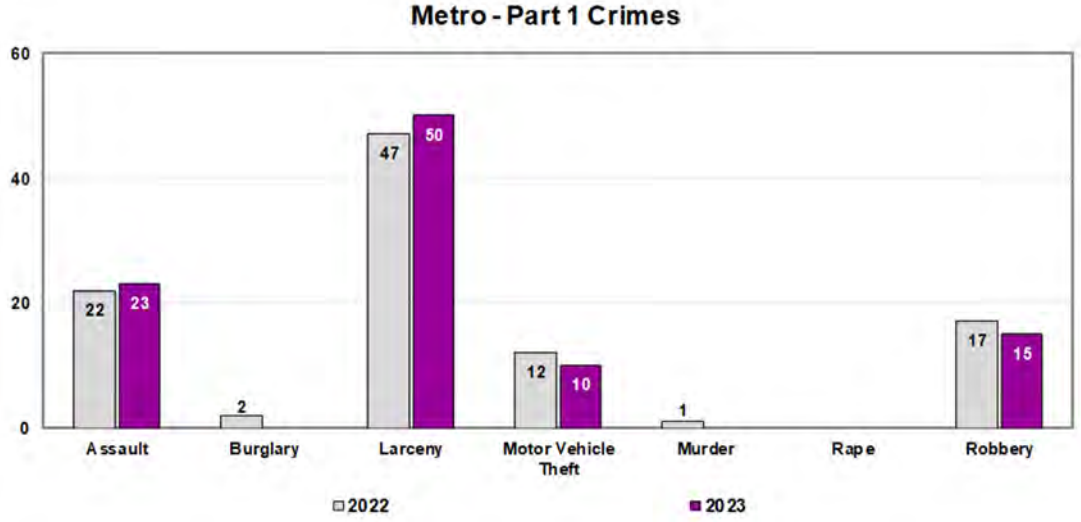


HIGH-VISIBILITY POLICING

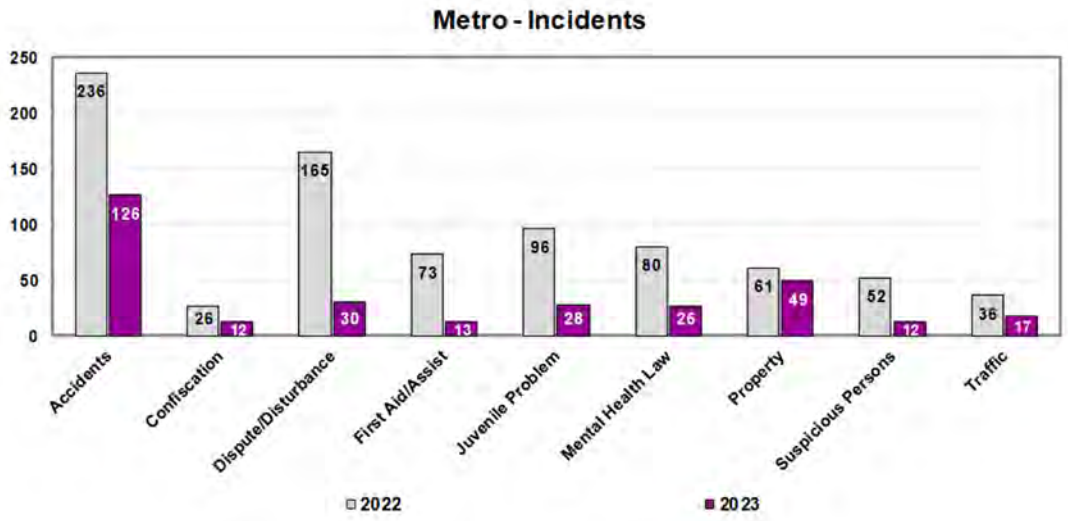
When people see the police, they feel safe and would be criminals avoid the area. Crime data showed crimes of opportunity occurred in both aviation and metro divisions when criminals and others observed the absence of police presence. At our airports thieves would steal luggage and other items when no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

METRO DIVISION – 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.

