

**NFTA Board of Commissioners:**

Henry M. Sloma, Acting Chairman

Eunice A. Lewin, Treasurer

Peter G. Demakos, Secretary

Vincent G. Crehan

Mark D. Croce

James J. Eagan

Carmen A. Granto

Kevin J. Helfer

Michael P. Hughes

Adam W. Perry

Howard A. Zemsky

**Executive Director:**

Kimberley A. Minkel

**Passengers must  
retain their Metro  
pass for the duration  
of their ride.**



Visit [nfta.com](http://nfta.com) and try our Trip Planner. Type in where you are and your destination. The Trip Planner will show just how easy it is to let Metro take you where you want to go.



Printed with paper stock that is  
100 percent post consumer waste.

Spring 2011

**SPRING '11 EDITION**

# THE METRO Reporter

NFTA-Metro Rider News

## SPRING 2011 METRO SERVICE CHANGES

Spring schedules take effect Sunday, March 20. There are minor time changes to routes throughout the region, each aimed at making Metro more efficient. Please consult your individual route timetables or visit [nfta.com](http://nfta.com) for complete and up-to-date information.

## GET NFTA INFO INSTANTLY WITH INSTANT UPDATES

Stay informed about Metro routes and services by subscribing to the NFTA Instant Update program: Text messages or e-mail from Metro for free.

The Instant Update program lets you choose exactly what information you want regarding particular NFTA and Metro operations. The program will send route-specific Metro Bus and Rail rider alerts, news, NFTA employment postings as well as other important topics.

A subscriber to the Instant Update Program has the ability to select a category, or any number of categories, from a list. Messages can be sent to multiple locations such as your home and office computers and cell phones.

There is no cost to register to receive the messages from the NFTA, but wireless providers may charge per text message.

**NFTA  
INSTANT  
UPDATES**



## REFURBISHED RAIL CAR ARRIVES

The first of 27 rail cars to receive a \$1.5 million makeover arrived this past February. The \$40 million project involves a ground-up restoration for each of Metro's rail cars, over the next 32 months, resulting in one of the most modern rail fleets in the nation.

For passengers, the rebuild offers a number of benefits including an updated interior, more responsive heating and air-conditioning, an emergency audio system, brighter overhead lighting, flooring that helps prevent slips and easier-to-see signs inside and out.

For passengers with disabilities new rail cars will have flashing lights at all doors, new gong sounds to signal the opening and closing of doors and automatic stop announcements. In addition, an inter-car barrier at both ends of each rail car has been designed to prevent visually impaired passengers from falling into the track bed or walking between cars in the above ground section.

A number of other mechanical

improvements have also been made "under the hood" which will make Metro Rail even more reliable and cost-effective.

Metro Rail cars have been operating for about 25 years. With this rebuild, the cars should take us all to work, school or a show for another 25.

## TROLLEY SERVICE RETURNS

Metro Route 55T trolleys return to the streets of Niagara Falls in May, making it even easier to get around the Niagara region.

Trolley Route 55T serves Niagara Falls Blvd., Pine Ave. and downtown Niagara Falls USA. Guests of participating hotels may ride free with passes from their hotel registration desk, which are available on request. Other riders can simply pay Metro's standard fare of \$1.75. Senior citizens (age 65+), disabled and Medicare cardholders with valid ID pay 75 cents. Exact change is required. For more information, visit [nfta.com](http://nfta.com).





**SOMETHING ON YOUR MIND?**

Metro has a customer survey online at [nfta.com/metro](http://nfta.com/metro). It is a great opportunity to tell us how we are doing. Is Metro Bus and Rail service meeting your needs? Is there an area in which we can do better? The survey only takes a few minutes to complete and all of the questions are designed to help Metro help you. Take a moment to fill it out on-line or call Customer Care to request a survey you can fill out and send back, postage paid.

Metro Customer Care (716) 855-7211  
☎ TTY 711 or 800-662-1220

**NEW PASSES**

Monthly passes remain Metro's best value, offering unlimited rides during the preceeding month issued. Passes are available from the 24th of the preceeding month, to the 15th of the month in which they are valid, at participating Dash's Markets, Tops Markets, Budwey's, Parkside Pharmacy (975 Broadway) and Wilson Farms. Monthly passes also continue to offer added value features, with discounts at restaurants, shops and fun places to go. Check out all of the Metro Xtras savings at [nfta.com](http://nfta.com).

**LASALLE PARK & RIDE**

Only three minutes from University Station, with 700 free parking spots, LaSalle Station Park & Ride is the ideal choice for area commuters or anyone heading downtown for a game or a show. LaSalle is safe, convenient and serves both Metro Rail and Metro Bus Route 8 Main St.

**METRO'S SUMMER YOUTH PASS**

Metro's Summer Youth Pass lets people 12 to 17-years old ride Metro Bus or Metro Rail as much as they want (except Darien Lake service) from June 25 to September 6, 2011. The SYP is only \$52.50 and available at participating Tops, Wilson Farms, Budwey's, Dash's Markets and Parkside Pharmacy (975 Broadway). Every SYP also comes with so many discounts at area restaurants, shops and attractions the pass almost pays for itself. On sale starting this June.

**MEET METRO'S NEW BOSS**

Kimberley A. Minkel has been named the Niagara Frontier Transportation Authority's new

executive director, putting her in charge of Metro Bus and Rail (and two airports, a harbor, a police force . . .) Minkel has been with the NFTA for the last eight years, in charge of safety and environmental quality. She intends to maintain a sharp focus on safety for the passengers, employees and the community Metro serves, with an eye towards making Metro even more environmentally friendly.

A resident of Lancaster, Minkel is the first woman to hold the executive director post, the youngest, and only the tenth in the agency's history.



**GET THERE FASTER WITH METRO'S EXPRESS SERVICES**

Express bus and MetroLink Express services offer the same safe, convenient, economical transportation you'll find on all Metro

routes. The only difference is speed. Express services make fewer stops so they will get you where you need to be faster. Metro runs 20 express routes daily, covering the region. Visit [www.nfta.com](http://www.nfta.com) for listings under Express and MetroLink. Find a route that's right for you.

**MAKE EVENTS MORE FUN WITH METRO**

Festivals, ballgames, Thursday at the Square – Spring in Buffalo Niagara means getting out and about, and Metro can get you there. Don't worry about parking or the price of gas. Sit back and let us handle the traffic. Metro Bus and Rail serves downtown Buffalo, downtown Niagara Falls, HSBC Arena, Coca-Cola Field and all the major shows and festivals of the season. Metro keeps an up-to-date list on [nfta.com/metro](http://nfta.com/metro), detailing which bus route best serves each event. Give it a try.

**CELEBRATE EARTH DAY**

Earth Day is Friday, April 22, and once again the NFTA is working with partners across Buffalo Niagara to improve our environment. Local events have been organized by Ecology and Environment, Inc. Companies and organizations throughout the Niagara Frontier are using the day to launch new cleaner, greener initiatives. Sponsors are encouraging employees and members to carpool, bike, walk and most importantly, use public transportation.



**REMEMBER . . .**

Metro began operating to Amherst Station in May, 1985.

