



PUBLIC PARTICIPATION PLAN

2018 Revision





TABLE OF CONTENTS

Introduction	2
Engagement Approach	3
Citizens Advisory Committee	4
Public Participation Toolbox	5
Equity and Inclusion	9
Evaluation	11
Appendices	
Appendix A: Public Participation as Required by Law	
Appendix B: Social Media Policy	
Appendix C: Information Preferences Survey & Results	



INTRODUCTION

About Metro Bus & Rail

Niagara Frontier Transportation Authority Metro Bus and Rail provides public transportation services (bus, rail, and paratransit) for Erie and Niagara counties. Our mission is 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.

The NFTA Metro system, which serves almost 100,000 people each day, includes:

- 60 bus routes
- 4,600 bus stops
- A 6.4 mile light rail system
- Over 1,000 employees, including over 600 bus and rail operators

Purpose of the Public Participation Plan Revision

The purpose of Metro's Public Participation Plan (PPP) is to set goals for public participation and outreach, outline strategies to achieve those goals, and establish evaluation measures to track progress. Metro last revised its PPP in February 2015. This revision gives Metro a chance to think broadly about its outreach and participation efforts and to identify strategies to become increasingly effective at public participation.

Goals of the Public Participation Plan

The primary goals of this PPP are to:

- Reaffirm Metro's commitment to seeking public input early and often.
- Provide staff with guidance and tools for planning future public participation efforts.
- Promote active engagement of stakeholders who have been traditionally underrepresented.
- Establish effective evaluation measures to track the agency's progress in public participation .

Development of the Public Participation Plan

This PPP was developed over the course of several months.

July 2018

- Staff researched best practices for public participation plans at peer transit agencies.
- Staff developed an information preferences survey with the goal of getting input from the public on how they prefer Metro to conduct outreach.
- PPP outline, and a draft of the information preferences survey, was discussed at the Citizens Advisory Committee (CAC) meeting.

August 2018

- Information preferences survey (titled "NFTA Outreach Survey") was released to the public in English and Spanish.
- Results of the information preferences survey were compiled and incorporated into the plan on an ongoing basis.

September 2018

- Information Preferences survey closed on September 21.
- Final results of the information preferences survey were compiled and incorporated into the plan.
- Draft Public Participation Plan was presented to the CAC.

October 2018

- Staff incorporated CAC comments into the PPP.
- Staff presented the PPP to the NFTA Board of Commissioners.

Federal Requirements

As the recipient of funding from the Federal Transit Administration (FTA), Metro is committed to fulfilling federal regulations for public participation. This PPP goes above and beyond what is required for compliance with FTA guidelines. A detailed description of federal requirements can be found in Appendix A, including the following:

- FTA Program-of-Projects Requirements and Section 5307 Grant Program
- Americans with Disabilities Act (ADA)
- Title VI Adherence
- Limited English Proficiency (LEP)



ENGAGEMENT APPROACH

Metro has identified five principles that should guide all participation efforts:



Proactive

Engage the public early and often, on a regular basis, in conversations about Metro services. Conduct two-way conversations in which information is shared back and forth between customers and staff.



Inclusive

Actively facilitate the involvement of minority, low income, limited English proficiency, and disabled communities. Go out into the community rather than waiting for the community to come to Metro. Tailor engagement efforts to match community needs and preferences.



Flexible

Use a wide variety of outreach strategies and adjust as needed. Evaluate and update public participation efforts on a regular basis. Meet people where they are and make it convenient to participate.



Collaborative

Foster partnerships with community organizations, philanthropic organizations, government agencies and other potential partners. Partnerships are an efficient and effective way to broaden the reach of our public involvement efforts. Coordination and communication is crucial in working with partners to collectively address community needs.



Responsive

Provide timely responses to questions and comments from the public where possible. Build trust by demonstrating where and how public feedback is being used. Be accountable to the public by recognizing and responding to feedback.





Citizens Advisory Committee

The Citizens Advisory Committee (CAC) was established in late 2012 to support and encourage broad-based public participation. The CAC meets every other month to make recommendations and provide input to Metro Management Staff on community transit issues. These regular meetings provide opportunities for proactive, early, and continuing public participation for Metro projects, programs, and decision making. Additionally, CAC members facilitate public involvement by sharing information about surveys, events, and other participation opportunities with their communities.

CAC Mission Statement

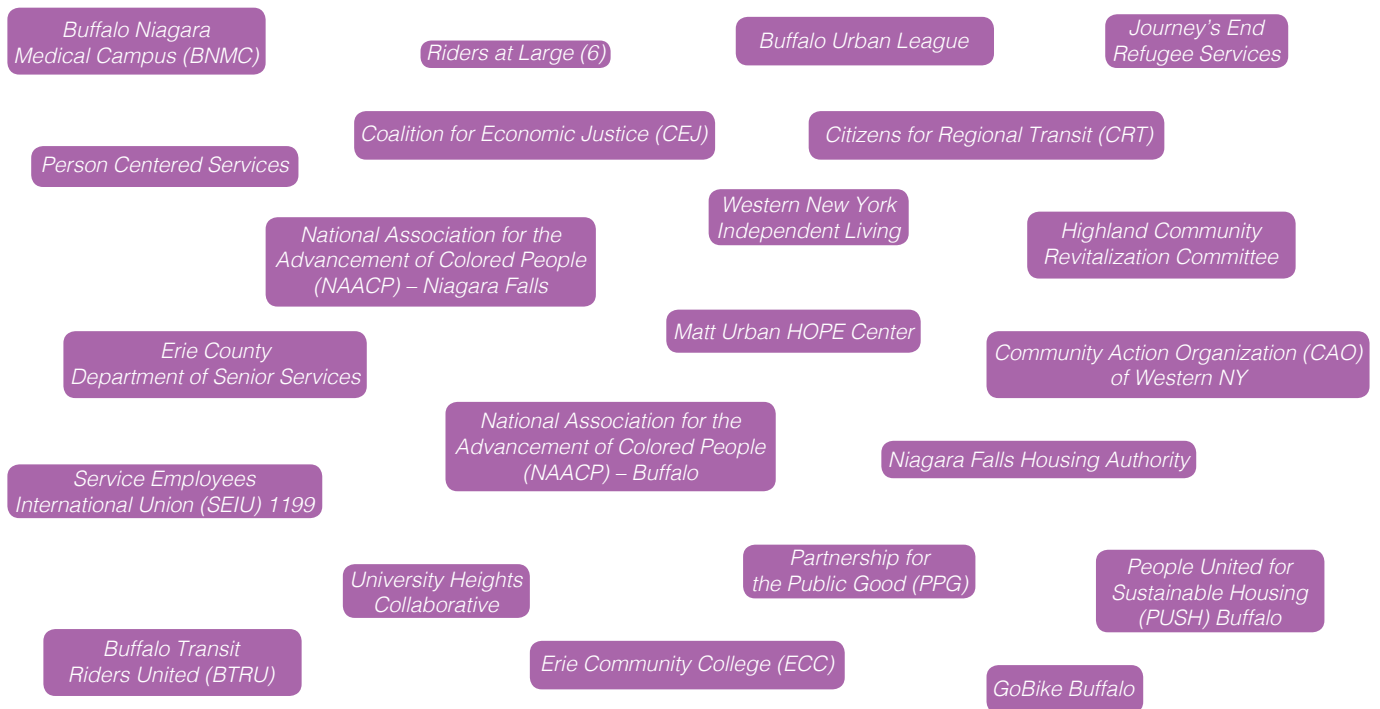
The mission of the CAC is to serve the NFTA Board of Commissioners, Metro management/staff, users and the general public in a proactive role in the development, promotion, and provision of high-quality transportation programs and services.

CAC Guiding Principles

- Value active citizen involvement as essential to the future of Metro Bus and Rail.
- Respect and consider all citizen input.
- Encourage opportunities that reflect the rich diversity of the region.
- Promote participation, based on citizen involvement opportunities, of individuals and community, business and special interest groups.
- Provide public transportation services and products that reflect the needs of the region’s diverse and unique communities.

Membership

The CAC has 28 volunteer members, including six people who ride the bus regularly (“riders-at-large”) and 22 representatives from community, governmental, and philanthropic organizations who serve transit supportive and transit dependent populations. Currently, the CAC includes the following organizations:



CAC members are appointed through an application process. The application can be found online at – metro.nfta.com/Programs/CAC.aspx

Appointed representatives serve a three-year term, limited to three consecutive terms, with consideration available for additional terms. At the end of each calendar year, Metro staff and the CAC review new applications to the CAC with the goal of filling any vacancies that may have opened up during the year.



Public Participation Toolbox

Different initiatives at Metro will require different types of public outreach. This toolbox describes many different tools that Metro may use to engage with the public. Not all strategies will be used in every initiative – a flexible and creative approach will be taken with each effort.



In Person

According to the Information Preferences survey conducted to inform this plan (see appendix C), the most convenient time for customers to attend meetings is on weekday evenings.

Open House

Open houses are held in the event of a major planning effort or a major service change. At an open house, Metro staff will bring information and materials to a given location for several hours, and the public can drop in at their convenience to talk to staff, ask questions, and voice their opinions. In addition to speaking with the public, staff may conduct surveys or provide comment cards for written feedback.

Public Workshop

Public workshops are held in the event of a major planning effort or a major service change. Workshops typically have a defined start and end time in which participants will work with staff on a specific planning activity. Staff may make a short presentation but most of the time is spent in group conversations, with small groups of participants working with staff on an activity designed to gather information, issues, and concerns about a given topic.

Public Hearing

Metro will hold a public hearing or several public hearings in the event of a major service change or a fare change. At a hearing, members of the public sign up to make a short, formal statement to NFTA leadership and to the members of the public in attendance. See Appendix A for NFTA's Public Hearing policy.

Tabling

Tabling is when Metro staff set up a table in a public space such as at a rail station, transit center, festival, or other community event. Staff brings information in the form of posters and handouts to the table and they talk with the public as they pass by. Metro frequently conducts tabling outreach, both in conjunction with major planning efforts and for regular, ongoing feedback on Metro services. Metro often conducts short surveys at these events to gather customer feedback.

Partner Events

Metro frequently attends standing (regular) meetings or one-time meetings hosted by community or agency partners. At these meetings, Metro may give a presentation, hand out information, have one-on-one or small group conversations with participants, or participate in additional ways as requested by the partner. Metro highly values partner events as an opportunity to engage with diverse groups of people. Metro may conduct a specially tailored survey to learn more about the needs of the community served by the partner.

Surveys or brief interviews on the bus/rail

Metro conducts surveys and brief interviews with passengers on the bus/rail. Staff will approach passengers on the bus/rail and ask if the passenger is willing to take a short survey. The surveys may be specific to a bus line or they may be more general customer satisfaction surveys. The goal is to engage with Metro customers in the course of their daily travels and to give them a chance to share questions and concerns with a staff member. This strategy is also useful in reaching riders who live away from the urban core, such as those using express bus service, who may be more dispersed in where they live and congregate.

Focus Groups

Focus groups are conducted around a specific question, topic, or planning process. For example, Metro conducted focus groups before undertaking the MetGo fare system change. The purpose of a focus group is to have an in-depth conversation with a group of riders about a specific topic. Focus groups help Metro identify major issues and concerns early in a process. They are often conducted by an impartial third party in order to promote an open discussion with unbiased moderators.

Rider Alerts

Metro issues Rider Alerts to make riders aware of upcoming service changes, service interruptions, and planned elevator outages. Rider Alerts are posted on buses, rail cars, at transit centers, and on social media.



Public Participation Toolbox



Online

Metro Website – metro.nfta.com

Metro’s website provides basic information about Metro, including the most up-to-date information about fares, schedules, events, programs, and news. Major engagement efforts such as public workshops, informational meetings, and public hearings are advertised on the Metro website. The Metro website is the most common way that customers currently receive information, and is the preferred way for Metro to share important announcements (eg. about service changes) and information about upcoming events.

Instant Updates (text/email) 

Anyone can sign up on the NFTA website to receive Instant Updates by text or email. Instant Updates are sent out to alert users to Metro bus route changes, bus/rail cancellations, special events, news, public meetings, and more. Upon sign up, users indicate which bus routes or topics they would like to receive updates about. Metro’s recent survey indicates that Instant Updates are one of the most popular ways that current customers hear important announcements.

Social Media

Metro maintains Facebook, Twitter, and Instagram accounts. We use these accounts to provide information to the public including Rider Alerts, event information, service changes, job opportunities, and more. While the public can leave comments on Metro’s social media pages and we are sometimes able to respond, social media is not intended to be used as a feedback mechanism. Users should call or email with feedback. See Appendix B for the NFTA’s Social Media policy.

Email Us

You can send an email with questions, comments, compliments, or concerns to: info@nfta.com. The email will be directed to the appropriate department within the NFTA. You can expect a response in 10-14 days, although comments or complaints that require significant investigation may take longer.

Online Surveys

Online surveys are a popular way for customers to provide feedback on a certain topic, or as follow up to a meeting. Online surveys are distributed via the website, Instant Updates, and social media. Surveys are also offered in paper version, and are conducted at events, through partners, and at customer care centers.



By phone

Call Metro to speak with Customer Care at 716-855-7211 (option 0). Customer Care is open Monday through Friday, 6 a.m. to 6 p.m. They will make sure your question or comment is directed to the right department. They can also provide real time bus schedule information and help design trips for passengers. Outside business hours, automated assistance is available on this phone line.



By mail

You can write a letter to the NFTA at:
Niagara Frontier Transportation Authority, 181 Ellicott Street, Buffalo, NY 14203.





Public Participation Toolbox Summary

I want to ...	Get Information	Give Feedback	Talk to Metro Staff one-on-one	Talk to Metro staff in a small group setting	Make a formal statement to the NFTA or to a large group	Provide written feedback
NFTA website	<input checked="" type="checkbox"/>					
Instant Updates	<input checked="" type="checkbox"/>					
Rider Alerts	<input checked="" type="checkbox"/>					
Social Media	<input checked="" type="checkbox"/>					
Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Letter		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Open House	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Public Workshop	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Public Hearing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tabling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
Partner Events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Surveys		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Focus Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		



Public Participation Toolbox Summary



Contact Us



Get Involved



Get Info



Call
(716) 855-7211



Email
info@nfta.com

Apply for the



Attend a
focus group



Visit our
Community Table



Take a survey



Attend an
open house



Attend a
public workshop

Look for
Rider Alerts



Follow us on
social media



Sign up for
Instant Updates



Check out
metro.nfta.com





Equity and Inclusion

Metro is committed to developing public participation strategies that encourage engagement among traditionally under-represented populations, including minority, low income, limited English proficiency, and disabled community members. Below, we describe target populations and identify engagement methods that are recommended based on the Information Preferences survey and a review of best practices nationwide.

Minority Populations

Metro uses the FTA’s definition of minority populations, which includes all categories of race on the American Community Survey (ACS) other than Caucasian/White alone. This includes: Black or African American, American and Alaska Native, Asian, Native Hawaiian and Other Pacific Island, Some Other Race, Two or more races.

Metro identifies minority populations by analyzing American Community Survey (ACS) map data, using our onboard survey, and by working with community partners. Many CAC member organizations serve minority populations.

According to ACS data and the most recent onboard survey conducted in partnership with the Greater Buffalo-Niagara Regional Transportation Council (GBNRTC), minorities make up 26% of the population in the Metro service area and 61% of Metro riders.

All of the tools in Metro’s toolbox are relevant to minority populations in the Metro service area. The Information Preferences survey conducted for this plan and a review of best practices suggests that the following outreach techniques are popular among minority customers:

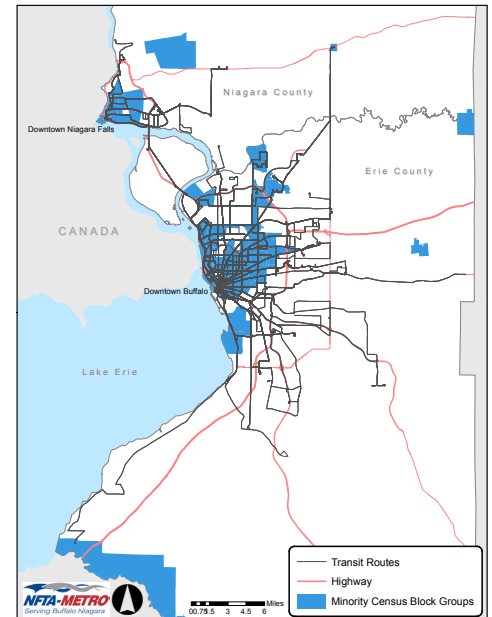
- Instant Updates (text/email)
- NFTA Metro website
- Posters on board the bus/rail (Rider Alerts)
- Social media
- Tabling in communities with high minority populations
- Attending partner events

Low-Income Populations

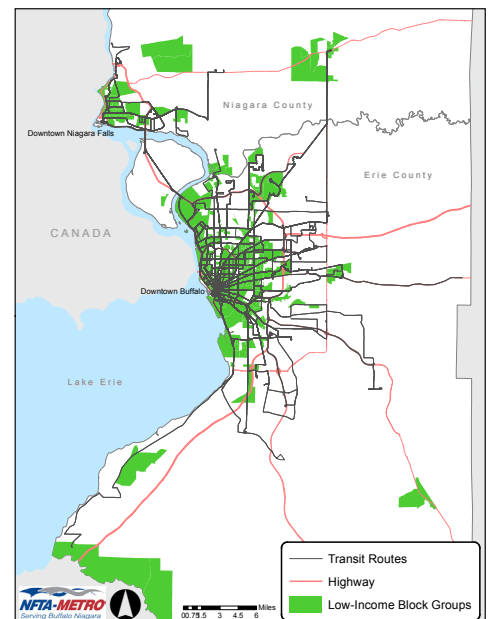
Low-income populations are those in which the median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Metro identifies low-income populations using U.S. Census data and by partnering with community organizations who serve this population. According to our 2017 onboard survey, 58% of Metro riders are low-income, and an additional 16% are classified as being at risk of becoming low-income.

Many of the tools in our Public Participation Toolbox can be used to reach low-income populations, but the following are likely to be particularly useful:

- Engaging with community partners and social services organizations to better understand the needs of this population
- Tabling in low-income communities. Bringing engagement to locations where people are already congregating, such as at festivals, community events, or transit stations makes it more convenient for people to participate in the NFTA processes.



Minority Population in Erie & Niagara Counties – Census block groups in which percent of Minority population exceeds Metro service area average



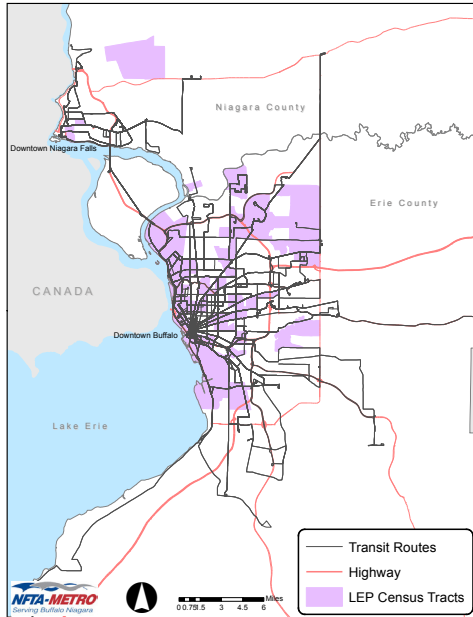
Low-Income Population in Erie & Niagara Counties – Census block groups in which percent of low-income population exceeds Metro service area average



Equity and Inclusion

Limited English Proficiency (LEP) Populations

LEP populations are households where individuals do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English, or households where no one over age 14 speaks English.



LEP Population in Erie & Niagara Counties – Census tracts in which percent of LEP population exceeds Metro service area average

Metro identifies LEP populations through analyzing American Community Survey data, our Onboard Survey, and through working with community partners. Several current or former CAC member organizations serve LEP communities, including Journey’s End Refugee Services (current), Hispanics United of Buffalo (former), and Buffalo Immigrant and Refugee Empowerment Coalition (former).

According to the 2017 Onboard Survey, 96.3% of Metro customers report a high level of English proficiency, but only 77% speak English at home. Almost 8% speak Spanish at home, and the remaining 15% speak Arabic, French, Karen, Burmese, Nepali, Somali, Bengali/Bangla, Swahili, or another language at home.

Techniques that Metro will focus on using to reach LEP populations include:

- Partnering with community organizations to provide information and training to LEP populations in the desired languages.
- Partnering with community organizations to conduct culturally sensitive outreach events and surveys in target communities.
- Providing online and printed information in multiple languages and translators at meetings where necessary.

Disabled Community

Metro is committed to continuously improving transit access for all people and we recognize that engagement of individuals with disabilities is very important in reaching this goal. The NFTA Accessibility Advisory Committee meets on the last Thursday of each month (September – June) at 2:00 p.m. Membership on the committee is open to the public. Attendees may bring suggestions, questions, and concerns about the NFTA’s accessible services and programs for the disabled. Individuals who are interested should call the ADA/EEO Administrator at 716-855-7286 or TTY/Relay 711 or 1-800-662-1220.

The disabled community is also represented on the Citizens Advisory Committee through Western New York Independent Living and Person Centered Services, two organizations that explicitly serve this community.

In addition to engaging with representatives on the Advisory Committees, techniques that may help Metro reach individuals with disabilities include:

- Engaging with community partners and self-advocacy organizations to better understand the needs of this population
- Tabling and presenting at partner events
- Conducting surveys to gather additional information about specific needs and opinions



Evaluation

Metro will monitor and evaluate public participation efforts in order to track the agency’s progress in achieving a higher level of public participation.



Online Tools – Website, Instant Updates, Social Media, Email, Survey

Measure	Explanation
Number of emails received by the NFTA with transit-related comments/feedback	Tracking the number of emails received over time will help us understand whether the public is aware that they can email Metro and whether they feel it is worthwhile to do so.
Number of contacts/ organizations in our email database + number of emails sent out to this group	In conjunction with the PPP update and the Outreach Survey, we are compiling an email database of organizations to reach out to with participation opportunities (beyond the CAC). This will help us share important information with as many people as possible.
Number of people enrolled in Instant Updates	Instant Updates are a crucial communication tool that helps Metro alert riders to service interruptions and other important announcements. Having more people enrolled in Instant Updates means that more people will receive this information and will be able to plan accordingly.
Percentage of service interruptions that are reported via Instant Updates	Not all service changes (cancellations, reroutes, etc) are sent out as Instant Updates. Metro is working to improve communication channels to ensure that all service changes are sent out via Instant Updates so that riders are aware of these changes.
Number of surveys completed	Surveys are an important tool for seeking feedback on specific issues. Increasing the number of surveys completed will improve the quality of Metro data and allow us to make fully informed decisions.
Demographics of survey participants (demographic questions always optional)	Tracking the demographics of survey participants will help Metro understand if we are reaching and hearing from affected communities.
Percent of surveys in which results are reported back to the public	In order to recognize that survey feedback is being heard and understood, survey results should be released back to the public.
Media Mentions for Metro Bus and Rail	Media mentions are the number of times Metro Bus and Rail are mentioned in traditional news outlets (print, TV, radio, web). More media mentions help keep the community up-to-date on our initiatives and operational changes.



Evaluation



In Person Tools – Open House, Public Workshop, Public Hearing, Tabling, Surveys, Focus Groups

Measure	Explanation
Number of participants who attend meetings/ activities	Tracking the number of participants at meetings and activities will help Metro understand if the event was sufficiently publicized and if the event is convenient for the public to attend.
Percent of meetings/ activities in which results are reported back to attendees	In order to recognize that feedback is being heard and understood, meeting results should be released back to meeting attendees.
Customer satisfaction surveys at regular events	Metro conducts customer satisfaction surveys at tabling events and on the bus. Tracking customer satisfaction helps Metro identify problems and plan improvements.



CAC –

Measure	Explanation
CAC self-assessment average rating	The CAC completes an annual self-assessment that asks committee members to indicate their level of satisfaction with different aspects of the committee. The assessment helps staff evaluate committee member satisfaction and identify problem areas for further discussion.



Partnerships –

Measure	Explanation
Number of presentations made to/with partner organizations	The number of events conducted with partners will help us measure whether we are reaching out to partners and offering information and activities that partners find valuable. Holding more events with partners will increase the reach of our public participation efforts.

Appendix A: Public Participation as Required by Law

Table of Contents

Title VI – Your Rights Under Title VI of the Civil Rights Act of 1964	A1
Title VI Adherence.....	A2
Limited English Proficiency (LEP) Plan	A3
FTA Program-of-Projects Requirements and Section 5307 Grant Program	A3
Americans with Disabilities Act (ADA)	A3
Public Hearing Policy.....	A4

Title VI – Your Rights Under Title VI of the Civil Rights Act of 1964

Your Rights Under Title VI of the Civil Rights Act of 1964

NFTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the NFTA Equal Employment Opportunity Office, located at 181 Ellicott Street, Buffalo, NY 14203, or visit the public information section of nfta.com.

NFTA está comprometido a garantizar que ninguna persona sea excluida de participar en, o negado los beneficios de, o que sea sujeto a discriminación al recibir servicios en base a raza, color u origen nacional como protegidos por el Título VI de los Derechos Civiles. Si usted cree que ha sido sujeto a discriminación bajo el Título VI, puede presentar una queja por escrito ante la Oficina de Igualdad de Oportunidades de Empleo de NFTA, ubicada en 181 Ellicott Street, Buffalo, NY 14203 o visite la sección de información pública de nfta.com.



NFTA’s Notice to Beneficiaries is posted throughout all NFTA Facilities including reception desk, meeting rooms, stations, transit vehicles (buses, trains) and on our website (nfta.com). NFTA has multiple sub-recipients, all which have their notice posted as well. A list of locations is included below.

