



ANNUAL

PERFORMANCE

REPORT

**Key Performance Indicators
Ending March 31, 2025**



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.



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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.

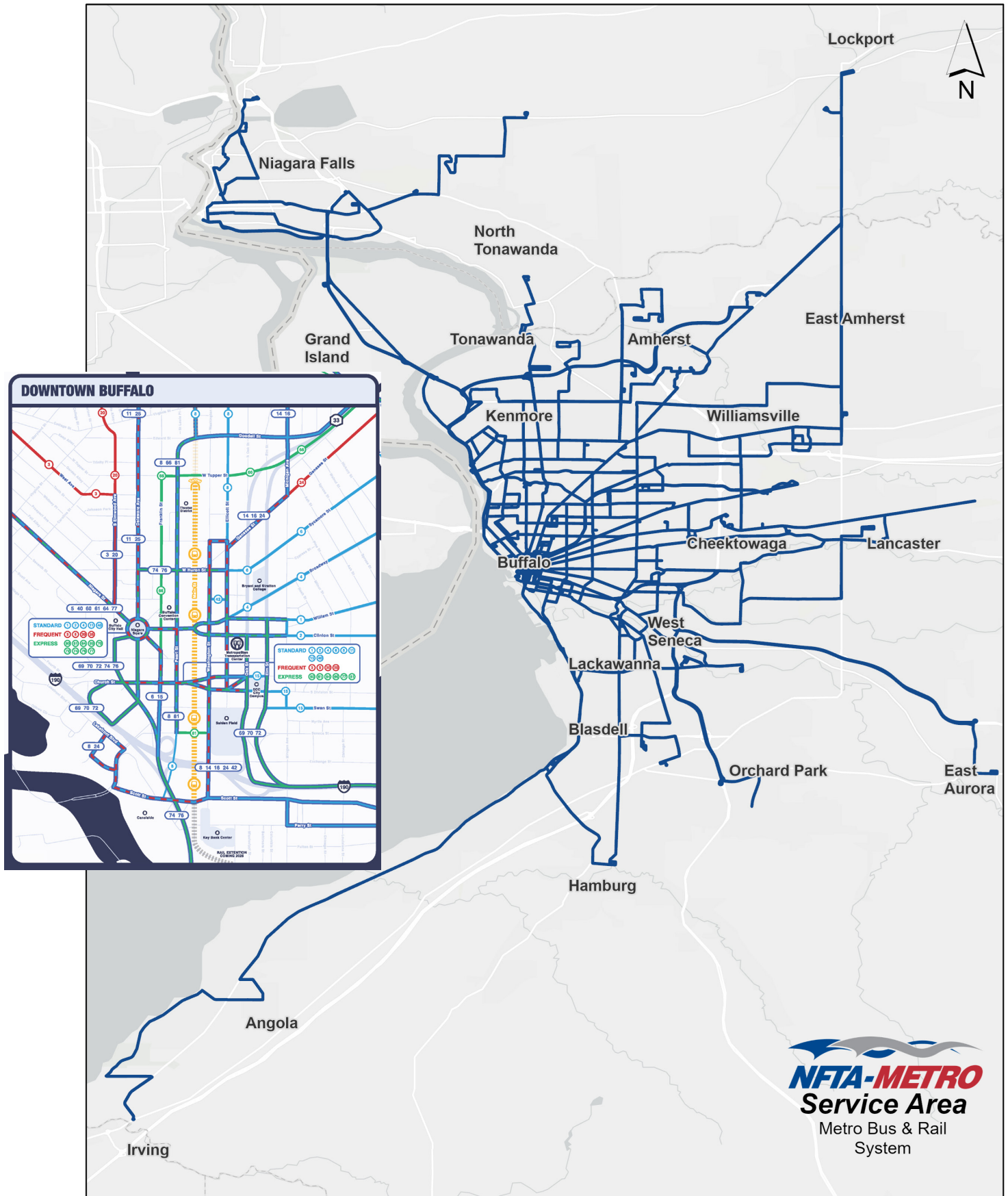
NFTA-Metro bus and rail system is a multi-modal agency, utilizing various vehicle modes including diesel bus, diesel-hybrid bus, CNG bus, battery electric bus, light rail and van. These services operate under the brand names: NFTA-Metro Bus, NFTA-Metro Rail and NFTA-Metro PAL (Paratransit Access Line).

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.

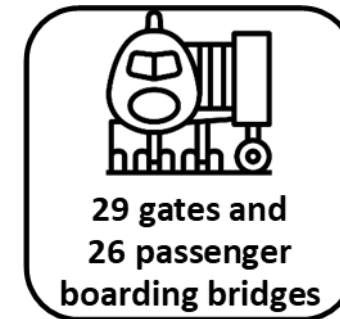


Buffalo Niagara International Airport (FAA LID: BUF) serves Western New York and the southern Golden Horseshoe region of Ontario, Canada. It is the third-busiest airport in the state of New York and the busiest inside of the Buffalo-Niagara Falls metropolitan area. Niagara Falls International Airport (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 34 airport destinations and beyond. The airports are well-planned and managed facilities that offer a variety of passenger services, while also providing facilities for military, air cargo, and general aviation operations.

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

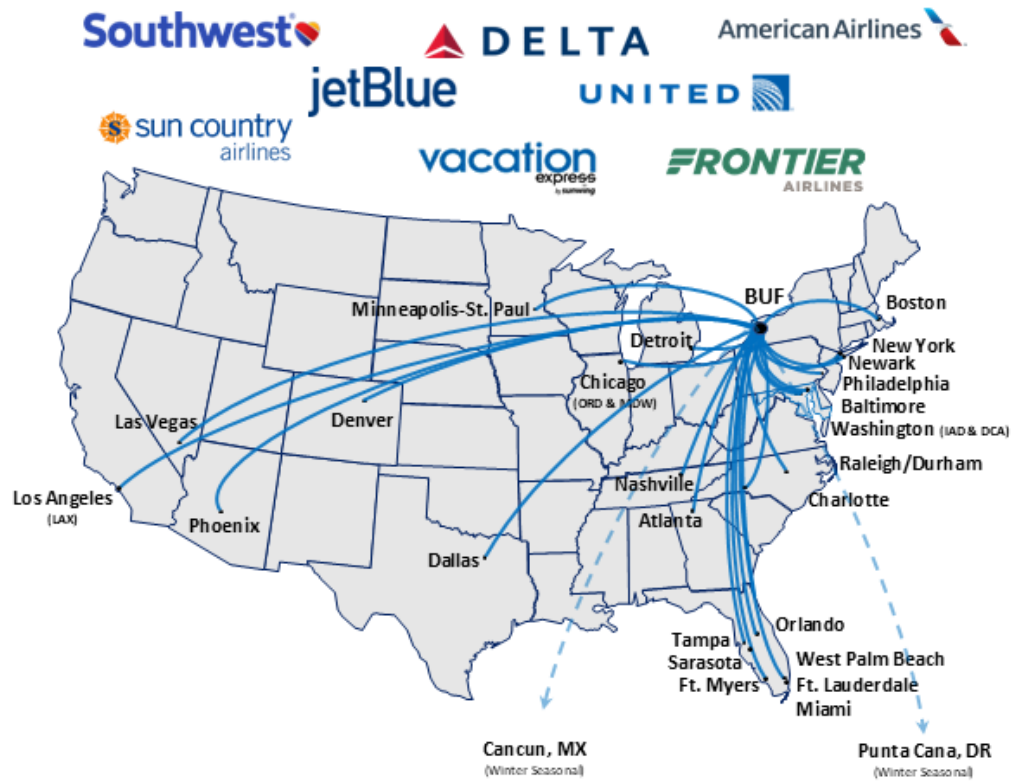
A state-of-the-art air cargo facility including one million square feet of apron area is located at BNIA. Two scheduled air freight forwarders based at the facility handle the majority of the 44 tons of yearly cargo.



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, we are able to provide enhanced levels of customer service for the traveling community, and stakeholders of the NFTA.

Operations

Metro experienced improved ridership-based performance this year while providing stable service delivery. Paratransit ridership remains strong with ridership at historical levels. Challenges with operations workforce recruitment have eased somewhat, but our latent vacancy rate still challenges our ability to advance services that would enhance performance. Ongoing challenges with Metro Rail service limitations associated with our capital campaign continue to suppress rail ridership.

Aviation continued to experience significant growth in enplanements at BNIA. 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

Metro has normalized our fleet procurement activities and has experienced improved bus metrics associated with vehicle modernization. The second year of Battery Electric Bus (BEB) deployment and fleet expansion has provided the opportunity to gain experience in operation and maintenance. The challenges associated with BEB deployment are being reduced as we mature in this vehicle environment.

Completion of the design and procurement of the passenger boarding bridge replacement program allows the advancement of efforts to address life expired conditions. The average life of our bridges continues to increase beyond the useful life, which will be improved through this capital program over the next few years. The final phase of BNIA Main Runway 5-23 rehabilitation was completed this year, establishing this asset in new condition for the near future.

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. Stable fare revenue for Metro coupled with increased operating costs has slightly eroded the farebox recovery rate. The operation of the new MetGo fare collection system provided opportunities for passengers to obtain the best value while enjoying modern payment methods, reduced fare evasion and assisted in ridership improvement.

BNIA experienced growth in enplanements revenue per enplanement last year. Increased revenue and enplanements reduced the cost per enplanement providing a positive trend for pursuing airline service expansion.

YEAR IN REVIEW

Customer Relations

Customer satisfaction survey results for Metro Bus and Rail, and BNIA continued to show strong satisfaction across most areas last year and identify areas for improvement. The addition of net promoters' scores for Metro bus and rail this year reflect our customers' positive perception of those services. PAL customer service is not included in the report this year as these surveys are completed bi-annually.

To ease our customers through their travels at BNIA, 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 also provides a presence in the rail stations, assists riders with services and the MetGo fare system.

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 established new record lows this year. Preventable collisions are also at a record low, continuing a positive trend for Metro.

The carbon footprint was similar compared to the prior year with less diesel emissions this year. The expansion of battery electric bus deployment in the reporting period will improve positive impacts to our environmental footprint.

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



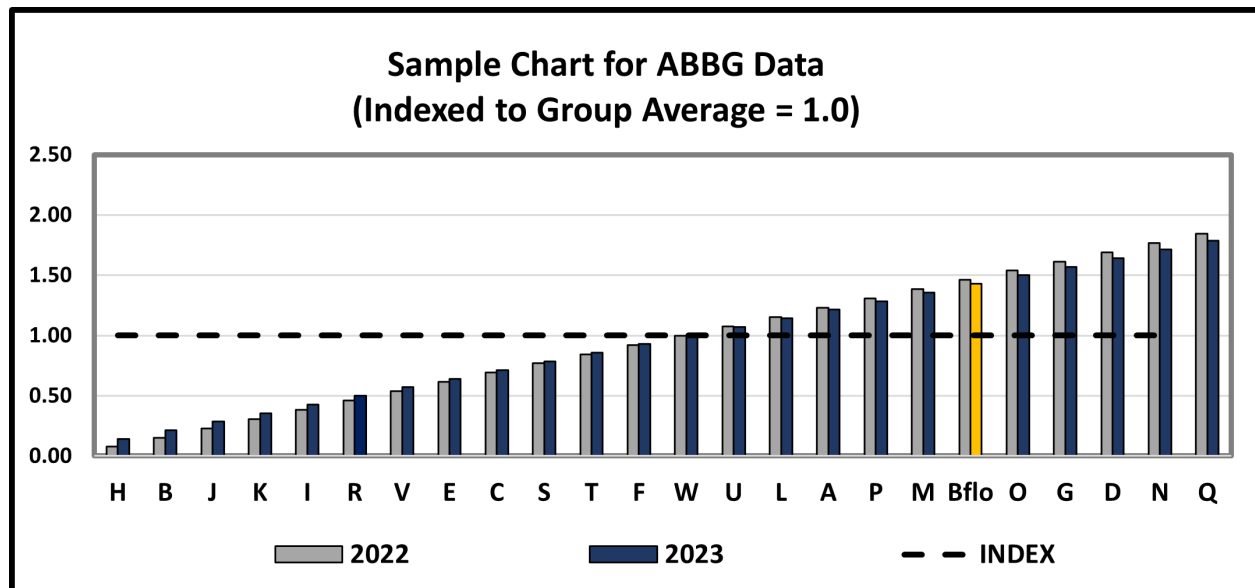
TRANSIT PEER BENCHMARKING GROUPS

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).

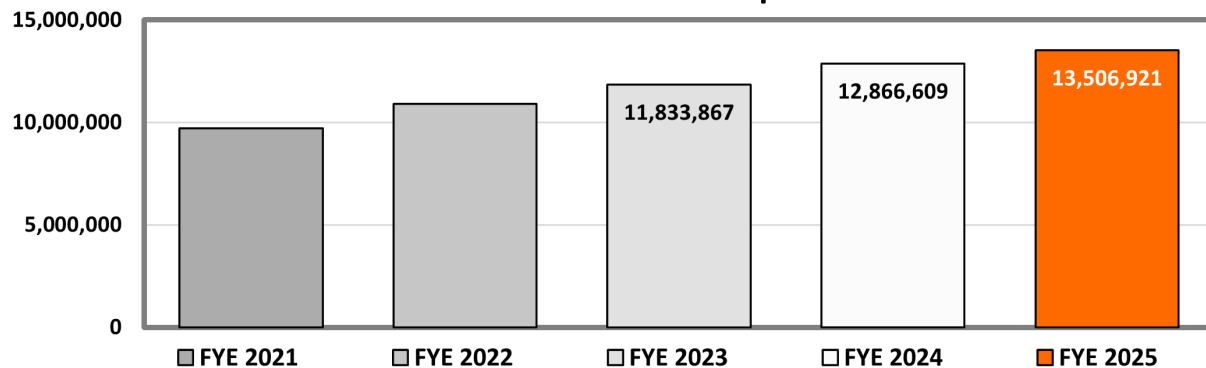


Operations - Metro

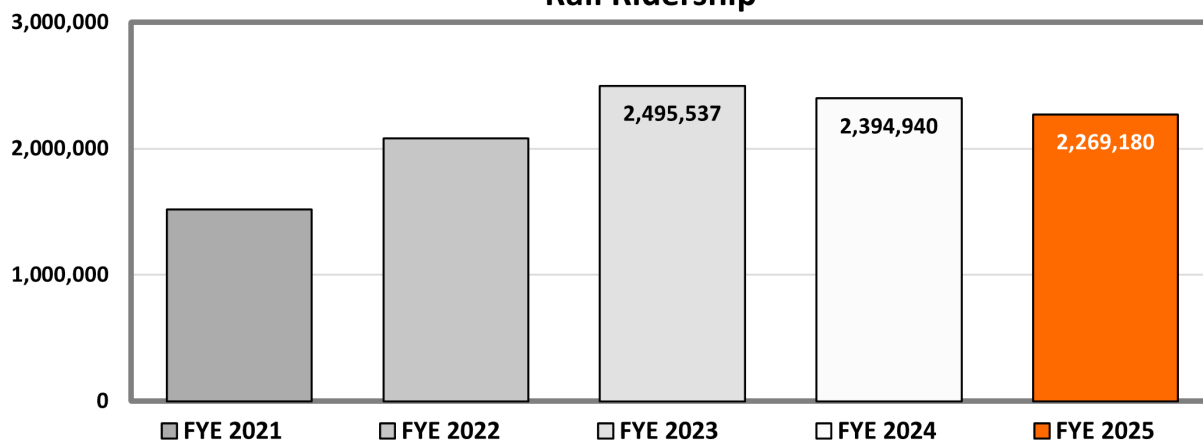
RIDERSHIP

Reported Metro ridership is derived from Automatic Passenger Counter (APC) technology. Electronic devices on buses and rail vehicles record boarding and alighting data. Significant construction and related single tracking of service led to a reduction in rail ridership this year.

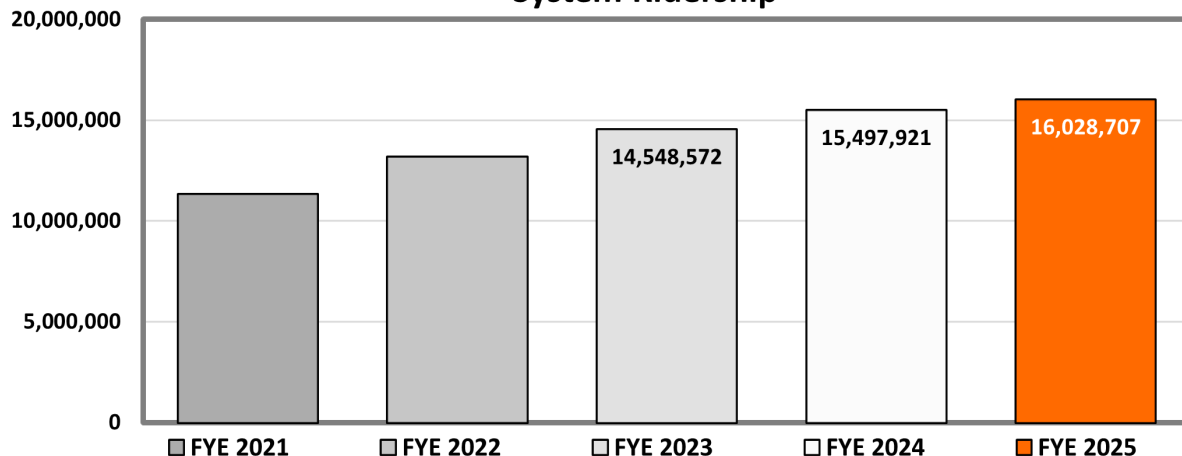
Bus Ridership



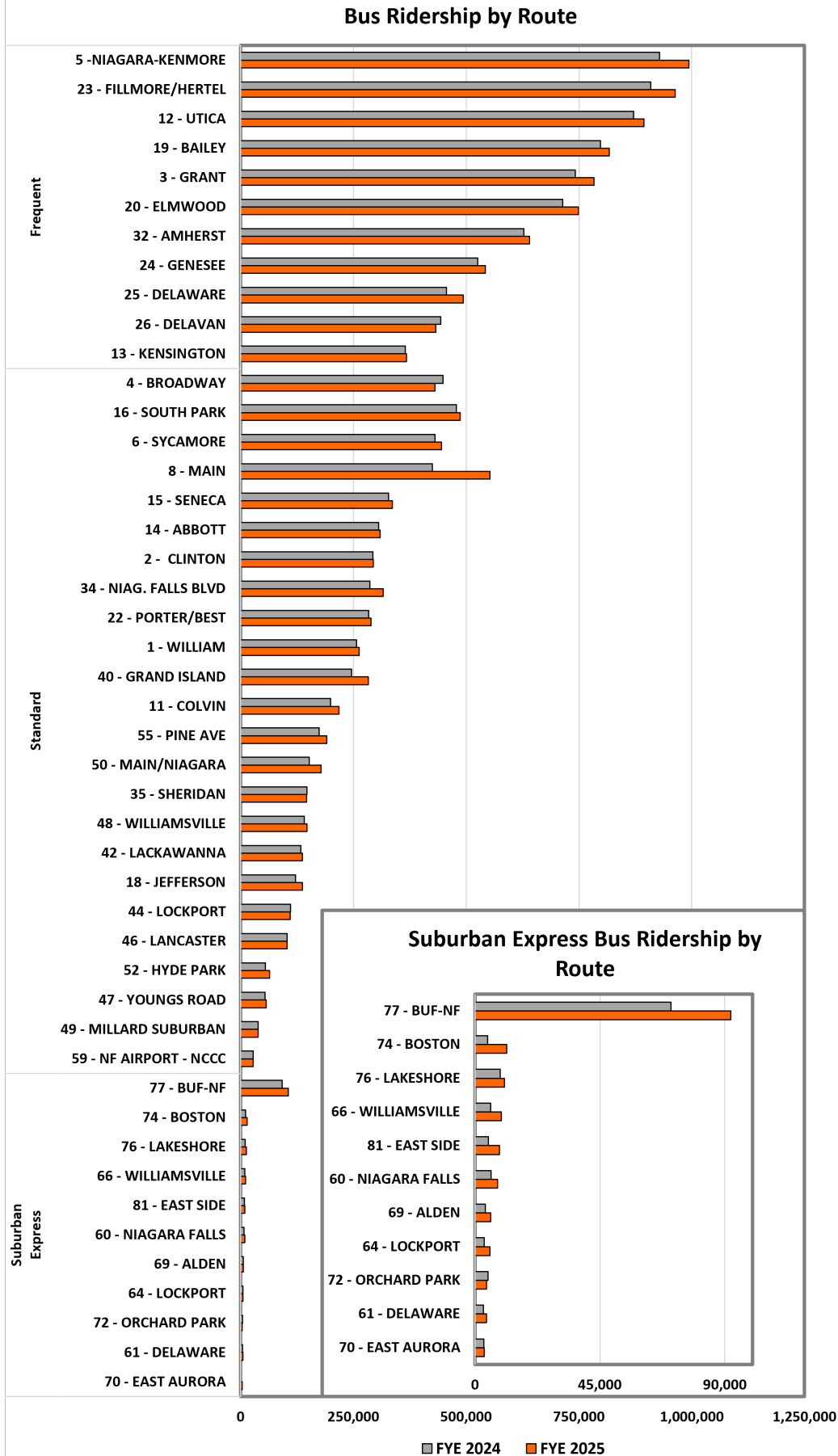
Rail Ridership



System Ridership



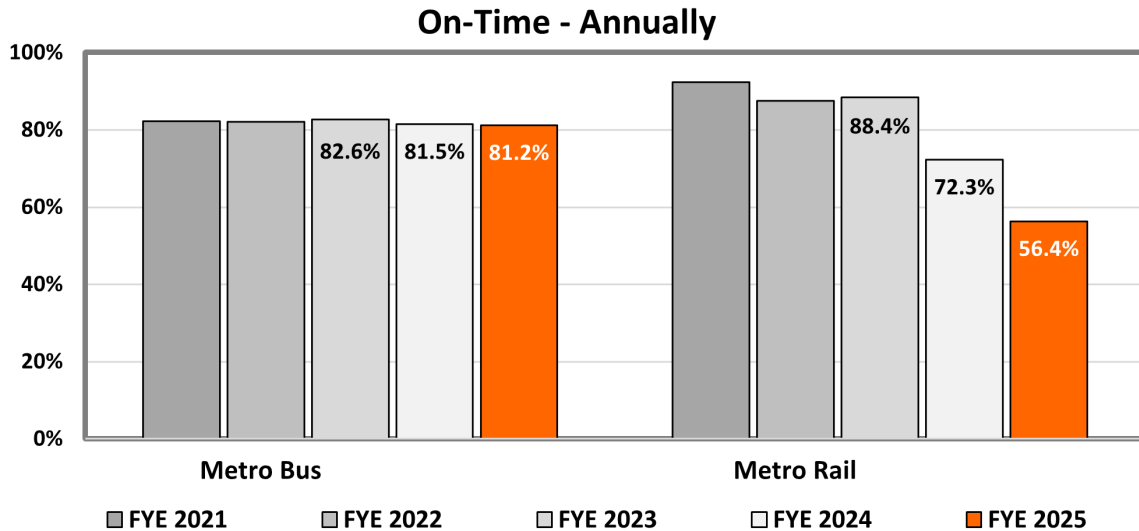
RIDERSHIP



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. Construction activities in the rail system led to reductions in on-time performance this year.



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

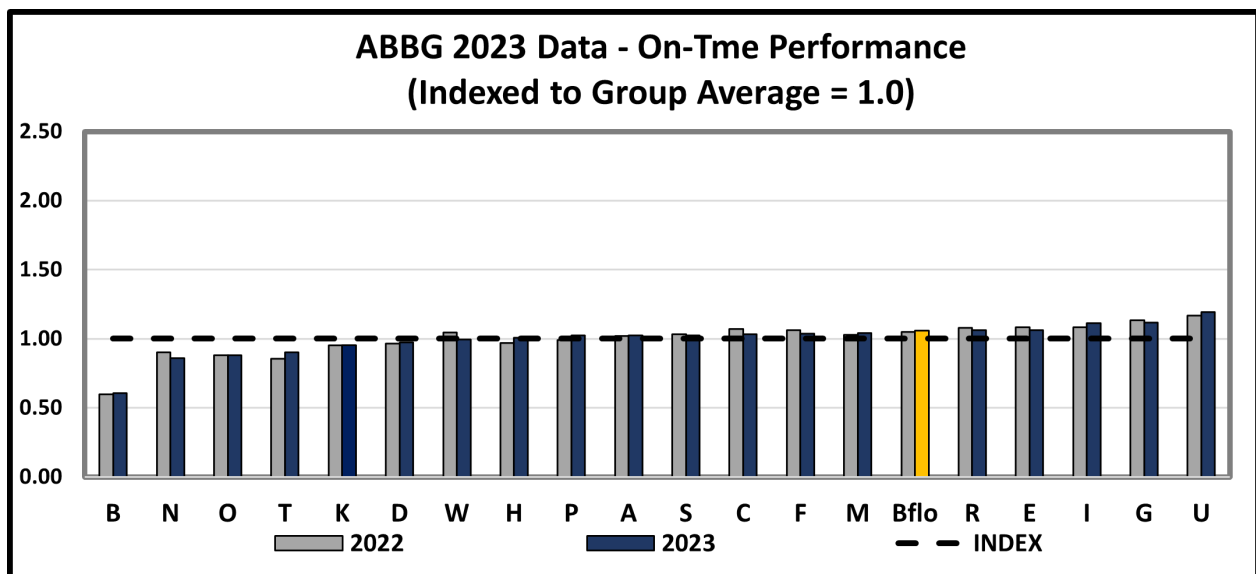
ON-TIME CALCULATION

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

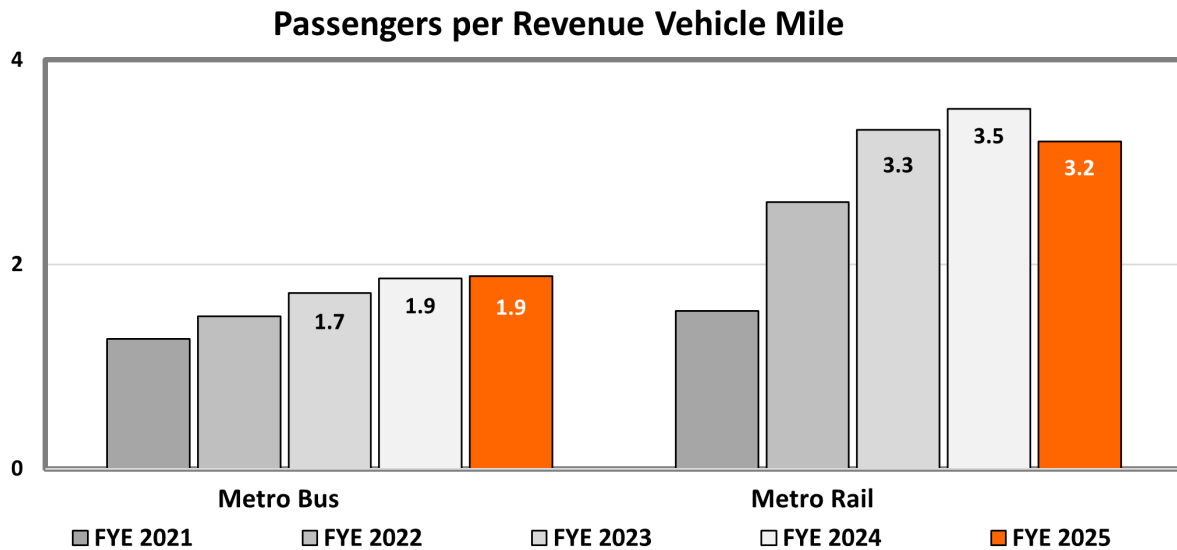
Metro Service Delivery and Evaluation Guidelines have been established to provide an objective basis for assessing the performance of existing Metro Bus service. Routes are grouped by type or characteristics of service and evaluated to provide the basis for developing service adjustments.

Performance

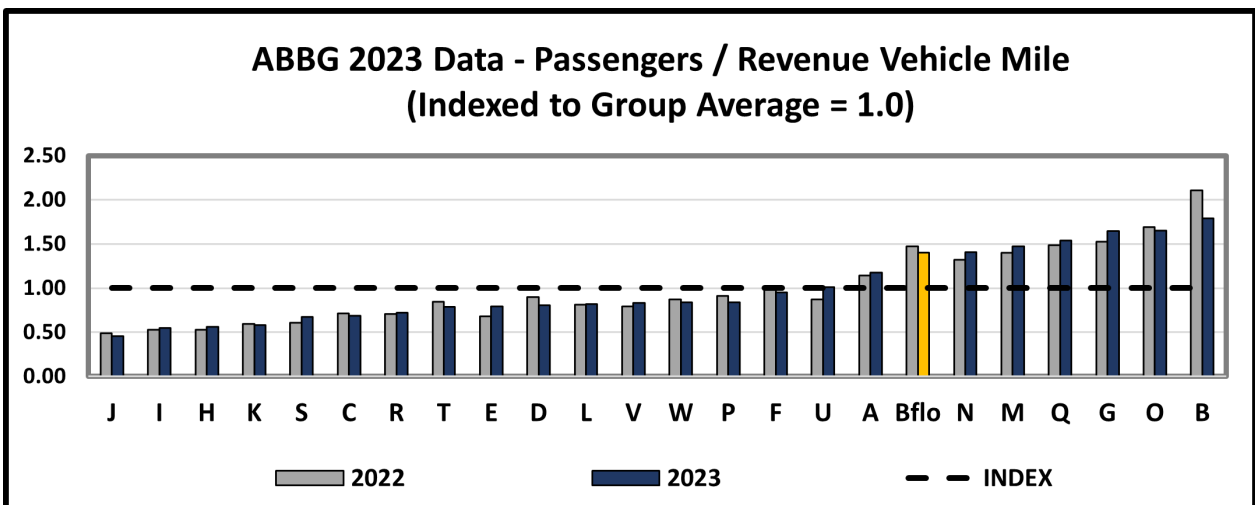
Passengers per vehicle mile and hour is a measurement of service efficiency. Metro pursues improved operating efficiency by attracting additional riders, maximizing route design and operating an efficient fleet.

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.



