

NJ TRANSIT is embarking on a statewide initiative to improve how demand-response and deviated fixed-route transit options are represented in public trip-planning tools. Agencies across the state that operate open-door services (with the exception of nonprofits that provide transportation exclusively for their own programs) have been identified as key partners in this effort. As part of this initiative, we will be creating GTFS-Flex data models for each agency's flexible services.

GTFS-Flex is designed to support mapping and trip-planning for services that do not follow traditional fixed-route patterns. Our goal is to collect accurate service information so that these community transportation services can be fully represented in statewide trip-planning tools—essentially putting community transportation “on the map.”

GTFS-Flex allows flexible transit options to be incorporated into online trip planners. Flex can handle many configurations of demand response transportation, but especially:

- Zone-based service (dial-a-ride/paratransit)
- On-demand curb-to-curb
- Deviated fixed-route

Participating agencies will be asked to share the following data:

- Service boundaries and hours/days (where and when you operate)
- Who is eligible to ride (customer characteristics)
- How riders book their trips
- A little help answering follow-up questions and notifying them of future service changes ensures the data stays accurate!

The data and any subsequent studies will help to make flexible community transportation services easier to use for riders across the state.