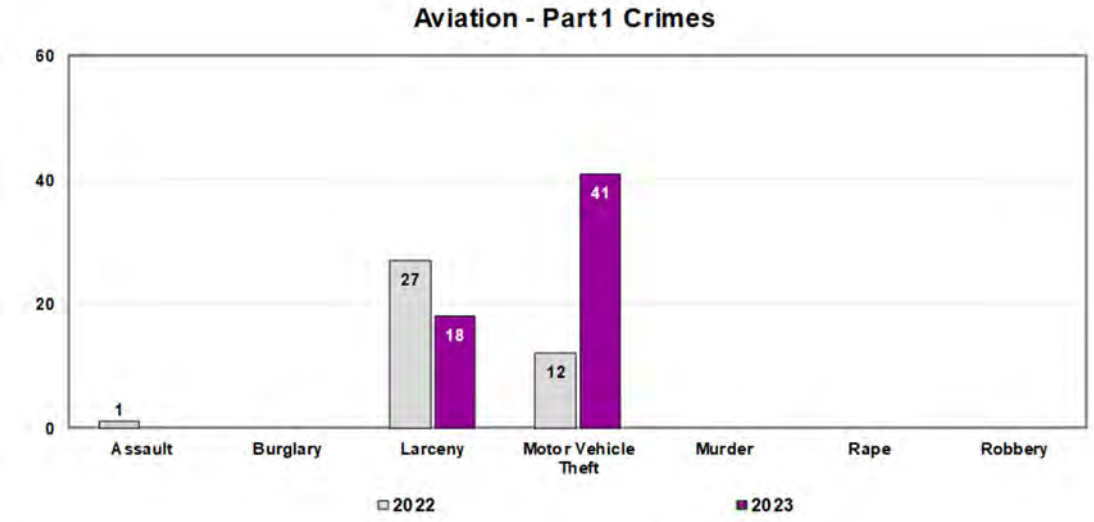


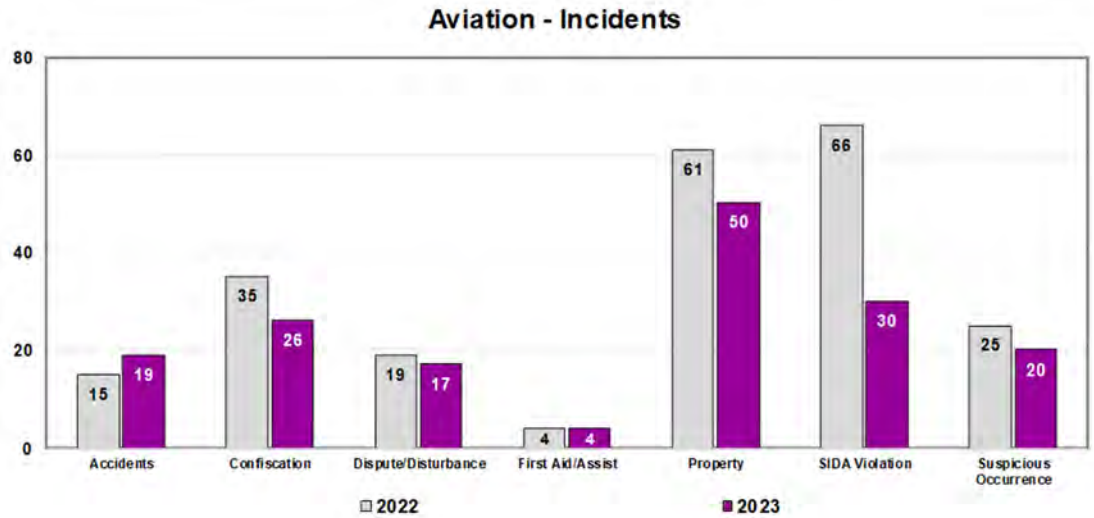
METRO DIVISION – CRIMES AND INCIDENTS



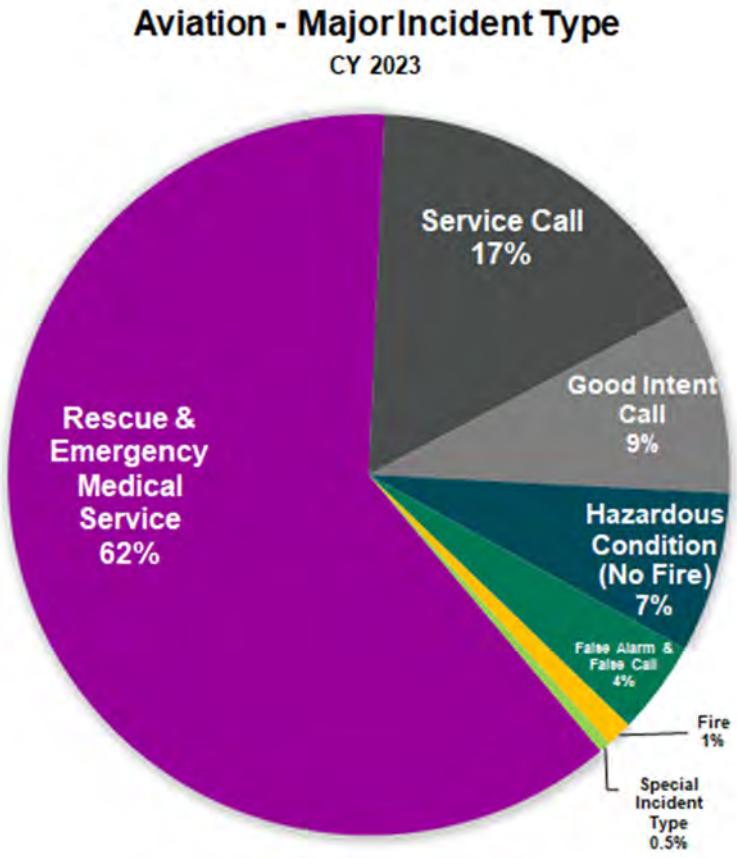
AVIATION DIVISION - CRIMES AND INCIDENTS

The NFTA 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.





AIRCRAFT RESCUE AND FIRE FIGHTING (ARFF)



SAFETY

Safety 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.

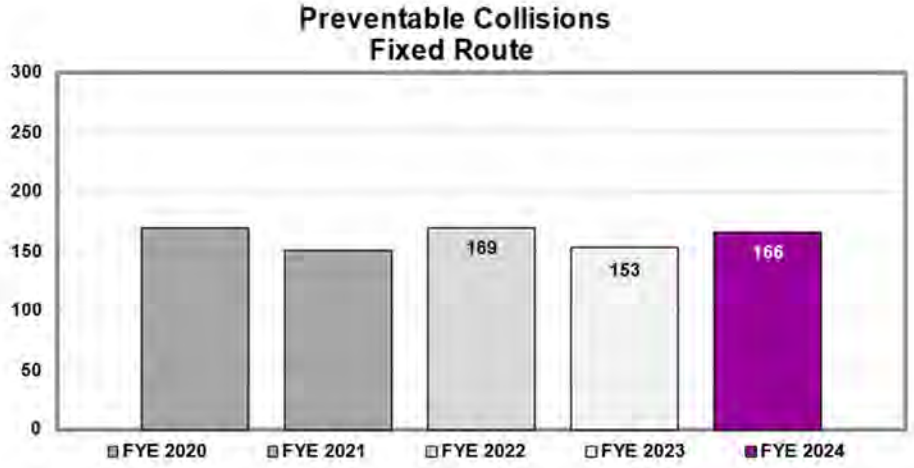
All levels of management, employees, and contractors are responsible for delivering the highest level of