Operations - Metro

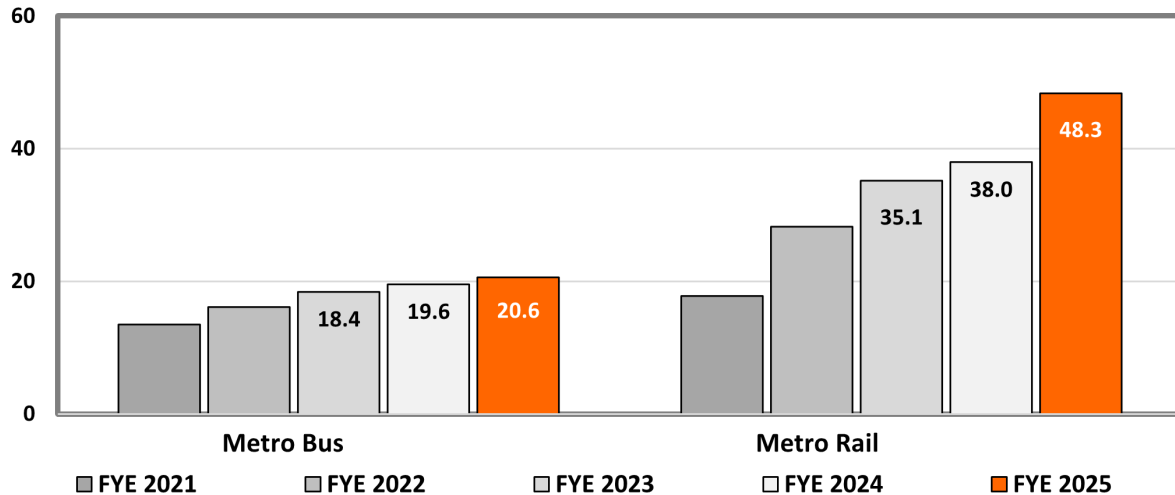
ROUTE PERFORMANCE ANALYSIS - WEEKDAY SERVICE ONLY

Passengers per Revenue Hour

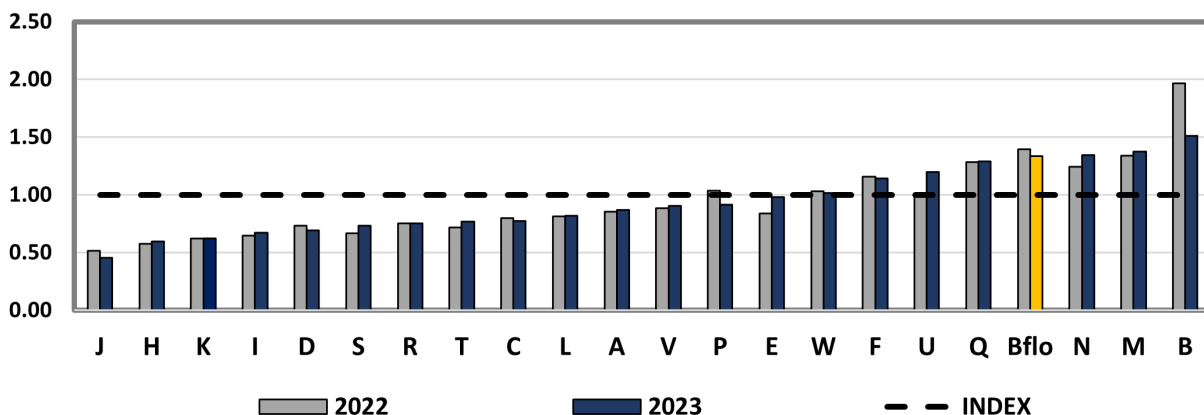
This represents the productivity of the route by the number of passengers carried for each vehicle hour of revenue service provided. It is computed by dividing the number of average weekday riders by the associated number of revenue vehicle hours of service for each route. While rail ridership was reduced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



Passengers per Revenue Vehicle Hour

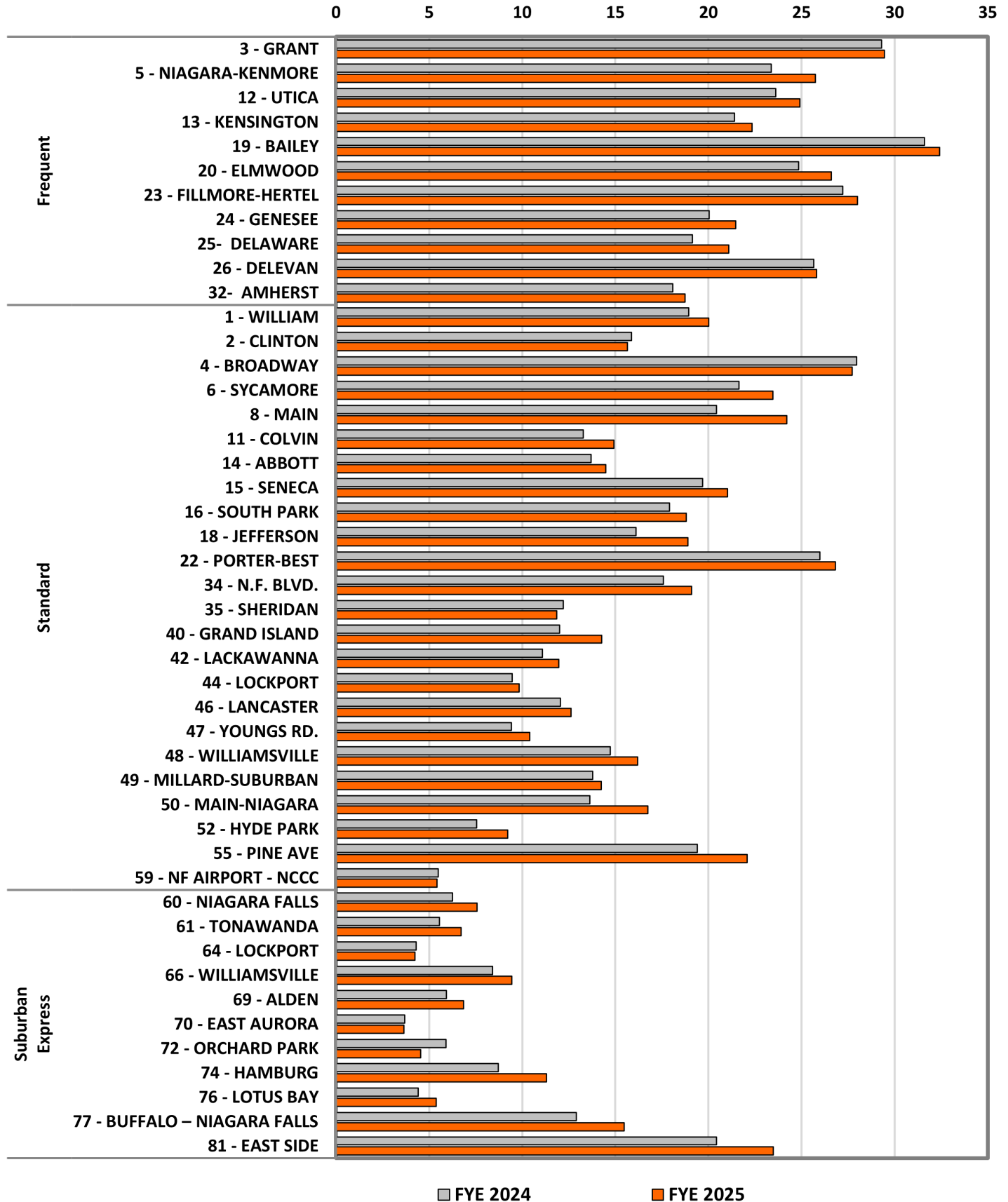


ABBG 2023 Data - Passengers / Revenue Vehicle Hour (Indexed to Group Average = 1.0)



ROUTE PERFORMANCE ANALYSIS - WEEKDAY SERVICE ONLY

Passengers per Revenue Hour

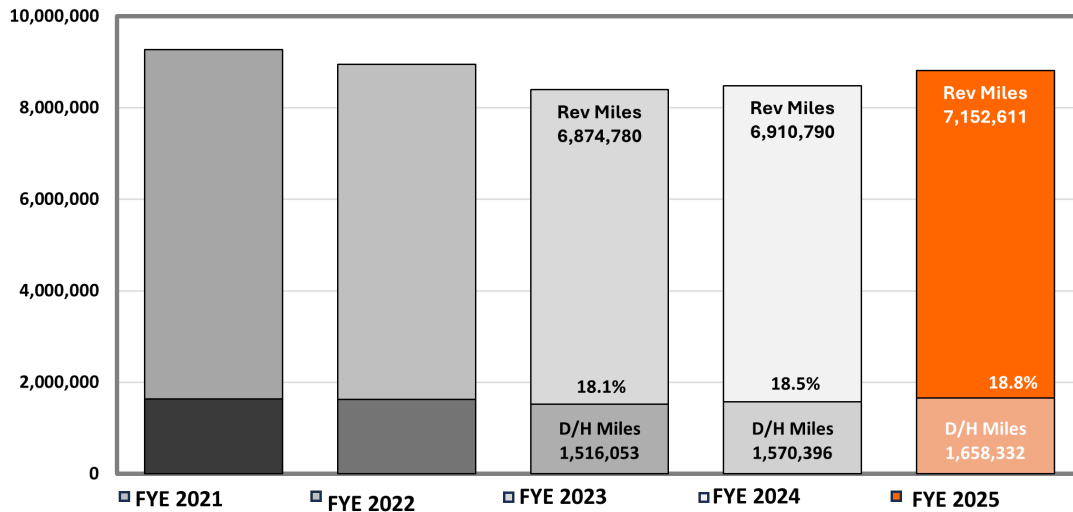


Operations - Metro

MILEAGE EFFICIENCY

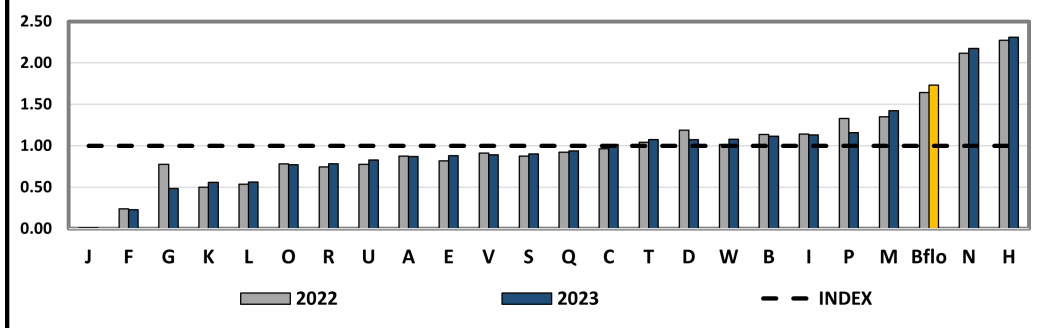
Mileage efficiency compares the amount of vehicle miles traveled providing revenue generating service (Rev Miles) with the miles traveled when the vehicle is out of service (deadhead miles). This measure reflects route design efficiency.

Metro Bus - Percent of Deadhead (D/H) Miles

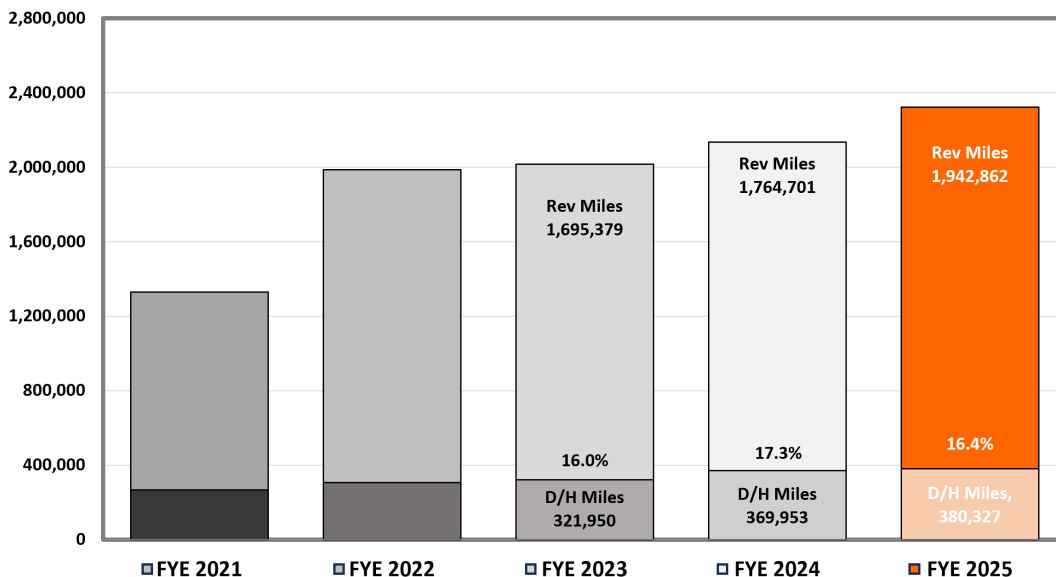


Metro Rail deadhead mileage efficiency is maintained at less than 3.7%.

**ABBG 2023 Data - Percent Deadhead Miles
(Indexed to Group Average = 1.0)**



Paratransit Vans - Percent of Deadhead (D/H) Miles



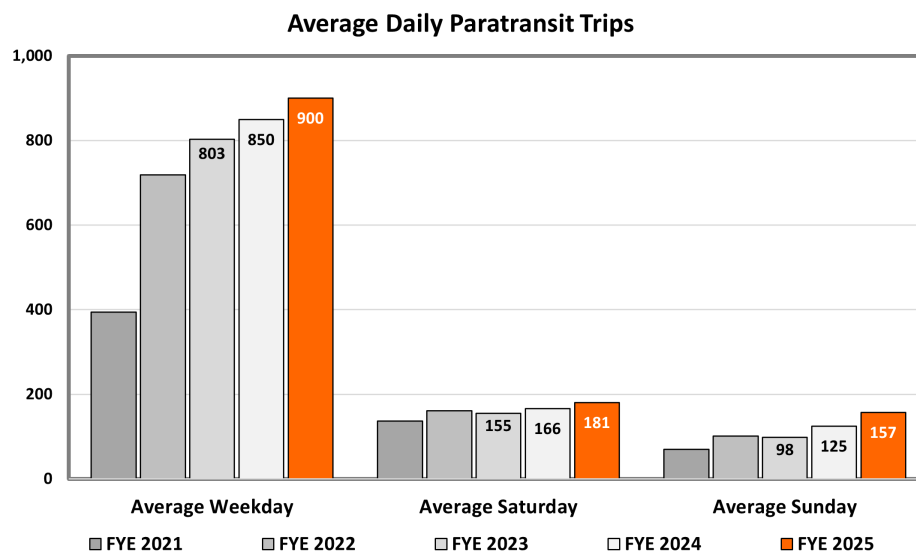
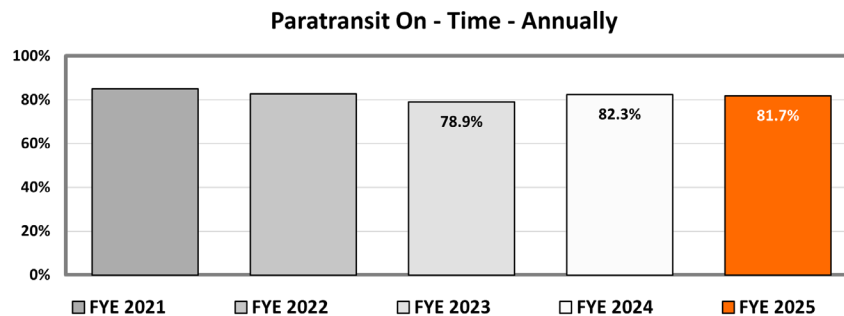
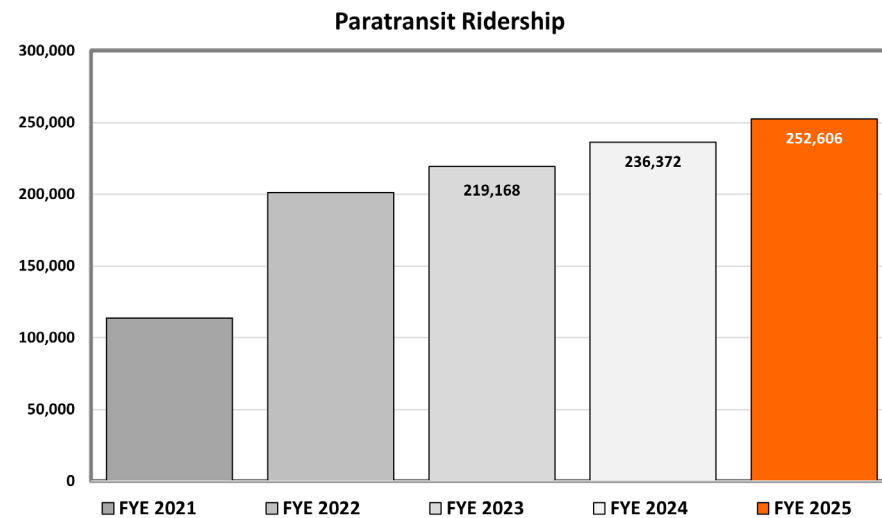
PARATRANSIT PROFILE

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 85 vehicles throughout our service area.

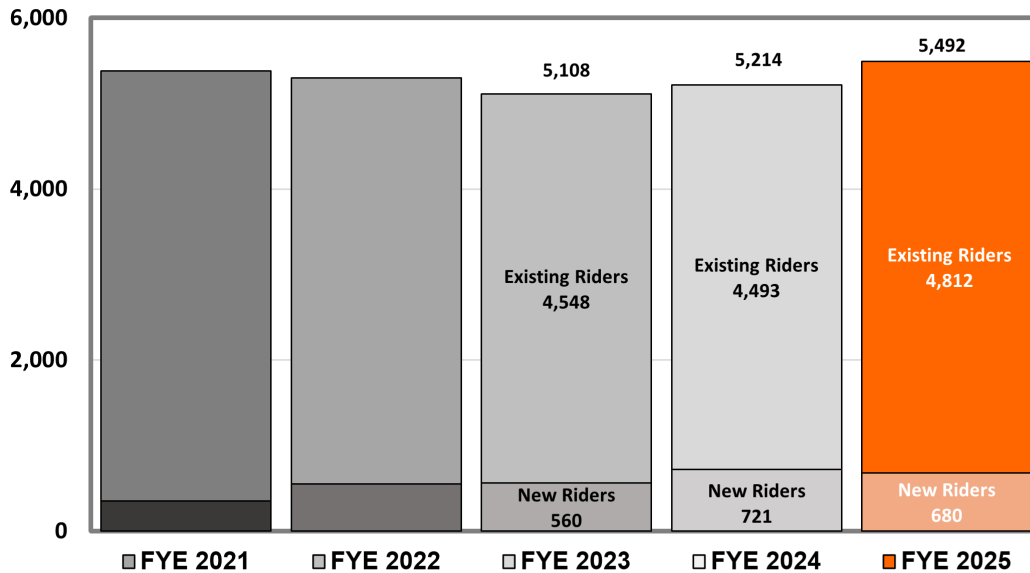
PARATRANSIT RIDERSHIP



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.

Total Active and New Eligible Paratransit Riders

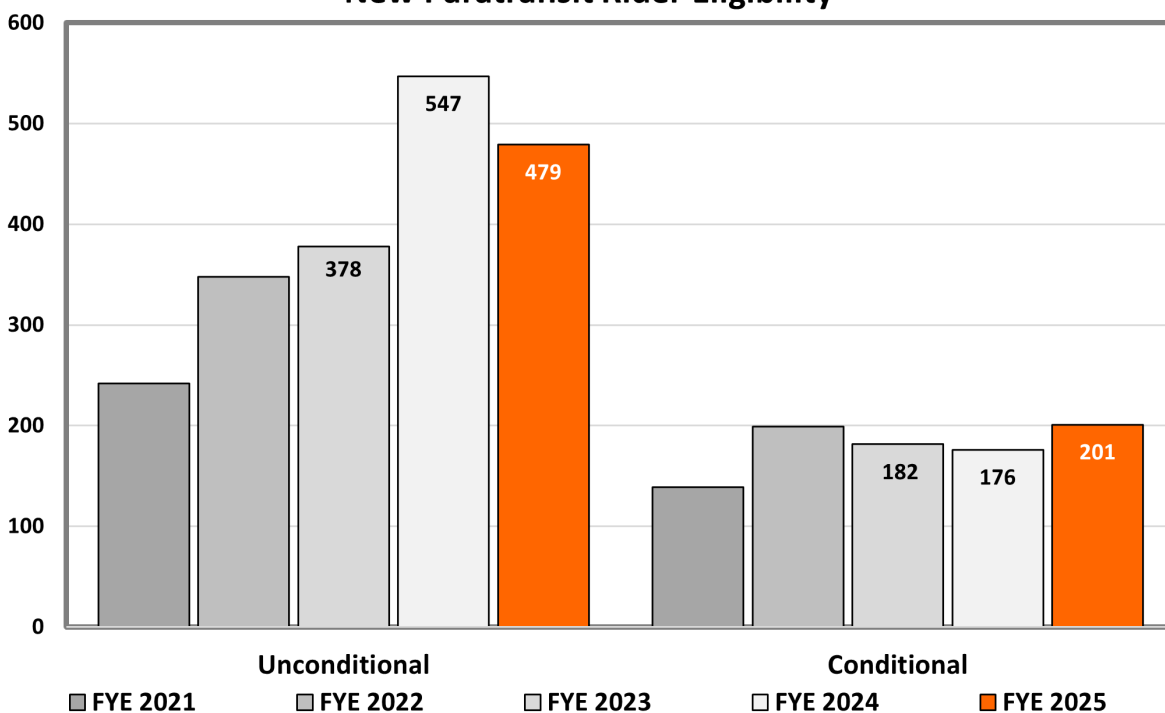


PARATRANSIT ELIGIBILITY TYPES

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.)

New Paratransit Rider Eligibility

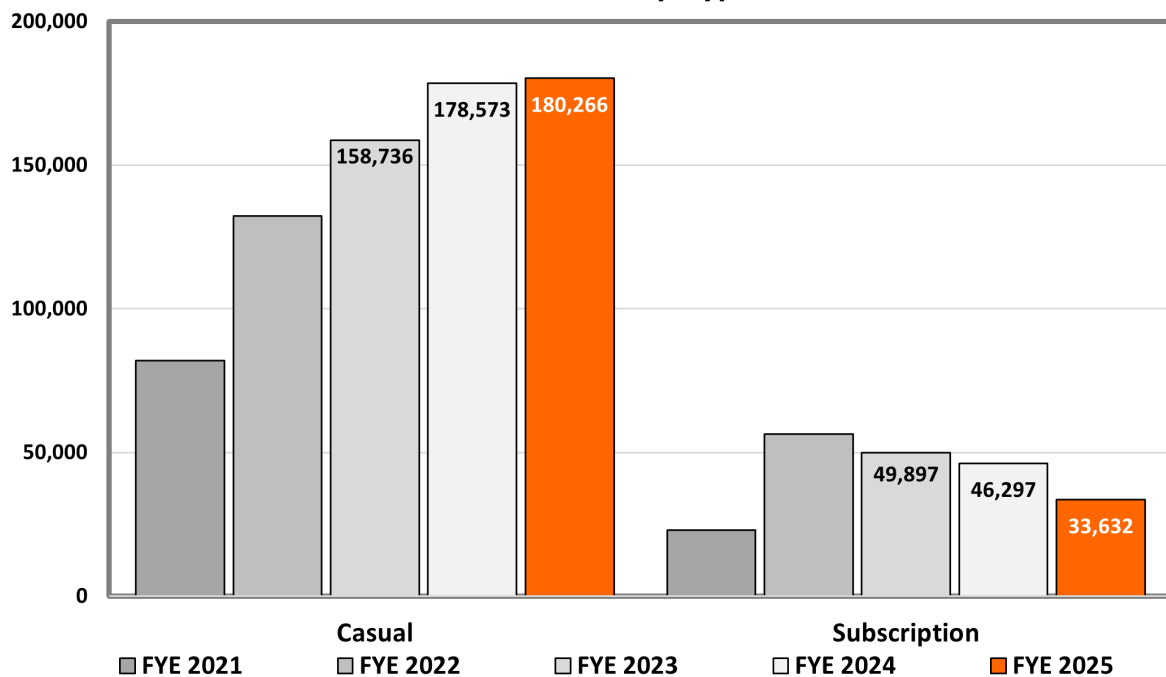


PARATRANSIT TRIP TYPES

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.



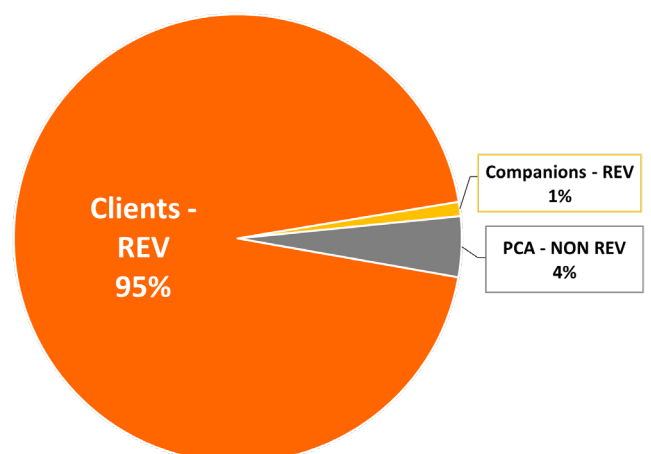
Paratransit Trip Type



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).

Typical Paratransit Ridership
5-Year Average



Operations - Metro

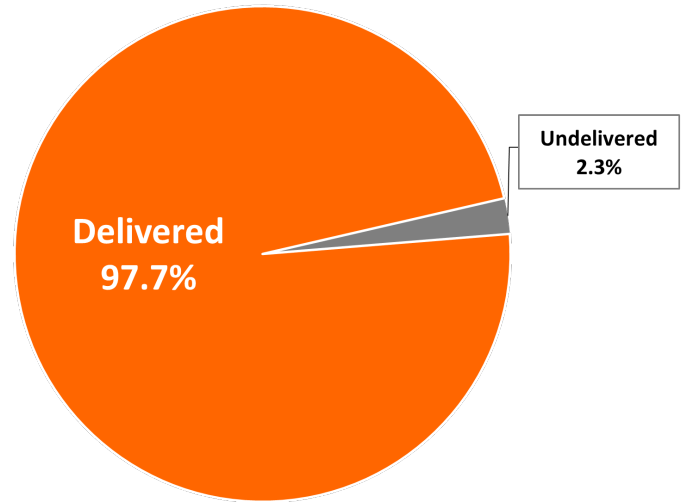
PARATRANSIT TRIP DELIVERY

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

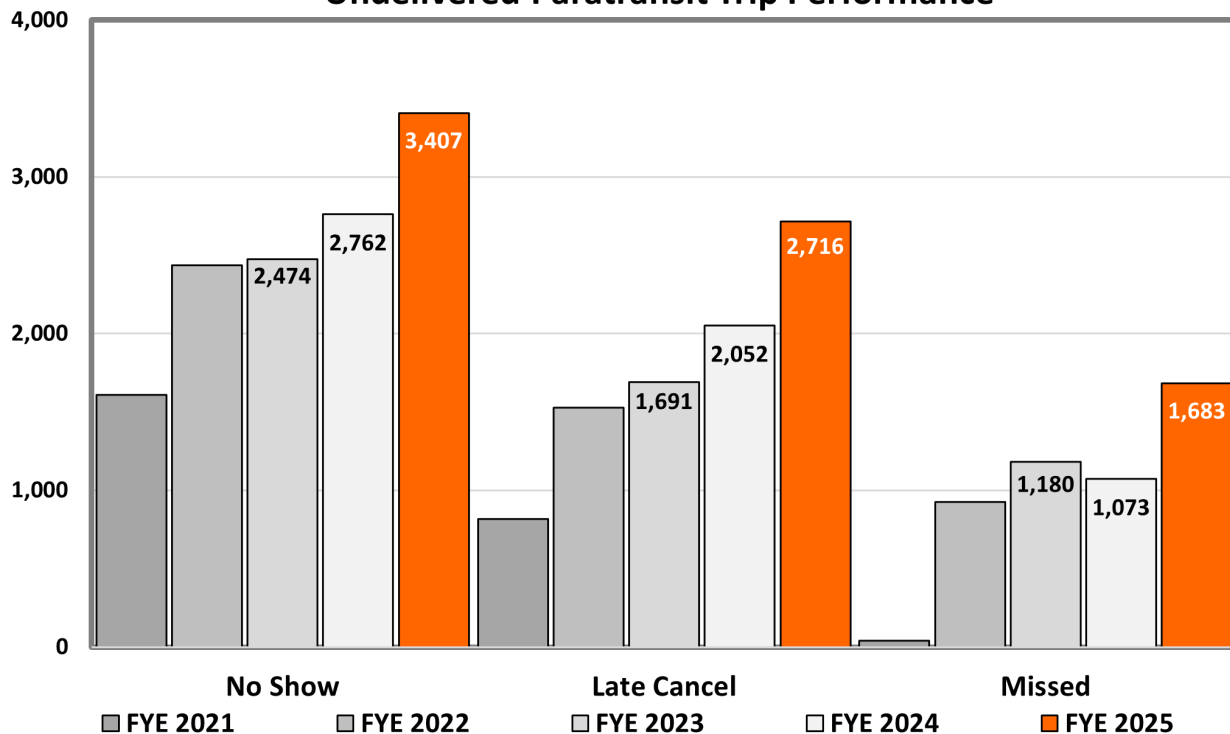
Undelivered paratransit trips include:

- 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.

Paratransit Trip Delivery Performance
5-Year Average



Undelivered Paratransit Trip Performance



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.



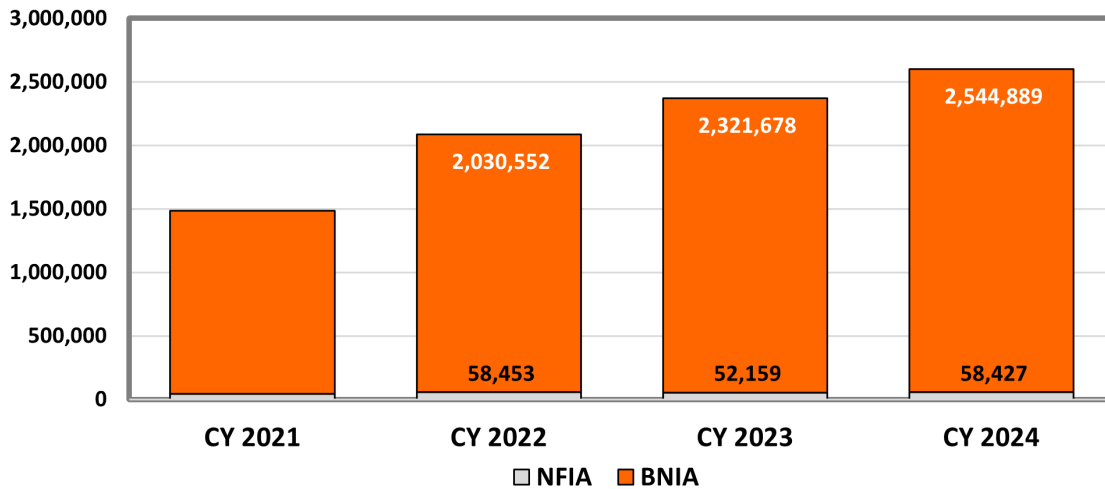
Operations - Aviation

ENPLANEMENTS

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

Annual BNIA & NFIA Enplanements

CY 2024

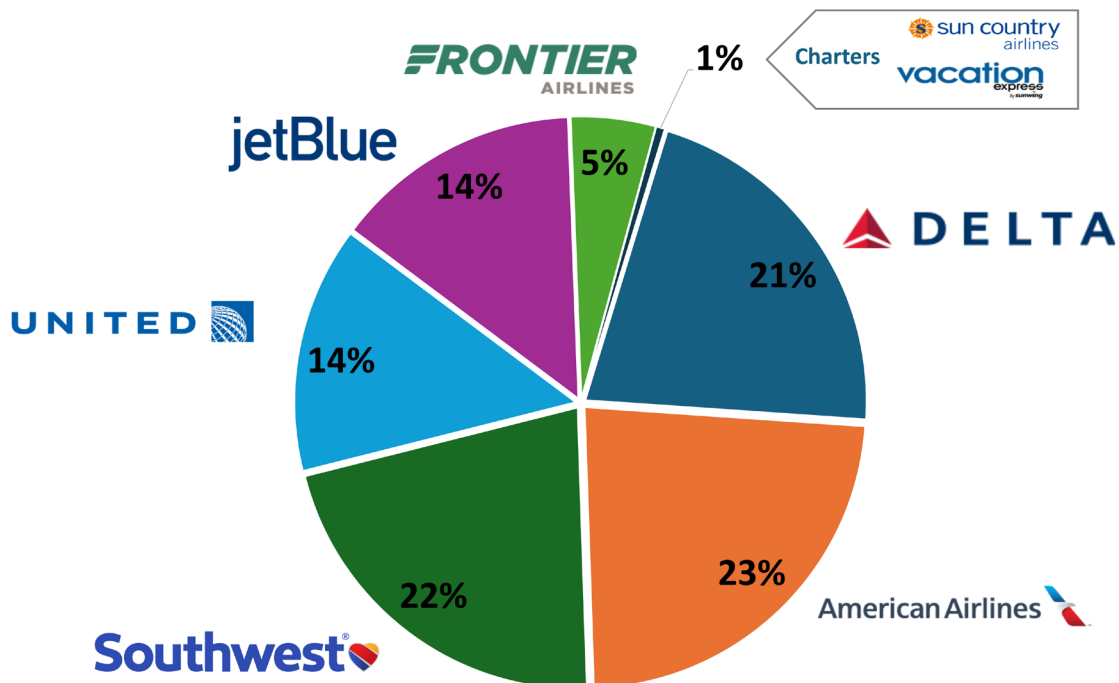


(From monthly airline reporting; includes non-revenue enplanements)

MARKET SHARE

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

BNIA - Airline Market Share

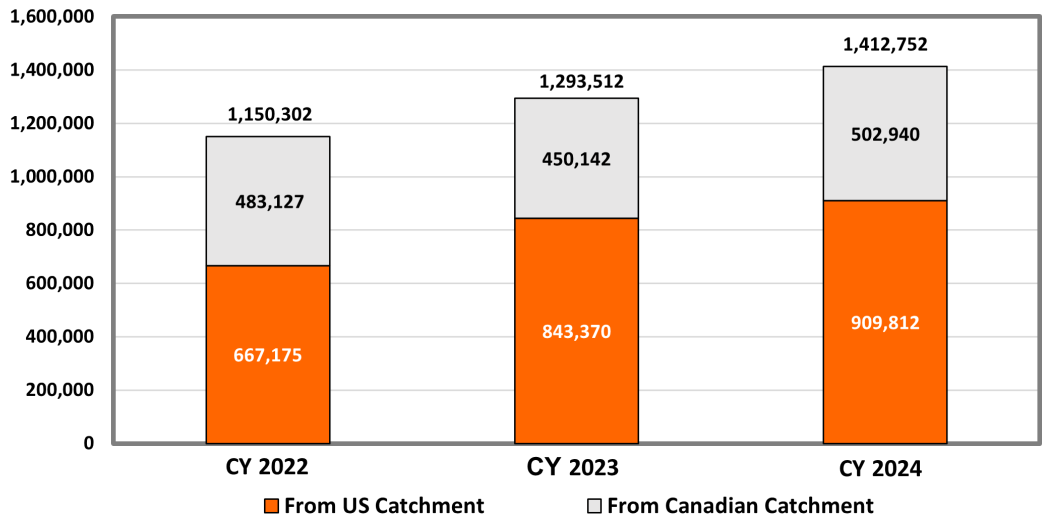


CATCHMENT AREA

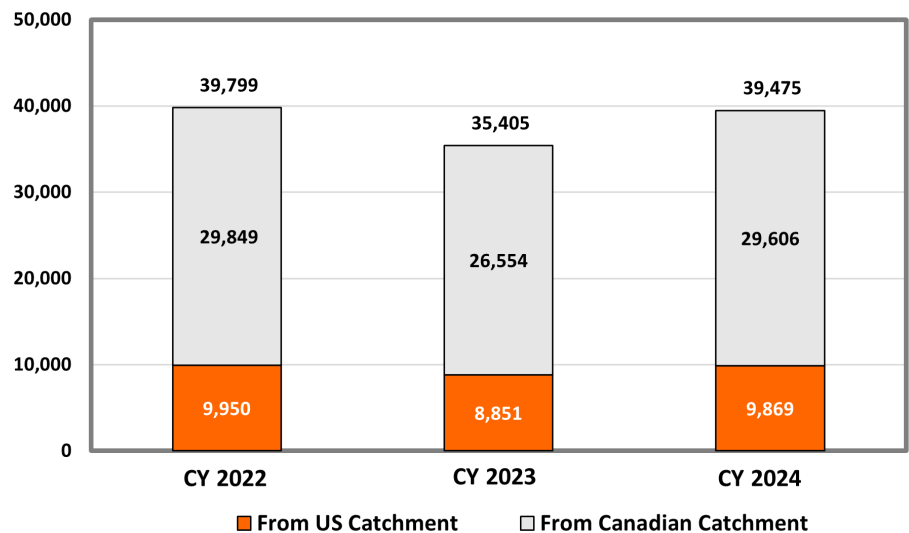
Catchment area represents geographic area from which an airport can reasonably expect to draw commercial air service passengers.



