



COVID-19 Survey Results – June 2020

Introduction

NFTA Metro is always looking for ways to improve service and we value rider input in this process. During this unprecedented time, we wanted to hear directly from riders about their experience. We conducted an online survey from June 8 to June 22 to seek feedback from the public about our COVID-19 response and to learn how to help riders feel safe on the system in the future. The survey was targeted both to people riding during the pandemic and people who are not riding during the pandemic. We received a total of 323 responses, 47% from people who have been riding, and 53% from people who have not been riding.

Key Results

People currently riding

- More than half of survey respondents riding during the pandemic self-identified as **essential workers**, most commonly working in healthcare or retail.
- The most common reason cited by survey respondents for riding during the pandemic was for **commuting to work**, followed by **going to the grocery store**.
- A significant number of survey respondents indicated that improvements need to be made to help with over-crowded buses and consistency of chase buses.

People not currently riding

- The most common reason cited for staying off transit was **working from home**.
- 43% of respondents said they plan to ride transit less frequently in the next 3 months, while 29% plan to ride the same amount as before the pandemic.

Safety and Future Planning (all respondents)

- Overall, respondents were pleased with NFTA Metro's response to Covid 19.
 - Riders tended to have more positive responses than non-riders.
 - The category that got the most positive responses from both riders and non-riders was: "Communications to riders about requirements such as rear door boarding, fares, and wearing a face covering."
 - The category that got the least positive response was: "Responsiveness to customer concerns."
- **Requiring everyone to wear a face covering on NFTA Metro and providing hand sanitizer** on buses, rail cars, and at transit stations were the two most important interventions to help riders feel safe, according to survey respondents.

We Heard You

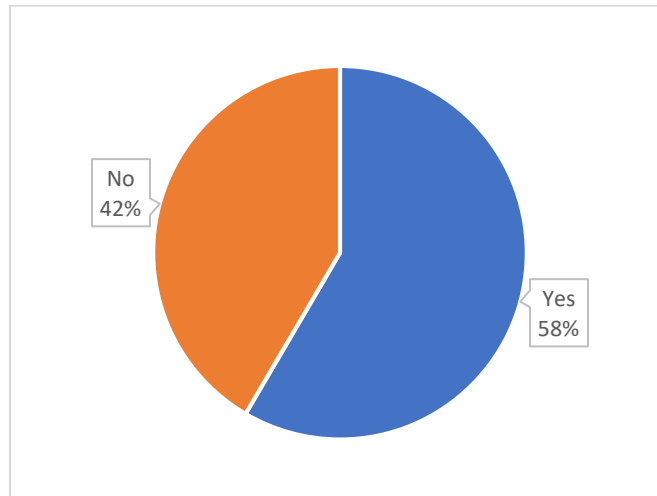
- We added 30 day passes on Token Transit, and now almost all fare options are available on Token Transit, which is a "no touch" fare payment option.
- Barriers have been or will be installed on all buses to separate drivers and bus riders.
- We are in the process of installing hand sanitizer on all buses.
- Face coverings are universally required on NFTA Metro services and buildings.
- We will continue to provide chase buses as much as we can. We are limited in our ability to add frequency because we don't always have extra buses or drivers.
- We added MetroPCS to the list of available carriers for Instant Updates.

Questions and Analysis

Part 1: People who have ridden NFTA Metro in the past 2 weeks

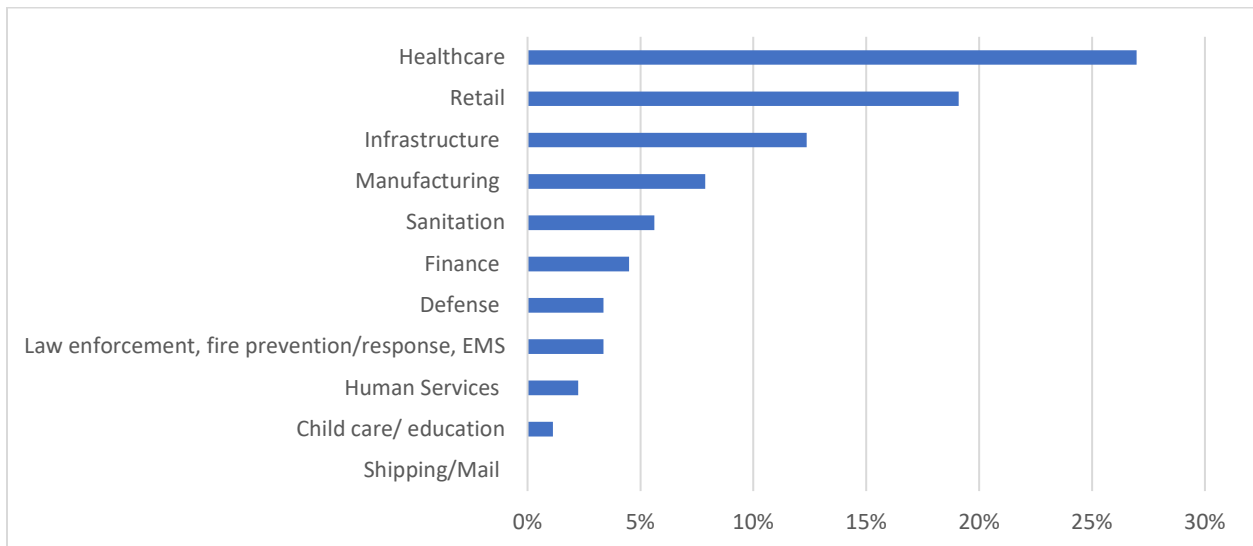
Question 2: Are you an essential worker?

More than half of the respondents who had ridden in the past two weeks self-identified as essential workers.



Question 3: You have indicated you are an essential worker. In which sector do you work?

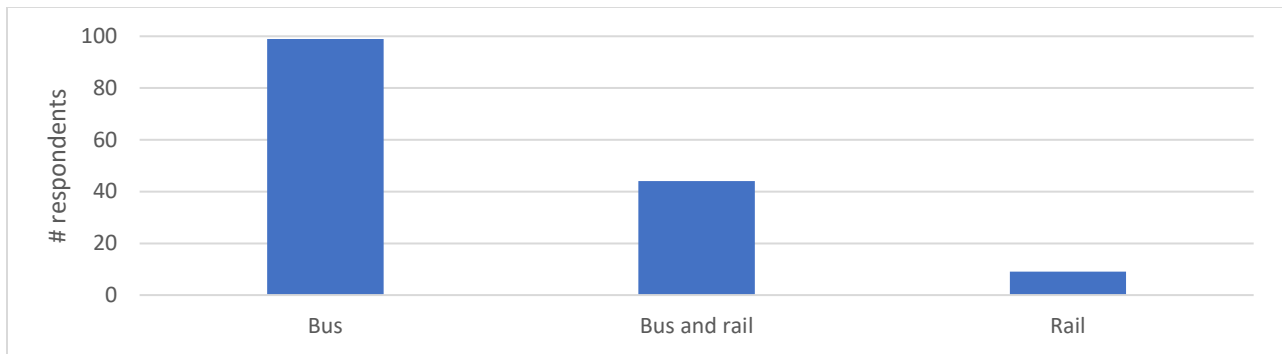
The most common sectors for essential workers riding transit were **healthcare** and **retail** (including grocery, convenience stores, farmer's markets, gas stations, food service, hardware, etc.)



Write-in responses: Tech (2), kitchen, law/judicial system (3), government (3), security

Question 4: Which NFTA services have you used in the past two weeks?