NFTA Title VI Notice Posting Locations

- All Revenue Vehicles (Buses & Paratransit and Rail Cars)
- Conference Rooms
- Website
- Rail Station
- Reception Desk (MTC)
- Frontier Station
- Babcock Station
- Cold Spring Station
- Niagara Falls Transportation Center

Title VI Adherence

Metro's planning process is sensitive to the needs of minority and low-income communities. As a federally funded transit provider, through the Federal Transit Administration, Metro has a responsibility to adhere to the objectives of Title VI of the Civil Rights Act of 1964. The objectives of the FTA Title VI program are as follows:

- To ensure FTA-assisted benefits and related services are equitably distributed without regard to race, color or national origin.
- To ensure that both the level and quality of transit services provide equal access and mobility for any person without regard to race, color or national origin.
- To ensure that access to the planning and decision-making process is open and without regard to race, color or national origin
- To ensure that decisions on the location of transit facilities and services are made without regard to race, color or national origin.

These objectives are the basis for the implementation of the FTA Title VI program. To comply with these objectives, Metro has adopted the suggested methodology and framework set forth in the Title VI reporting guidelines (FTA Circular 4702.1B, Chapter IV) for compliance assessment.

By using this methodology, Metro will monitor and compare performance of all its routes based on level of service and quality of service criteria. To facilitate this evaluation, Metro will continue to collect data relating to its service standards, such as load factor, vehicle assignment, frequency, and on time performance. These analyses will be conducted on a route-by-route basis, thus enabling a system-wide evaluation. The findings of these analyses will be used to modify service delivery, to bring it in line with the stated objectives of the Title VI program, where a variance exists. Metro has submitted a report to FTA, which documented the results of this methodology and showed Metro's compliance with the Title VI regulations. The FTA approved NFTA's current Title VI program on November 14, 2012. NFTA submitted the 2018 update to the Title VI program in August 2018 and FTA approval is pending. The full submission can be found on NFTA's website at:

http://www.nfta.com/pdfs/2018/public_info/TitleVI2018NFTASubmission.pdf

In the event of a proposed fare or major service change, Staff will conduct a Service and Fare Equity Analysis required by FTA for compliance with Title VI of the Civil Rights Act of 1964 to assess the effects of such a change on minority and low-income populations during the planning of such changes which will

address alternatives available for people affected by the changes. The Analysis will also apply the Disparate Impact threshold and the Disproportionate Burden threshold to the major service changes or changes in fares. The results of the Analysis will be reported to the NFTA Board prior to any public discussion or implementation of the proposed changes.

Limited English Proficiency (LEP) Plan

To improve contact with Limited English proficiency populations, the NFTA website contains a language translator. Using “Google Translator” all pages can be viewed in multiple languages.

In addition, NFTA offers a service called Language Line for translation. All schedules are printed in Spanish. “I Speak” cards are available at points of contact with the public.

NFTA also includes organizations that represent LEP individuals as stakeholders in workshops, public hearings and the CAC.

FTA Program-of-Projects Requirements and Section 5307 Grant Program

While a Federal Transit Administration grant applicant may choose to maintain a separate approach for complying with the public participation requirements of 49 U.S.C. Section 5307(c)(1) through (c)(7) concerning the applicant's proposed Section 5307 grant program, the grant applicant is encouraged to integrate compliance with these requirements with the locally adopted public involvement process associated with the TIP. Grantees that choose to integrate the two should coordinate with the MPO and ensure that the public is aware that the TIP development process is being used to satisfy the public hearing requirements of Section 5307(c). The grant applicant must explicitly state that public notice of public involvement activities and time established for public review and comment on the TIP will satisfy the program-of-projects requirements of the Urbanized Area Formula Program. A project that requires an environmental assessment or an environmental impact statement will involve additional public involvement, as presented in joint FHWA/FTA environmental regulations, "Environmental Impact and Related Procedures," 23 C.F.R. Part 771.

The NFTA works directly with the MPO, the Greater Buffalo-Niagara Regional Transportation Council (GBNRTC) to develop the TIP. The public involvement activities and the time established for public review and comment on the TIP satisfies the program-of-projects requirements of the Urbanized Area Formula Program.

Americans with Disabilities Act (ADA)

The American with Disabilities Act (ADA) of 1990 encourages the involvement of people with disabilities in the development and improvement of transportation and paratransit plans and services. In accordance with ADA guidelines, all meetings conducted by the NFTA take place in locations that are accessible to persons with mobility limitations. Also, auxiliary aids and services when necessary to ensure effective communication, unless an undue burden or fundamental alteration would result, must be furnished to allow a person with a disability to participate. “Auxiliary aids” include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunication devices for deaf persons (TDD’s), videotext displays, readers taped text, brailled materials, and larger print materials. NFTA public meeting notices specify that special accommodations will be provided upon request.

Public Hearing Policy

THE SOLICITING OF PUBLIC COMMENT AND CONDUCTING A TITLE VI SERVICE AND FARE EQUITY ANALYSIS ON TRANSIT SERVICE AND FARE CHANGES

**Adopted by the Board of Commissioners March 26, 2012
Reaffirmed by the Board of Commissioners April 24, 2014**

NFTA policy is to disseminate information and to solicit and respond to public comment on bus/rail service and fare changes to the extent reasonable and practical. Specific elements of this policy are as follows:

1. Except when impossible because of an emergency condition, advance notice of not less than one week will be given to the affected public of minor route and schedule changes. Methods of providing such notice include but are not limited to distribution of revised timetables, handouts, posted notices and/or media releases. In addition, one month's advance notice of any permanent route change will be provided to the chief elected official of any affected local government entity, if possible.
2. Major Service changes or any change in the fare structure will be submitted to the NFTA Board prior to any public discussion or implementation. A major service change for big bus or rail service is defined as a change or changes in any route other than a school tripper route 1) that increases or decreases the number of daily bus or rail car trips on any route by 25% or more, 2) changes the permanent length of a route by 25% or more, or 3) is otherwise considered by staff as having significant impact on our riders. A major service change for MetroLink service is defined as a change or changes 1) that impact 5% or more of Metro's overall fixed route bus and rail annual service hours, or 2) is otherwise considered by staff as having significant impact on our riders.
3. If a major service change involves a reduction in service, or a change in fares is proposed, the NFTA Board will be requested to authorize a formal solicitation of public comment. A notice of the proposed change(s) will be published in a newspaper of general circulation and also, if applicable, in newspapers oriented to the specific groups or communities affected and in buses and rail cars. Such published notices will include information as to the date, time and location of any public hearings. Not sooner than thirty days after the notices are published and posted at least one public hearing shall be held. Special promotional fares are not included in the requirements of this section.
4. Staff will conduct a Service and Fare Equity Analysis required by FTA for compliance with Title VI of the Civil Rights Act of 1964 to assess the effects of a proposed fare or major service change on minority and low-income populations during the planning of such changes. The Service and Fare Equity Analysis will also apply the Disparate Impact threshold and the Disproportionate Burden threshold to the major service changes or changes in fares as follows:

- A. Title VI Disparate Impact Policy – A twenty percent (20%) threshold above which an impact will be deemed “a statistically significant disparity.” If the percentage difference between the minority population affected by the service or fare change more than twenty percent (20%) above the minority population of the overall service area, a disparate impact exists.

- B. Environmental Justice Disproportionate Burden Policy – A twenty percent (20%) threshold above which an impact will be deemed “a statistically significant disparity.” If the percent difference between low-income population affected by the service or fare change is more than twenty percent (20%) above the low-income population of the overall service area, a disproportionate burden exists.

The Analysis will also address alternatives available for people affected by the changes. The results of the Analysis will be reported to the NFTA Board prior to any public discussion or implementation of the proposed changes.

5. Staff will consult with private operators as required by NFTA policy on new and restructured service. Such consultation will occur after the proposal is submitted to the NFTA Board but prior to securing final Board approval. A report of the results of the consultation shall be given to the NFTA Board.

6. A report of all public comments received and the responses given, as well as the results of the consultation with private operators will be given to the Board. Recommended changes in the proposal as a result of public comment or the consultation with private operators may also be presented.

7. Following completion of the process described in paragraphs 2 through 6 above, the NFTA Board may authorize staff to implement the changes or may direct other action. Final public notice of major changes in service or any changes in the fare structure will be given by the methods stated in paragraph 1 above, at least ten days in advance of the effective date of the change.

8. Appropriate Erie County officials will be notified of any change that either eliminates a bus route or reduces service on a route by more than 10%, as required by the agreement between NFTA and Erie County.

Appendix B: NFTA Metro Social Media Policy

Social media is an important form of communication and a valuable tool in NFTA Metro’s public participation toolbox. Social media channels allow NFTA Metro to reach a broader audience and provide a forum for people to share relevant and timely information on NFTA Metro activities and services.

NFTA Metro values the communication and engagement opportunities afforded by social media. Because there are many ways that individuals, companies, and agencies use social media, NFTA Metro has developed the following guidelines.

Guidelines

NFTA Metro operates and maintains its social media sites to provide information to the public about NFTA Metro services, projects, events, and activities. It is used to supplement traditional communication methods. Social media sites that may be used are (but not limited to): Facebook, Twitter, Instagram, LinkedIn, and YouTube.

One of the most valuable aspects of social media is the ability for individuals and organizations to share content. NFTA Metro encourages other organizations and individuals to share relevant content from NFTA Metro’s social media pages with the goal of reaching more people with valuable information.

NFTA Metro uses social media primarily to spread information rather than to collect feedback. While NFTA Metro social media sites are closely monitored, information received from social media users in the form of comments, @replies, direct messages, or any other method allowed by third-party social media sites will be treated as discussion and do not constitute official public comment to NFTA Metro. To submit official comments, users should call NFTA Metro at (716) 855-7211 or email info@nfta.com.

Information received on social media may be summarized and shared with NFTA Metro staff, leadership, or Board of Commissioners. The use of social media will follow all federal, state, and local related laws and/or policies regarding the sharing of information, collection of data, and archiving.

Content

NFTA Metro may use social media channels to share Rider Alerts and other service updates, employment opportunities, surveys, event information, and other content relevant to NFTA Metro customers, visitors, and the general public.

Public comments on NFTA Metro-generated content should be limited to comments related to the posted topic. NFTA Metro social media channels are not the proper place to express opinions or beliefs not directly related to subjects or areas in which NFTA Metro conducts its business.

NFTA Metro may share articles, websites, or online information produced by outside sources as appropriate. NFTA Metro may share these items as “information only” and does not endorse, support or have responsibility for the accuracy of these items.

NFTA Metro does not allow explicit or profane language or content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status

with regard to public assistance, national origin, physical or mental disability or sexual orientation, nor is sexual content or links to sexual content allowed.

NFTA Metro does not allow solicitations or advertisements or comments that include spam.

NFTA Metro does not allow comments that suggest, encourage, or incite illegal activity, comments containing specific or imminent physical threats, or comments that may tend to compromise the safety or security of NFTA, the public or public systems.

NFTA Metro social media channels are not open to comments promoting or opposing any person campaigning for election to a political office or promoting or opposing any ballot proposition.

NFTA Metro does not allow comments infringing on copyrighted or trademarked material, or any other unlawful comments.

NFTA Metro reserves the right to remove any material on their social media sites which violates this policy. If available, NFTA Metro may also use a social media site's "blocking" feature for repeat offenders of the content guidelines.

User Privacy

Summary

NFTA Metro does not collect or store the personal information of social media users except when required by law.

Details

NFTA Metro recognizes and respects the privacy of users of social media users. When users choose to provide the agency with personal information, NFTA Metro will act in a responsible manner. NFTA Metro may store and disclose personal information as allowed or required by applicable law, including making disclosures that are necessary or advisable to (i) protect the rights, safety or property of NFTA or others and (ii) conform to legal or regulatory requirements. Unless authorized by you, NFTA Metro will not trade, sell or rent your personal information but may collect and/or provide aggregate statistics about its web site and users to other parties. NFTA Metro has no intention of collecting any personal data from individuals under 13 years of age.

This site does contain links to other web sites and NFTA does not control the privacy policies of those sites. Accordingly, NFTA does not make any representations concerning the privacy practices or terms of use of such sites, nor does NFTA control or guarantee the accuracy, integrity, or quality of the information in any form available on such sites.

Please note that social media sites such as Facebook or Twitter may have their own privacy policies that may differ from NFTA.

This policy statement is subject to amendment or modification at any time to ensure its continued use is consistent with its intended purpose. Questions or concerns regarding NFTA Metro presence on social media should be directed to info@nfta.com.

Appendix C: Information Preferences Survey & Results

NFTA Metro conducted an Information Preferences survey in order to learn more about how our customers want us to reach out to them and how they want to communicate with us. We received over 700 responses.

The survey was available online in English and Spanish from August 20 to September 21, 2018. It was publicized weekly on NFTA Metro social media channels. It was shared through social media or email listserves by the following CAC organizations: Buffalo Transit Riders United, Citizens for Regional Transit, Community Action Organization of WNY, Partnership for the Public Good, Go Bike Buffalo, Journey's End Refugee Services, NAACP Buffalo, and the NAACP Niagara Falls. The Greater Buffalo Niagara Transportation Council, Buffalo State, and the University at Buffalo also sent the survey out to their email listserves.

The survey was available in paper copy at the Customer Care desk in the MTC bus station at 181 Ellicott St, the Niagara Falls Housing Authority, the Puerto Rican and Hispanic Day Parade/Festival (August 18-19), the BNMC Clean Vehicle event (Sept 20), and Good for the Neighborhood West Side (October 11).

In this appendix, we have provided the following:

1. Copy of survey in English and Spanish (p. C1-C3)
2. Summary of survey results (p. C4 - C7)
3. Demographic analysis of survey results (p. C8 - C26)
4. Full survey results (p. C27-C53)



NFTA-METRO Outreach Survey
How do you want us to reach out to you?

1. Have you ever attended a public meeting or workshop to provide NFTA-Metro with feedback on potential projects and service changes?

- Yes No Unsure

2. How do you currently receive information from Metro?

Select all that apply.

- Metro website Calling NFTA-METRO Customer Service
 Printed schedules Printed (newspaper) advertisements
 At the bus stop Social media (Facebook, Twitter)
 Other websites Large posters at transit centers
 Word of mouth Google/Google Transit
 Radio TV
 Posters onboard the bus/rail (Rider Alerts)
 Email /Text Message (Instant Updates)
 Other (please explain _____)

3. If Metro has an important announcement (for example, a service change), how do you want us to share this information? Select all that apply.

- Metro website Printed (newspaper) advertisements
 Radio TV
 Social media (Facebook, Twitter)
 Large posters at transit centers
 Posters onboard the bus/rail (Rider Alerts)
 Email /Text Message (Instant Updates)
 Announcement from community group
 Other (please explain _____)

4. How should Metro spread the word about upcoming meetings, events, or opportunities to get involved? Select all that apply.

- Metro website Printed (newspaper) advertisements
 Email Social media (Facebook, Twitter)
 Text Message Postcard or letter in mail
 Posters onboard the bus/rail (Rider Alerts)
 Large posters at transit centers
 Announcement from community group
 Radio announcement
 Other (please explain _____)

5. What time is best for you to attend a meeting or event?

Select 1.

- Business hours (8am to 5pm)
 Weekday lunch hour (12pm to 1pm)
 Weekday evenings (5pm to 7pm)
 Weekends
 Other (please explain _____)

6. What is the best location for you to attend a Metro meeting or event? Select 1.

- Downtown Buffalo
 Downtown Niagara Falls
 In the community affected by the proposed change
 Other (please explain _____)

7. How are you most comfortable sharing your views at meetings? Select 1.

- Large group discussion Electronic voting
 Small group discussion Written survey
 One-on-one discussion Comment card
 Written material in my preferred language
 Speaking at a hearing
 Other (please explain _____)

8. What is the best way to present information to you at a meeting? Select 1.

- Information online for review before meeting
 Live presentation at meeting
 Tabletop display to look at before/during meeting
 Map, chart, or other visual aids at meeting
 Other (please explain _____)

9. In addition to a meeting, what is the best way for you to provide Metro with information? Select 1.

- Online survey Mail back survey
 Comments by email Focus group
 Call NFTA-Metro's customer service line
 Write letter
 Other (please explain _____)

10. NFTA-Metro would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of our actions after meetings? Select 1.

- NFTA-Metro website Email Regular mail
 Social media (Facebook, Twitter)
 Other (please explain _____)

11. Can you name any community groups, educational organizations, or religious groups that you know about where NFTA-Metro could send information about upcoming changes, projects, and participation opportunities?

The following questions are optional. They will help us in our effort to reach different populations with this survey.

What is your age?

- Under 16 19-24 35-49 65 or older
 16-18 25-34 50-64

Are you of Hispanic, Latino, or Spanish origin?

- Yes No Unsure

Which of the following best describes your race? Select all that apply.

- American Indian or Alaska Native
 Asian Black or African American
 Native Hawaiian or Other Pacific Islander White

I identify my gender as:

- Male Female
 Other (_____) Prefer not to say

What is your zip code? _____



NFTA-METRO Encuesta de Alcance
¿Cómo quiere que NFTA-Metro lo Contacté?

1. ¿Alguna vez asistió a una reunión pública o taller para proporcionar a NFTA-Metro comentarios sobre posibles proyectos y cambios en los servicios?

- Sí No Inseguro

2. ¿Cómo recibe actualmente información de Metro?

Seleccione todas las que correspondan.

- Sitio web de NFTA Metro Horarios impresos
 Google / Google Transito Televisión
 En la parada de autobús Radio
 Anuncios impresos (de periódicos) Otros sitios web
 Redes sociales (Facebook, Twitter) Boca a boca
 Llamando a Servicio al cliente de NFTA
 Carteles a bordo del autobús / tren (Alertas de pasajeros)
 Carteles grandes en los centros de tránsito
 Correo electrónico / mensaje de texto
 Otro (por favor explique _____)

3. Si Metro tiene un anuncio importante (por ejemplo, cambio de servicio), ¿cómo desea que compartamos esta información? Seleccione todas las que correspondan

- Anuncio del grupo de la comunidad Sitio web de NFTA Metro
 Anuncios impresos (de periódico) Radio
 Redes sociales (Facebook, Twitter) Televisión
 Carteles a bordo del autobús / tren (Alertas de pasajeros)
 Carteles grandes en los centros de tránsito
 Correo electrónico / mensaje de texto
 Anuncio del grupo de la comunidad
 Otro (por favor explique _____)

4. ¿Cómo deberíamos difundir las próximas reuniones, eventos u oportunidades para involucrarnos? Seleccione todas las que correspondan

- Sitio web NFTA Metro Anuncio de Radio
 Correo electrónico Anuncios impresos (de periódico)
 Mensaje de texto Postal o carta en el correo
 Carteles a bordo del autobús / tren (Alertas de pasajeros)
 Carteles grandes en los centros de tránsito
 Anuncio del grupo de la comunidad
 Redes sociales (Facebook, Twitter)
 Otro (por favor explique _____)

5. ¿A qué hora del día es mejor que asista a una reunión o evento de Metro? (elijá 1)

- Horario comercial (de 8:00 a.m. a 5:00 p.m.)
 Horario del almuerzo de lunes a viernes (de 12:00 a 1:00 p.m.)
 Tardes de lunes a viernes (de 5 p.m. a 7 p.m.)
 Fines de semana
 Otro (por favor explique _____)

6. ¿Cuál es la mejor ubicación para asistir a una reunión o evento de Metro? (elijá 1)

- Downtown Buffalo Downtown Niagara Falls
 En la comunidad que se verá afectada por el cambio
 Otro (por favor especifique _____)

7. ¿Cómo se siente más cómodo compartiendo sus puntos de vista en una reunión de Metro? (elijá 1)

- Discusión en grupo grande Encuesta escrita
 Discusión uno-a-uno Tarjeta de comentario
 Votación electrónica Hablando en una audiencia
 Discusión en grupos pequeños (menos de 10 personas)
 Material escrito traducido en mi idioma preferido
 Otros (especifique _____)

8. ¿Cuál es la mejor manera de presentarle información en una reunión? (elijá 1)

- Información en línea para su revisión antes de la reunión
 Presentación en vivo en la reunión
 Pantalla de mesa para mirar antes / durante la reunión
 Mapa, gráfico u otras ayudas visuales en la reunión
 Otro (por favor explique _____)

9. ¿Además de una reunión, ¿cuál es la mejor manera de proporcionar información a Metro? (elijá 1)

- Encuesta en línea Grupo de enfoque
 Encuesta por correo Escribir carta
 Comentarios por correo electrónico
 Llamar a la línea de Servicio al Cliente de NFTA
 Otro (por favor explique _____)

10. Nos gustaría mantenerlo informado acerca de cómo sus comentarios influyen en nuestras decisiones. ¿Cuál es la mejor manera de informarle sobre nuestras acciones después de las reuniones? (elijá 1)

- Sitio web de NFTA Metro Correo regular
 Redes sociales (Facebook, Twitter) Email
 Otro (por favor explique _____)

11. ¿Puede nombrar a cualquier grupo comunitario, organización educativa o grupo religioso que conozca acerca de dónde NFTA-Metro podría enviar información sobre los próximos cambios, proyectos y oportunidades de participación?

Las siguientes preguntas son opcionales. Nos ayudarán en nuestro esfuerzo por llegar a diferentes grupos con esta encuesta.

¿Cuál es tu edad? Menores de 16 años
 16-18 25-34 50-64
 19-24 35-49t 65 años o más

¿Eres de origen hispano, latino o español?

- Sí No Inseguro

¿Cuál de los siguientes describe mejor a tu raza?

- Indio americano o nativo de Alaska
 Asiático Negro o afroamericano
 Nativo de Hawai o Islas del Pacífico Blanco / Caucásico

¿Cuál es su género?

- Masculino Femenino
 Otro _____ Prefiero no decirlo

¿Cuál es su código postal? _____



Information Preferences Survey - Demographic Analysis

Executive Summary

Introduction

As part of the 2018 update to the Public Participation Plan, NFTA Metro conducted an Information Preferences survey to learn more about how our customers want us to reach out to them and how they want to communicate with us. We received over 700 survey responses.

At the end of the survey, respondents had the option to respond to demographic questions about their age, race, Hispanic/Latino origin, and gender. This report analyzes survey responses based on demographics in an effort to better understand how different demographic groups may have different communication and information preferences. Our goal is for this information to help us be inclusive and strategic in how we seek feedback and provide information to the public.

Questions and Analysis

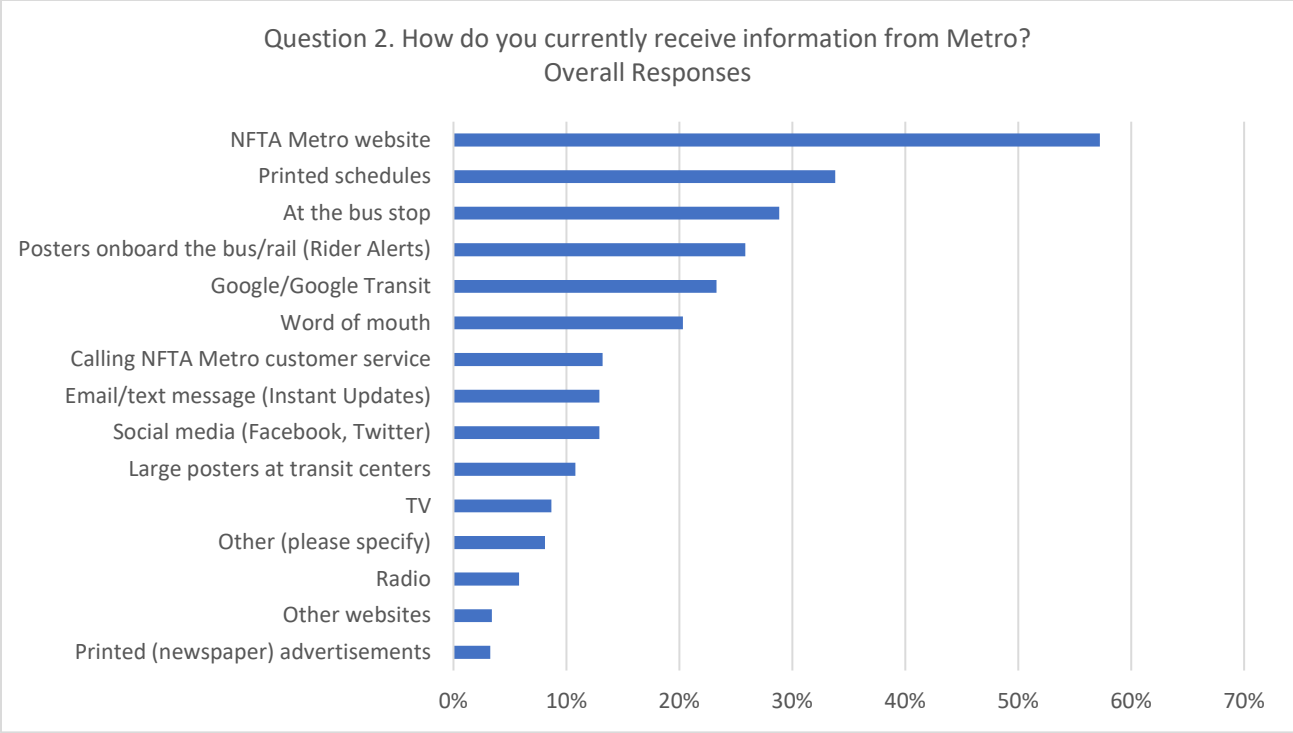
In the summary below, we note any major trends gleaned from a demographic analysis of the survey responses. Please see the full report for additional information, including a breakdown of each question by gender, age, and race/ethnicity.

