

# Get to know *GTFS-Flex Exports*.

## What's new?

You can now export a [GTFS-Flex](#) file from Service Design to **make your Via-powered microtransit and paratransit services discoverable** in the same journey-planning tools riders already use. By publishing in this global, standardized format, you unlock visibility across participating MaaS apps - so riders can find, understand, and book your service right alongside fixed-route transit.

## What is GTFS-Flex?

**GTFS-Flex** is an extension of the standard **GTFS (General Transit Feed Specification)** that helps describe **flexible or on-demand transit services**, like:

- Dial-a-ride
- Deviated fixed routes
- Point-to-point microtransit
- Curb-to-curb or door-to-door paratransit

It adds extra details to GTFS so these kinds of services can be shown more accurately, including:

- Flexible pickup and dropoff locations
- How riders can book trips
- Service areas or zones
- Pickup and dropoff time windows
- Who's eligible to ride

**GTFS-Flex** doesn't include things like the actual driving path, real-time updates, exact trip times, or payment details. The example below shows what a GTFS-Flex "proposal" might look like to a rider. It includes **static information** that describes the service — not live or real-time data. It also shows an "indicative" proposal, rather than the exact proposal the rider will get when they actually book their trip.

**Trip 2**  
**6m** 7:51 AM to 7:57 AM

→ **Zip Alderwood Shuttle**

For Zip Alderwood Shuttle call 425-521-5600

Cash or ORCA: \$0.00 (Adult) [See all fares](#) Print

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**7:51 AM** **Lynnwood City Center (Sound Transit)**  
 Walk 108 feet to corner of 46th Avenue West and path  
 0 min

**7:51 AM** **Zip Alderwood Shuttle**  
 scheduled  
 corner of 46th Avenue West and path  
 To take this route, you must call 425-521-5600.  
[Learn more about Zip](#)  
 Service operated by Community Transit

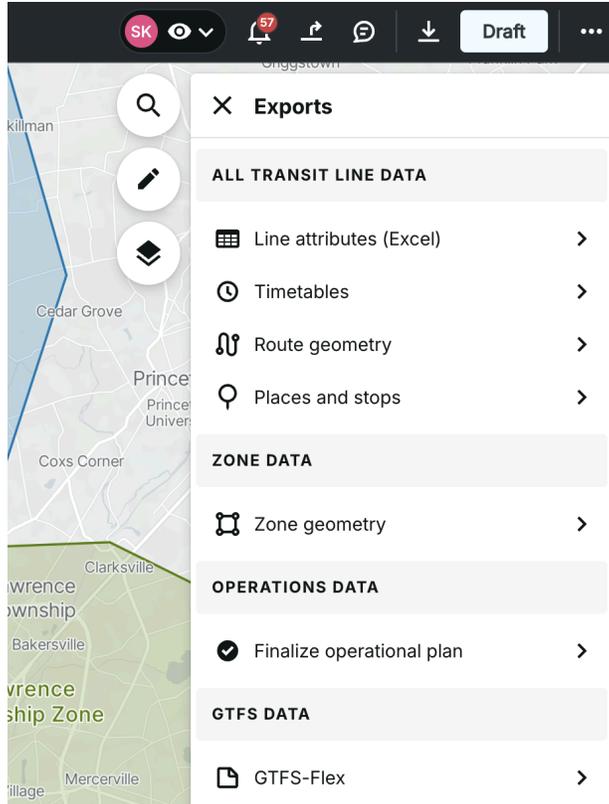
**7:57 AM** **Alderwood Mall**  
 scheduled

## How it works:

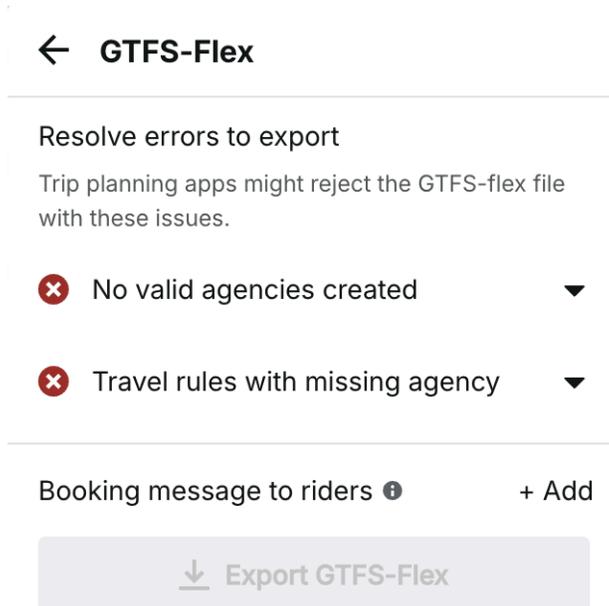
To create this export, open Service Design from the VOC, and create a draft project on your Service Design homepage.