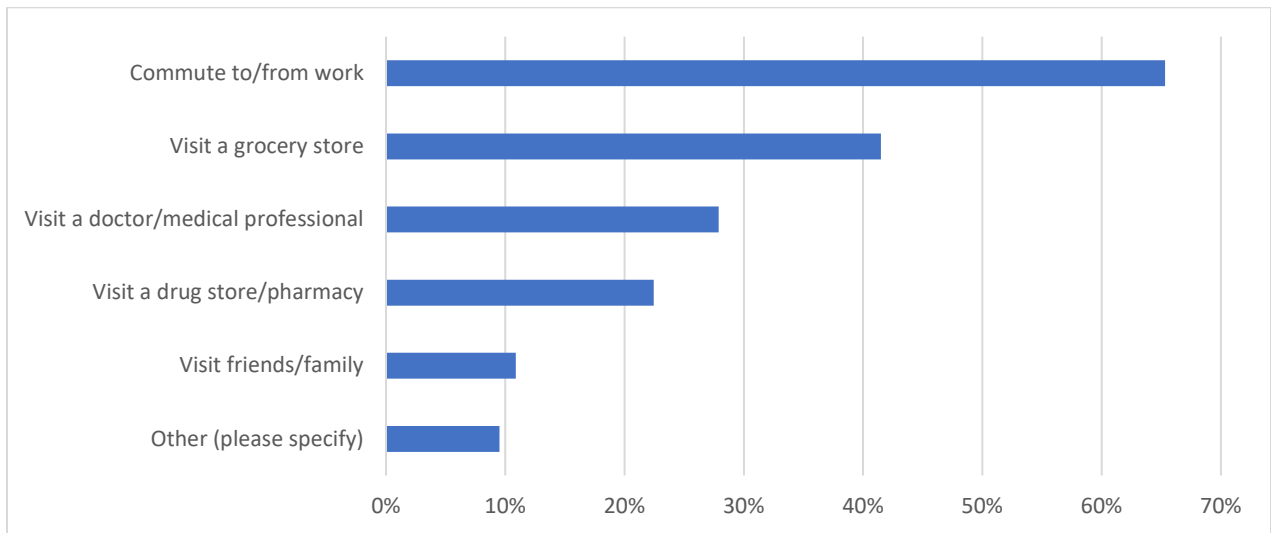
Most respondents had used bus only or both bus and rail, with just a few using rail only.



The most common bus routes used by respondents were: 5 Niagara, 20 Elmwood, and 25 Delaware.

Question 6: What was the purpose of your trip(s) on NFTA Metro in the past two weeks? (select all that apply)

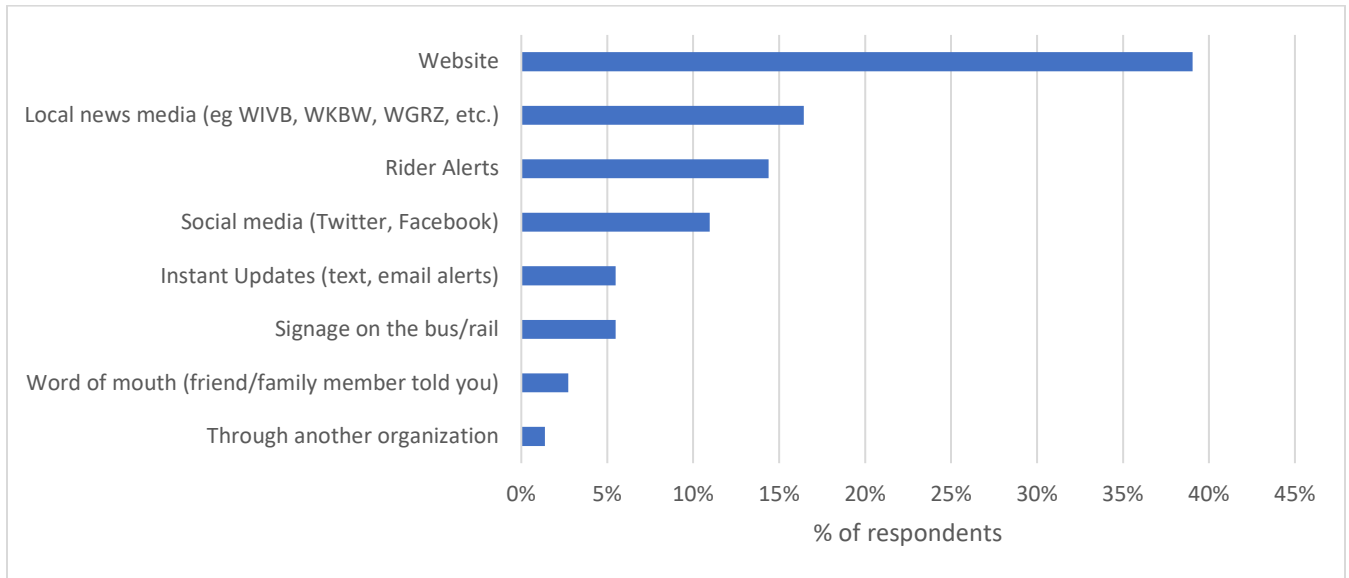
The most common trip purpose was commuting, followed by visiting a grocery store and visiting a medical professional.



Write-in responses: haircut (2), shopping for "other essentials," library, volunteering, gardening supplies, hardware store (2), pick up take out food (2), pick up my car, church, Elmwood Village

Question 7: How have you kept up on communication from NFTA Metro during the Covid 19 pandemic?

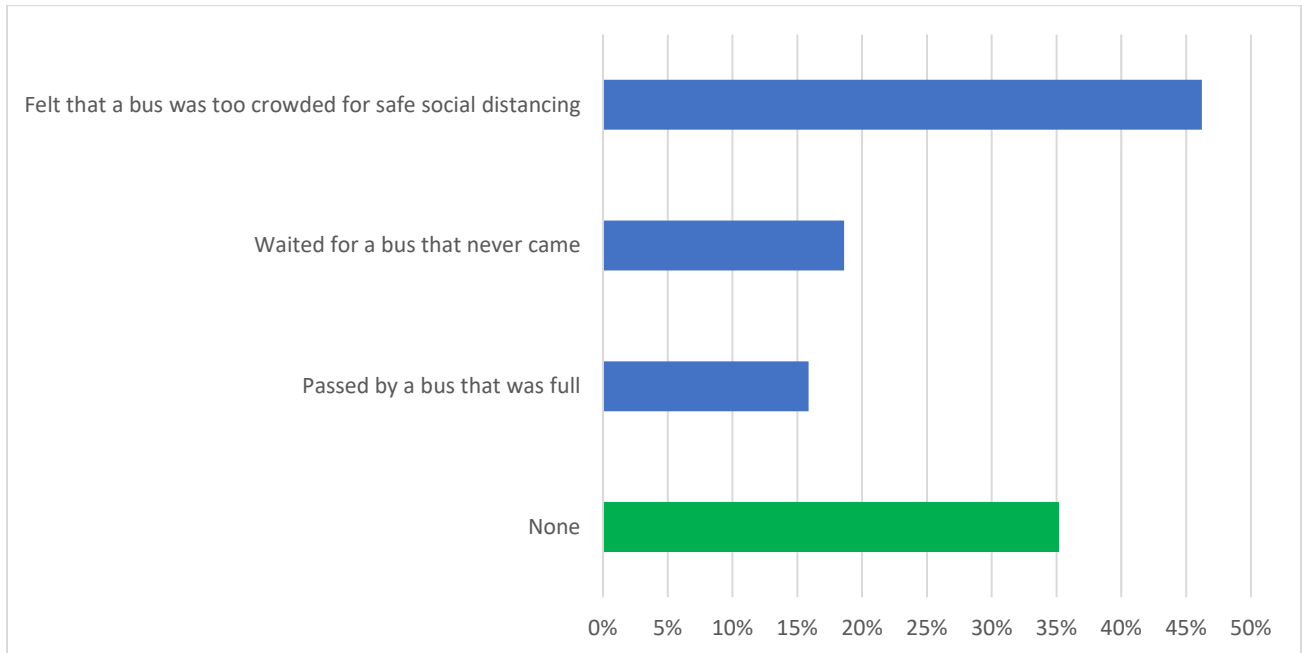
The **website** was the most important source of information for customers, followed by **local news media**.