Originating Enplanements
BNIA



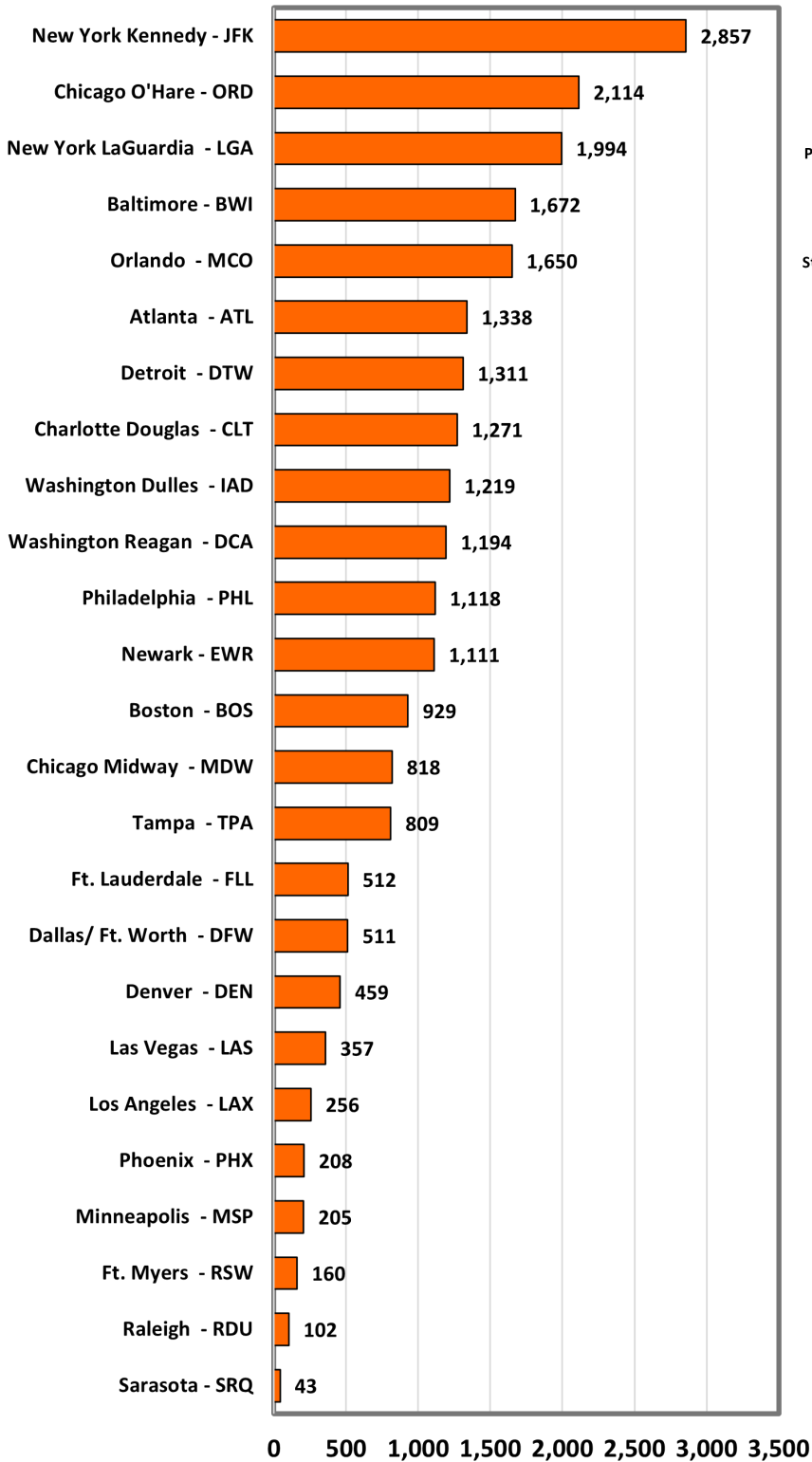
Originating Enplanements
NFIA



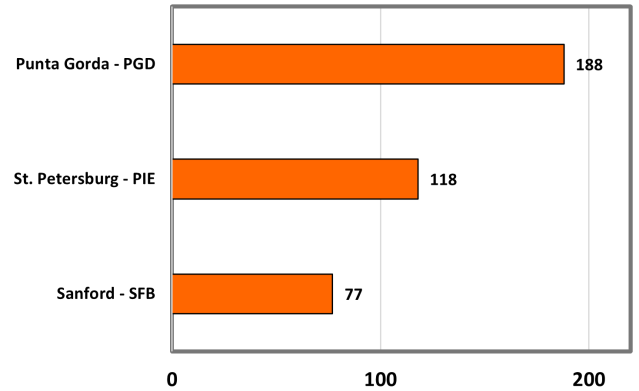
(Enplanement passengers originating from our region;
excludes persons from outside catchment area.)

NONSTOP ROUTES

BNIA - Nonstop Routes (Flights)
CY 2024



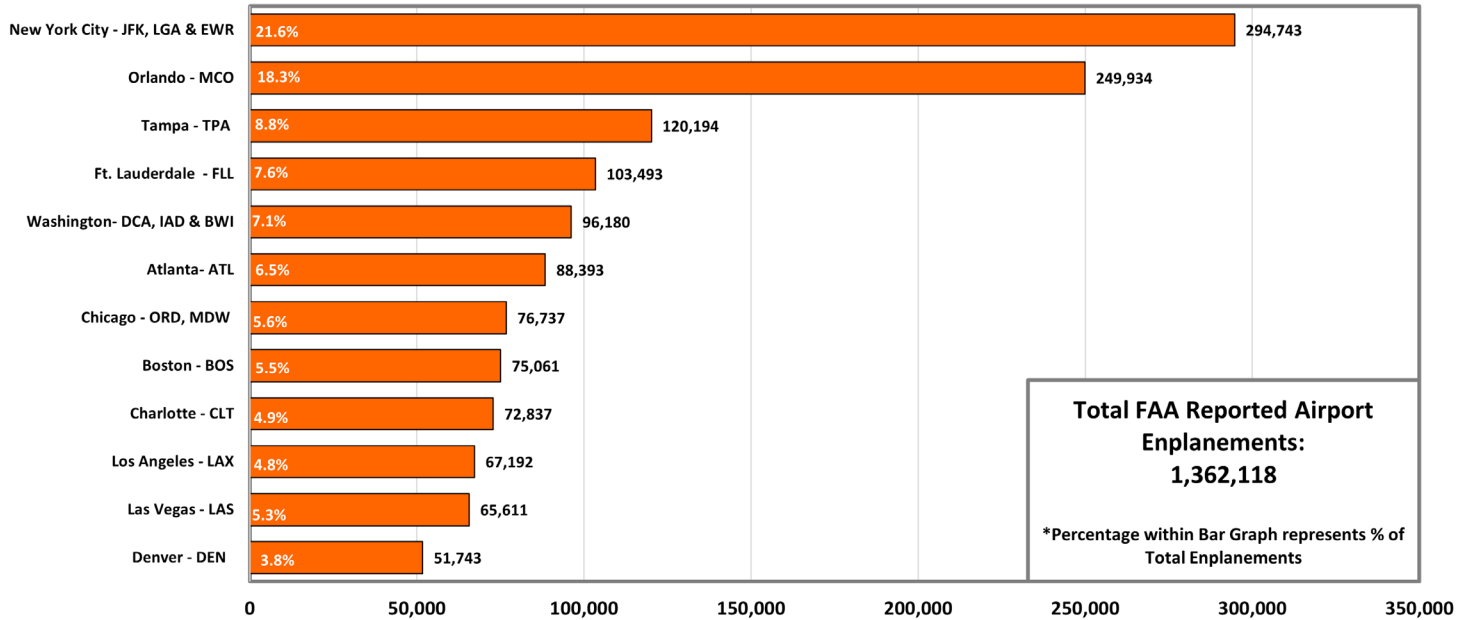
NFIA - Nonstop Routes (Flights)
CY 2024



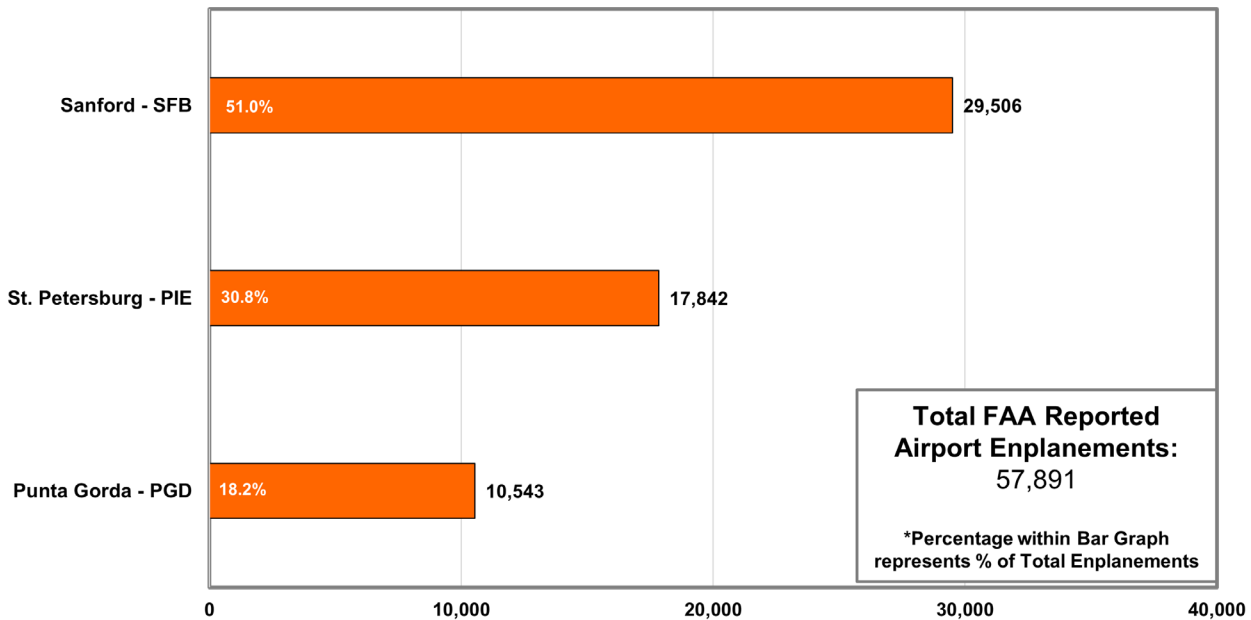
ORIGIN & DESTINATION (O&D) MARKETS

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

BNIA - Top 12 Origin & Destination Markets (Enplanements)
CY 2024



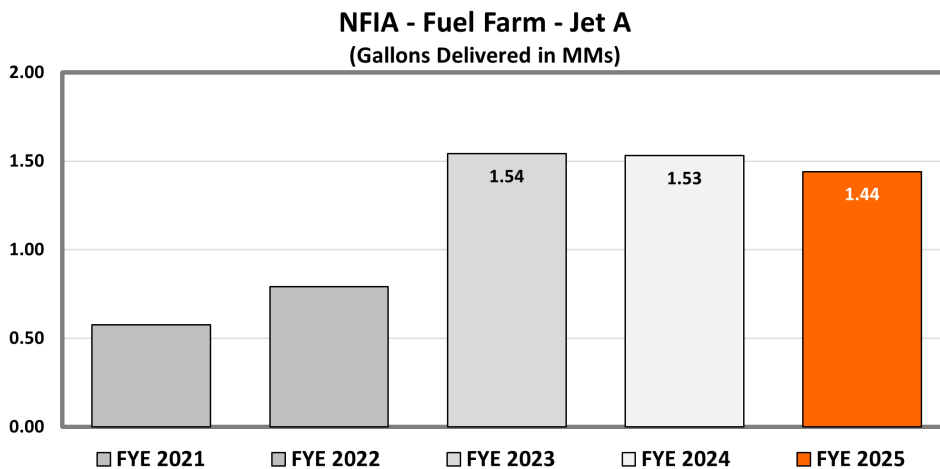
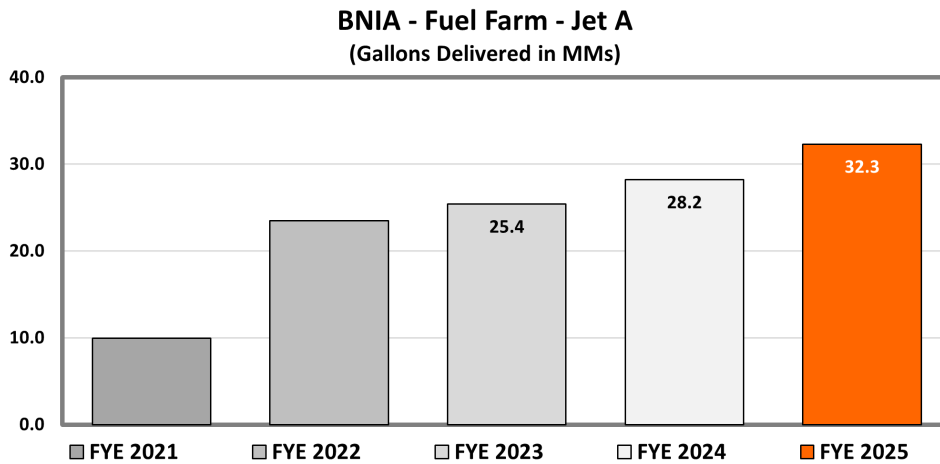
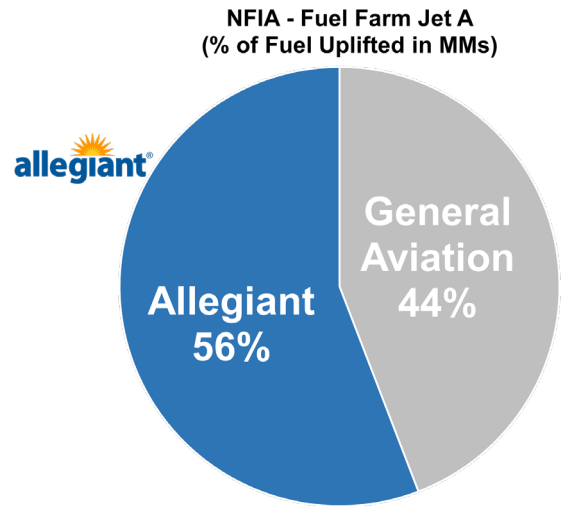
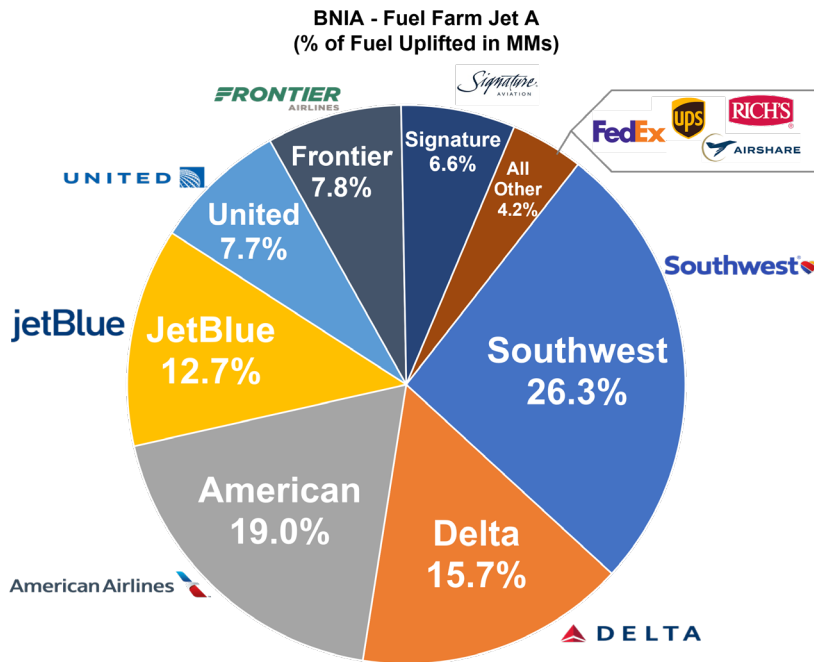
NFIA - Origin & Destination Markets (Enplanements)
CY 2024



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

Operations - Aviation

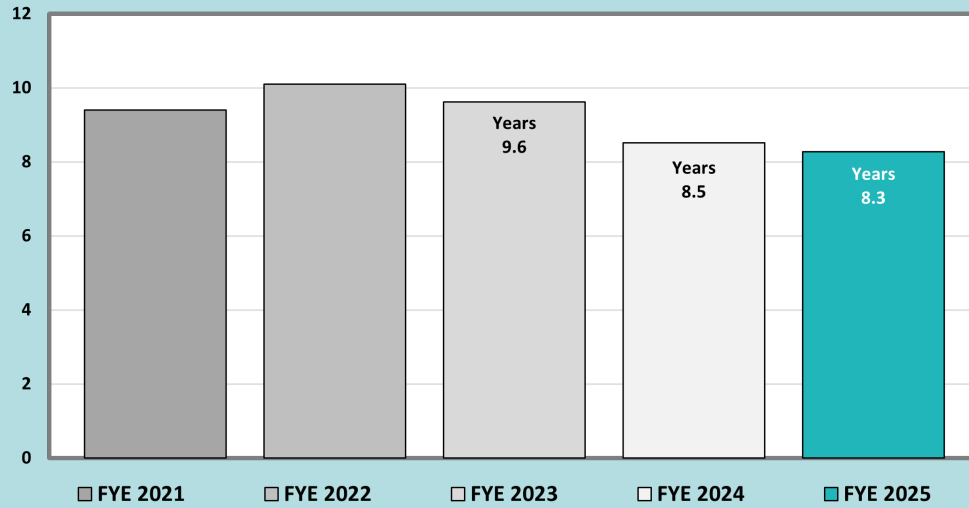
FUEL FARM



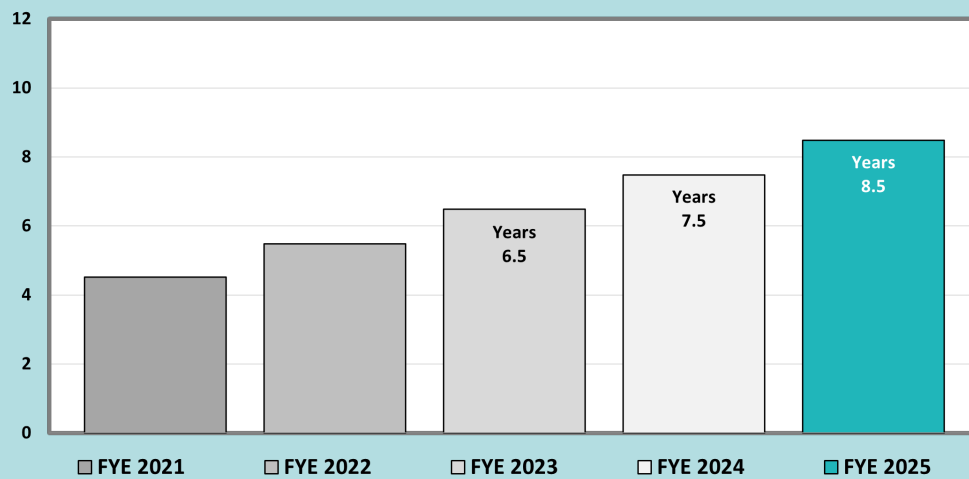
VEHICLE PROFILE

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.

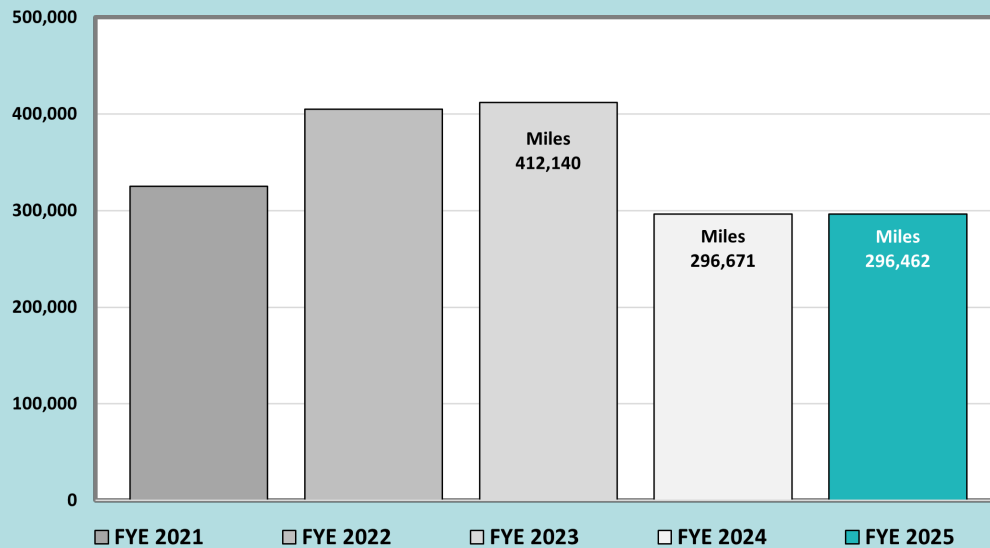
Average Age per Bus



Average Age per Rail Car

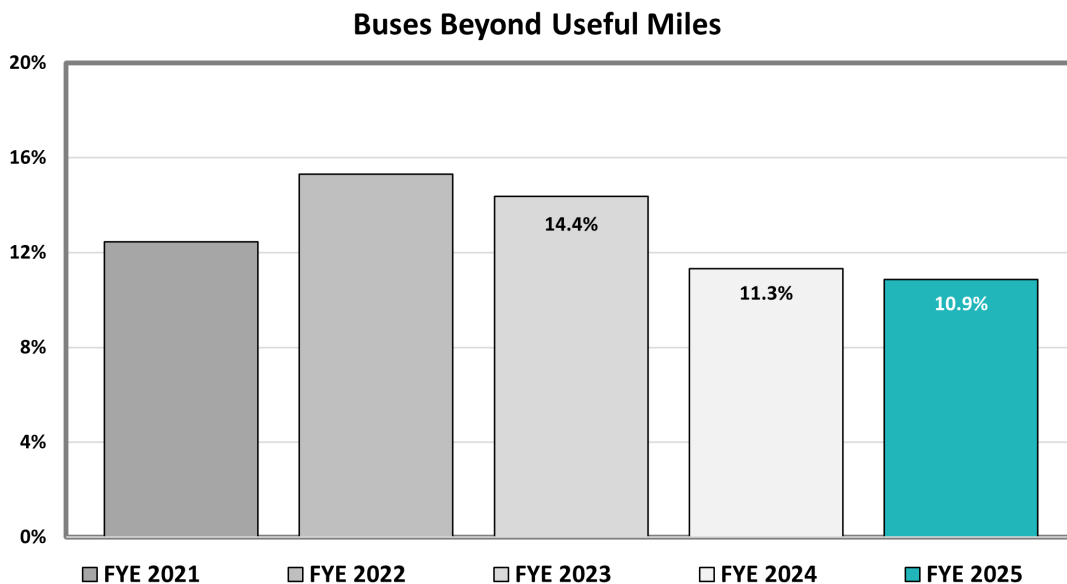
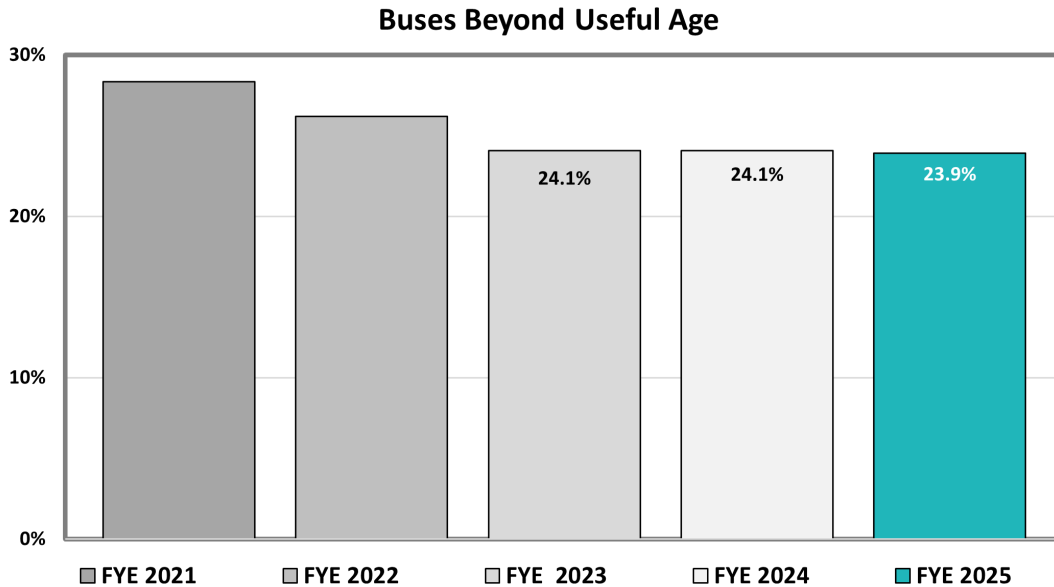


Average Total Miles per Bus



VEHICLE PROFILE

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



RELIABILITY

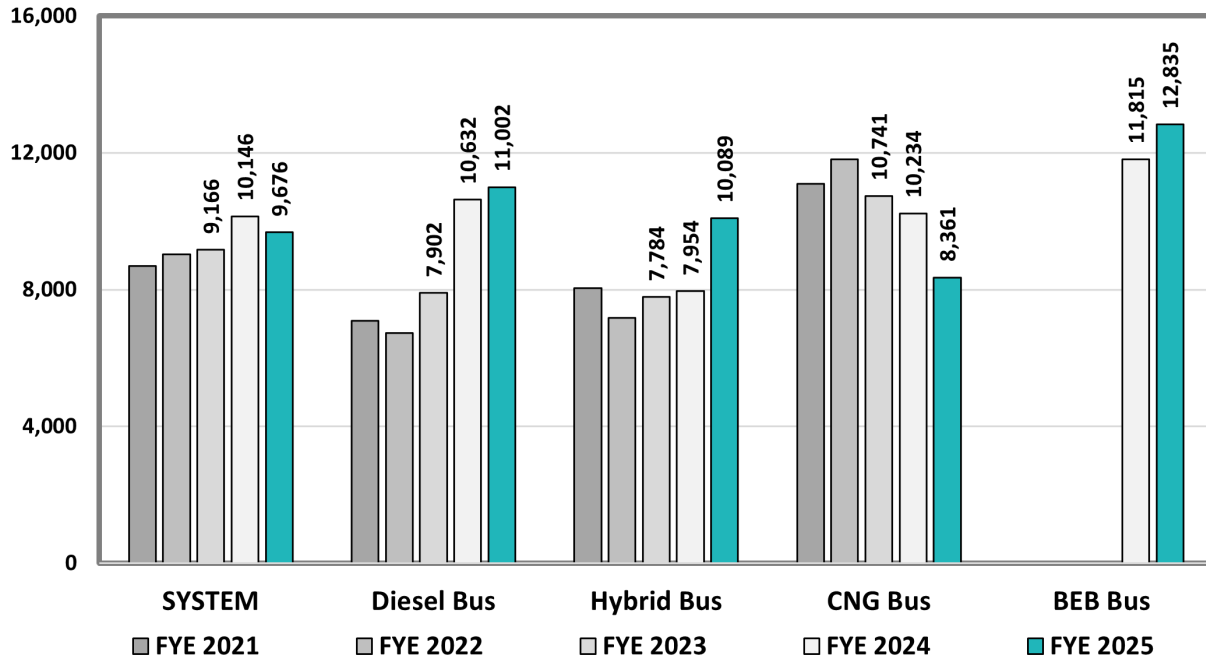
Metro's bus fleet consists of primarily 40' buses with diesel, hybrid (diesel/electric), battery electric or CNG power. The PAL fleet is comprised of vans powered by diesel, gasoline or CNG. Vehicle performance has a direct impact on Metro's ability to deliver reliable, safe service. Measurement of fleet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

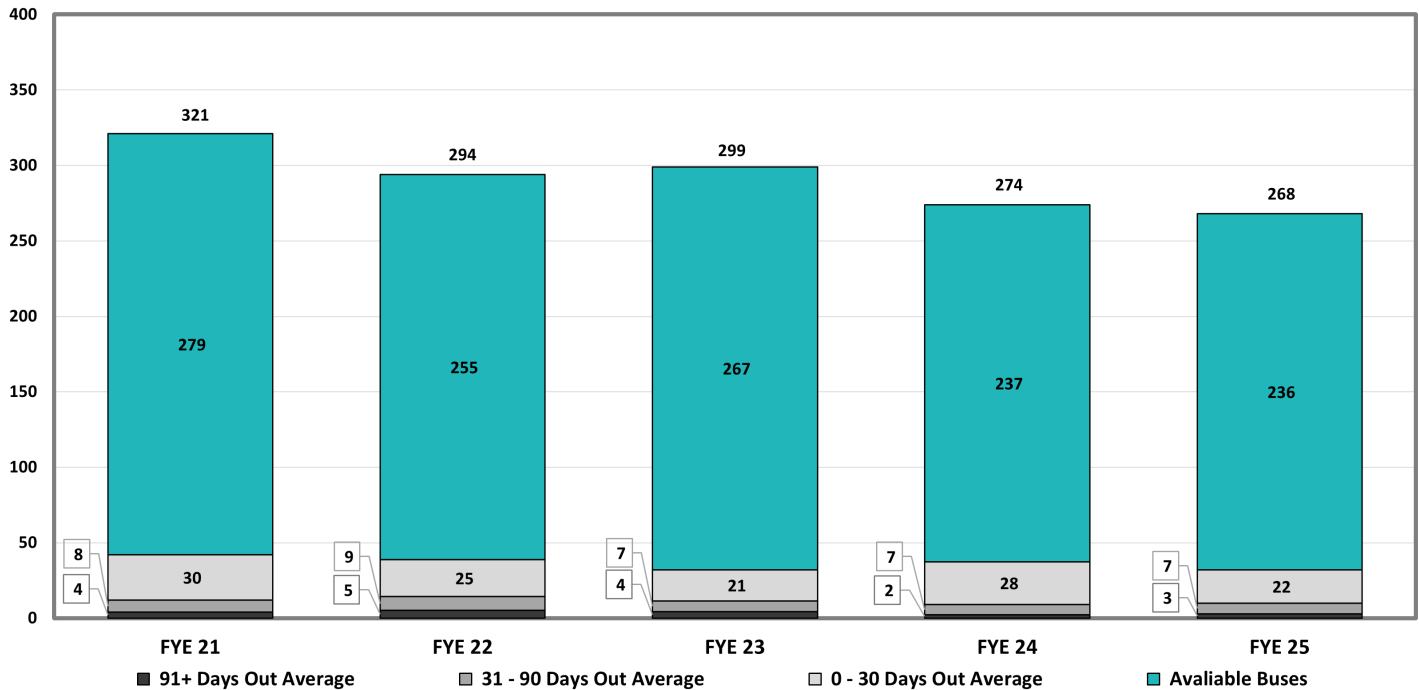
VEHICLE MAINTENANCE

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.

