



Frequently asked questions

December 12, 2022

What is FLEX on-demand service?

- On-demand service is technology-enabled, shared public transportation. (This service is stop to stop, not door to door.)
- Buses will operate within a zone and service stops within that zone. The bus will only travel if needed. Buses do not follow a schedule or regular route.
- Riders set up an account through the app or via phone to use the system.
- The type of service is often used in low ridership areas to give better service that may lead to increased ridership.
- Passengers access the system in two ways. Most will use an app to book and track their rides. Riders will also be able call to book a ride.
- Drivers and dispatchers use the app to plan passenger pickups.
- The app/dispatch determines where and when the driver responds to on-demand requests.

FLEX service will replace fixed route service on Routes 13 and 14 on the west side.

Do any other cities use on-demand service?

Currently over 12 cities in Canada use on-demand service, including Belleville, Waterloo and Barrie in Ontario and Regina in Saskatchewan. It is also widely used in the United States.

What about people without access to technology?

It is important to note that FLEX service will be rolled out gradually across the city on routes with low ridership. Beginning January 9, 2023 FLEX service will replace fixed route service on Routes 13 and 14 (West).

Project planners are well aware that not everyone will be able to access this technology. The system will be accessible by phone (and a dispatcher will take calls on the other end). We will work with suppliers and community groups to ensure the system remains accessible.

We also ask the community to help us. If you know someone who uses transit routes that will be converted to FLEX service and without access to a phone, you will be able to set up an account book rides for them.



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It is important, when considering the impact of these changes on current riders, to note that this transformation is necessary to make the system sustainable financially and to provide better service to the majority of our riders. Without this transformation, routes and hours will continue to be cut.