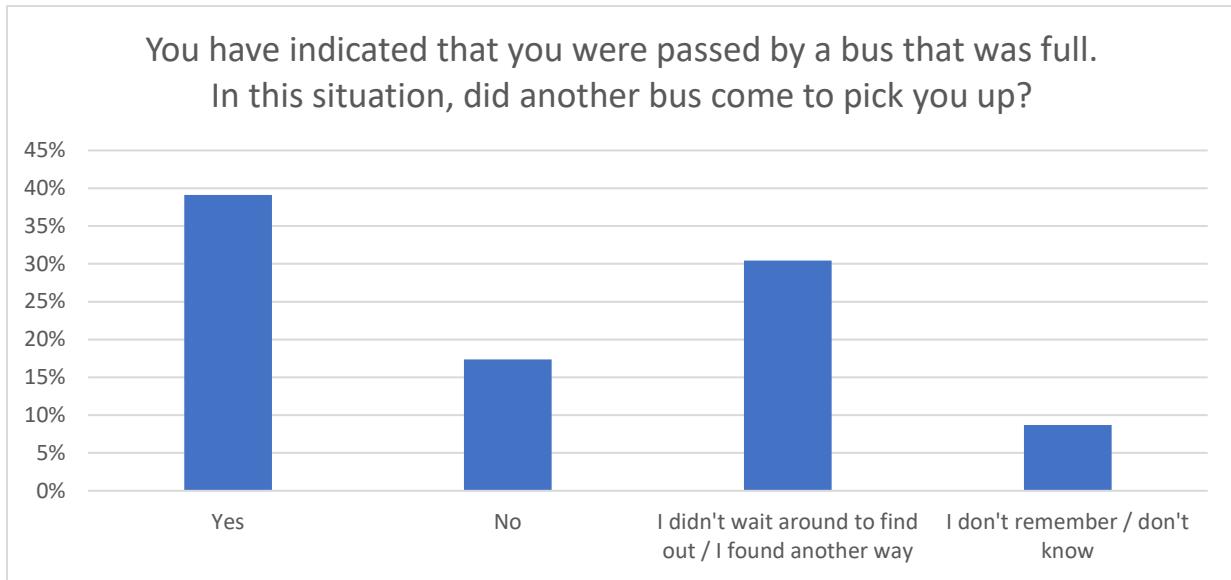
Other: phone, bus driver, all of the above, neighbors, NFTA staff (CAC member)

Question 9: Did you experience any of the following during the Covid 19 pandemic?

This question helps us understand more about the rider experience during the pandemic.



Among people who indicated that they were passed by a bus that was full, here is what happened next:



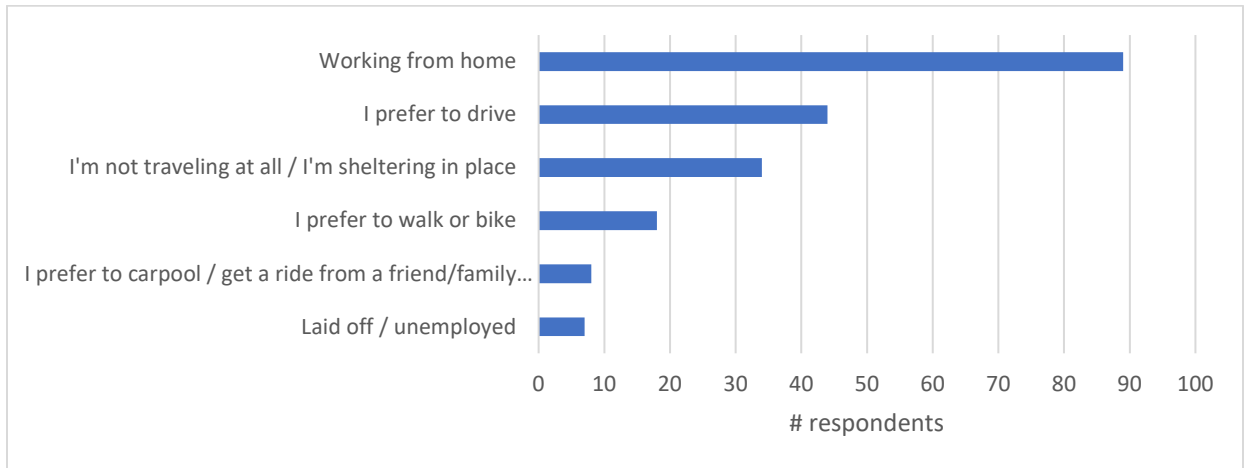
We also received a variety of related comments about experiences on transit during the pandemic, including:

- People don't wear masks on the train
- Non-essential people are riding
- People are not social distancing
- My bus route was eliminated
- People take their masks off once seated
- Passengers congregate in the first car of the train
- Rail was not operating anywhere near the scheduled times
- The bus driver was yelling at us

Part 2: People who had NOT ridden NFTA Metro in the past 2 weeks

Question 11: What are the primary reasons that you do not currently (in the past 2 weeks) ride transit? (select all that apply)

The most common reason respondents are not riding transit is because they are **working from home**.

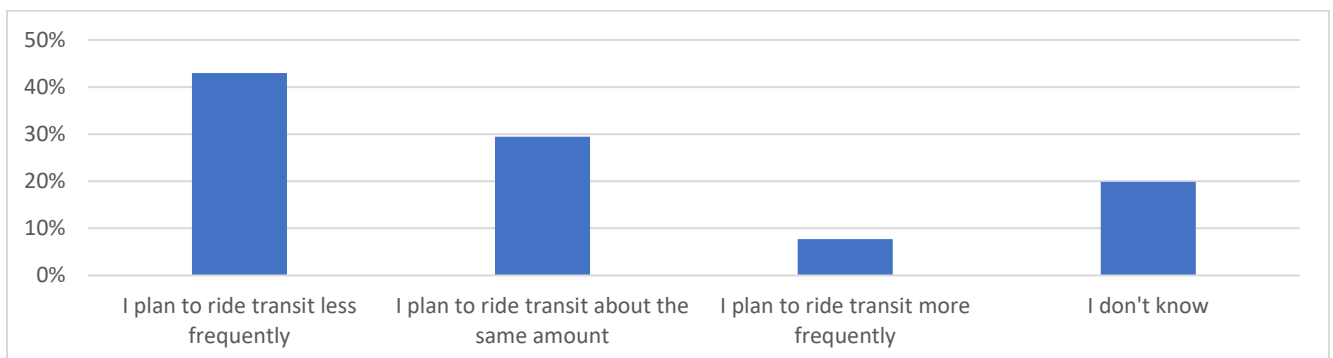


Other comments included:

- Furloughed
- Most places I travel to are not open
- I don't feel safe on the bus/train
- Parking downtown is free so I drive
- Public transit doesn't fit my commuting needs due to schedule or geography
- I don't want to ride while it is free

Question 12: What are your plans with respect to public transit in the next three months, as compared to before the Covid 19 pandemic?

43% of respondents said they plan to ride transit less frequently in the next 3 months, while 29% plan to ride it the same amount as before the pandemic.