safety performance on a daily basis. Together, we can demonstrate a positive and proactive safety culture as a core value at NFTA.

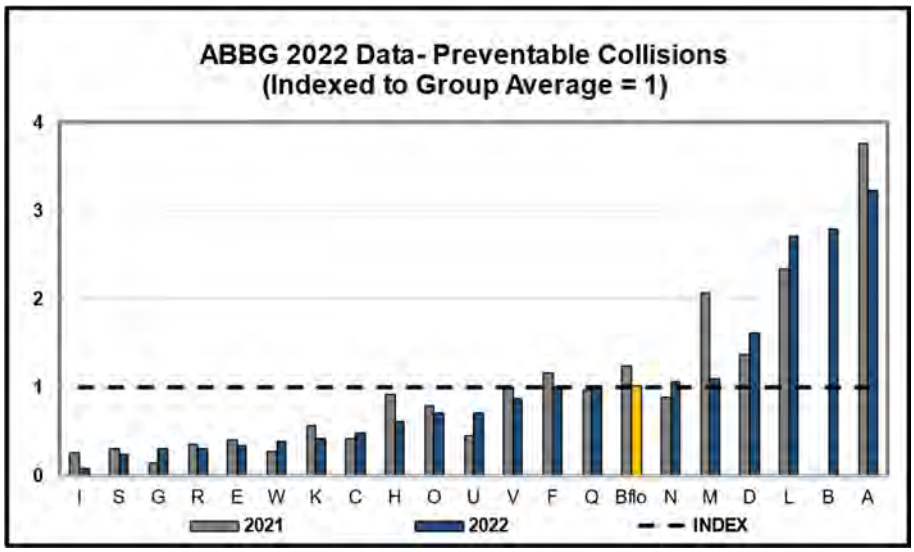
- NFTA's commitment is to Support SMS through all appropriate resources to elevate an organizational culture that fosters safe practices, encourages effective safety reporting and communication throughout the organization, and actively manages safety as a core value.
- Ensure safety management is a primary 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.

