



Serving Buffalo Niagara

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Dear Paratransit Client:

During January 2010, a draft Erie County Transit Service and Fare Restructuring Study was presented to the Niagara Frontier Transportation Authority (NFTA) Board of Commissioners. Consultants and staff presented and reviewed information and held several public hearings and community information meetings. It was determined that the implementation of the recommended adjustments would result in making Metro easier to use and understand, increase ridership and result in a more efficient and economically sustainable Metro system.

On June 28, 2010, the Board of Commissioners voted to implement the following recommended fare structure and service adjustments, which will go in effect **September 1, 2010**:

- Elimination of fare zones and zone charges
- Elimination of bus to bus transfers
- Discontinue tokens sales, except to social service agencies. However tokens will be accepted through August 2013.
- Paratransit eligible clients will be able to travel free on all Metro fixed route service.

The above recommendations will result in the following changes to Paratransit Access Line (PAL):

FARES:

Effective **September 1, 2010** fare will be as follows:

- \$3.50 for a one way trip.
- PAL passes
10 trips \$29.00
20 trips \$58.00

This means a savings of up to 34% based on your travel on PAL.

(PAL Passes with all zones should be used by September 1, 2010. No refunds will be given for trips remaining on these passes. However, unused all zone passes will still be honored.)

SERVICE AREA:

The new service area for Metro's fixed route will go into effect **October 31, 2010**. In addition to the new service area and to assist in a more convenient transition, PAL will also continue to service the current service areas until **October 31, 2011**. Starting **November 1, 2011**, in accordance with the Americans with Disability Act, (ADA) 49 Code of Federal Regulation, (CFR) section 37.131(e) Metro will provide a level of service that is comparable to the level of service offered on our fixed route bus system, and must extend $\frac{3}{4}$ of mile to either side of the fixed route".

Should you have any questions or unsure that your travel will be affected, please feel free to contact Paratransit Customer Service at (716) 855-7268.

Sincerely,

Barbara A. Thomas

Barbara A. Thomas,
Manager, Operations Special Services