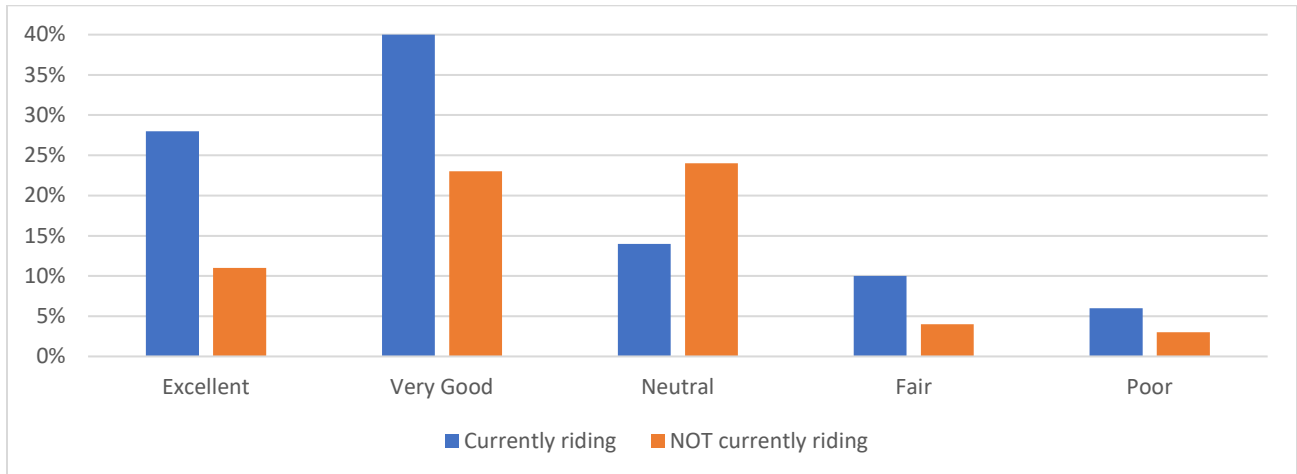


Part 3: Questions about safety, cleanliness and planning for the future

Questions 8 and 13: A key survey question asked respondents to rate NFTA Metro’s Covid 19 response in different categories. The results are broken down by whether or not the respondent indicated that they are currently riding transit. Riders were asked about their experience, and non-riders were asked what they have “heard” about conditions.

A. Cleaning of bus and rail interior

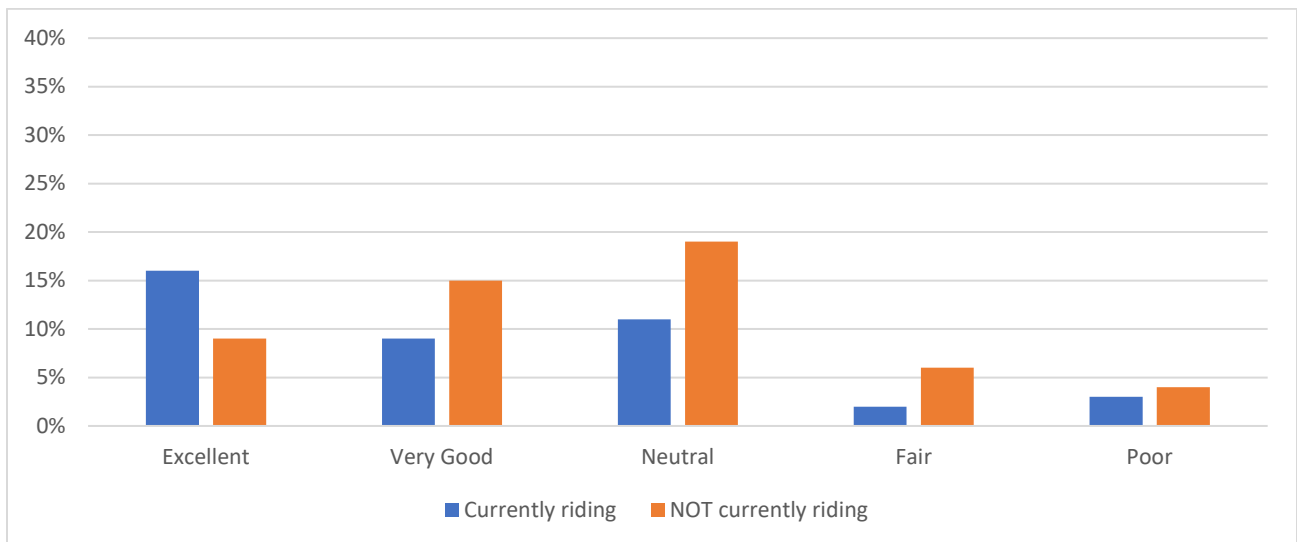
Most people are satisfied with NFTA Metro’s cleaning of the bus and rail interior. People who are riding are more positive about the level of cleanliness than people who are not riding.



Note: N/A responses not shown (responses may not add up to 100%)

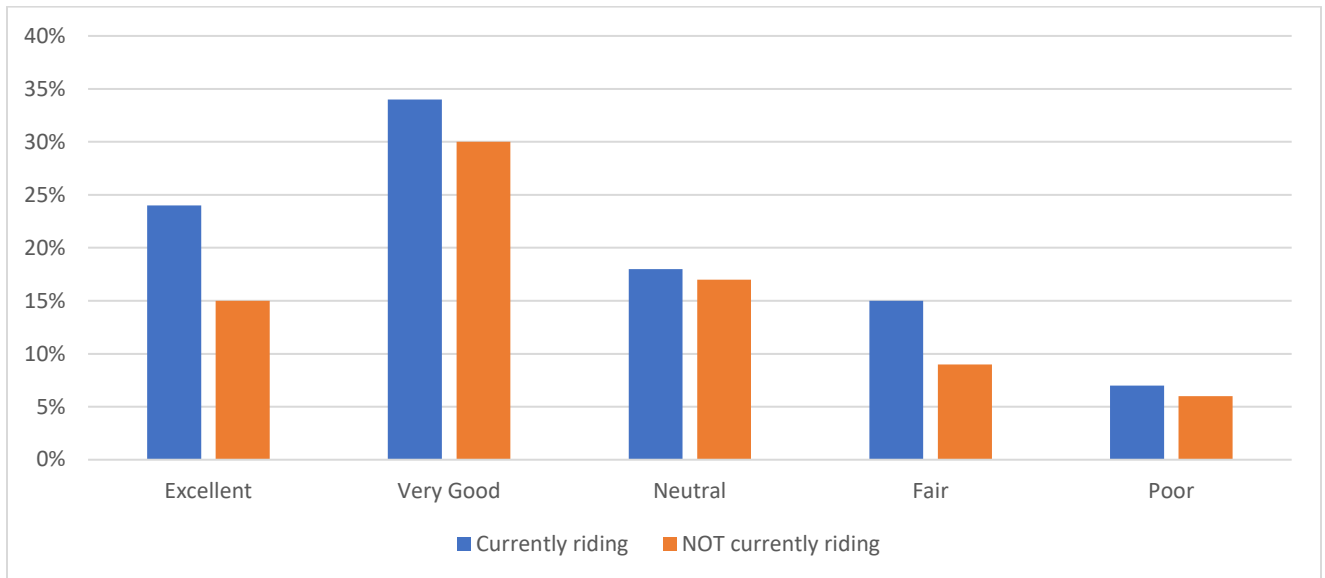
B. Cleaning of MTC

Many people selected “Not Applicable” for this question. Among those who responded, responses were mostly neutral or better, with more riders than non-riders indicating that the MTC cleaning was “excellent.”