Mileage Without Service Interruptions



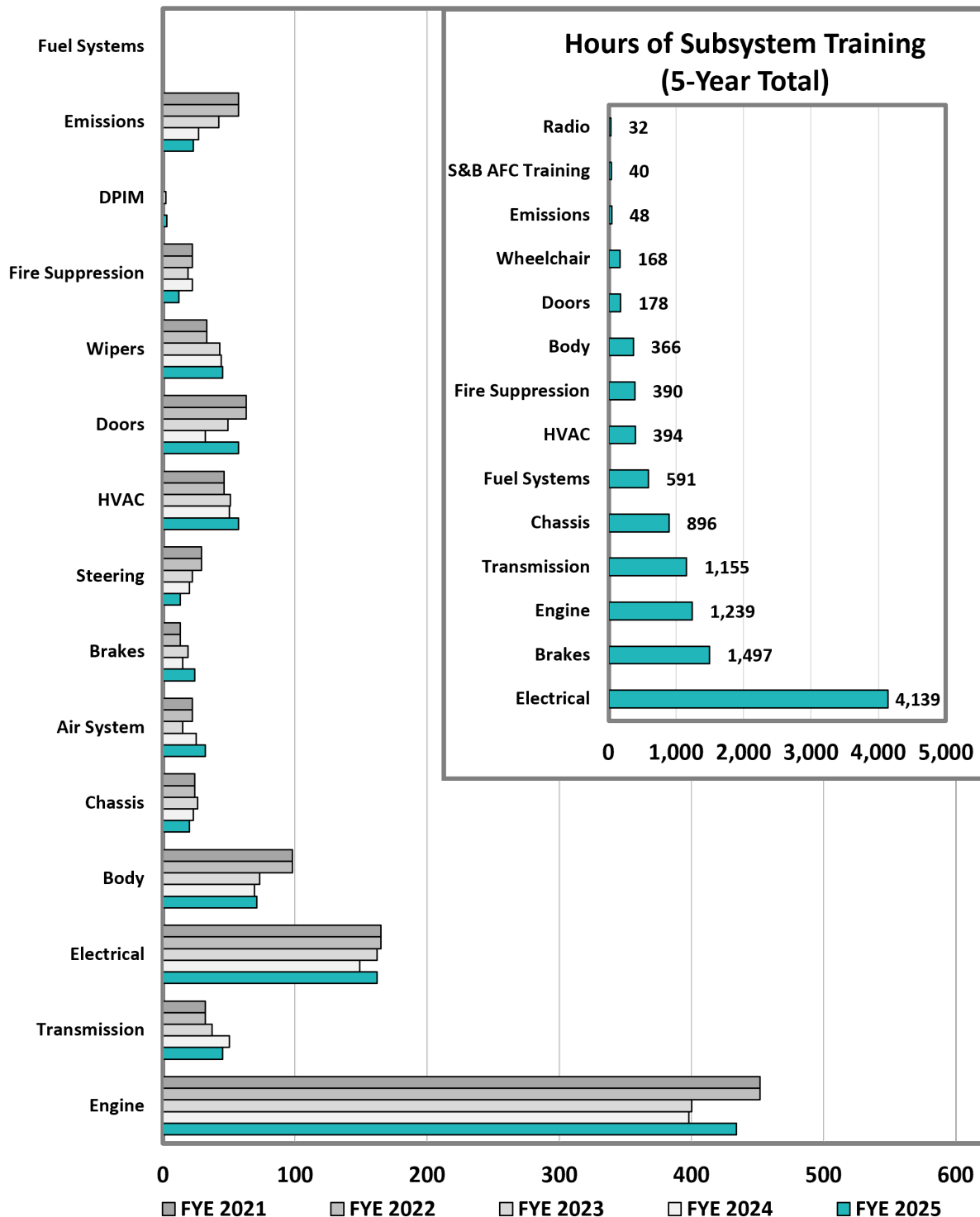
Buses Out of Service



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.

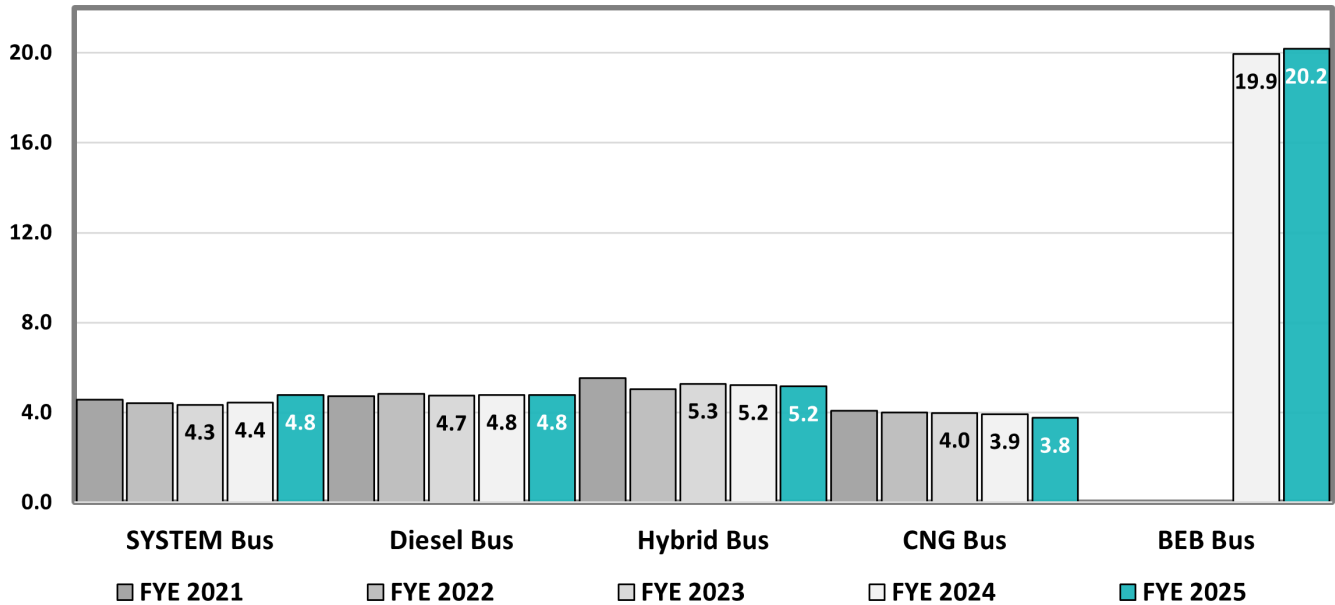
Fleet Defects by Subsystem



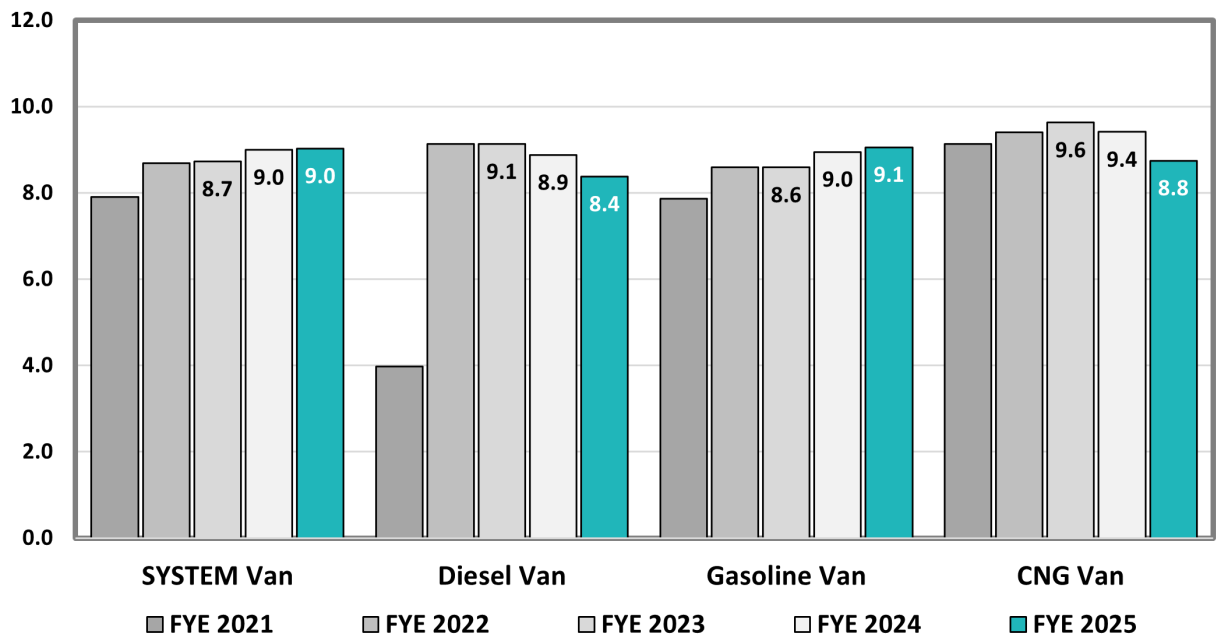
PERFORMANCE

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.

Fuel Economy - Buses (MPGde)



Fuel Economy - Vans (MPGde)

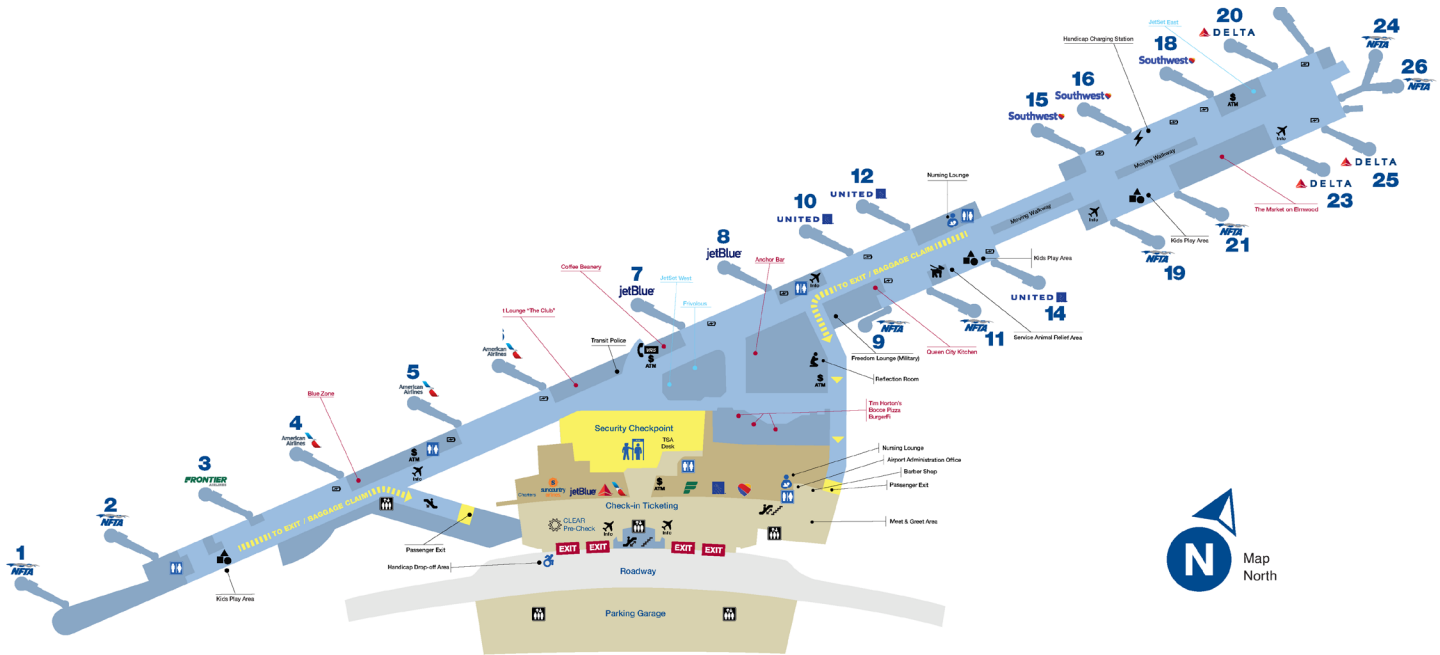


Fleet / Infrastructure - Aviation

TERMINAL INFRASTRUCTURE

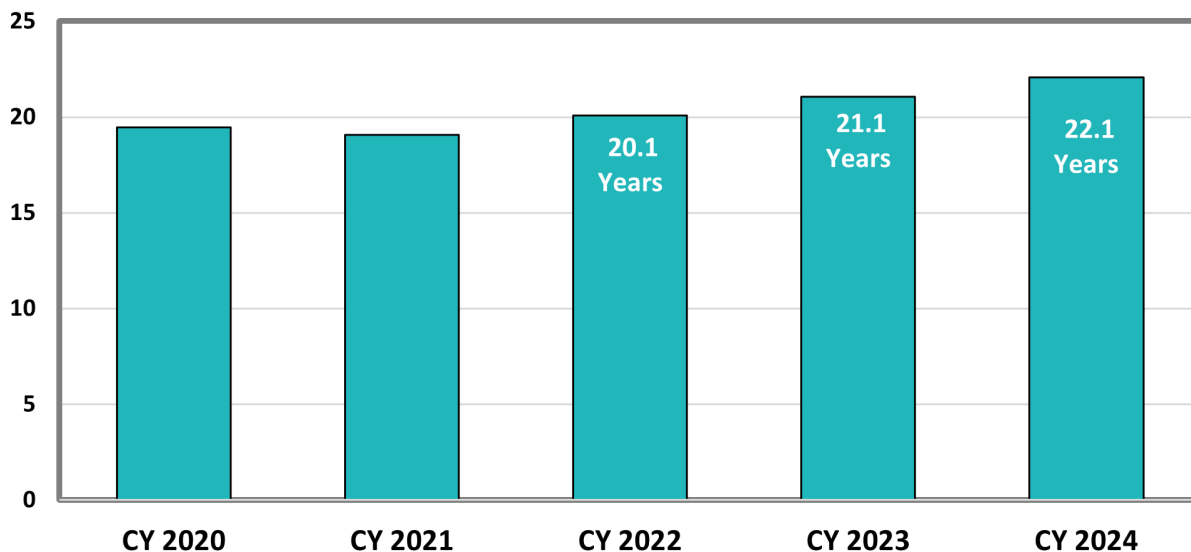
Passenger Boarding Bridge (PBB)

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 passenger boarding bridge replacement program is ongoing with three bridges completed in the fourth quarter of FYE 2025. Reductions in PBB average age will be reflected in future years.

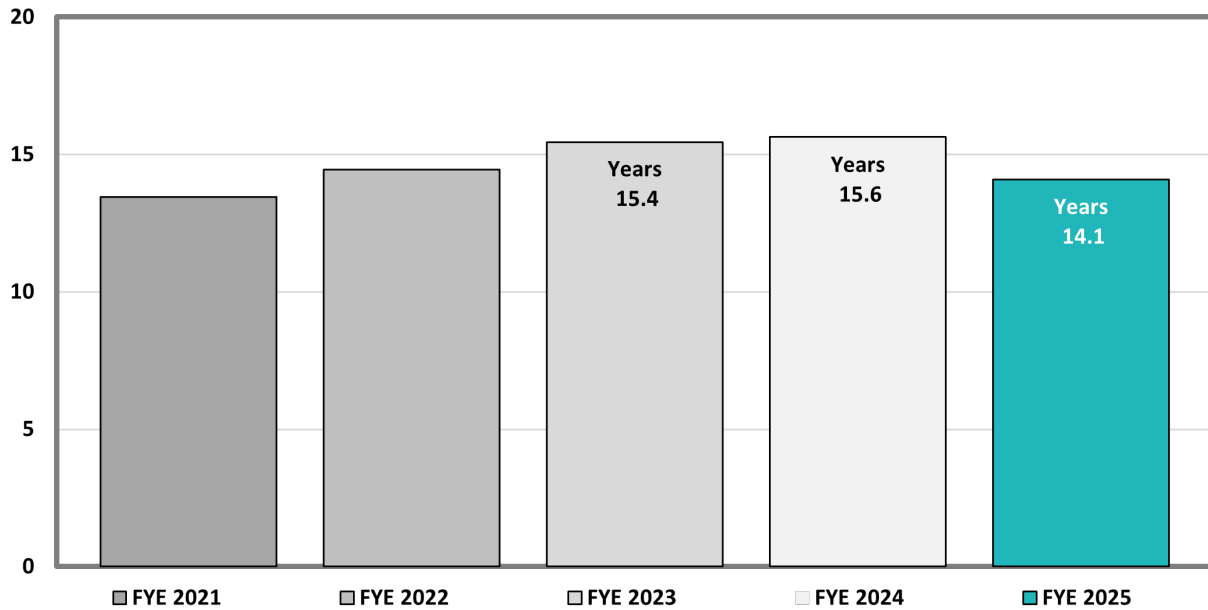
BNIA - Passenger Boarding Bridge Average Age (Years)



SNOW REMOVAL EQUIPMENT AVERAGE LIFE

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

Average Age per Snow Removal Equipment

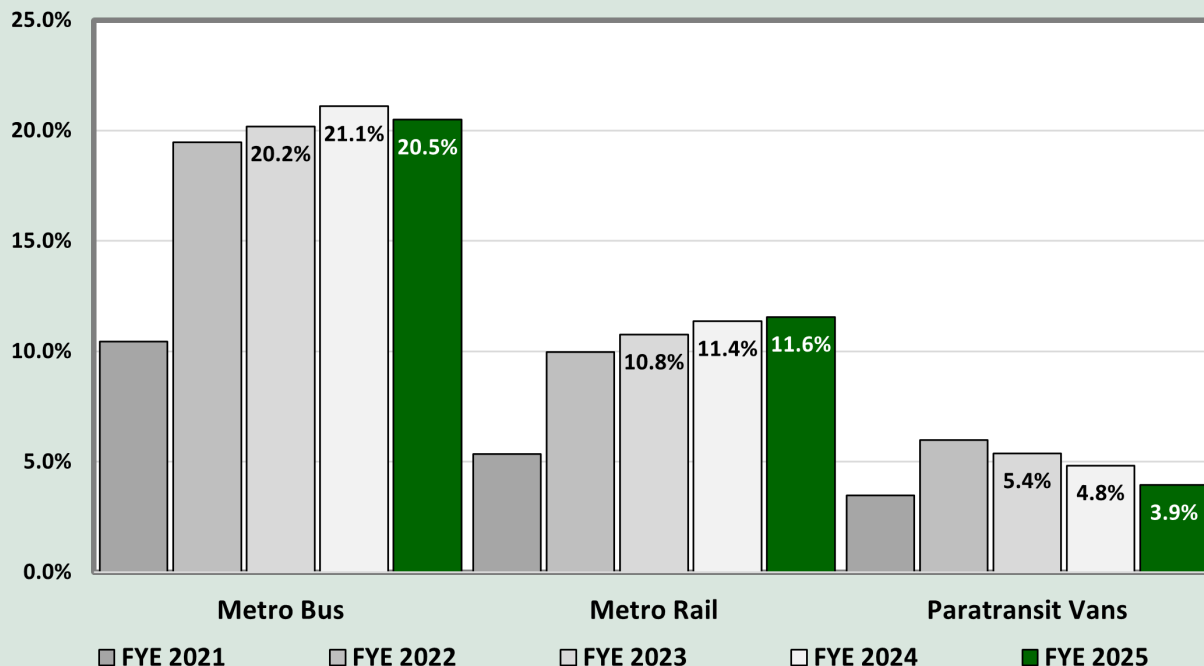


Financial - Metro

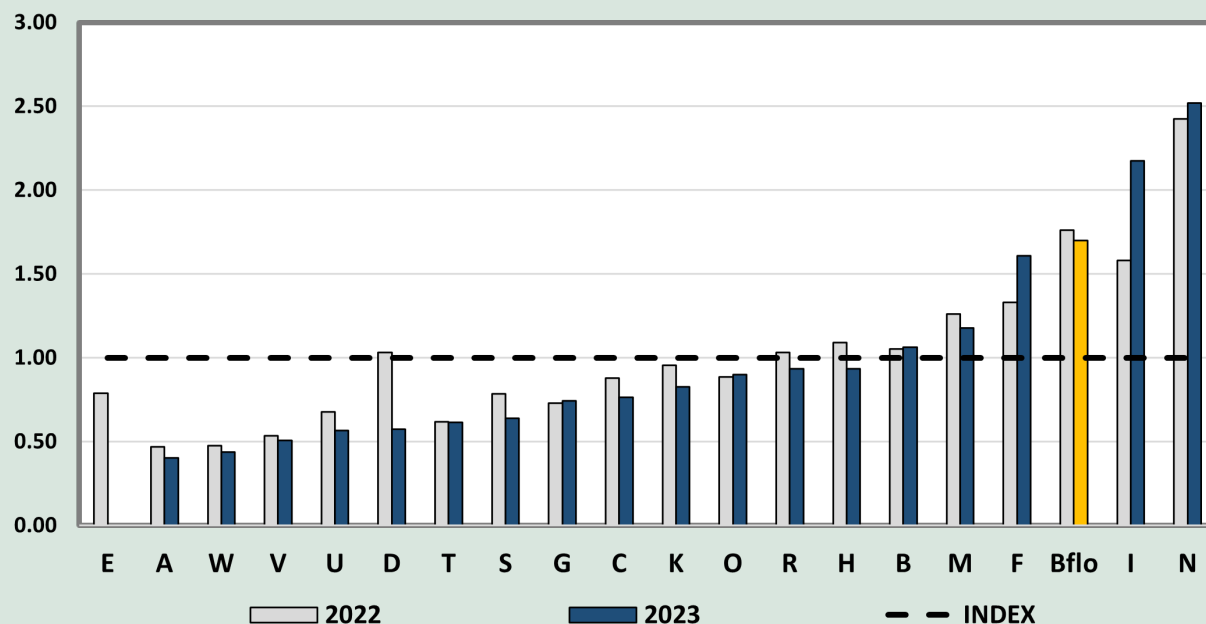
REVENUE

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.

Farebox Recovery



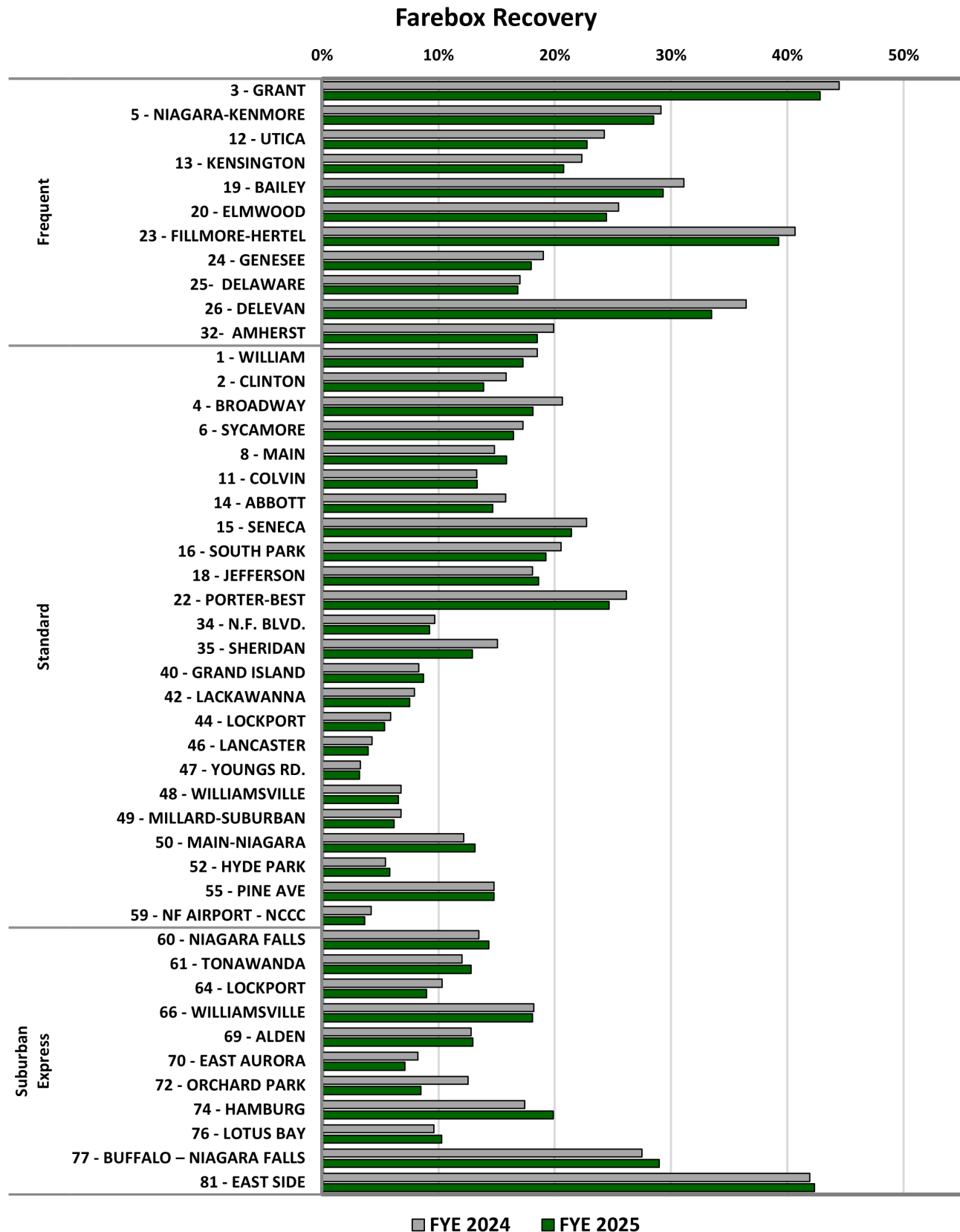
ABBG 2023 Data - Farebox Recovery (Indexed to Group Average = 1)



REVENUE

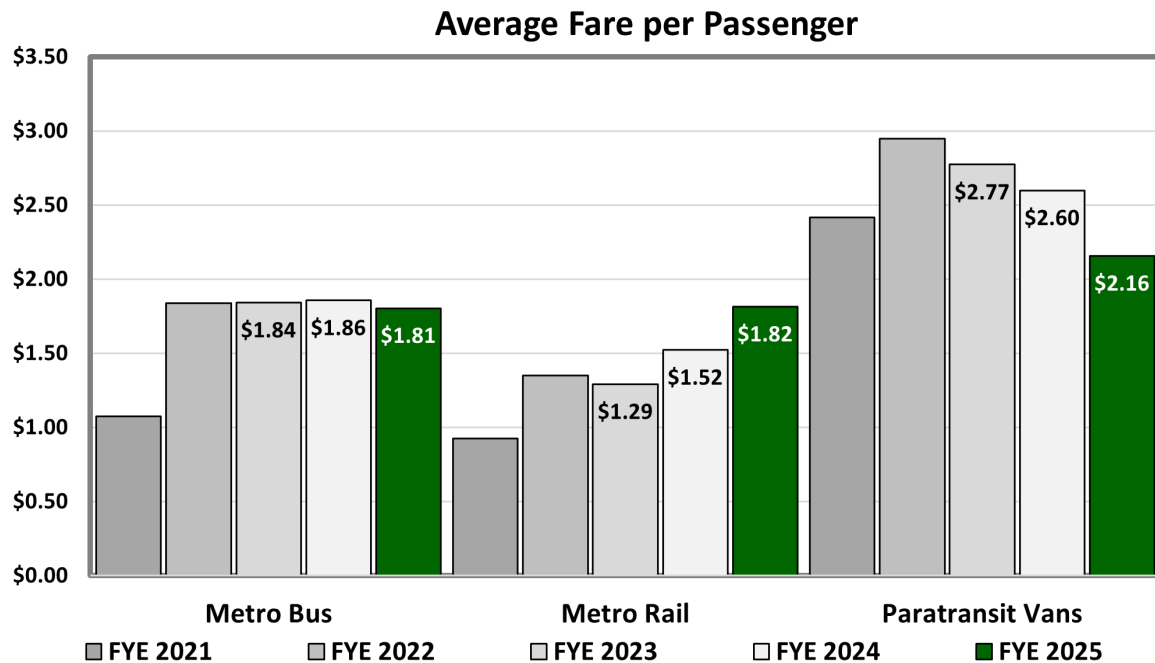
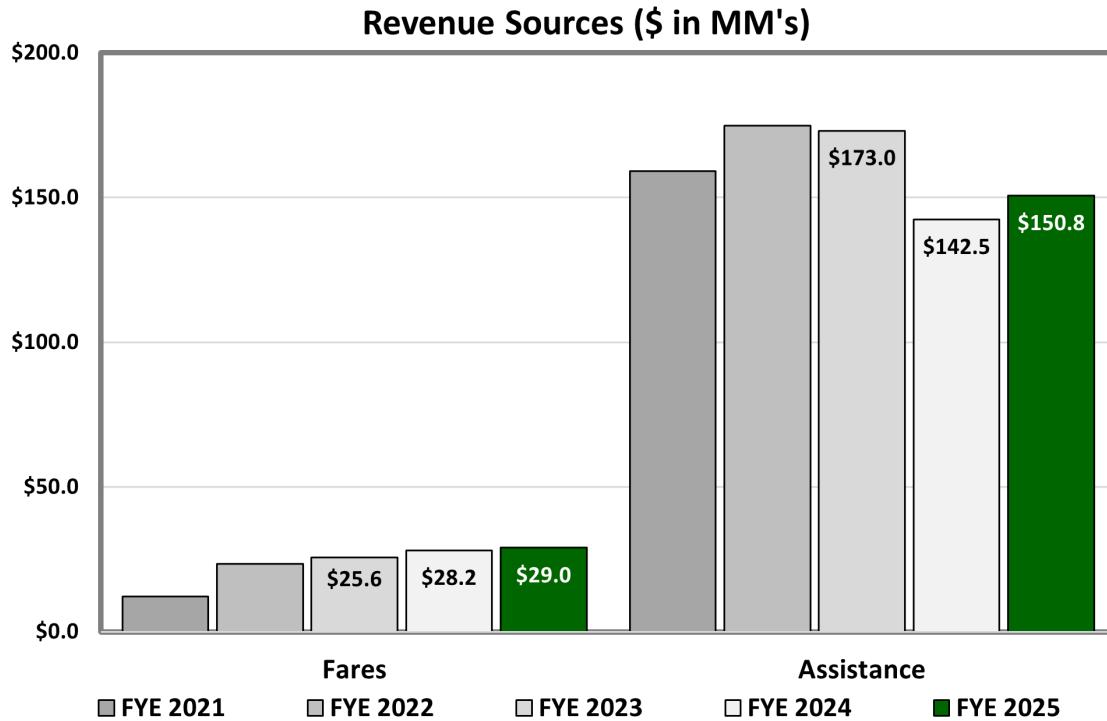
Farebox Recovery-Weekday Service Only

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

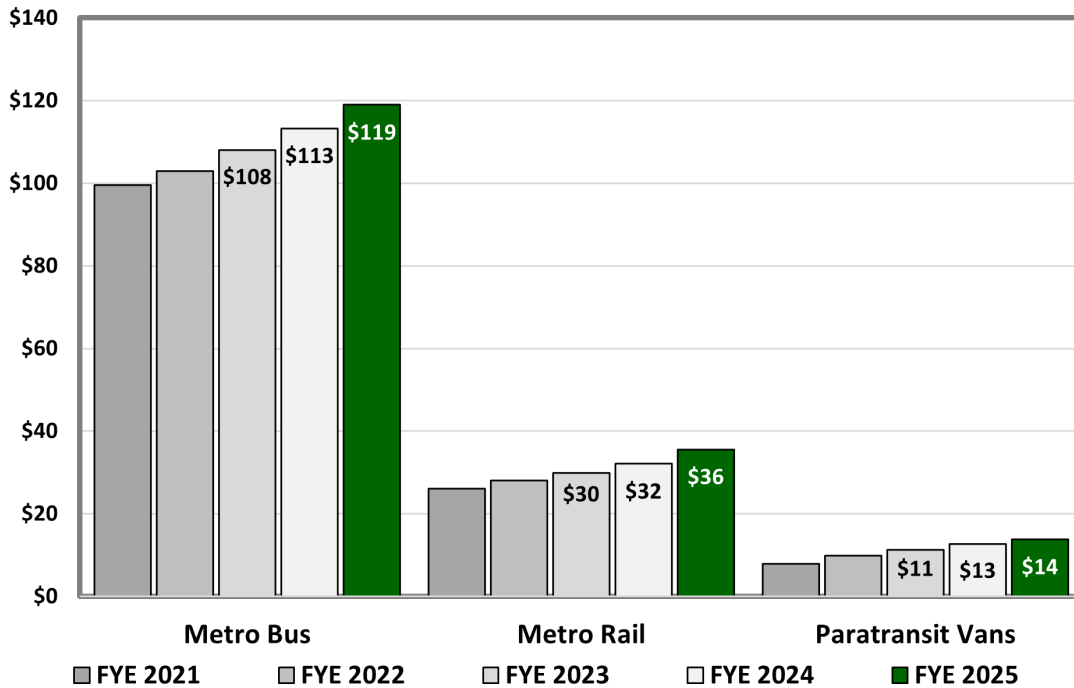
REVENUE



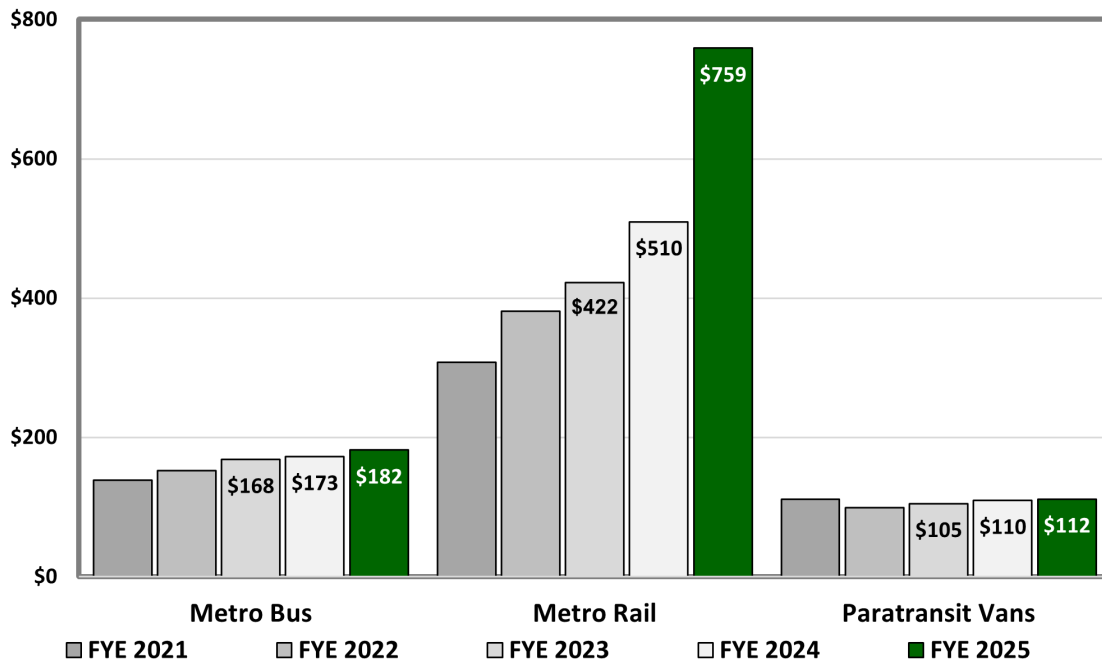
EXPENSES

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.

