



2022

C **COMMUNITY**

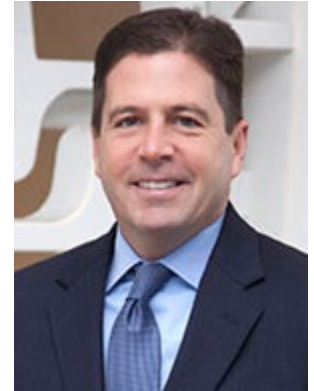
IMPACT



MESSAGE FROM

Our Executive Director and Chair

We are excited to share our community report and proud of the commitment and quality of the tireless work of the entire NFTA team in support of our vision and mission. Every day we are guided by our core values with a focus on:



Diversity Equity and Inclusion (DEI)

- Inclusive environment to support and foster diverse and empowered workforce and superior base

Economic Vitality

- Sustainable and resilient business operations with investments to generate regional economic development

Engaged Workforce

- Invest, develop and empower workforce that embraces our values

Environmental Stewardship

- Address environmental footprint and climate change through advancing initiatives with net-zero impact

Quality - Customer Experience

- Provide high-quality, customer experience with timely response to issues and concerns

Safety and Security

- Highest standard of safety and security for workers, passengers and public

Trust, Transparency and Integrity

- Commitment to high ethical standards and care of public funds with accountability through transparency

It is our sincere hope you find this annual report useful and informative. A big thank you to all of our community partners, travelers and riders for allowing us to serve you and the Western New York Community.



Kimberley Minkel



Michael P. Hughes



DEC
29

Robert T. Coles Station Dedication



A lasting tribute was made at the Utica Station on Main Street in honor of Robert T. Coles, the famed Buffalo Architect. Coles, who sadly passed away in 2020, was a true pioneer in architecture, a community activist, and a founding member of the National Organization for Minority Architects (NOMA). Coles designed numerous landmark buildings in his native Buffalo including the Alumni Arena and the Natatorium at the University at Buffalo, the Frank E. Merriweather Jr. Library on Jefferson Avenue, as well as the Utica Station on Main Street, where the special event took place.

The NFTA is proud to honor Mr. Coles with the naming of this station, a true example of Coles' modernist design style, which incorporates the use of concrete to develop the waffle grid construction system that embodies the upper foyer and lower concourse levels.