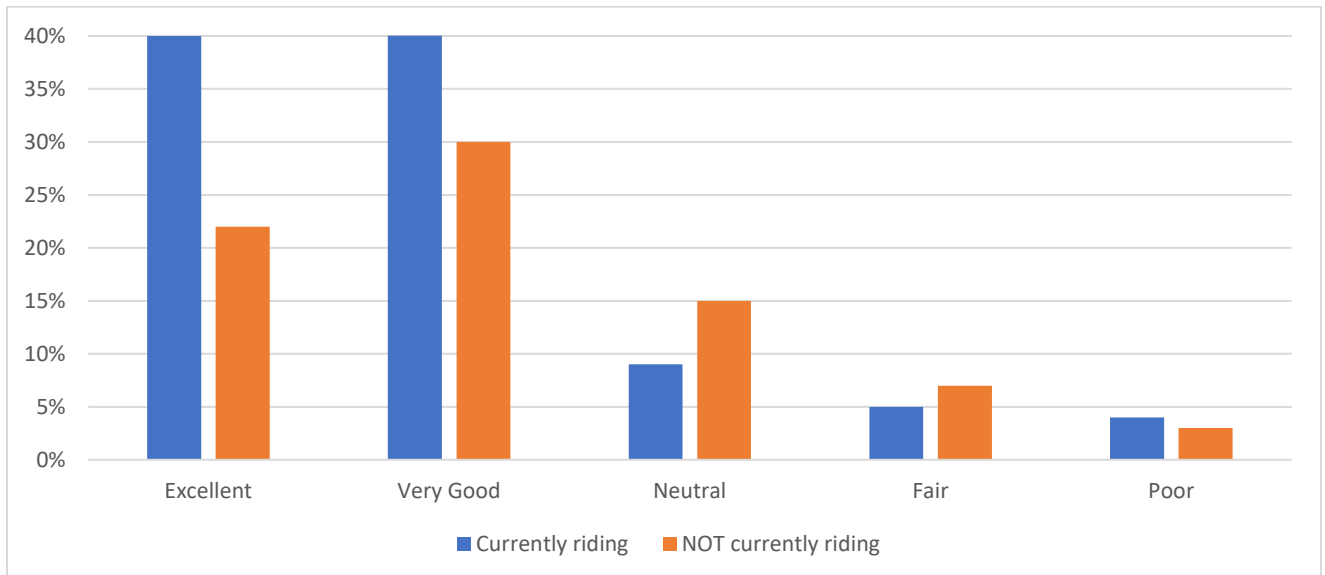
C. Communications to riders about service/schedule changes

Riders and non-riders alike responded mostly positively to this question.



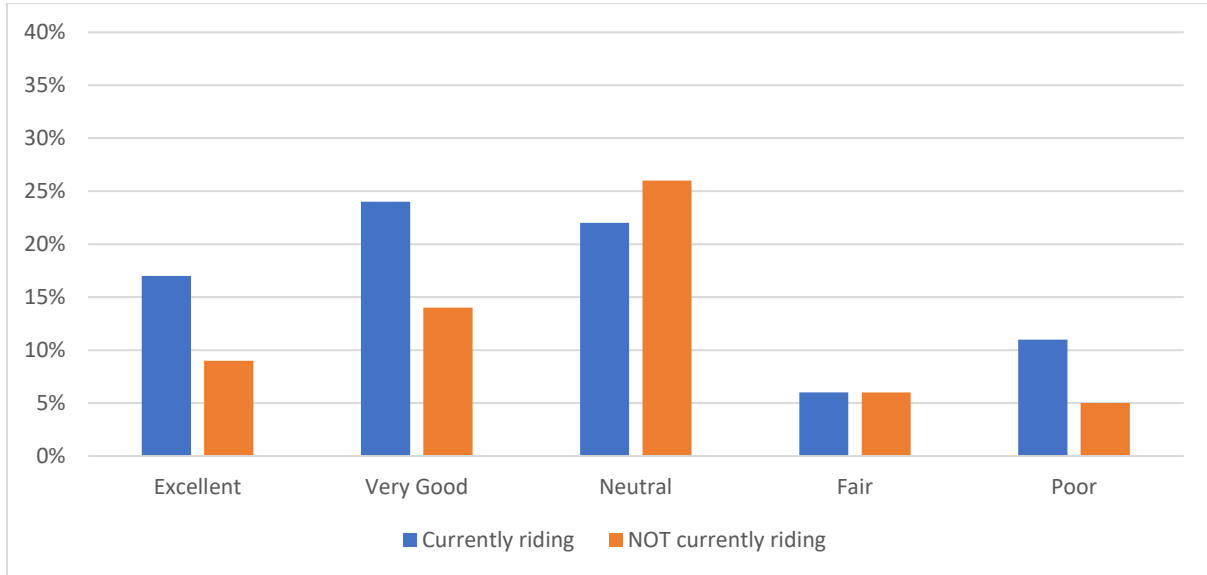
D. Communications to riders about requirements (rear door boarding, fares, face coverings)

Respondents responded very positively to this question, especially current riders. For both riders and non-riders, this category received the most positive aggregate response, compared to the rest of the categories in this question.



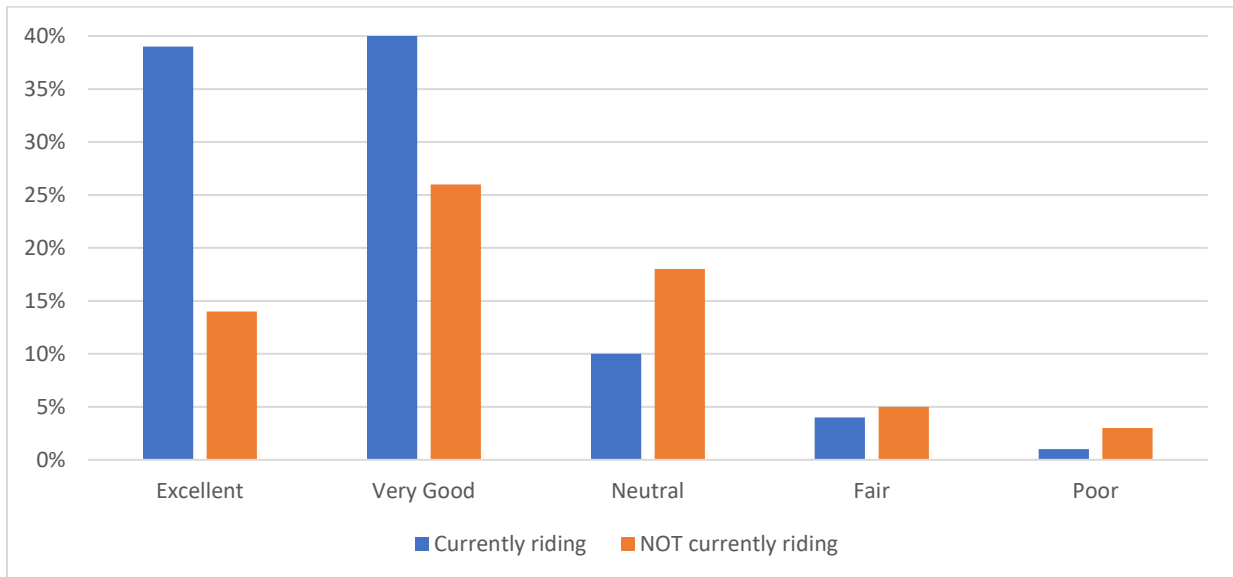
E. Responsiveness to customer concerns

Many people felt neutral about NFTA’s responsiveness to customer concerns. For both riders and non-riders, this category received the least positive aggregate response, compared to the rest of the categories in this question.



F. Protection for bus drivers

Current riders responded very positively to this question, while non riders tended towards neutral.

