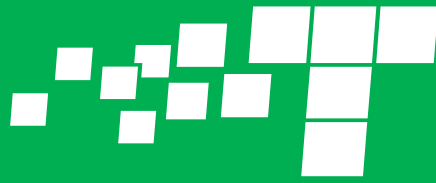


Beginning October 2, 2023

FLEX



SAINT JOHN TRANSIT

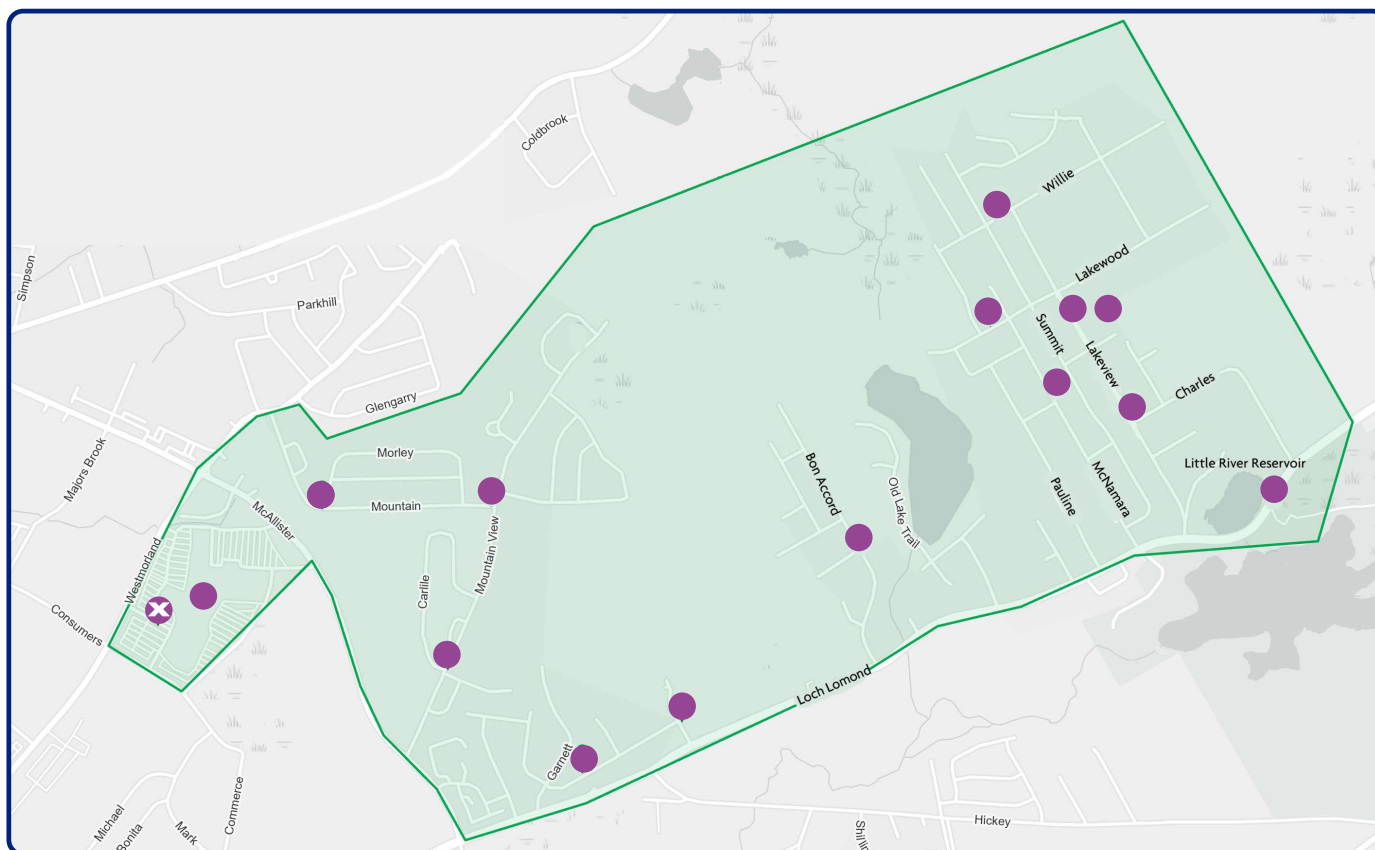
FLEX on-demand transit service East Zone.