Question #1: *Have you ever attended a public meeting or workshop to provide NFTA metro with feedback on potential projects and service changes? Select yes, no, or unsure.*

- **Most respondents (80%) have never attended a NFTA public meeting or workshop.**

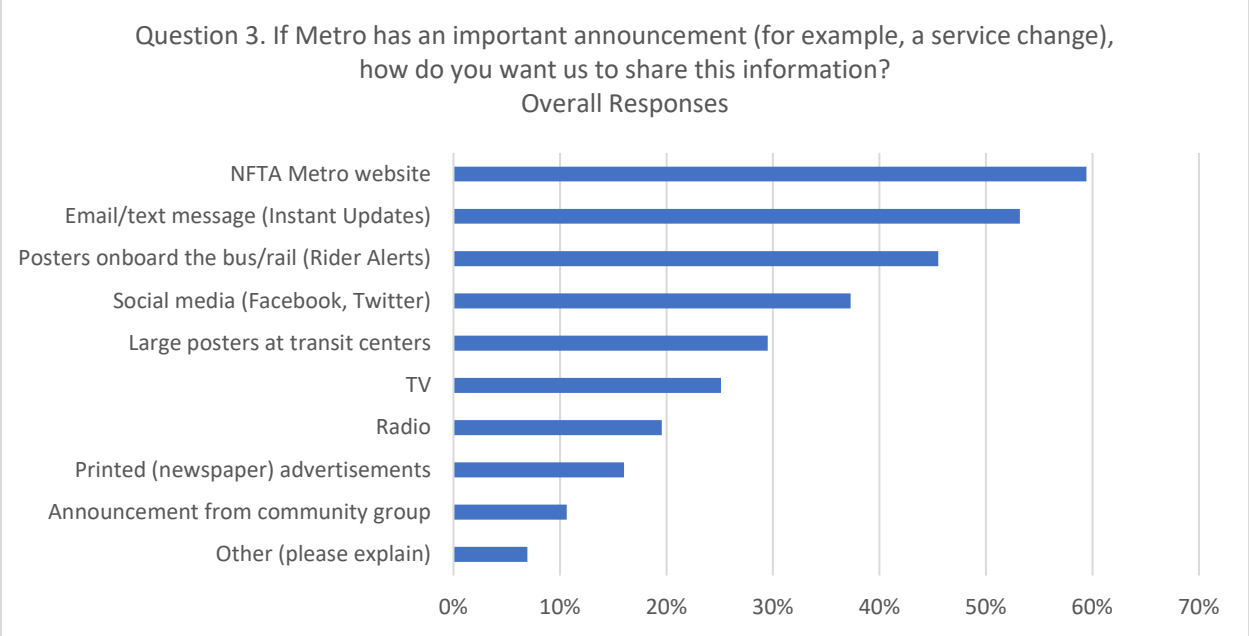
Question #2: *How do you currently receive information from Metro? Select all that apply.*

- **The NFTA Metro website is the most common way that people across all ages, genders, and race/ethnicities currently receive information from Metro.** Other top methods of receiving information from Metro were the printed schedules, information at the bus stop, and Rider Alerts.
- Overall, the least common methods of receiving information were newspaper advertisements, other websites, and radio.
- Respondents 50 and older were more likely to rely on printed schedules, radio, TV, and calling Customer Service than other age groups. Respondents under the age of 50 were more likely to indicate that they use google transit. Social media was most popular among people in the 25-49 age group and less popular among those under 25 or over 50.



Question #3: *If Metro has an important announcement (for example, a service change), how do you want us to share this information? Select all that apply.*

- **The NFTA Metro website was the most popular choice for important announcements.** Other top choices overall included Instant Updates (email/text), Rider Alerts, and social media.
- Social media was more popular among respondents aged 35-64.
- **Printed (newspaper) advertisements, radio, and TV ranked toward the bottom** across all age groups, although they were more popular among those 65+ than with other age groups.



Question #4: *How should Metro spread the word about upcoming meetings, events, or opportunities to get involved?* Select all that apply.

- **The NFTA Metro website, Rider Alerts, social media, and email were the top four choices.** This was true for both men and women and for all age groups and most race/ethnicity groups. Large posters at transit centers was also highly ranked overall and among most race groups.
- **Radio fell towards the bottom in among people under 65, but landed in the top 4 for people age 65 and over.** Social Media fell in the top 5 for all age groups and all race/ethnicity groups.

Top 4 responses for each age group

	1	2	3	4
Under 25	NFTA Metro website	Social Media	Posters onboard the bus/rail (Rider Alerts)	Email
25-34	NFTA Metro website	Email	Social Media	Large posters at transit centers
35-49	NFTA Metro website	Social Media	Posters onboard the bus/rail (Rider Alerts)	Email
50-64	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Email	Large posters at transit centers
65 or older	NFTA Metro website / email / Rider Alerts [tie]			Radio announcement

Question #5: *What time of day is best for you to attend a meeting?* Select 1.

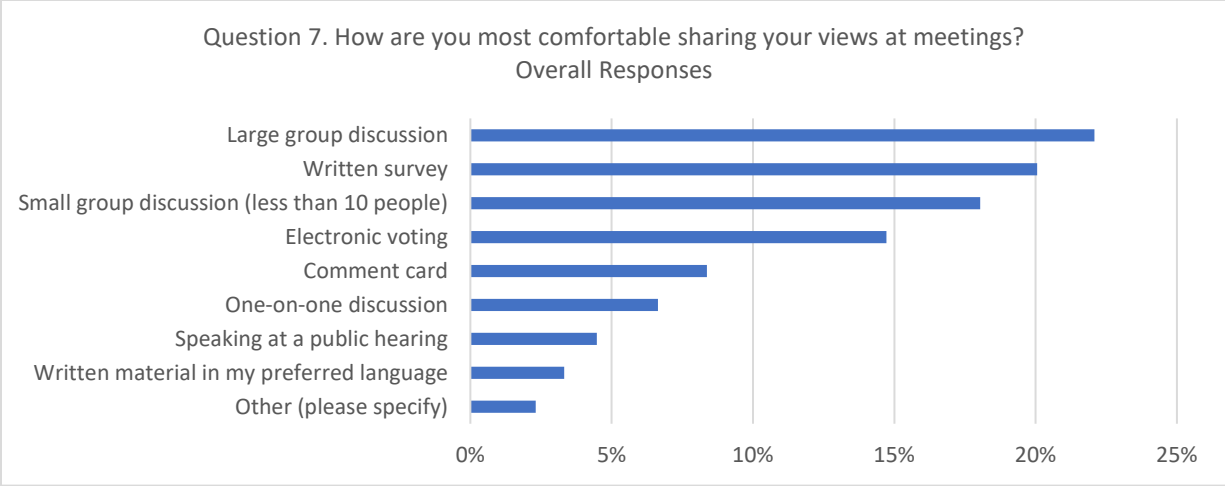
- **The most common response overall was weekday evenings, followed by weekends.**
- There weren't any dramatic differences in how respondents from different race/ethnicity groups answered this question.

Question #6: *What is the best location for you to attend a Metro meeting or event?* Select 1.

- **The overwhelming preference was for Metro to hold meetings/events in Downtown Buffalo.** This was true across all age groups, races, and genders. The second most popular choice was "in the community that will be affected by the proposed change."

Question #7: *How are you most comfortable sharing your views at meetings?* Select 1.

- Overall, the most common responses were: **large group discussion (22%), written survey (20%),** small group discussion (18%), and electronic voting (15%).
- **Speaking at a public hearing was one of the least popular choices among all racial groups, ages, and genders.** It was especially unpopular among people under age 64 and women.
- Comment cards were significantly more popular among respondents aged 65+ than among other age groups. Electronic voting was more popular among respondents 34 and under.

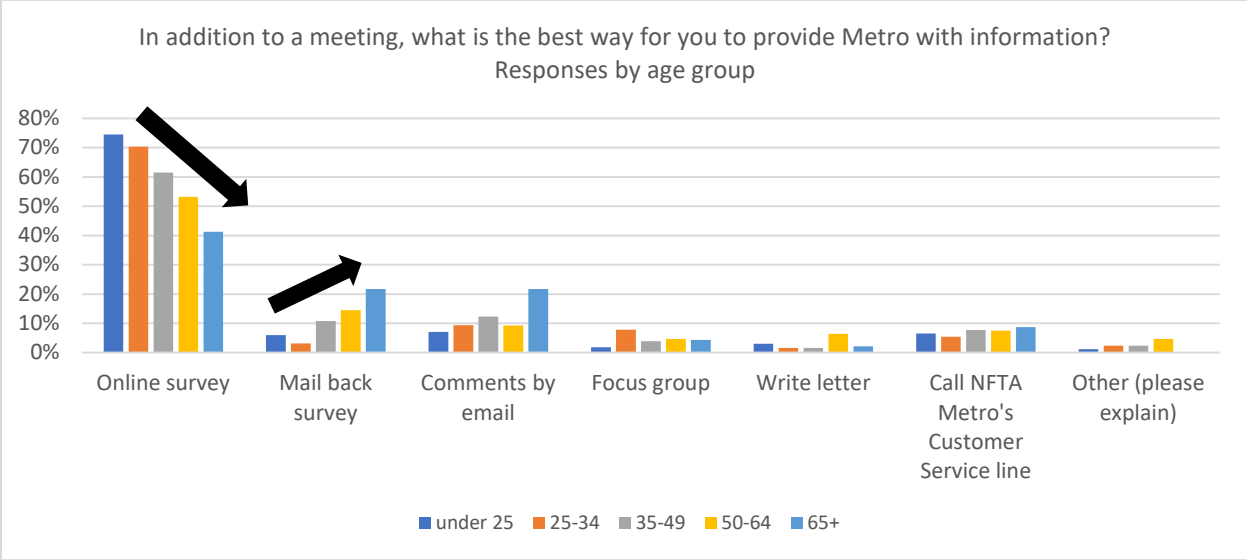


Question 8: *What is the best way to present information to you at a meeting?* Select 1.

- **Live presentation at a meeting was the most popular way to present information at a meeting,** followed by information online for review before a meeting.

Question 9: *In addition to a meeting, what is the best way for you to provide Metro with information?* Select 1.

- **Online survey was by far the most popular response to this question,** with the greatest popularity among the younger age groups (see chart below).
- Calling Metro’s customer service line was slightly more popular among people identifying as Black or Hispanic than other racial groups.



Question 10: *NFTA Metro would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of our actions after a meeting?*

- **Overall, the top two preferred methods of follow up were the website and email,** followed by social media.

Information Preferences Survey – Demographic Analysis

Full Report

Introduction

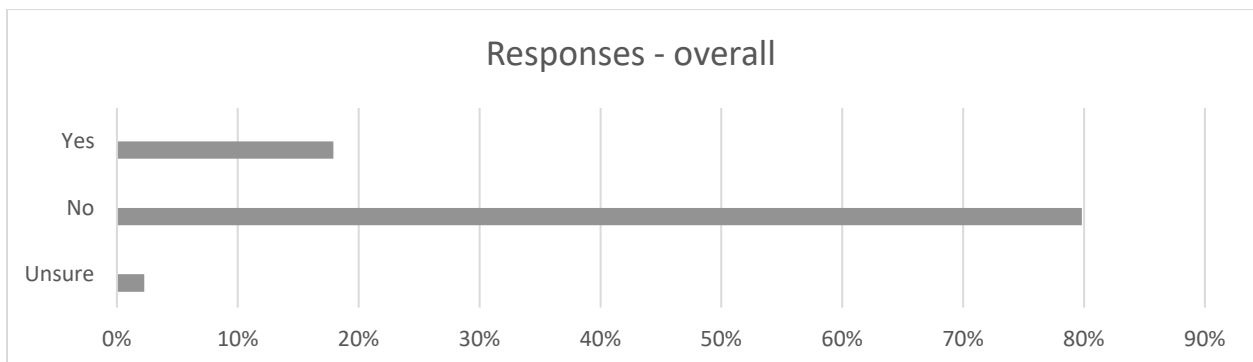
As part an update to the Public Participation Plan, NFTA Metro conducted an Information Preferences survey to learn more about how our customers want us to reach out to them and how they want to communicate with us. We received over 700 survey responses.

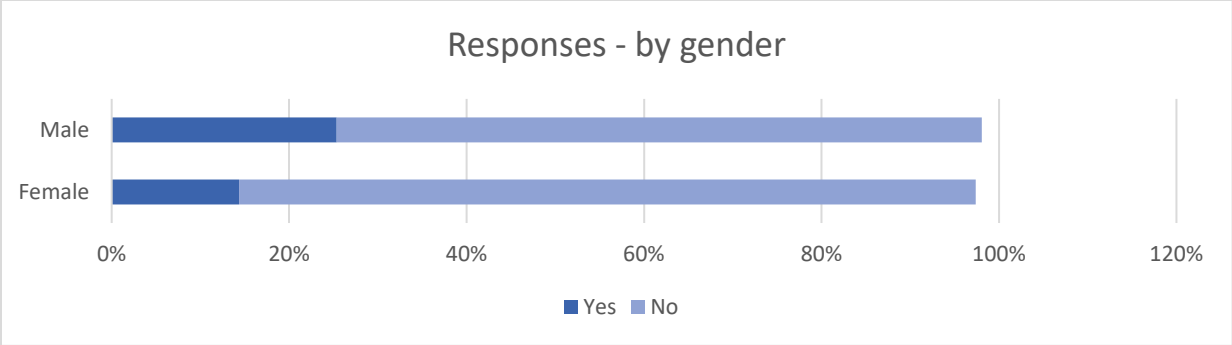
At the end of the survey, respondents had the option to respond to demographic questions about their age, race, Hispanic/Latino origin, and gender. This report analyzes survey responses based on demographics in an effort to better understand how different demographic groups may have different communication and information preferences. Our goal is for this information to help us be inclusive and strategic in how we seek feedback and provide information to the public.

Questions and Analysis

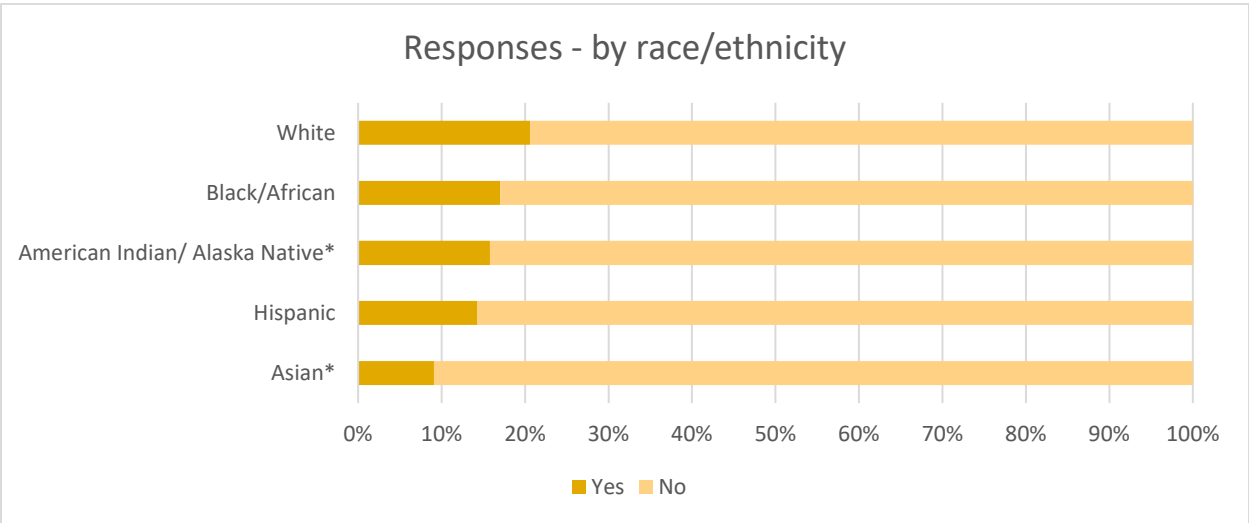
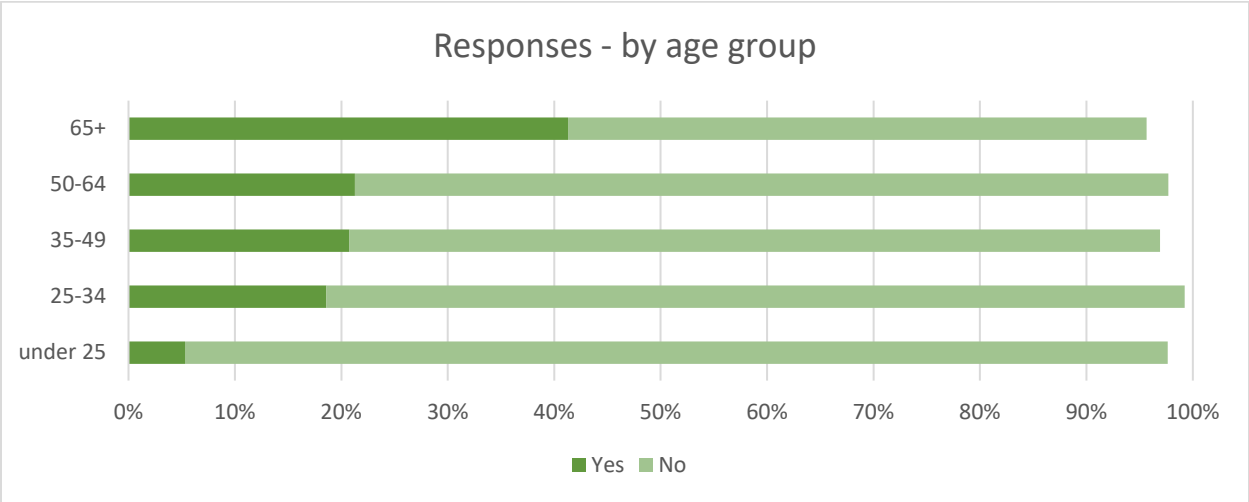
Question #1: Have you ever attended a public meeting or workshop to provide NFTA metro with feedback on potential projects and service changes? Respondents selected yes, no, or unsure.

- Most respondents (80%) have never attended a NFTA public meeting or workshop.
- People in older age groups were more likely to have attended a public meeting or workshop in the past. For example, 41% of respondents over 65 said they had attended a meeting in the past, compared with only 5% under age 25.
- Male respondents were more likely than female respondents to have attended a public meeting or workshop in the past.
- White respondents were slightly more likely to have attended a meeting in the past than other racial groups; 20% of white respondents said they had attended a meeting in the past, compared with 16% of African American respondents, 15% of American Indian/Alaska Native respondents, 14% of Hispanic respondents, and 9% of Asian respondents.





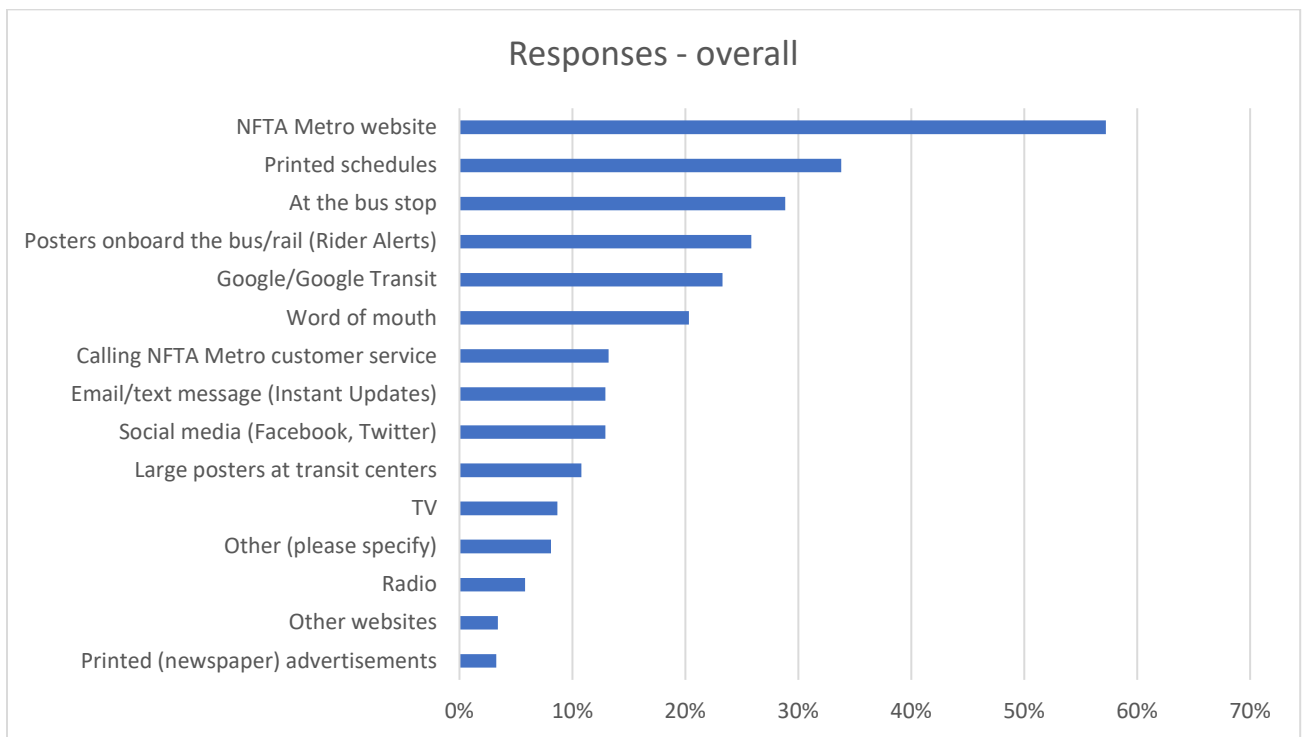
Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

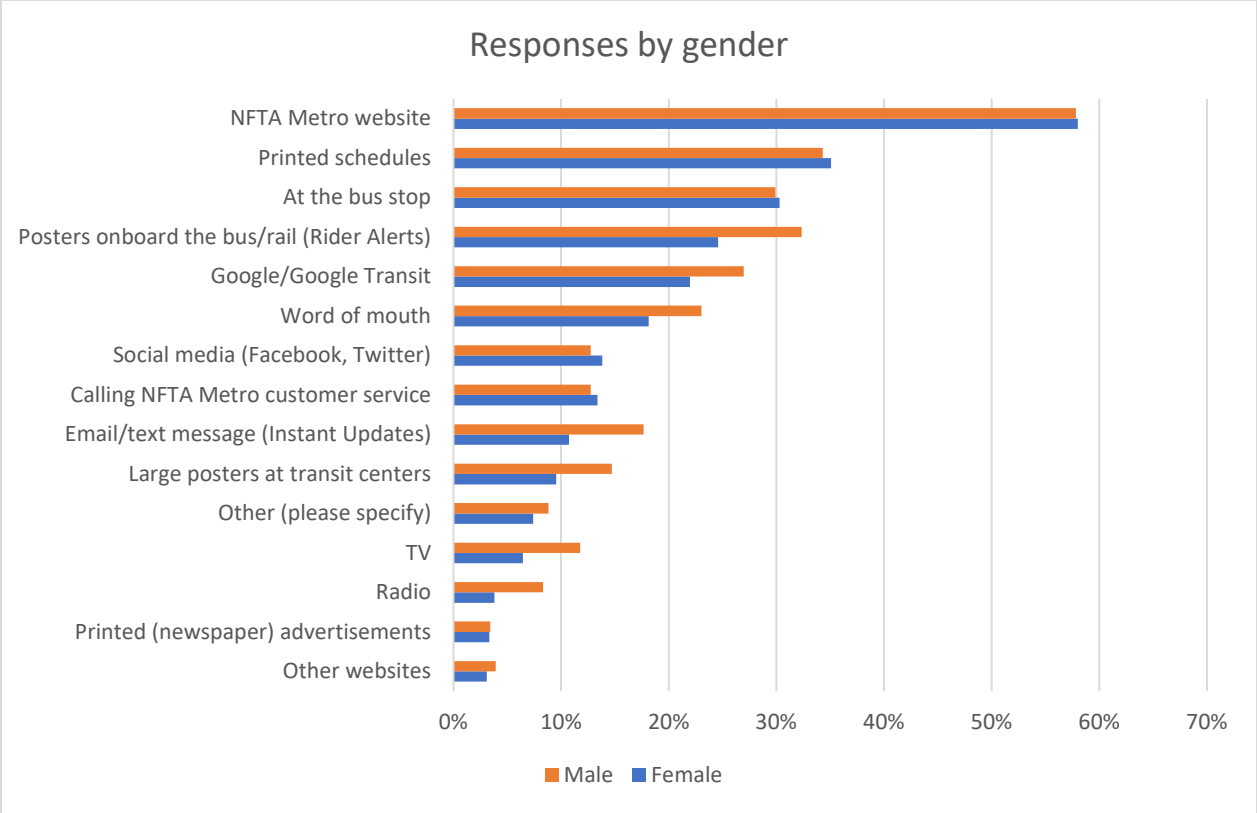


** indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.*

Question #2: How do you currently receive information from Metro? Select all that apply.

- The NFTA Metro website is the most common way that people across all ages, genders, and race/ethnicities currently receive information from Metro. Other top methods of receiving information from Metro were the printed schedules, information at the bus stop, and Rider Alerts.
- Overall, the least common methods of receiving information were newspaper advertisements, other websites, and radio.
- Men and women responded comparably to this question, although a higher proportion of men than women indicated that they use the following strategies: Rider Alerts, Google Transit, word of mouth, Instant Updates, large posters at transit centers, TV, and radio.
- Respondents 50 and older were more likely to rely on printed schedules, radio, TV, and calling Customer Service than other age groups. Respondents under the age of 50 were more likely to indicate that they use google transit. Social media was most popular among people in the 25-49 age group and less popular among those under 25 or over 50.
- Rider Alerts were more popular among people identifying as white or Asian than other groups.





Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

Most common responses in each age group

Top 4 for each age group	1	2	3	4
Under 25	website	at the bus stop / google		printed schedules
25-34	website	google	Rider Alerts	At the bus stop
35-49	website	at the bus stop	printed schedules	google
50-64	website	printed schedules	at the bus stop	word of mouth
65 or older	Website / printed schedules		rider alerts	at the bus stop

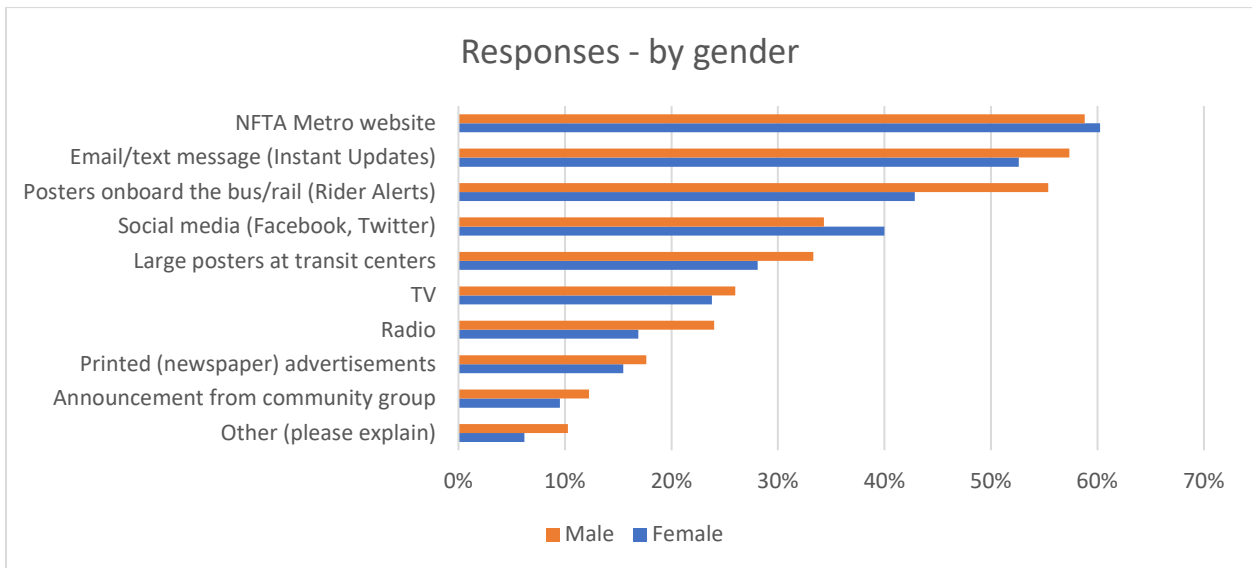
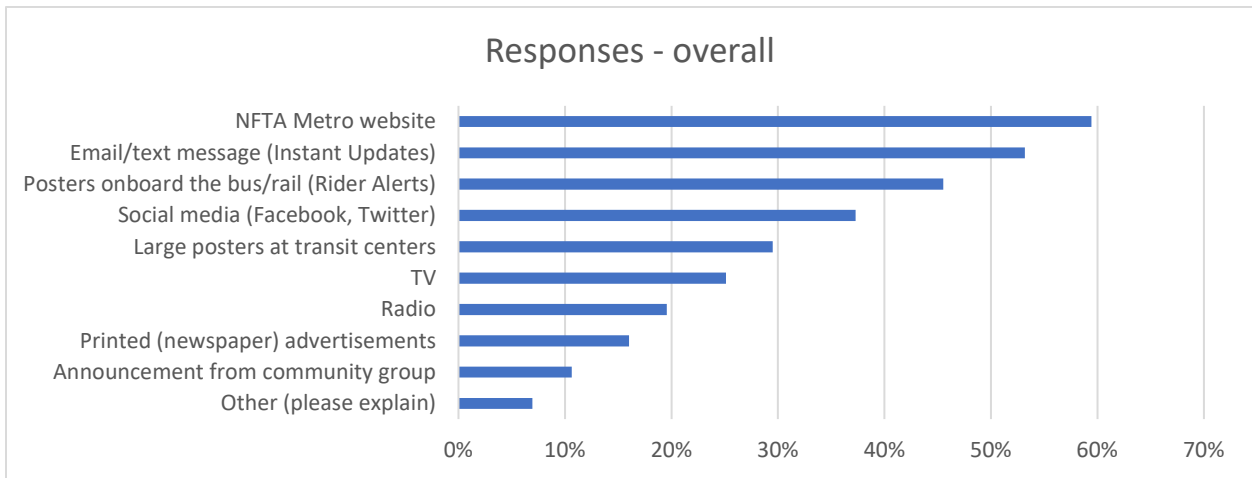
Most common responses in for each race/ethnicity group

Top 4 for each race	1	2	3	4
American Indian/ Alaska Native*	website	printed schedules	at the bus stop / social media / word of mouth	
Asian*	website	Rider Alert	Google/Google Transit	at the bus stop
Black	website	at the bus stop	printed schedules	word of mouth
Hispanic	website	at the bus stop	printed schedules	word of mouth
White	website	printed schedules	Rider Alert	at the bus stop

* indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.

Question #3: If Metro has an important announcement (for example, a service change), how do you want us to share this information? Select all that apply.

- The NFTA Metro website was the most popular choice for important announcements. Other top choices overall included Instant Updates (email/text), Rider Alerts, and social media.
- Men and women answered this question in similar ways. Men were a little more likely to indicate that they relied on Rider Alerts and radio, while women showed a slight preference for social media compared to men.
- Social media was more popular among respondents aged 35-64 and people identifying as Hispanic, White, or American Indian / Alaska Native.
- Printed (newspaper) advertisements, radio, and TV ranked toward the bottom across all age groups, although they were more popular among those 65+ than with other age groups.



Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

Most common responses in each age group

Top 4 for each age group	1	2	3	4
Under 25	NFTA Metro website	Email/text message (Instant Updates)	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter)
25-34	Email/text message (Instant Updates)	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter)
35-49	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Email/text message (Instant Updates)	Social media (Facebook, Twitter)
50-64	NFTA Metro website	Email/text message (Instant Updates)	Social media (Facebook, Twitter)	Posters onboard the bus/rail (Rider Alerts)
65 or older	NFTA Metro website	Email/text message (Instant Updates)	Posters onboard the bus/rail (Rider Alerts)	TV

Most common responses in each race/ethnicity group

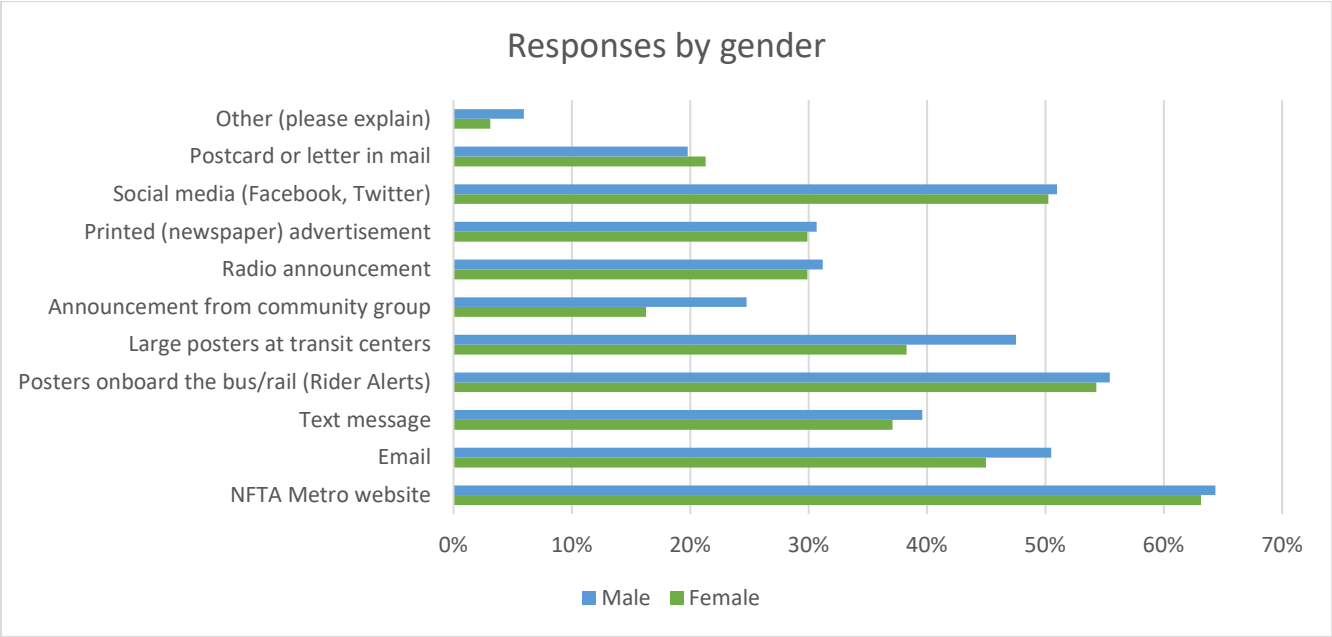
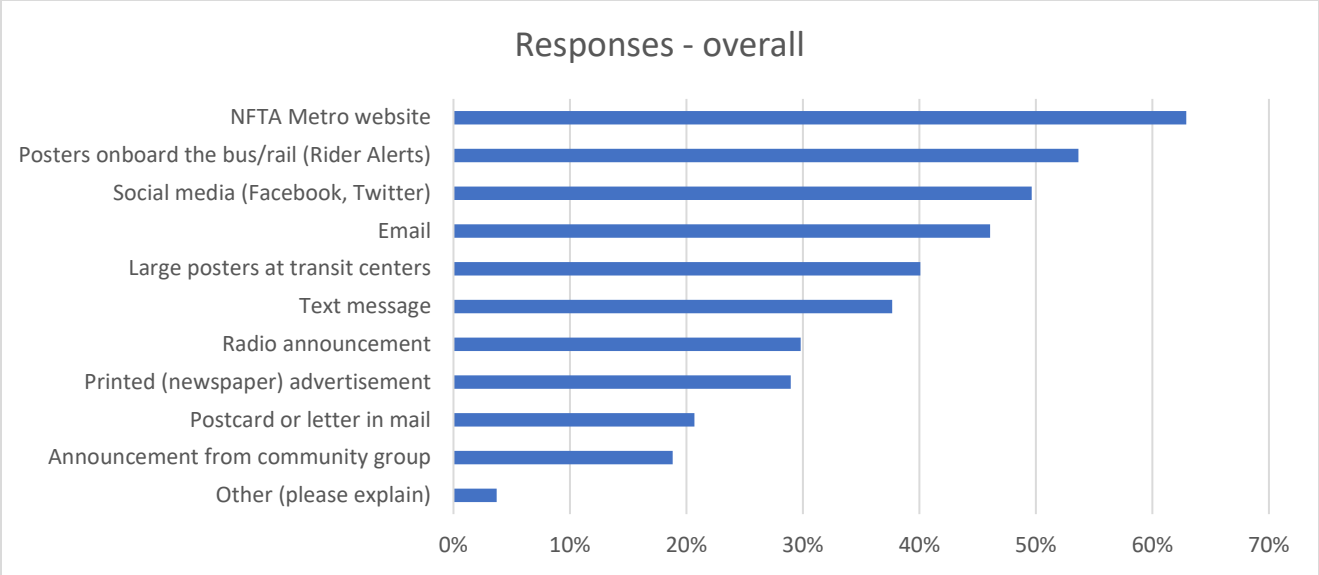
Top 4 for each race	1	2	3	4
American Indian/ Alaska Native*	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Email/text message (Instant Updates)	Social media (Facebook, Twitter)
Asian*	NFTA Metro website	Email/text message (Instant Updates)	Posters onboard the bus/rail (Rider Alerts)	Large posters at transit centers
Black	Email/text message (Instant Updates)	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter) / Large posters at transit centers
Hispanic	NFTA Metro website	Social media (Facebook, Twitter)	Posters onboard the bus/rail (Rider Alerts)	Email/text message (Instant Updates)
White	NFTA Metro website	Email/text message (Instant Updates)	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter)

* indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.

Question #4: How should Metro spread the word about upcoming meetings, events, or opportunities to get involved? Select all that apply.

Summary

- The NFTA Metro website, Rider Alerts, social media, and email were the top four choices. This was true for both men and women and for all age groups and most race/ethnicity groups. Large posters at transit centers was also highly ranked overall and among most race groups.
- Radio landed in the top 4 for people age 65 and over but fell towards the bottom in other age groups. Social Media fell in the top 5 for all age groups and all race/ethnicity groups.



Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

Responses by age group

Answer Choices	under 25	25-34	35-49	50-64	65+
NFTA Metro website	54%	70%	72%	64%	56%
Email	45%	48%	48%	45%	56%
Text message	33%	35%	43%	41%	33%
Posters onboard the bus/rail (Rider Alerts)	49%	63%	52%	56%	56%
Large posters at transit centers	37%	51%	40%	41%	36%
Announcement from community group	16%	26%	15%	17%	31%
Radio announcement	18%	33%	32%	34%	49%
Printed (newspaper) advertisement	21%	25%	27%	41%	47%
Social media (Facebook, Twitter)	51%	58%	60%	40%	36%
Postcard or letter in mail	17%	25%	22%	22%	20%
Other (please explain)	3%	2%	5%	6%	7%

Top 4 for each age group	1	2	3	4
Under 25	NFTA Metro website	Social Media	Posters onboard the bus/rail (Rider Alerts)	Email
25-34	NFTA Metro website	Email	Social Media	Large posters at transit centers
35-49	NFTA Metro website	Social Media	Posters onboard the bus/rail (Rider Alerts)	Email
50-64	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Email	Large posters at transit centers
65 or older	NFTA Metro website / email / Rider Alerts			Radio announcement

Responses by race

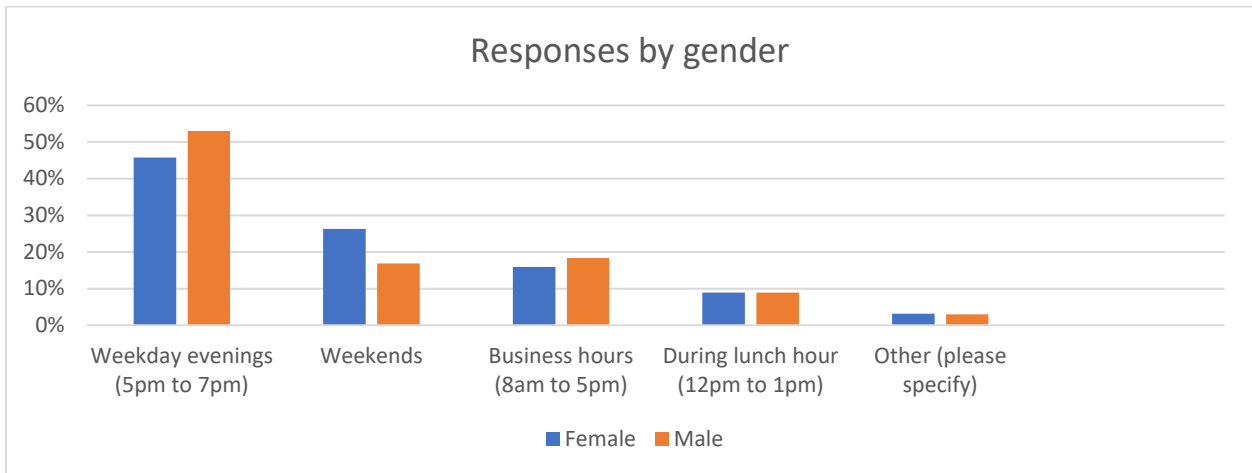
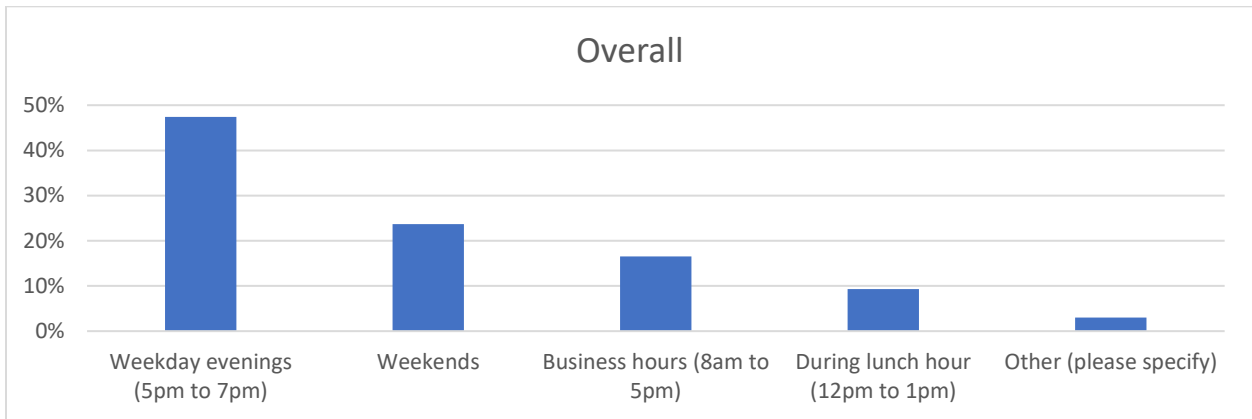
Top 4 for each race	1	2	3	4
American Indian/ Alaska Native*	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter)	Email
Asian*	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Email	Social media (Facebook, Twitter)
Black	Posters onboard the bus/rail (Rider Alerts)	NFTA Metro website	Email / social media / large posters at transit centers	
Hispanic	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter)	Email
White	NFTA Metro website	Posters onboard the bus/rail (Rider Alerts)	Social media (Facebook, Twitter)	Email

* indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.

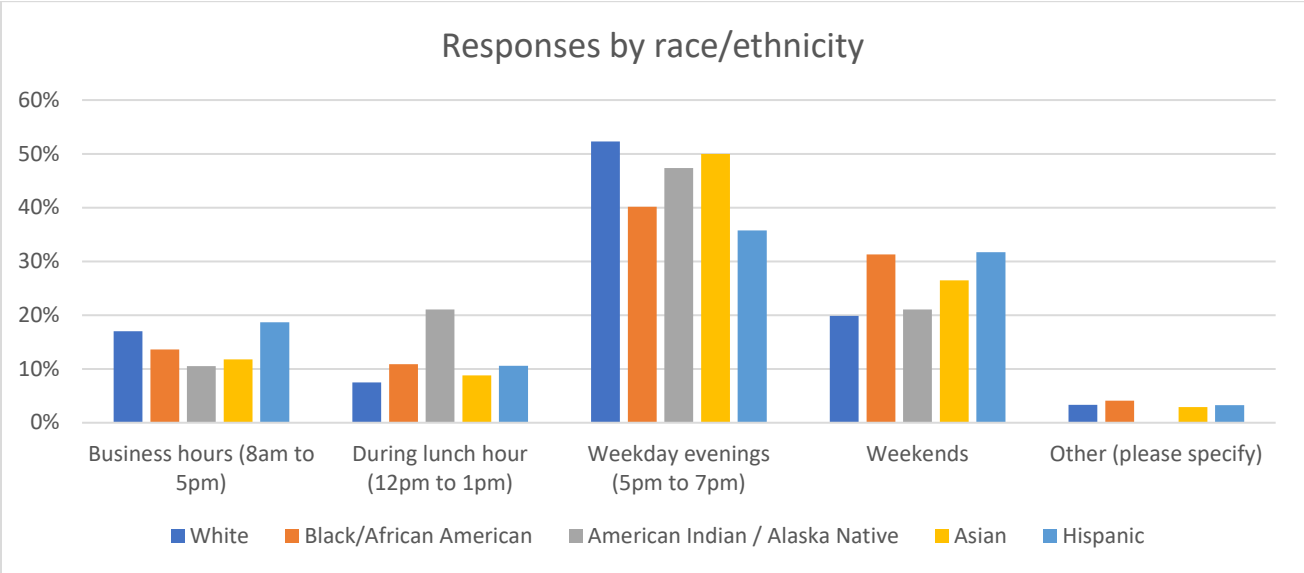
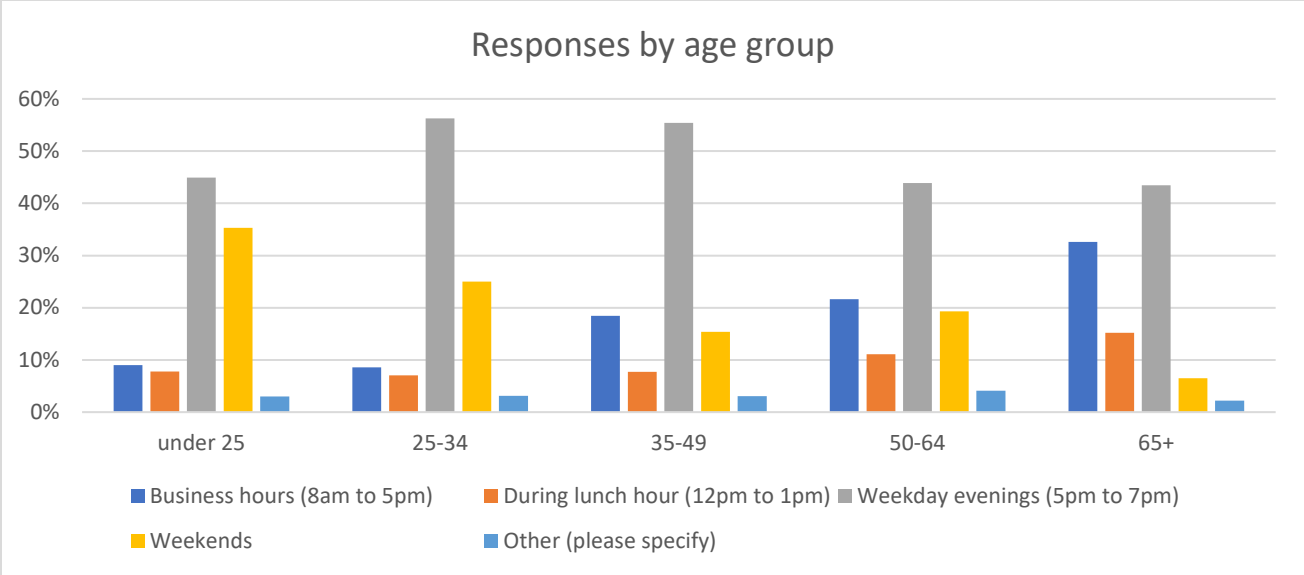
Question #5: What time of day is best for you to attend a meeting? Select 1.

Summary

- The most common response overall was weekday evenings, followed by weekends.
- While all age groups selected weekday evenings as their top choice, weekends was the second most popular choice for respondents aged 34 and under, while business hours was the second most popular choice for people 50 and older.
- There weren't any dramatic differences in how respondents from different race/ethnicity groups answered this question.



Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

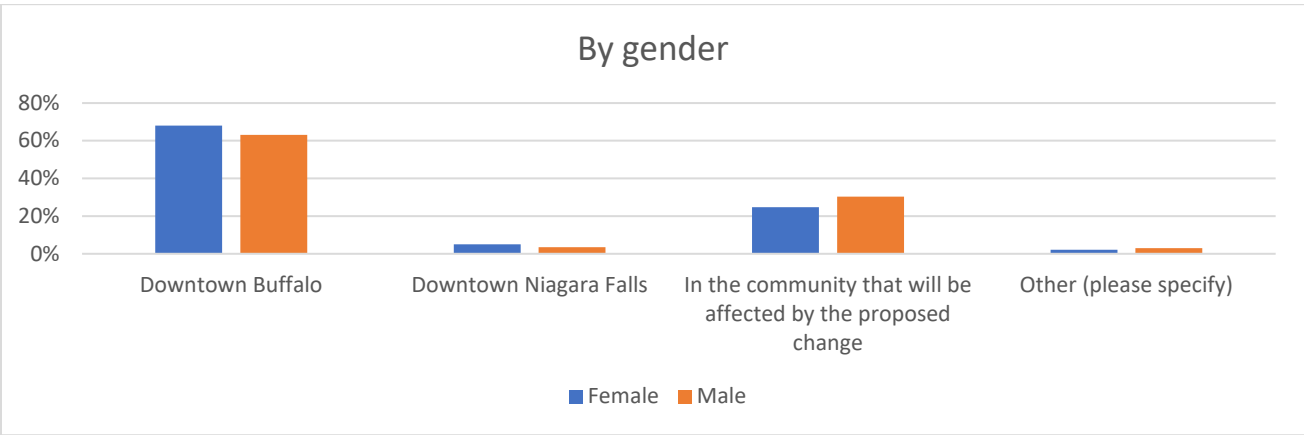
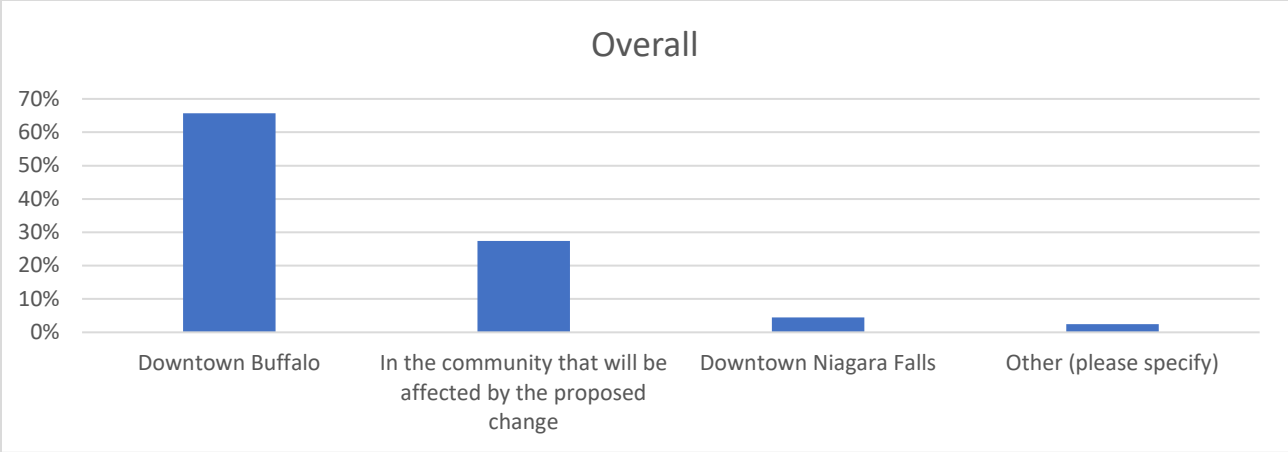


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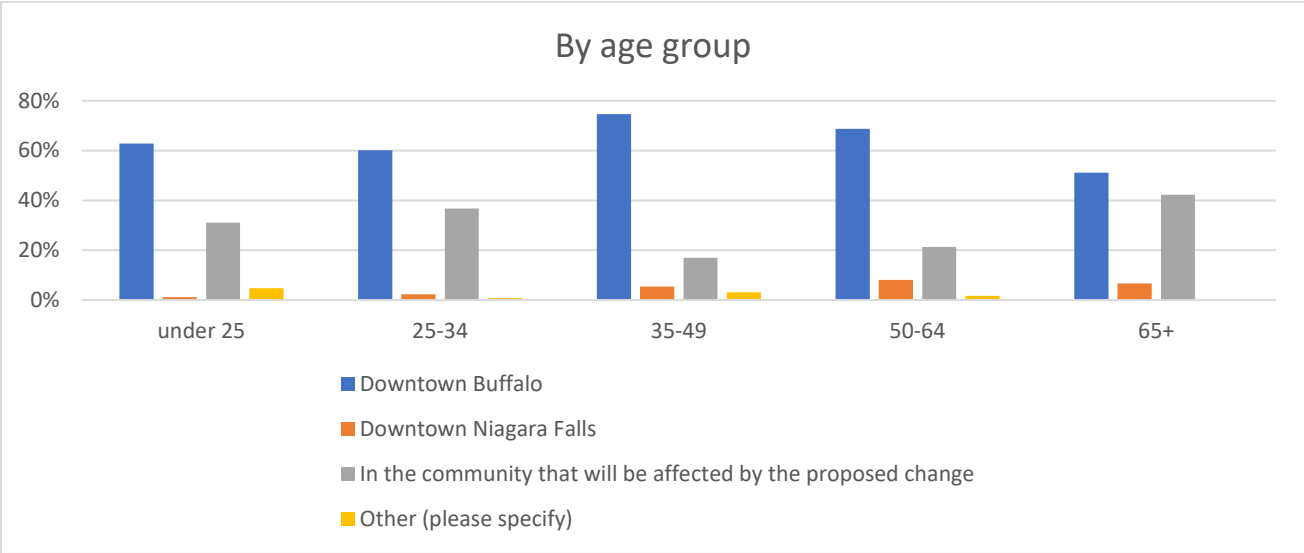
Question #6: What is the best location for you to attend a Metro meeting or event? Select 1.