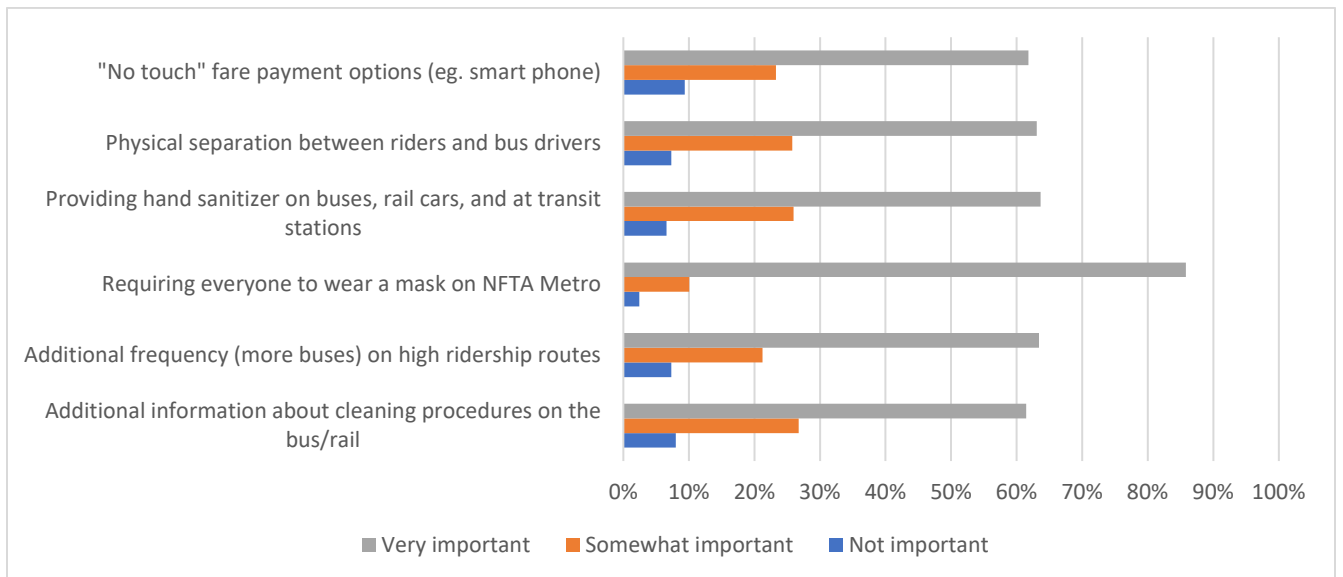


We also received many written comments for this question. See below for some of the comments, and Appendix A for the full list.

- Riding the metro was more convenient for my commute/environmental conscious but I have a car and am able to drive so I prefer to do so for the foreseeable future. If I didn't have access to a car it seems steps have been taken to make the subway safer.

- I miss taking the bus. I can't get on and off the back so I'm forced to take a cab.
- I am glad to learn that very few bus drivers have gotten sick.
- I'll be riding bus and train tomorrow for first time in 8 weeks and feel I'll be as safe as possible considering its public transit. NFTA has done a good job reassuring me it is okay to ride.
- Niagara Falls riders are without a shelter station at Portage Road.
- I know people I work with that usually take the metro that are refusing to ride now because we were told with it being free lots of people are just Joy riding on the bus so we are having to find alternate ways to get to work right now downtown Buffalo until they charge again.
- Keep up the good work NFTA!! Great job trying to protect your drivers and riders.
- The bus drivers are awesome.
- Announcements should be made over PA system reminding people to cover nose and mouth.
- Thank you for listening to health experts.
- Thank you for continuing service during this difficult time. It helps us seniors remain independent.
- I've seen drivers without masks and a lot of passengers don't wear them properly
- The bus station has never been so clean and the floor fixed after all these years.
- Services left a lot to be desired in the beginning. Cleaning got better as time progressed.
- I would like to have instant alerts via text message but you don't accept Metro PCS.
- I would like the 7 bus back in service.

Question 14: How important are the following in making you feel safe riding public transit?



This question helps us understand what riders want to see on the system to help them feel safe. All six of these interventions were very important to most people, but **the most important were masking and hand sanitizer.**

Miscellaneous comments

We received a lot of miscellaneous comments, some of which are listed below. See appendix A for the full list of comments.

- Continue the GREAT JOB.....HOMETOWN HEROES hard at work!
- I think the NFTA did a good job. Most do not understand how important public transportation is. Bus and rail are used by many from all walks of life who need the independence public transit provides. Not everyone can drive. What I have missed most is saying hello and thank you to the drivers. Other riders do shout out their thanks but raising ones voice is not something I typically do. So please, let the drivers know they are appreciated-- and all of the non-management personnel of the NFTA are appreciated too.
- My concern is for my safety. I cannot be sure about the health of the passengers riding the bus. Not sure how comfortable I will be riding the bus. Prior to Covid, I had a monthly pass and took the bus every today to work downtown.
- As I am not able to afford a car at this point, I cannot function normally in Buffalo without the bus/rail system. I was very concerned service was going to shut down because it would essentially cut me off from my elderly, vulnerable mother who lives alone in Orchard Park, where the 14 goes.
- My main concern is with ventilation and how frequently air in subways and busses is exhausted and fresh air brought in
- Good luck with making people wear masks... it ain't gonna happen.
- Focus on distribution and support, not punitive action!
- We need the updates via email sooner when a bus scheduled is cancelled. Thank you NFTA workers for being there for us essential workers!

Appendix A: Complete List of Comments

Comments about NFTA Metro's Covid 19 response

Comments are verbatim except for minor corrections to spelling and grammar for readability.

Buses are too crowded during rush hour. Cannot social distance.
Masks are not enforced on the train.
While it is difficult boarding the bus from the rear entrance/exit (i.e., difficult to step that high to board as I am only 5'1"), I understand why it is being done and am assuming that once fares return, we will be able to board as normal.
Announcements should be made periodically over the PA system reminding passengers that NOSE AND mouth need to be covered.
I called and reported that in the bus there were people without a mask and the bus had more than 25 people. There was no protection and no distance. Also the bus didn't smell clean. The lady told me to tell the driver. I am not telling the driver because an 80% of the drivers are mean and rude. You should train them to follow policy. Also i have seen drivers with no mask.
Thank you for continuing to operate during quarantine and for isolating your drivers for their protection.
In most cases the drivers are courteous. Even when riders are rude
Drivers routinely do not enforce mask requirements. Too many people are now in the back of the bus, making it difficult to distance
Thank you for listening to health experts.
Thank you for continuing service during this difficult time. It helps us SENIORS remain independent that can't still drive. the FREE FARE is a much NEEDED and LOVED ASSET to us. Thank you all again and please be SAFE out there.
I've noticed that sometimes riders lower their masks to expose their nose and some drivers don't see that or if they do, they don't say anything.
I strongly dislike giving my opinion when nothing changes. Please put a bus shelter up on Grant Street near Amherst Street, on the Polish Cadet side, it is difficult keeping the groceries dry when it is raining or snowing and there is a 15 to 30 minutes wait. Please put a full-length mirror in the women's restroom at Ellicott station. I don't want to walk out with toilet paper hanging out of my pants. Do something about the beggars at Ellicott, University station and the bus shelters on N. Division. Enforce the no smoking within 20 feet of the bus shelters especially on N. Division. Do something about the pot and sometimes cocaine around the #3 and 5 shelter on N. Division. Seneca cigarettes are regularly offered for sale around M & T and the N. Division bus shelters. If NYS goes to phase 4 on 6/30 can we use our April bus passes? When will the new ones be mailed out?
The social distancing on the bus is a joke. Governor says 6 ft apart but I have noticed most of times bus are jammed and full of people because you block off the front of the seats, that is the biggest mistake.
I think the drivers should say if they are protected or not-- I will say that the drivers have been as professional and caring as always. The drivers, mechanics, and clearers are great! They are the NFTA!
When I was going home from Physical Therapy, the bus driver was very mean to people getting on the bus, he kept yelling at them that we reached the maximum number of people. He even yelled at a father and his daughter, he wasn't respectful to the people trying to get on the bus who didn't understand there is a maximum of 15 people. He could have been nicer and explain it was policy instead of yelling.

