

On-Demand transit  
service on your  
smartphone!

FLEX



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# VTA FLEX

## Overview

VTA's new Flex dynamic transit service pilot program rolls out early 2016 in a select area of North San Jose. Flex is a first-and last-mile "on-demand" connection service between regular transit stops and high-density employment centers, and areas that are hard to serve with fixed-route transit.



Cutting edge software was designed to automatically route the vehicles to pick up customers along a similar route of travel. Riders can request and pay for their ride with their smartphone when and where they need it. There is no fixed route or fixed schedule. VTA is using smaller, shuttle-like buses which are ADA accessible with room for two wheelchairs and two bikes.

## Facts:

- Name:** ..... **Flex**
- Service Hours:** ..... **Monday thru Friday 5:30 am - 8:30 pm**
- Cost:** ..... \$3 peak times 5:30 am - 9:30 am and 3:30 pm - 7:30 pm;  
\$2 off peak 9:30 am - 3:30 pm and 7:30 pm - 8:30 pm
- How to request the service:** ... VTA Flex mobile app, [vta.org/FLEX](http://vta.org/FLEX) or (408) 321-2300.
- ADA accessible:** ..... Yes
- Flex stops:** ..... pick up and drop off locations are within a five minute walk of most residences and employment centers in designated pilot area.
- Bike racks:** ..... 2 bike capacity
- Vehicle capacity:** ..... up to 26 passengers
- Pilot program begins:** ..... January 11, 2016

## How to Reach Us

For more information on VTA service and programs, call Customer Service at (408) 321-2300, TTY for the hearing impaired (408) 321-2330, or visit us on the web at [vta.org/FLEX](http://vta.org/FLEX).