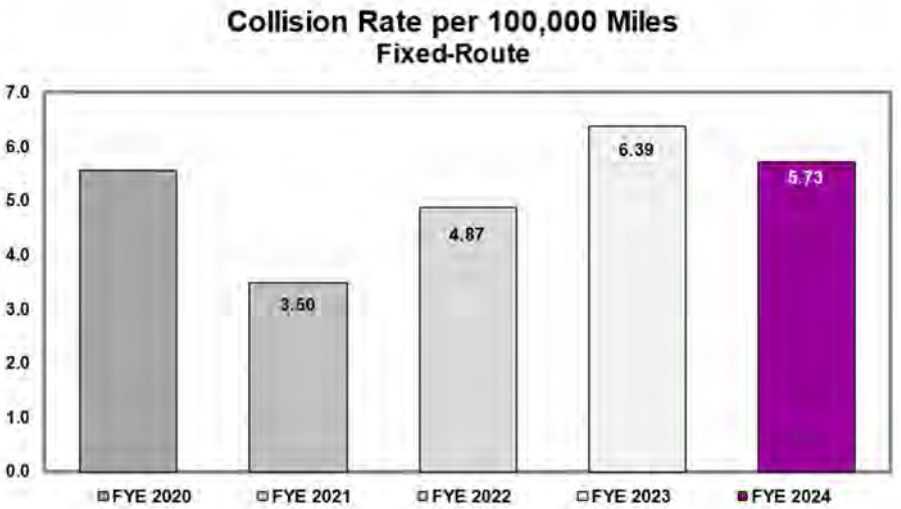
Safety, Security & Environment

COLLISIONS/INCIDENTS

Metro operators drive over 10 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.



