

FY 2022 METRO PERFORMANCE

Key Performance Indicators
March 31, 2022

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.



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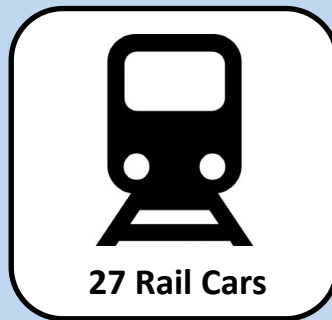
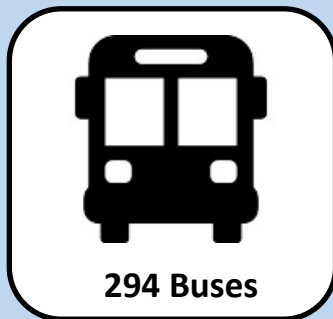
Introduction

ABOUT US

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. 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, Metro 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 transit system 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 Metro monitors to keep the system efficient, economical, safe, and reliable while pursuing continued improvement. It is Metro's intent to use these metrics to provide a look back at where we have been as well as provide 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.



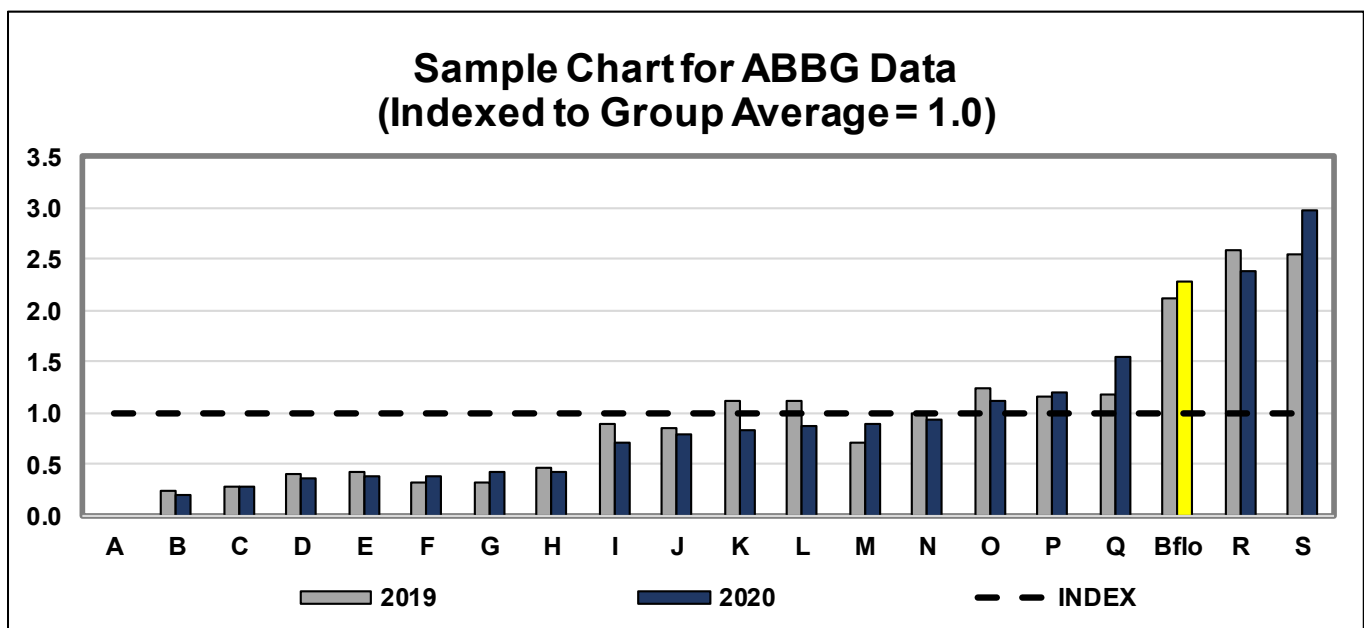
TRANSIT PEER BENCHMARKING GROUPS

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 which are headquartered at Imperial College, London, England. It is 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). It is important to note that the benchmarking data presented throughout the report is from the year 2020 which is during COVID-19.



YEAR IN REVIEW

NFTA-Metro experienced challenges and successes this past year in dealing with ongoing and residual impacts of the COVID-19 pandemic. Most metrics depict performance that represents improvement in certain areas, but still not equivalent to pre-Covid standards.

SERVICE DELIVERY

While ridership, farebox recovery, and passengers per mile and hour have increased on most routes, we are still at approximately 55% of pre-pandemic bus weekday riders. Ridership figures also include increased Buffalo Public School ridership as schools became more in-person in 2021. At the same time, we provided 20% less fixed-route bus weekday service this past year, primarily due to workforce challenges. We have dedicated several resources in addressing workforce retention and recruitment efforts and have begun to see improvements. In addition, we have observed changes in ridership travel patterns, with morning and afternoon peaks significantly diminishing. Based on ridership trends, we implemented a system-wide network redesign to better align the customer demand with the availability of our resources.

FLEET

Because of reduced bus fleet peak requirements and additional buses retired at a higher rate, our buses beyond useful age improved. However, as we did not receive delivery of new annual bus replacements, our overall average age per bus also increased. Furthermore, our average total miles per bus increased, primarily due to a surge in paratransit service delivery. With this increase, we also noticed a heavier toll on our vans and lower mileage between service interruptions. All van types maintained improved fuel efficiencies year over year while buses were less efficient.



PARATRANSIT

Paratransit ridership significantly rebounded this past year to pre-Covid volume of 85%. Weekday daily trips almost doubled and new eligible-rider registrations were up 57%. Both subscription and casual trips significantly increased year over year. These variables, coupled with driver shortages negatively impacted overall delivered trip performance; as no-show, late-cancel and missed trips all increased relative to prior year comparisons.



CUSTOMER RELATIONS

Customer Relations performance metrics showed improvement in key areas. While commendations were equivalent to prior year, complaints dropped by 15%. Call Center volume was also lower, with an uptick in IVR requested information. Metro was also proactive in initiating higher than normal instant updates and alerts. We completed several customer satisfaction surveys with mixed results. As a result of feedback, we are working to continue our efforts to continuously improving service.

FINANCIAL

Our financial performance metrics improved across the board on the revenue side. Passenger Fares and Revenue Assistance improved year over year because of higher ridership and increased Federal, State, and Local Aid. Expenses increased due to higher fuel costs and additional overtime resulting from lower employment and attendance rates, while FYE 21 included a favorable workers' compensation adjustment. Nonetheless, these conditions influenced favorable farebox recovery, average fare per passenger and number of passes sold. Costs per vehicle hour increased on bus and rail, due to higher expenses and lower revenue hours. Bus revenue hours decreased by 5% and rail by 14%. Rail hours were down significantly due to single tracking railcars in an effort to facilitate Metro related construction projects.

SAFETY / ENVIRONMENT

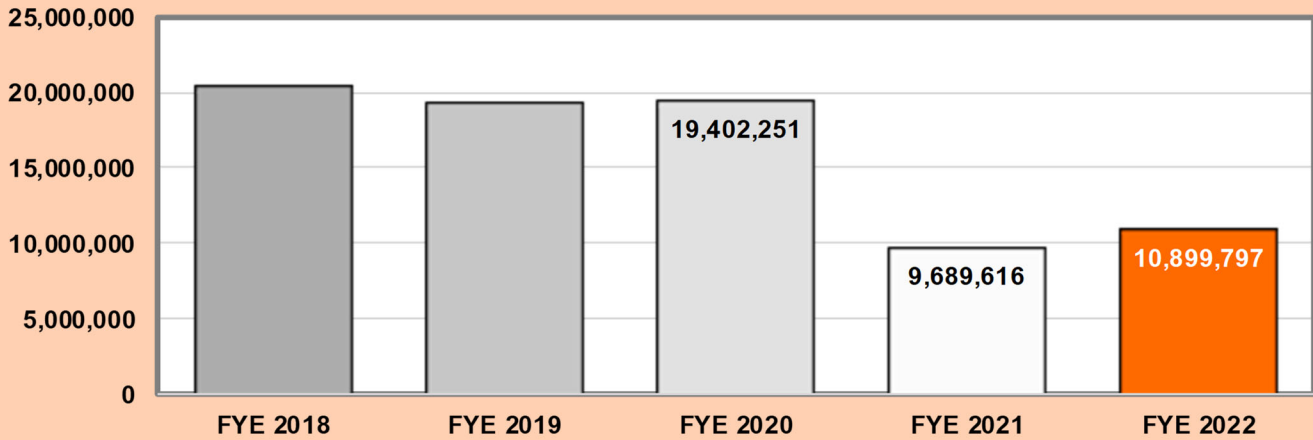
Collision rate per 100,000 miles and preventable collisions were favorable when comparing prior year figures. Employee injuries were also greater, but lost time cases were down as well. Carbon footprint was less favorable than the prior year comparisons because of higher paratransit diesel and gas mileage, increased diesel and hybrid miles, as well as lower CNG miles.

Service Delivery

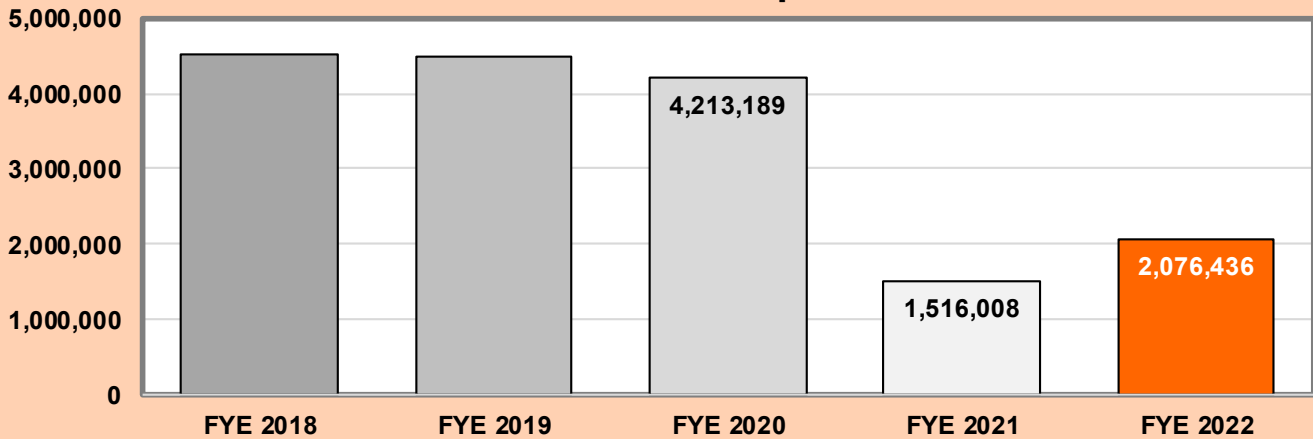
RIDERSHIP

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

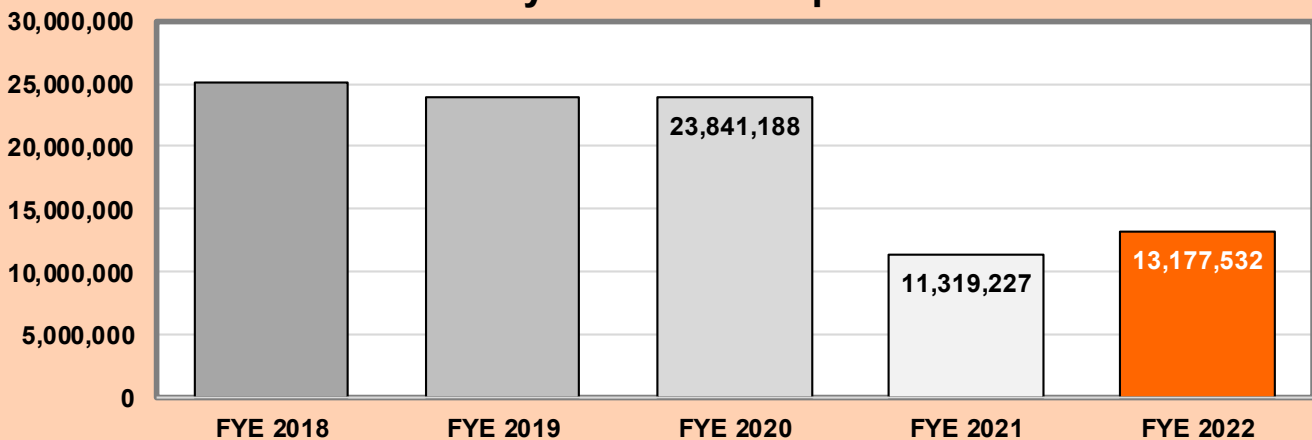
Bus Ridership



Rail Ridership

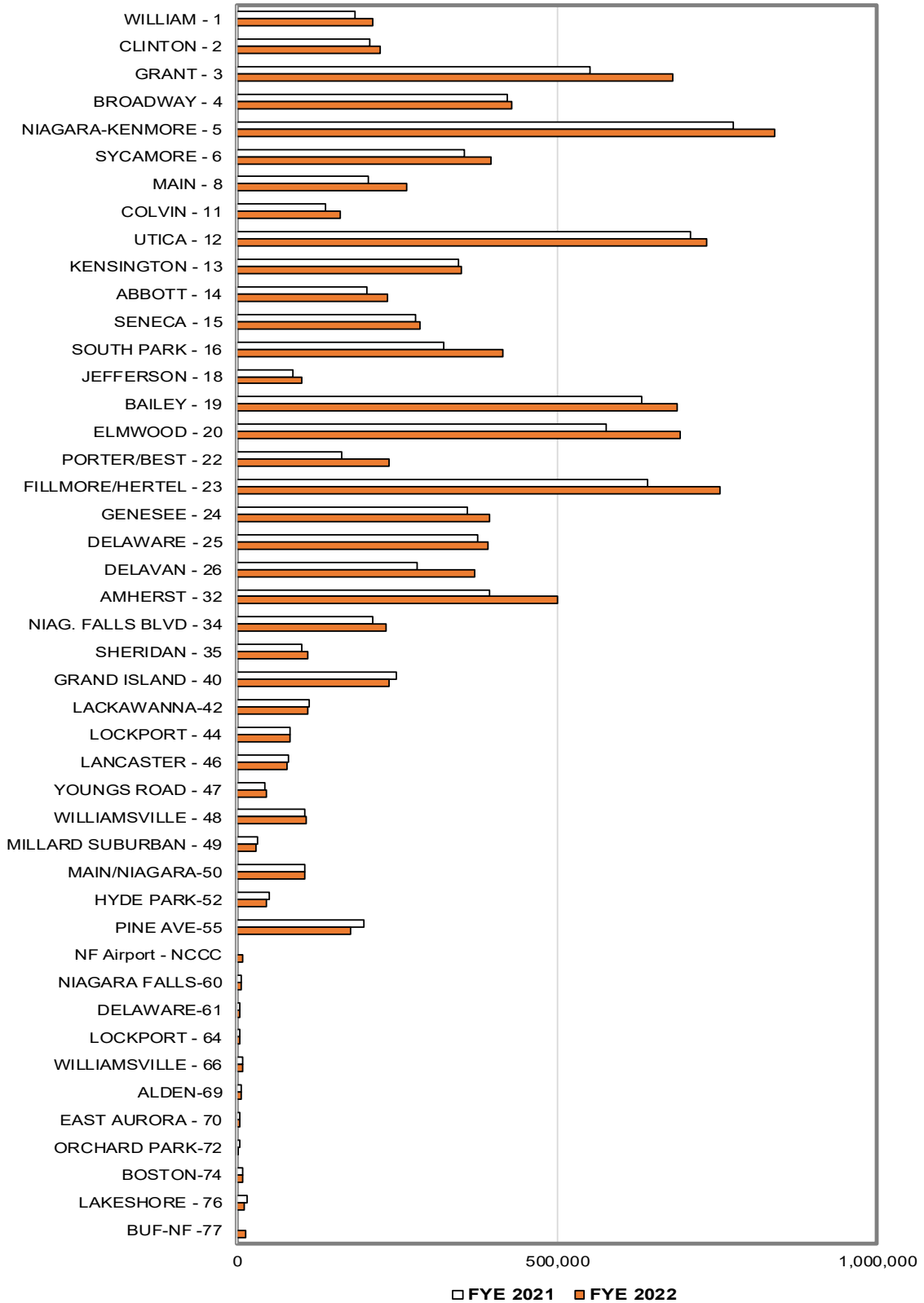


System Ridership



RIDERSHIP

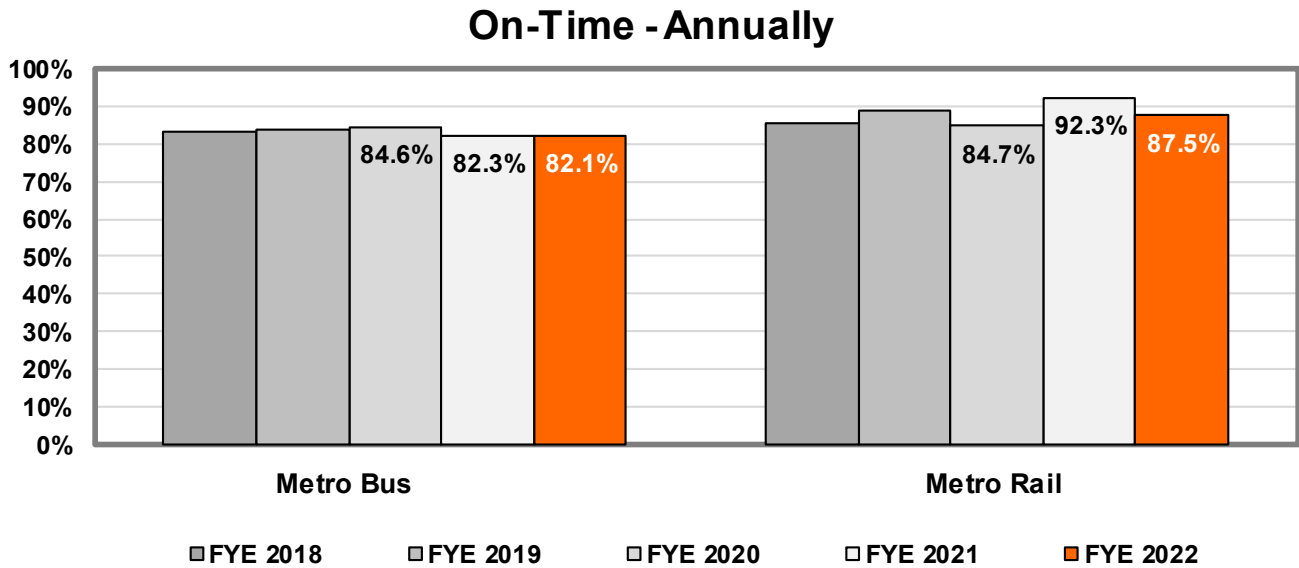
Bus Ridership by Route



* Routes 60, 61, 64, 66, 74, & 76 were suspended beginning 2/13/22 due to operator shortage
 *Route 77 added 12/05/21

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.



ON-TIME CALCULATION

Metro Bus

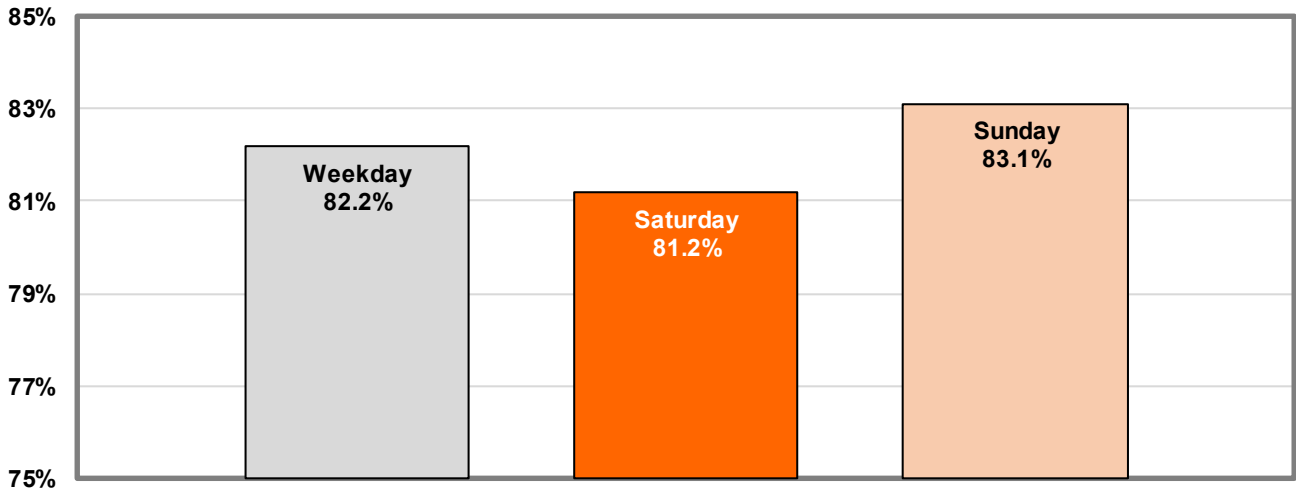
The window for Metro Bus on time is six minutes. An arrival is considered on time if it is less than two minutes early and less than four minutes late. Late arrivals can be affected by weather conditions, street conditions, boarding/alighting patterns or traffic along the route. Early arrivals are the portion of non-compliant arrivals that can be improved through management and technology enhancements and are less related to external factors.

Metro Rail

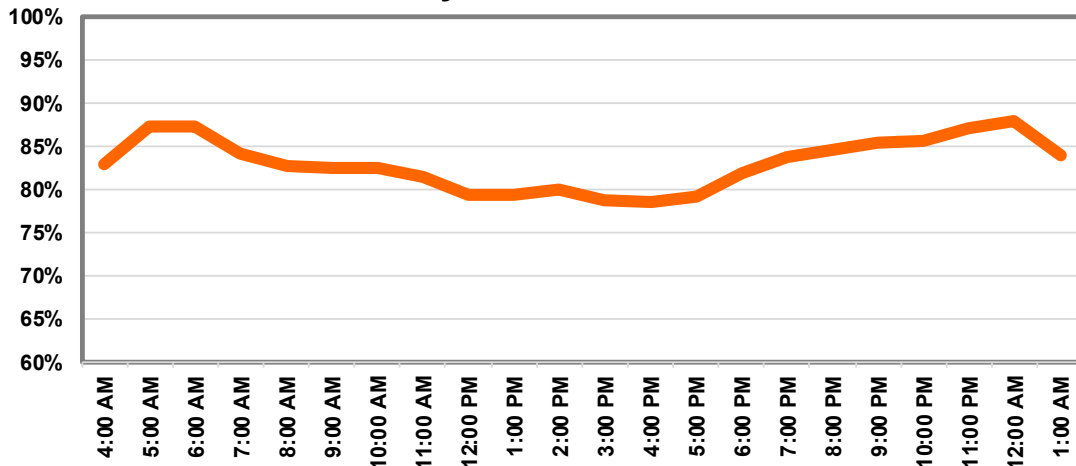
The window for Metro Rail on time is one minute. An arrival is considered on time if it is less than zero seconds early or less than 60 seconds late.

ON-TIME PERFORMANCE - FIXED ROUTE

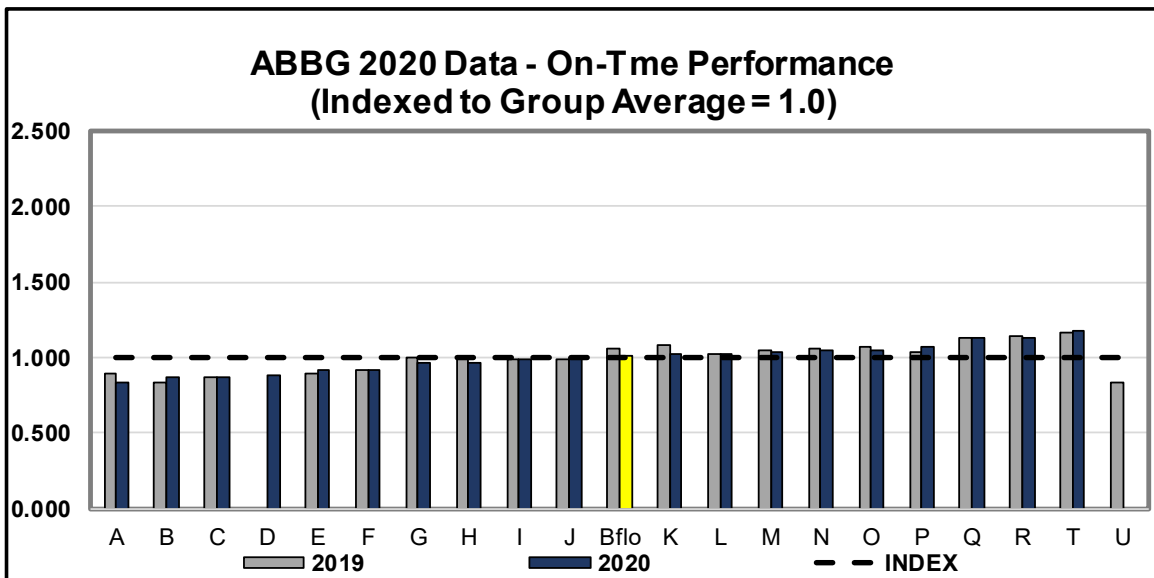
Daily On-Time - Metro Bus



Hourly On-Time - Metro Bus



ABBG 2020 Data - On-Time Performance (Indexed to Group Average = 1.0)



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.

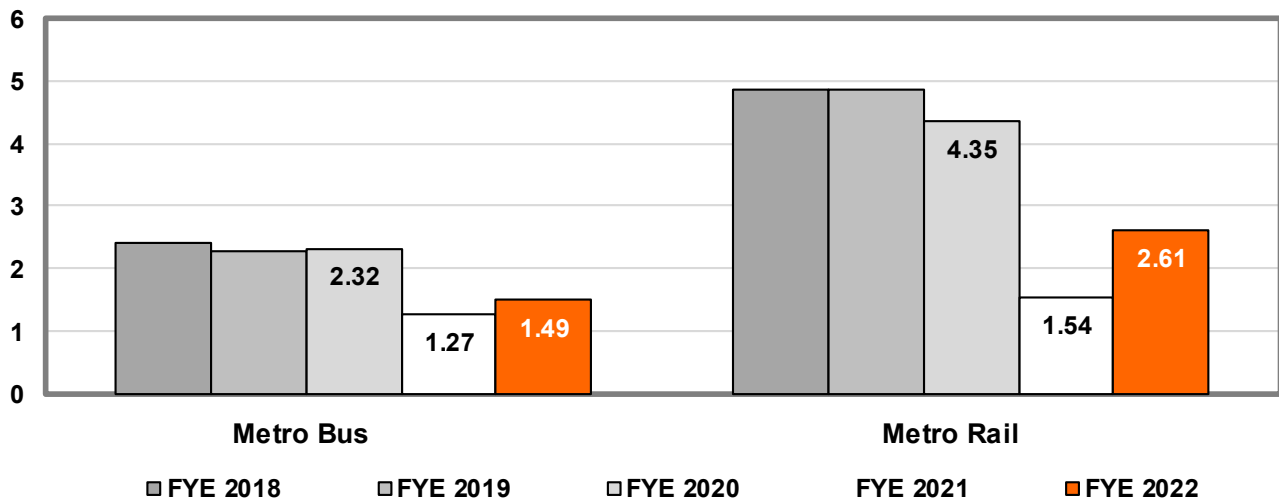
Performance

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.

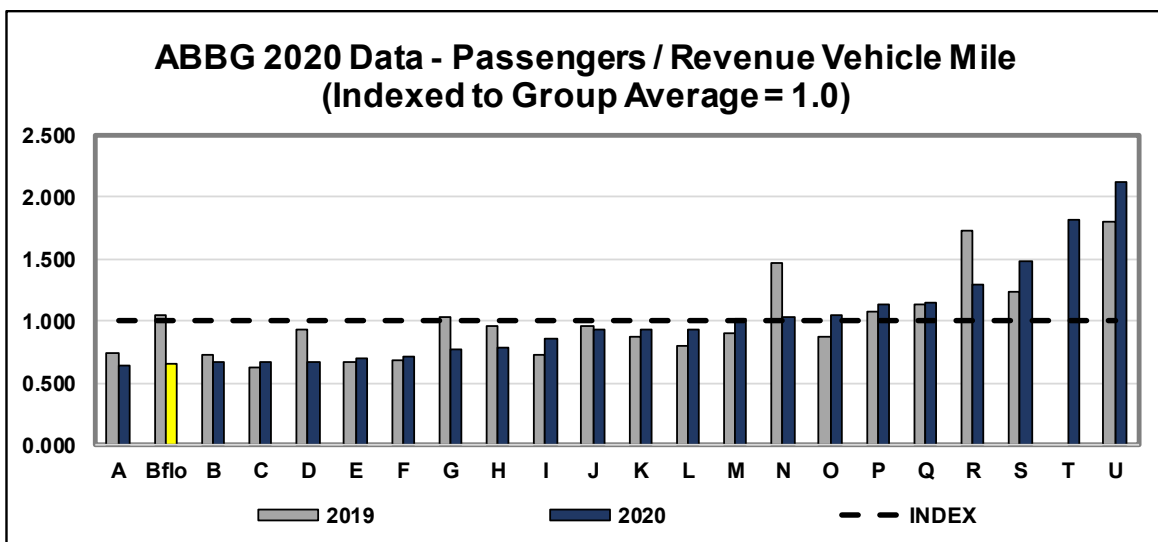
Passengers per Revenue Mile

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.