You protected the bus driver, but by eliminating the front 1/3 of the bus, you placed riders in much closer contact with each other. My impression is you care more about the drivers than the riders.
Some people are disobeying the rules of mask usage.
Good work, service excellent, and I really appreciate all the service provided!
In beginning, was quite impressed that you offered free service, for all riders. This is essential for those needed at work and those who depend on NFTA METRO to get to doctors, groceries, pharmacies and household goods.
The driver on metro rail was not enforcing masks and two people in my train car did not have masks out (there were about 6 people total)
Would like to see a limit on the number of passengers allowed on a bus line that us frequently used. Only witnessed one driver tell passengers the bus was at its limit.
I'm grateful for Metro. But I feel that the free rides in the beginning, should've been only for essential workers. I have seen more than 15 ppl on a bus. I have seen drivers letting ppl without mask ride.
Buses still aren't very clean, passengers not social distancing. Not comfortable riding the bus but have no choice if I have to work
Thank you for all you do!
I've seen some drivers without masks and lots of passengers don't wear them properly
One driver on the #15 called someone out for not having a face covering. I have seen many riders without masks, walking around, ranting on. I find it really disturbing to feel so uncomfortable every day. I believe, however that Metro Bus is doing an overall good job.
Some buses in the last week or so are letting over 15 riders.
The buses are spotless! Also, I see that you've added hand sanitizer to at least one bus. I think that's great!
I believe the NFTA metro is doing the best they can to keep their drivers and riders safe. Because of the fare change, they are losing a lot of money. They cannot afford to lose more riders or funding due to not following official guidelines. With such an extensive line of stations, buses, and railcars, there are only so many workers that can continuously clean on top of their regular jobs at the same time. If they hire more workers to clean, that's more money coming out of their payroll budget that fares aren't covering. With such an unprecedented situation, I am amazed they've been able to keep up with guides as best they can up to this point. Please just keep safety in mind and do the best you can.
I've seen many bus and rail riders with masks pulled below their nose in the last 2 weeks alone, let alone since March. Also, I've never once heard a bus driver call Dispatch for a "chase bus" even though many times the bus has more than 12 passengers and people are standing in the aisle. No distancing whatsoever.
That bus station never been so clean and the floor fixed after all these years.
Services left a lot to be desired in the beginning ... cleaning got better as time progressed
Buses are dirty, clean your buses, no excuse for being filthy
Difficult to comment on effectiveness of communications to the population at large as I have no TV nor rider alert subscription
I commend driver number 7033. He is very helpful and considerate of passengers needs. He makes announcements for stops and lets everyone know of the connecting buses and makes jokes on the speakers. He makes everyone feel at ease when they ride the bus.
I would like the 7 bus back in Service.
Every bus driver doesn't keep the mask on throughout each bus interval.
I am 72 years old. It is difficult to get on and off the bus, especially after I grocery shop.

Would like to have instant alerts via text message but you don't accept metropcs. I wish you would allow text messages to ALL carriers.
Wish you never took the 79 off now I have to walk 20 mins to get the 25 bus
Schedule change posters are not in all the buses
I miss my drivers on the 16 route
Riding the metro was more convenient for my commute/environmental conscious but I have a car and am able to drive so I prefer to do so for the foreseeable future. If I didn't have access to a car it seems steps have been taken to make the subway safer
I don't feel comfortable on the bus at this time due to my experience with nfta in the past and the conditions of buses at 6am. They weren't cleaned before a pandemic and I don't feel they would be cleaned to my satisfaction now.
When will fair start being collected?
Only hearing updates from the news.
Please add more trips for the 76 line. There does not seem to be enough.
I miss taking the bus I can't get on and off in the back so I'm forced to take a cab to work which has caused me to have financial difficulties. I work at Walmart
I have heard very little about measures being taken, so I cannot comment.
I am glad to learn very few bus drivers have gotten sick.
I'll be riding bus and train tomorrow for first time in 8 weeks and feel I'll be as safe as possible considering its public transit. NFTA has done a good job reassuring me its okay to ride.
no basis for comment
I haven't been on the train for 13 weeks so I really have no comments.
I rarely ever use public transportation, so COVID has had no effect on that.
I haven't heard anything.
Haven't heard much. I do believe the buses and trains are decently clean but just want to keep as safe as possible
I do not use transit at all
Honestly haven't heard much
Haven't really heard much about what's being done.
I haven't heard anything about with NFTA is doing nor have I sought out this information yet
I haven't heard anything
Niagara Falls riders are without a shelter station at Portage Road - so if any complaint at all why is Niagara County still paying into a system that treats them unfairly. NFTA Police can be positioned here as well as Buffalo.
I know people I work with that usually take the metro that are refusing to ride now because we were told with it being free lots of people are just Joy riding on the bus so we are having to find alternate ways to get to work right now downtown Buffalo until they charge again.
Keep up the good work NFTA!! Great job trying to protect your drivers and riders.
The bus drivers are awesome

Comments about measures needed to help riders feel safe:

The #3 bus is ALWAYS (not exaggerating) late leaving from the transit station/loop on Ellicott St. I wait at the very first stop and the bus pulls out 3 to 8 minutes late, and then speeds along the route to make up the time. I've also experienced the opposite on other routes and missed buses because it

was 5 to 7 minutes too early. Since boarding and exiting the back door, drivers do not lower the bus nor pull up to the curb to allow small, short or challenged passengers to board comfortably because the step is too high. Also, a LOT of passengers board with a mask on and then takes it off their nose or off completely when seated. Some board with only their mouth covered. MOST drivers pay no attention. They should be required to look through the rear view mirrors when stopped at traffic lights.
I don't have a smart phone
Use a bus card. I wish the collection box had a scanner so the card wouldn't have to be swiped?
Re open the Niagara Falls bus station
And what happens when cannot access your app on smart phone like in bad weather do not have access to where is my bus?
Great work and service!
Understand the point made by non-transfer payments, but online payment is a total headache. And opens doors to identity thefts, (I have been victimized several times already thru other services who depend on this debit/credit card services.
Hearing about a clean bus and seeing a clean bus are very different things. Your bus service doesn't clean between routes until the driver has finished and they don't get sanitized between route changes
Like the option to buy passes on the phone.
I have a bad knee and when I wear my brace some drivers let me in the front but when I don't it is difficult to get on the bus thru the back door. Can accommodations be made for other people like me and the elderly
For me, I am very grateful for the free rides. But I wouldn't have a problem paying my fare.
Smart phone payment is great as long as there is still options for those who don't have a smart phone or an attached bank account
Require physical separation between riders. That may correlate with providing more service to ensure less crowding as the economy opens back up and people return to work.
Proper hand sanitization should be the rider's responsibility.
If rather pay my fare if I could enter in the front
Off topic, but PLEASE remind bus operators to pull right up to the curb. Since the back half of the bus doesn't kneel, it can be difficult to board through the back door when there's a gap of 10 - 12" between the bus and the curb. That's no exaggeration. Thank you.
Phone tapping payment or bus card on my phone
I think the plexiglass barriers around bus drivers (and their own mask-wearing) should be sufficient to protect them. Keeping the entire front section of seating empty forces riders to overcrowd, compromising their safety.
Distancing and masks are most important to me. I love riding the train, but it's unlikely I'll do so pre-vaccine unless I'm sure that people are adequately distanced and masked.
I do not own a smart phone
Keep rear boarding through the crisis, and free fares as long as possible!

