

August 22, 2023

Stakeholder Committee Meeting 2

NFTA-Metro Paratransit Study

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Today's Presentation

- 1 Study Overview & Progress
- 2 Communications & Participation Plan
- 3 Project Website
- 4 Discussion





Study Overview & Progress

Paratransit Expansion Study Objectives

- Ensure that NFTA's complementary paratransit service (PAL):
 - Meets the DOT ADA requirements
 - Is efficient, making the best use of public funds
 - Can meet customer needs today and in the future
 - Can offer innovative services
 - Is equitable
 - Delivers excellent customer service



Study Phases

- Phase 1 – Evaluation, research, and engagement to recommend improvements
 - **We are currently in this phase**
- Phase 2 – Estimation of future demand, costs, and options for delivering paratransit, including expanded service area
- Phase 3 – Implementation plan design

- **Engage with Stakeholder Committee and others throughout the study**



Communications & Participation Plan

Draft Plan

- Shared with committee on August 18, 2023
- Recaps study goals, participants, and stakeholders
- Organized into four topics:
 1. Pre-engagement interview summary
 2. External Stakeholder Committee
 3. Project website (see next section of presentation)
 4. Other meetings, including public virtual meetings

Topic 1: Pre-Engagement Interviews

- The plan summarizes key themes, covering:
 - Assets of current PAL service
 - Current challenges
 - Opportunities to consider
 - Best possible study outcome
 - PAL information sharing
 - Stakeholders to include
 - Best ways to engage
 - Hot button issues

Topic 2: Stakeholder Committee Meetings

- May 2023: Project overview, introductions
- **August 2023: communications & participation plan, project website**
 - **This meeting**
- Fall 2023: Review of existing PAL service
- Fall/Winter 2023: PAL service improvement needs
- Winter/Spring 2024: Considerations for future demand and service area expansion
- Late Spring 2024: Cost estimates and recommendations for future growth and expansion

Topic 4: Additional Project Input

- Small group discussions (as required)
- Virtual public input and feedback sessions
 - See next slides
- Additional engagement (as required)
- Publicity (to identify additional participants)

Virtual Public Input and Feedback Session 1

- Existing Conditions & operations (December 2023)
- Purpose: To present the results of the existing conditions review and seek input on service expansion needs and opportunities
- Medium: Zoom/Microsoft Teams with telephone call-in option
- Interpretation: ASL interpreters will be provided
- Format: Presentation with Q&A followed by use of breakout rooms for focused conversation
- Registration: Participants will be asked to register to enable meeting organizers to staff breakout rooms
- Timing: One daytime meeting and one evening meeting

Virtual Public Input and Feedback Session 2

- Service expansion analysis (May 2024)
- Purpose: To present the results of the service expansion analysis and answer questions from meeting participants
- Medium: Zoom/Microsoft Teams with telephone call-in option
- Interpretation: ASL interpreters will be provided
- Format: Presentation with Q&A
- Registration: Participants will be asked to register
- Timing: One daytime meeting and one evening meeting



Project Website

Project Website (Draft)



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Discussion

NFTA-METRO SERVING THE NIAGARA REGION

METROLINK

METROLINK

nfta.com

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Thank you!



Bill Schwartz, AICP

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