Passengers per Revenue Vehicle Mile



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

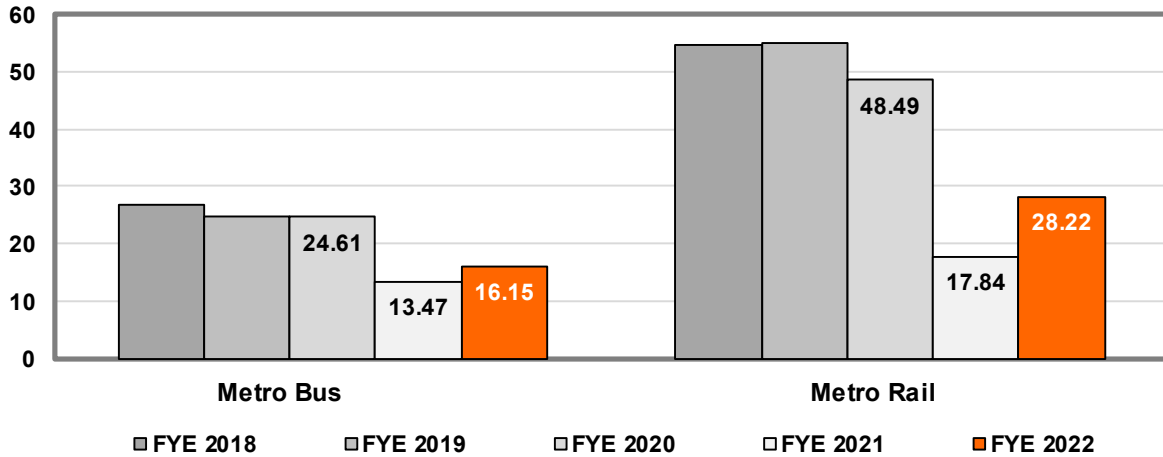


ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY

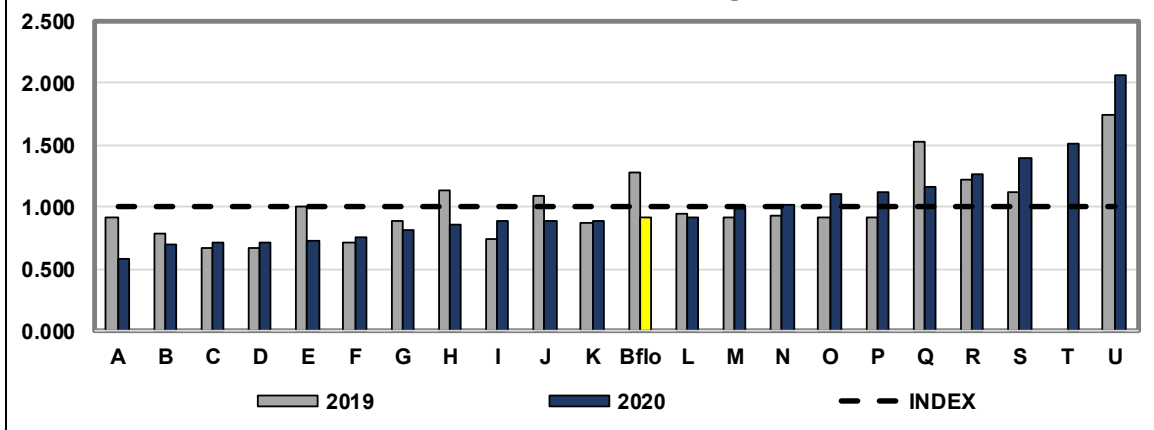
Passengers per Revenue Hour

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

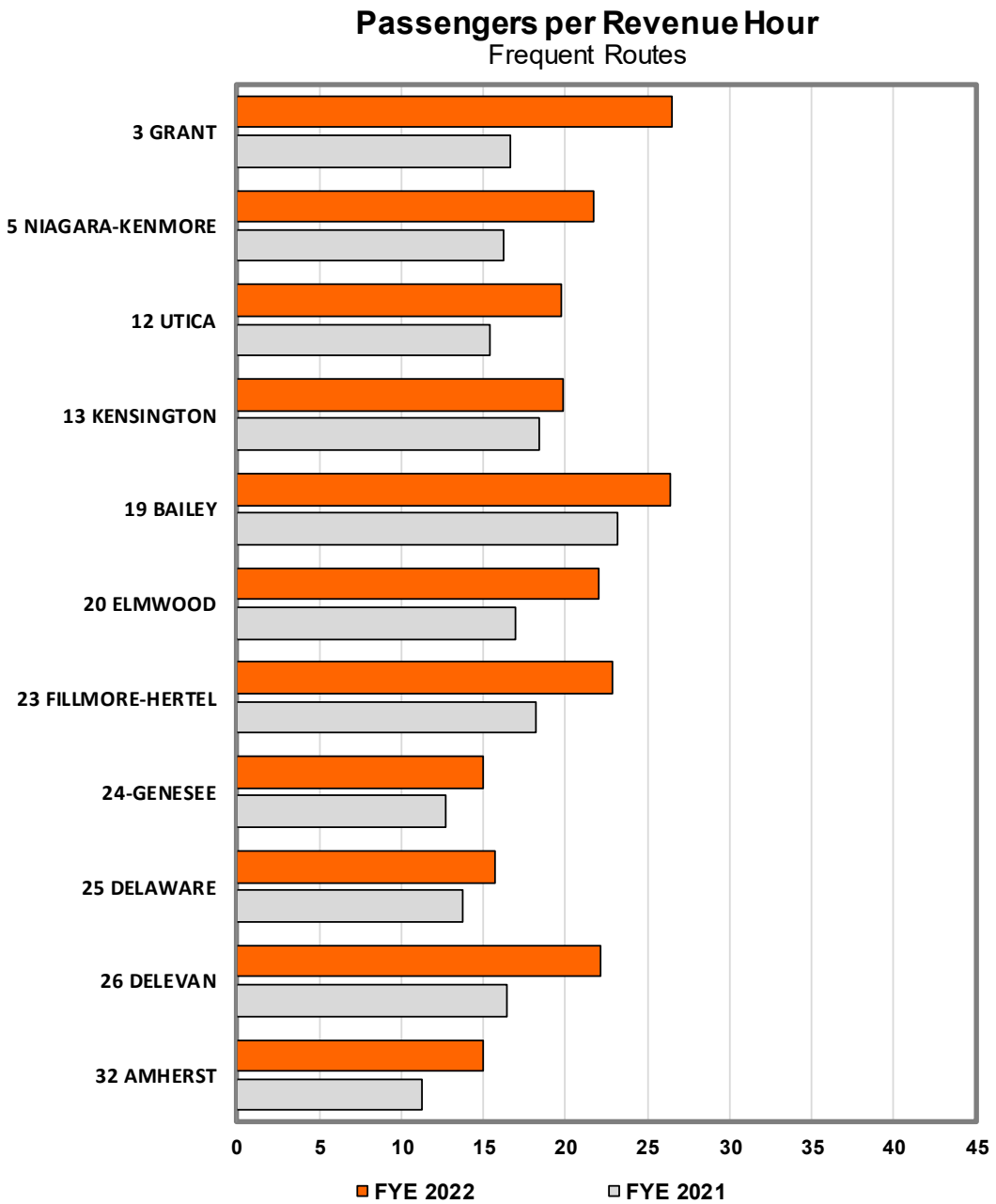
Passengers per Revenue Vehicle Hour



**ABBG 2020 Data - Passengers / Revenue Vehicle Hour
(Indexed to Group Average = 1.0)**

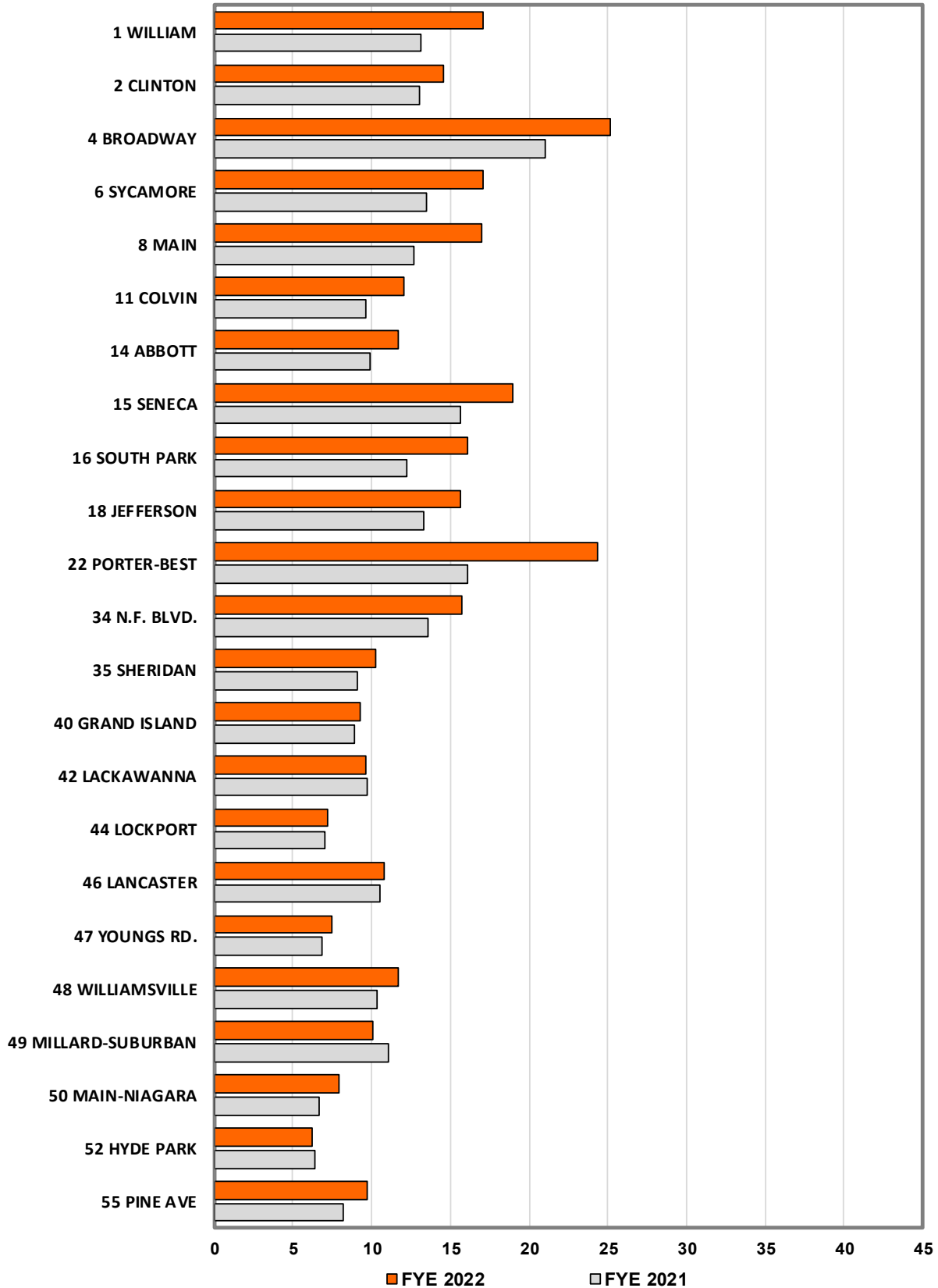


ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY

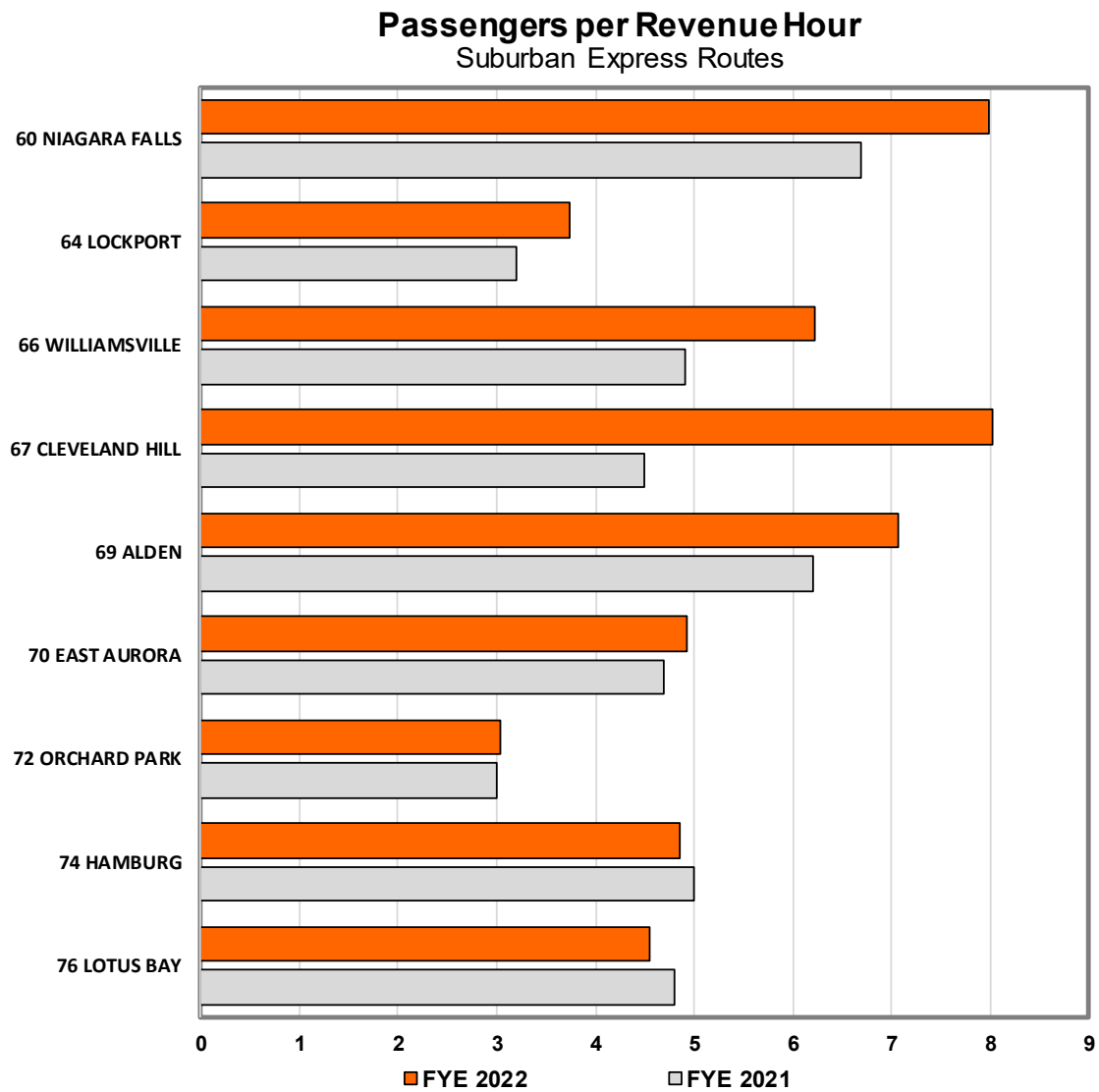


ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY

Passengers per Revenue Hour
Standard Routes



ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY

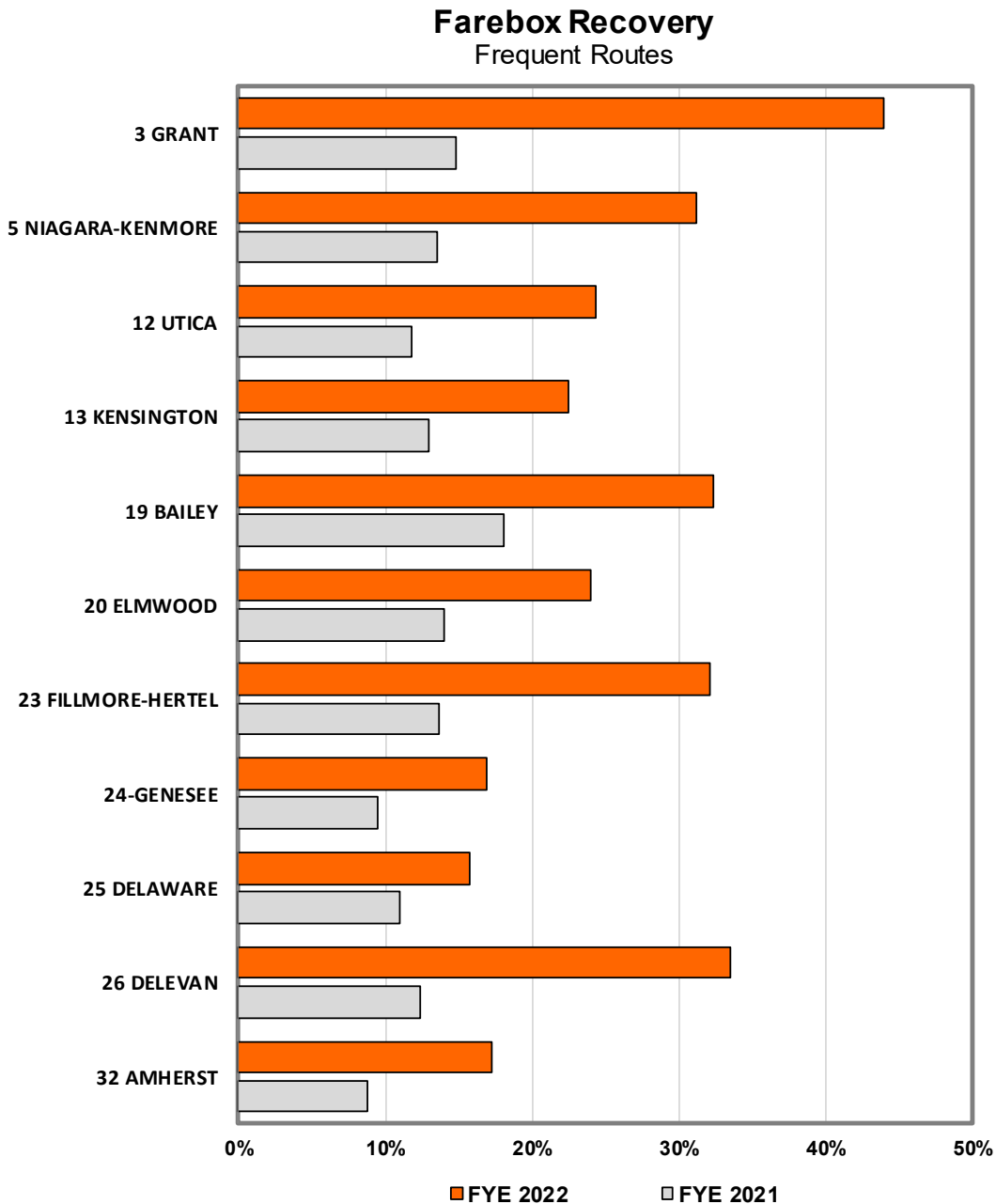


* Routes 66, 74, & 76 were suspended beginning 2/13/22 due to operator shortage
 * Route 67 was removed beginning 2/13/22 due to operator shortage

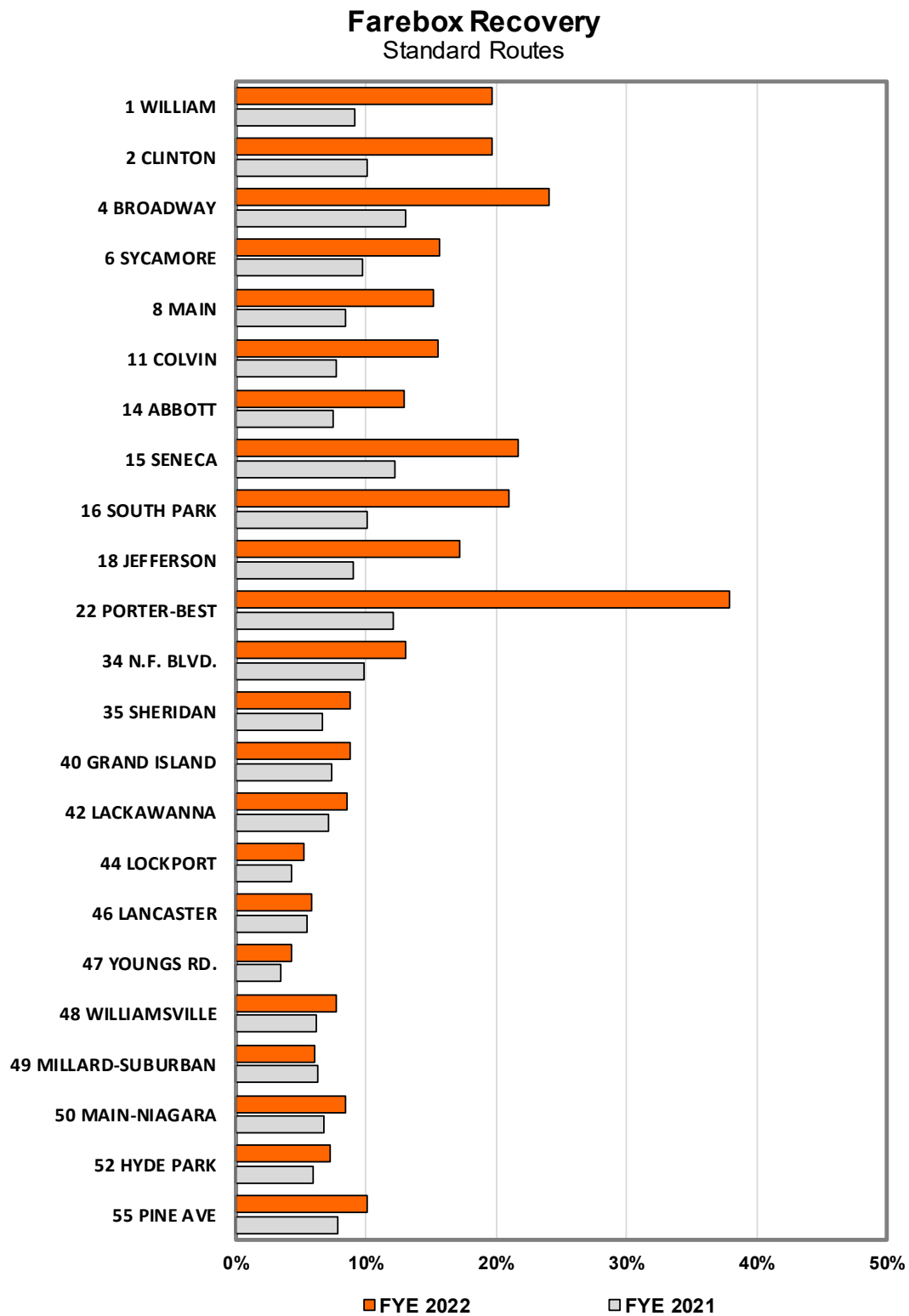
ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY

Farebox Recovery

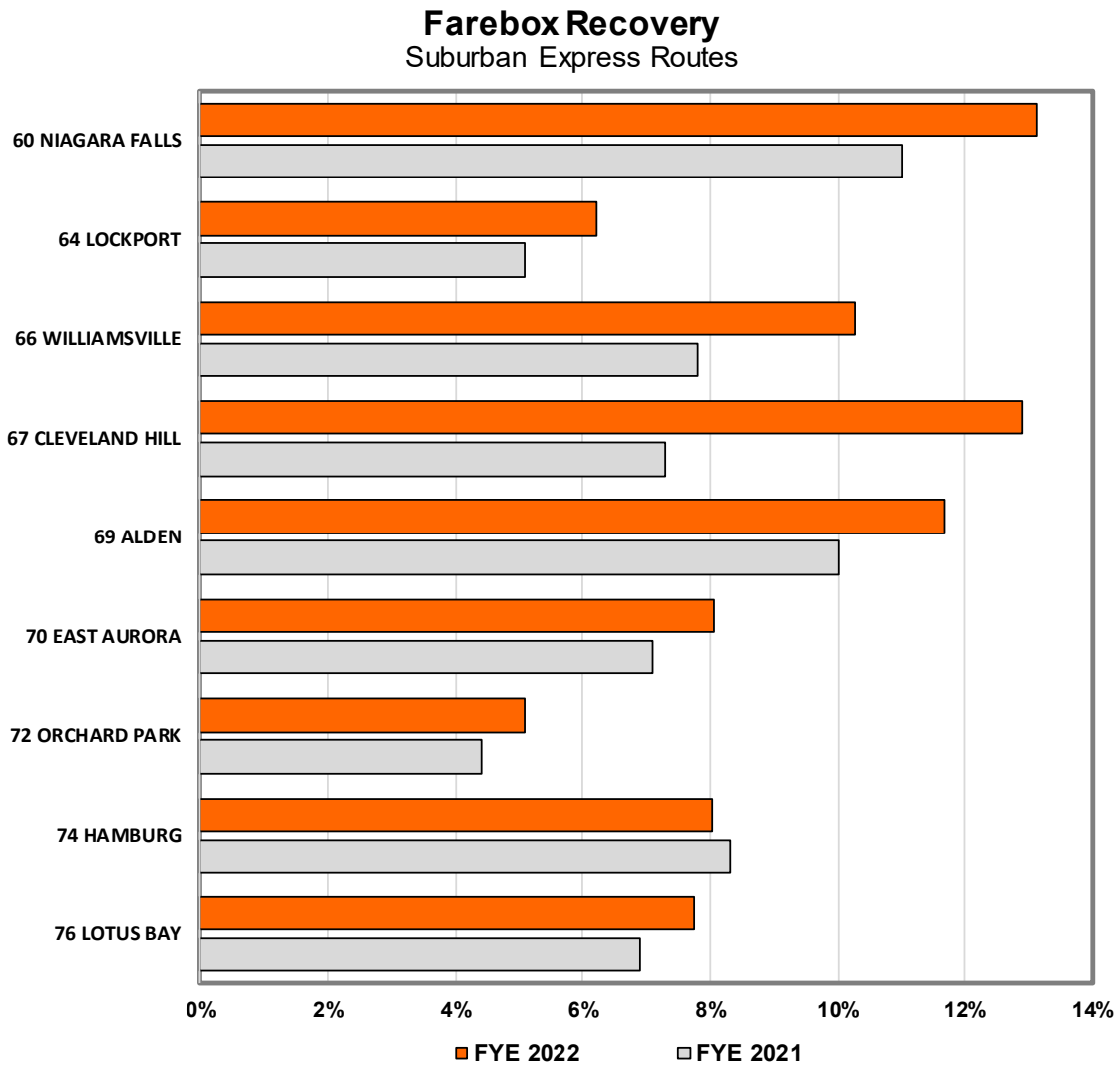
This represents the percent of operating expenses which are directly covered by the passenger fares. It is computed by dividing the total passenger fare revenue by the total operating expenses for each route. Fare collection was suspended during the period of March 27 to June 29, 2020, due to COVID-19.



ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY



ROUTE PERFORMANCE ANALYSIS – WEEKDAY SERVICE ONLY



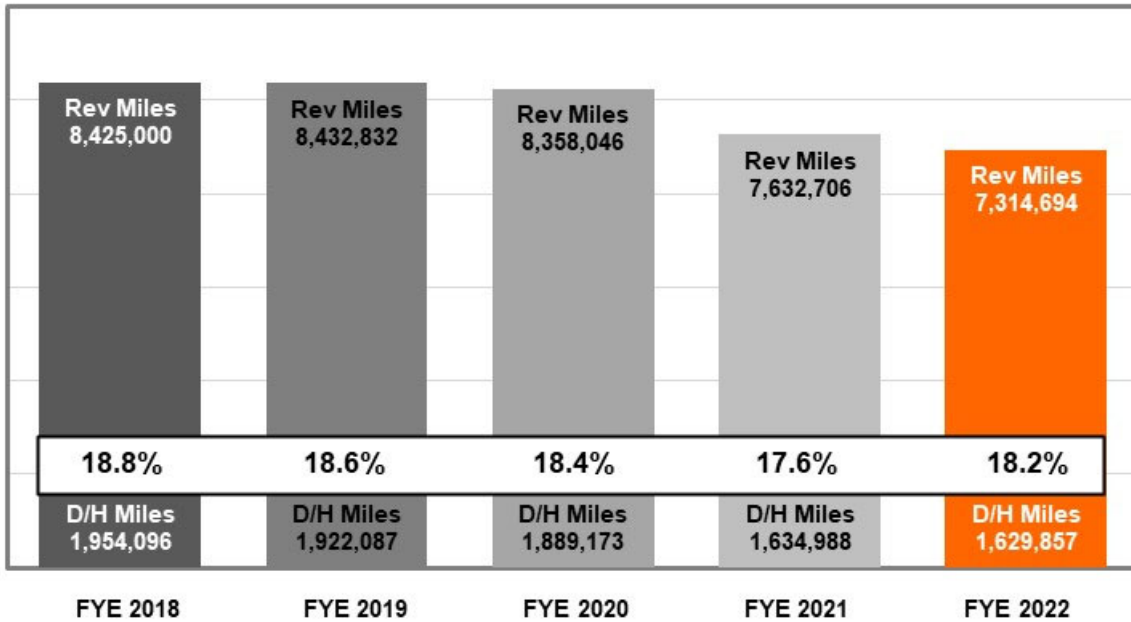
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MILEAGE EFFICIENCY

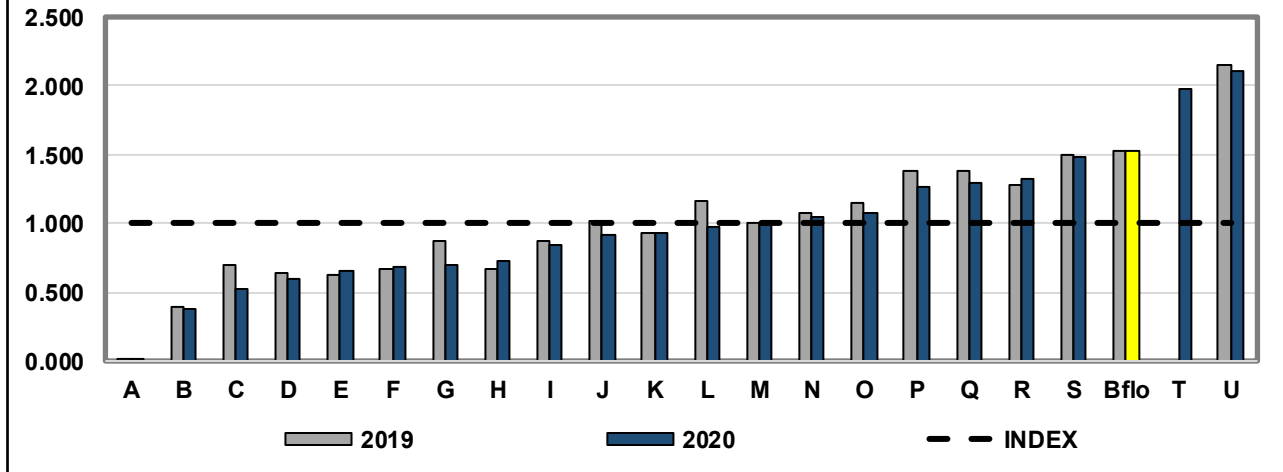
Mileage efficiency compares the amount of vehicle miles traveled providing revenue generating service (Rev Miles) with the miles traveled when the vehicle is out of service (deadhead miles). This measure reflects route design efficiency.