General comments

Bring back full schedule of the 20. I'm tired of getting out of work and waiting 20 minutes for a bus that gets too crowd with intolerant people
Please ensure people are wearing masks on train. No matter what time I am riding it between 7am to 7pm, half of the passengers are not wearing a mask properly or not wearing one at all. Please enforce this.
Continue the GREAT JOB.....HOMETOWN HEROES hard at work!
IMPORTANT! Drivers need to be more attentive and periodically check their rearview mirrors to assure that riders mouth AND NOSE are covered.
Route 54 needs to be reinstated
At times drivers are unpleasant as some riders lower mask slightly under nose to breathe clearer. We are not under you. We do not want to be treated rudely. Still too many non on essentials on the bus. There are also those who are allowed to play radios loud and sing aloud with it. This must be stopped, as well as abusive language on phones.
Drivers follow protocol with every individual
Buses leaving early or not arriving to a stop
The Rail platforms are generally pretty clean but the stairs at Amherst and Allen Stations are disgusting. And around 5p, the trains are not that clean. They seemed cleaner the years prior to the pandemic. Perhaps due to constant use and monitoring.
You discontinued 29 wohlers which was a nice quiet ride to work and ride home. Now I have to deal with loud kids people begging for cigarettes. Even the adult are loud.
All drivers must allow handicapped persons (physical & mental) to enter bus using front door
Thanks for the no fee during this time
Nice.
You're transportation is a thing of beauty! I couldn't add anything else! It speaks for itself, thank you NFTA!
Thank you for all that your organization has done. Very evident that you care about your ridership.
I hope metro will let the public know (especially employers), that with things opening up and the need to continue efforts to decrease density (which means no full capacity on buses), employees may be late to work from time to time. A very busy route will have extra busses put on the route. I think you did this with the #19. But any bus that is at Covid-19 capacity isn't going to pick you up - and if it isn't a recognized busy route, there might not be extra busses. You'll be stuck standing there or the maximum wait time till the next scheduled bus - and sometimes that can be over 30 minutes
Many times steps that we advertised as being taken we obviously not. ie: 3 train cars, especially during commuting hours, were advertised and only 2 would be running.
I think it's hard to social distance on the bus. We all just have to keep doing what we're doing to stay safe. You guys have been amazing and more than accommodating with no fare. At times when I feel worried I do just walk home. Great job nfta
High traffic routes should have extra runs and no small(trolley) buses on high ridership routes. eg: 34 Niagara Falls Boulevard, 8 Main, etc.
All these issues are much NEEDED and probably should remain in effect.
The requirement for passengers to have their nose and mouth covered while riding the bus is not equally enforced on all the buses. Several people had no mask on at University station.
About time you clean the buses. South park never smelled like cleaner was used. After snow melted. Still had a lot of salt stains
Please get rid of the block chains so I can sit more freely on the bus.

<p>I think the NFTA did a good job. Most do not understand how important public transportation is. Bus and rail are used by many from all walks of life who need the independence public transit provides. Not everyone can drive. What I have missed most is saying hello and thank you to the drivers. Other riders do shout out their thanks but raising ones voice is not something I typically do. So please, let the drivers know they are appreciated-- and all of the non-management personnel of the NFTA are appreciated too.</p>
<p>From what I've heard, NFTA Metro is doing a great job at managing the situation so far. I will start taking the bus again in the next few weeks, so I'm glad to hear of all the measures implemented to protect the riders and the drivers.</p>
<p>I heard that if a bus is too full they will not pick up additional passengers...my bus is very full when I enter, how will I know if I am able to board the bus?</p>
<p>I hope the 7 Bus is back in Service soon.</p>
<p>We need the updates via email sooner when a bus scheduled is cancelled. Thank you NFTA workers for being there for us essential workers!</p>
<p>Buses were totally clean at first. Have noticed a slacking off on my last ride which was June 2020. I did not use bus or rail very much but did find ppl did their very best at social distancing. Thank you.</p>
<p>My bus (76) had its route altered (the start where I take it from and end where I get off at were removed) due to COVID. This is already a route with only a few buses a day. I hope that when we all start resuming going back to work in our offices that the start inbound and the end outbound are restored (I live in Chautauqua county and have quote a drive to the metro stop) and also that the limit of 10 per bus goes away or I will be at a disadvantage actually taking the bus and need to pay for an Uber home.</p>
<p>My concern is for my safety. I cannot be sure about the health of the passengers riding the bus. Not sure how comfortable I will be riding the bus. Prior to Covid, I had a monthly pass and took the bus every day to work downtown.</p>
<p>If we know 6ft is needed there can't be riders in every seat duo on the bus. And since the limits of that are clear there would need to be more buses running to accommodate safely transporting riders, but that isn't the case if the rider safety concern isn't real for the board members of the nfta</p>
<p>Thank you all for all that you do!</p>
<p>I would like updated info on when you will be charging fares again.</p>
<p>When do fares start back up?</p>
<p>Drivers are very professional</p>
<p>Thanks!</p>
<p>As I am not able to afford a car at this point, I cannot function normally in Buffalo without the bus/rail system. I was very concerned service was going to shut down because it would essentially cut me off from my elderly, vulnerable mother who lives alone in Orchard Park, where the 14 goes.</p>
<p>In my opinion, if plexiglass is installed around the driver and masks are mandatory, the NFTA fares could go back to normal or at least half (\$1 vs \$2 one way). The front seats could still be blocked off except for those in wheelchairs. We're all in the same bus, trying to breathing the same air through our masks, if we put our fare in and walk away, I don't see how that's more harmful. Some may say, well the fare collector would be touched too much. To that I would say, if a driver cannot clean each seat after a passenger leaves, how can they be expected to clean the fare collector after each use?</p>
<p>I'll finish my rant to say I am proud the NFTA has done what they can to keep riders safe during this difficult time.</p>

Thanks for continuing to operate during the pandemic. I have no other way of getting to work or to the grocery store.
Thank you for all you do.
I feel the cards should be policed [by NFTA employees to give out tickets for breaking the laws of NOT following the requirements. Ex- No smoking, eating, drinking, wearing face mask over Mouth & NOSE, caring personal ID [with birth name/correct living address] so when a person receives a ticket will not likely to rip it up & NFTA can then follow through with charges.
I actually miss riding the bus.
Clean your buses, very dirty
Please note that rides of only a few blocks are not necessarily "non-essential" due to their short duration. You don't know how many blocks a rider already walked or must yet walk before/after the "short" bus ride. Nor the rider's state of health, wherein a few blocks is a challenge. Nor whether the short ride came before or after a transfer.
Thank you to the drivers for continuing to come in and get us where we're going
My main concern is with ventilation and how frequently air in subways and busses is exhausted and fresh air brought in
I honestly haven't paid much attention since there's nothing (realistic) that anyone could say that would get me back on the train right now.
There has been years the busses are nasty
The bus was very clean
I've been riding the NFTA buses and train for the past 10 years on a regular basis. I have complained multiple times over the years about needing to keep the stations, buses and train clean. PLEASE KEEP THE SYSTEM CLEAN, regardless of the pandemic. THE NFTA SHOULD ALWAYS BE CLEAN!!
In the Summer months, I ride my bike for commuting, so I have not been on a bus or the train since the pandemic started. But I highly support and commend any efforts made to keep the system clean now and IN THE FUTURE!!
Please bring back the 7 Bus to service.
I see many on the bus without masks and someone pulled his down to spit on a passenger
I get my instant alerts via email, but I find that inconvenient. My carrier is metropcs, and I'm not able to get text messages via that carrier. Could you PLEASE allow ALL carriers to get text messages so the majority of passengers could get the text message option. It's more convenient than the email because text messages are grouped into one message where I have to search through a LOT of emails to get the notifications. Thank you for your consideration.
n/a
Everyone has been great at NFTA, and the drivers have been wonderful!
Good luck with making people wear masks... it ain't gonna happen. Ignorant people will continue to be ignorant or spiteful.
Focus on distribution and support, not punitive action!