Operating Costs (\$ in MM's)



Operating Costs per Vehicle Hour



Due to construction activities and associated single tracking and reduced ridership, the number of rail vehicles operating was reduced during this period.

Financial - Metro

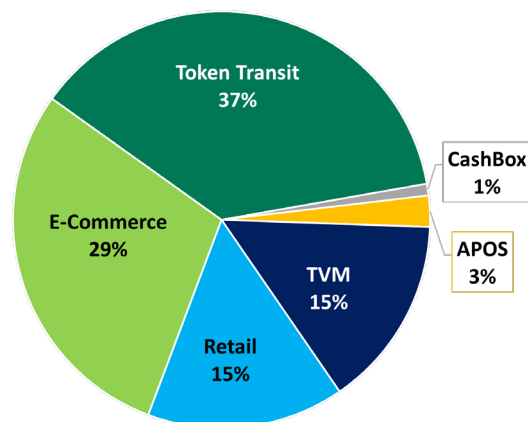
METRO PASS SALES

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

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

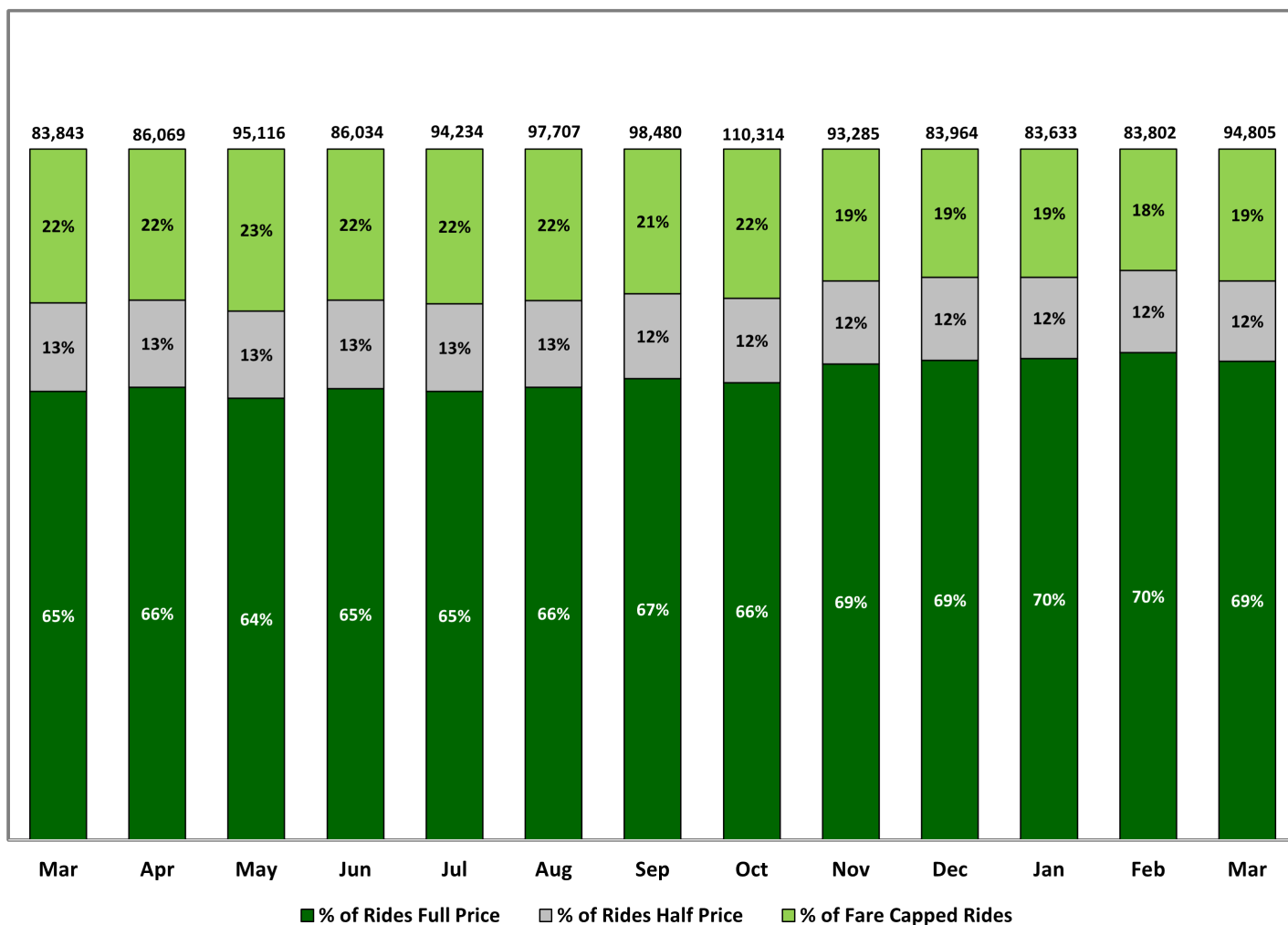
Metro offers fare capping to passengers using MetGo stored value balances. This pay-per-ride system caps passengers' costs after reaching a certain threshold for a day, a week, and a month. As passengers reach those thresholds, they're able to ride for free for the rest of the relevant period. This ensures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

FYE 2025 Point of Sale
Dollar Weighed as % of Sales



Fare Capping

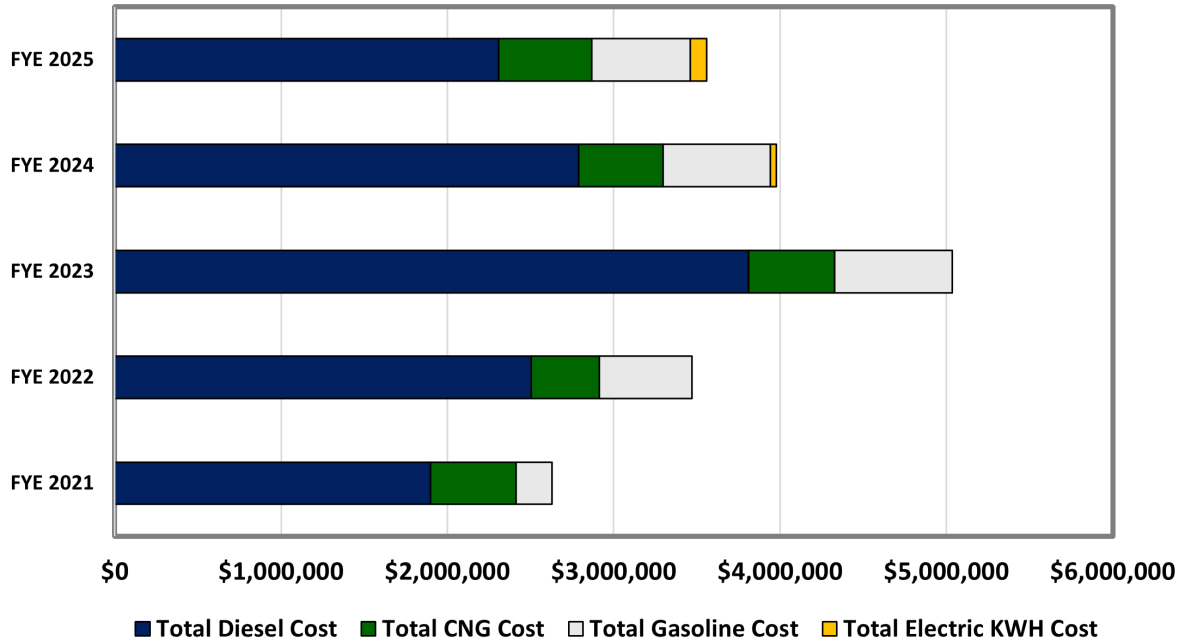
% of Riders at Full Price, Half Price, and Fare Capped
FYE-25



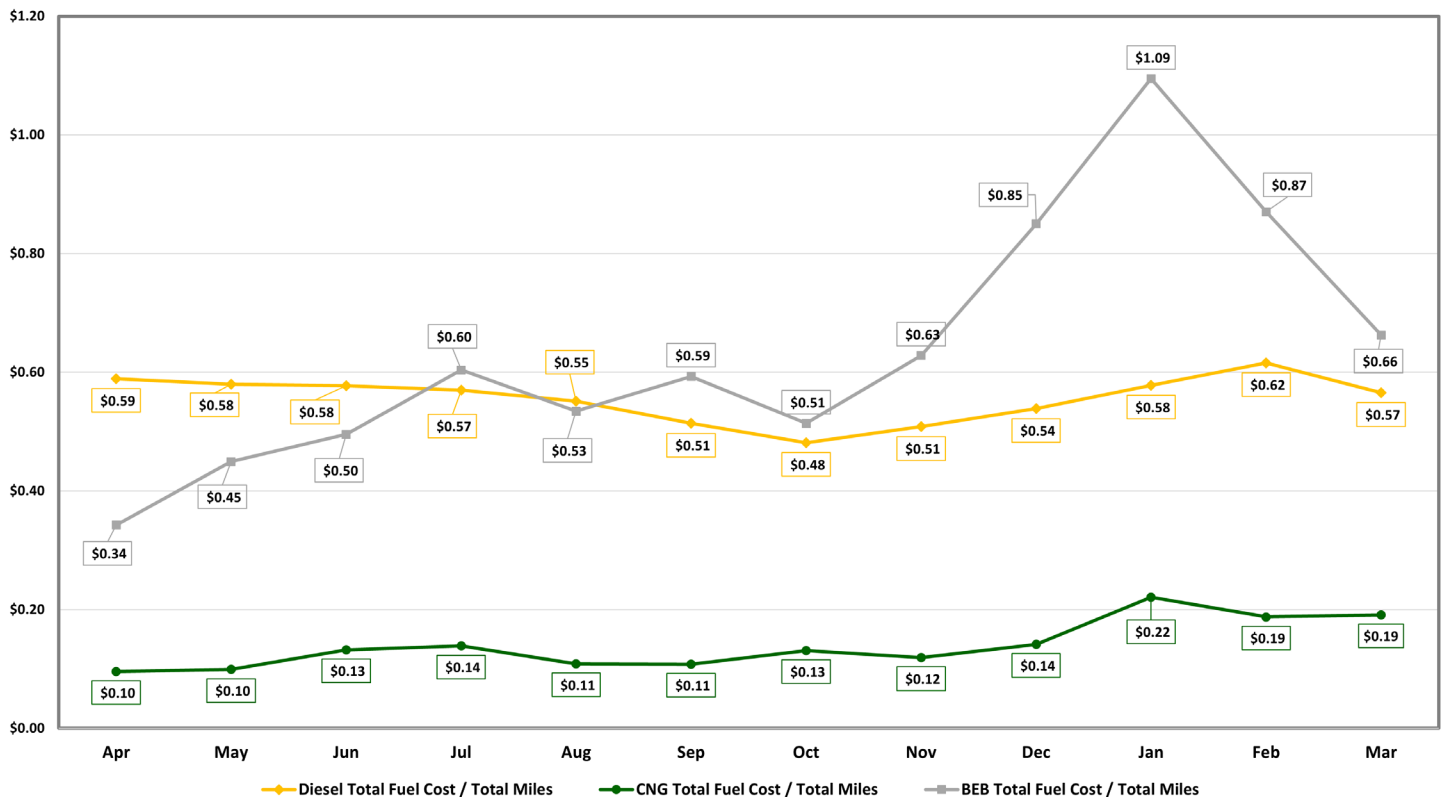
FUEL COSTS

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.

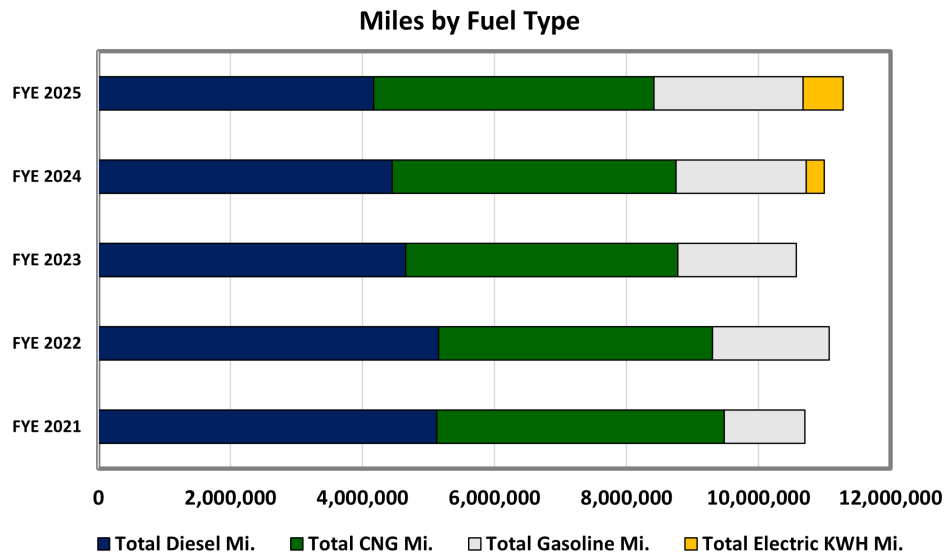
Fuel Type Costs



Cost Per Mile by Fuel Type FYE-25

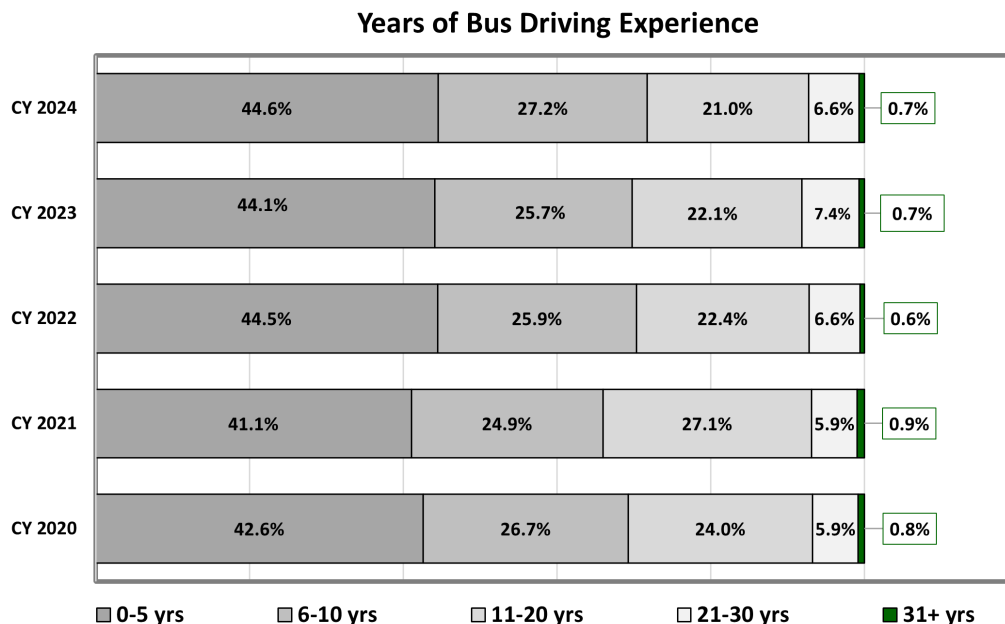
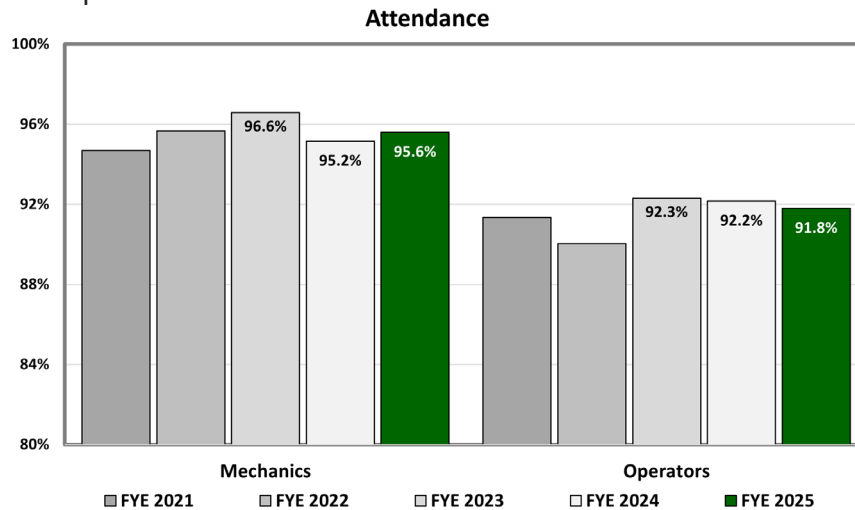


FUEL COSTS



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.

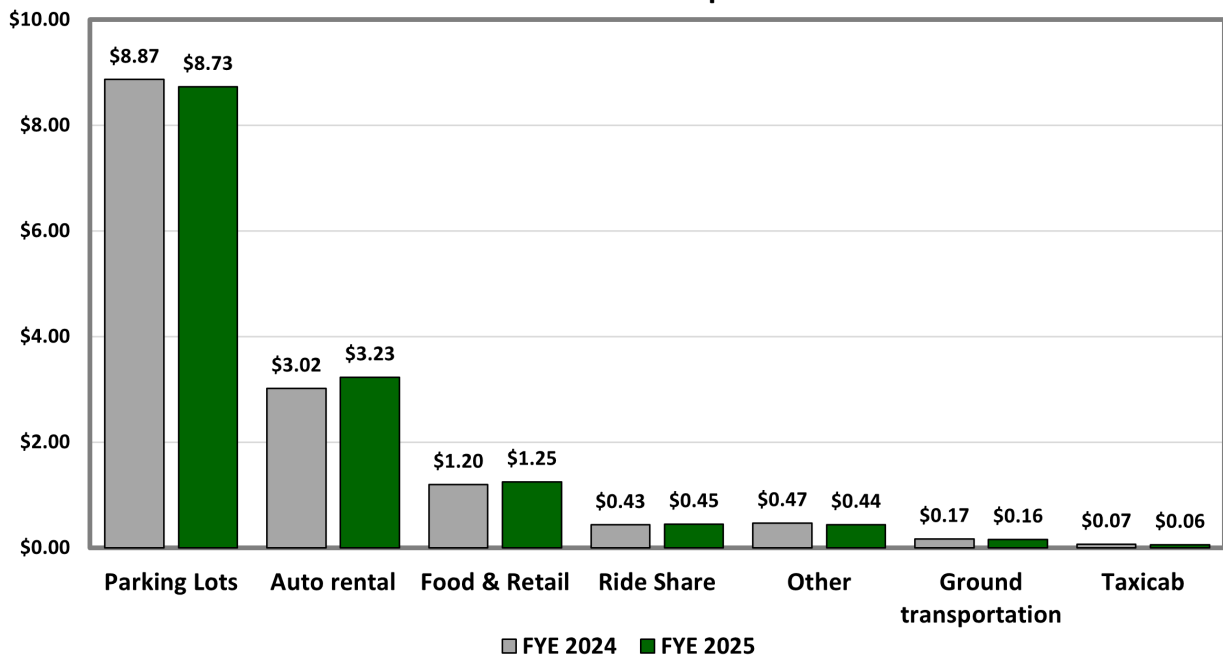


REVENUE

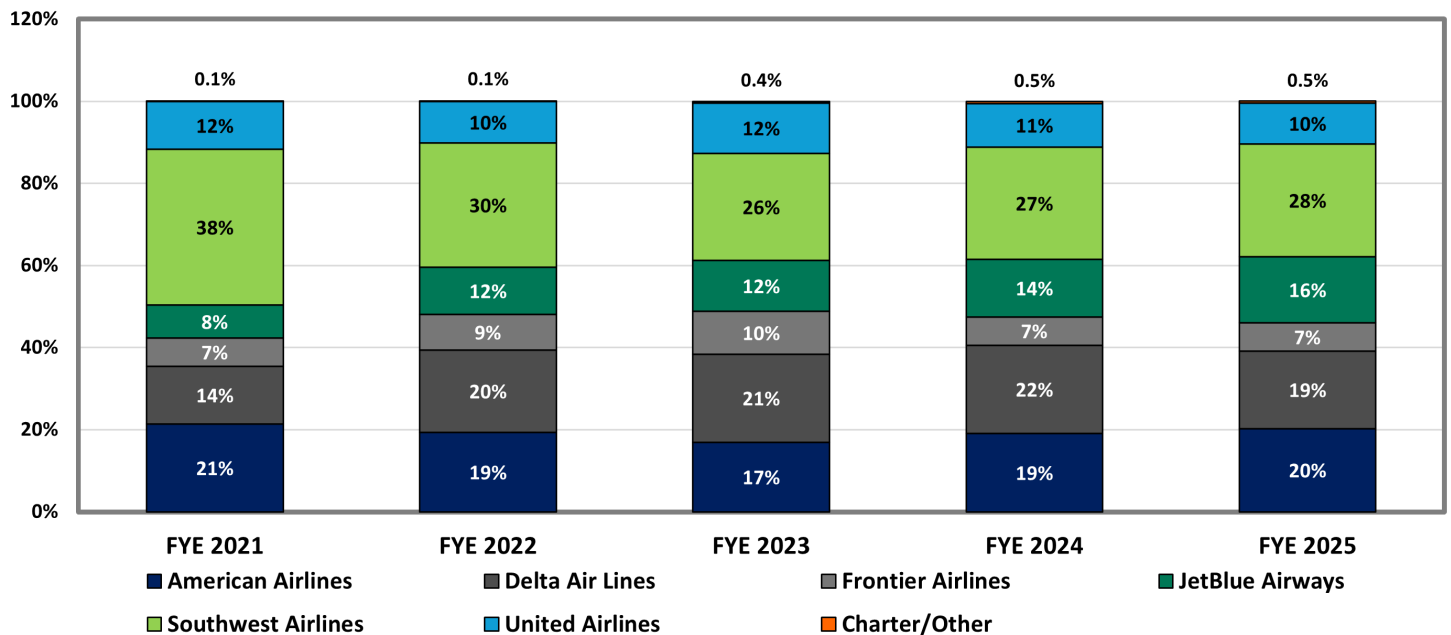
Airport revenues are analyzed and compared on the ratio basis of Revenue per Enplanement, which is standard for the airport industry. Enplanements is the count of passengers that have boarded a commercial aircraft at the airport terminal. Similarly, deplanements is the count of passengers that have disembarked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



BNIA Revenue Per Enplanement



BNIA - % of Enplanements by Carrier

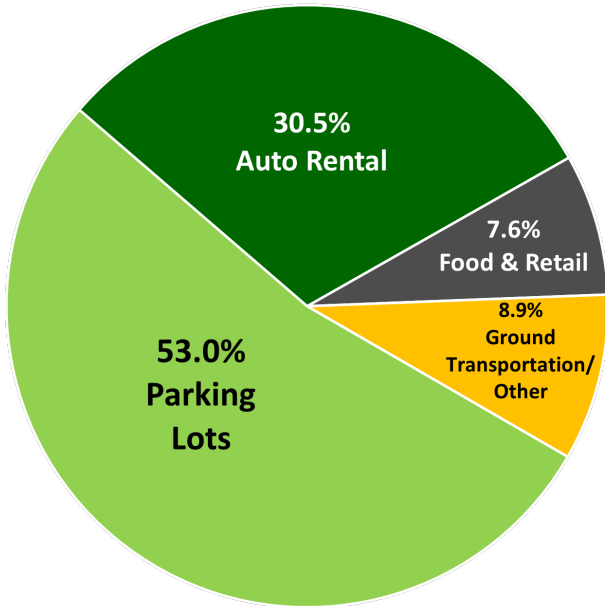


Financial - Aviation

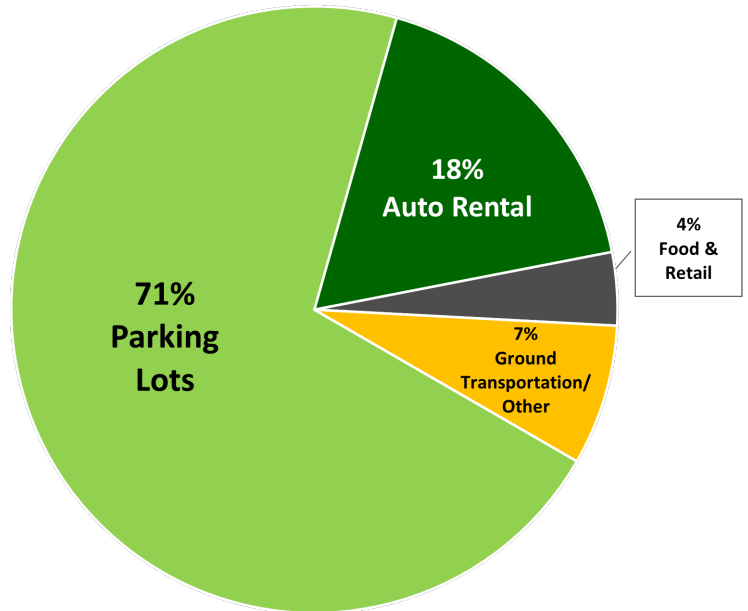
REVENUE

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 (5 Year Average)



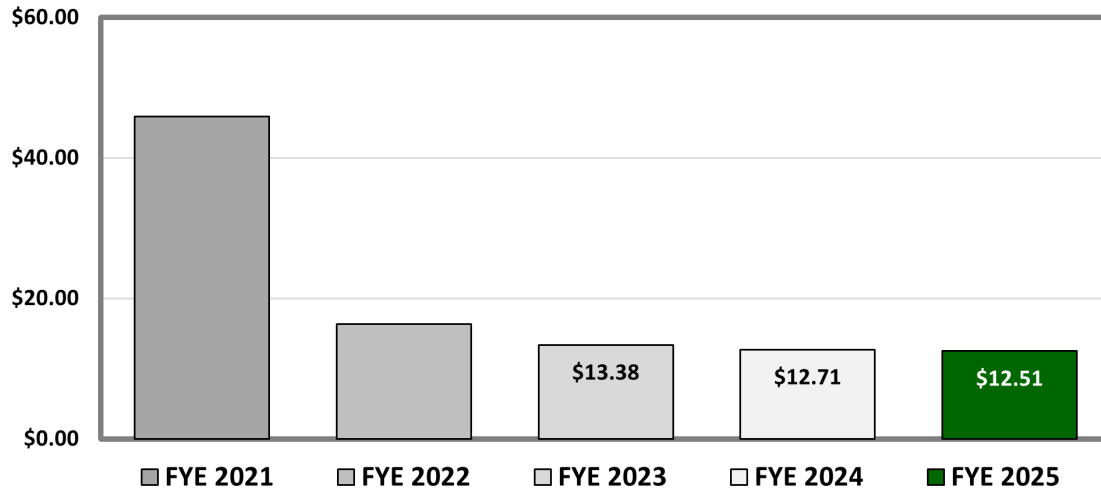
NFIA - Concession Revenue (5 Year Average)



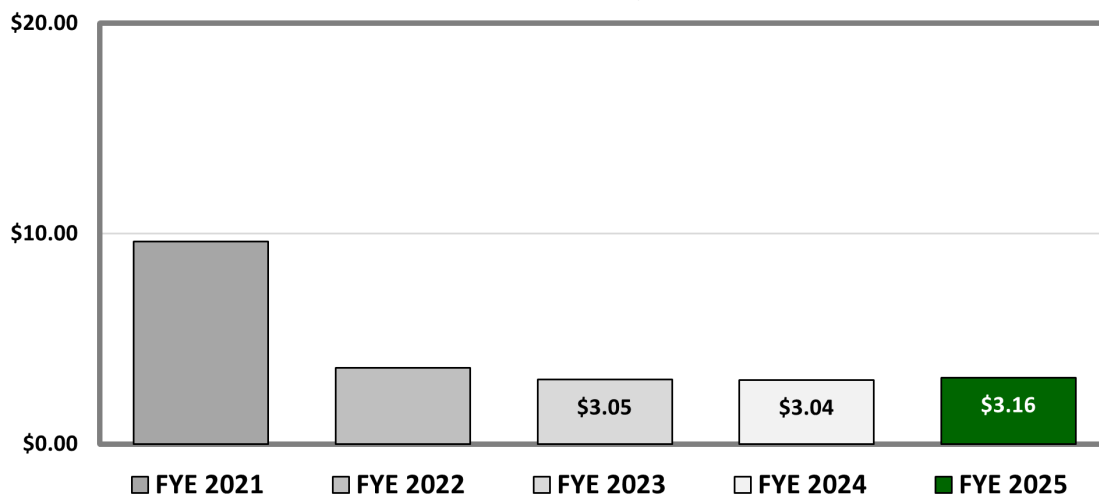
COST PER ENPLANEMENT

Cost Per Enplanement (CPE) is an industry standard metric used to determine the relative cost to the airline from an airport's rates and charges model, the key metric for how airlines compare costs between airports. CPE at 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.