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



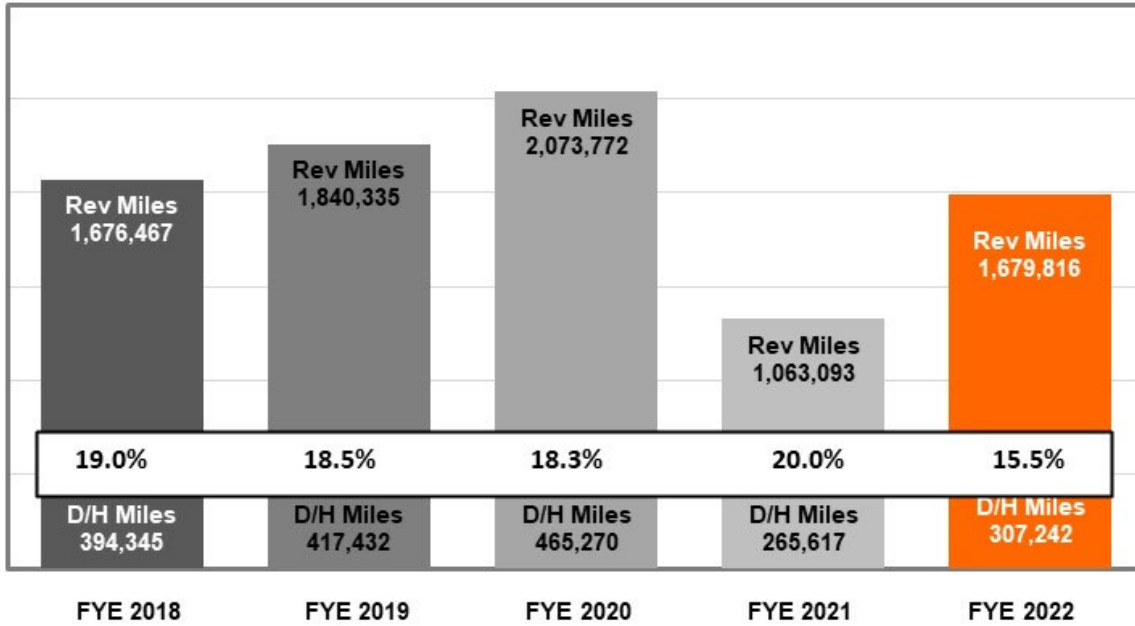
Metro Rail deadhead mileage efficiency is maintained at less than 13 percent.

ABBG 2020 Data - Percent Deadhead Miles (Indexed to Group Average = 1.0)



MILEAGE EFFICIENCY

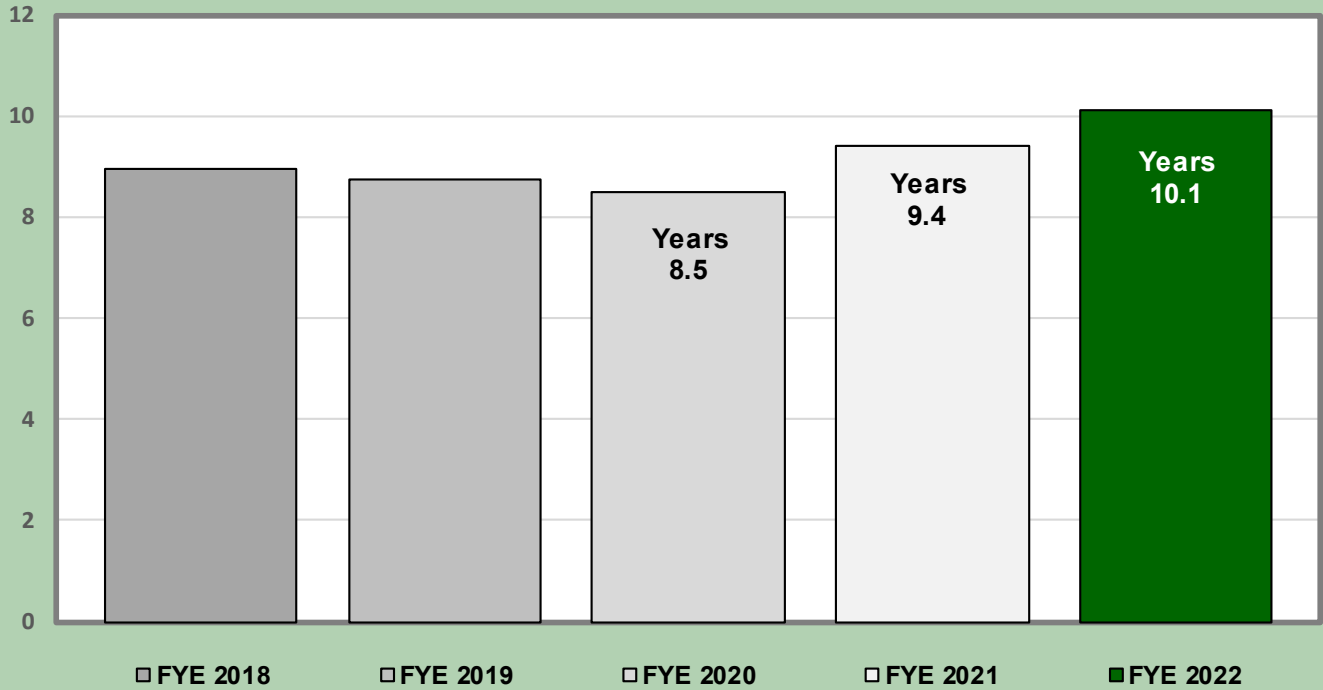
Paratransit Vans- Percent of Deadhead (D/H) Miles



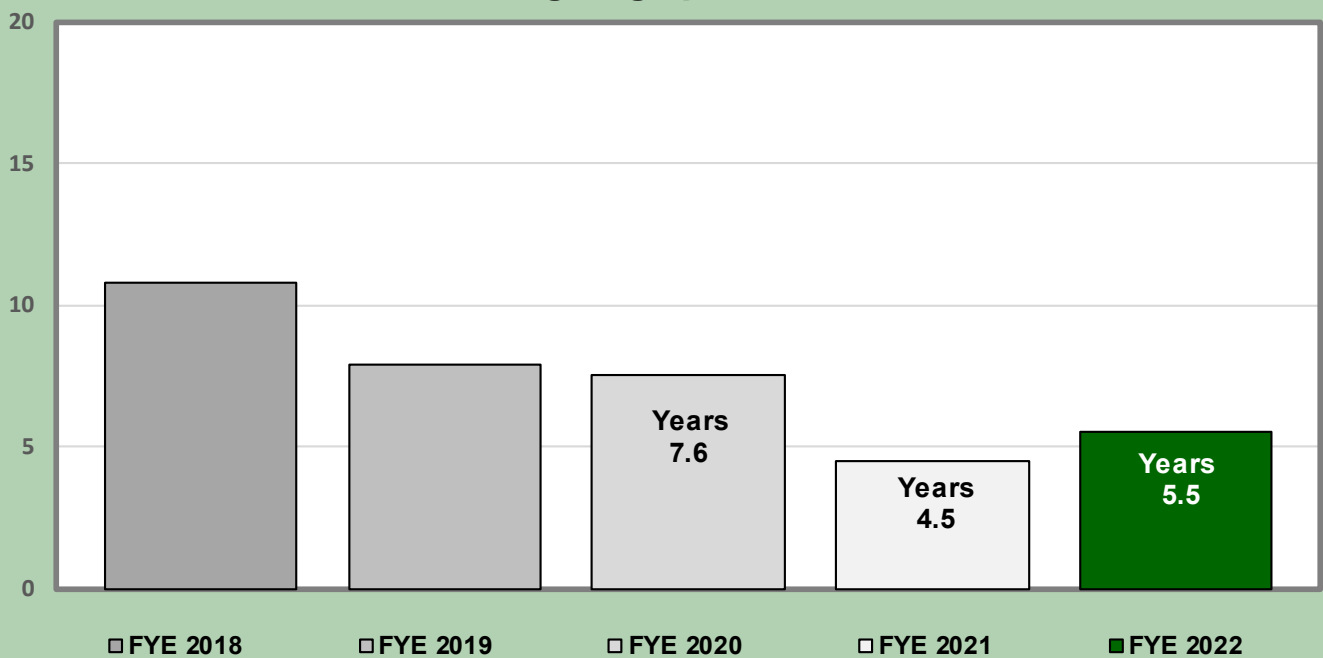
VEHICLE PROFILE

Metro's bus and rail fleet includes 294 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

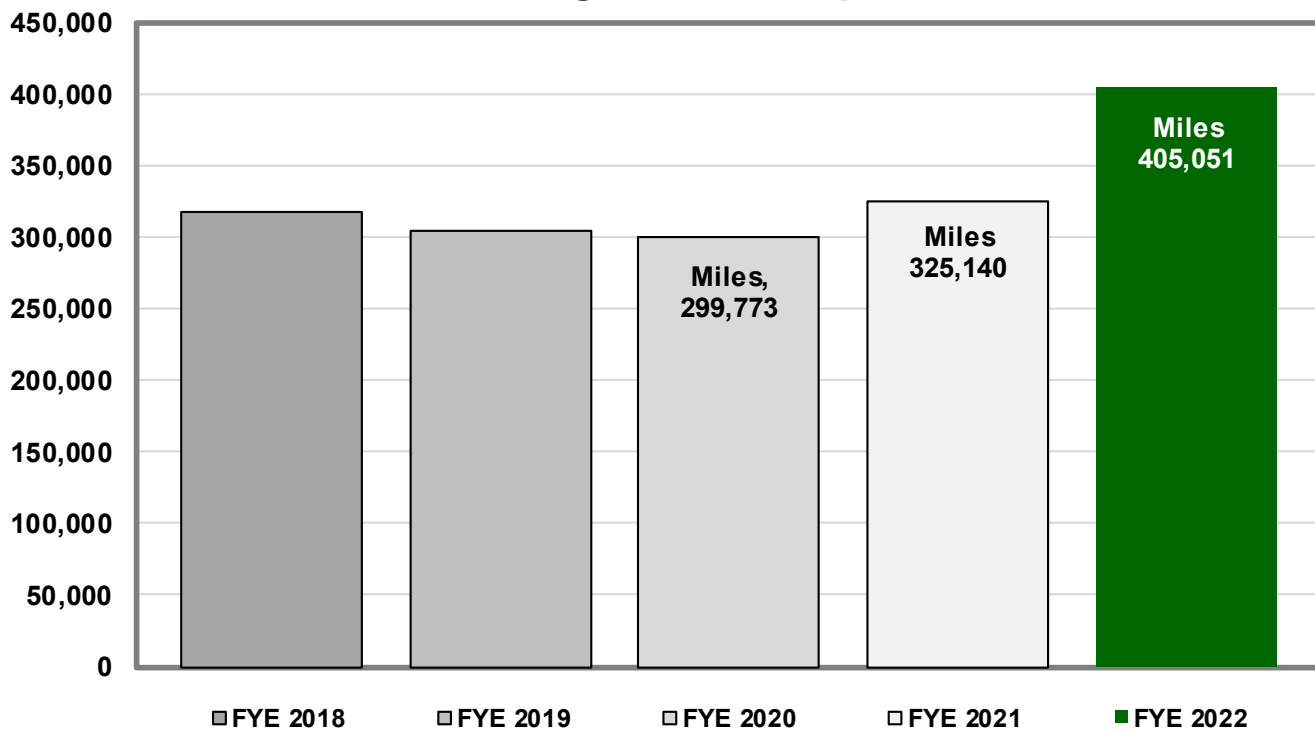


Average Age per Rail Car



VEHICLE PROFILE

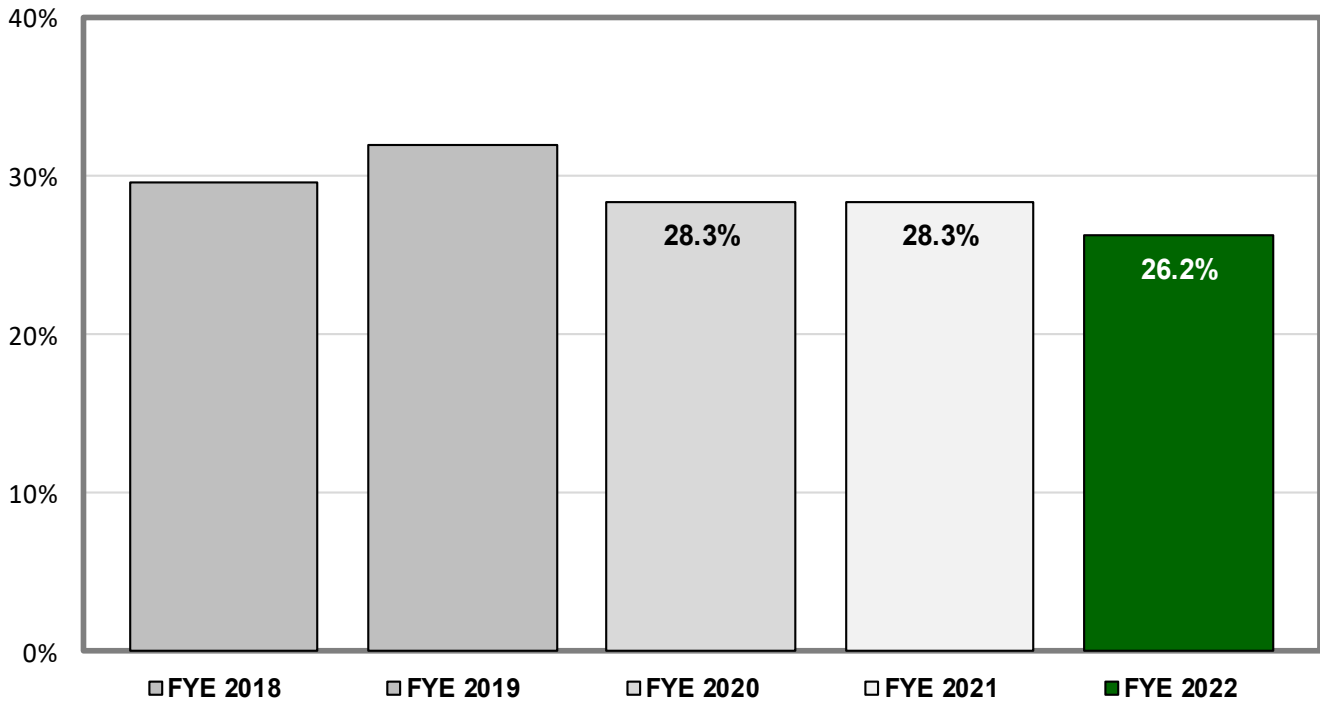
Average Total Miles per Bus



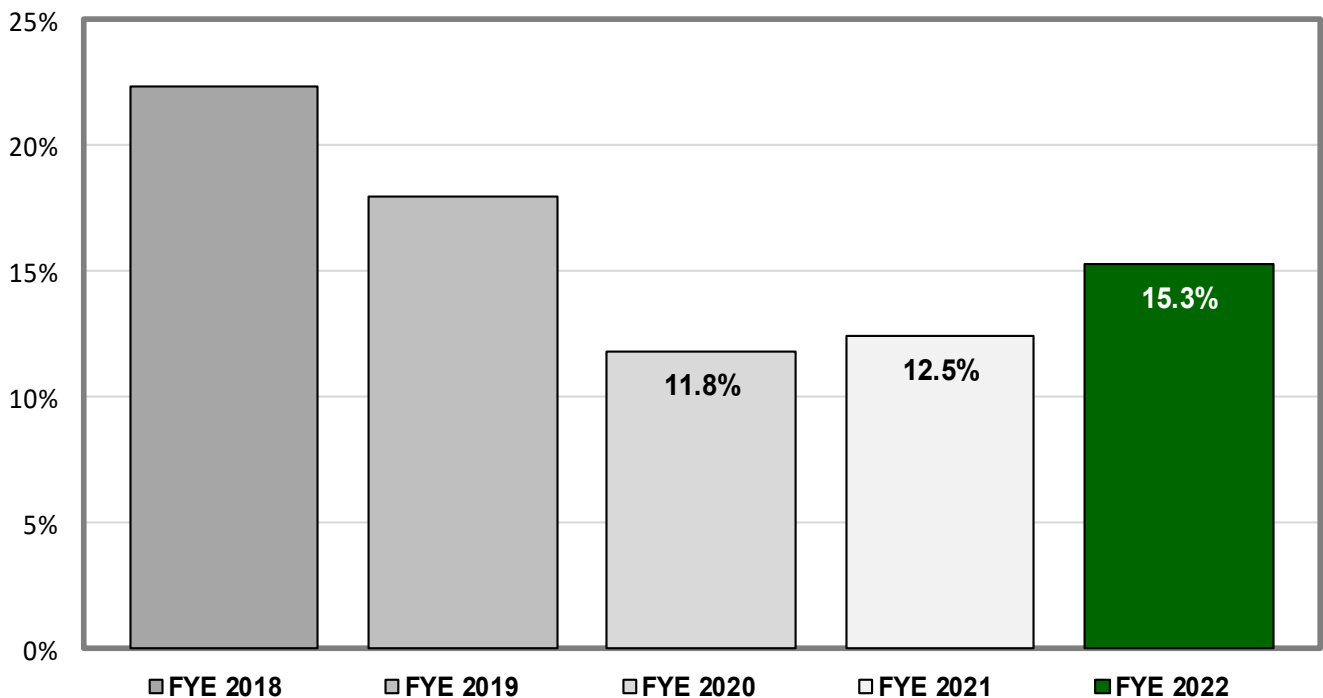
VEHICLE PROFILE

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

Buses Beyond Useful Age



Buses Beyond Useful Miles



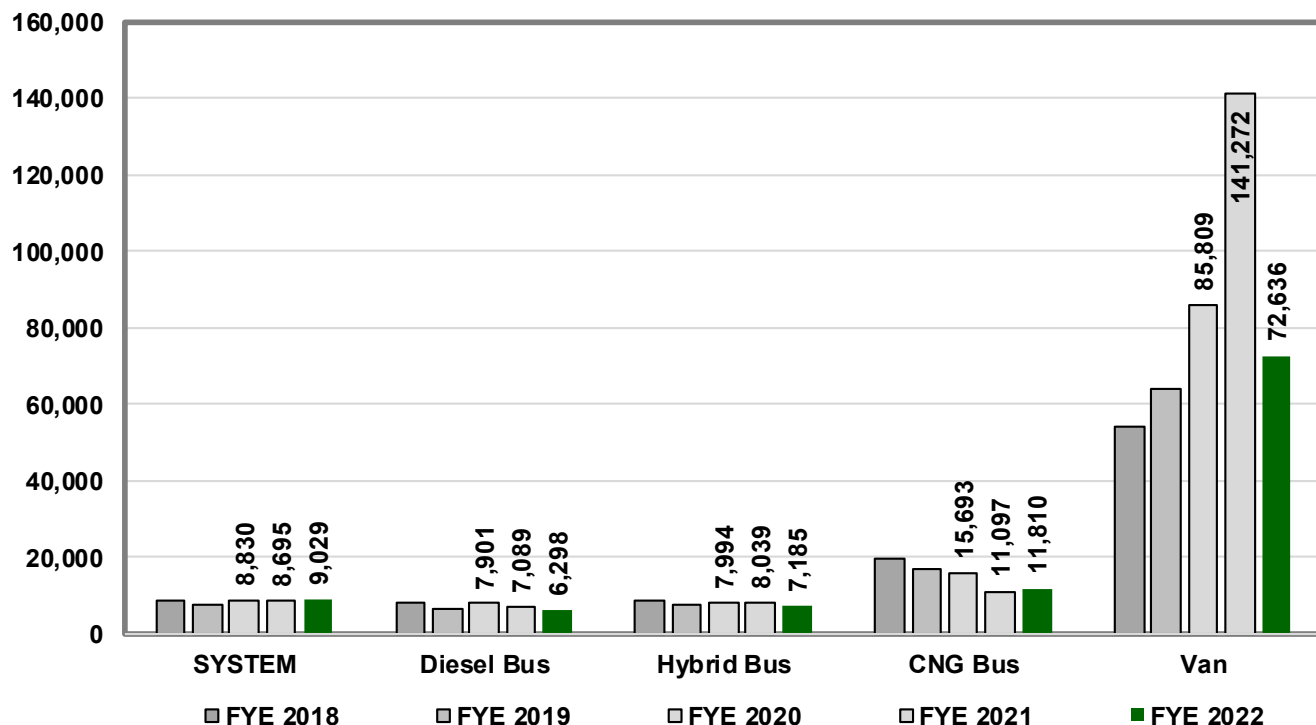
RELIABILITY

Metro’s bus fleet consists of primarily 40’ buses with diesel, hybrid (diesel/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.



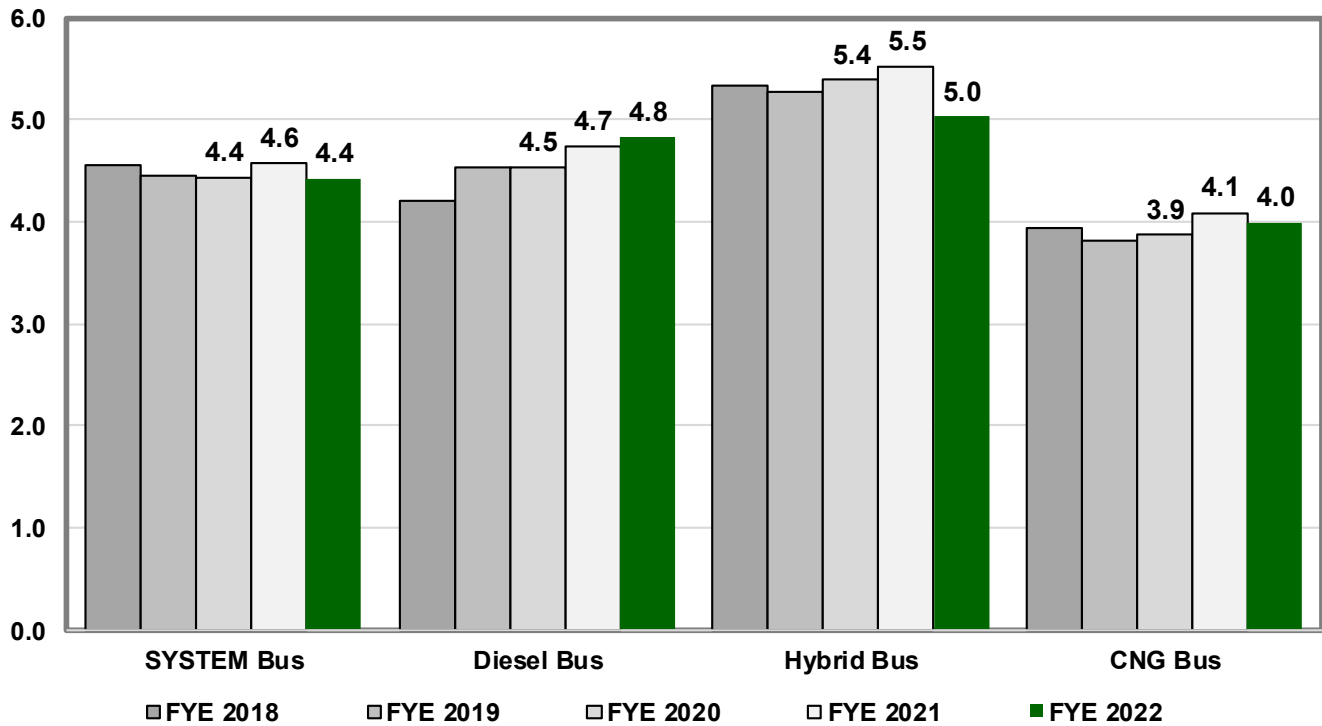
Mileage Without Service Interruptions



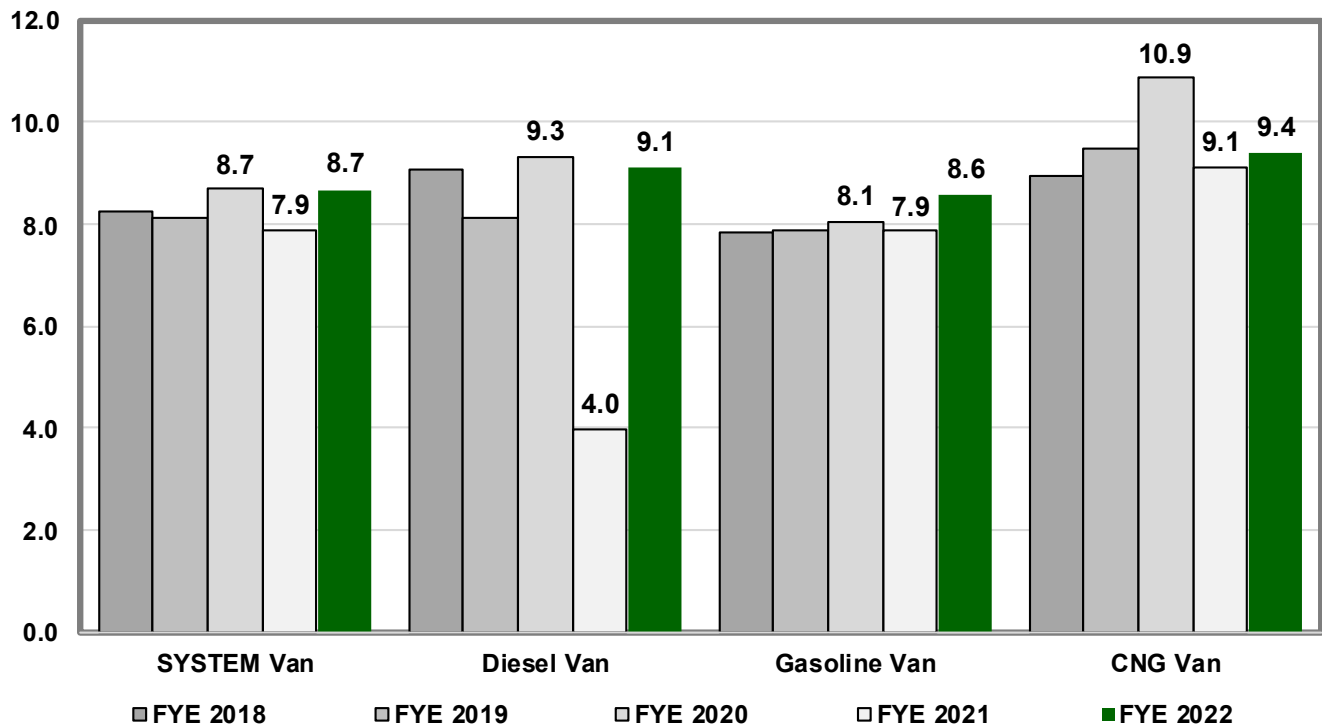
PERFORMANCE

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.

Fuel Economy - Buses

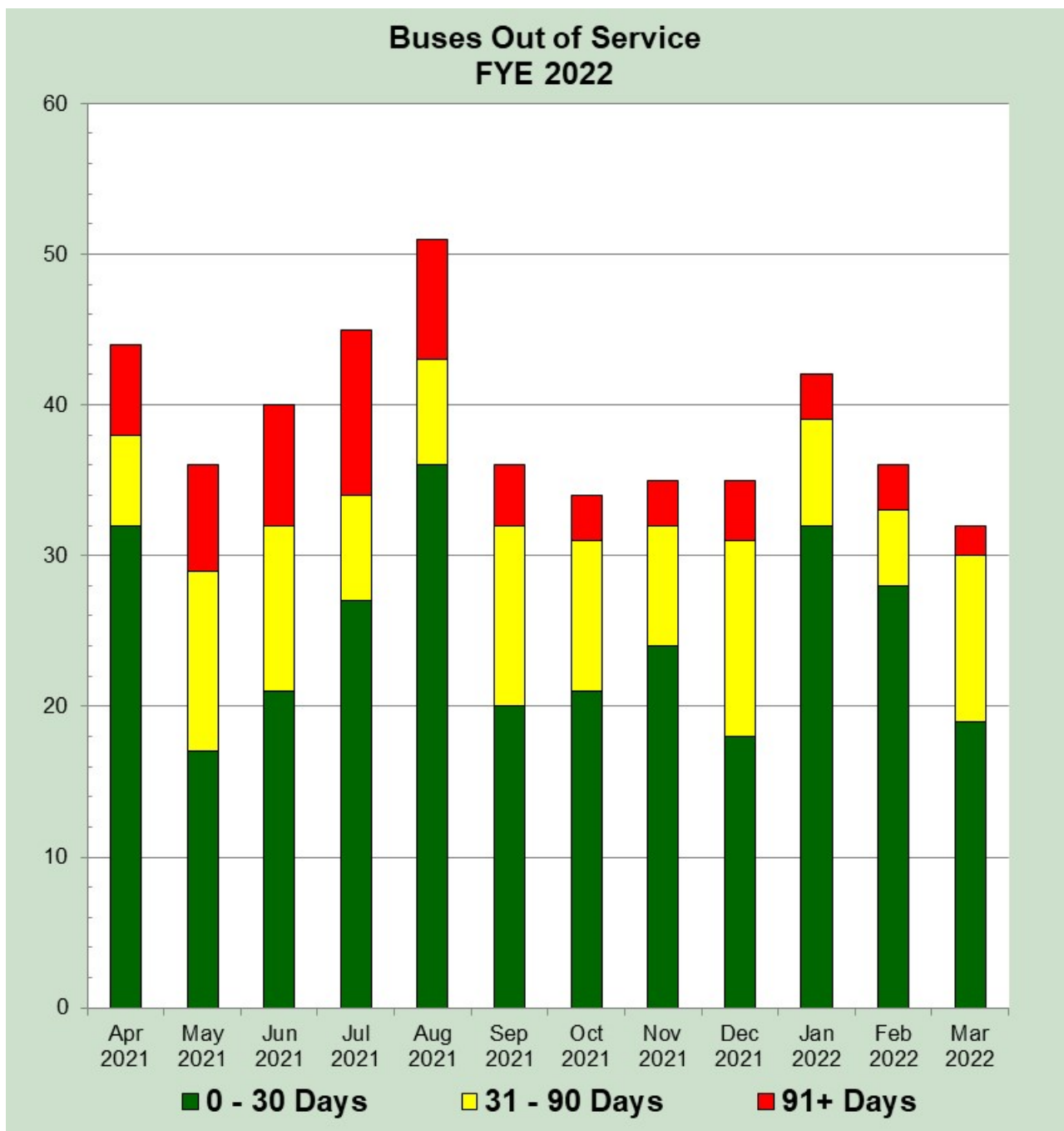


Fuel Economy - Vans



VEHICLE MAINTENANCE

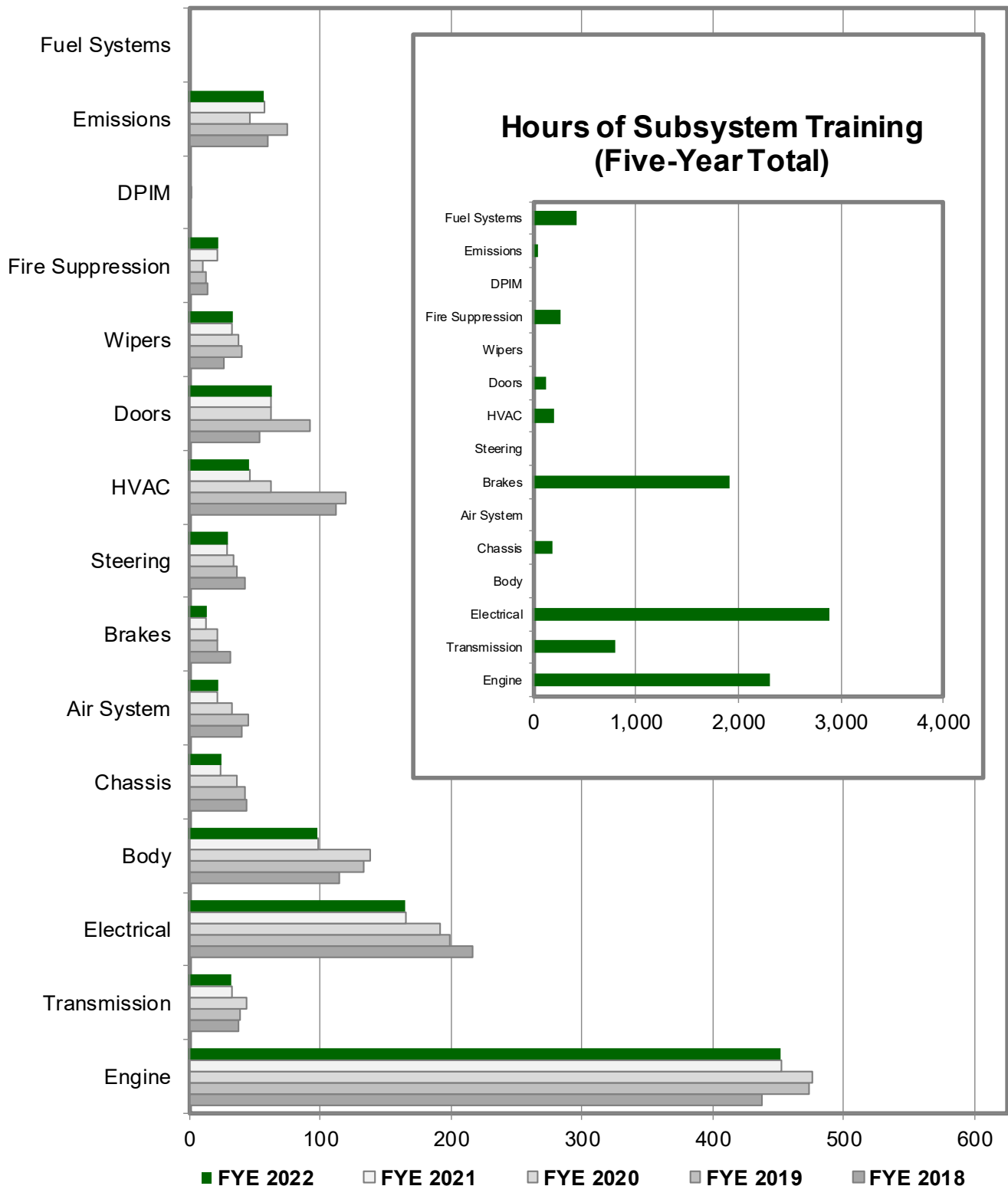
Buses out of service are undergoing repair of defects and are not available for revenue service. Buses out of service include mechanical defects, vehicle corrosion and collision related maintenance and repair requirements.