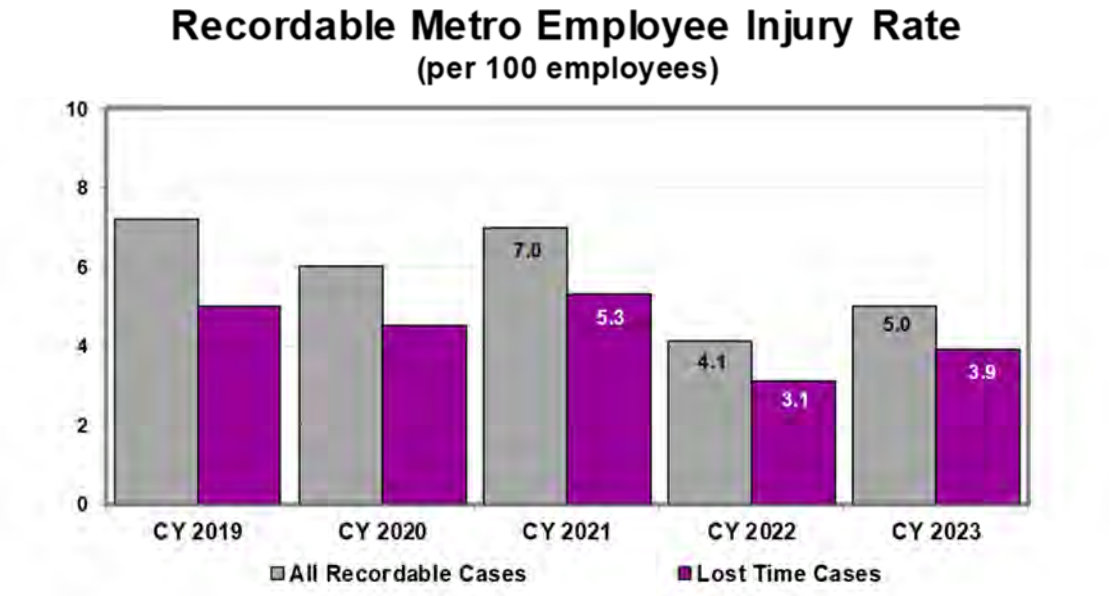


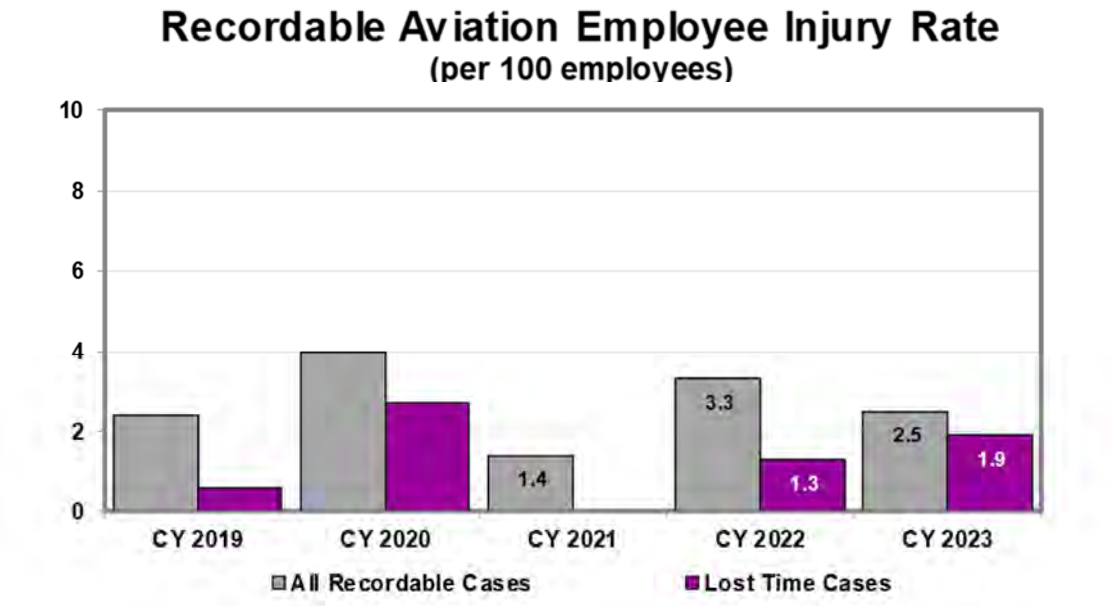


WORKPLACE SAFETY

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.





ENVIRONMENT

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.

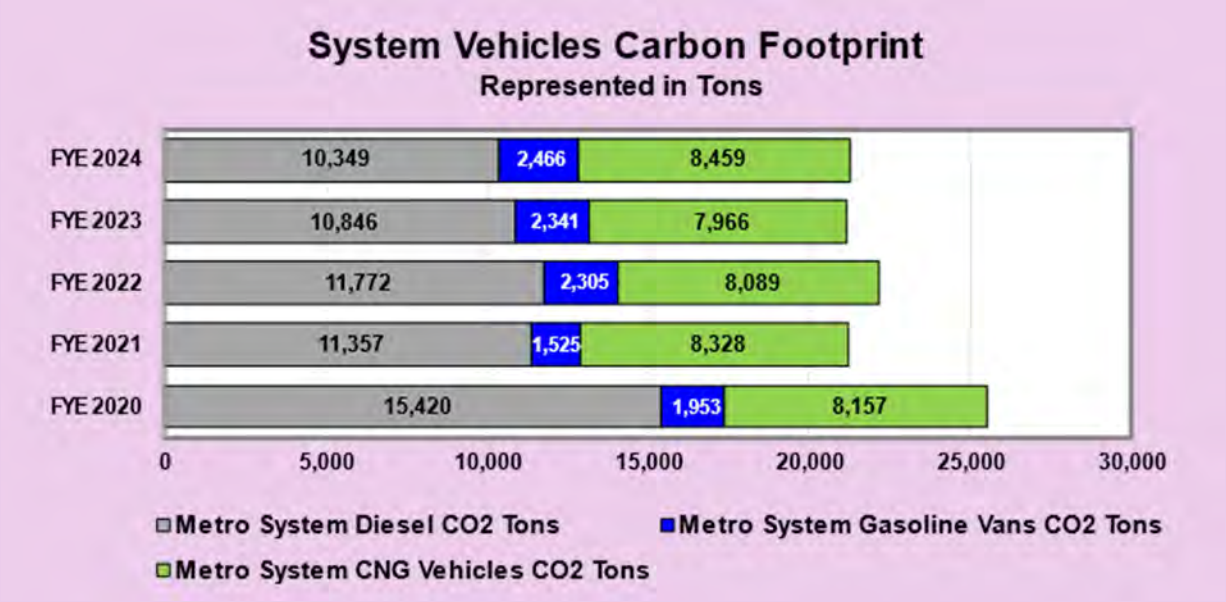
Daily decisions and actions at the NFTA are guided by the following sustainable and environmentally conscious principles:

- 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.

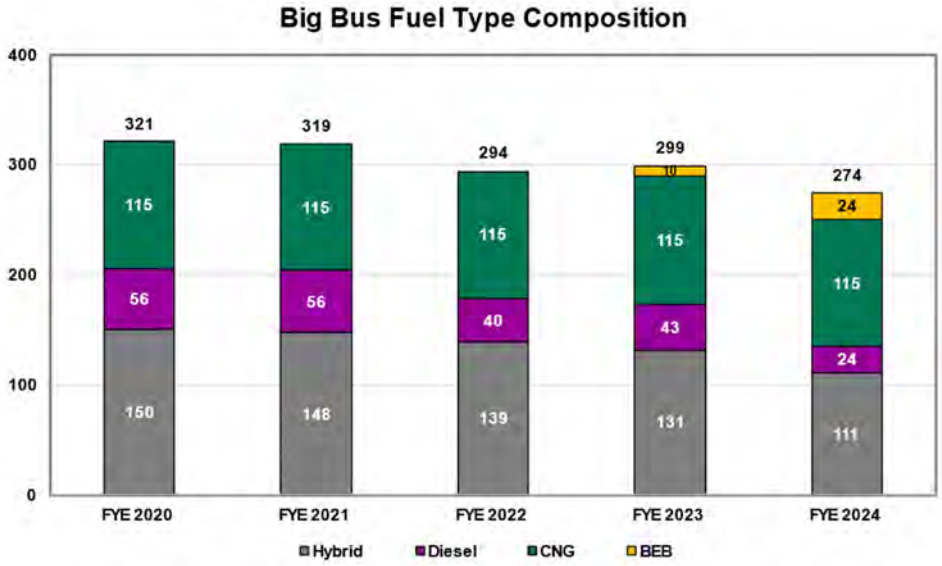
CARBON FOOTPRINT

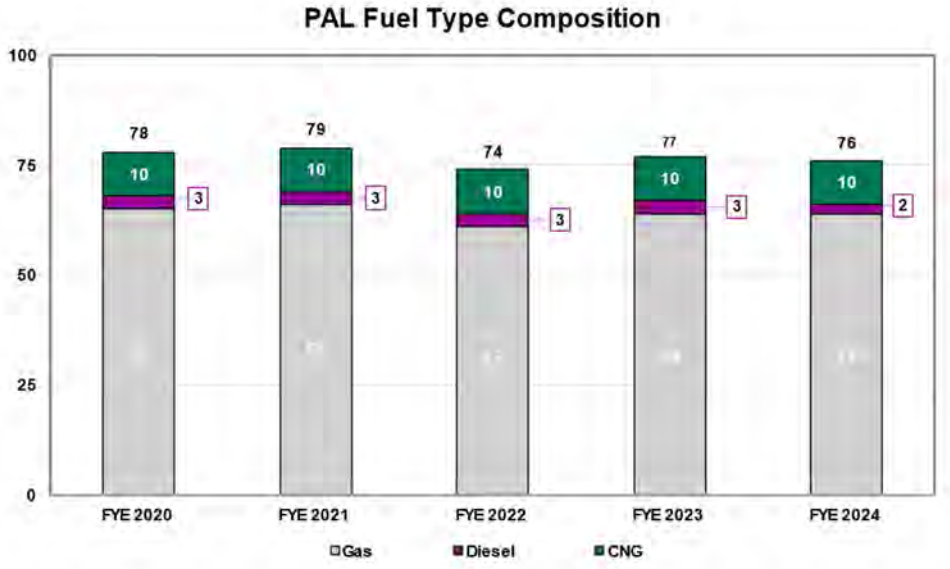
Many considerations go into being a good community neighbor. The effect on the atmosphere due to emissions, the disposal of our waste products, the recycling of our motor oils and solid wastes and the energy consumed by our facilities' operations are all areas that Metro monitors to find effectiveness and efficiency in the operations.