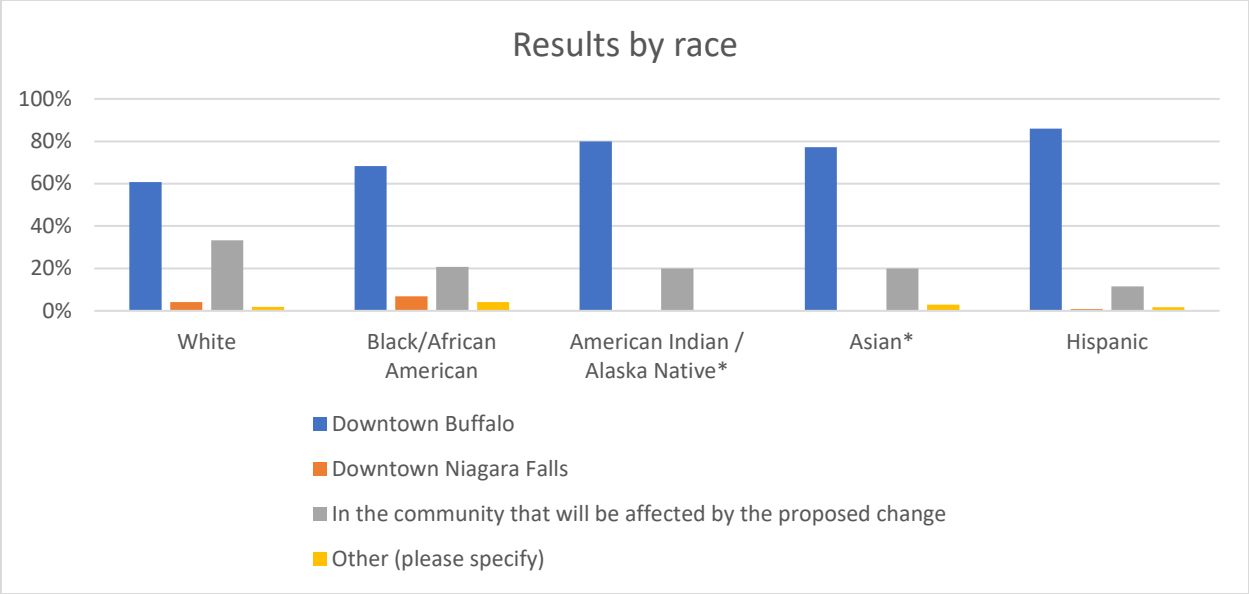
Summary

- The overwhelming preference was for Metro to hold meetings/events in Downtown Buffalo. This was true across all age groups, races, and genders.
- The second most popular choice was “in the community that will be affected by the proposed change.”



Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.



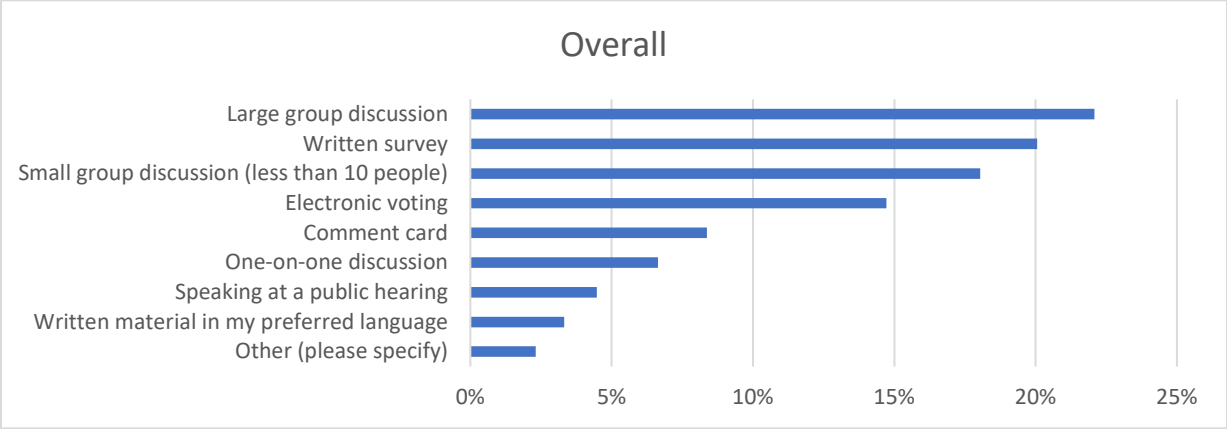


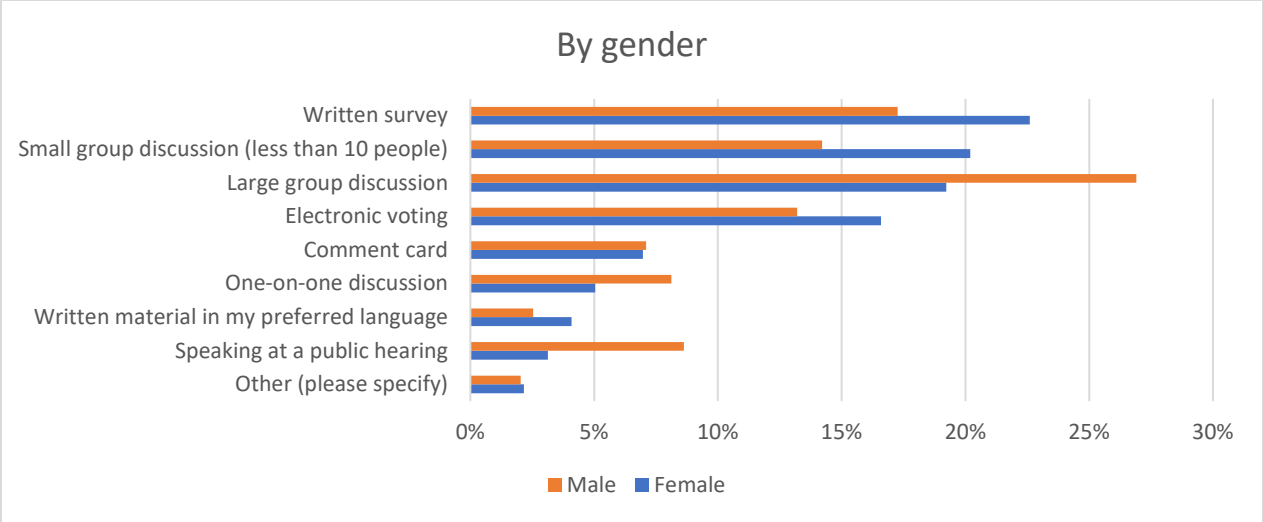
* indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.

Question #7: How are you most comfortable sharing your views at meetings? Select 1.

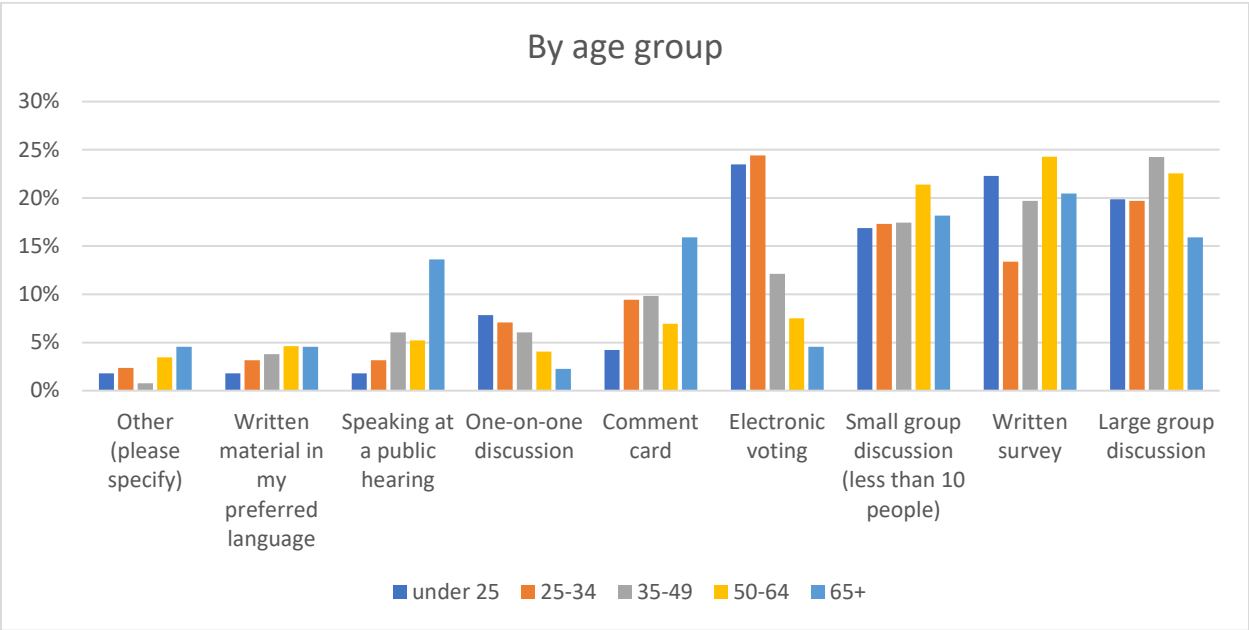
Summary

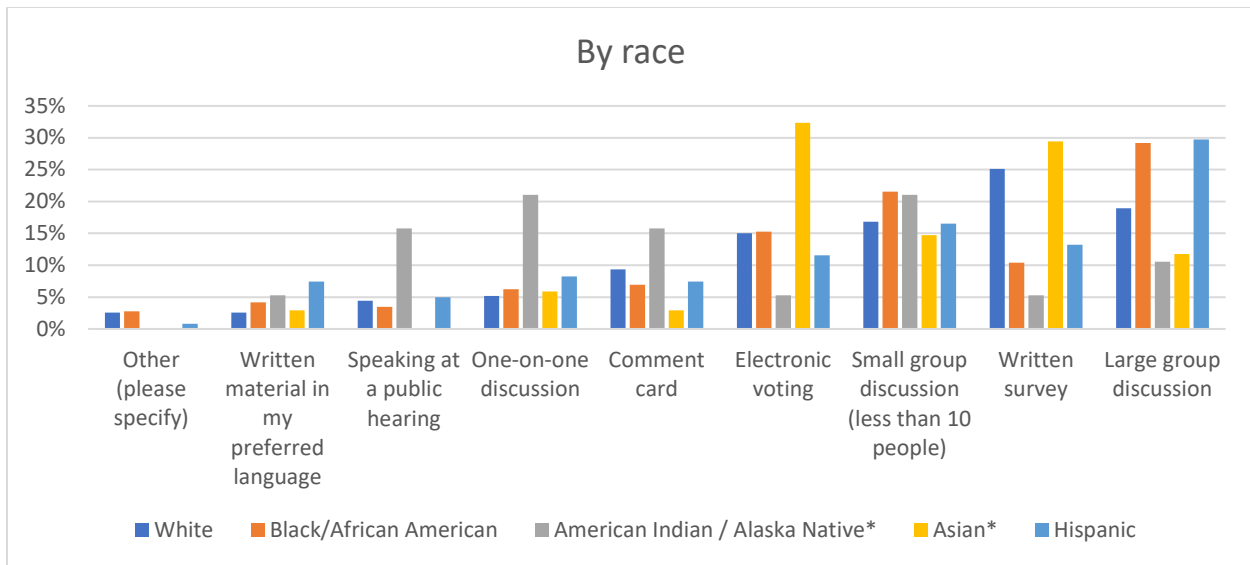
- Overall, the most common responses were: large group discussion (22%), written survey (20%), small group discussion (18%), and electronic voting (15%).
- Speaking at a public hearing was one of the least popular choices among all racial groups, ages, and genders. It was especially unpopular among people under age 64 and women.
- Comment cards were significantly more popular among respondents aged 65+ than among other age groups. Electronic voting was more popular among respondents 34 and under.
- Written surveys were more popular among Asian and white respondents, while large group discussions were favored by Hispanic and African American respondents. Electronic voting was more popular among Asian respondents than other racial groups.





Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.



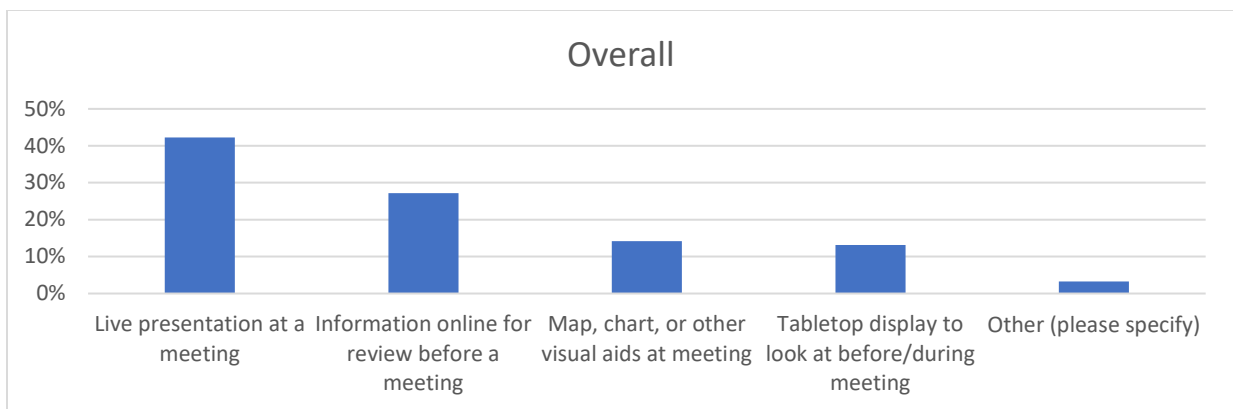


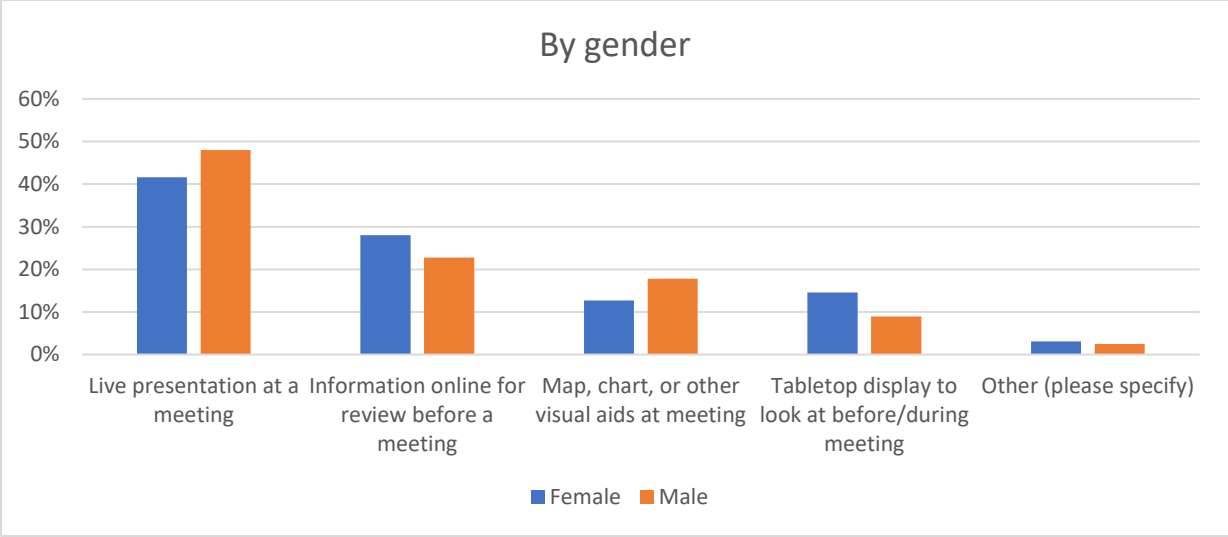
** indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.*

Question 8: What is the best way to present information to you at a meeting? Select 1.

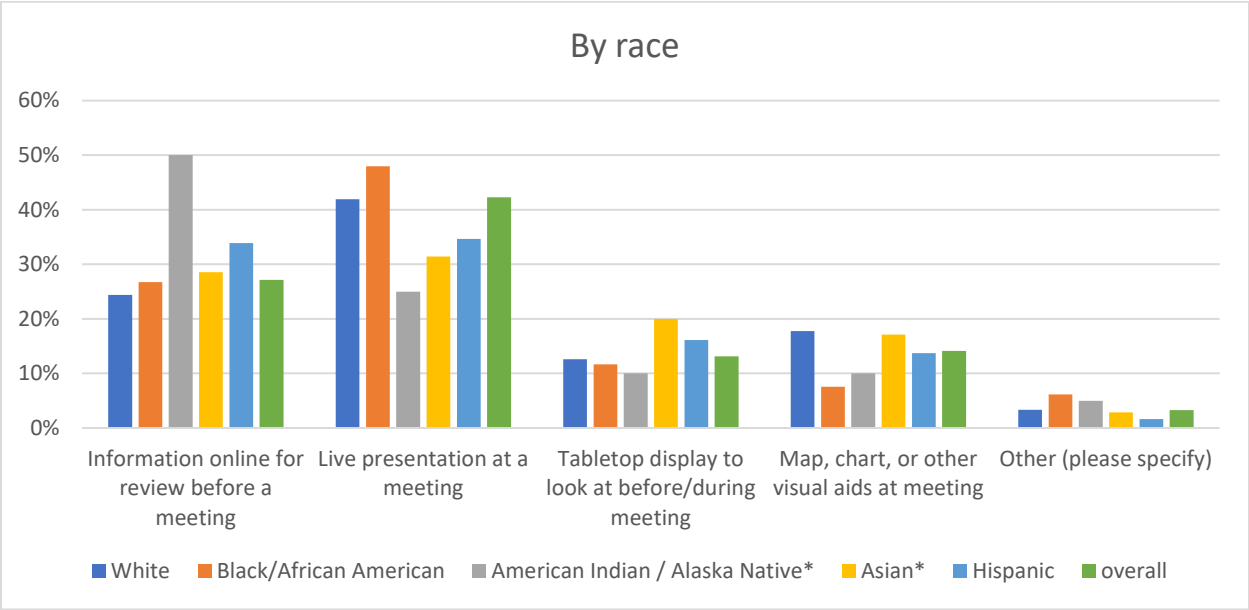
Summary

- Live presentation at a meeting was the most popular way to present information at a meeting, followed by information online for review before a meeting.
- There are no dramatic trends by race, age group, or gender.





Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

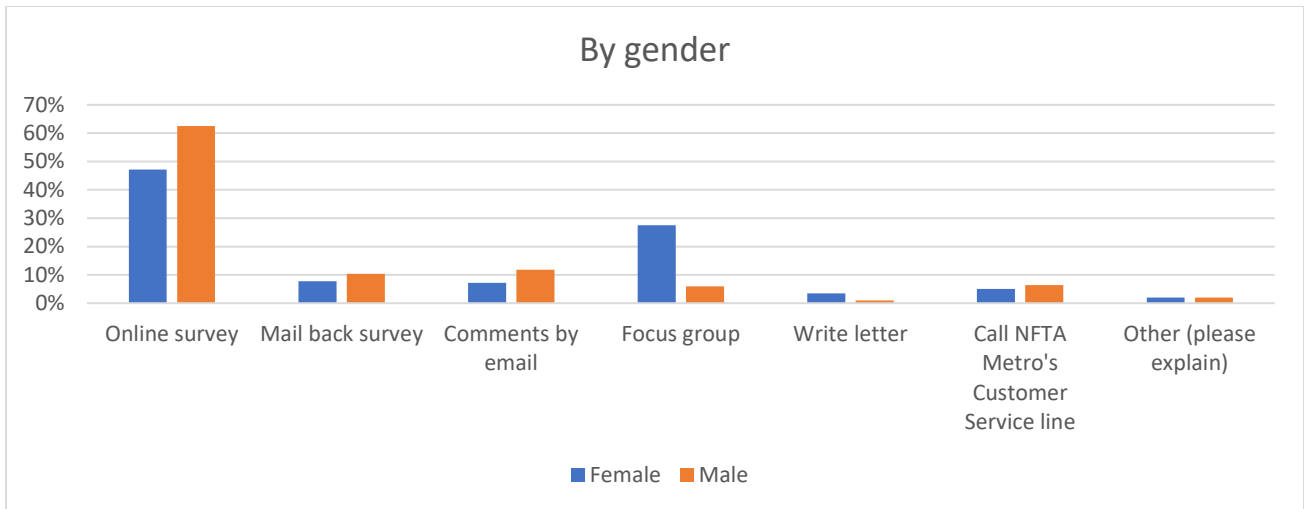
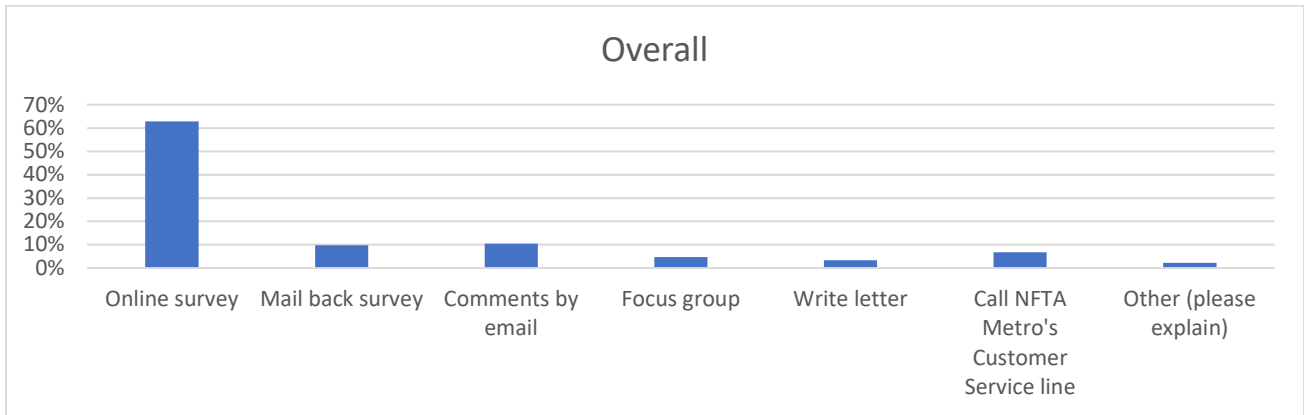


** indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.*

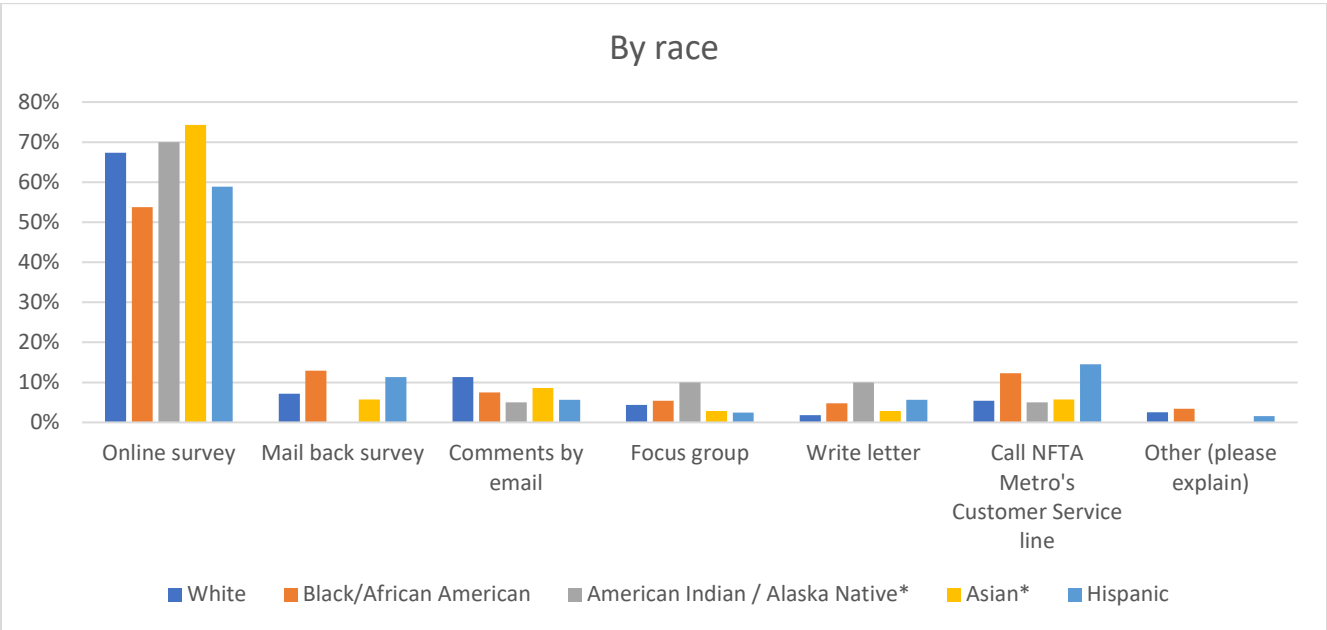
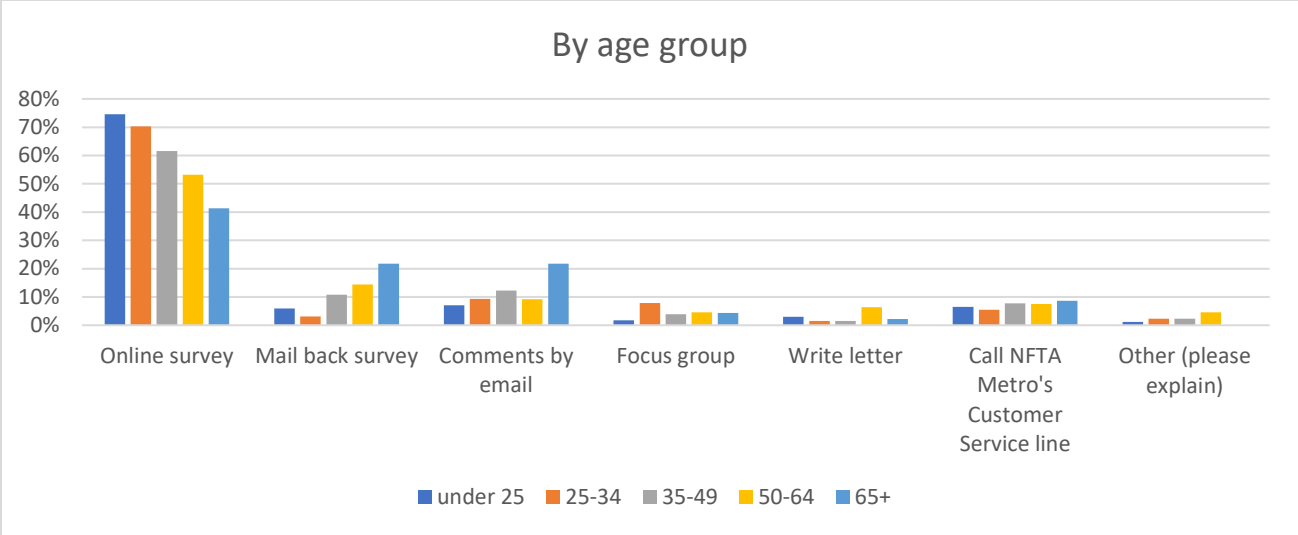
Question 9: In addition to a meeting, what is the best way for you to provide Metro with information?
 Select 1.