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



PROFILE

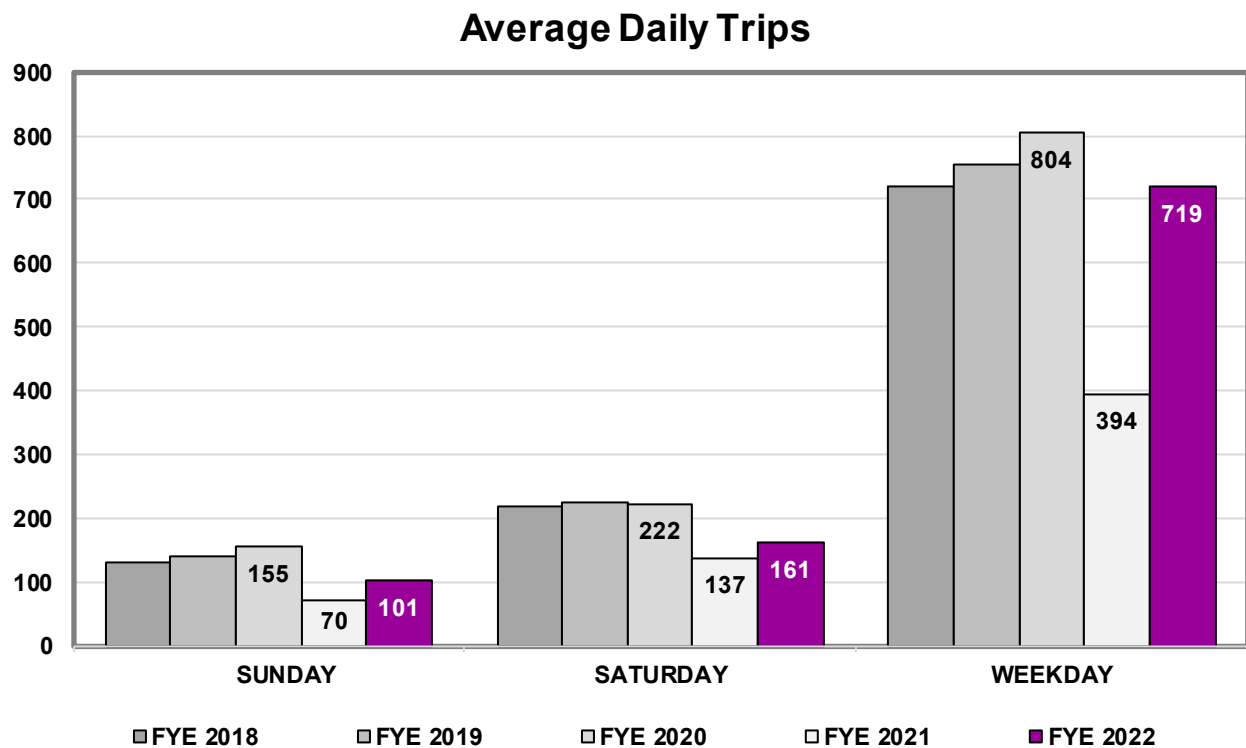
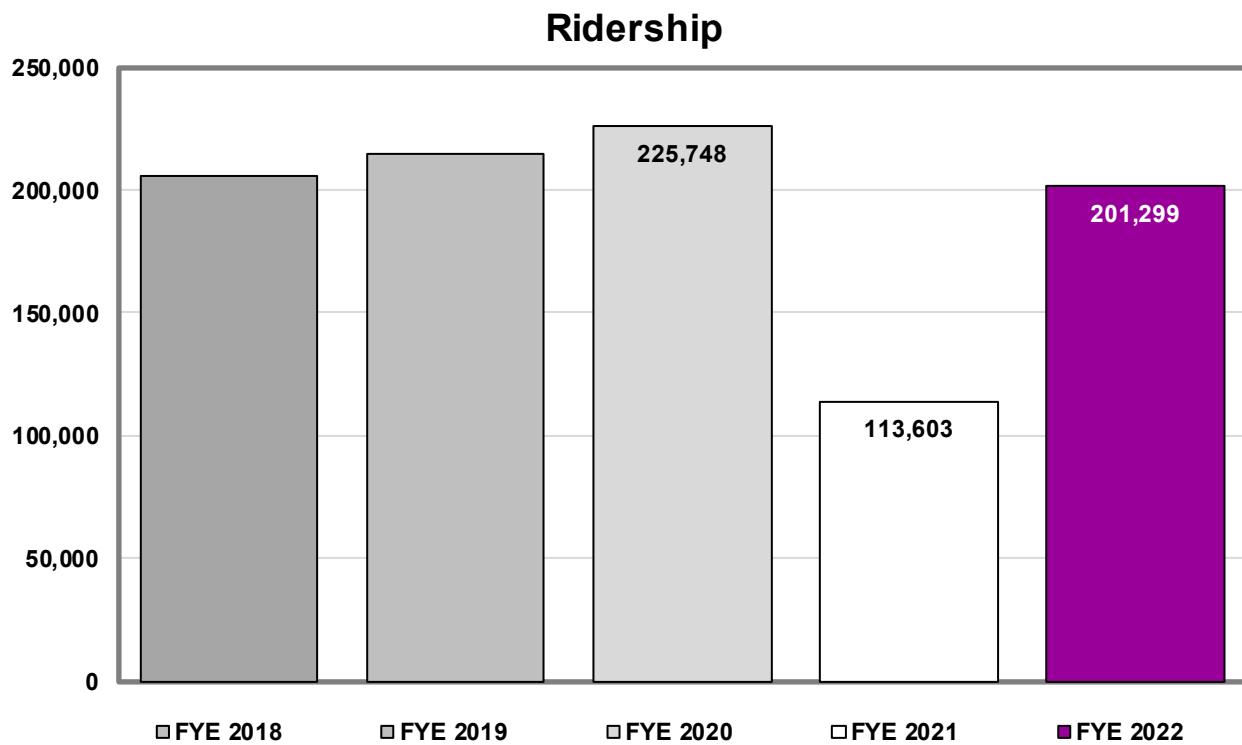
Metro has a fully accessible bus and rail system. For those passengers who cannot access our regular Metro Bus and Rail due to a disability (temporary or permanent) we provide safe, reliable origin to destination transportation services through the Paratransit Access Line (PAL).

In an effort to minimize demand for PAL service, Metro continues to allow PAL eligible riders to use fixed route service free of charge.

Paratransit service is provided to the community by utilizing almost 100 dedicated operators and 75 vehicles throughout our service area.



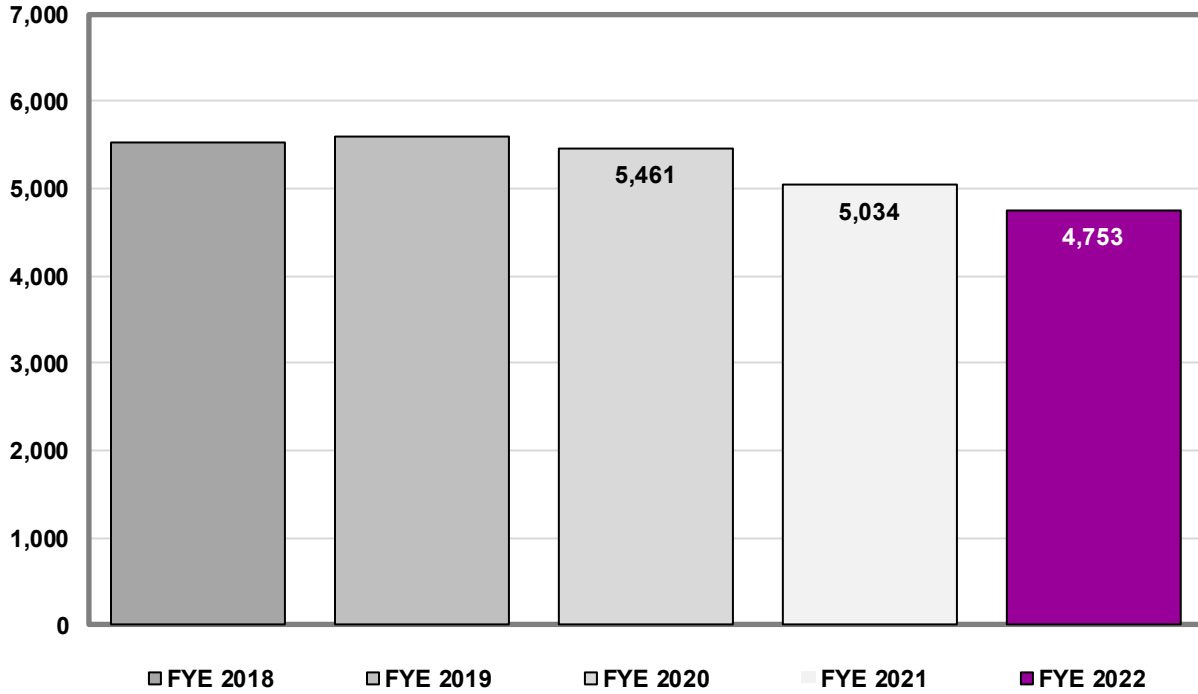
RIDERSHIP



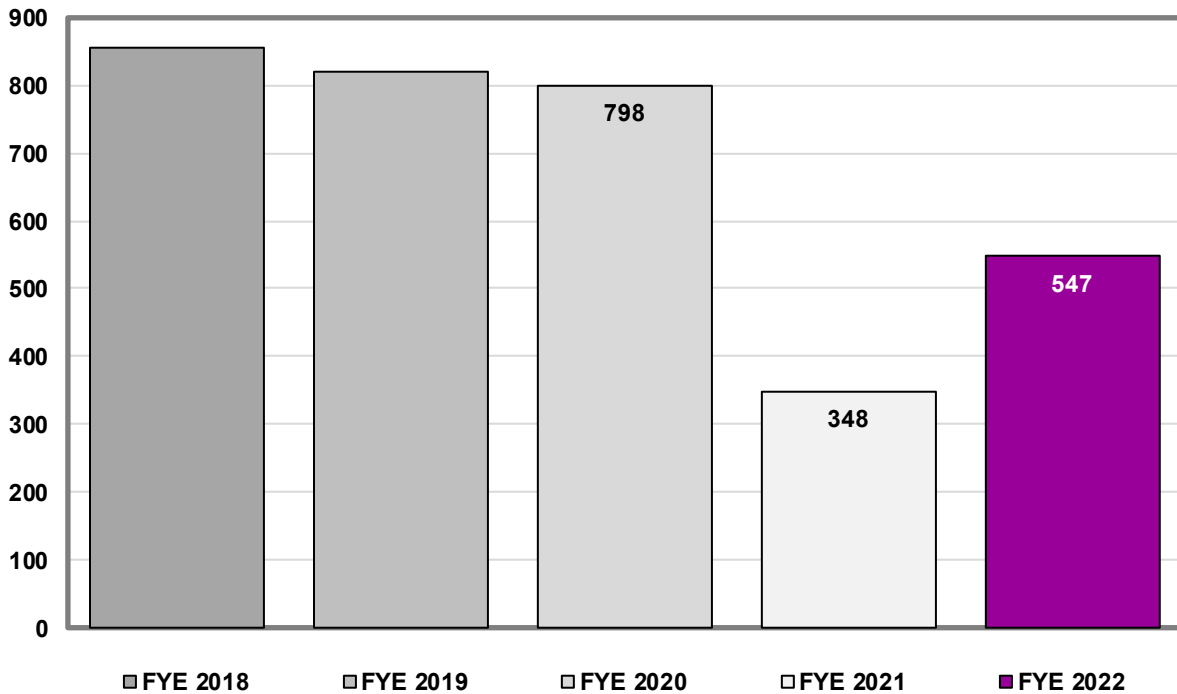
REGISTRATIONS

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.

Active Eligible Riders



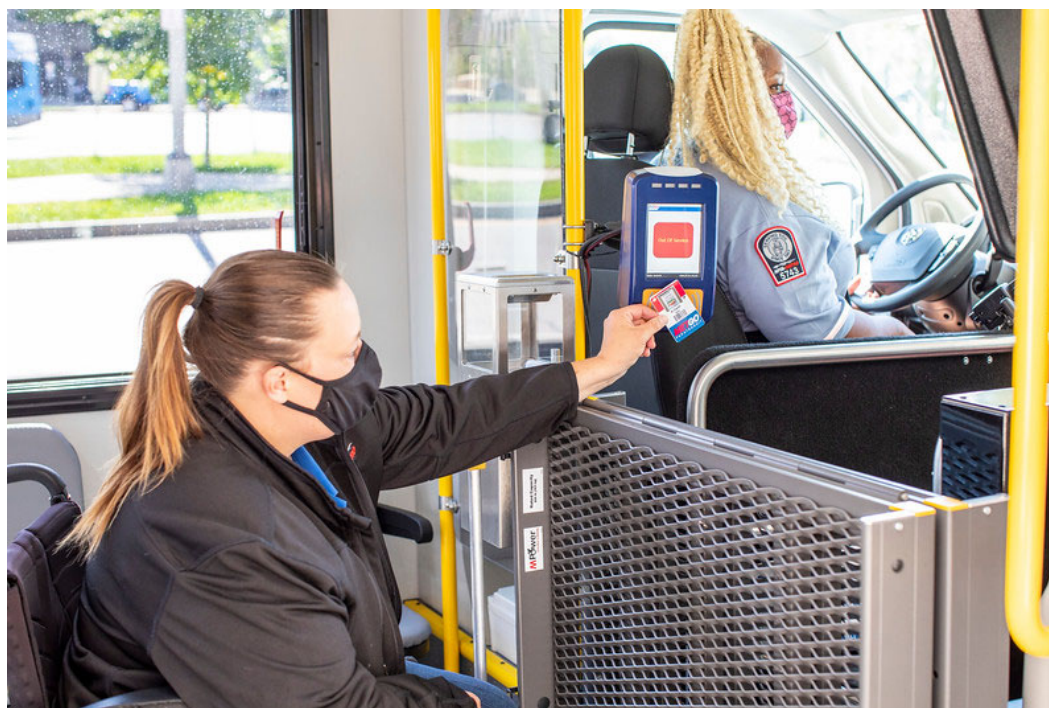
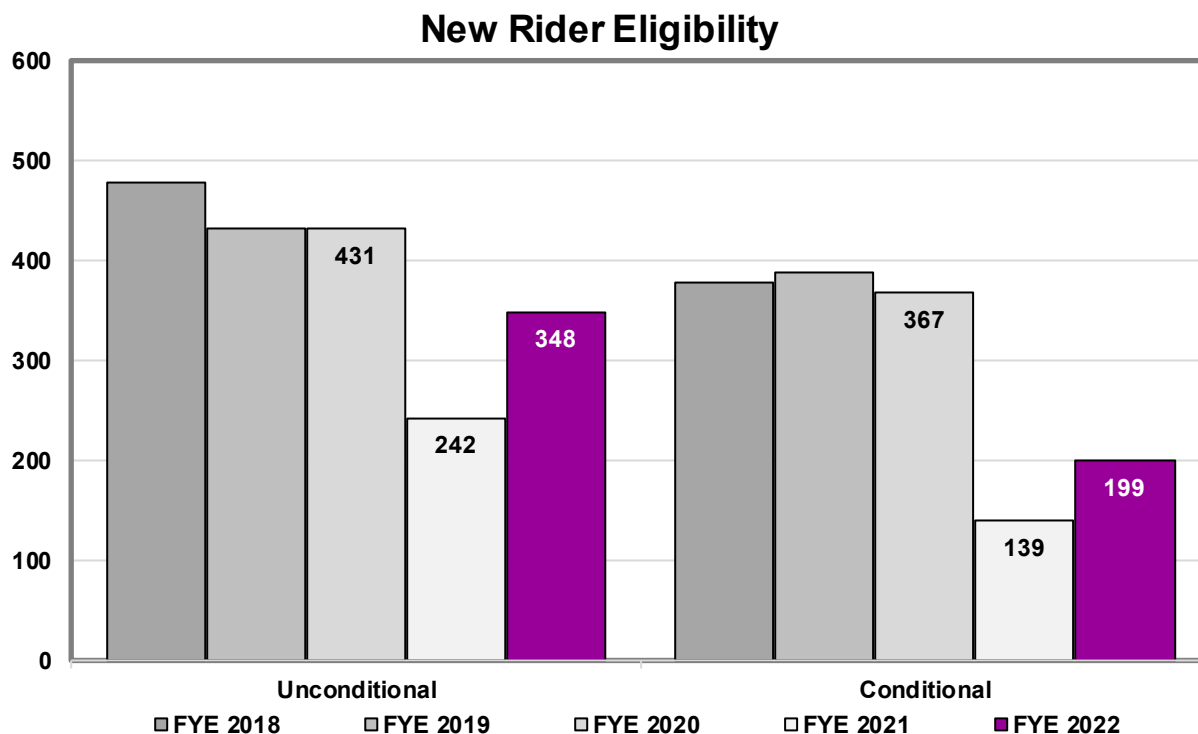
New Eligible Rider Registrations



ELIGIBILITY TYPES

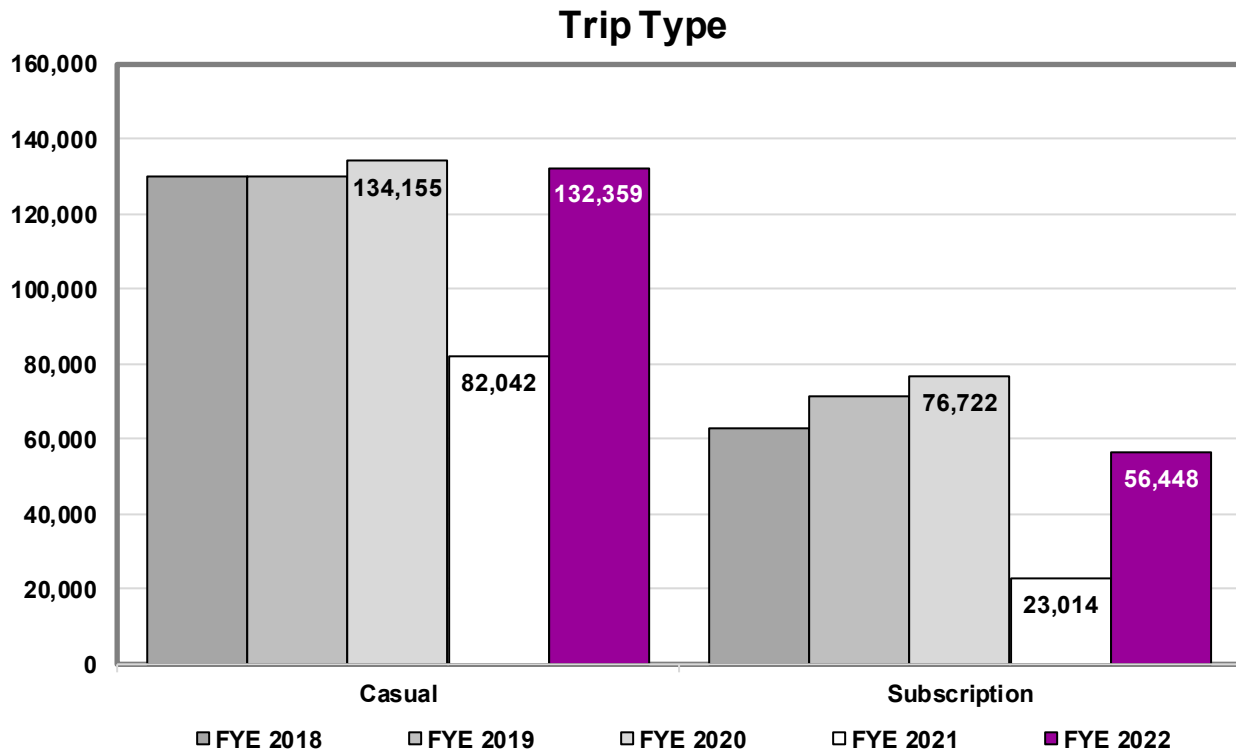
Access to PAL service is established through the application process when conditions may be applied to eligibility:

- 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.)



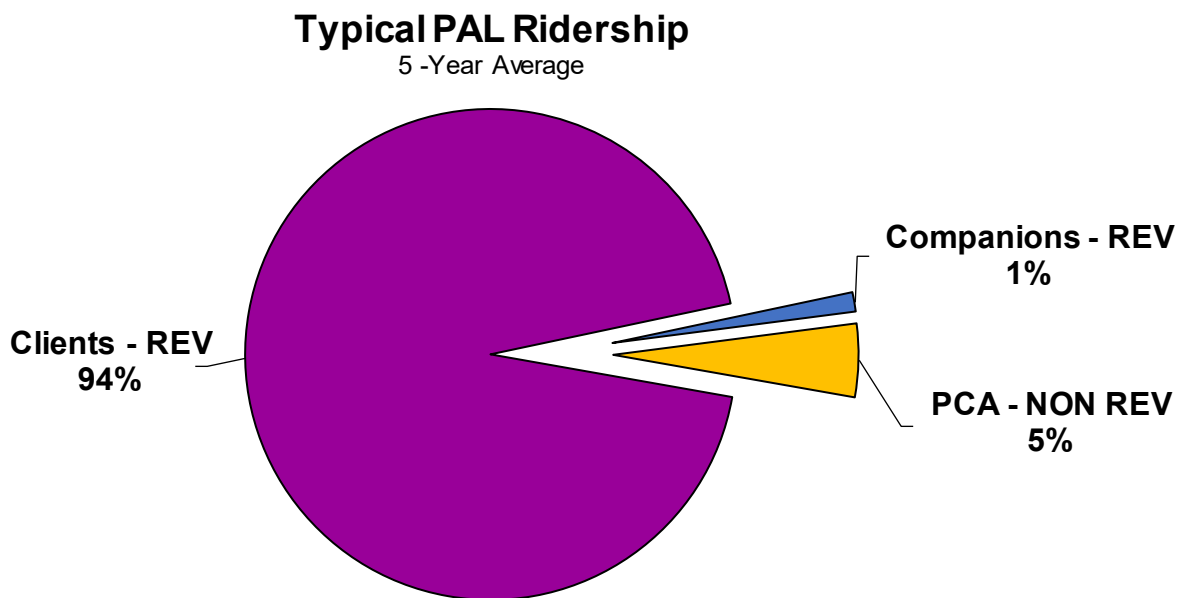
TRIP TYPES

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.



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).

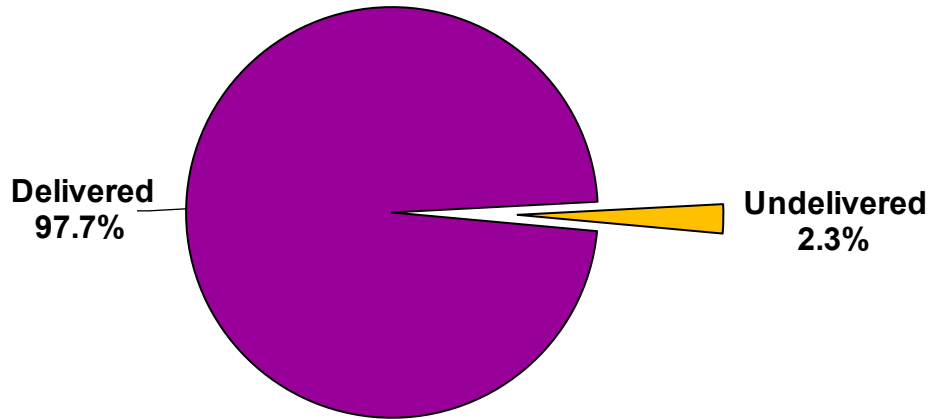


TRIP DELIVERY

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

Trip Delivery Performance

5 -Year Average



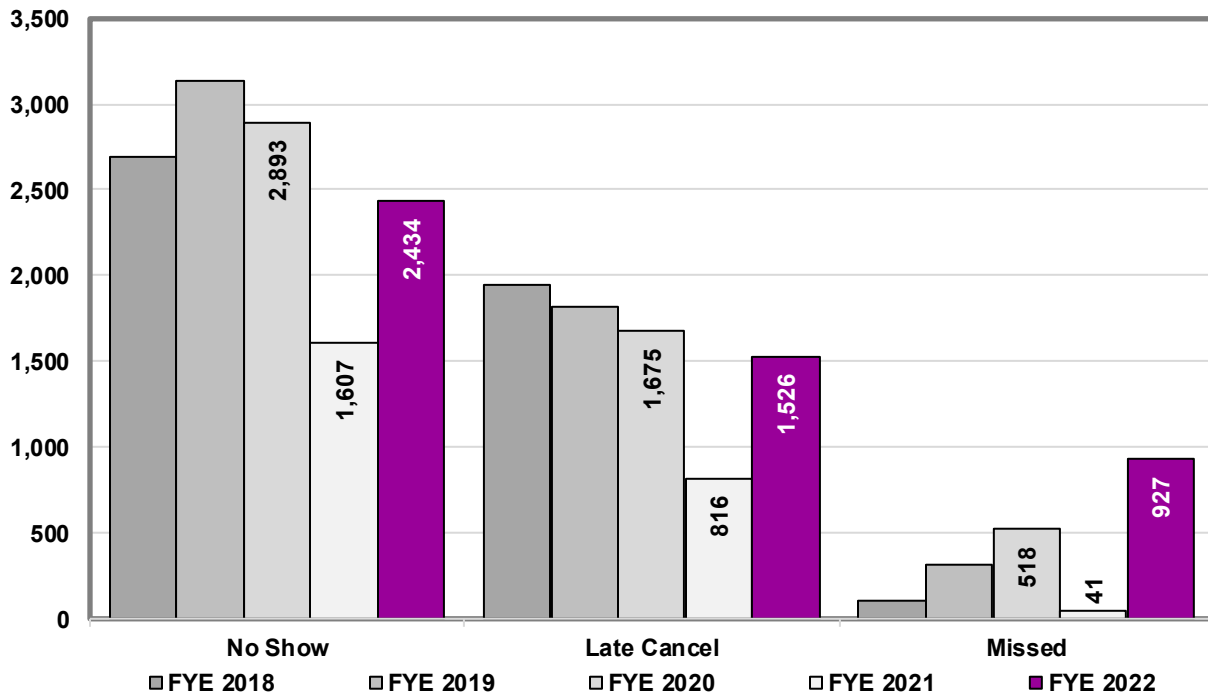
Undelivered trips include:

No Show (1.4%) - The Metro vehicle arrived within 30-minute pickup window and waited at least five minutes but the rider did not board.

Late Cancel (0.8%) - Rider called to cancel a trip less than two hours prior to the scheduled pickup window.

Missed Trip (0.1%) - The Metro vehicle arrived outside the pickup window and the rider found other means of transportation or did not travel.

Undelivered Trip Performance



CUSTOMER CARE DEPARTMENT

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.

