

Hello,

We're emailing you to let you know about some important upcoming changes to Flexibus, which will affect how you book and use the service. These changes will help us continue to provide reliable, on-demand transport for residents and visitors across East Sussex.

What is Flexibus?

Flexibus is a bookable, on-demand ride-share service that helps connect our most rural communities to local services and the wider public transport network. In areas of East Sussex with limited or no public transport, Flexibus can get you to shops, appointments and local services, or help you connect with buses and trains for onward travel.

A new Flexibus app

From 1 April, you'll need to use the new, dedicated Flexibus app or online booking portal to book your trips. Bookings for 1 April are due to open on 25 March, so you can prebook up to seven days in advance. After 31 March the current Ride Pingo app can no longer be used to book Flexibus. You will still be able to book by phone on 01273 078203 between 10am and 3pm, Monday to Friday (excluding bank holidays).

Learn more about how to book at eastsussex.gov.uk/flexibus

Service changes

From 1 April:

- Flexibus will no longer operate on Saturdays, allowing us to focus resources on the busiest days and essential weekday journeys
- The service will continue to operate Monday to Friday, 7am to 7pm.
- The maximum trip length will be 9 miles (previously 14 miles)

Why these changes are happening

With higher operating costs and less funding available, we've had to make careful decisions about how Flexibus operates. Concentrating the service on its busiest days and within a more focused travel area allows Flexibus to be available to more users and continue to provide access to key services and the wider public transport network.

We appreciate your understanding as we make these changes to keep the service running where it's needed most.

You don't have to live or work in the Flexibus area to book and use Flexibus. It has been appreciated by visitors to East Sussex as well as residents.

Please do not hesitate to get in touch if you have any questions.

Kind regards,

The Flexibus Team

flexibus@eastsussex.gov.uk