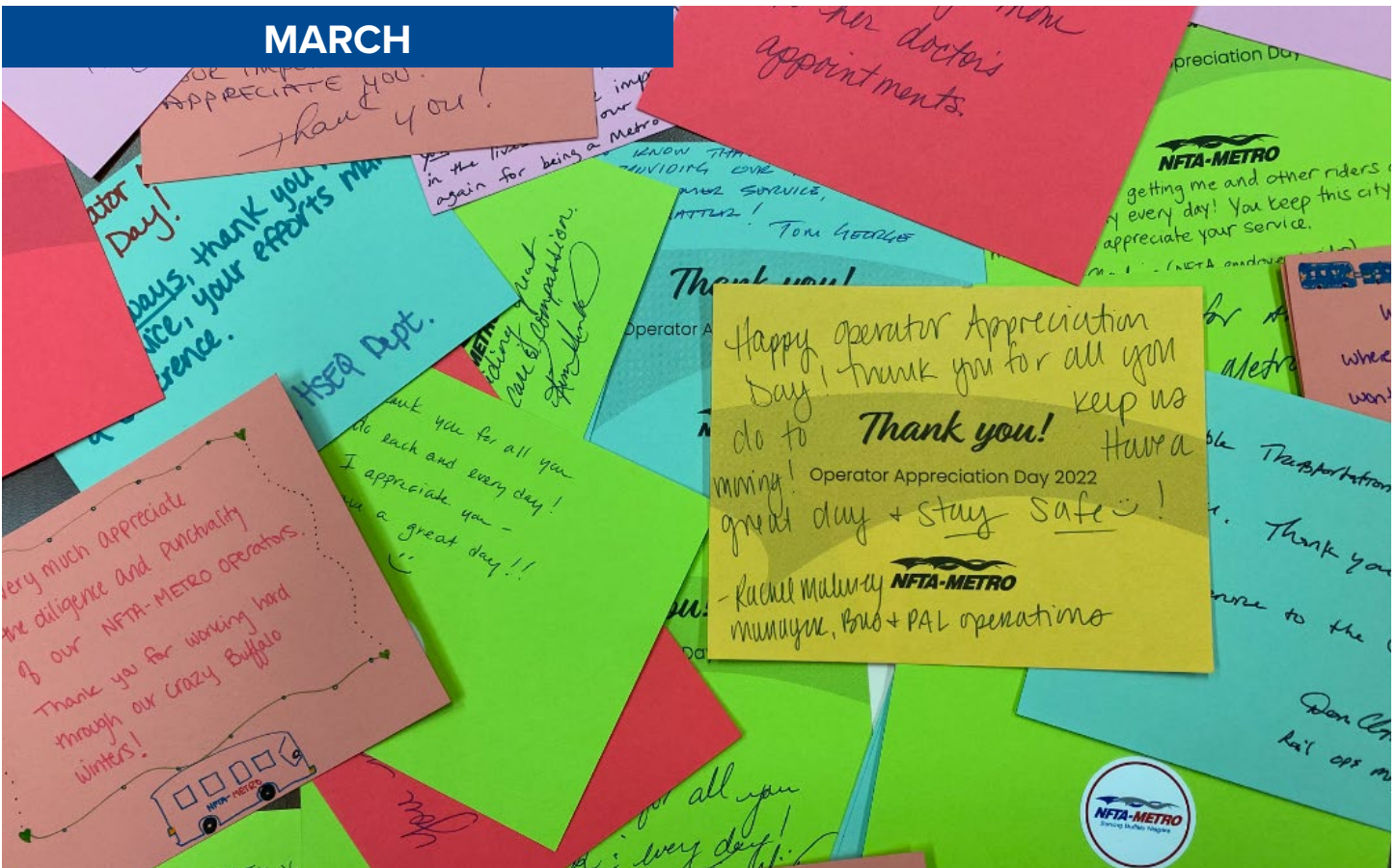
Black History Month Art Reveal



The NFTA, in partnership with the WNY Urban Arts Collective, created the annual Black History Month bus wrap contest. The first winner was local artist Monet Kifner, who won for her work entitled, “Black Excellence: Told By the Graces”, which highlights the various accomplishments met and exceeded through past and current adversity and hardships.

The stunning artwork was placed on the sides of various Metro buses and seen by thousands while gracing the streets of WNY.

MARCH



Operator Appreciation Day



Operator Appreciation Day was marked with thank you messages collected from team members across the NFTA.

Throughout the year, there is much gratitude for the commitment and service of our drivers. This is an annual event that celebrates public service transit operators across the country. We are incredibly proud of the more than 560 drivers who keep our community moving.

18



Electric Bus Reveal



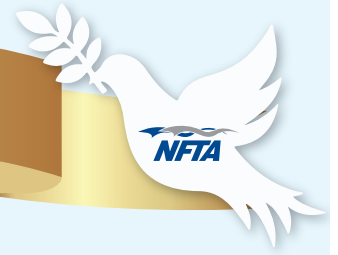
Earth Day was truly electrifying for our community as the NFTA presented its first Battery Electric Bus (BEB) and state-of-the-art charging station.

This project will have a positive impact on the environment and provide more equitable and sustainable transit service in our region. Compared with driving alone, taking public transportation reduces CO2 emissions by 45%, decreasing pollutants in the atmosphere and improving air quality.

EARTH DAY

22

In Remembrance



Celestine Chaney
Roberta A. Drury
Andre Mackniel
Katherine Massey
Margus D. Morrison

Heyward Patterson
Aaron Salter
Geraldine Talley
Ruth Whitfield
Pearl Young



Buffalo Strong



During Buffalo's time of need, the NFTA supported the community by suspending fares on four routes to help people access groceries and essential services, including grief and health counseling. In addition, the NFTA partnered with FeedMore WNY to collect nearly 500 pounds of food for those impacted by the tragedy.