BNIA - Cost Per Enplanement



NFIA - Cost Per Enplanement



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.

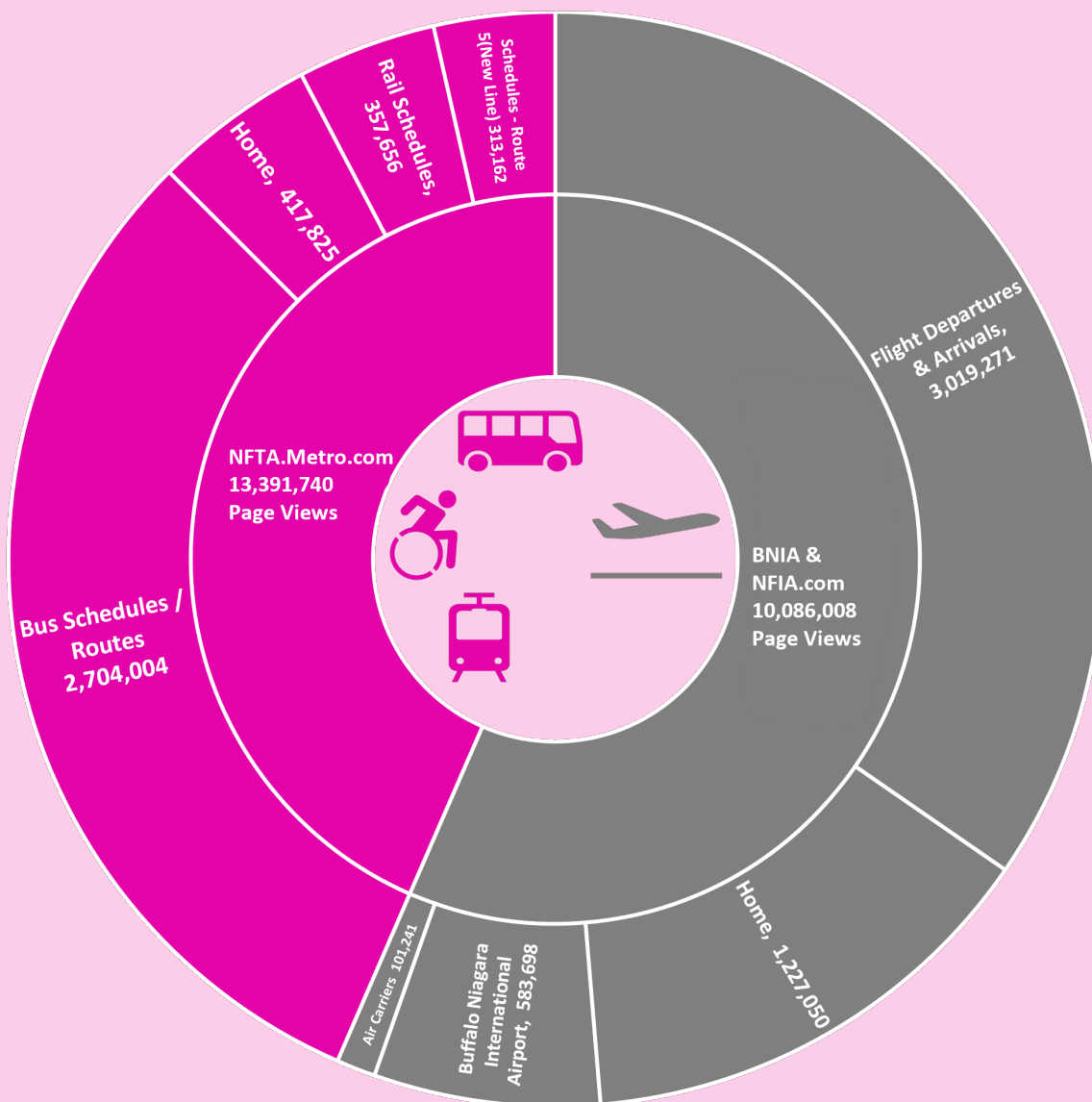
Digital Communication

NFTA WEBSITE

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

Web-Page Views

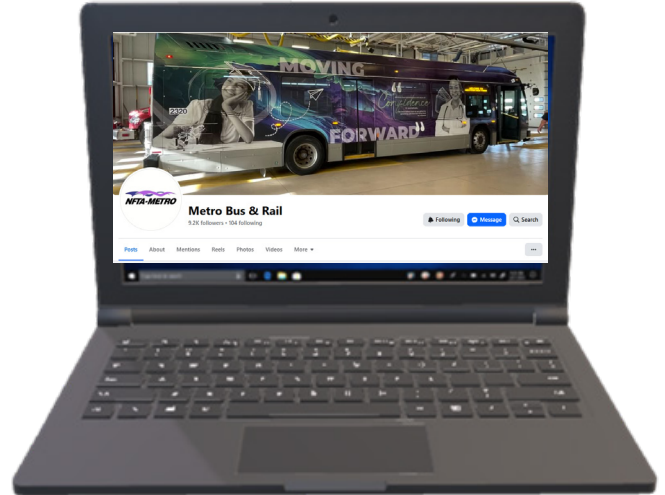
5 - Year Cumulative Total



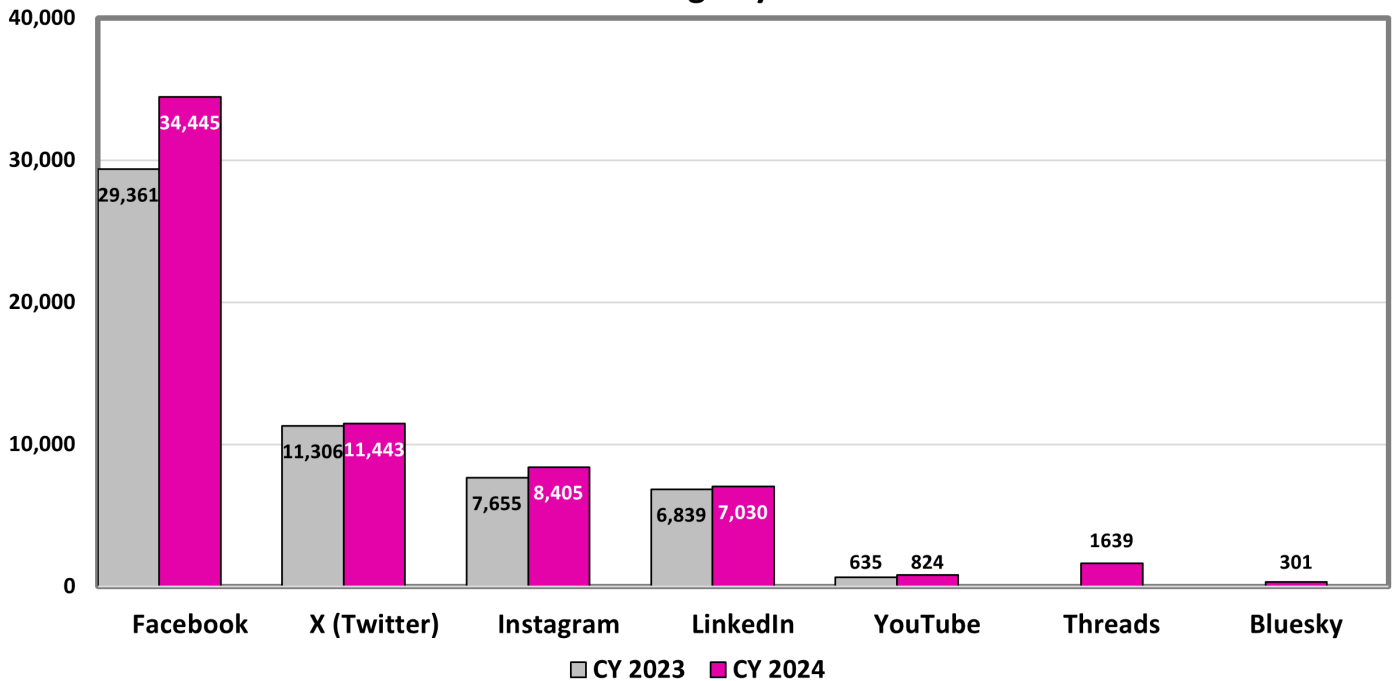
SOCIAL MEDIA

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. The YouTube channel grew by 46% in the past year due to the addition of MetGo informational videos.



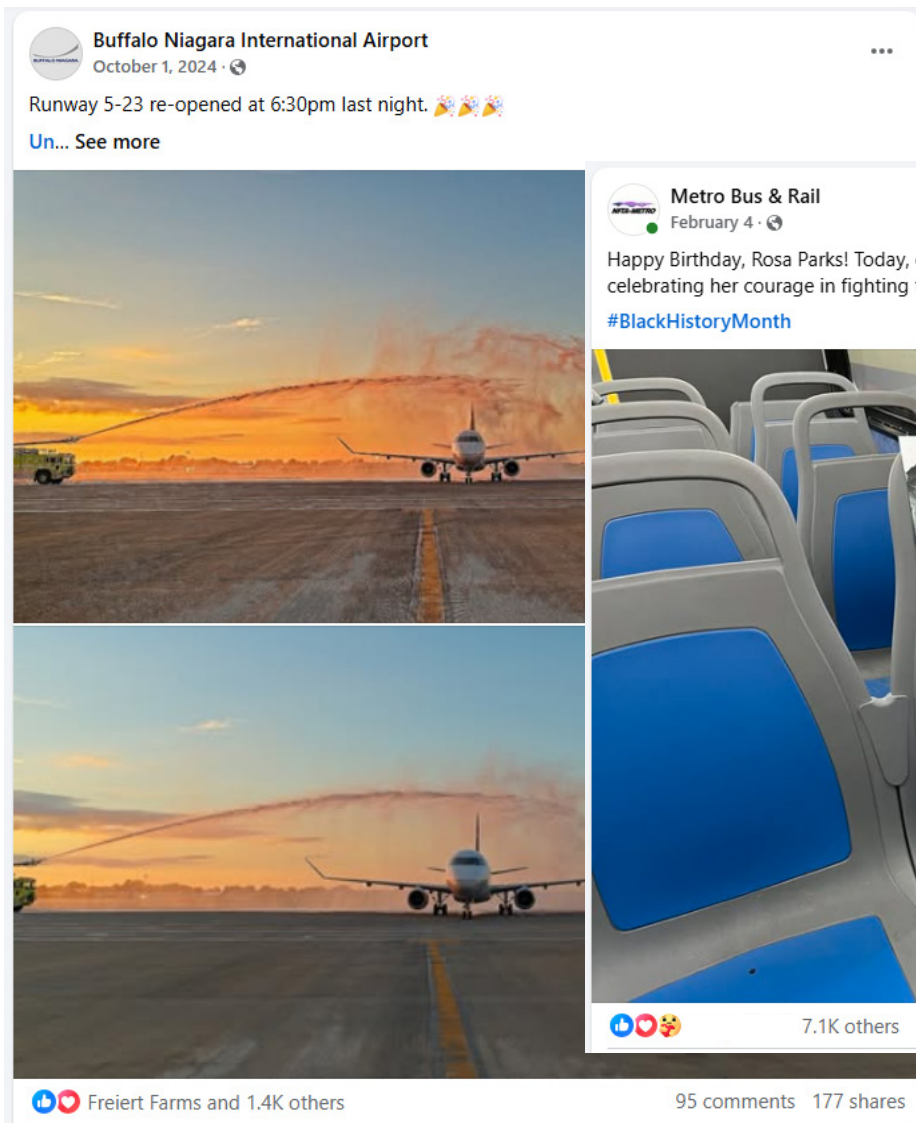
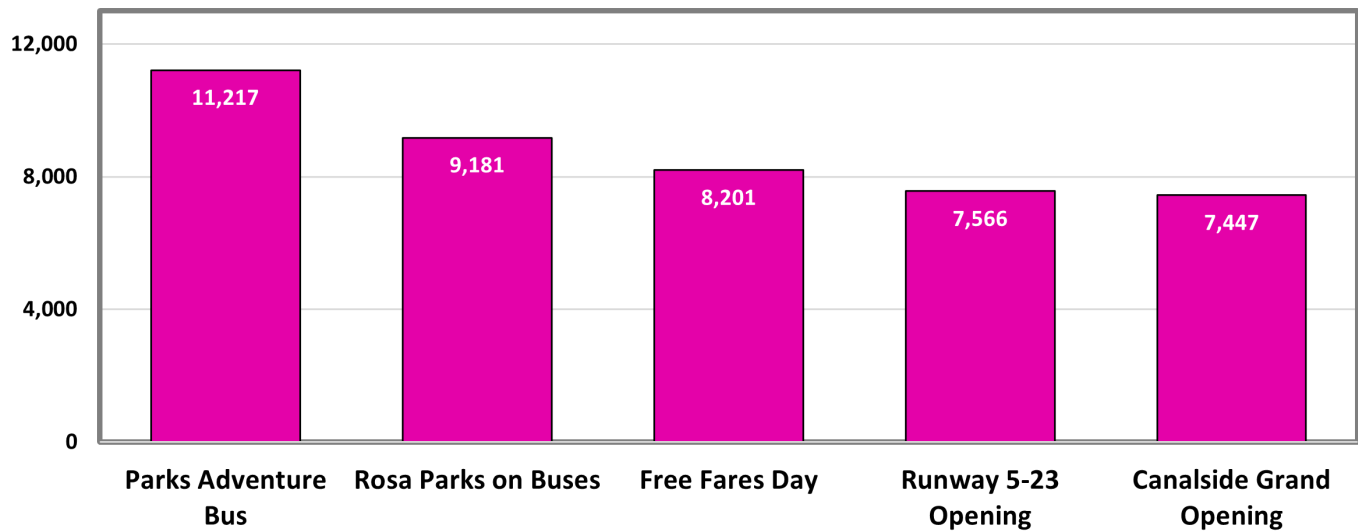
Follower Change by Platform



Digital Communication

SOCIAL MEDIA

Top Posts of 2024/25
(Cross platform including likes, comments, and shares)



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.

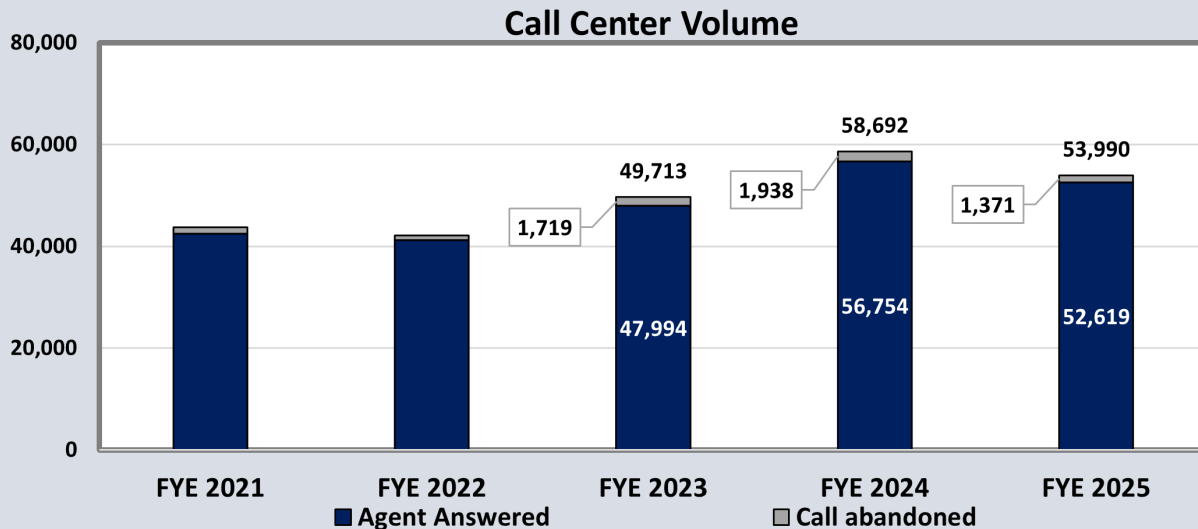
In assisting customers, critical information obtained from both internal and external sources is utilized along with state-of-the-art customer service systems.

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.

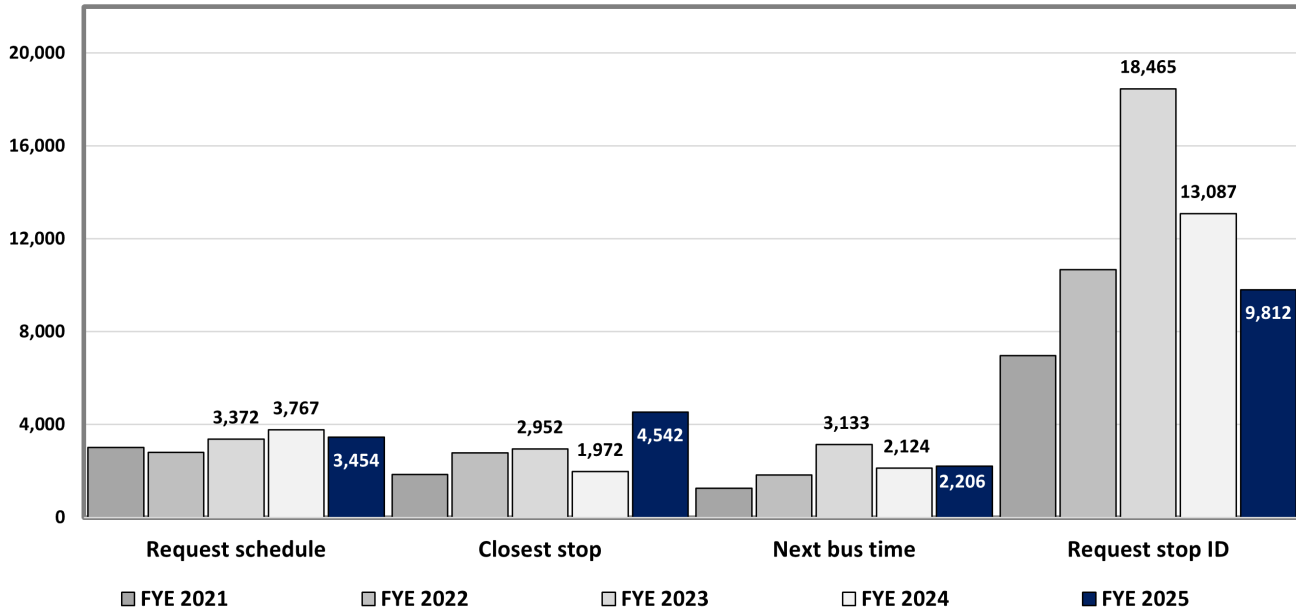


Customer Relations - Metro

CALL CENTER ACTIVITY

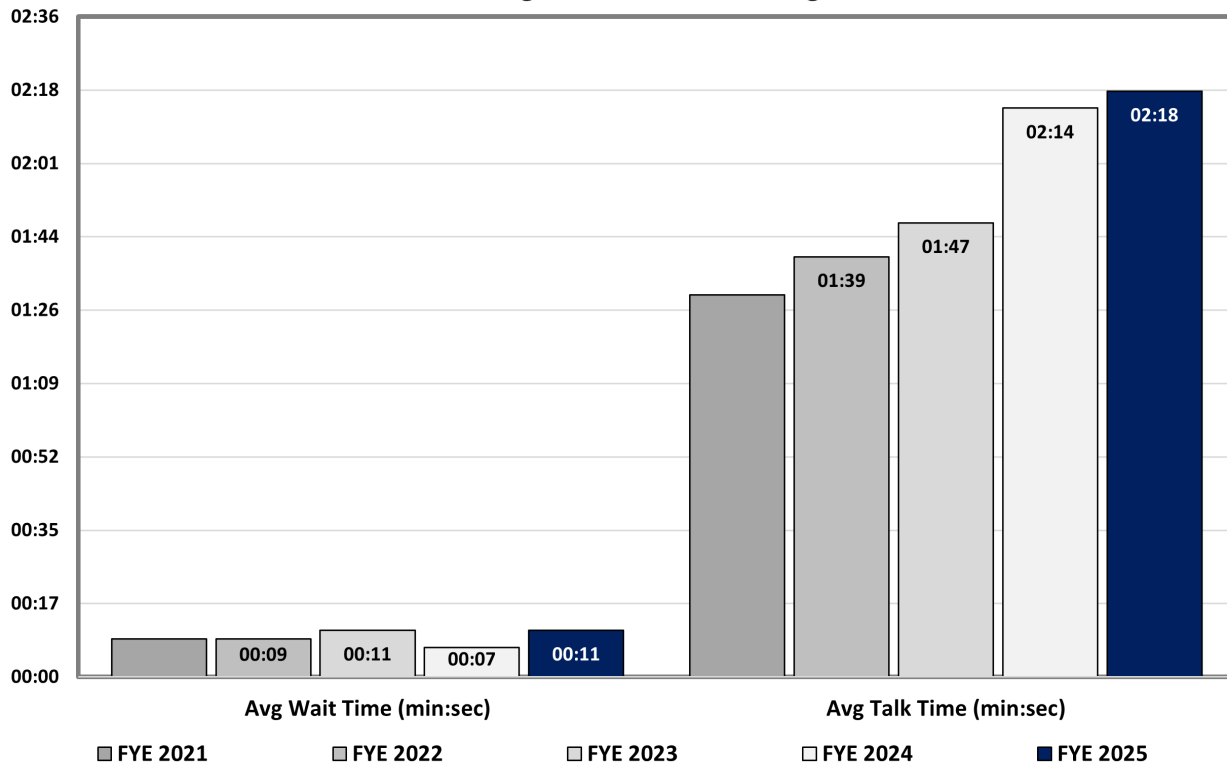
Our online InfoWeb provides our customers with the ability to access transit information. Customer calls are initially answered by an Interactive Voice Response (IVR) system with an automated message directing the caller to select an option which usually takes about 15 seconds (introduction time). This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

IVR Requested Information



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.

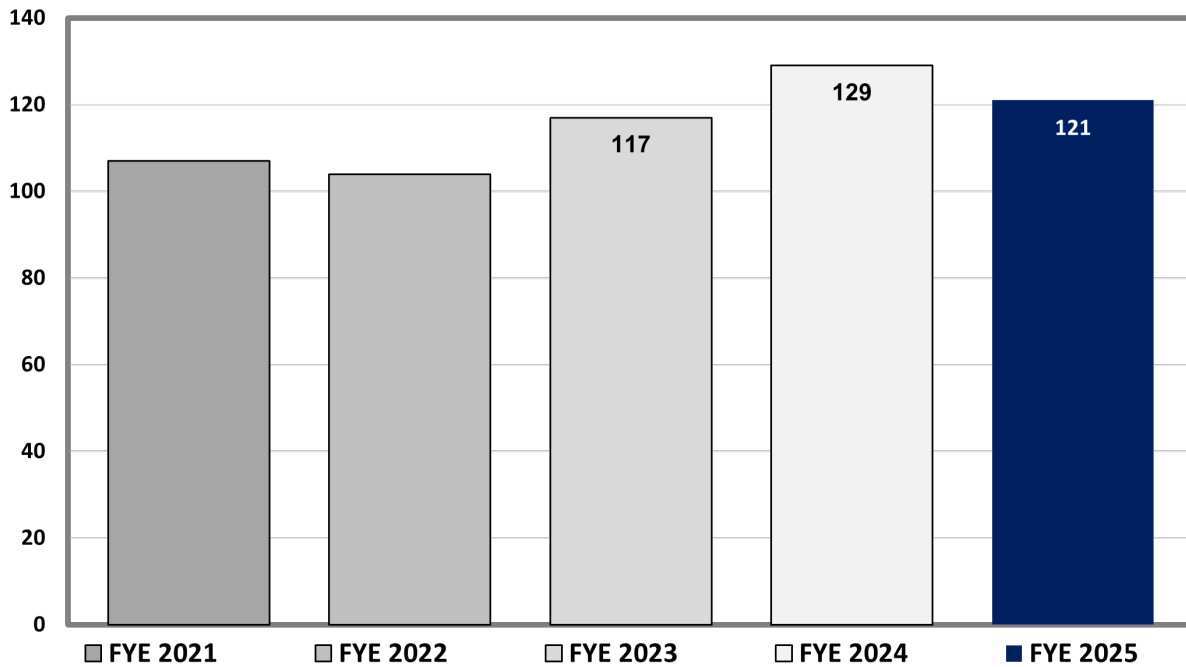
Agent Answered Timing



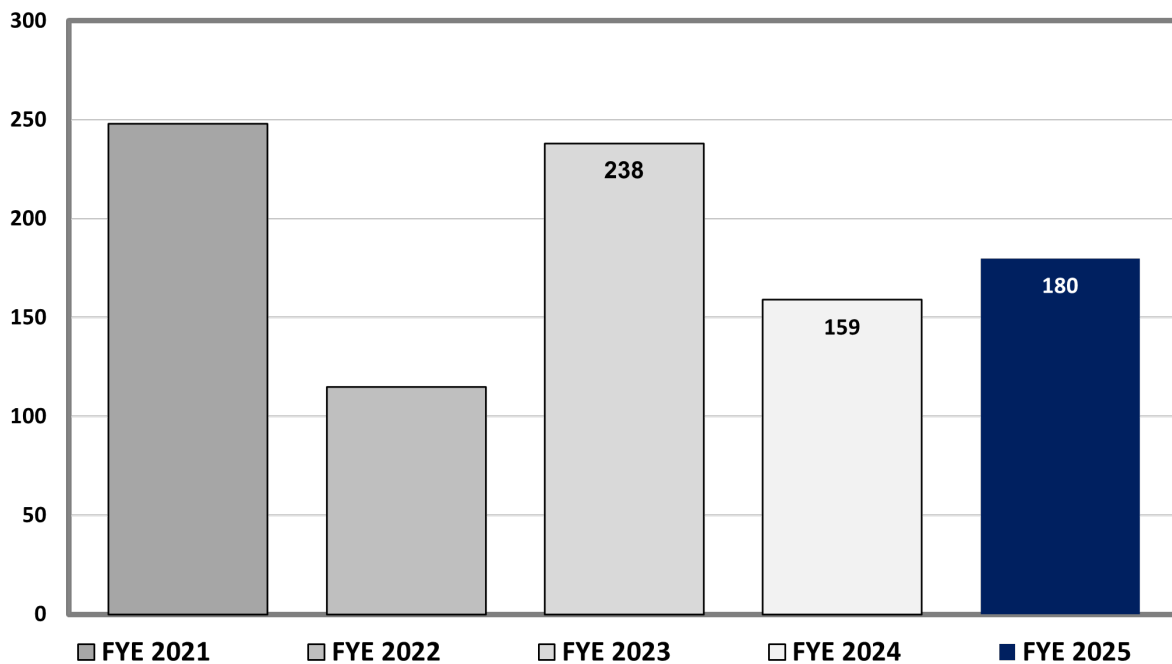
CUSTOMER COMMENDATIONS AND COMPLAINTS

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

Bus and Rail Commendations



Paratransit Commendations

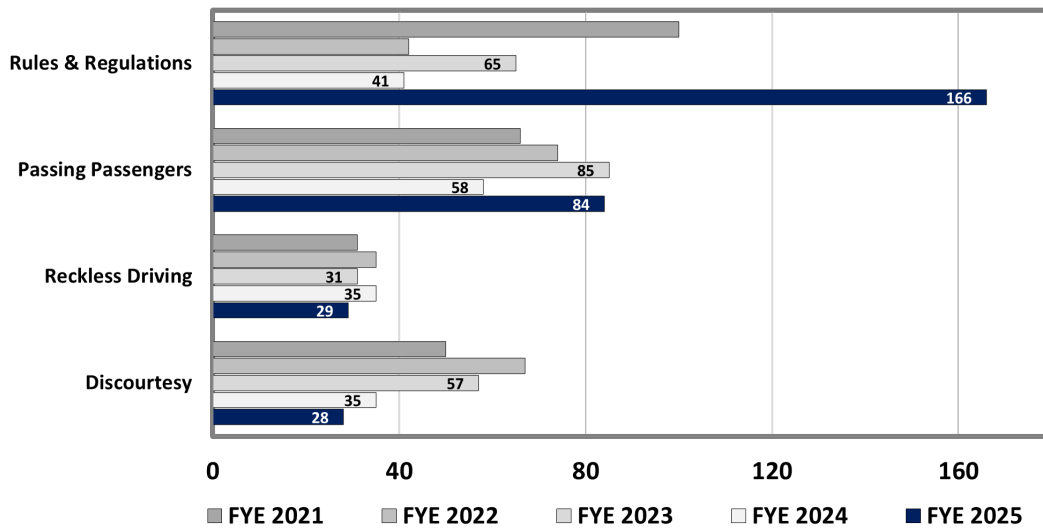


Customer Relations - Metro

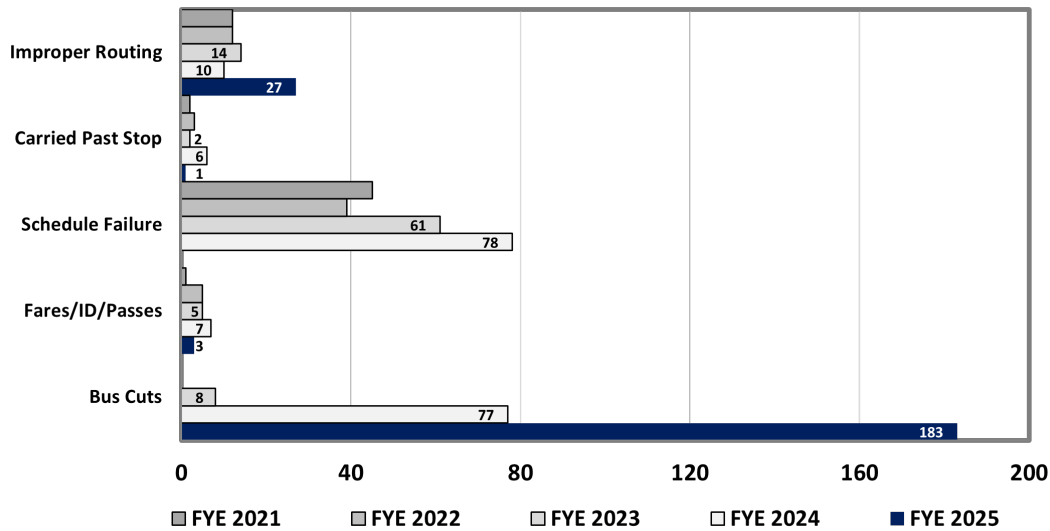
CUSTOMER COMPLAINTS BY TYPE

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.