Summary

- Online survey was by far the most popular response to this question.
- Although Online Survey was the most popular response among age groups, it was most popular among the youngest age group and decreased in popularity with each subsequent age group. Mail back survey and comments by email generally increased with respondent age.
- Calling Metro’s customer service line was slightly more popular among people identifying as Black or Hispanic than other racial groups.
- While both men and women overwhelmingly chose online survey, women showed a greater interest in focus groups than men.



Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.

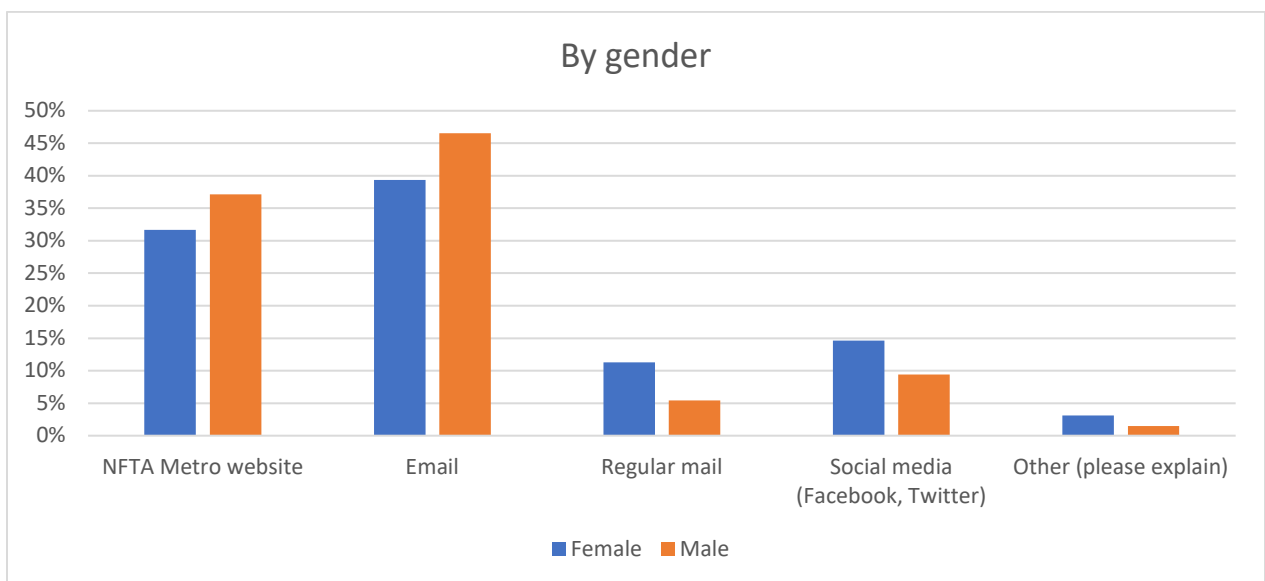
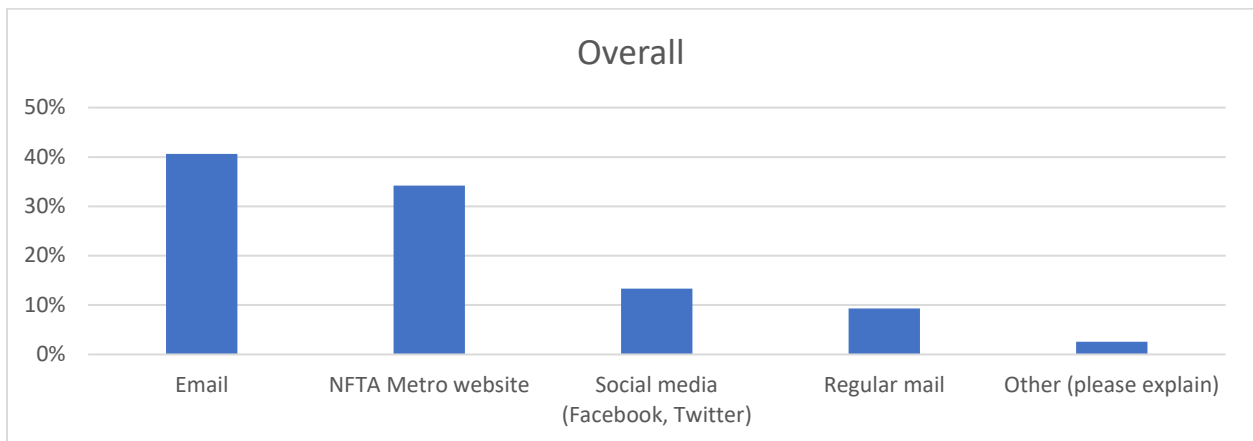


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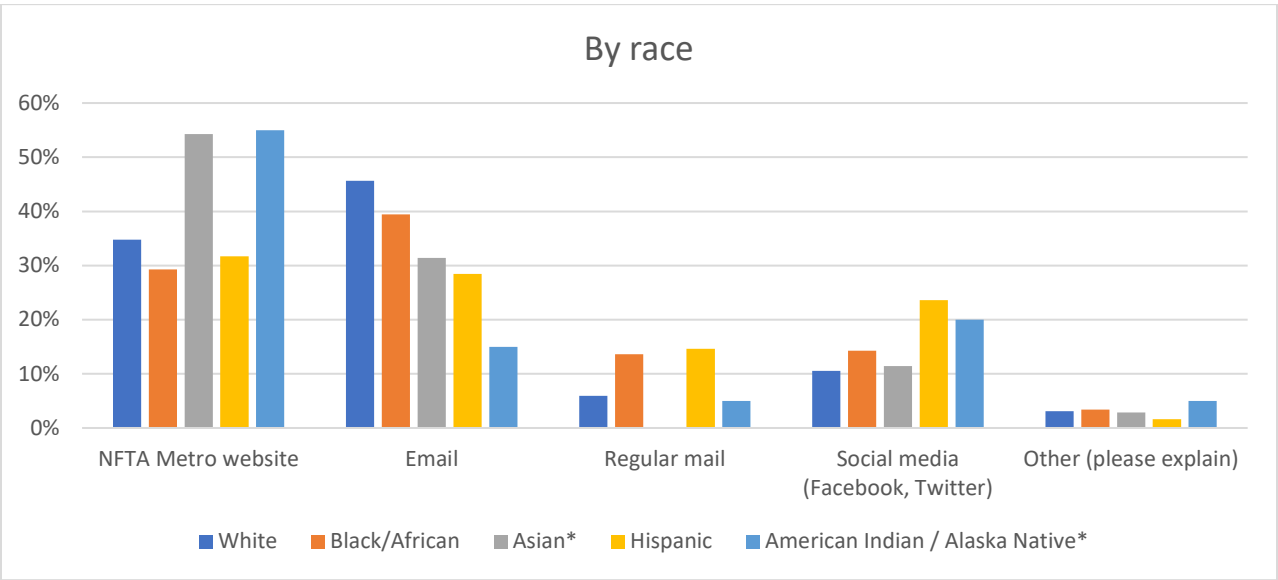
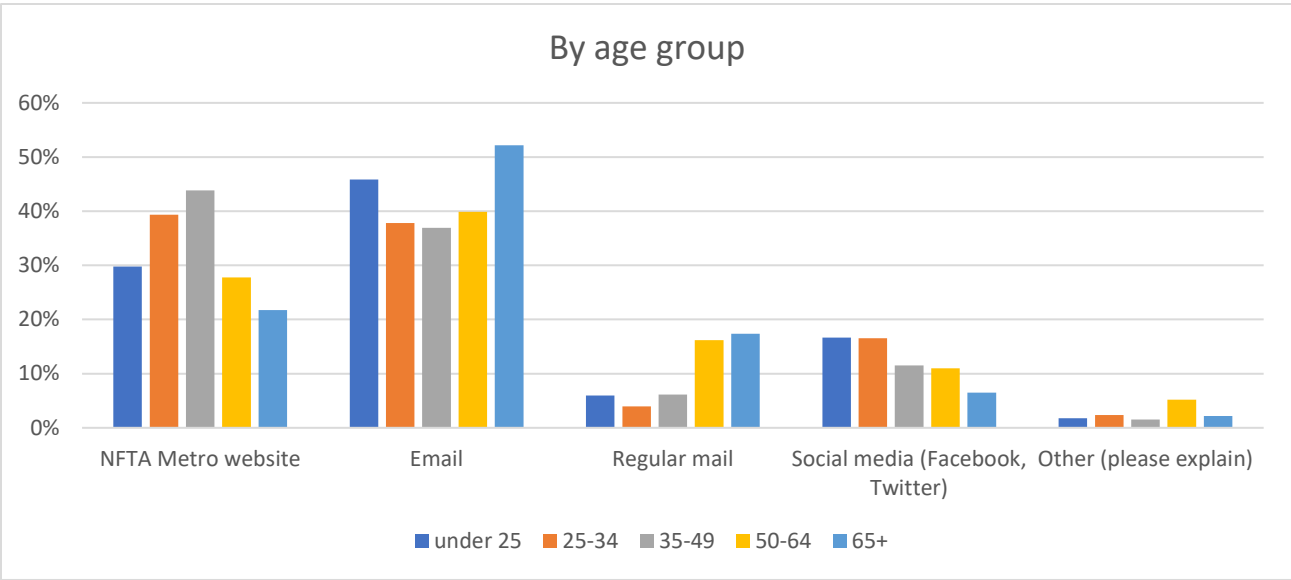
Question 10: NFTA Metro would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of our actions after meeting?

Summary

- Overall, the top two preferred methods of follow up were the website and email, followed by social media.
- Email was most popular (and the website least popular) among respondents age 65+. Among the other age groups, those two scored similarly.
- Social media was somewhat more popular among younger age groups and people identifying as Hispanic.
- Men and women answered this question similarly, with women showing slightly more interest in regular mail and social media and men showing slightly more interest in the website and email.



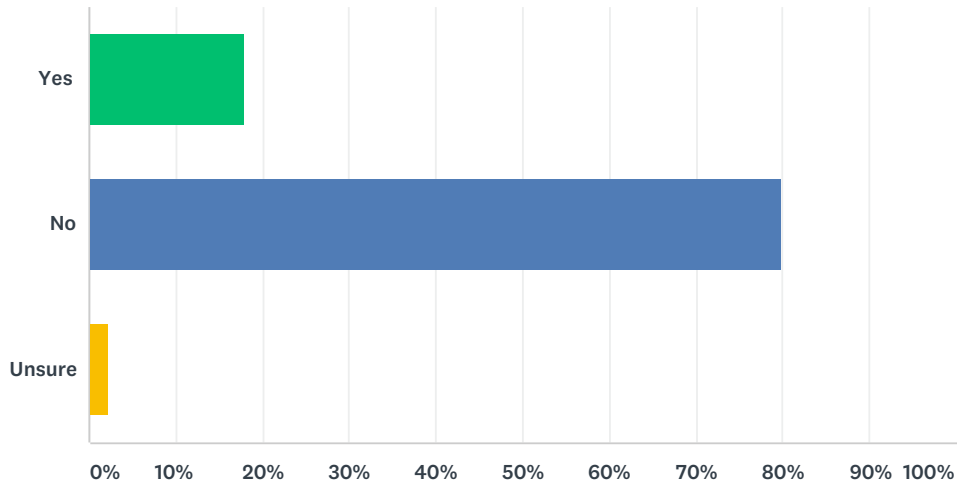
Note: Respondents had the option to select "other" as a gender but this category could not be analyzed as a separate category due to low response number.



** indicates low response rate in this category – findings should be interpreted with caution. Native Hawaiian / Pacific Islander not included as a separate category due to low response number.*

Q1 Have you ever attended a public meeting or workshop to provide NFTA Metro with feedback on potential projects and service changes?

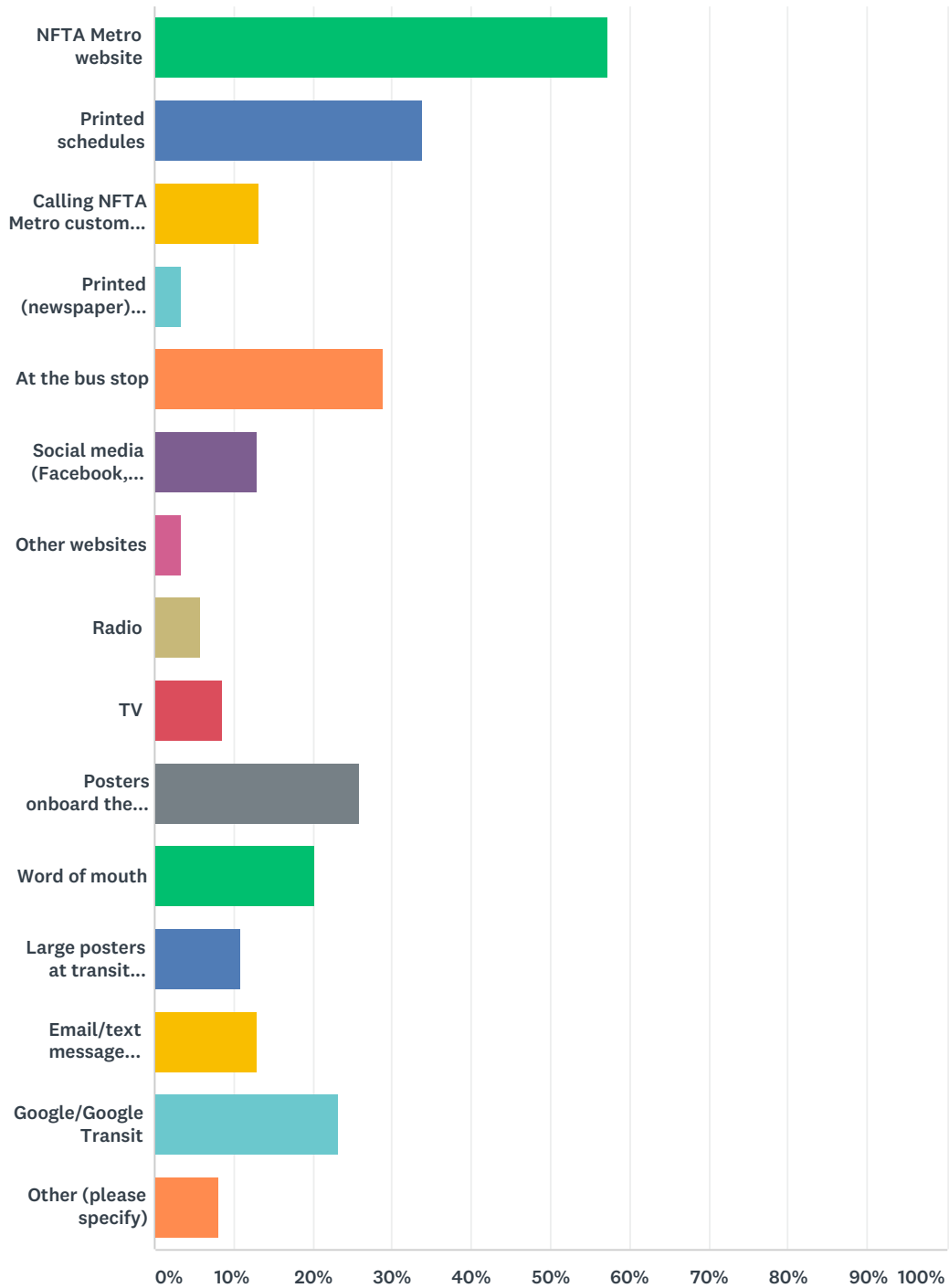
Answered: 704 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	17.90% 126
No	79.83% 562
Unsure	2.27% 16
TOTAL	704

Q2 How do you currently receive information from Metro? Select all that apply.

Answered: 704 Skipped: 3



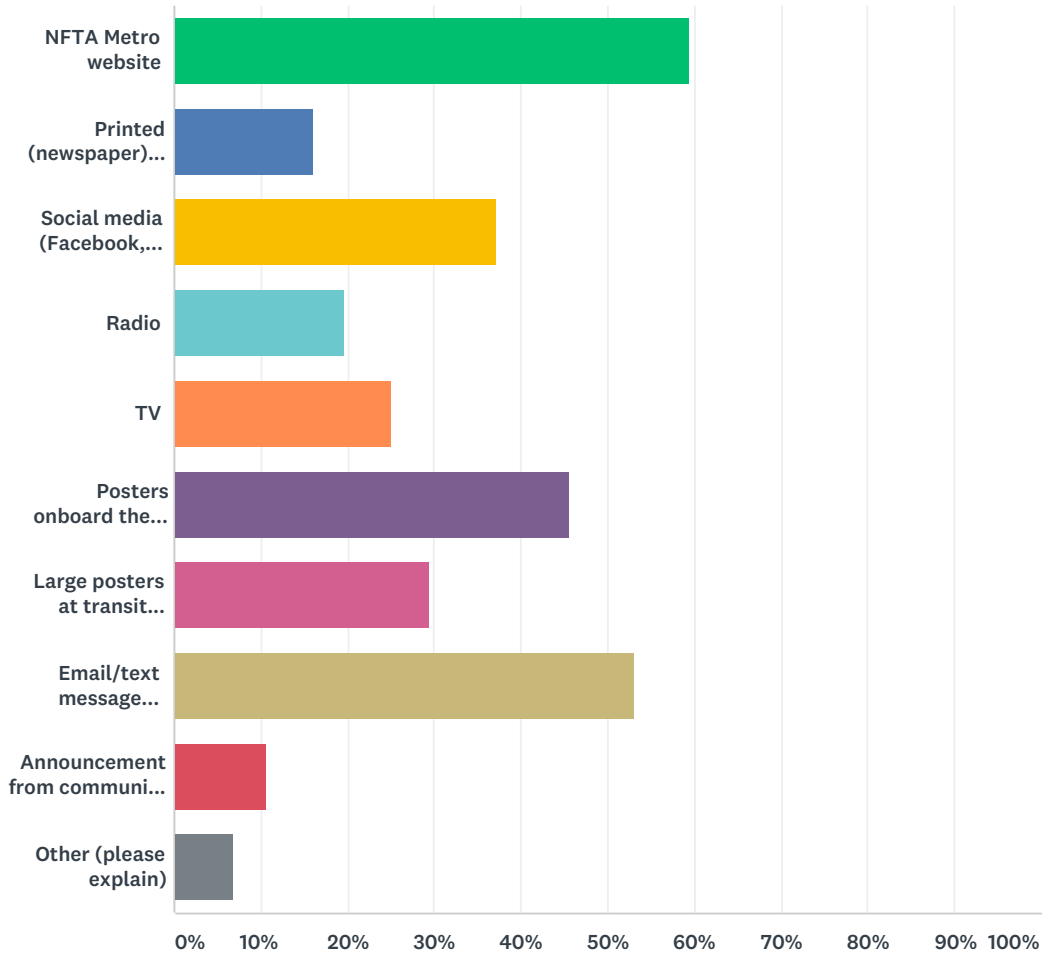
ANSWER CHOICES	RESPONSES	
NFTA Metro website	57.24%	403
Printed schedules	33.81%	238

Outreach Survey: Your input matters

Calling NFTA Metro customer service	13.21%	93
Printed (newspaper) advertisements	3.27%	23
At the bus stop	28.84%	203
Social media (Facebook, Twitter)	12.93%	91
Other websites	3.41%	24
Radio	5.82%	41
TV	8.66%	61
Posters onboard the bus/rail (Rider Alerts)	25.85%	182
Word of mouth	20.31%	143
Large posters at transit centers	10.80%	76
Email/text message (Instant Updates)	12.93%	91
Google/Google Transit	23.30%	164
Other (please specify)	8.10%	57
Total Respondents: 704		

Q3 If Metro has an important announcement (for example, a service change), how do you want us to share this information? Select all that apply.

Answered: 705 Skipped: 2



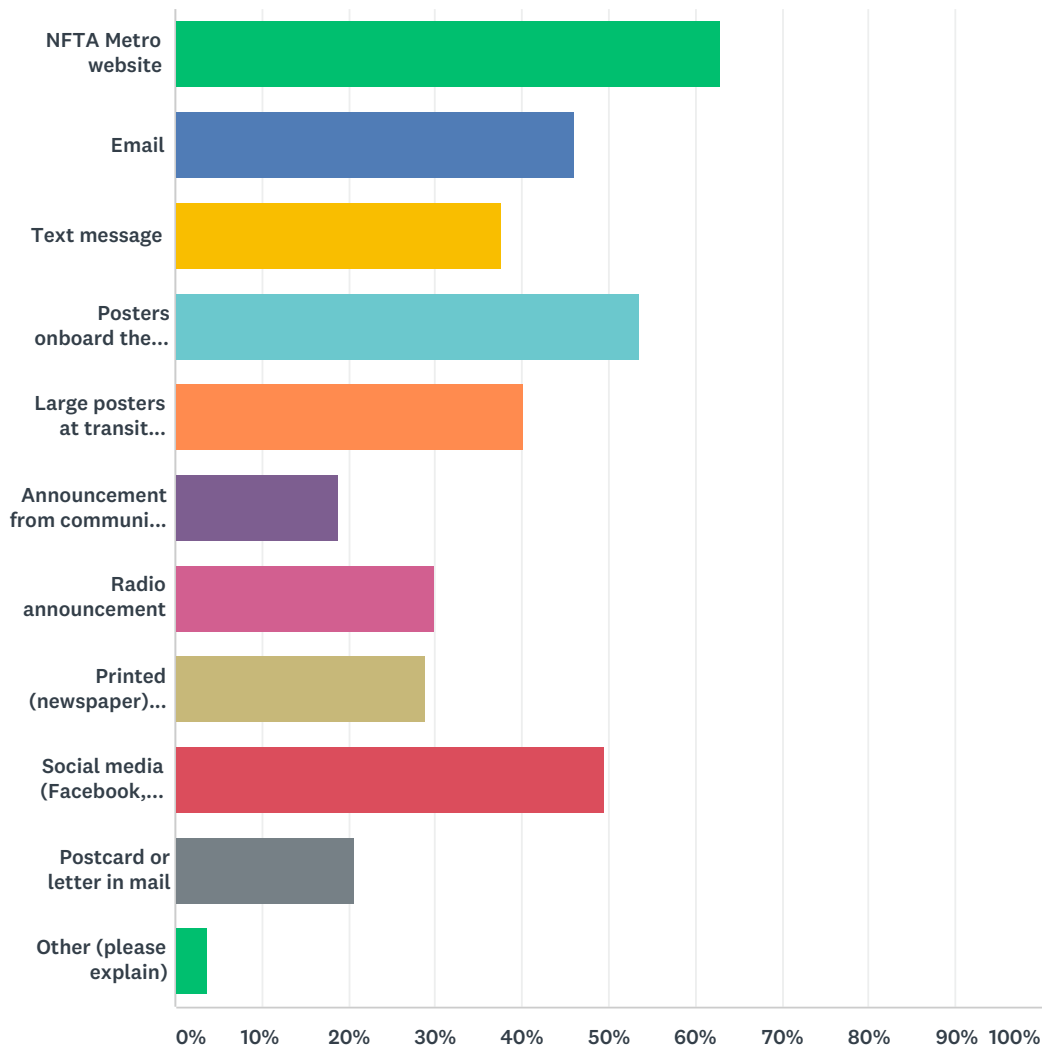
ANSWER CHOICES	RESPONSES	
NFTA Metro website	59.43%	419
Printed (newspaper) advertisements	16.03%	113
Social media (Facebook, Twitter)	37.30%	263
Radio	19.57%	138
TV	25.11%	177
Posters onboard the bus/rail (Rider Alerts)	45.53%	321
Large posters at transit centers	29.50%	208
Email/text message (Instant Updates)	53.19%	375
Announcement from community group	10.64%	75
Other (please explain)	6.95%	49

Outreach Survey: Your input matters

Total Respondents: 705

Q4 How should Metro spread the word about upcoming meetings, events, or opportunities to get involved? Select all that apply.