JUNE





**Saturday,
June 18**

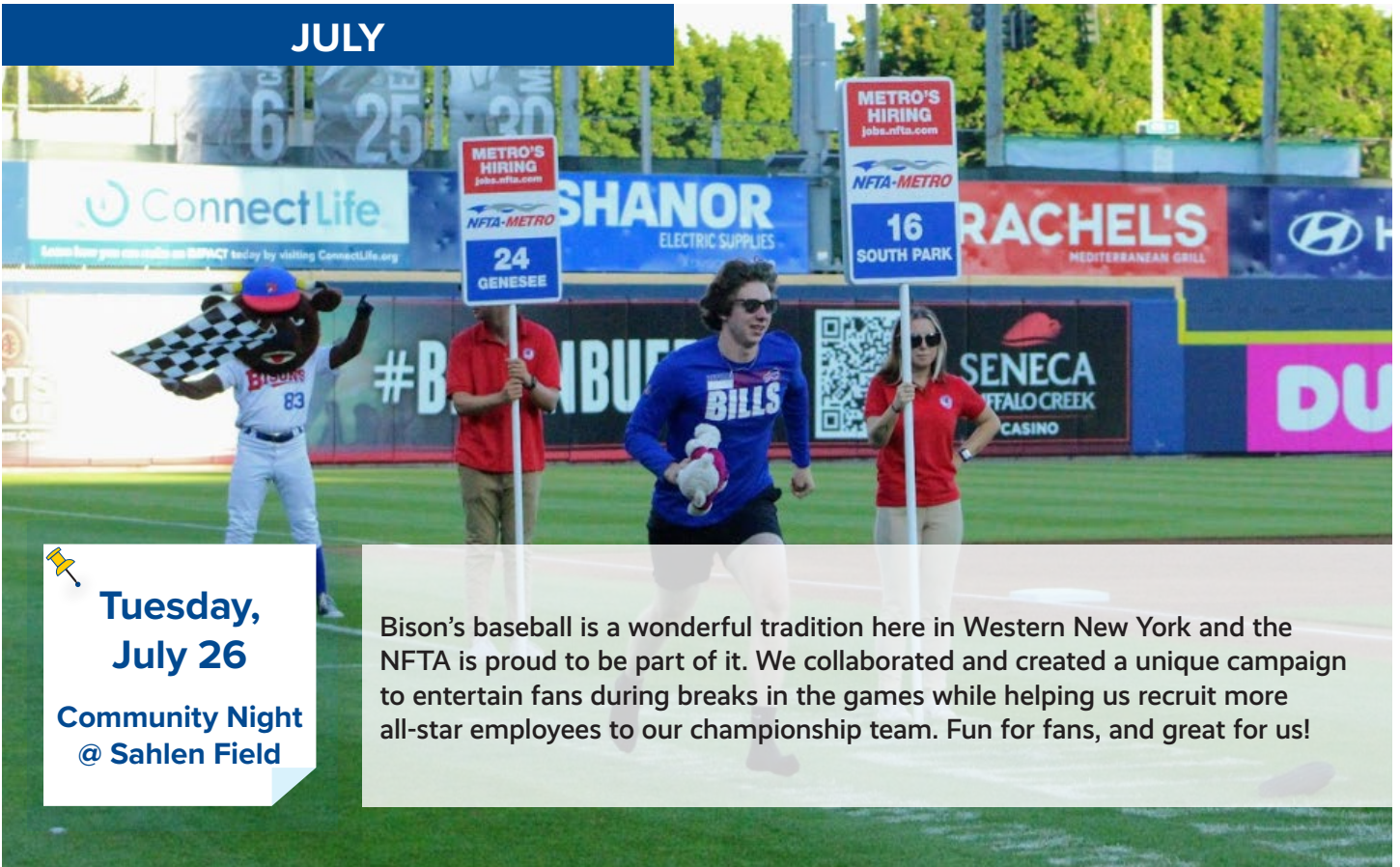
**Parks Adventure
Bus**

NFTA-Metro, the New York State Office of Parks Recreation & Historic Preservation, and the Erie County Parks Department partnered to offer free Saturday bus service to connect riders to seven of Western New York's most popular parks. The special service began on Saturday, June 18, and continued to run through Saturday, August 13.



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PRIDE 05						
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JULY



**Tuesday,
July 26**

**Community Night
@ Sahlen Field**

Bison's baseball is a wonderful tradition here in Western New York and the NFTA is proud to be part of it. We collaborated and created a unique campaign to entertain fans during breaks in the games while helping us recruit more all-star employees to our championship team. Fun for fans, and great for us!



						<p>TASTE OF BUFFALO</p> <p>09</p>
<p>TASTE OF BUFFALO</p> <p>10</p>						
<p>DISABILITY PRIDE FESTIVAL</p> <p>24</p>						



Puerto Rican & Hispanic Heritage



The annual Puerto Rican and Hispanic Festival and parade is an exciting time to celebrate our rich heritage in Western New York.

The NFTA was part of the festivities, and to mark this wonderful occasion, an NFTA-Metro bus was wrapped to honor Hispanic heritage, so the spirit of the festival can be enjoyed all year long.



Game Day Express



NFTA-Metro brought back “Game Day Express,” which provided much needed public transit service to and from the Buffalo Bills games at Highmark Stadium.

The service was a big win for the many fans and gameday workers who took advantage of the service. Providing public transportation to and from the games also helps with traffic and congestion around the stadium.

19



Transit Police at Oishei Children's Hospital



NFTA Transit Police officers wanted to be sure everyone had a “fa-boo-lous” Halloween at Oishei Children’s Hospital. Officers and K-9’s Eci and Eiko volunteered their time to greet kids at the hospital with special Halloween treats. The kids also received a special canine paw print blanket.



Holiday Food Drive • Partnership with FeedMore of WNY



When the community is in need, the NFTA is there to help.

The NFTA teamed up with FeedMore WNY for a Holiday Food Drive. Over 500 pounds of non-perishables were collected, providing an estimated 415 meals for WNY residents in need during the holiday season.

PHOTOS AT A GLANCE

JAN



FEB



APR



PHOTOS AT A GLANCE

JUN



PHOTOS AT A GLANCE

JUL



PHOTOS AT A GLANCE

AUG



SEPT



PHOTOS AT A GLANCE

OCT



DEC