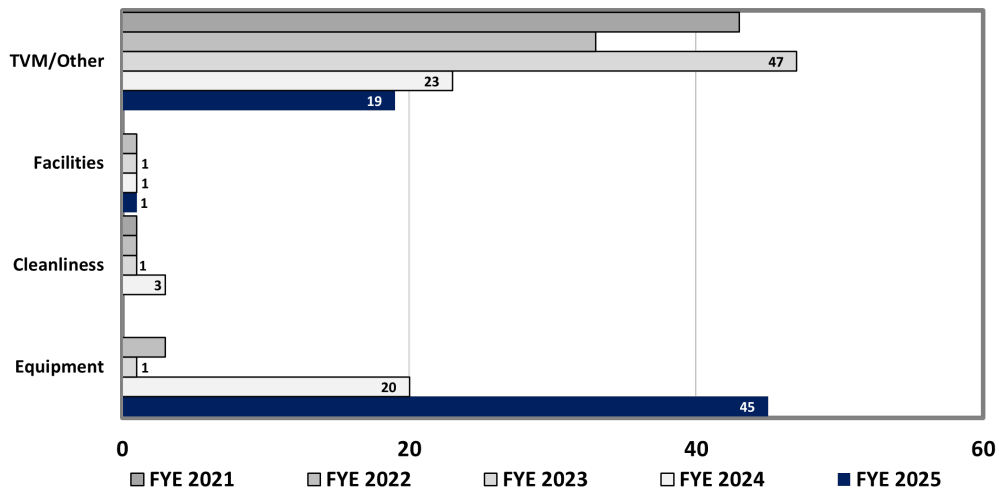
Professionalism



Service Delivery



Equipment



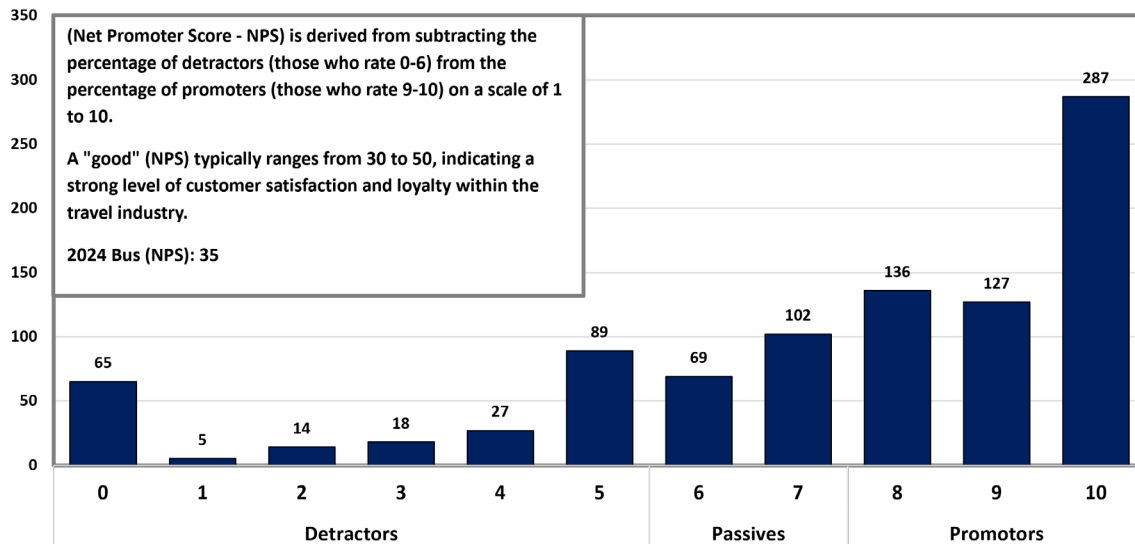
CUSTOMER SATISFACTION SURVEY RESULTS

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.

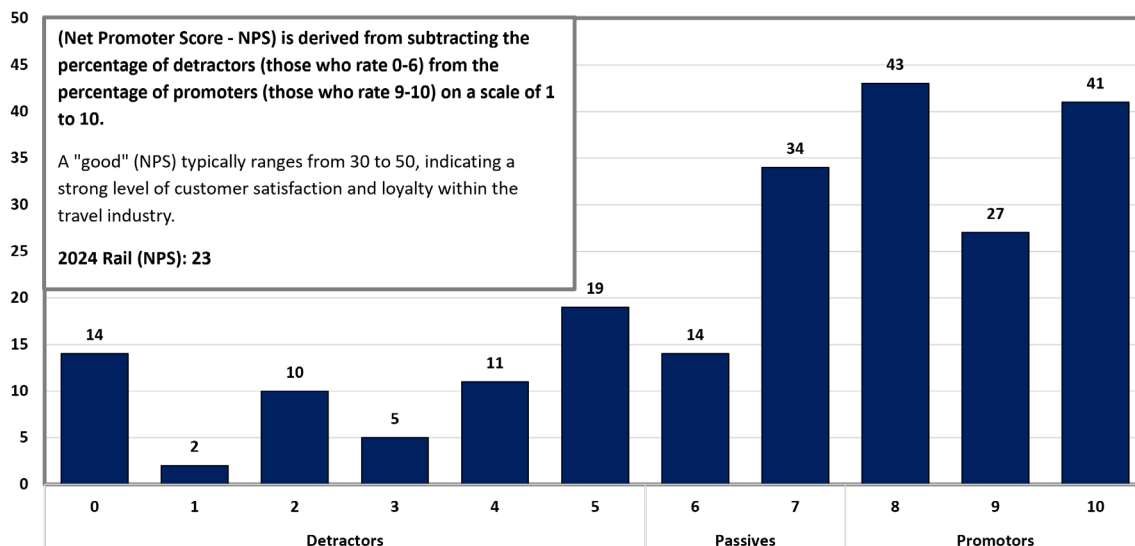
How likely is it that you would recommend the bus service to a friend or family member?

(Net Promoter Score - NPS)



How likely you would be to recommend the light rail service to a friend, colleague, or family member ?

(Net Promoter Score - NPS)



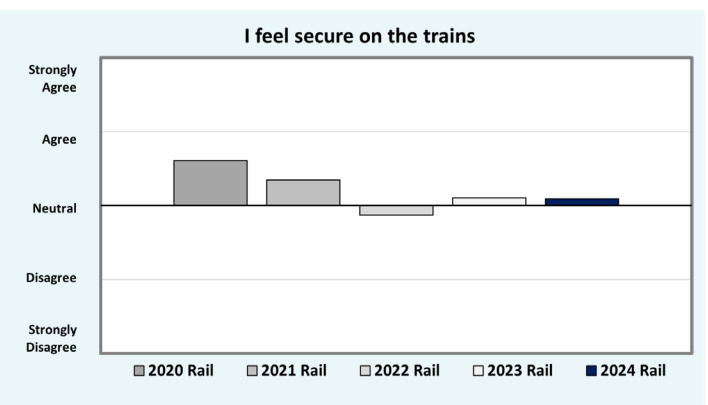
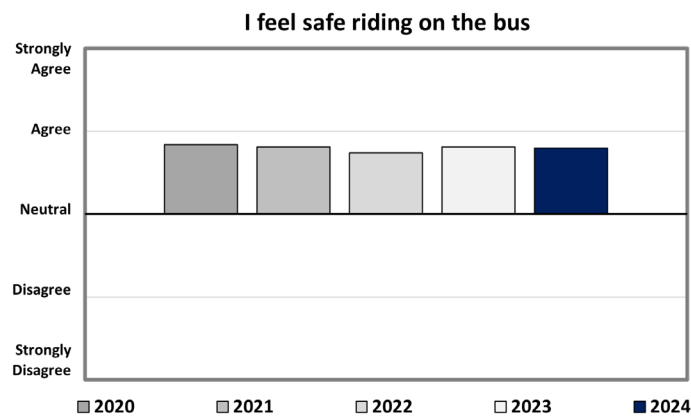
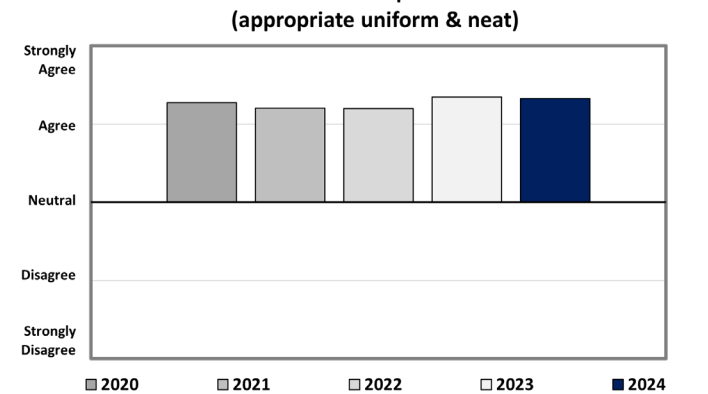
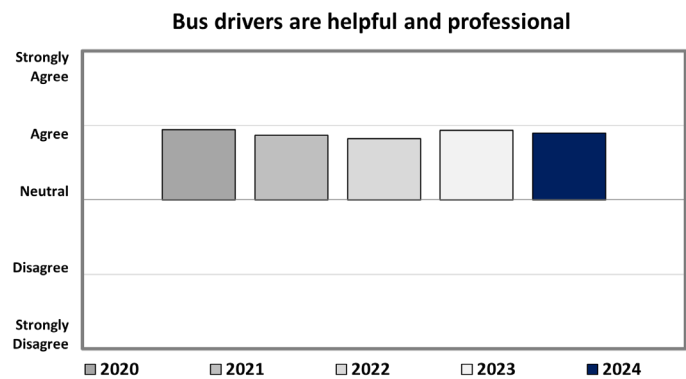
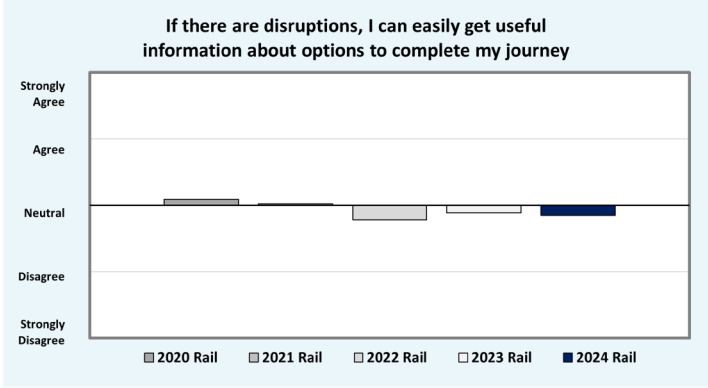
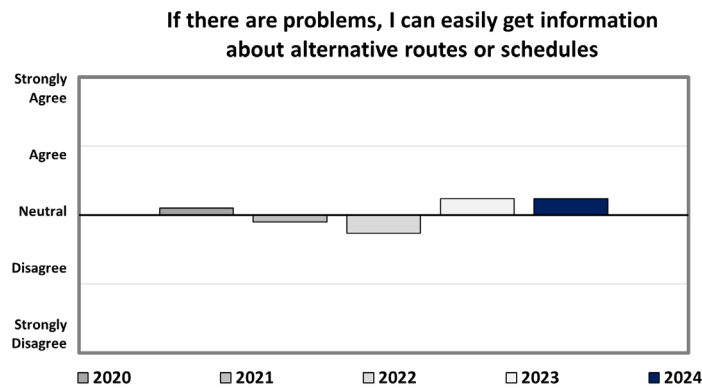
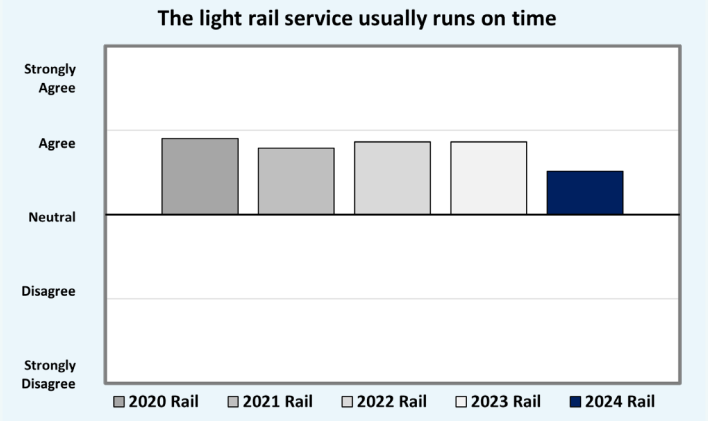
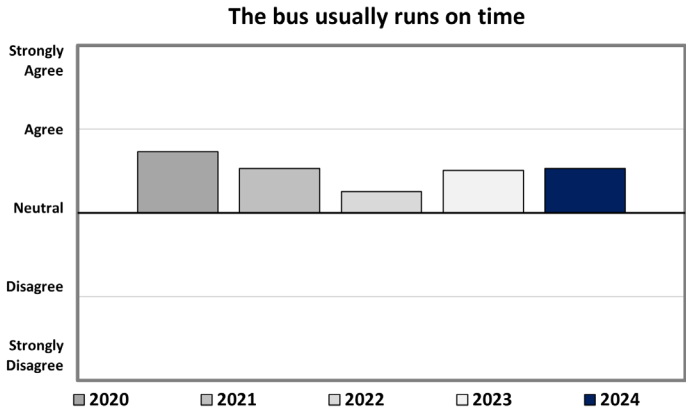
PAL CUSTOMER SATISFACTION SURVEY RESULTS

ABBG also conducts Customer Satisfaction Surveys for paratransit operations on a bi-annual basis. There are no PAL Customer Satisfaction Survey results in this year's report as there wasn't a survey completed this year.

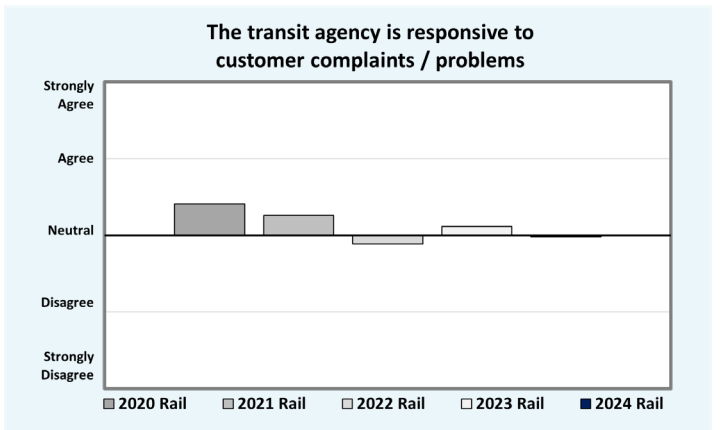
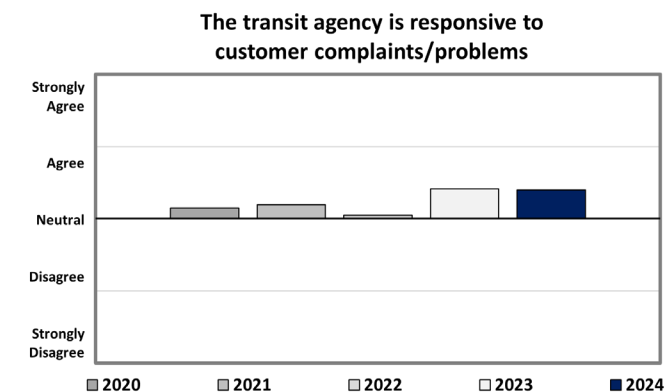
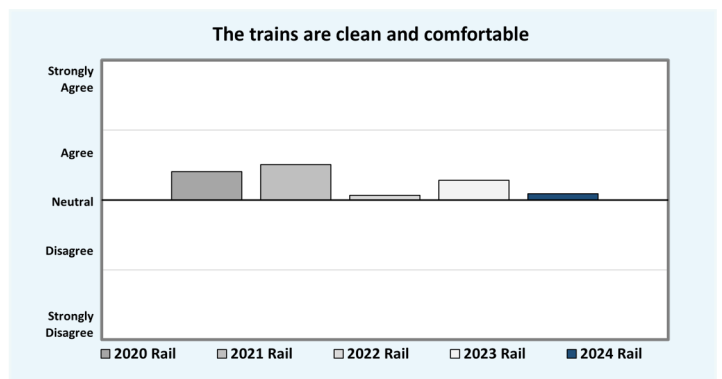
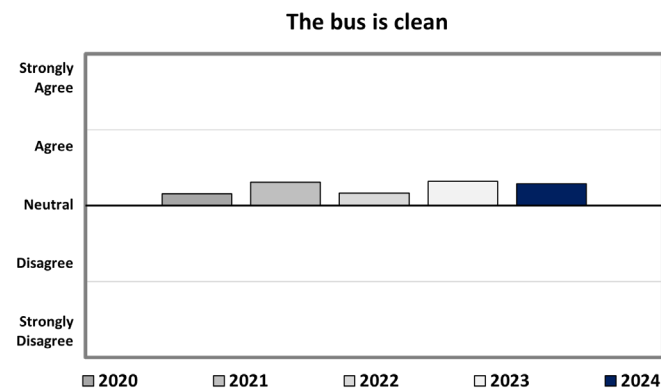
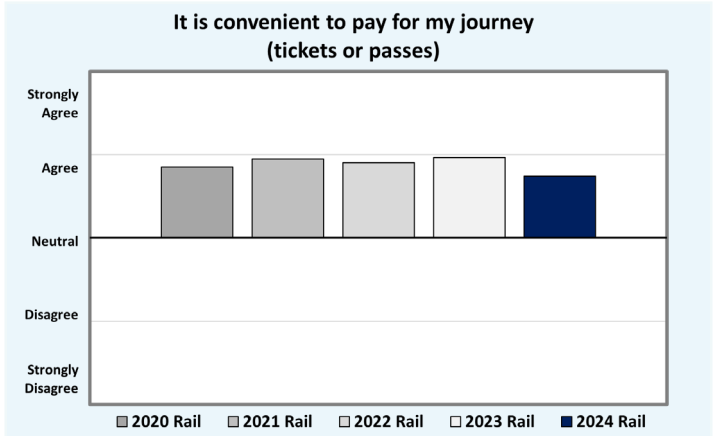
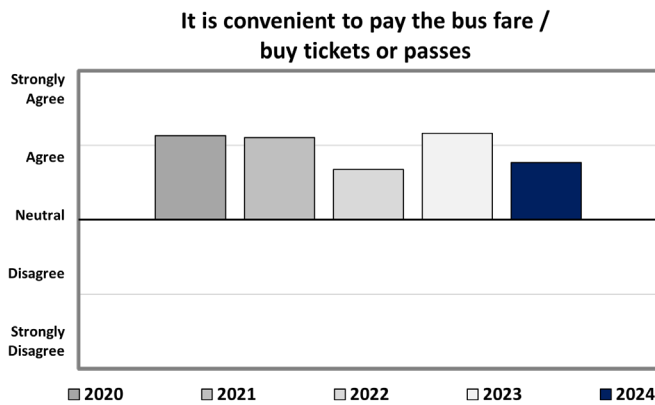
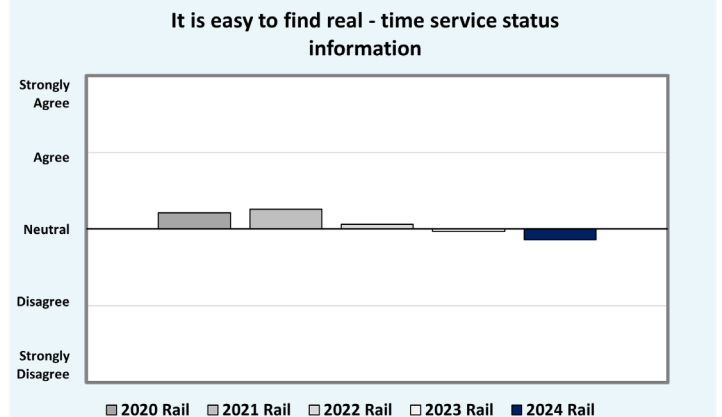
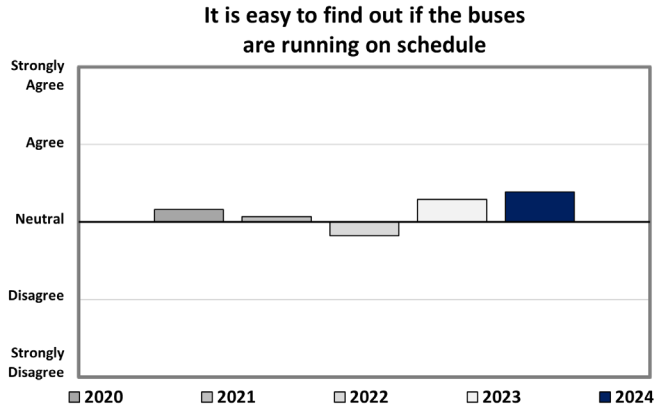


Customer Relations - Metro

CUSTOMER SATISFACTION SURVEY RESULTS



CUSTOMER SATISFACTION SURVEY RESULTS



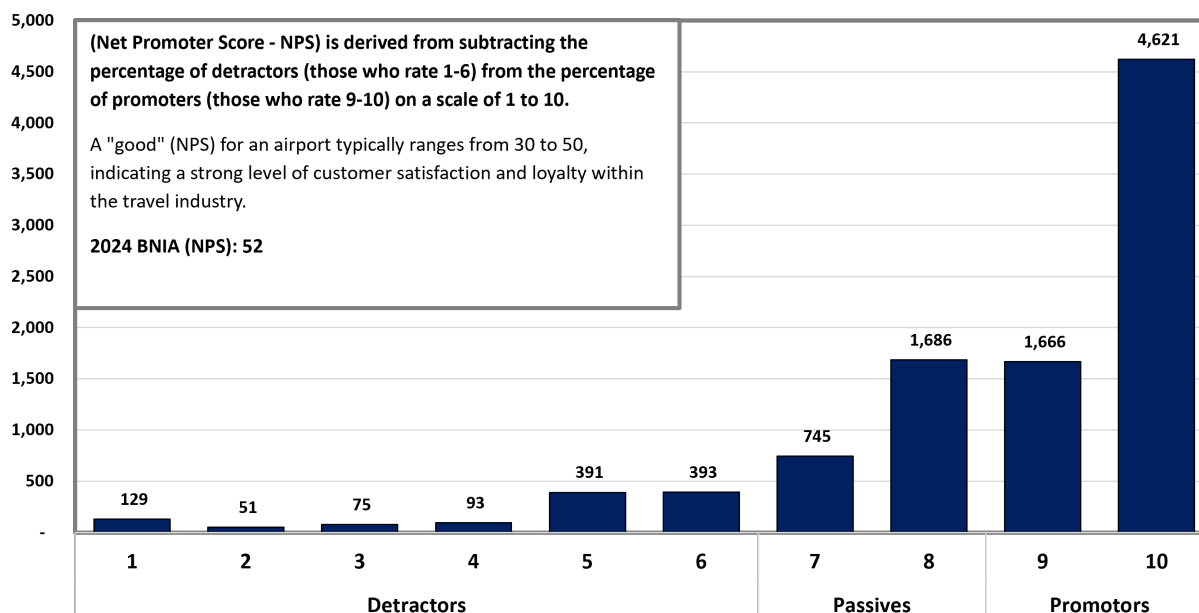
Customer Relations - Aviation

AVIATION CUSTOMER SATISFACTION SURVEY RESULTS

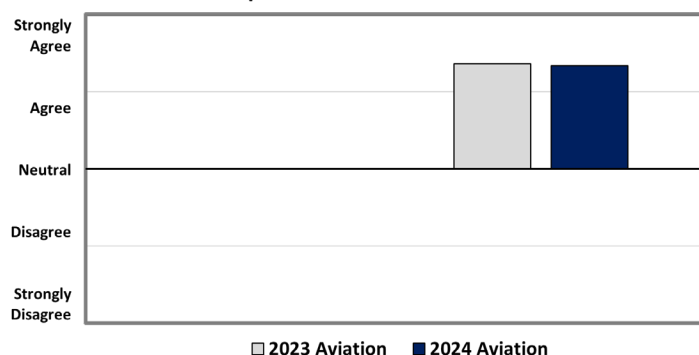
The following section shows a graphical presentation of how the public perceives NFTA's aviation operations based on a digital survey completed by wi-fi users in the terminal.

I am likely to recommend the BUF airport to a friend or colleague

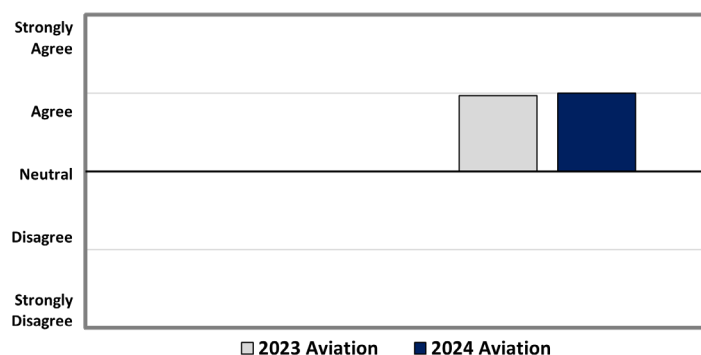
(Net Promoter Score - NPS)



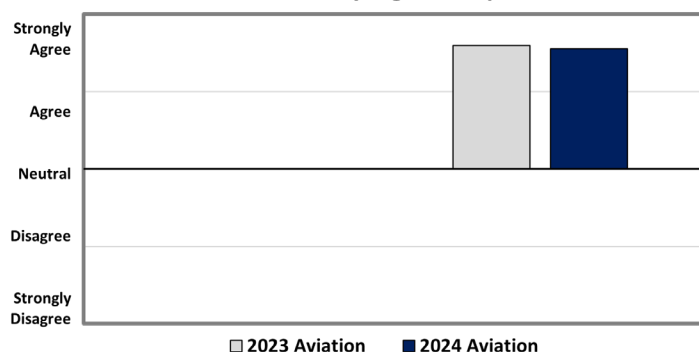
The parking facilities staff is professional and courteous



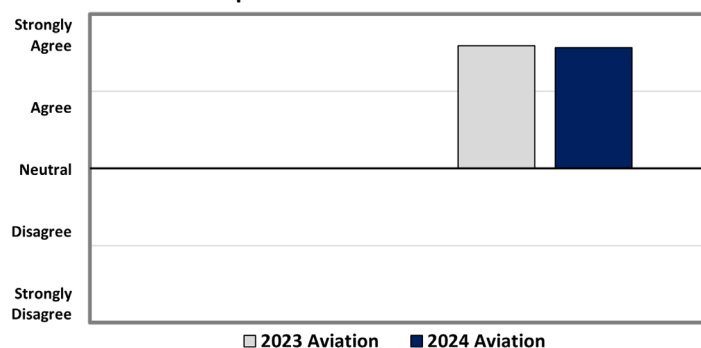
The parking rates are reasonable for the location



The wait time at security checkpoint allows me to access my flight as expected

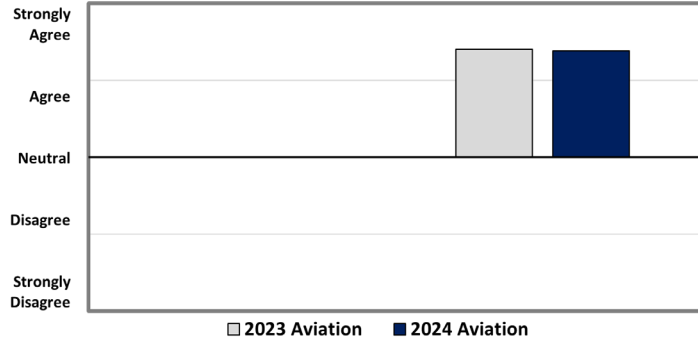


The security checkpoint staff is professional and courteous

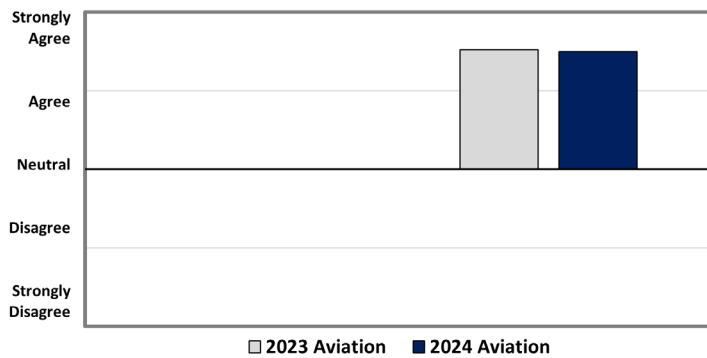


AVIATION CUSTOMER SATISFACTION SURVEY RESULTS

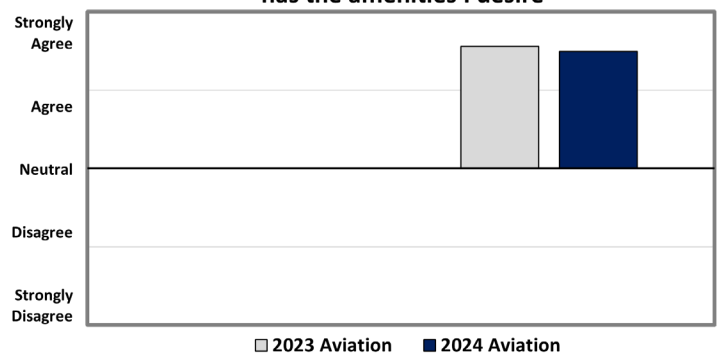
The baggage claim is easy to use
and has timely baggage delivery



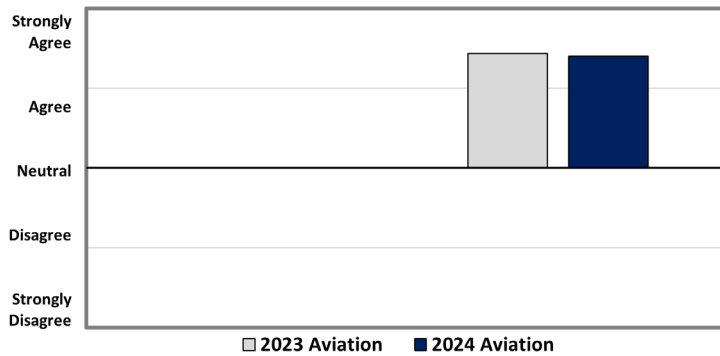
The terminal is clean



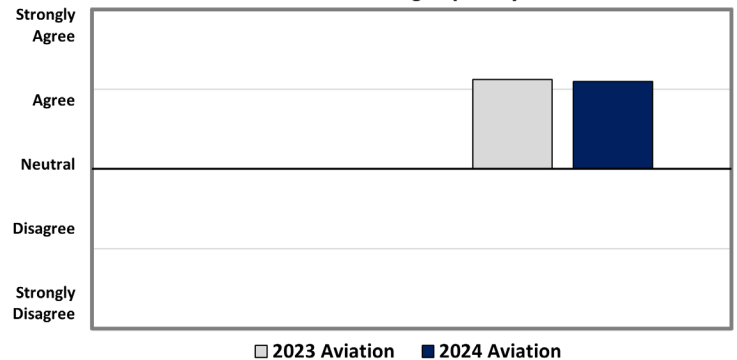
The terminal is easy to navigate and
has the amenities I desire



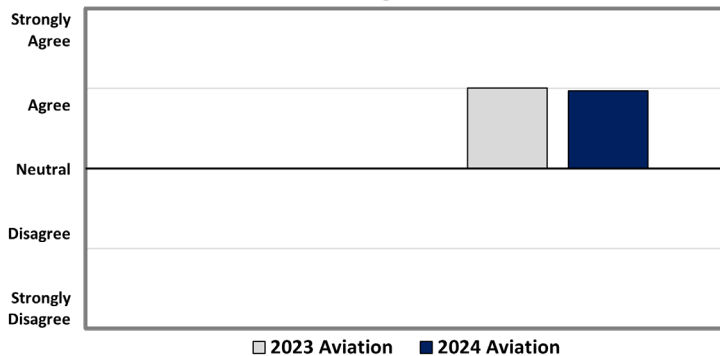
The restrooms are convenient and clean



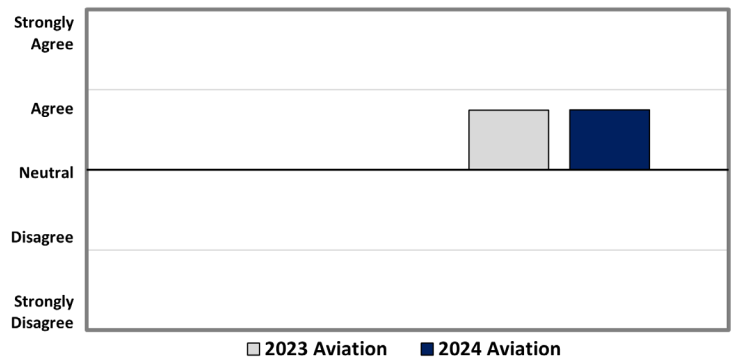
The food offerings in the terminal
are of high quality



There is a diverse choice of food
offerings available



The cost of concessions are reasonable



Customer Relations - Aviation

BAGGAGE CLAIM

2025													
	12:00 AM	2:00 AM	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM	Overall Average
American Airlines	25.9	23.7				21.2	21.2	22.6	19.4	29.1	24.3	26.2	23.4
Delta Air Lines	31.0	30.0			15.4	27.7	25.1	26.9	26.4	28.0	25.1	29.5	27.5
Frontier Airlines	23.5	7.3		33.3	20.7	20.3	19.1	24.3	33.3	30.5	42.8	23.9	25.7
JetBlue Airways	36.2			23.8	25.6	27.2	24.2	21.0	33.8	26.9	34.9	32.3	28.1
Southwest Airlines	26.7				28.6	22.9	24.7	22.6	24.3	23.2	24.5	24.6	24.1
United Airlines	27.3	34.3		18.3	19.0	19.4	22.1	24.6	28.5	23.2	28.6	28.1	25.4
BNIA Total	28.0	26.6		24.3	23.6	23.5	23.7	23.3	27.0	26.3	27.8	27.4	25.5

2024													
	12:00 AM	2:00 AM	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM	Overall Average
American Airlines	26.1	25.6	27.3		21.6	21.8	24.2	21.5	25.4	26.4	21.0	20.8	22.7
Delta Air Lines	23.2	29.0	17.5		18.1	24.0	24.4	23.5	23.0	33.0	18.4	23.5	23.6
Frontier Airlines	28.3			27.9	22.5	25.9	21.5	22.9	26.4	28.0	31.6	36.2	26.4
JetBlue Airways	26.8	16.0	20.9	20.6	19.4	20.2	21.3	24.7	26.3	27.2	23.9	24.9	23.8
Southwest Airlines	24.1	24.0		22.5	22.4	22.2	24.9	23.1	30.1	28.7	27.8	25.3	25.6
United Airlines	28.6	27.6			17.7	16.9	17.3	25.8	27.4	25.0	24.8	27.3	23.4
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	26.8	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

Heat Map Index	Example
Lowest Average (in Minutes) Per Year	15
Mid Point Average (in Minutes) Per Year	25
Highest (in Minutes) Per Year	45



Information Technology Services (ITS) Mission Statement

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

PROGRAM AND SERVICE OBJECTIVES

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



Continuous Operational Improvements

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

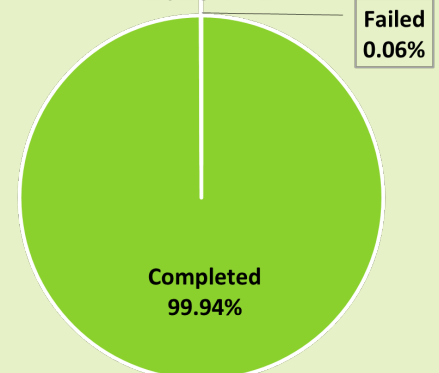
DATA PROTECTION

During 2024, the ITS Department continued to remain focused on data protection.