Answered: 701 Skipped: 6



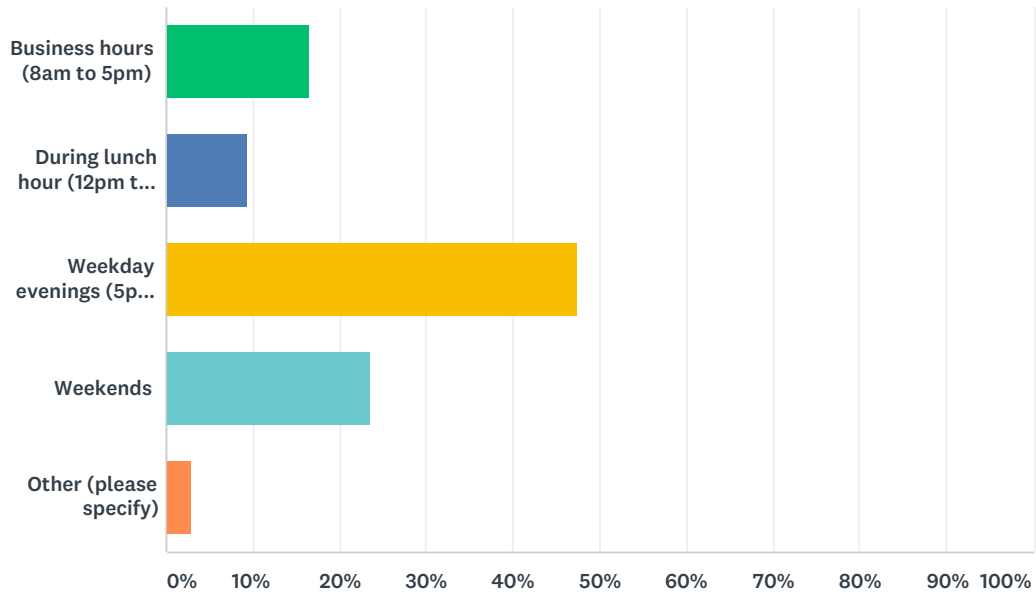
ANSWER CHOICES	RESPONSES	
NFTA Metro website	62.91%	441
Email	46.08%	323
Text message	37.66%	264
Posters onboard the bus/rail (Rider Alerts)	53.64%	376
Large posters at transit centers	40.09%	281
Announcement from community group	18.83%	132
Radio announcement	29.81%	209
Printed (newspaper) advertisement	28.96%	203
Social media (Facebook, Twitter)	49.64%	348

Outreach Survey: Your input matters

Postcard or letter in mail	20.68%	145
Other (please explain)	3.71%	26
Total Respondents: 701		

Q5 What time of day is best for you to attend a meeting? Select 1.

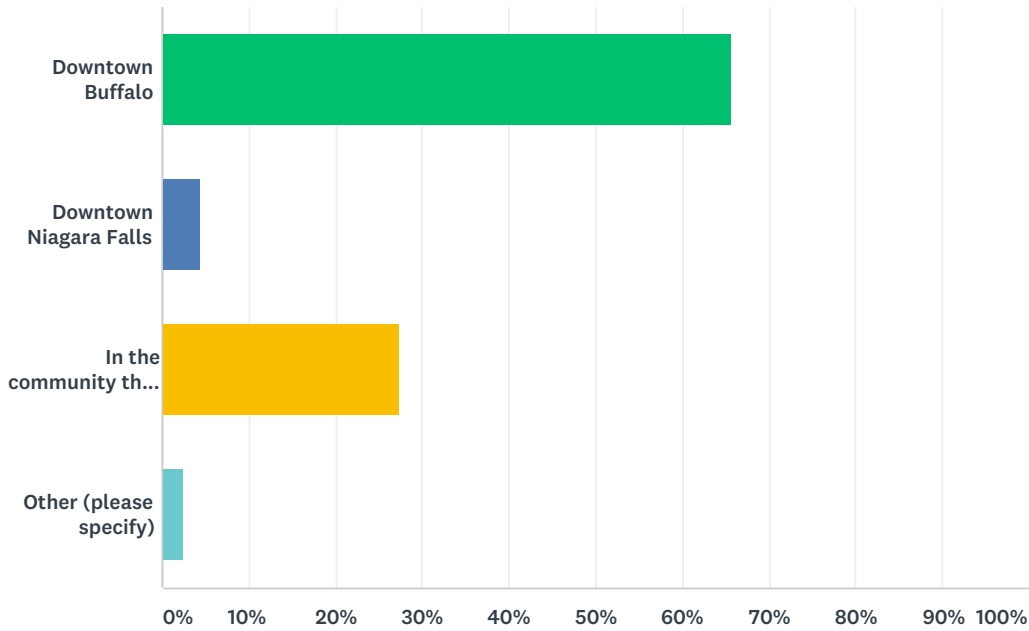
Answered: 696 Skipped: 11



ANSWER CHOICES	RESPONSES	
Business hours (8am to 5pm)	16.52%	115
During lunch hour (12pm to 1pm)	9.34%	65
Weekday evenings (5pm to 7pm)	47.41%	330
Weekends	23.71%	165
Other (please specify)	3.02%	21
TOTAL		696

Q6 What is the best location for you to attend a Metro meeting or event? Select 1.

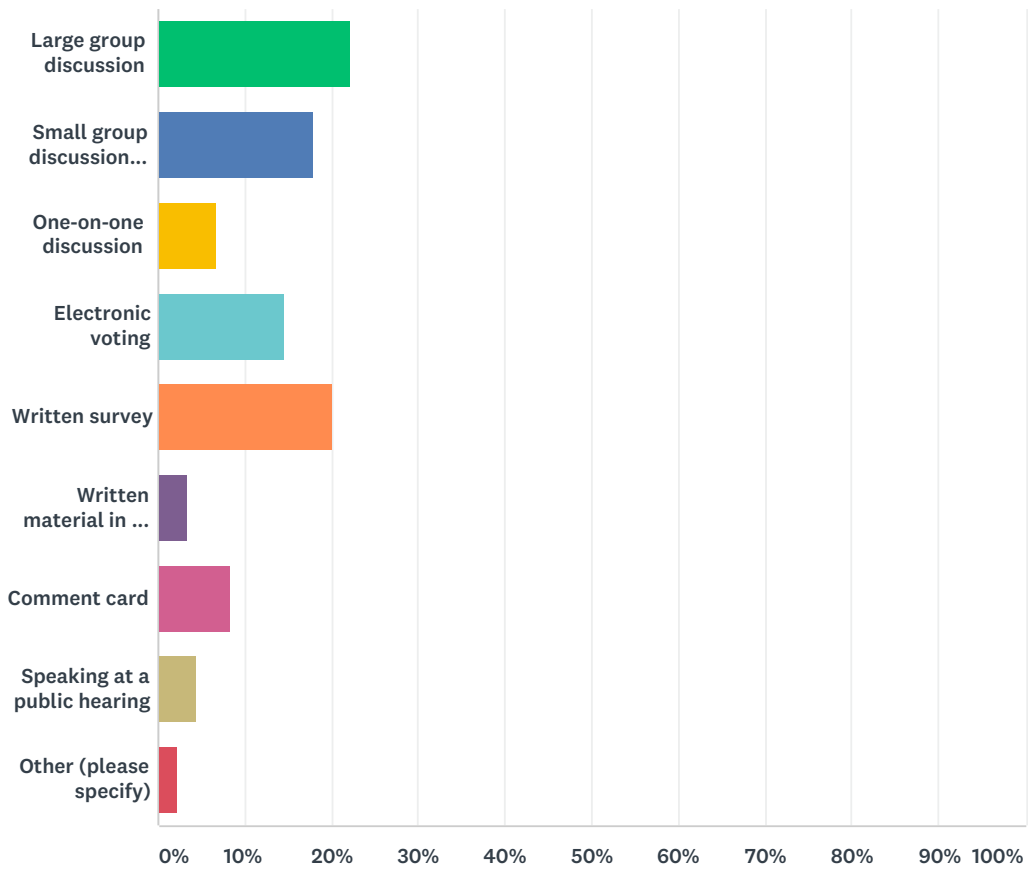
Answered: 696 Skipped: 11



ANSWER CHOICES	RESPONSES	
Downtown Buffalo	65.66%	457
Downtown Niagara Falls	4.45%	31
In the community that will be affected by the proposed change	27.44%	191
Other (please specify)	2.44%	17
TOTAL		696

Q7 How are you most comfortable sharing your views at meetings? Select 1.

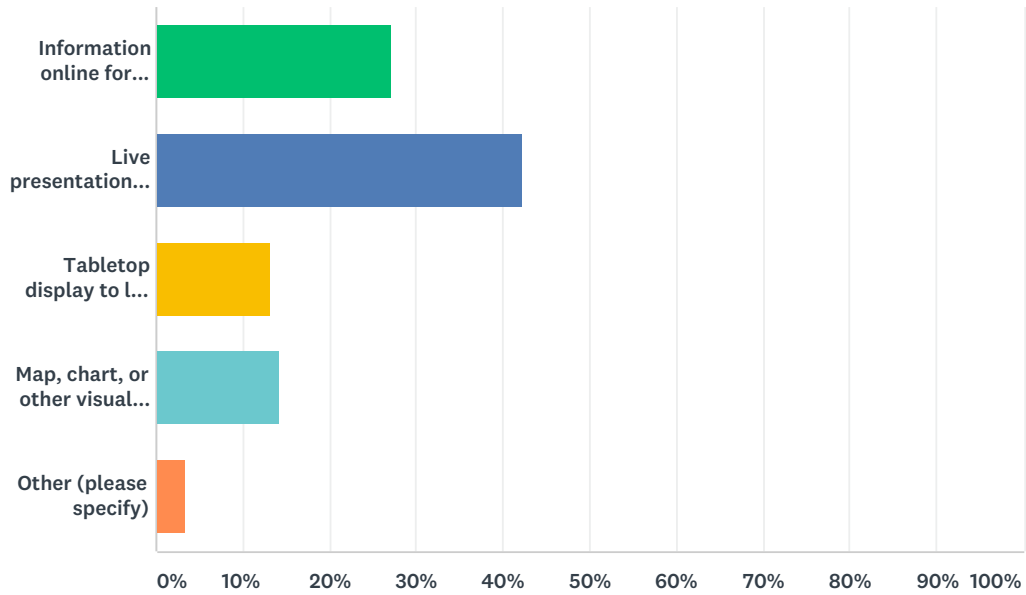
Answered: 693 Skipped: 14



ANSWER CHOICES	RESPONSES	
Large group discussion	22.08%	153
Small group discussion (less than 10 people)	18.04%	125
One-on-one discussion	6.64%	46
Electronic voting	14.72%	102
Written survey	20.06%	139
Written material in my preferred language	3.32%	23
Comment card	8.37%	58
Speaking at a public hearing	4.47%	31
Other (please specify)	2.31%	16
TOTAL		693

Q8 What is the best way to present information to you at a meeting? Select 1.

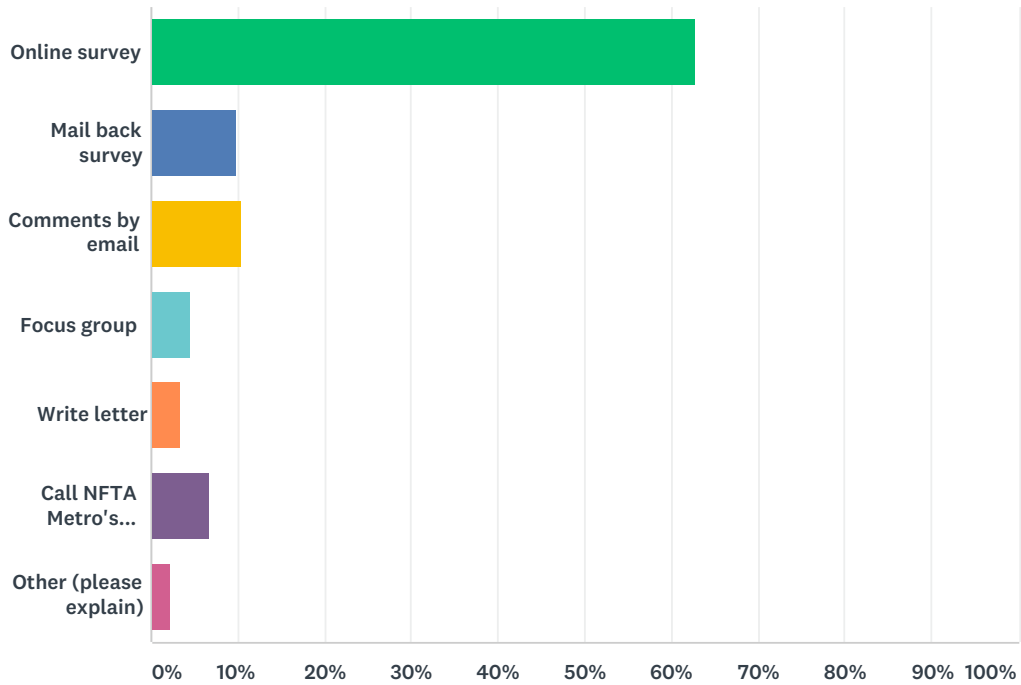
Answered: 700 Skipped: 7



ANSWER CHOICES	RESPONSES	
Information online for review before a meeting	27.14%	190
Live presentation at a meeting	42.29%	296
Tabletop display to look at before/during meeting	13.14%	92
Map, chart, or other visual aids at meeting	14.14%	99
Other (please specify)	3.29%	23
TOTAL		700

Q9 In addition to a meeting, what is the best way for you to provide Metro with information? Select 1.

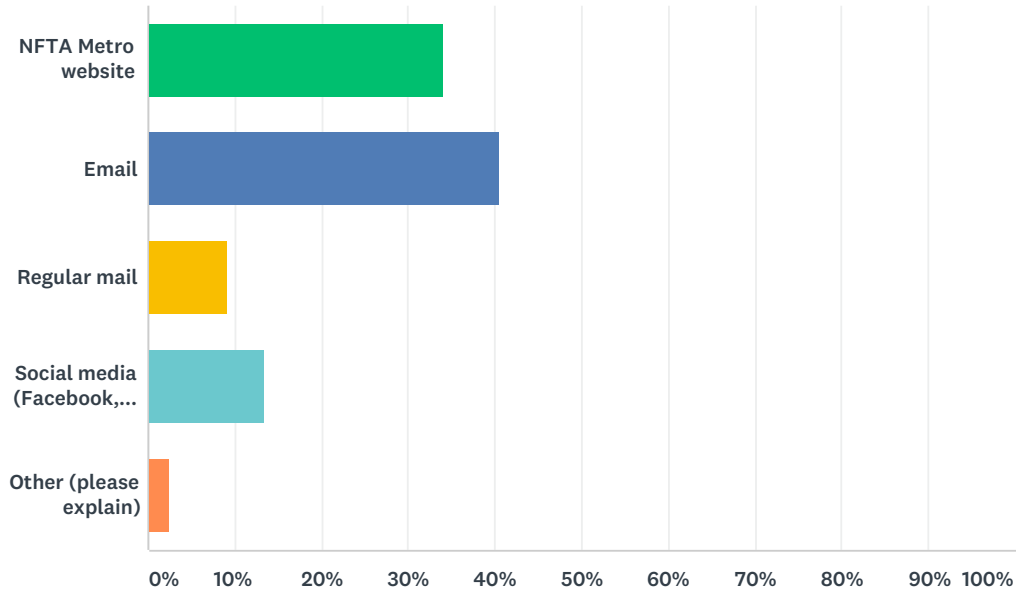
Answered: 702 Skipped: 5



ANSWER CHOICES	RESPONSES	
Online survey	62.82%	441
Mail back survey	9.83%	69
Comments by email	10.40%	73
Focus group	4.70%	33
Write letter	3.28%	23
Call NFTA Metro's Customer Service line	6.70%	47
Other (please explain)	2.28%	16
TOTAL		702

Q10 NFTA Metro would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of our actions after meetings? Select 1.

Answered: 699 Skipped: 8



ANSWER CHOICES	RESPONSES	
NFTA Metro website	34.19%	239
Email	40.63%	284
Regular mail	9.30%	65
Social media (Facebook, Twitter)	13.30%	93
Other (please explain)	2.58%	18
TOTAL		699

Q11 Can you name any community groups, educational organizations, or religious groups that you know about where NFTA Metro should send information about upcoming changes, projects, and participation opportunities?

Answered: 353 Skipped: 354

#	RESPONSES	DATE
1	West Side Community Services	10/15/2018 9:26 AM
2	Church of God Tabernacle, 526 High St	10/15/2018 9:15 AM
3	Push Buffalo	10/9/2018 10:44 AM
4	Wellcare	10/9/2018 10:40 AM
5	every business school shopping place	10/4/2018 11:56 AM
6	Hispanic Heritage Council	10/4/2018 10:02 AM
7	WNYIL 3108 Main	10/4/2018 10:00 AM
8	Buffalo Prep at UB South Campus	10/4/2018 9:58 AM
9	PUSH Buffalo	10/4/2018 9:54 AM
10	Boys and Girls Club, YMCA, NCCC	10/3/2018 1:50 PM
11	Housing projects, hospitals	10/3/2018 1:40 PM
12	Church	10/3/2018 1:31 PM
13	Father Bells	10/3/2018 11:34 AM
14	Saint Lukes	10/3/2018 11:31 AM
15	Transitional Services Inc. TSI	10/3/2018 11:17 AM
16	Delaware Baptist Church	10/3/2018 11:11 AM
17	SUNY - university at buffalo	10/3/2018 11:08 AM
18	True Bethel	10/3/2018 10:59 AM
19	salvation army, senior centers	10/3/2018 10:41 AM
20	shopping malls and TV	10/3/2018 10:24 AM
21	PUSH, Muhammad Mosque High School, BMHA, Grassroots Gardens of WNY	10/3/2018 10:21 AM
22	Buffalo State	10/3/2018 9:56 AM
23	Periodicos	10/2/2018 11:41 AM
24	NAACP NF branch	10/1/2018 2:57 PM
25	NAACP	10/1/2018 2:49 PM
26	university at buffalo parking & transportation	9/24/2018 2:32 PM
27	brandon.quintanilla@phiota.org	9/21/2018 3:51 PM
28	no	9/21/2018 3:19 PM
29	Not that I can think of	9/21/2018 12:26 PM
30	No	9/21/2018 10:10 AM
31	Library	9/21/2018 9:24 AM
32	Colleges, big businesses like Wegmans and hospitals.	9/21/2018 9:10 AM

Outreach Survey: Your input matters

33	no	9/21/2018 5:24 AM
34	Eggertsville Community Organization	9/21/2018 12:34 AM
35	No	9/20/2018 9:29 PM
36	Buffalo State College	9/20/2018 5:33 PM
37	No	9/20/2018 4:45 PM
38	BNMC	9/20/2018 3:40 PM
39	No	9/20/2018 12:36 PM
40	N/A	9/20/2018 11:39 AM
41	Buffalo Public Schools. All buildings.	9/20/2018 10:57 AM
42	Compass House	9/20/2018 9:53 AM
43	No	9/20/2018 9:48 AM
44	N/a	9/20/2018 6:21 AM
45	No.	9/19/2018 10:17 PM
46	N/A	9/19/2018 5:53 PM
47	No	9/19/2018 12:45 PM
48	M&T	9/19/2018 11:22 AM
49	Buffalo Transit Riders United Partnership for the Public Good Open Buffalo University at Buffalo Buffalo Parent Teacher Organization	9/19/2018 11:11 AM
50	Buffalo Transit Riders United	9/19/2018 10:43 AM
51	Tu Hieu Buddish Temple 647 Fillmore Avenue Buffalo NY 14212	9/19/2018 9:39 AM
52	No	9/19/2018 9:12 AM
53	St. Luke's mission of mercy	9/18/2018 8:27 PM
54	All the rehabs halfway houses, recovery center, outpatient centers library	9/18/2018 8:04 PM
55	CITY MISSION	9/18/2018 2:25 PM
56	Each diffeent community, like lovejoy, Kaisertown, etc	9/18/2018 2:00 PM
57	No	9/18/2018 12:17 PM
58	UB	9/18/2018 10:04 AM
59	Buffalo suburban christian academy, Lancaster NY	9/18/2018 8:29 AM
60	senior home	9/18/2018 8:25 AM
61	Facebook	9/18/2018 5:59 AM
62	Social services downtown buffalo	9/18/2018 1:03 AM
63	all the many block clubs, university heights community group, none like you/we care neighborhood community block club, parkside block club, elmwood village council etc.	9/17/2018 9:44 PM
64	Large shopping centers	9/17/2018 8:46 PM
65	university at buffalo medical school	9/17/2018 7:44 PM
66	None	9/17/2018 7:07 PM
67	No	9/17/2018 6:38 PM
68	Harvest House 175 Jefferson Ave Buffalo NY 14204	9/17/2018 6:09 PM
69	None	9/17/2018 5:16 PM
70	UB	9/17/2018 4:50 PM
71	no	9/17/2018 4:01 PM

Outreach Survey: Your input matters

72	evergreen health center	9/17/2018 3:43 PM
73	UB Parking and Transportation	9/17/2018 3:18 PM
74	BETC center	9/17/2018 3:12 PM
75	prevention focus	9/17/2018 3:00 PM
76	UB Jacobs School of Medicine and Biomedical Sciences	9/17/2018 2:47 PM
77	none	9/17/2018 2:10 PM
78	N/A	9/17/2018 1:46 PM
79	N/A	9/17/2018 1:22 PM
80	N/A	9/17/2018 1:22 PM
81	Buffalo Transit Riders United (BTRU)	9/17/2018 1:10 PM
82	Buffalo State college	9/17/2018 1:09 PM
83	Jacobs School of Medicine	9/17/2018 12:38 PM
84	UB	9/17/2018 12:15 PM
85	UB Jacobs SMBS	9/17/2018 11:39 AM
86	UB Jacobs school of medicine and biomedical sciences	9/17/2018 11:38 AM
87	UB Students	9/17/2018 11:29 AM
88	All buffalo public and charter schools	9/17/2018 11:16 AM
89	No	9/17/2018 10:23 AM
90	David Spry	9/17/2018 7:24 AM
91	Public Schools, Jericho Road, Network of Religious, Social Services for Seniors and Disabled	9/16/2018 8:00 PM
92	Buffalo State College, any college in the area, neighborhood/community clubs or groups, Boys and Girls Club	9/16/2018 5:53 PM
93	DAS (Deaf Access Services)	9/16/2018 3:06 PM
94	No	9/16/2018 12:39 PM
95	n/a	9/16/2018 3:07 AM
96	Not at the moment.	9/15/2018 6:01 PM
97	N/a	9/15/2018 4:36 PM
98	University station	9/15/2018 3:01 PM
99	No	9/15/2018 10:53 AM
100	Buffalo Public Library system	9/15/2018 8:50 AM
101	schools/ hospitals	9/15/2018 2:34 AM
102	colleges/shcools	9/15/2018 2:21 AM
103	Best/Self-Behavioral Health SC/UB and other capuses	9/15/2018 12:22 AM
104	You should make the day pass cheaper	9/14/2018 10:31 PM
105	Local churches, food pantries, community engagement centers, public places such as parks and high volume commuter areas.	9/14/2018 9:28 PM
106	Local churches, food pantries, community engagement centers, public places such as parks and high volume commuter areas.	9/14/2018 9:27 PM
107	No	9/14/2018 5:15 PM
108	Buffalo state college	9/14/2018 3:41 PM
109	Buffalo state college	9/14/2018 3:35 PM
110	n/a	9/14/2018 3:06 PM

Outreach Survey: Your input matters

111	Churches	9/14/2018 2:50 PM
112	No	9/14/2018 2:11 PM
113	Buffalo State College	9/14/2018 1:53 PM
114	Buffalo dream center	9/14/2018 1:35 PM
115	Block clubs	9/14/2018 12:51 PM
116	Seniors building.	9/14/2018 12:17 PM
117	SUNY Buffalo State	9/14/2018 10:19 AM
118	Buffalo State College	9/13/2018 10:42 PM
119	No	9/13/2018 10:37 PM
120	No	9/13/2018 10:26 PM
121	O	9/13/2018 9:45 PM
122	Buffalo State College	9/13/2018 8:52 PM
123	no	9/13/2018 8:33 PM
124	No	9/13/2018 8:32 PM
125	No	9/13/2018 7:50 PM
126	No	9/13/2018 7:50 PM
127	https://nextdoor.com/	9/13/2018 7:33 PM
128	Food Pantries of WNY most people who use Metro also require the food pantries as well.	9/13/2018 7:23 PM
129	Buffalo State College	9/13/2018 7:20 PM
130	No	9/13/2018 6:05 PM
131	None	9/13/2018 5:47 PM
132	Catholic charities, any and all community groups	9/13/2018 5:43 PM
133	Nah	9/13/2018 5:31 PM
134	Elmwood Village	9/13/2018 5:09 PM
135	No	9/13/2018 4:35 PM
136	Buffalo State College	9/13/2018 4:12 PM
137	Village of Blasdell	9/13/2018 4:01 PM
138	Buffalo State College	9/13/2018 3:46 PM
139	Buffalo State College	9/13/2018 2:35 PM
140	no	9/13/2018 2:14 PM
141	No	9/13/2018 2:06 PM
142	Student life offices on campus. They can just distribute it via email	9/13/2018 1:46 PM
143	None	9/13/2018 1:14 PM
144	Nope	9/13/2018 1:11 PM
145	Buffalo State	9/13/2018 1:03 PM
146	Parent Network	9/13/2018 12:46 PM
147	Buffalo Public Schools!!!	9/13/2018 12:42 PM
148	No	9/13/2018 12:38 PM
149	Renovation church	9/13/2018 12:36 PM
150	College campuses	9/13/2018 12:34 PM
151	No	9/13/2018 12:22 PM