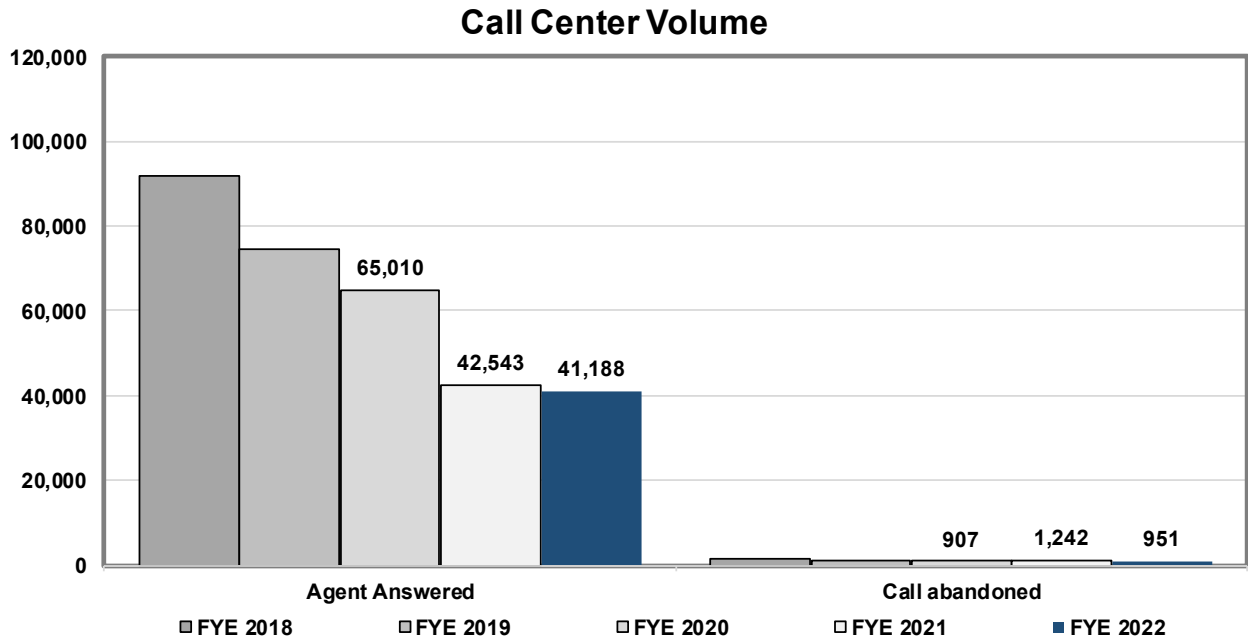
In assisting customers, critical information obtained from both internal and external sources is utilized along with state-of-the-art customer service systems.

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 (rolling out later this year).

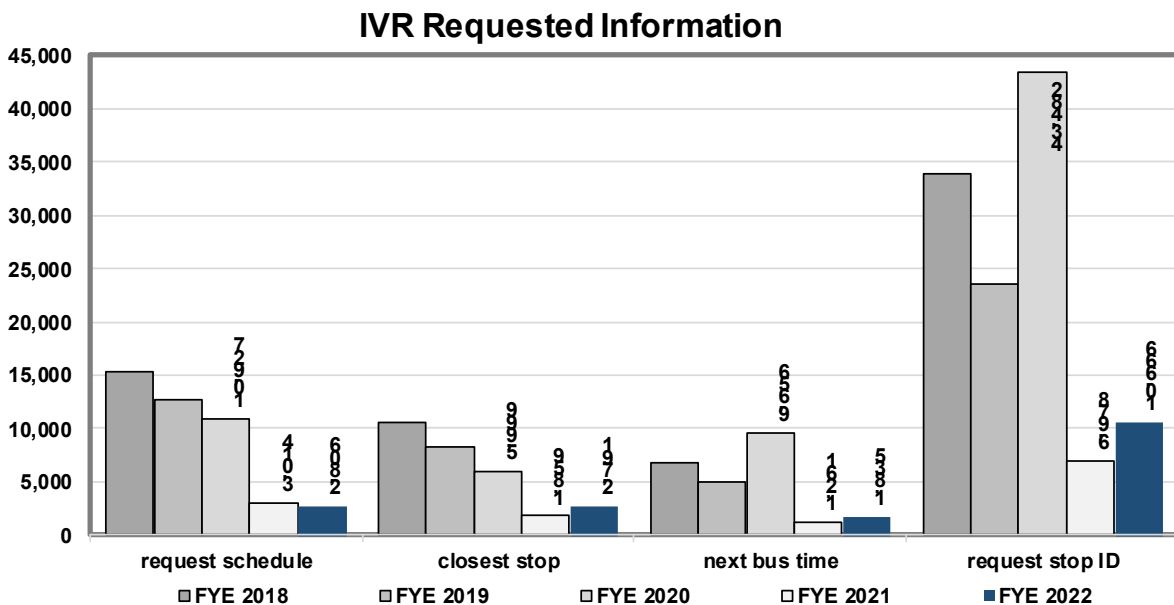


CALL CENTER ACTIVITY

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.



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).



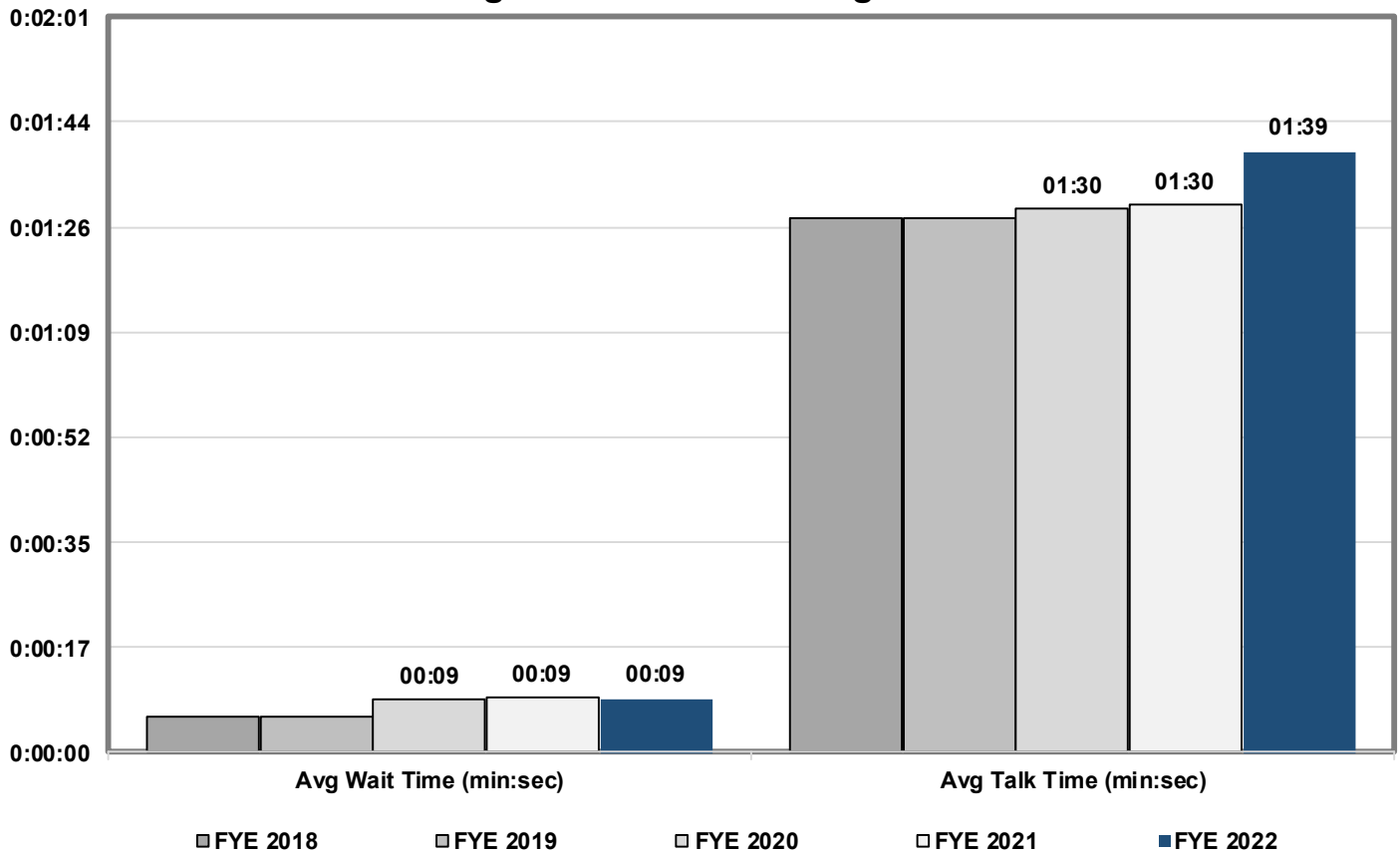
Through the introduction of the InfoWeb and IVR Systems, the distribution of incoming calls has migrated to the new technology. This migration allows callers to gain access to more information in a timely fashion enhancing the customer experience.

CALL CENTER ACTIVITY

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





DIGITAL COMMUNICATION

metro.nfta.com

Our website provides a tool kit for our customers and recent survey results confirm that our website is our customers' primary source of information. The tool kit is available on a variety of electronic devices.



Included in the tool kit is "Where's My Bus" which tells prospective riders when they can expect a bus will arrive at a specific time and location, in real time.



When our riders want to get from point A to point B, they can use the "Trip Planner." This will provide information for future travel plans including where and when to board, how long the trip will take and when to get off for your destination.



Riders can also get text messages or emails about Metro Bus and Rail service when they need them by subscribing to Metro Instant Updates.

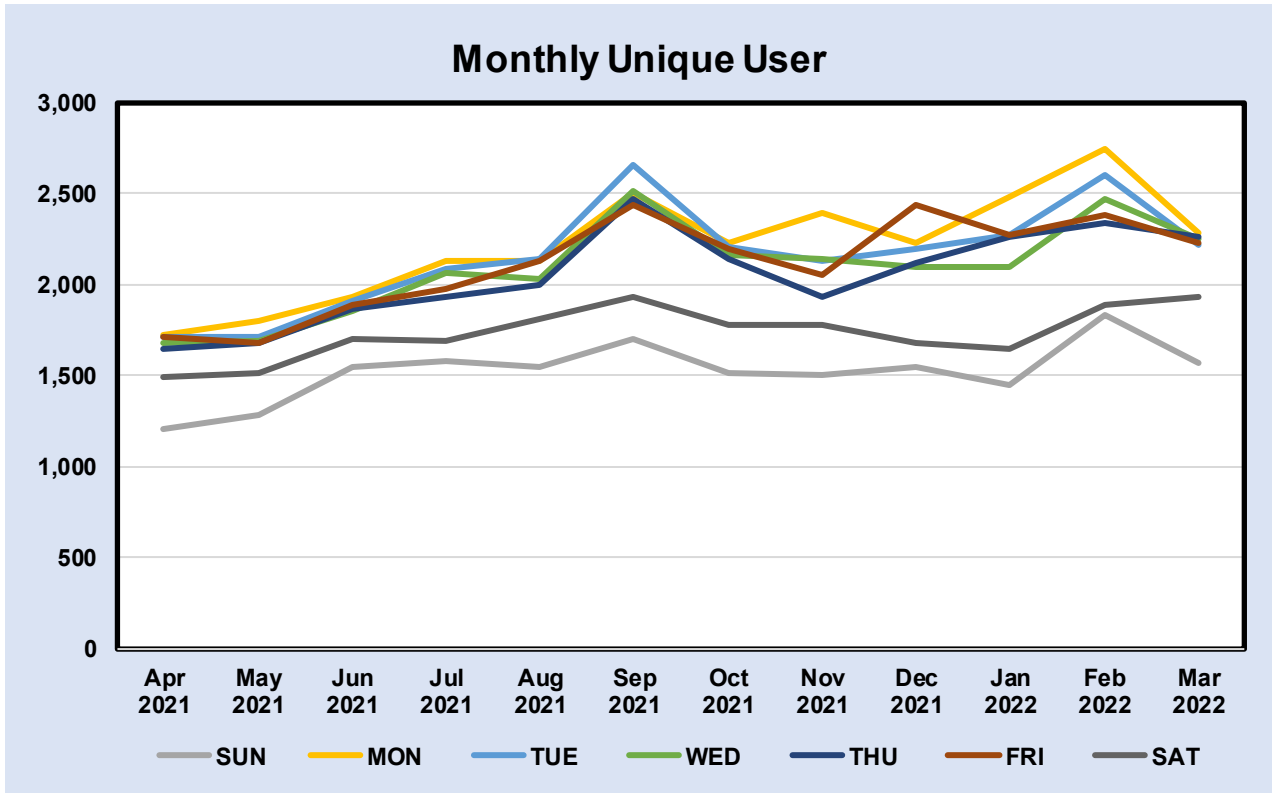
SOCIAL MEDIA

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, Twitter, Instagram, LinkedIn and YouTube.

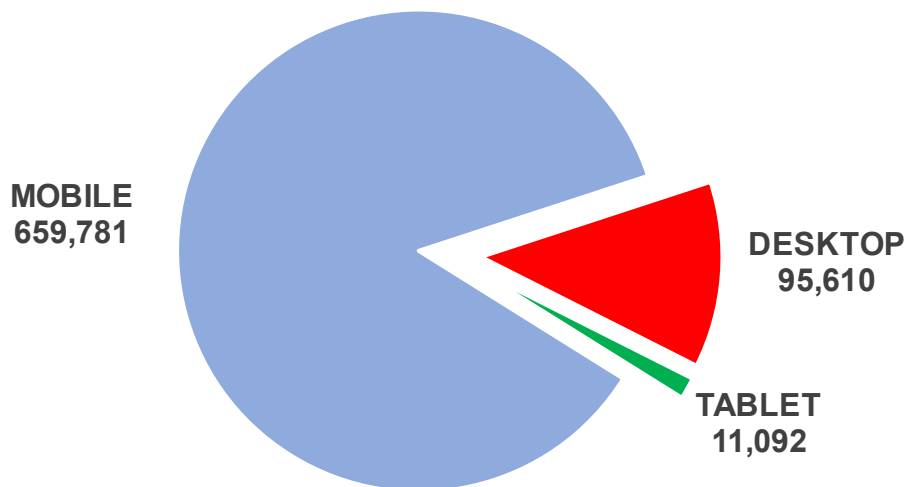


metro.nfta.com

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



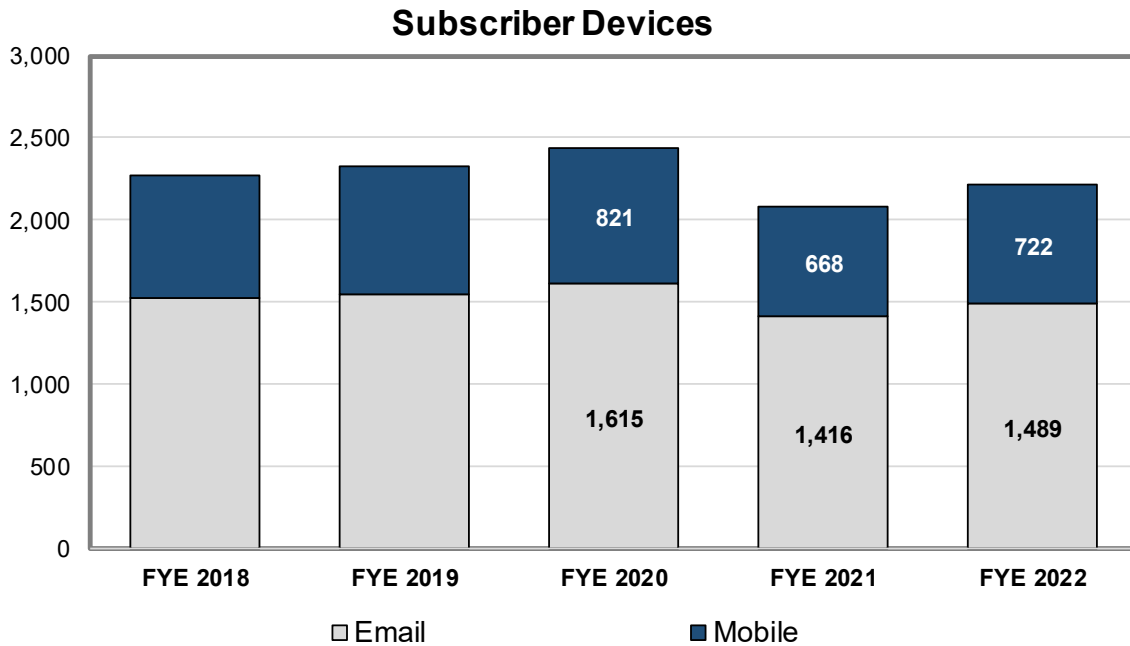
Sessions by Device FYE 3/31/2022



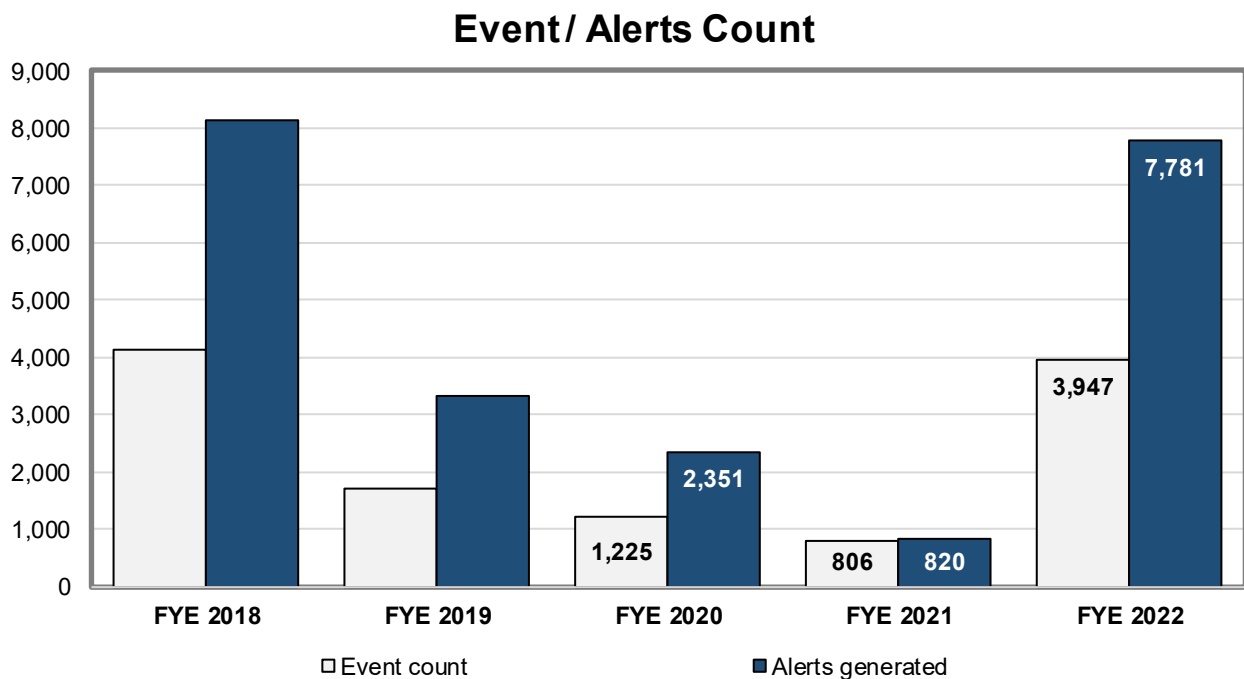
Customer Relations

metro.nfta.com

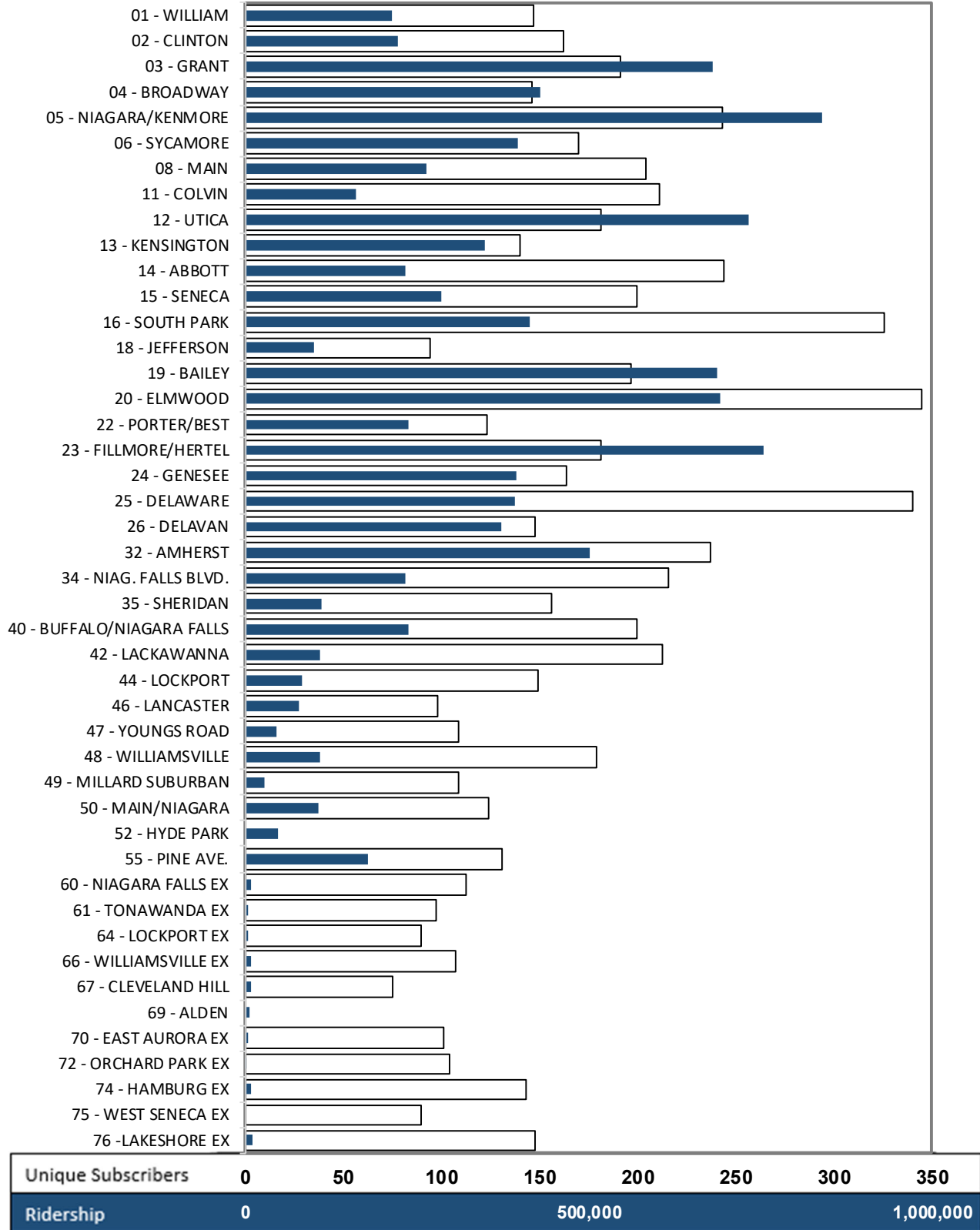
This chart depicts the number of addresses registered to receive Metro’s Instant Updates. They are counted by email and mobile subscriptions. Some clients may choose to receive messages through multiple addresses. For example, a client may choose to receive Instant Updates through both an email address and by text to a telephone number.



This chart shows the number of events and alerts addressed by Metro’s Instant Update product. Some events generate more than one message. For example, a road closure is an event that generates an initial alert and a follow-up alert when the road re-opens.



Unique Subscribers vs. Bus Ridership FYE 2022



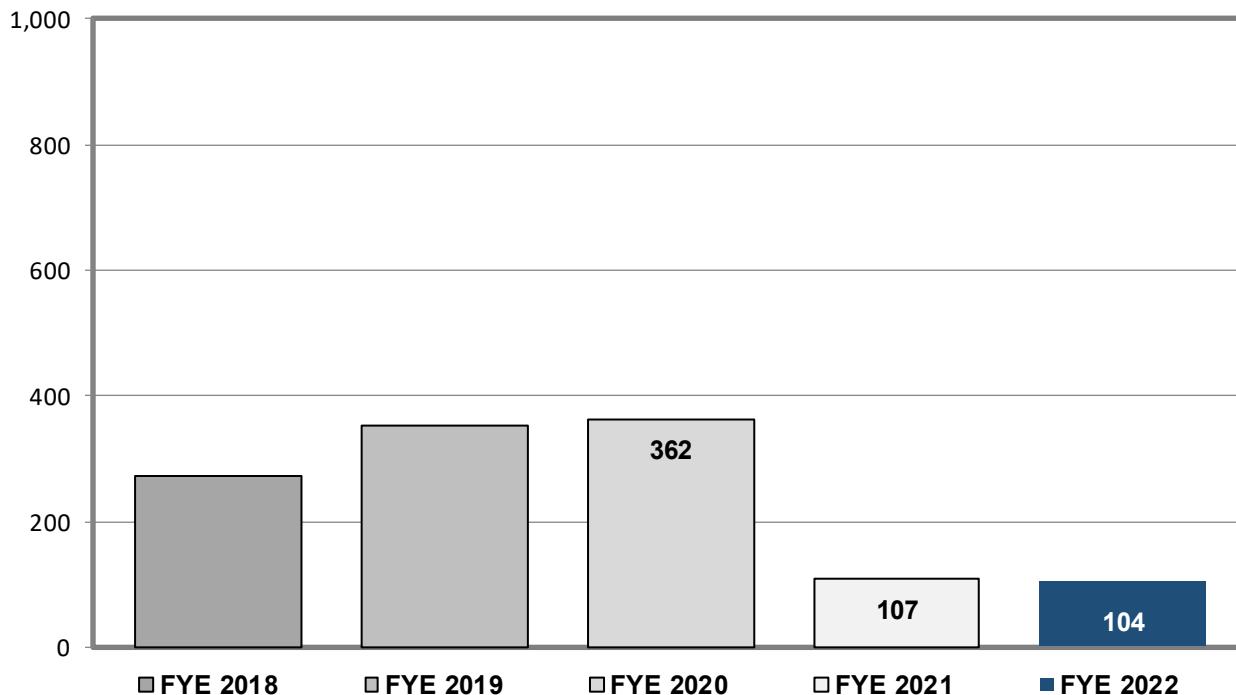
* Routes 61, 66, 74, & 76 were suspended beginning 2/13/22 due to operator shortage