Total Data Protected: 2.21 PB

Objects Protected: < 54 million

Data Protected 2025 FYE



Information Technology

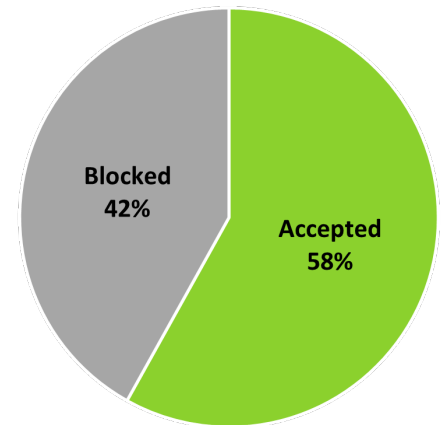
CYBER SECURITY STATISTICS

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

Volume for nfta.com - FY 2025

1,671,615	2,318,167	42
Blocked	Accepted	% Blocked

Emails Scanned 2025 FYE



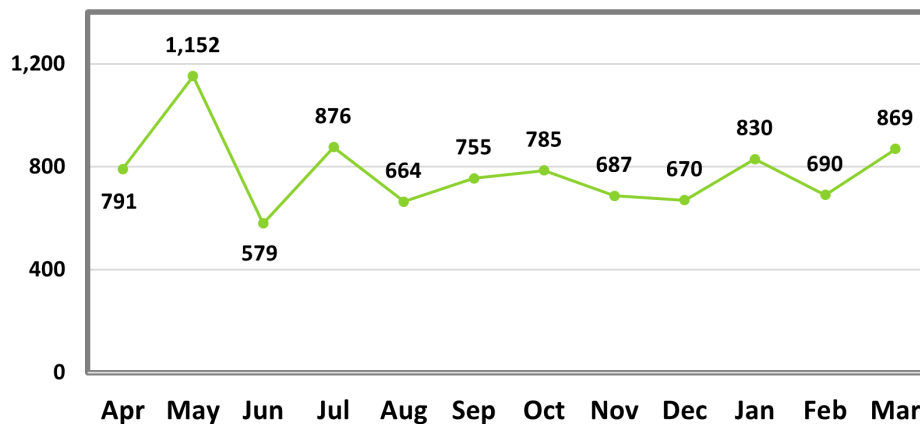
Despite deployment of a wide array of monitoring tools, the cyber security team is routinely called to investigate unusual behavior, suspicious activities and other anomalies.



SERVICE DESK STATISTICS

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

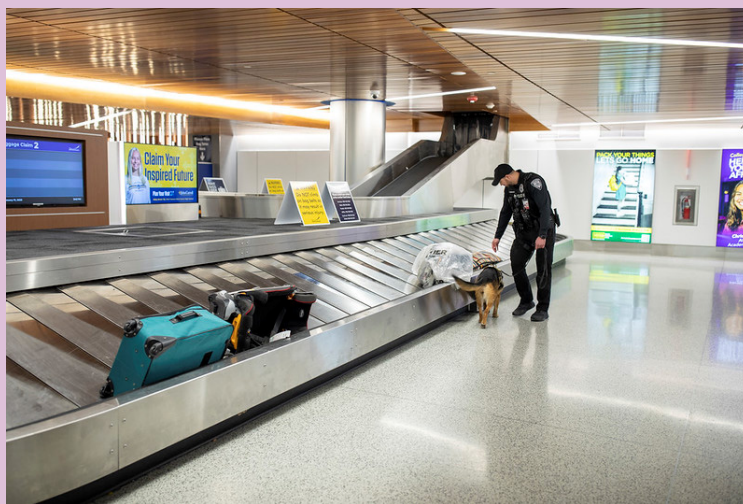
Service Requests Annually 2025 FYE





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.



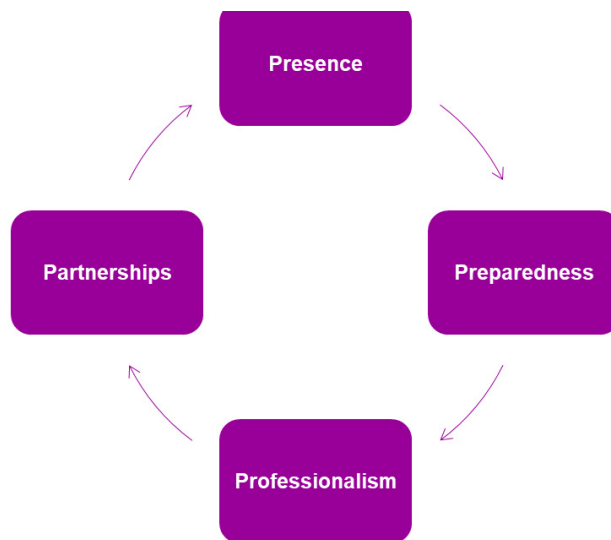
Safety, Security & Environment

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.



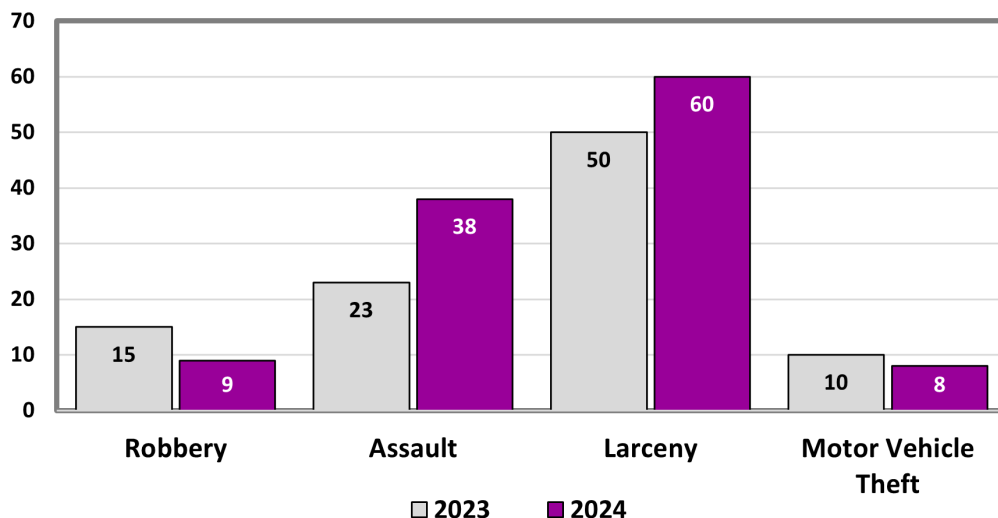
HIGH-VISIBILITY POLICING

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.

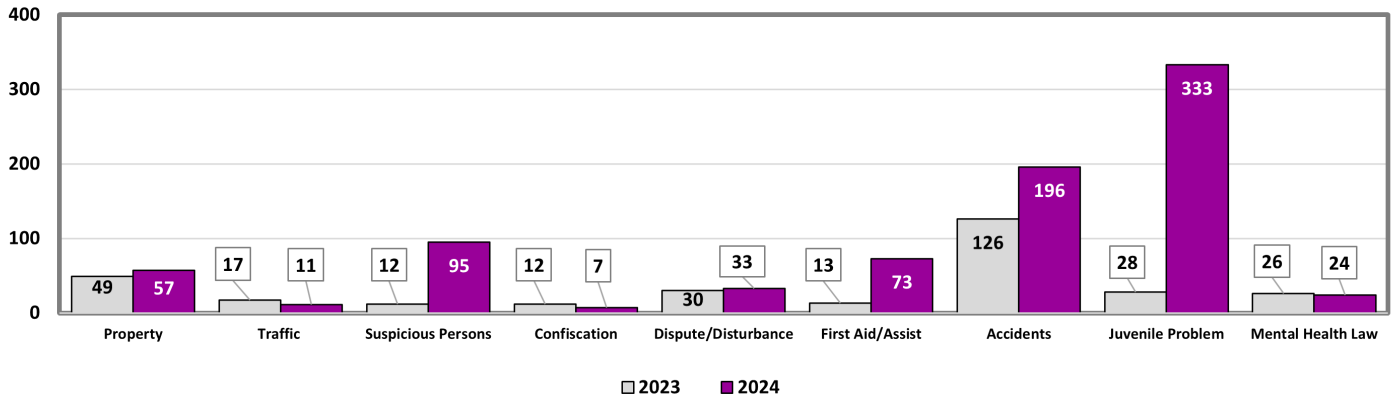
Metro Part 1 Crimes



METRO DIVISION – CRIMES AND INCIDENTS

Juvenile-based incidents data reporting into the computer aided dispatch system was a point of emphasis this period to accurately report on interventions.

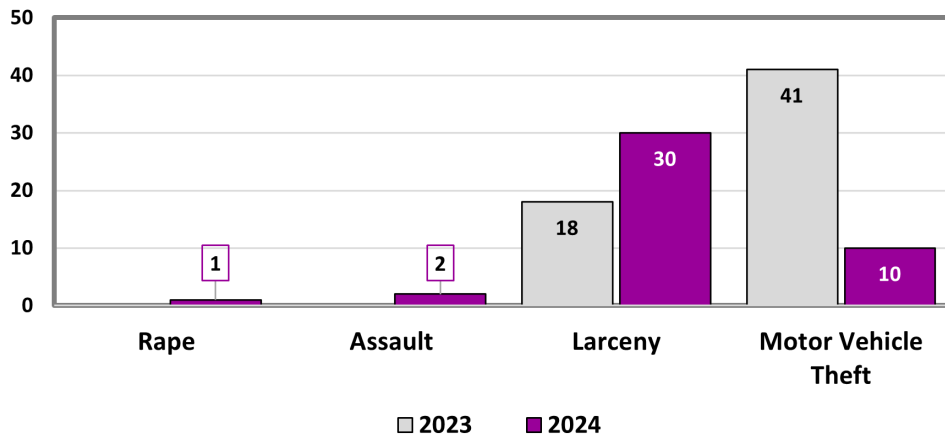
Metro Incidents



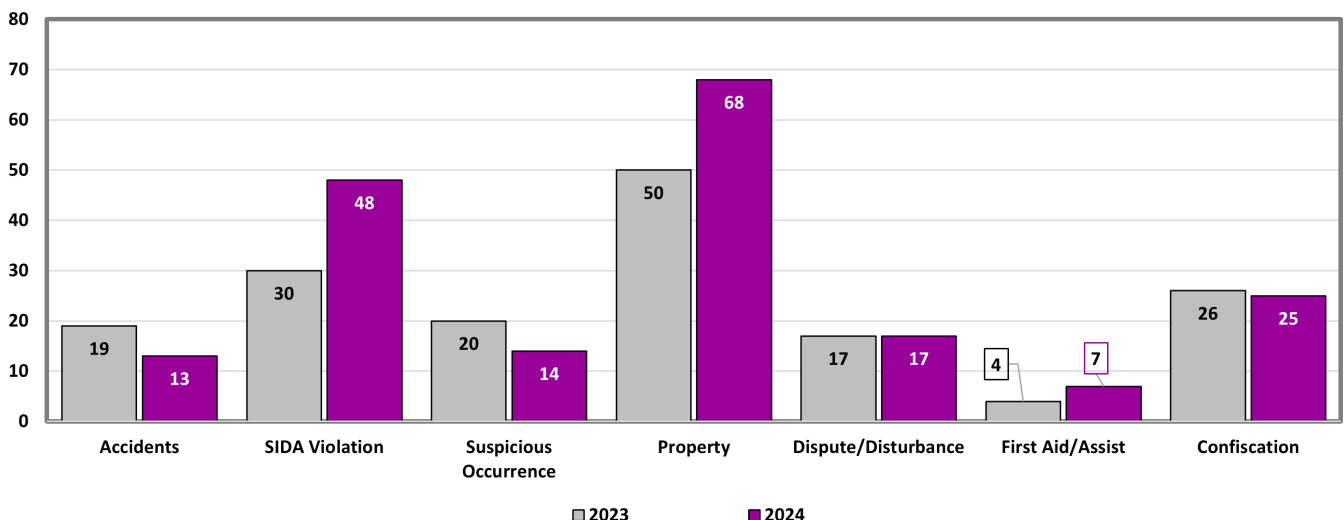
AVIATION DIVISION - CRIMES AND INCIDENTS

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.

Aviation Part 1 Crimes

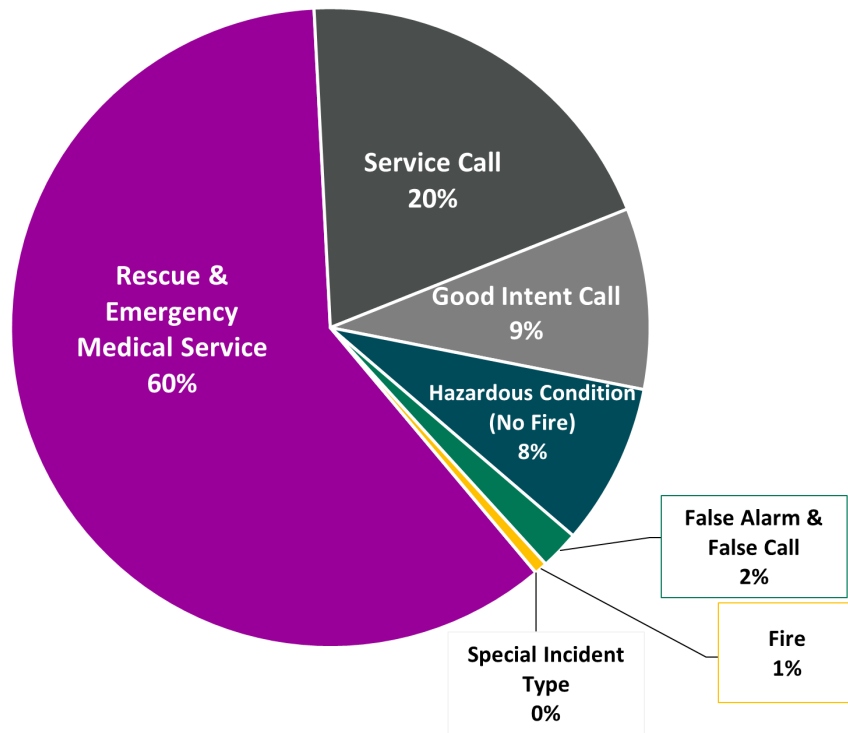


Aviation Incidents



AIRCRAFT RESCUE AND FIRE FIGHTING (ARFF)

Aviation - Major Incident Type
CY 2024



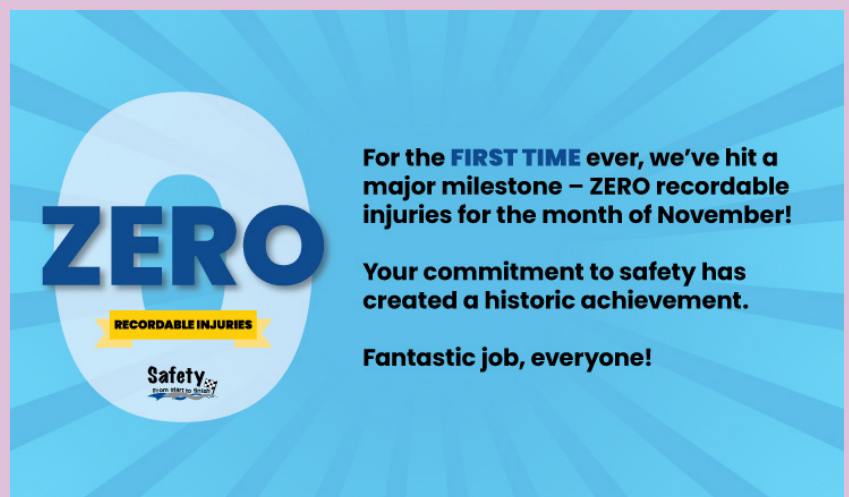
Safety Mission Statement

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.



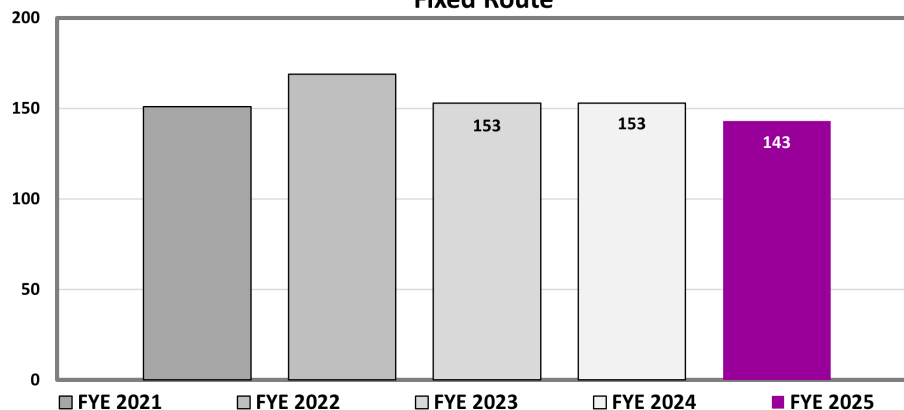
Safety, Security & Environment

COLLISIONS/INCIDENTS

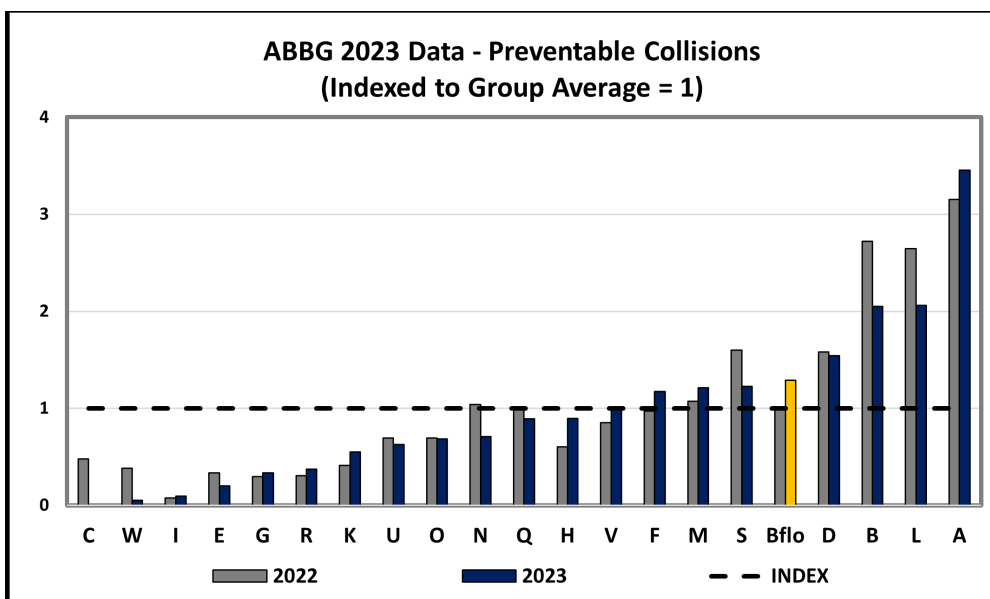
Metro operators drive over 10 million miles every year within the service area. Operating the fleet subjects us to various weather & road conditions, and third-party behaviors, which will inevitably result in some vehicle accidents. Through the process of thorough data analysis and the implementation 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.

Preventable Collisions

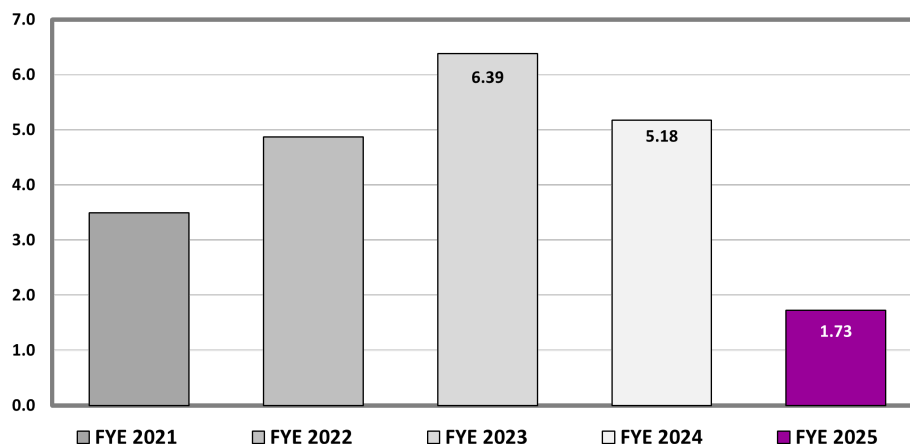
Fixed Route



ABBG 2023 Data - Preventable Collisions
(Indexed to Group Average = 1)



Collision Rate per 100,000 Miles
Fixed-Route

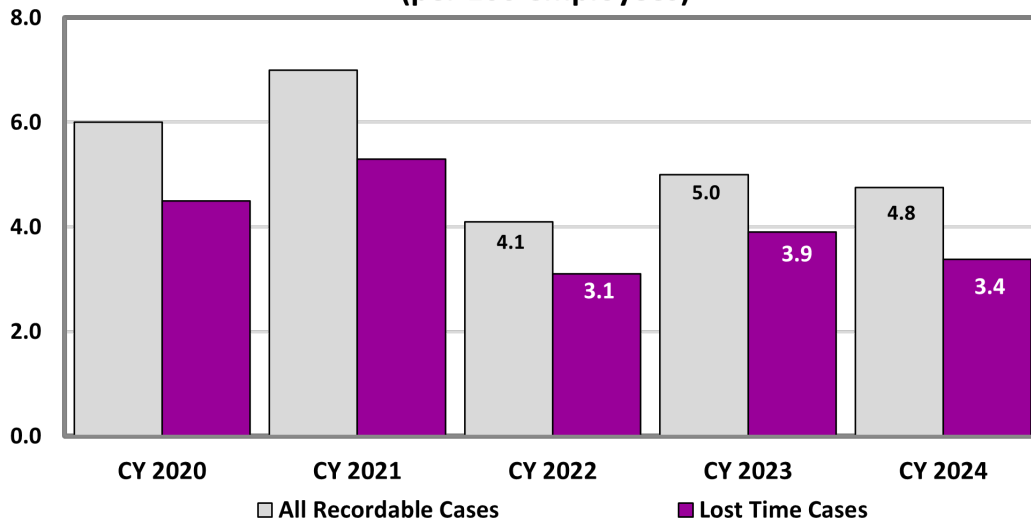


WORKPLACE SAFETY

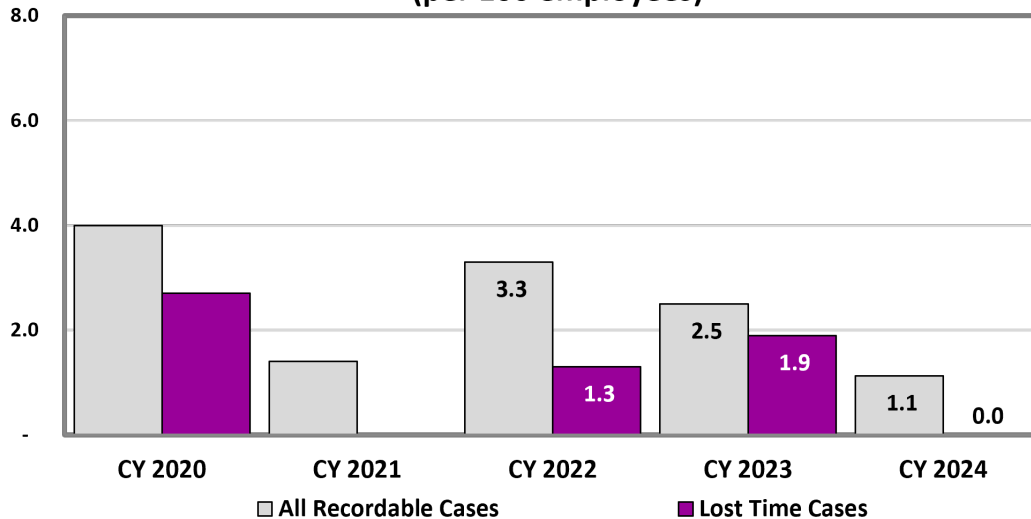
Personal injuries have a direct impact on NFTA's ability to provide reliable, cost-effective service and facilities. Regular monitoring, reporting, and evaluating injuries are critical to maintaining operations and protecting our employees. As is the case for Accidents/Incidents the authority uses effective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

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

**Recordable Metro Employee Injury Rate
(per 100 employees)**



**Recordable Aviation Employee Injury Rate
(per 100 employees)**



Safety, Security & 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.



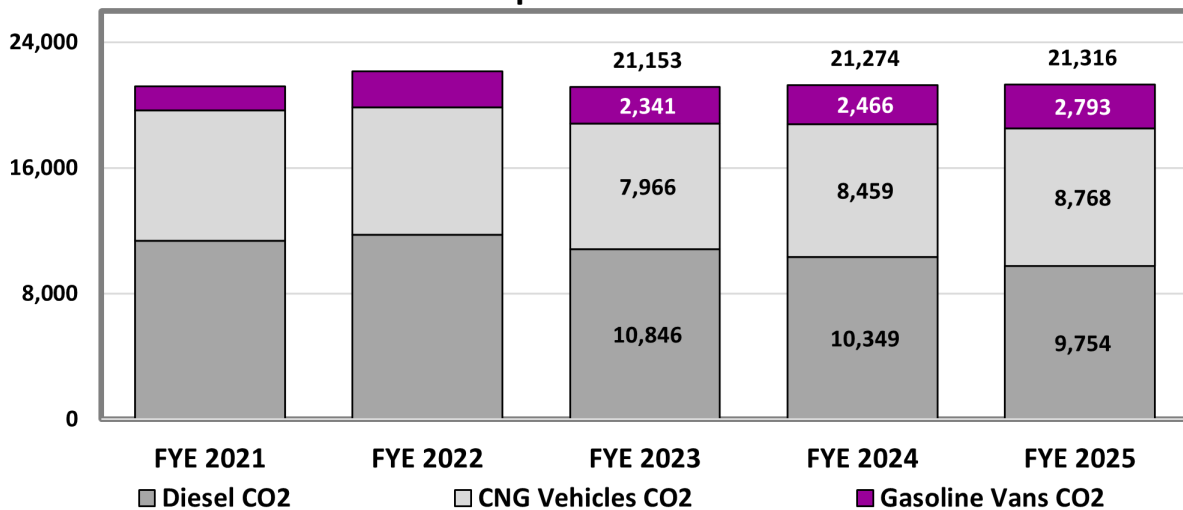
CARBON FOOTPRINT

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 operations are all areas that we monitor to drive effectiveness and efficiency and be a good environmental steward.

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



**Metro Vehicles Carbon Footprint
Represented in Tons**

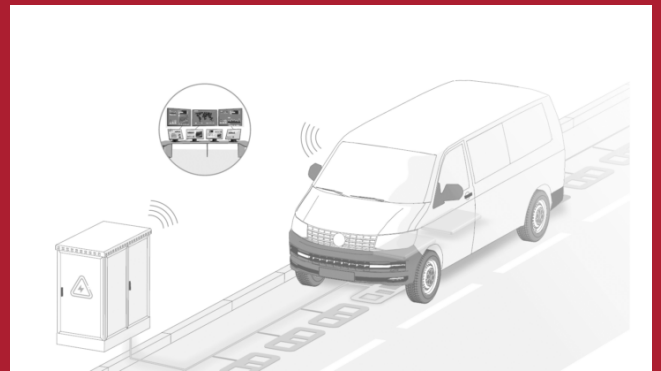
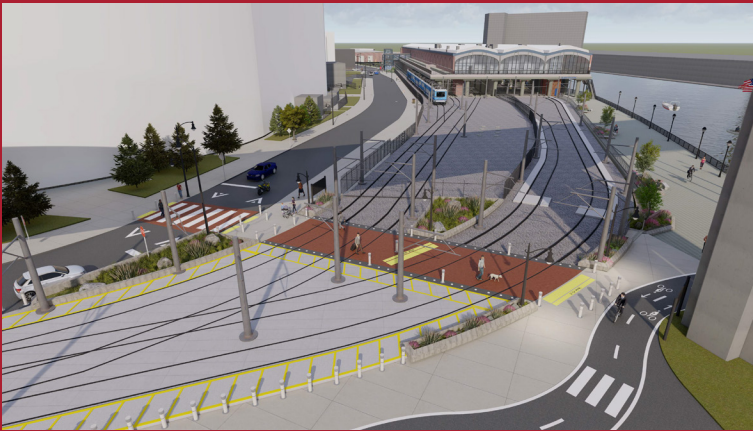
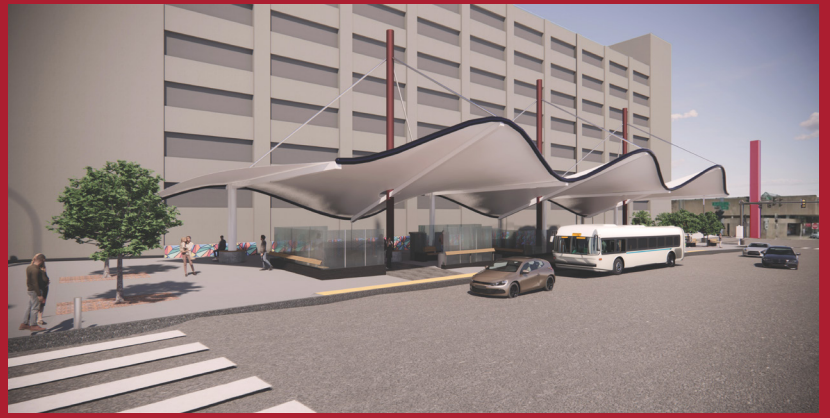


Our Path Forward

What does the future hold for NFTA?

- Continue transparency and accountability through the annual Performance Report
- Continue emphasis on safety (employee, passenger/rider, and tenant)
- Enhance technology for innovation, enhanced management practices and improved customer experience
- Ensure timely communication with our passengers/riders and community concerning key Metro and airport projects
- Deploy 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
- Advance next generation Metro Bus corridors (Bailey Avenue)
- Pursue rail expansion to support community development and enhance access
- Advance DL&W development for enhanced community access and development opportunities
- Advance airfield improvements for sustainable operations
- 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)
- Pursue joint development opportunities with strategic partners (City of Buffalo)
- Develop partnerships and marketing strategies to improve revenue and service







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