The screenshot displays the Service Design interface. On the left is a sidebar with navigation options: Maps, Analytics, Configuration, and Help. Below these is a 'Service Design in Remix' button and a user profile section labeled 'CB Operator name'. The main content area features a blue header with 'remix' and 'vivo' logos, and a 'voc' button. Below the header is a 'Service Design Demo' section with a sub-header 'Design and manage your city's on-demand services' and 'sys: 835'. A 'September Update' card is visible, followed by a search bar and a '+ New project' button. The 'Drafts' section shows a grid of draft projects, each with a title, description, and 'Viewed' timestamp.

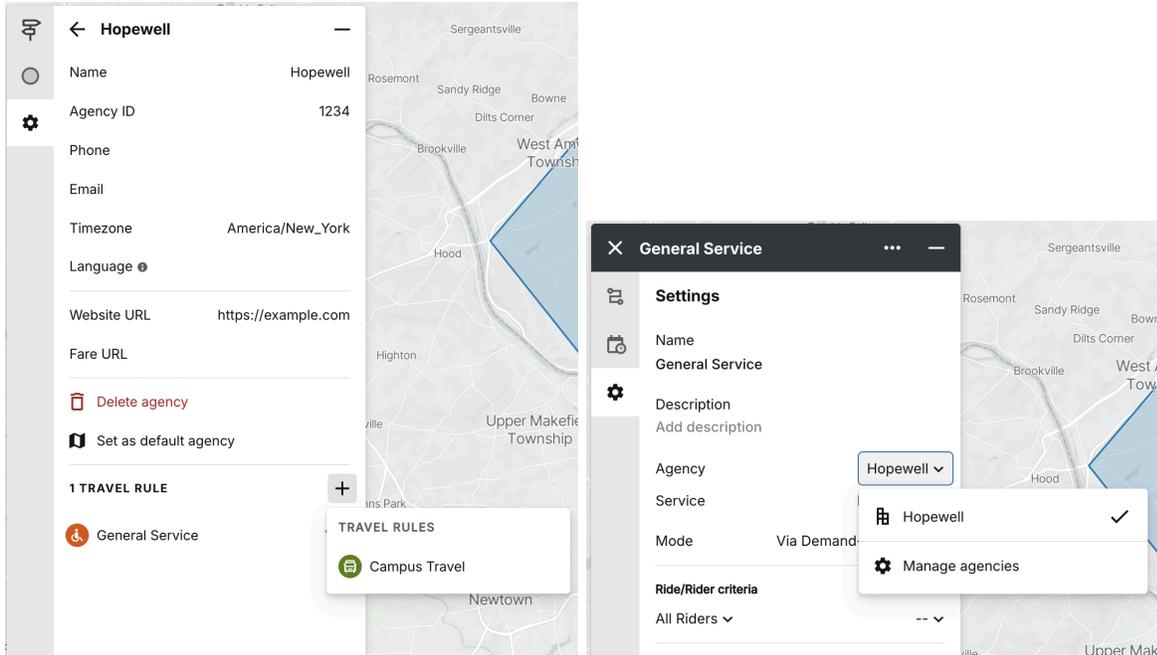
Once you've created a draft project, click the Exports button in the top right corner, and select GTFS-Flex at the bottom of the export panel.



Once you've selected the GTFS-Flex export, you'll see a validation panel which will check if you're missing any required information.



In order to export GTFS-Flex, you need to create at least one agency which will be included in the agencies.txt file. Each [travel rule](#) needs to be associated with an agency.



Finally, you'll be prompted to enter a booking message which is a static message that will be shown to riders. This field can be used to clarify eligibility restrictions or general rules of a given service (e.g., "Rides must be requested one business day prior to the day of the ride" or "Riders must be registered with the program before scheduling").

## ← GTFS-Flex

**Review the agencies** you've configured and the travel rules they're assigned to.

Booking message to riders ⓘ  
Riders must be registered with the progr...

↓ Export GTFS-Flex

Valid until May 12, 2026

Once you've made all the changes, you will receive a CSV export of the GTFS-Flex file which you can integrate into your MaaS apps.

## **Next Steps**

If you have access to Via Service Design, you'll be able to export GTFS-Flex from any Draft project. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!