Customer Relations

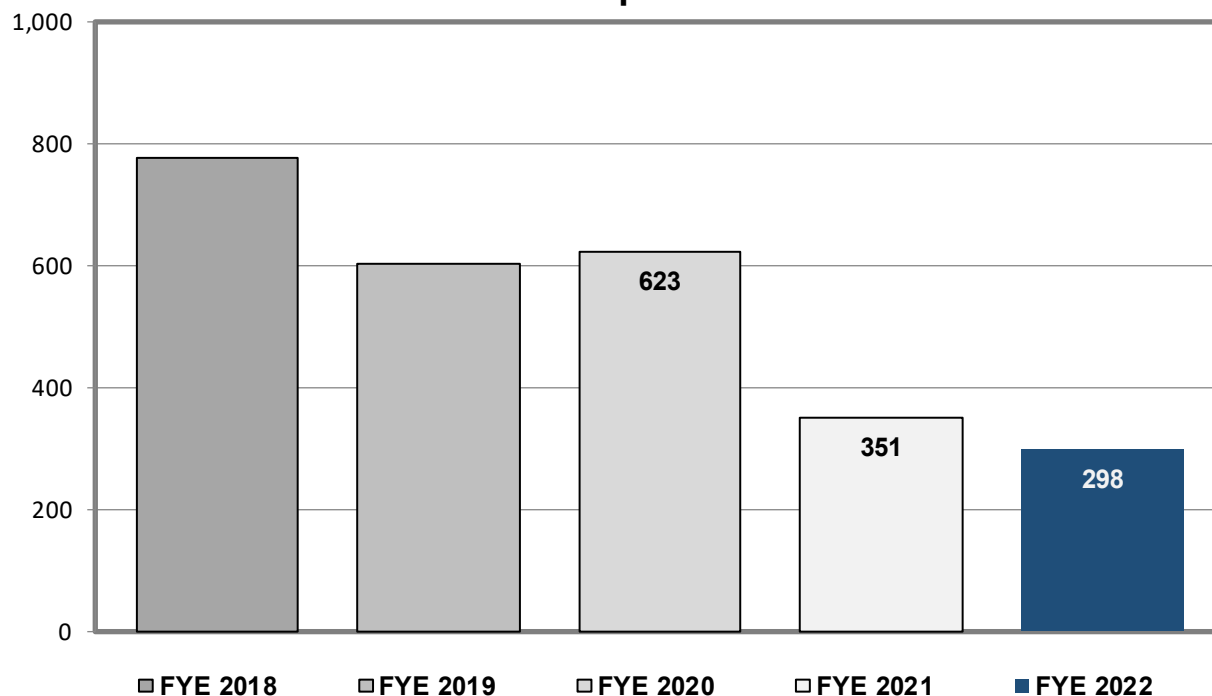
CUSTOMER COMMENDATIONS AND COMPLAINTS

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

Commendations

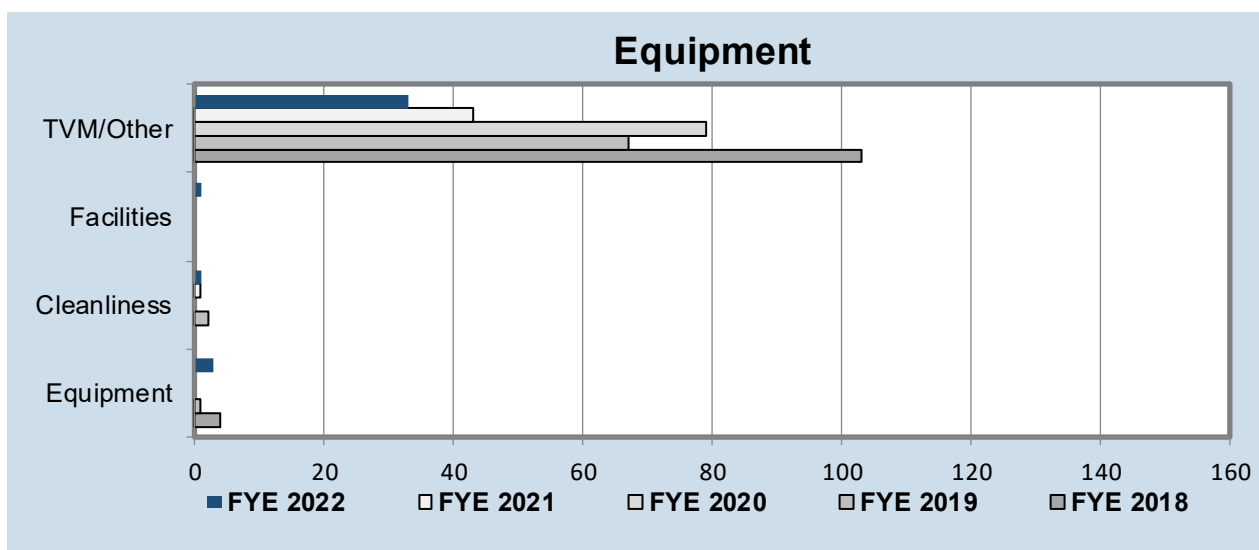
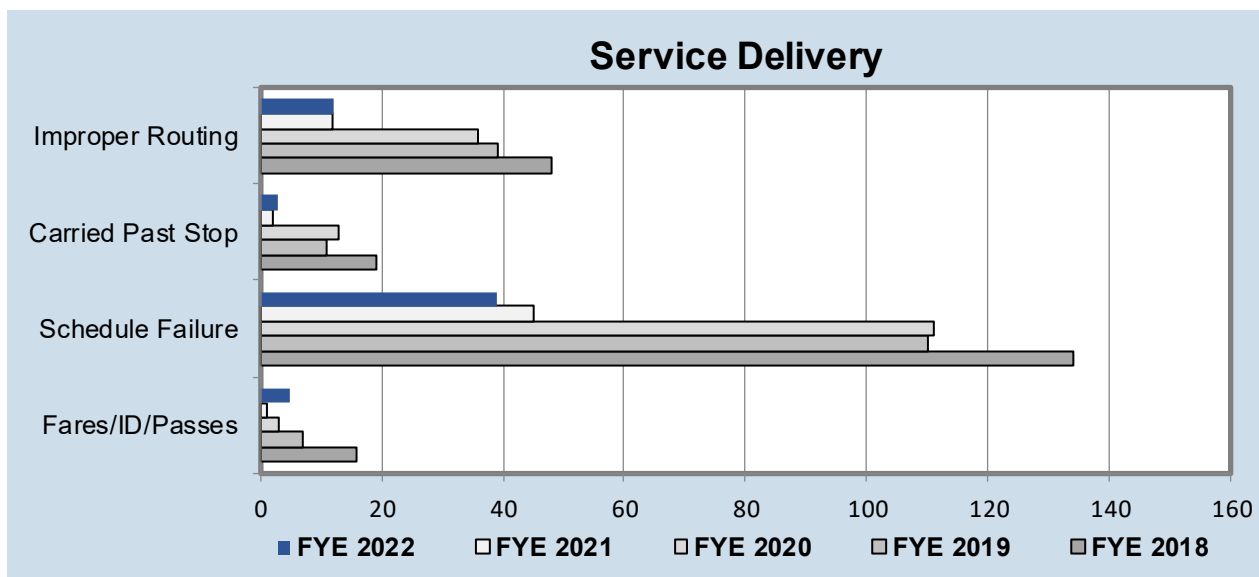
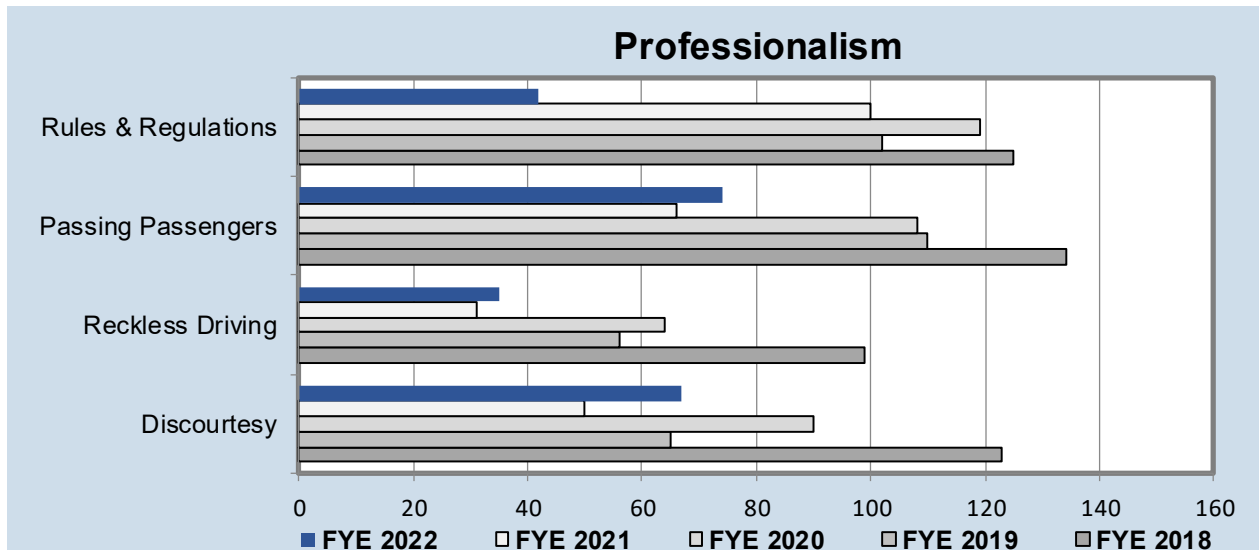


Complaints



CUSTOMER COMPLAINTS BY TYPE

Customer complaints are delineated by the specific issues of Professionalism, Service Delivery or Equipment encountered and then reported by category for further evaluation and resolution.

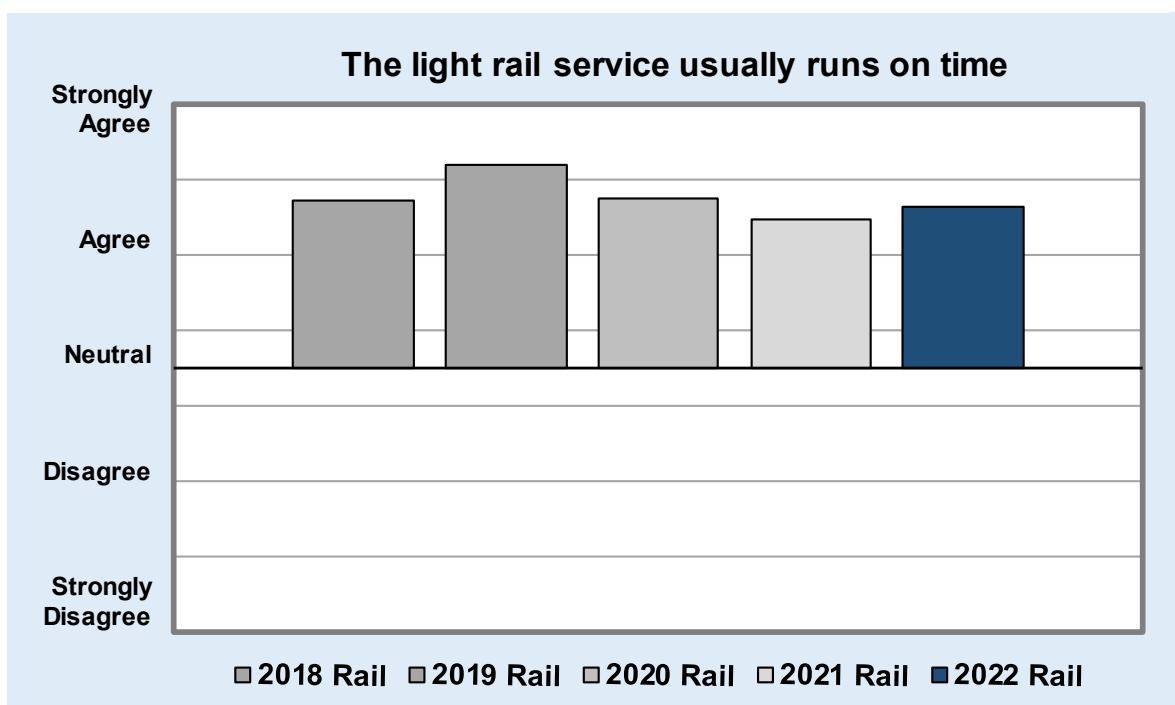
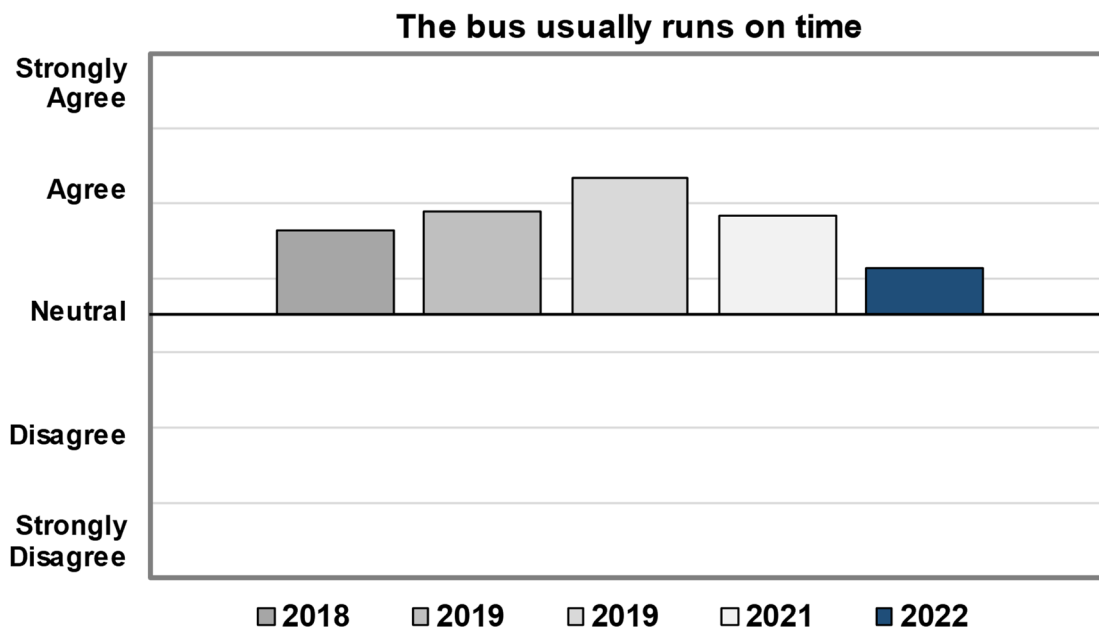


Customer Relations

CUSTOMER SATISFACTION SURVEY RESULTS

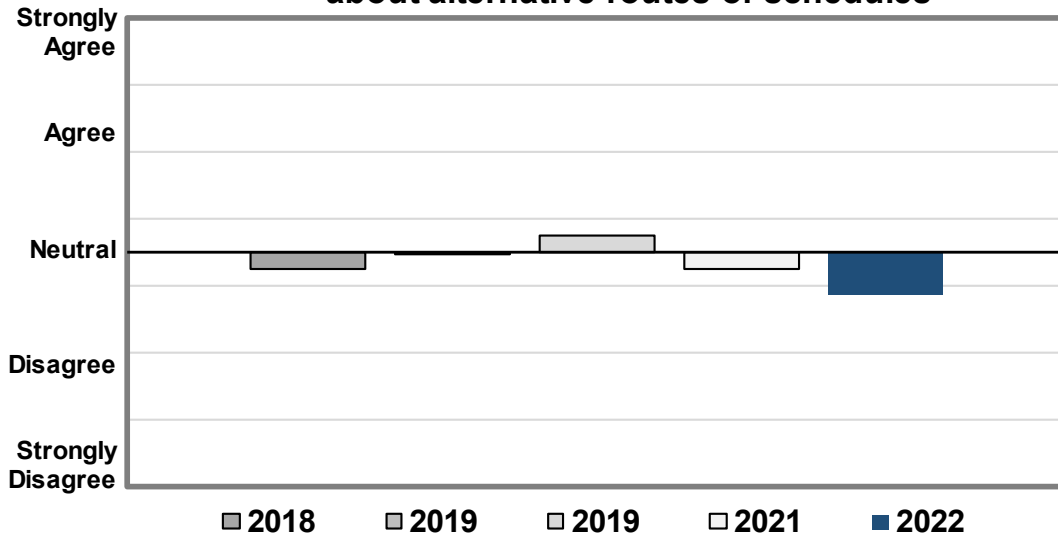
The American Bus Benchmarking Group (ABBG) and the Group of North American Light Rail Systems (GOAL) through the Imperial College, London, England, also conduct Customer Satisfaction Surveys on behalf of each member transit agency.

The following section shows a graphical presentation of how our riders perceive Metro’s Bus and Rail operations. Where the questions are similar in nature, both charts are displayed. The bus evaluations charts have a white background and the rail evaluations charts have a blue background.

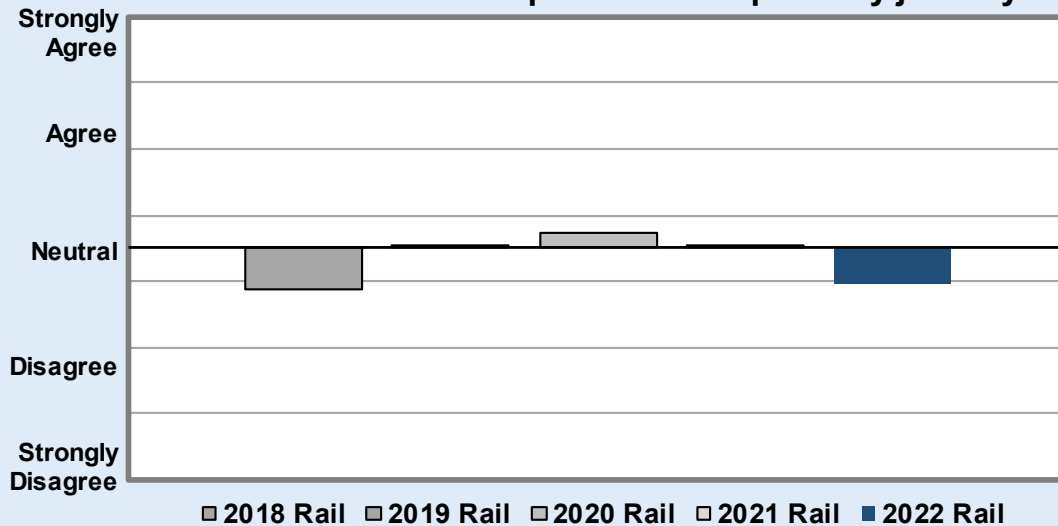


CUSTOMER SATISFACTION SURVEY RESULTS

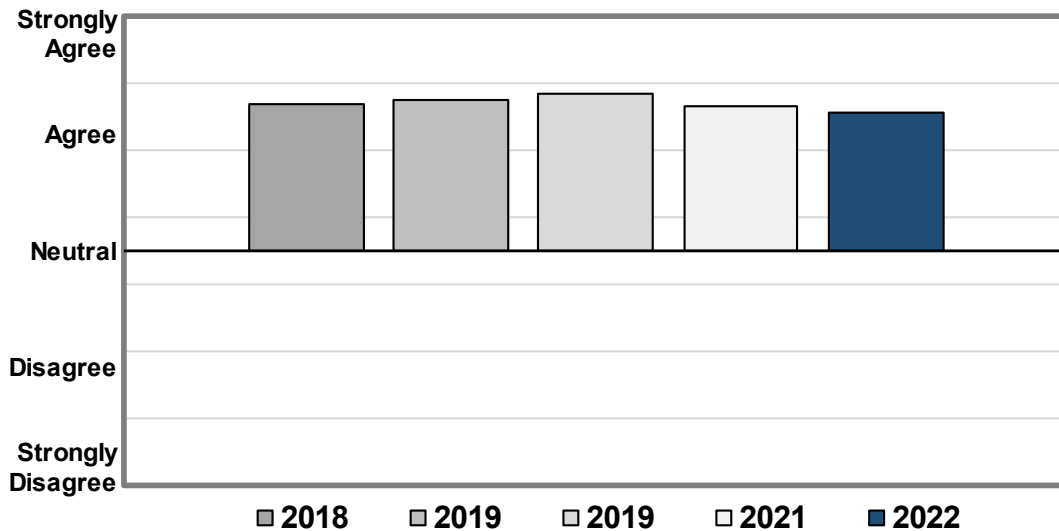
If there are problems, I can easily get information about alternative routes or schedules



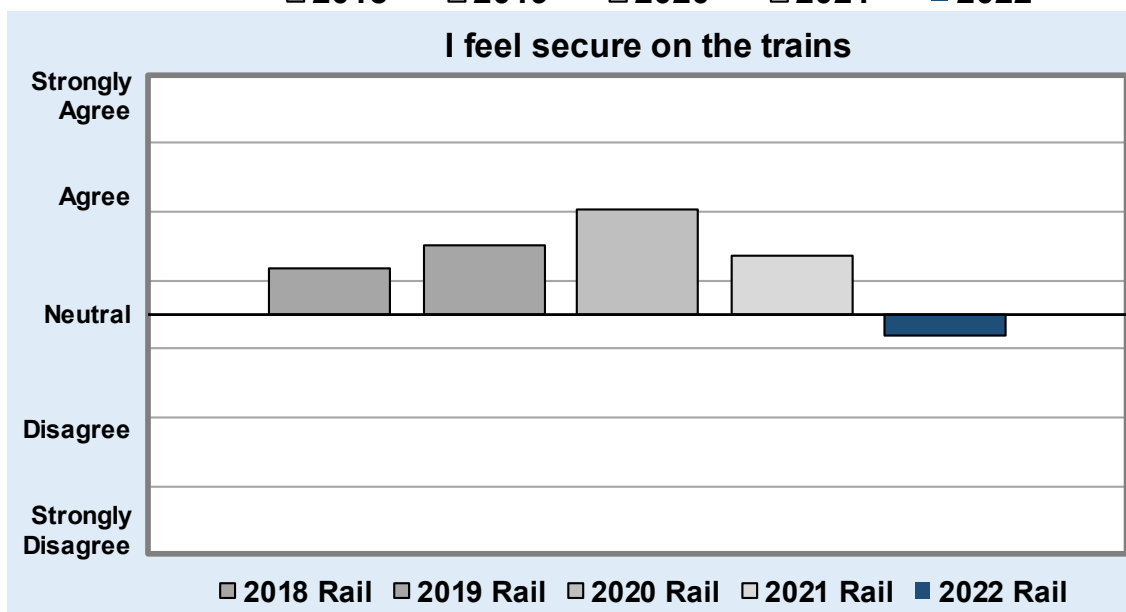
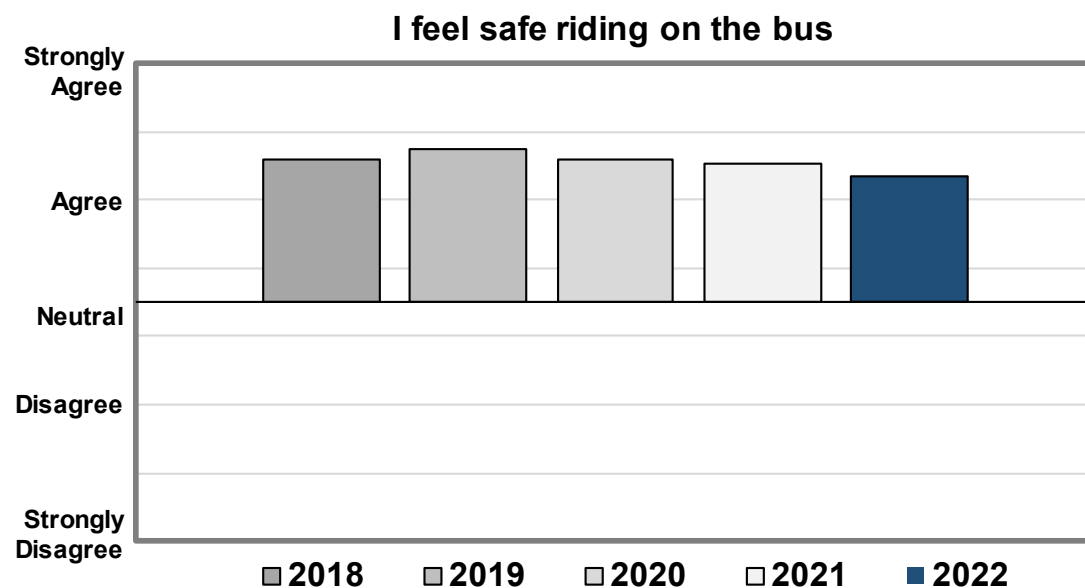
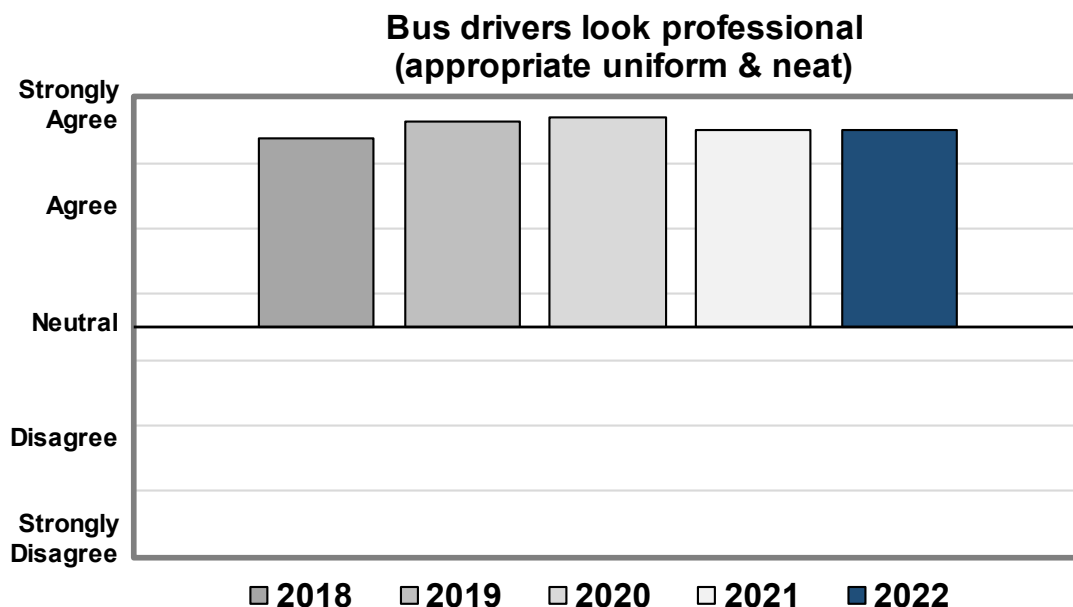
If there are disruptions, I can easily get useful information about options to complete my journey



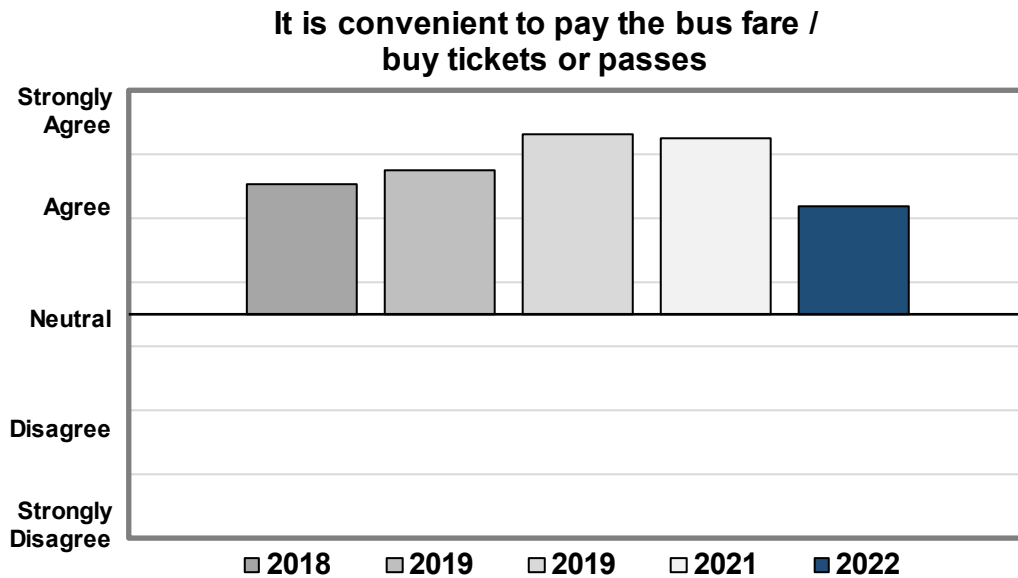
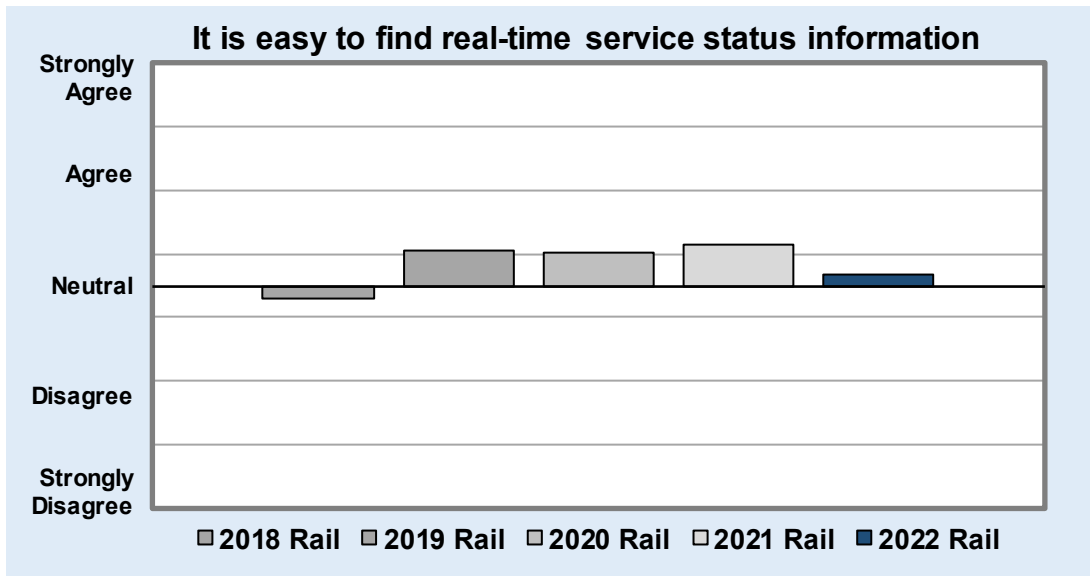
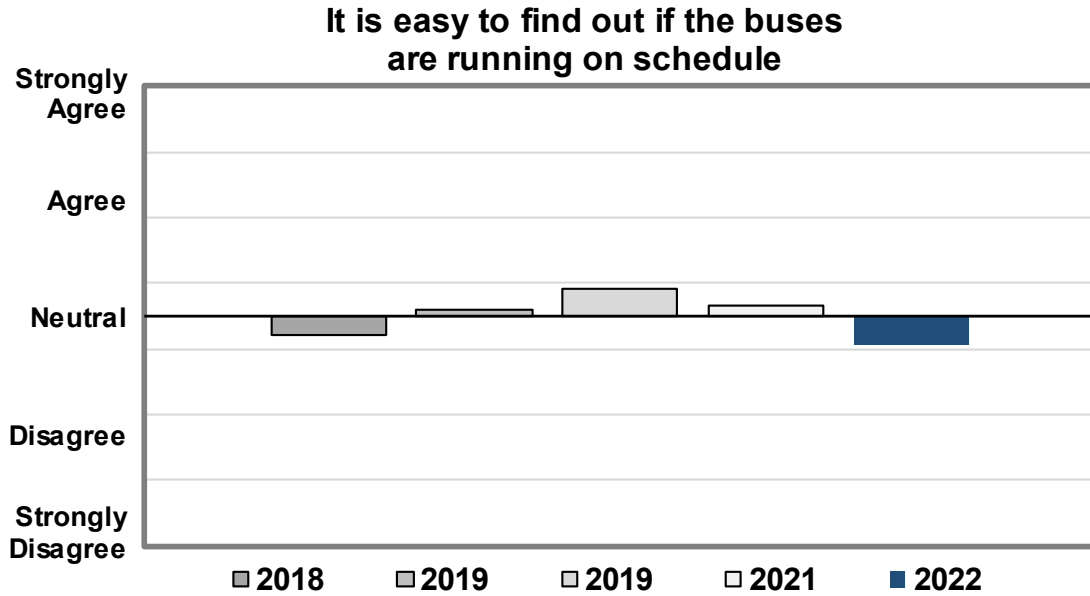
Bus drivers are helpful and professional