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

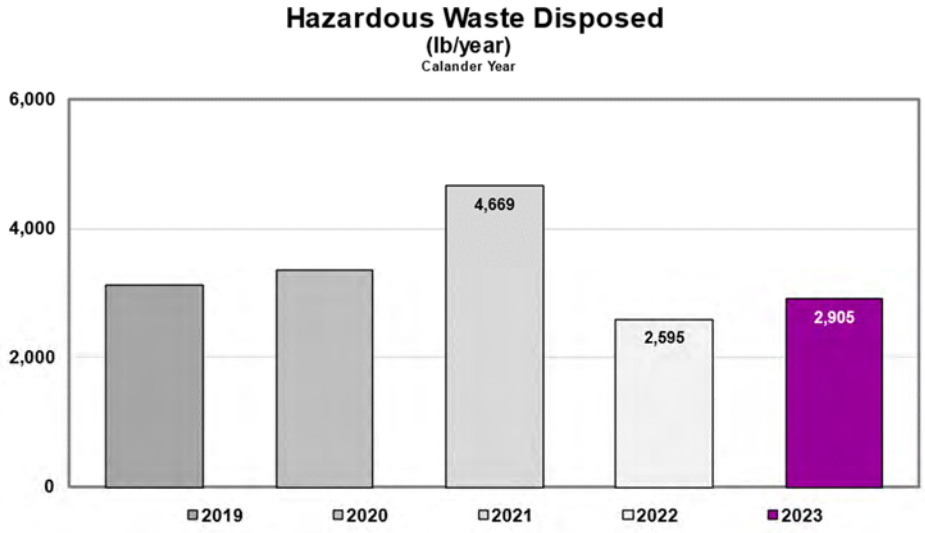


VEHICLE FUEL MAKEUP





HAZARDOUS WASTE DISPOSAL

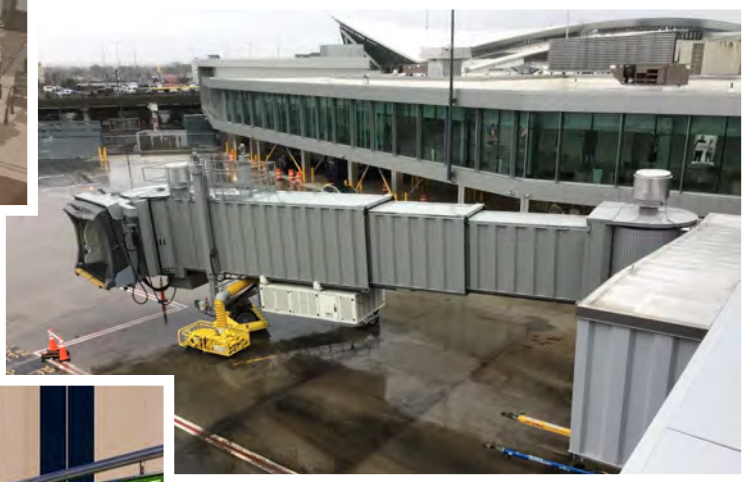


Our Path Forward

What does the future hold for NFTA

- Continued transparency and accountability through the annual Performance Report
- Continued emphasis on safety (employee, passenger/rider, and tenant)
- Technology enhancements for innovation, enhanced management practices and improved customer experience
- Ensure timely communication with our passengers/riders and community concerning key Metro and airport projects
- New buses powered by alternative fuel sources to create less emissions.
- Connecting Metro, BNIA and NFIA with its customers using social media and web platforms
- Next generation Metro Bus corridors (Bailey Avenue)
- Rail expansion to support community development and enhance access
- Advancement of DL&W for enhanced community access and development opportunities
- Advance airfield improvements for sustainable operations (BNIA 5-23, taxiways, general aviation support)
- Pursue innovation to improve the overall passenger experience from curb to gate
- Enhance facilities to improve customer service, efficiency and reliability (passenger boarding bridges, snow removal equipment storage)
- Pursuit of joint development opportunities with strategic partners (City of Buffalo)
- Develop partnerships and marketing strategies to improve revenue and service

Our Path Forward



NFTA

NFTA-METRO

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