Outreach Survey: Your input matters

152	PUSH Buffalo, Partnership for the Public Good, University at Buffalo	9/13/2018 11:45 AM
153	They can send information through the schools organizations	9/13/2018 11:25 AM
154	Highschools (McKinley, Riverside,southpark,etc) , Colleges (ECC, Buffalo State, Villa Marie ,etc) , post offices they can spread throughout with the mail. The C.A.O, SAY YESthroughout churches	9/13/2018 11:24 AM
155	Suny colleges in Buffalo	9/13/2018 11:21 AM
156	American red cross	9/13/2018 11:04 AM
157	The local colleges and High Schools that daily ride the NFTA Metro	9/13/2018 10:57 AM
158	No (I just moved here for school and do not know many groups yet)	9/13/2018 10:47 AM
159	NAACP, NYPIRG, Buffalo State College.	9/13/2018 10:45 AM
160	no	9/13/2018 10:44 AM
161	N/A	9/13/2018 10:36 AM
162	N/A	9/13/2018 10:35 AM
163	All college organizations in Buffalo	9/13/2018 10:24 AM
164	Unsure	9/13/2018 10:16 AM
165	USG of Buffalo State College	9/13/2018 10:14 AM
166	N/A	9/13/2018 9:50 AM
167	The school districts in WNY	9/13/2018 9:44 AM
168	Martha Mitchell Center	9/13/2018 9:40 AM
169	Buffalo State College	9/13/2018 9:40 AM
170	Non	9/13/2018 9:33 AM
171	PUSH Buffalo, West Side Alive	9/13/2018 9:32 AM
172	Buffalo State- I never selected the community group option but I get my pass via the college.	9/13/2018 9:29 AM
173	n/a	9/13/2018 9:24 AM
174	Try sending things to cafes, and and laundromats, as those are places I frequent. I have to wash my clothing, and I tend to be more productive with schoolwork outside my apartment. Other than that, schools would be good. I'm only responding to this because it was sent to me through my school announcements.	9/13/2018 9:22 AM
175	Buffalo state students	9/13/2018 9:20 AM
176	No	9/13/2018 9:16 AM
177	No	9/13/2018 9:15 AM
178	N/A	9/13/2018 9:15 AM
179	No	9/13/2018 9:15 AM
180	Buffalo state	9/13/2018 9:13 AM
181	Block clubs, churches, community centers	9/13/2018 9:13 AM
182	Buffalo State College	9/13/2018 9:13 AM
183	N/A	9/13/2018 9:12 AM
184	Buffalo Game Space, Buffalo State, UB	9/13/2018 9:11 AM
185	Colleges like Buffalo State College	9/13/2018 9:10 AM
186	Buffalo State College	9/13/2018 9:05 AM
187	Buffalo State College	9/13/2018 9:02 AM
188	None I can think of right now	9/12/2018 9:04 PM

Outreach Survey: Your input matters

189	no	9/12/2018 8:24 PM
190	Ecmc	9/12/2018 6:22 PM
191	University at Buffalo Professional Staff Senate (PSS) Williamsville Business Association University District Community Development Association All of the City of Buffalo Block Clubs YMCA Buffalo Niagara	9/12/2018 3:44 PM
192	CAO	9/12/2018 11:04 AM
193	No	9/12/2018 10:36 AM
194	Library	9/12/2018 5:43 AM
195	no	9/10/2018 8:26 PM
196	PUSH Hispanics United of Buffalo	9/10/2018 1:51 PM
197	GoBike Buffalo	9/10/2018 11:52 AM
198	CRT, BTRU, PUSH Buffalo, churches and block clubs in area affected, Libraries, Online	9/8/2018 11:07 PM
199	na	9/8/2018 5:35 PM
200	Buffalo Public Schools	9/8/2018 4:32 PM
201	Hennipen park	9/7/2018 7:08 PM
202	NICAP Hub and office on Falconer St. in North Tonawanda, NY Definitely all the public libraries in the service area of Western New York Senior Citizen centers such as North Tonawanda Senior Center at 100 Oliver St. in North Tonawanda Also food pantries would be nice since many poor people use public transportation	9/7/2018 4:18 PM
203	Summer youth program groups	9/7/2018 2:35 PM
204	no	9/7/2018 12:44 PM
205	Not at this point	9/7/2018 12:14 PM
206	senior citizens buildings, community centers	9/7/2018 12:04 PM
207	Schools, jobs	9/7/2018 10:53 AM
208	Horizon Health Services	9/7/2018 10:17 AM
209	Galleria mall	9/7/2018 9:05 AM
210	Harbor house	9/7/2018 7:57 AM
211	Catholic charities	9/6/2018 8:16 PM
212	VA	9/6/2018 1:30 PM
213	GBAUHN, Child & Family Services, Public Libraries	9/6/2018 9:41 AM
214	No	9/6/2018 7:01 AM
215	Bus ,3#	9/5/2018 9:16 PM
216	My answer was given in previous question, churches and school websites	9/5/2018 7:06 PM
217	Email or text	9/5/2018 5:31 PM
218	No	9/5/2018 4:21 PM
219	Go Bike Slow Roll	9/5/2018 3:46 PM
220	Epilepsy and Seizure Disorders Association of Western New York ; Independent Living Centre	9/5/2018 11:58 AM
221	I CANNOT THINK OF ANY PARTICULAR GROUP OR ORGANIZATION AT THE PRESENT TIME.	9/5/2018 10:13 AM
222	Libraries	9/4/2018 8:27 PM
223	No	9/4/2018 2:25 PM
224	Large community groups and block clubs (ie: University Heights Collaborative, Hamlin Park Taxpayers Assoc., EVA, ect)	9/4/2018 1:28 PM

Outreach Survey: Your input matters

225	Na	9/4/2018 1:27 PM
226	Bnmc	9/4/2018 12:31 PM
227	Disabled American Veterans (DAV)	9/3/2018 8:00 PM
228	buffalo Niagara medical campus	9/3/2018 2:09 PM
229	no	9/3/2018 11:49 AM
230	Neighborhood supermarkets, (Wegmans, Walmart, etc.)	9/3/2018 7:29 AM
231	TOWN BOARD OF ORCHARD PARK...AND THE TOWN SUPERVISOR	9/2/2018 7:31 PM
232	No	9/2/2018 5:26 PM
233	WNY Independent Living Center	9/2/2018 12:26 PM
234	no I can not.	9/2/2018 5:33 AM
235	Delavan Grider Center	9/1/2018 12:37 PM
236	I don't know.	8/31/2018 9:37 PM
237	N/A	8/31/2018 9:25 PM
238	C.a.s.t ecc	8/31/2018 11:45 AM
239	Adult Buffalo Learning Center,	8/31/2018 8:05 AM
240	N/A	8/31/2018 8:05 AM
241	Not off the top of my head. Is there a way to make a suggestion after completing this survey?	8/30/2018 6:48 PM
242	Large businesses	8/29/2018 8:21 PM
243	Large businesses	8/29/2018 8:20 PM
244	Local Disability Advocacy and service agencies and community groups	8/29/2018 6:43 PM
245	University Heights Collaborative	8/29/2018 2:03 PM
246	Catholic and Episcopal diocese	8/29/2018 12:45 PM
247	Veterans aid groups. VA 1-Stop, Veterans Hospital	8/29/2018 10:23 AM
248	Buffalo Public Schools	8/29/2018 9:42 AM
249	Dept of labor, social services, Catholic charities	8/29/2018 8:59 AM
250	Everyone	8/29/2018 8:08 AM
251	UB	8/29/2018 6:40 AM
252	Arts Experience, People Inc, Aspire/WNY, The ARC/Erie Co, DDSO	8/29/2018 12:48 AM
253	The Central Library in downtown Buffalo	8/29/2018 12:33 AM
254	No	8/28/2018 10:20 PM
255	Citizens for regional transit	8/28/2018 9:00 PM
256	Block clubs	8/28/2018 6:09 PM
257	No	8/28/2018 5:09 PM
258	Both Buffalo and Lackawanna Catholic Charities.	8/28/2018 4:44 PM
259	downtown library	8/28/2018 4:34 PM
260	Schools	8/28/2018 3:14 PM
261	none	8/28/2018 2:36 PM
262	Na	8/28/2018 2:33 PM
263	Elmwood Association, Preservation Buffalo	8/28/2018 2:23 PM
264	Buffalo News	8/28/2018 2:10 PM

Outreach Survey: Your input matters

265	A.C.C.E.S.S. on Ridge Rd Lackawanna. And Lackawanna public library. Nfta messed up posting in a small local paper that no one gets home delivery..i missed out on meeting when bus 36 eliminated....should have posted notice on bus stop area itself for riders to see or buffalo newspaper	8/28/2018 2:04 PM
266	Schools, community centers, senior citizen centers	8/28/2018 2:03 PM
267	No	8/28/2018 1:59 PM
268	Not that I can think of at the moment. Maybe bus stations, or grocery stores where people read information boards?	8/28/2018 1:58 PM
269	Belmont Housing	8/28/2018 1:58 PM
270	University at Buffalo and attorney general s office in buffalo	8/28/2018 1:57 PM
271	Schools	8/28/2018 1:54 PM
272	No	8/28/2018 1:53 PM
273	No	8/28/2018 1:51 PM
274	Local collages	8/28/2018 1:45 PM
275	No	8/28/2018 1:35 PM
276	no	8/28/2018 1:32 PM
277	United Way of Buffalo and Erie County to distribute out thru their networks, Oishei Foundation, Community Foundation if Greater Buffalo, International Institue, Jewish Family Service, Journey's End, Jericho Road, Buffalo Urban League, and Medical Answering Service.	8/28/2018 12:19 PM
278	Schools	8/28/2018 4:35 AM
279	BTRU	8/27/2018 8:59 PM
280	Senior centers, sugar city	8/27/2018 5:25 PM
281	No	8/27/2018 5:23 PM
282	Erie County Office for People with Disabilities, Western New York Independent Living Center, DDAWNY	8/27/2018 3:17 PM
283	Self Advocacy association of WNY Erie county office for the disabled, OPWDD, DDAWNY	8/27/2018 11:32 AM
284	DDAWNY	8/27/2018 10:50 AM
285	Leadership Buffalo	8/27/2018 10:07 AM
286	Parent Network of WNY 1000 Main St. Buffalo, NY 14202	8/27/2018 8:45 AM
287	The Developmental Disability Alliance Of Western New York (DDAWNY). They, in turn, can distribute this information to the many not-for-profits agencies that service individuals with intellectual and developmental disabilities who rely on your service. Also, to the Western New York Developmental Disability Regional Office (DDRO Region 1) for the same reason, regarding individuals Region 1 services.	8/27/2018 8:44 AM
288	United Way would be excellent. Their network of providers serve the neediest. The visitors bureau also, Beyond that, until the suburb to city avg. commute exceeds 45 minutes, don't bother the white collar workforce.	8/27/2018 8:39 AM
289	PUSH Buffalo, Voice Buffalo, WNYIL, OPWDD, NYSED ACCES-VR, Community Services for Every 1, Aspire, People INC., Heritage Christian Services, ARC of Erie County, Autism Services, Willcare, Healthforce, Venture Forthe Beechwood, Weinberg, Center for Self Advocacy, DDAWNY, Person Centered Services, Prime Care, WNY OPWDD Self Direction Liaisons	8/27/2018 8:09 AM
290	Aspire, People Inc &The Arc	8/27/2018 7:35 AM
291	DDAWNY Family Group, Opportunities Unlimited of Niagara	8/27/2018 6:03 AM
292	All human services agency	8/26/2018 9:20 PM
293	Coalition for Vibrant Seneca Street, Old First Ward Community Association, Seneca Street Community Development Corporation	8/26/2018 3:55 PM

Outreach Survey: Your input matters

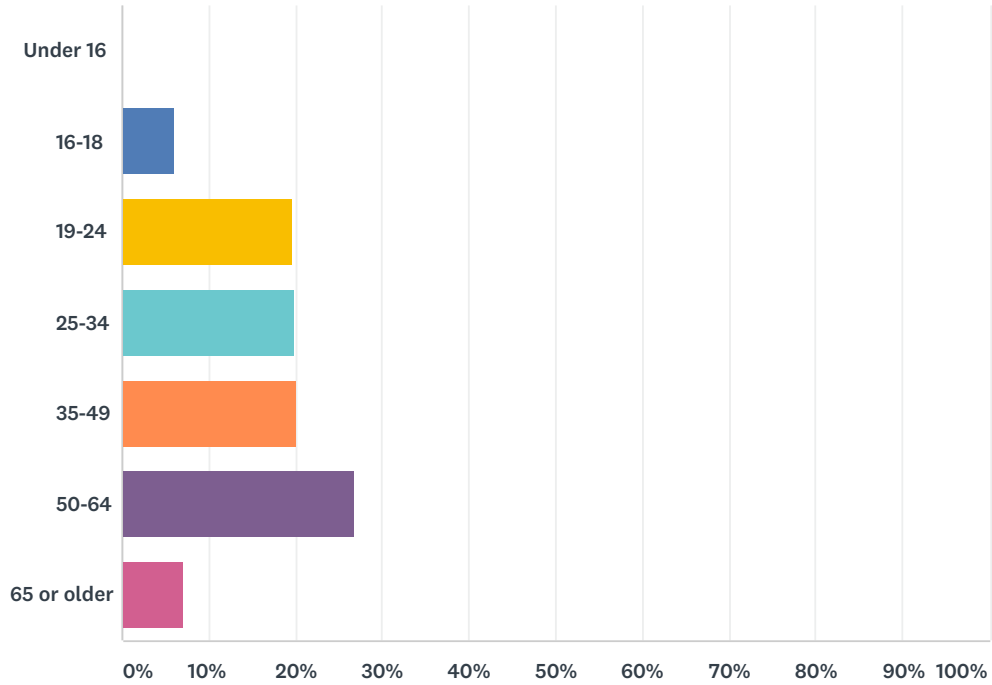
294	Center for Self-Advocacy they work with people that have Disabilities and can help explain it in ways they understand.	8/26/2018 2:41 PM
295	Share with schools, universities, churches, etc	8/26/2018 1:21 AM
296	Malls. Colleges.	8/25/2018 7:47 PM
297	Senior centers	8/25/2018 2:15 PM
298	North Western New York Regional Transportation: Higher Education Consortium Conservation Planning Project	8/25/2018 12:59 PM
299	none	8/25/2018 12:13 PM
300	no	8/24/2018 10:56 PM
301	Community action organization	8/24/2018 5:18 PM
302	Buffalo Public Schools	8/24/2018 3:56 PM
303	University Heights Collaborative Erie Community College Transportation Office	8/24/2018 3:32 PM
304	SANYS, Center for Self-Advocacy, DDAWNY family committee	8/24/2018 2:32 PM
305	Center for Self Advocacy 2529 Delaware Avenue , NY	8/24/2018 11:18 AM
306	Buffalo Transit Riders United, Citizens for Regional Transit, PUSH Buffalo, partnership for the public good, voice Buffalo, immigration institute, community block clubs	8/24/2018 10:26 AM
307	WNYIL, all Colleges & Universities, all grade school systems where NFTA take students to school. All apartment buildings that have a bus stop within .7 miles, or walking distance	8/24/2018 9:41 AM
308	Western NY Independent Living Center	8/24/2018 9:08 AM
309	Elmwood Village Association	8/24/2018 8:39 AM
310	Seneca Nation of Indians-Buffalo Office	8/24/2018 8:25 AM
311	Agencies that serve people with developmental disabilities. The service for these individuals is in need of improvement.	8/24/2018 8:03 AM
312	DDAWNY, nonprofits providing supports and services	8/24/2018 6:59 AM
313	Citizens for Regional Transit, Buffalo Transit Riders United	8/23/2018 10:44 PM
314	no	8/23/2018 9:34 PM
315	University at Buffalo: Professional Staff Senate Buffalo Niagara Medical Campus	8/23/2018 4:22 PM
316	No	8/23/2018 3:45 PM
317	Buffalo Transit Riders United, local community leadership, community centers, Parent groups and organizations that have community meetings such as Push.	8/23/2018 3:20 PM
318	sanys	8/23/2018 2:56 PM
319	Hamburg Community Development, Town of Hamburg, Village of Blasdell, Village of Hamburg, local churches/church bulletins	8/23/2018 2:40 PM
320	Elmwood Village Association, University District Community Development Association, block clubs, church groups, CRTA, ECC, large businesses, Buffalo Place, Hertel Association,	8/23/2018 2:40 PM
321	No	8/23/2018 2:35 PM
322	Independent living of WNY	8/23/2018 2:20 PM
323	Western New York Independent Living	8/23/2018 2:07 PM
324	nfta advisory committee	8/23/2018 2:05 PM
325	N	8/23/2018 2:05 PM
326	Western New York Independent Living	8/23/2018 1:55 PM
327	WNYIL, Housing Options Made Easy, Transitional Services INC, restoration society, depaul	8/23/2018 1:55 PM
328	Aspire of WNY, center for Self Advocacy (on Delaware in North Buffalo), UB ATTAIN lab at 555 Ellicott st	8/23/2018 1:50 PM

Outreach Survey: Your input matters

329	Food Pantries, Shelters, Catholic Charities offices, Parish outreach centers	8/23/2018 1:14 PM
330	no	8/23/2018 1:12 PM
331	Council District Offices, Community orgs (Elmwood Village Association, Parkside Community Association, Allentown Association, Grant-Ferry, Black Rock, Old First Ward Community Center, Faith-based communities, etc.)	8/23/2018 1:05 PM
332	N/A	8/23/2018 12:57 PM
333	UB, public schools	8/23/2018 12:54 PM
334	You need to involve employers in areas where it is hard to position because they are not on a bus line.	8/23/2018 12:46 PM
335	not specifically - get to the heart of the community - block clubs, churches, etc. who already have a network they can reach out to	8/23/2018 12:46 PM
336	NO	8/23/2018 12:44 PM
337	Buffalo Peace House	8/23/2018 12:38 PM
338	Partners for a Livable WNY Greater Buffalo Building Owners and Managers Assoc.	8/23/2018 12:35 PM
339	N/A	8/23/2018 10:58 AM
340	Elmwood Village Association CRT	8/23/2018 10:34 AM
341	on metro buses because so everyone knows about it.	8/23/2018 10:23 AM
342	JOURNEY'S END, VOICE-BUFFALO/BUFFALO IMMIGRANT LEADERSHIP TEAM (BILT)	8/23/2018 10:14 AM
343	CRTC and all the educational institutions; high schools, colleges, etc .	8/23/2018 10:09 AM
344	You should contact through a mailing(both electronic and snail mail) and ask them if they like to participate	8/23/2018 8:08 AM
345	CRT, GBNRTC, UB	8/22/2018 10:36 PM
346	Block clubs	8/22/2018 7:29 PM
347	Neighborhood association	8/22/2018 5:38 PM
348	University Heights Collaborative	8/22/2018 4:26 PM
349	Parkside Community Center	8/22/2018 3:13 PM
350	The Parkside community association, the partnership for public good, citizens for regional transit.	8/22/2018 12:17 PM
351	Fruit Belt/McCarley Gardens Housing Task Force, 301 East Utica 14208	8/22/2018 10:26 AM
352	Citizens for regional transit	8/22/2018 9:49 AM
353	Citizens for Regional Transit	8/22/2018 9:48 AM

Q12 What is your age?

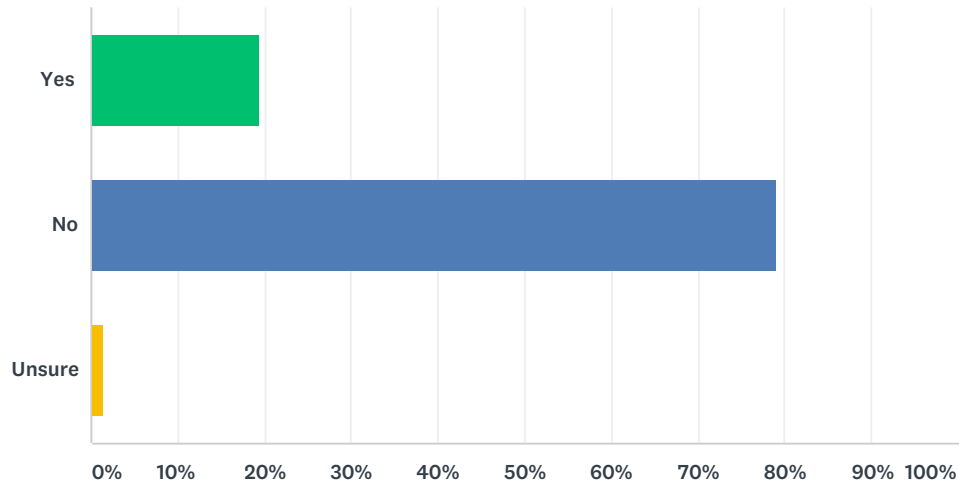
Answered: 651 Skipped: 56



ANSWER CHOICES	RESPONSES	
Under 16	0.31%	2
16-18	6.14%	40
19-24	19.66%	128
25-34	19.82%	129
35-49	20.12%	131
50-64	26.88%	175
65 or older	7.07%	46
TOTAL		651

Q13 Are you of Hispanic, Latino, or Spanish origin?

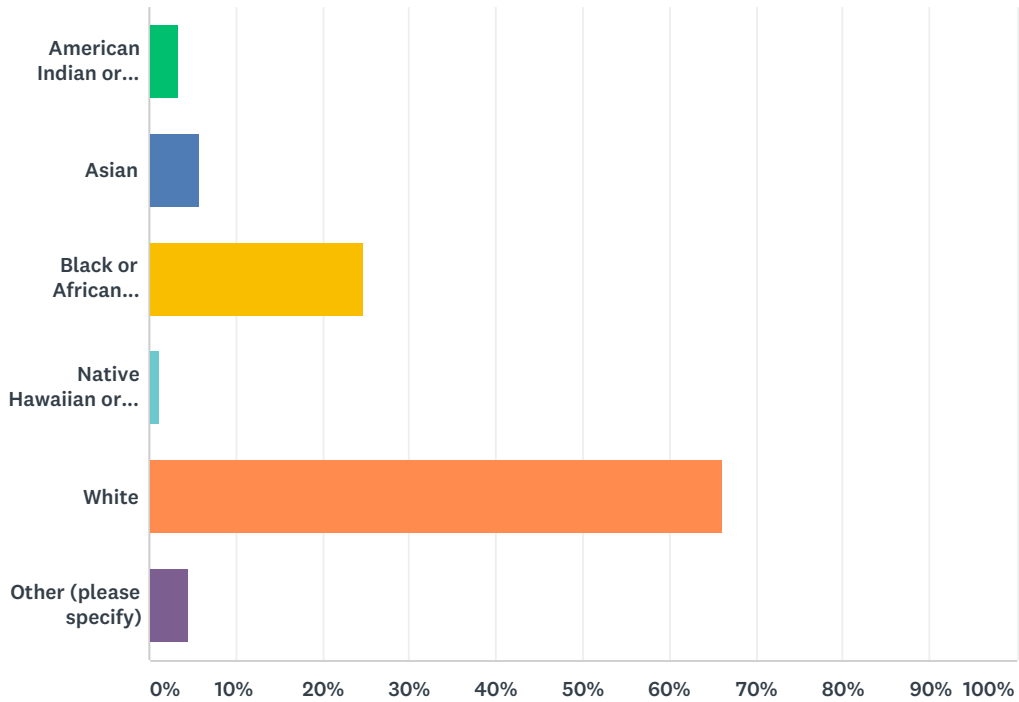
Answered: 643 Skipped: 64



ANSWER CHOICES	RESPONSES	
Yes	19.44%	125
No	79.00%	508
Unsure	1.56%	10
TOTAL		643

Q14 Which of the following best describes your race? Select all that apply.

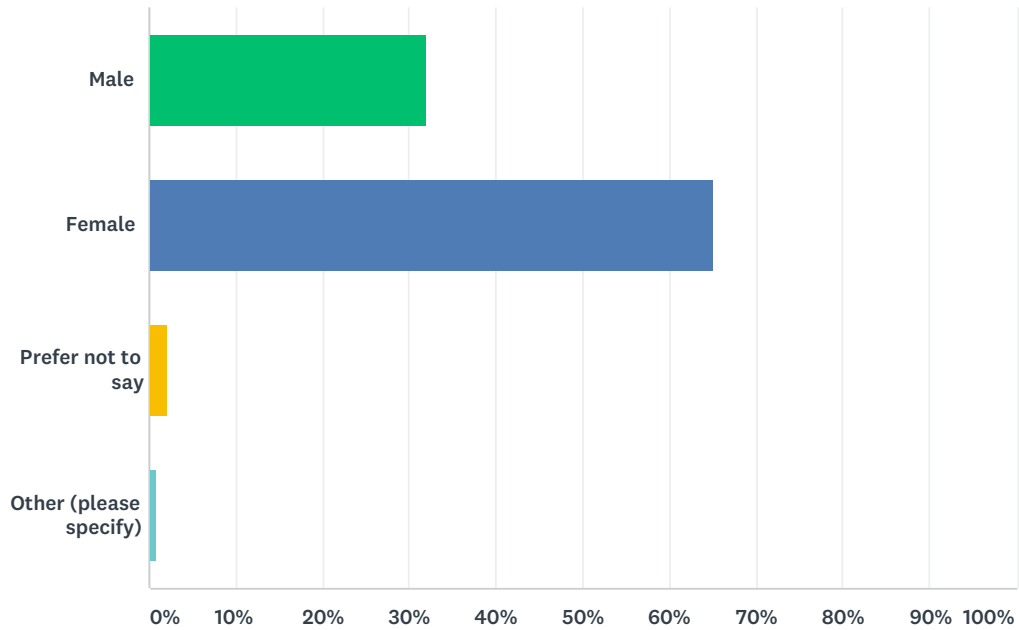
Answered: 595 Skipped: 112



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	3.36%	20
Asian	5.88%	35
Black or African American	24.71%	147
Native Hawaiian or Other Pacific Islander	1.18%	7
White	66.05%	393
Other (please specify)	4.71%	28
Total Respondents: 595		

Q15 I identify my gender as:

Answered: 645 Skipped: 62



ANSWER CHOICES	RESPONSES	
Male	31.94%	206
Female	65.12%	420
Prefer not to say	2.02%	13
Other (please specify)	0.93%	6
TOTAL		645