CUSTOMER SATISFACTION SURVEY RESULTS

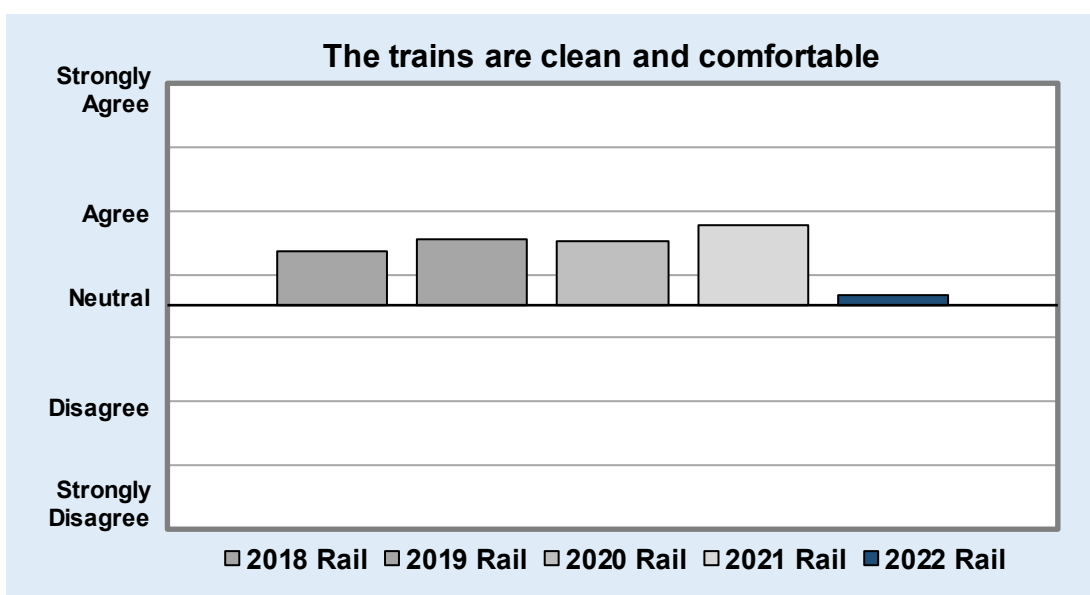
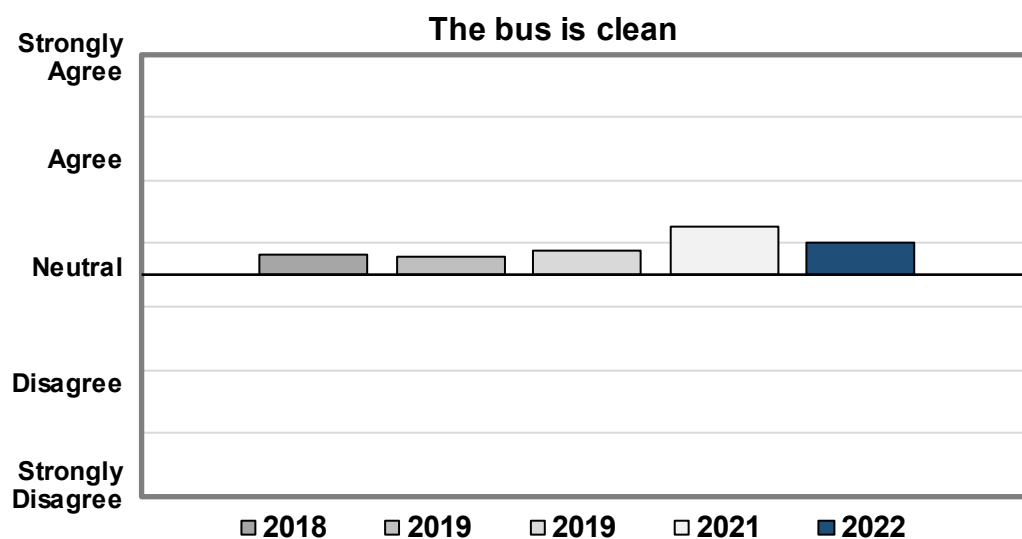
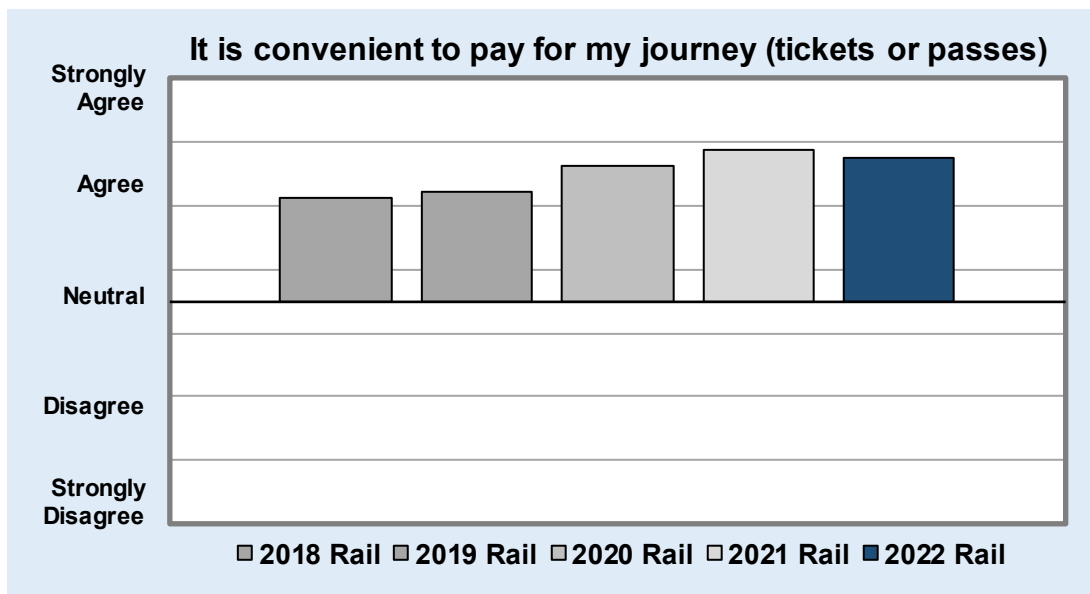


CUSTOMER SATISFACTION SURVEY RESULTS

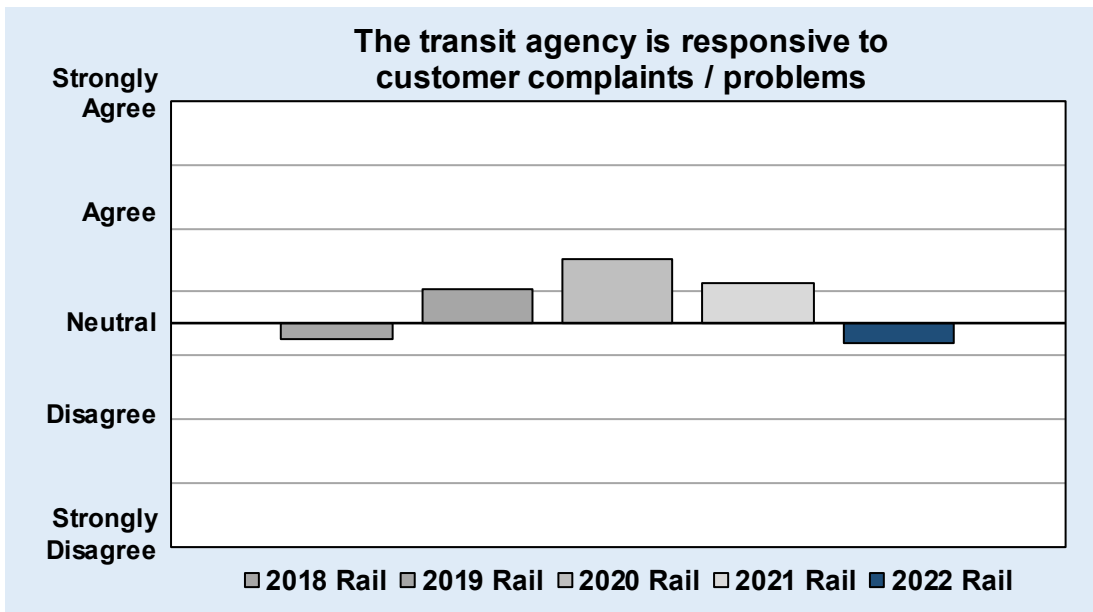
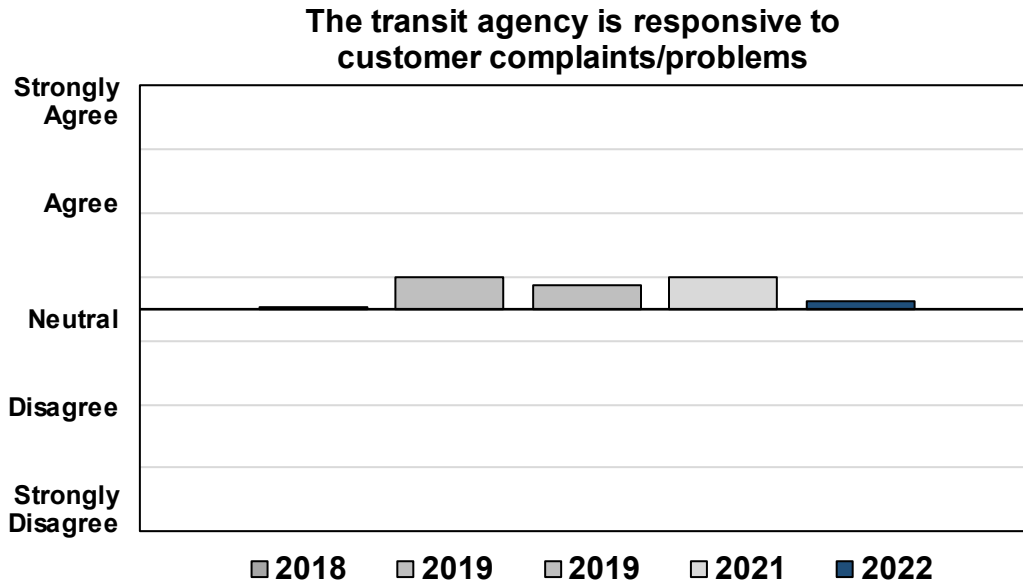


Customer Relations

CUSTOMER SATISFACTION SURVEY RESULTS



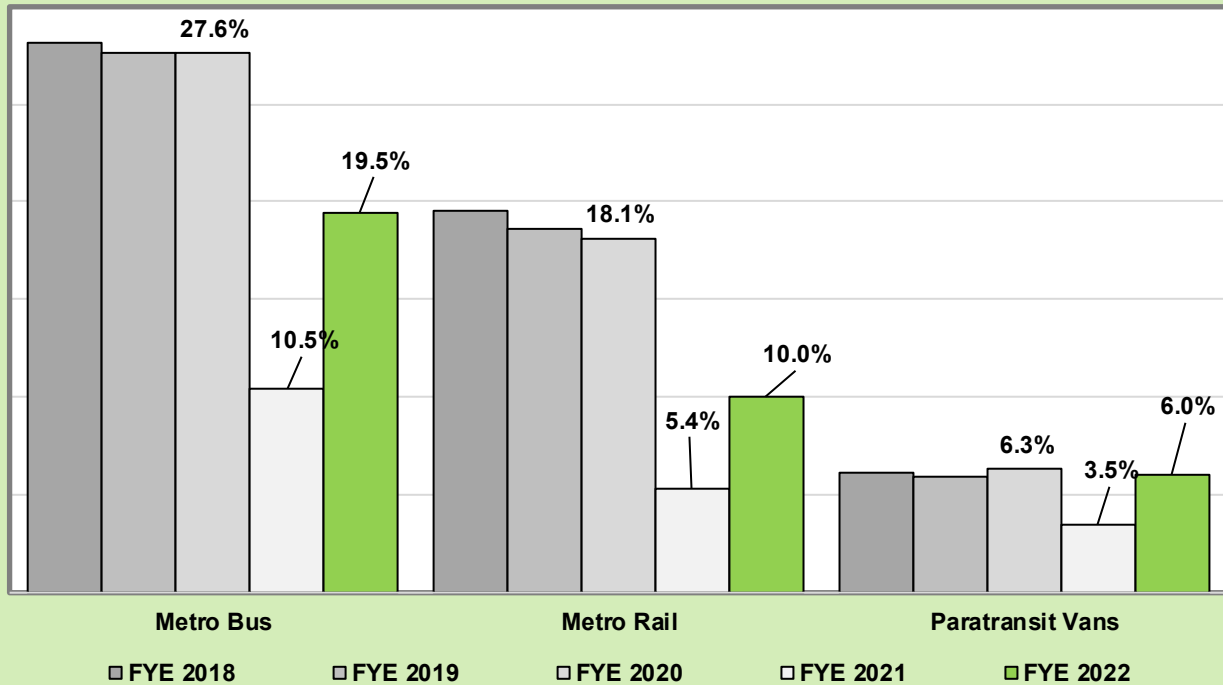
CUSTOMER SATISFACTION SURVEY RESULTS



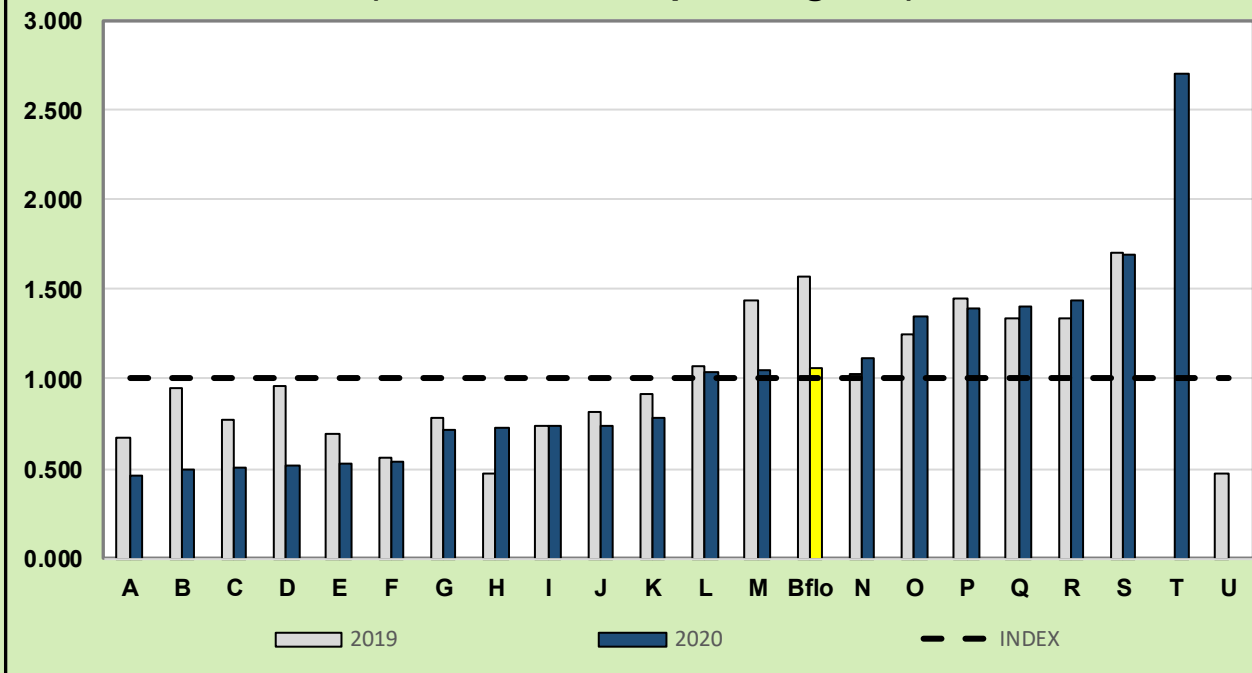
REVENUE

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 24% of total revenues. Fare collection was suspended during the period of March 27 to June 29, 2020, due to COVID-19.

Farebox Recovery

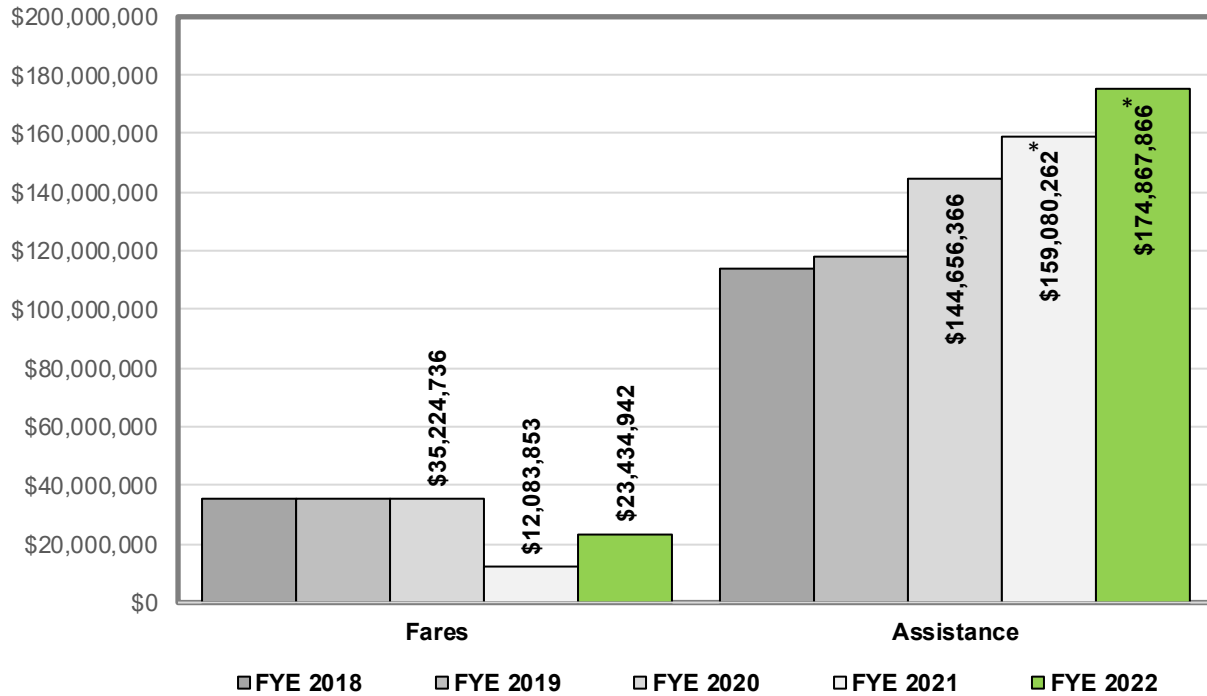


ABBG 2020 Data - Farebox Recovery (Indexed to Group Average = 1)



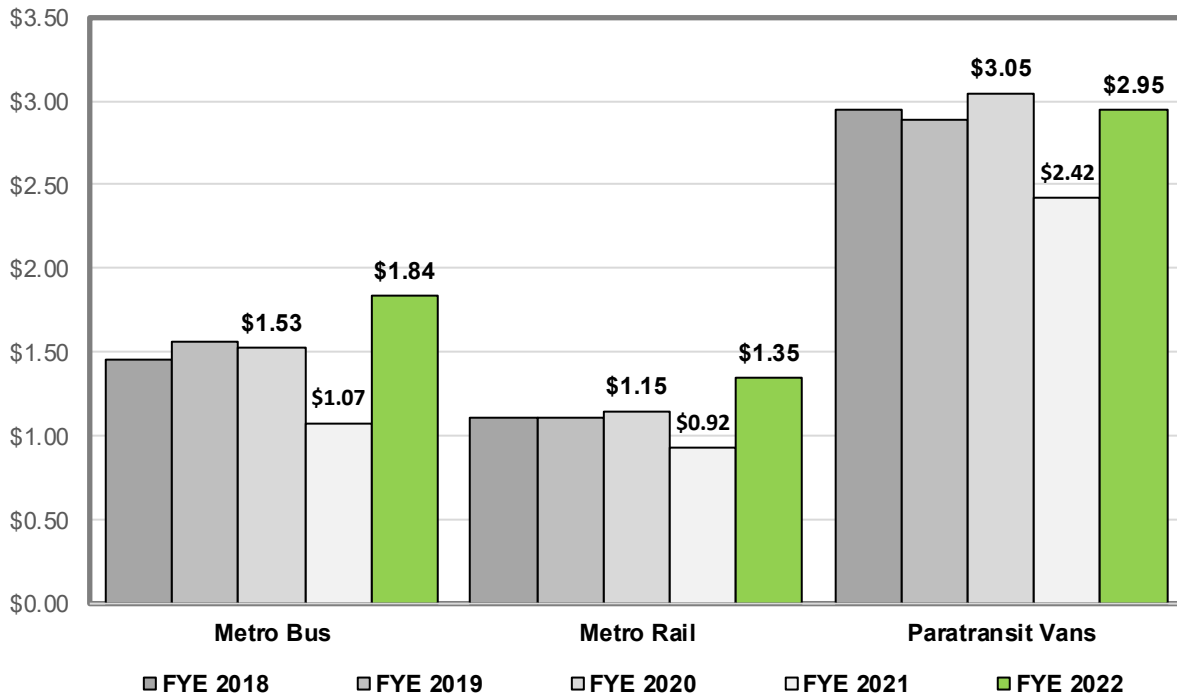
REVENUE

Revenue Sources



*Reflects additional one-time CARES Act and CRRSA funding.

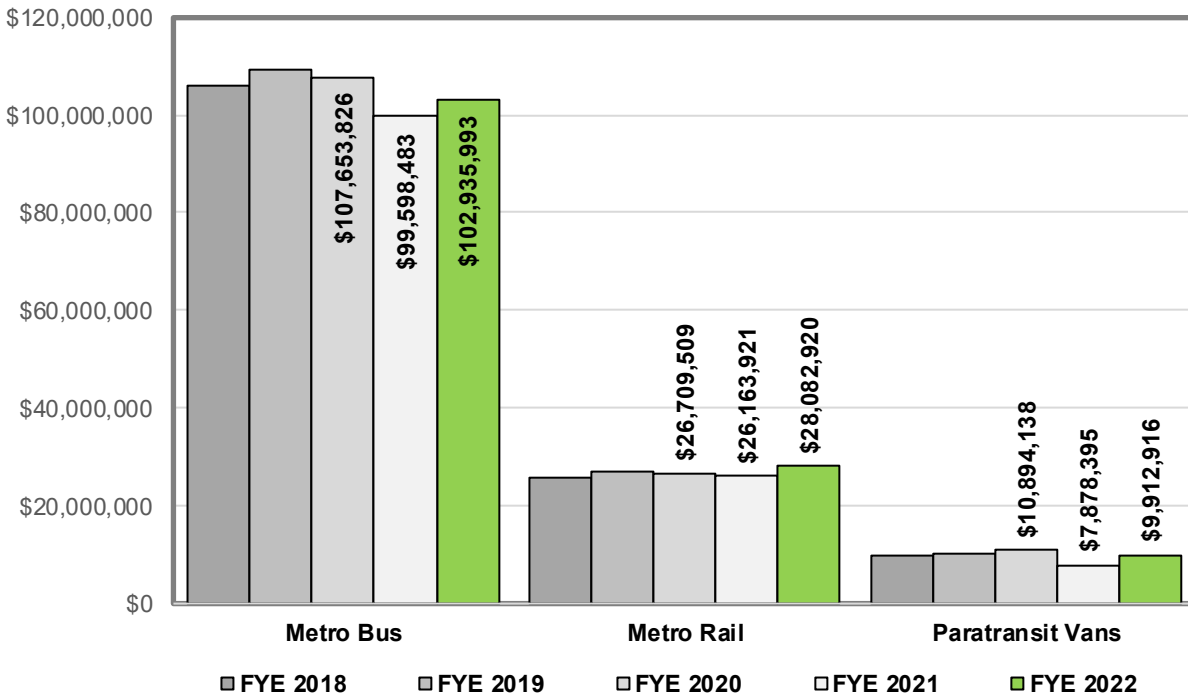
Average Fare per Passenger



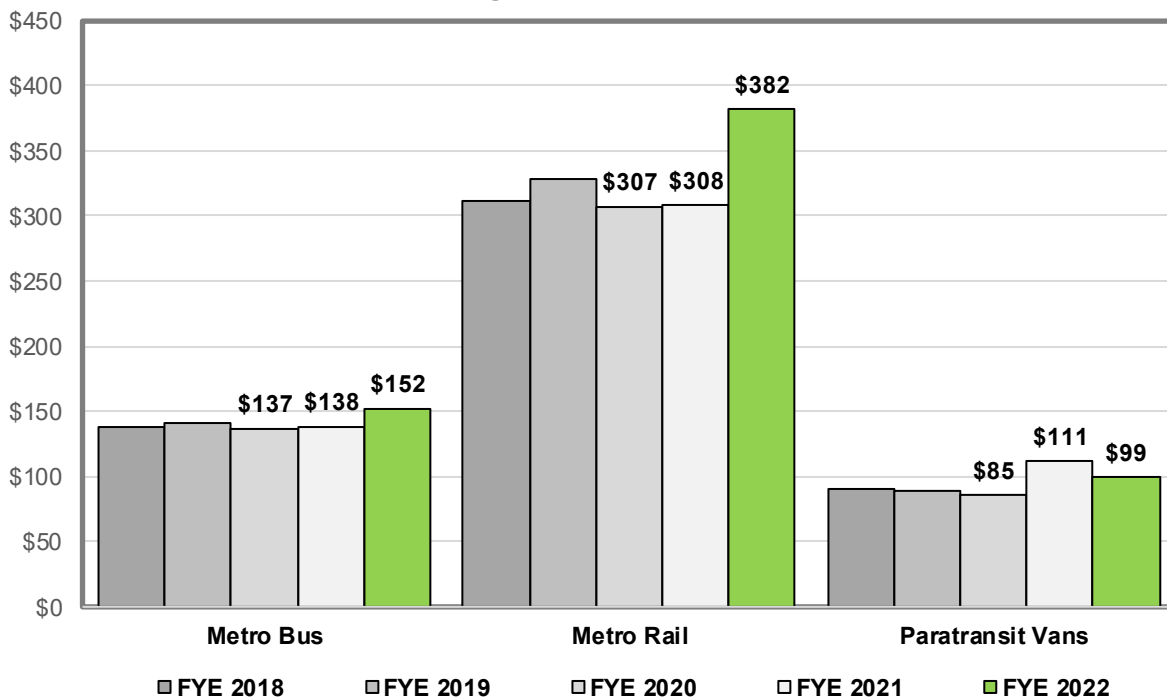
EXPENSES

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



Operating Costs per Vehicle Hour



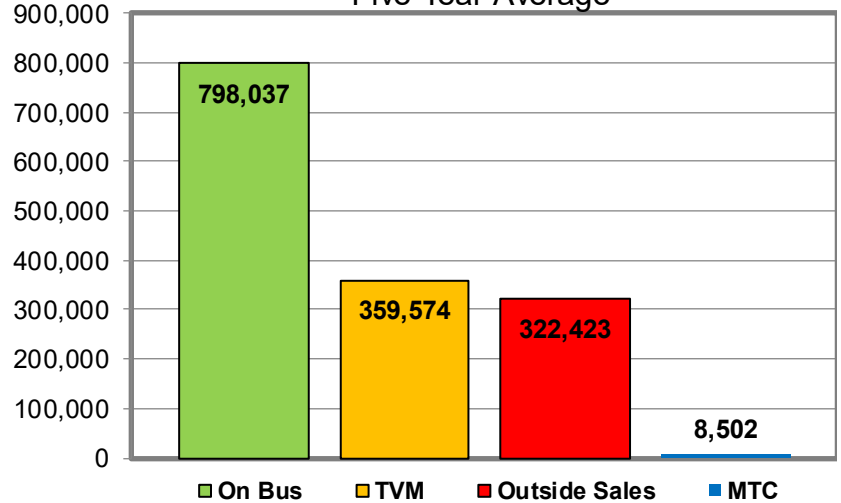
METRO PASS SALES

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

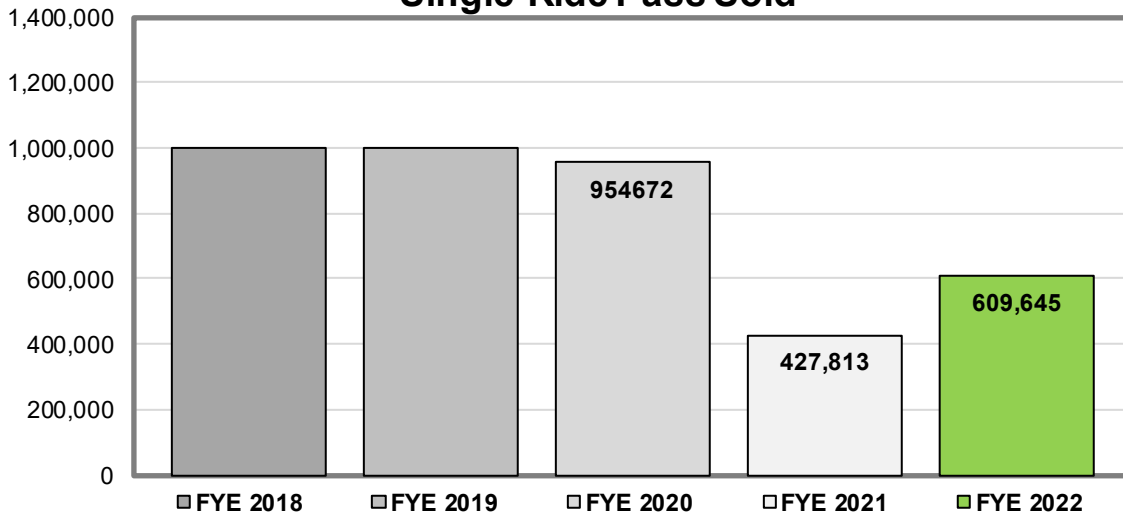
These sources include:

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

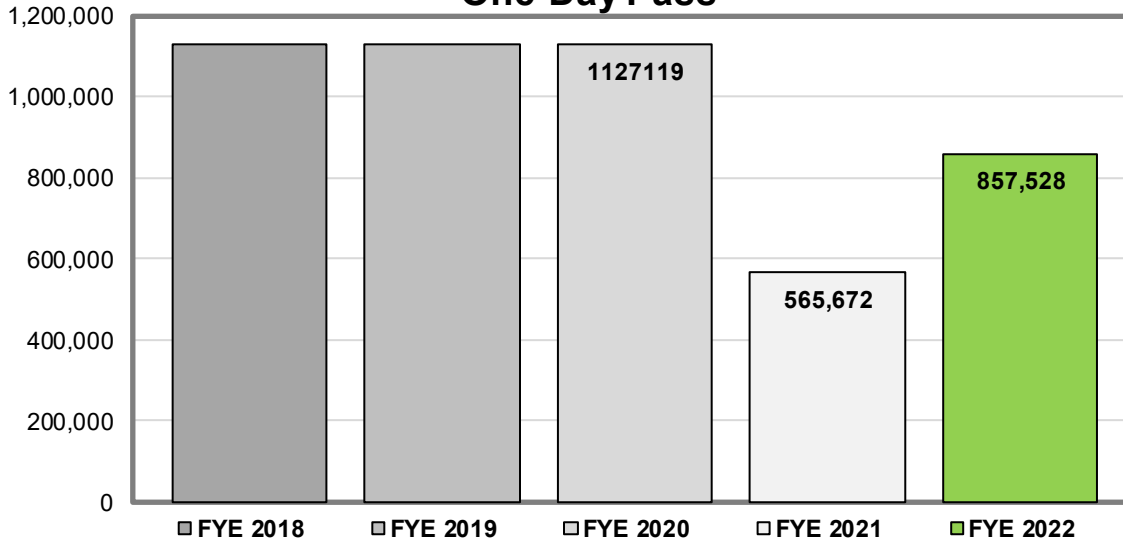
Point of Sale
Five-Year Average



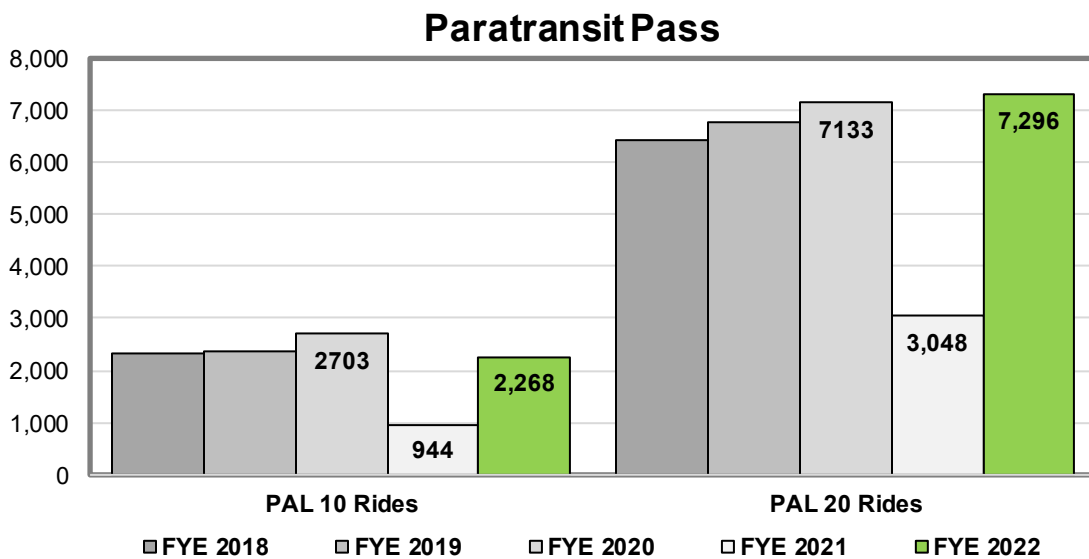
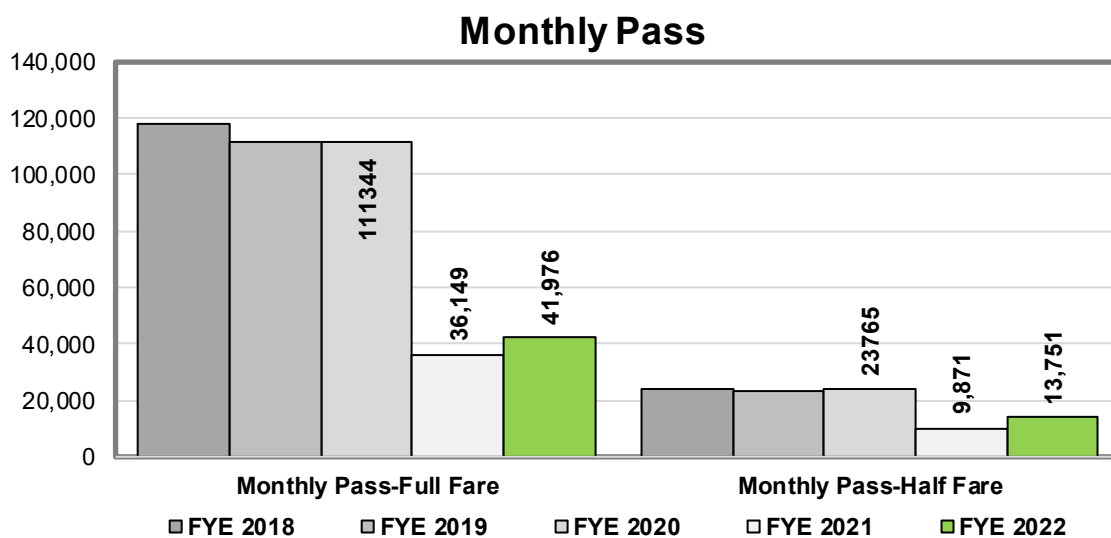
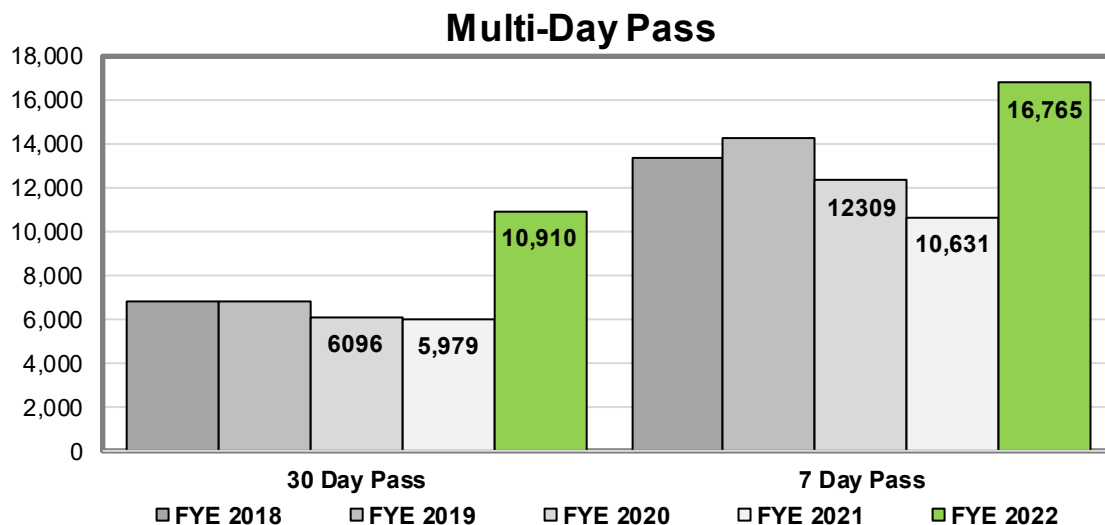
Single-Ride Pass Sold



One-Day Pass



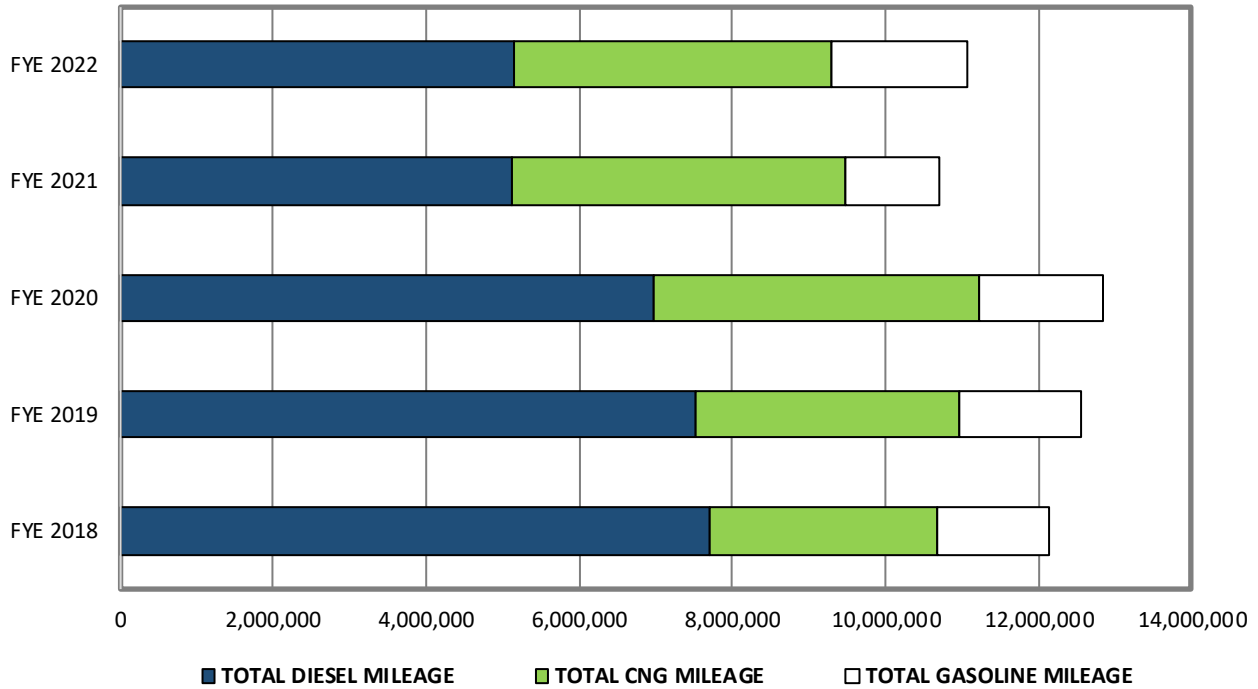
METRO PASS SALES



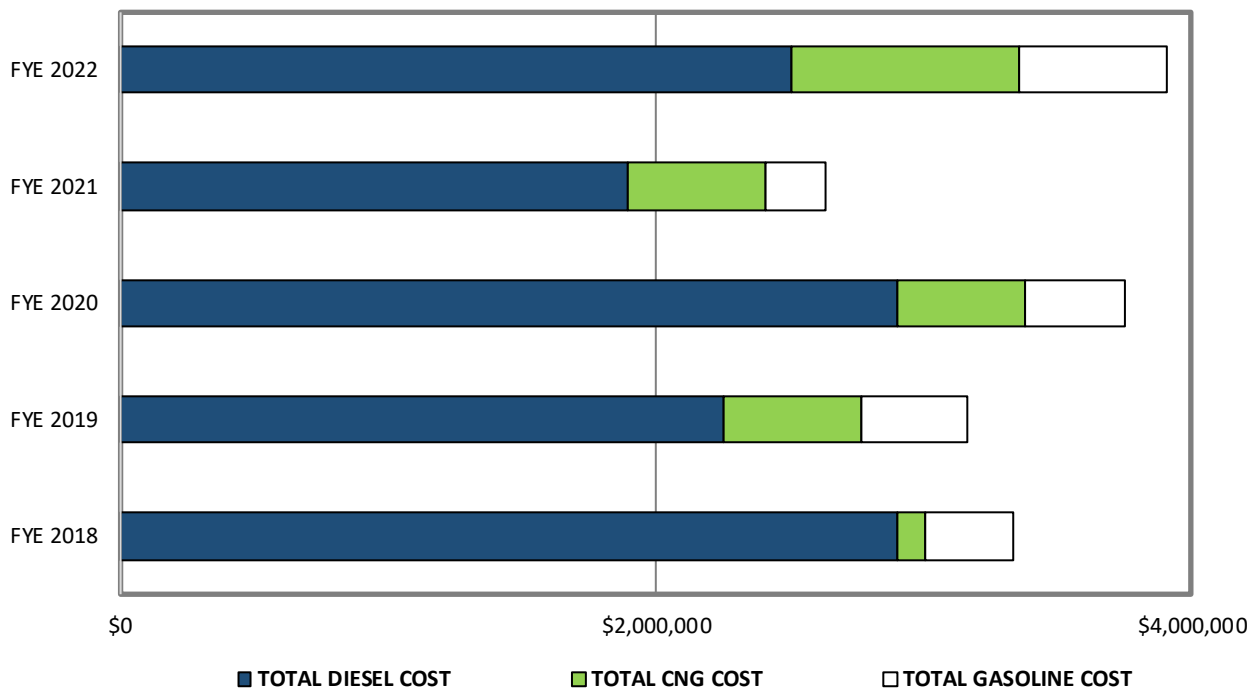
FUEL COSTS

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.

Miles by Fuel Type



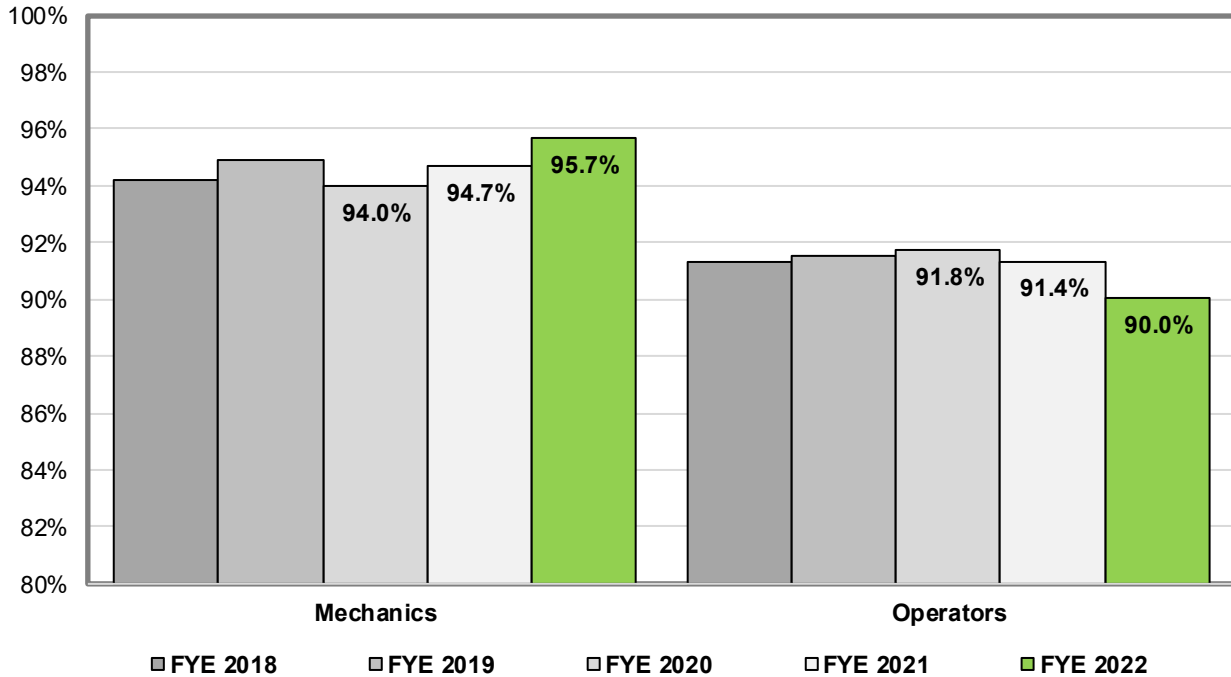
Fuel Type Costs



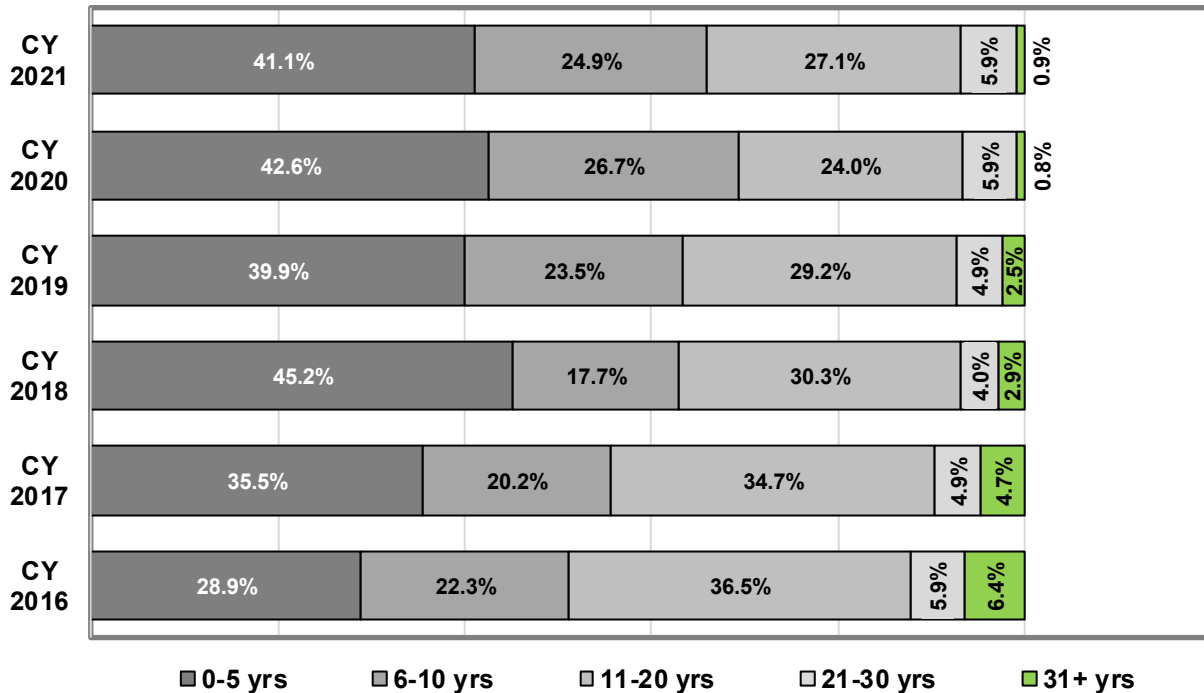
PERSONNE

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.

Attendance



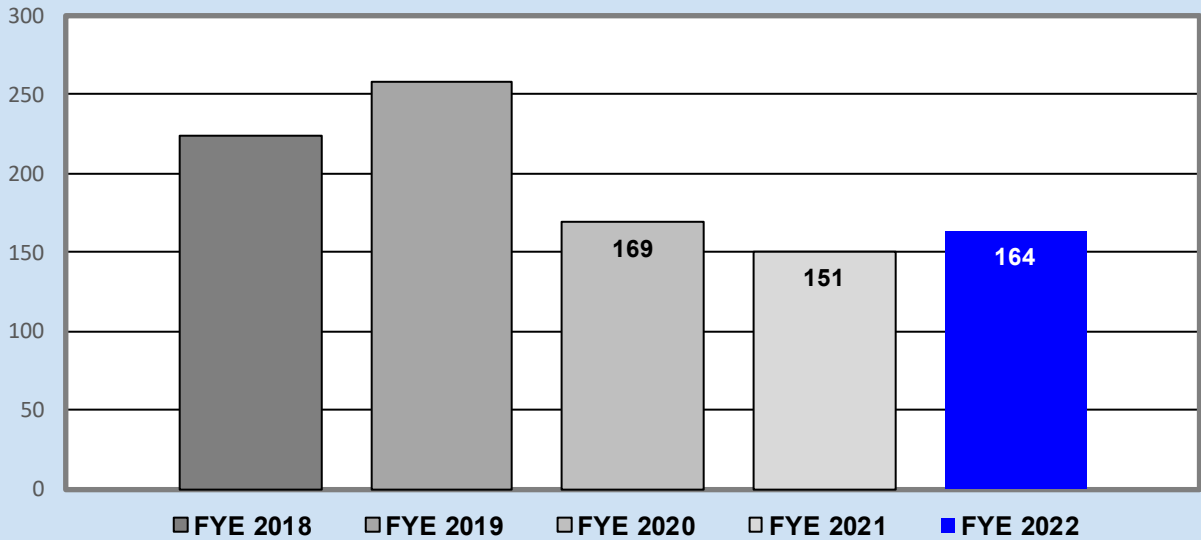
Years of Bus Driving Experience



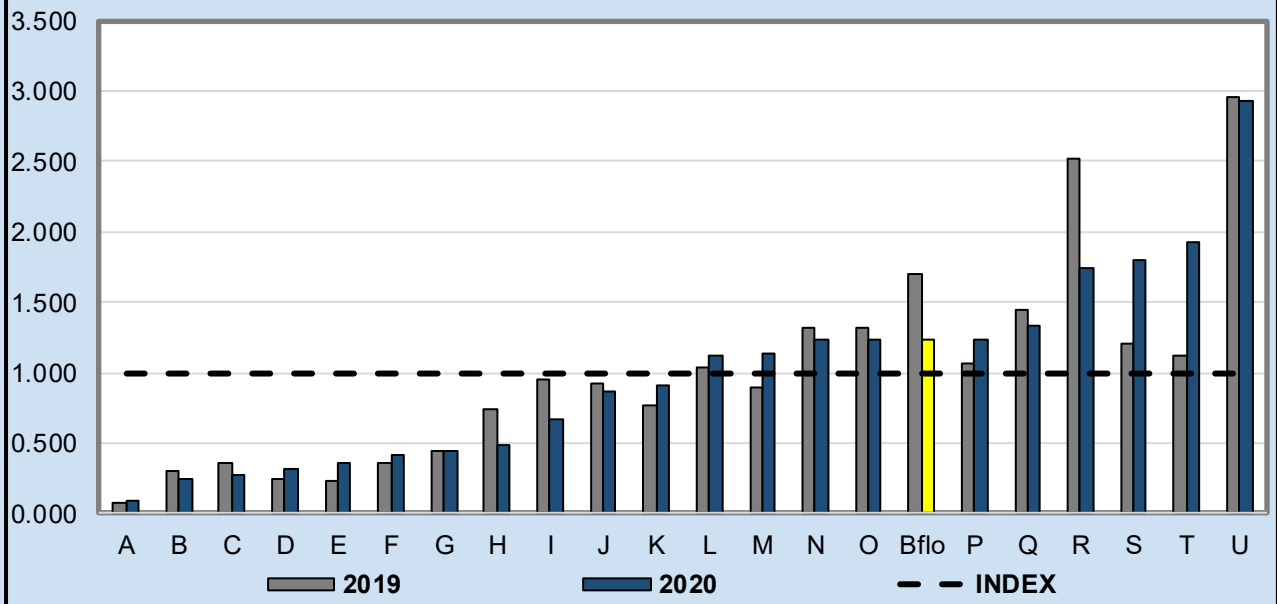
COLLISIONS

Metro operators drive over 10,000,000 miles every year in the service area. Operating the fleet, subject to various weather and road conditions, will inevitably result in some vehicle collisions. Safe driver training techniques and mechanical soundness of the vehicles allow Metro to operate safely throughout the seasons in a challenging urban environment.

**Preventable Collisions
Fixed Route**

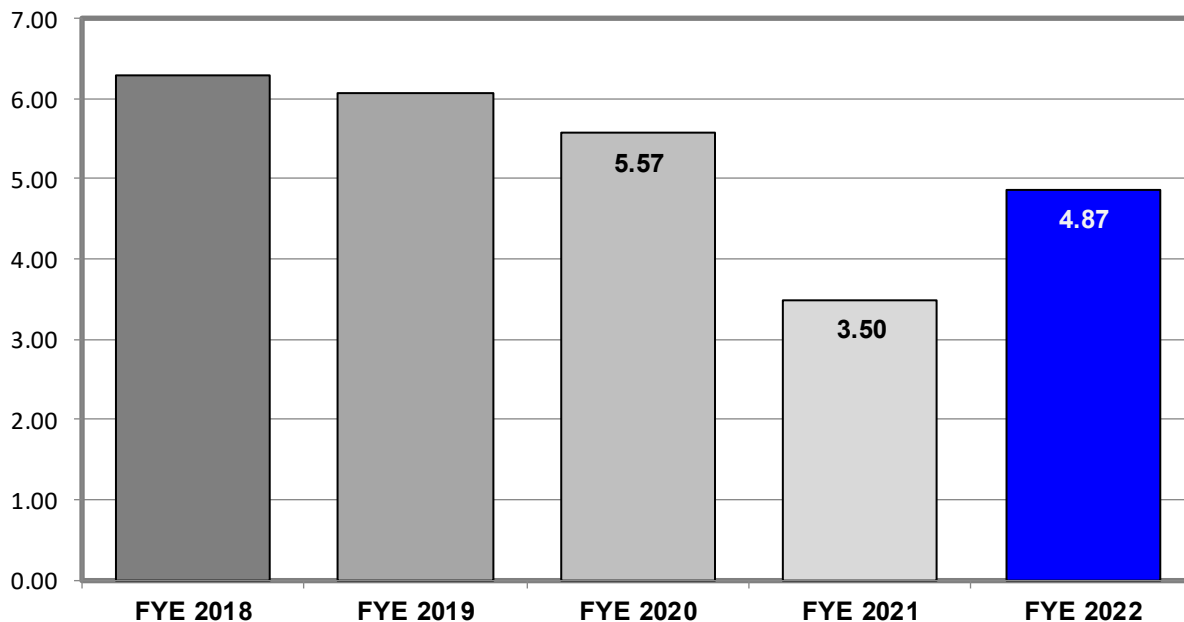


**ABBG 2020 Data - Preventable Collisions
(Indexed to Group Average = 1)**

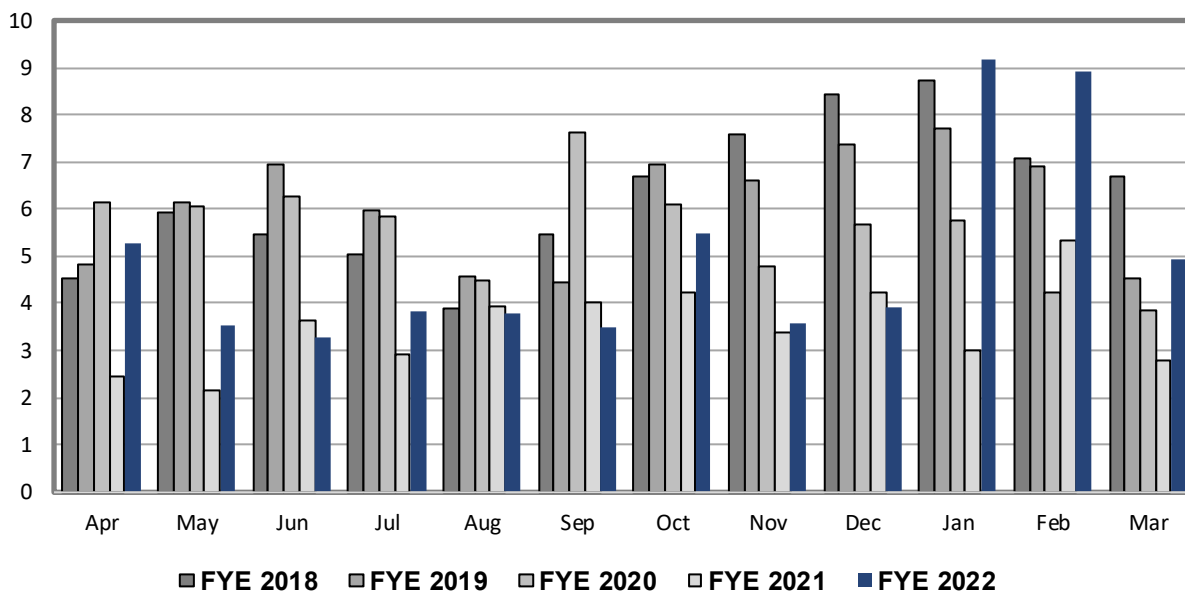


COLLISIONS

Collision Rate per 100,000 Miles Fixed-Route



Collision Rate per 100,000 Miles Fixed-Route

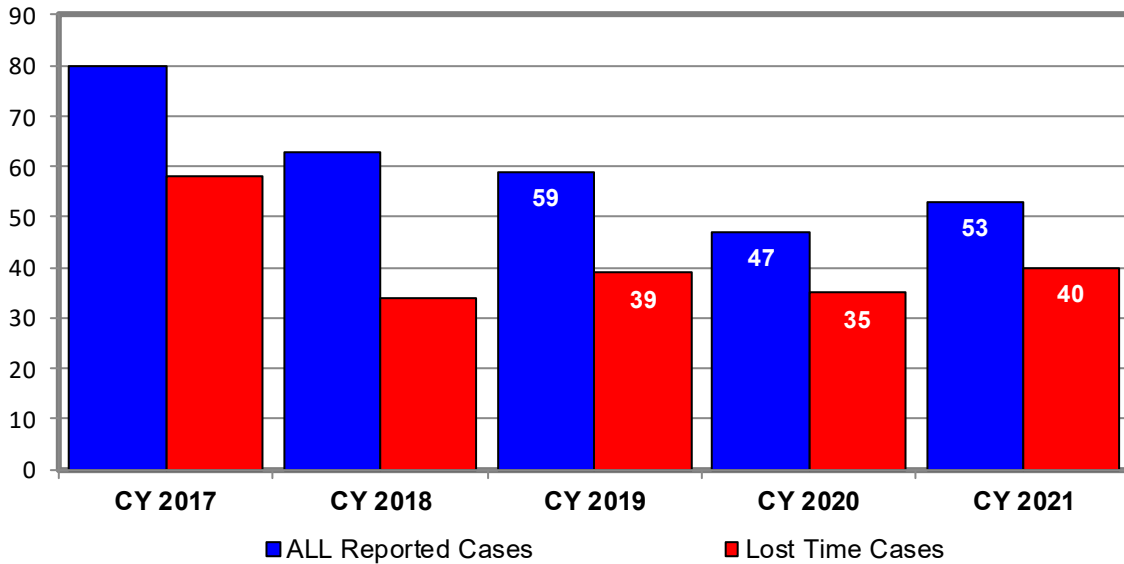


WORKPLACE

Personal injuries have a direct impact on Metro’s ability to provide reliable, cost-effective service. Regular monitoring, reporting and evaluating injuries are critical to maintaining operations and protecting our employees.

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

Reported Metro Employee Injuries

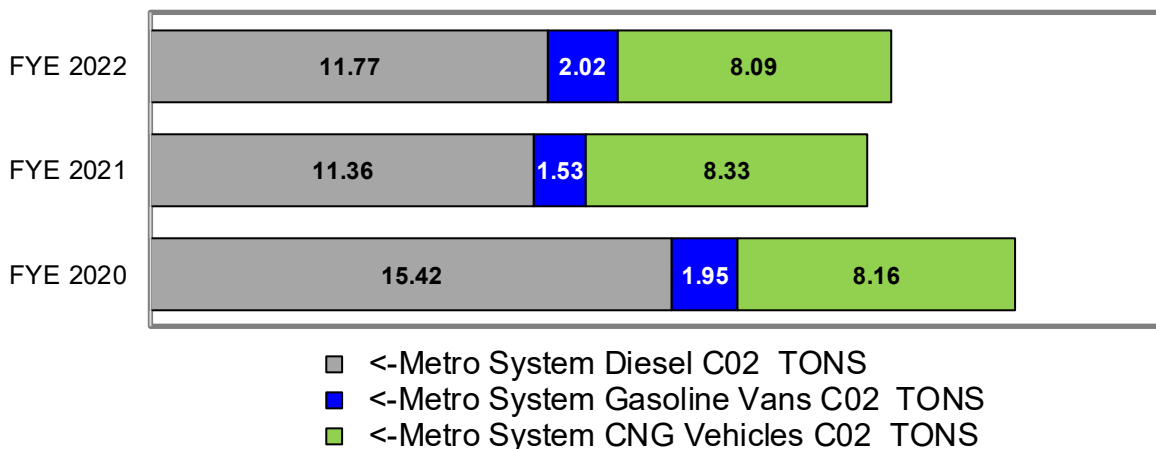


CARBON FOOTPRINT

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

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

System Vehicles Carbon Footprint Represented in Tons



Our Future

What does the future hold for Metro and its riders?

- New fare collection system with more flexibility and greater access for rider convenience
- Continued transparency and accountability through the annual Metro Performance Report
- New buses powered by alternative fuel sources creating less emissions
- Connecting Metro with its customers using social media
- Technology enhancements for improved customer communications
- Next generation Metro Bus corridors (Niagara and Bailey Streets)
- Analysis of transit alternatives to support community development
- Develop partnerships and marketing strategies to improve revenue and service

Come ride with us!





metro.nfta.com
716.855.7211
TTY 800.662.1220