Sign up for Transit notifications at www.saintjohn.ca

FLEX WILL PROVIDE ADDITIONAL TRANSIT SERVICE IN THE EAST ON-DEMAND ZONE

On October 2, stops indicated on the map and list will be serviced by FLEX East on-demand service. Riders can travel between stops in the East FLEX zone or transfer to other lines at McAllister Mall. Service will be available Monday to Friday from 8:30 am to 4 pm. Saturday service will be available from 10 am to 6 pm. Unique stops will be added into the FLEX service zone. FLEX East will not replace fixed route service in the area.

Route 31 (Forest Glen), Route 32 (Loch Lomond) and Route 33 (Champlain Lakewood (formerly known as the Champlain Express)) will continue service with additional runs and frequency. A new Route, 35 NBCC Express, will run directly between NBCC and Kings Square.



SERVICE AND BOOKING TIMES

SERVICE FLEX East

- Monday to Friday from 8:30 am to 4 pm
- Saturday service will be available from 10 am to 6 pm



Book by Telephone
506-652-3539 (FLEX)

- 6:30 am to 5 pm Monday to Friday
- Saturday 10 am to 5 pm



Book via app

WHAT YOU SHOULD KNOW

- FLEX service East will not replace service in the area. It is meant to add service during the day.
- Signing up is easy and hours of service are better than what is currently offered in the area.
- **FLEX service does not operate on a fixed route or schedule it operates within a zone.** Riders use an **app on their phone** or **call** a dispatcher to schedule a ride. The app or the dispatcher will let the rider know when to meet the bus at the stop. Riders can travel from stop to stop within the zone, or transfer at common stops at McAllister Mall.
- For best service, we recommend that you book your ride in advance. FLEX on demand does not mean 'immediate' service. You may be presented with a few trip options to pick from. Depending on the time of day, you may incur a wait time.
- The app on board the bus determines the best route to take you to your destination; the trip to your destination might always be different. Your bus may pick up other riders enroute.
- **The bus will only stop where a pickup/drop off has been scheduled. If you are at a bus stop, have not scheduled a ride, and a bus passes by, the bus will not pick you up.**
- Residents in the FLEX East area may notice green Flex signage. Look for the stop nearest you.
- Visit saintjohn.ca/transit to view a list of stops and to find out more information.

FLEX East STOPS

McAllister Place Transfer	BSTP34392
McNamara Dr. & Dianne St.	BSTP35022
3 Bing Av. & David St.	BSTP3502
Willie Av. & Summit Dr.	BSTP35025
255 Lakeview Drive	BSTP35027
Lakeview Drive & Charles St. East	BSTP35028
Mountain View Dr. & Mountain Rd.	BSTP35037
Mountain Rd. & Morley Cr.	BSTP35040
Bon Accord Dr. & Inverness Pl.	BSTP35452
Mountain View Dr. & Via Calabria St.	BSTP35453
219 Mountain View Dr.	BSTP35456
Little River Reservoir	BSTP35457
Josselyn Rd.	BSTP35458
Eugene's Way & Josselyn Rd.	BSTP35459
McAllister / Highmeadow	BSTP35030
1395 Loch Lomond Road	BSTP35015
1487 Loch Lomond Road	BSTP35018

The introduction of FLEX service is part of the Transforming Transit project that is the result of a comprehensive study of the City's transit system completed in 2020. Based on the results of the study, service enhancements and features were designed and developed to enable Saint John Transit to operate more sustainably, attract new riders, better serve current riders, adopt new technology, and introduce industry and system standards.

Sign up for Transit notifications at www.saintjohn.ca

FREQUENTLY ASKED QUESTIONS

Q How is FLEX on-demand different from traditional (fixed route) transit service?

A FLEX East will not replace service in the zone. It will add frequency and service span for riders. Most transit services have fixed routes, bus stops and schedules. Buses must continue on the route even if there are no passengers. With the on-demand service, passengers must request transportation in advance. There is no set schedule and if there are no riders, the bus can be parked until there is a request for service.

Q How does the FLEX East service work?

A On-demand is similar to ride-sharing companies. Service is provided from stop to stop. Customers need to register an account either on the app, or by calling 506-652-3539 (FLEX)*. Trips can then be booked up to one-week in advance either through the app or by phone.** You will be asked to provide a pick-up and drop off location as well as the time you would like to reach your destination. You will be directed to the stop closest to you at a designated time.

*If you are completing a roundtrip, you can book the return trip at the same time.

**Telephone booking is available from 6:30 am to 5 pm, Monday to Friday, Saturday from 10 am until 5 pm.

Q What if I miss my bus?

A Just like a fixed route bus ride, you must be at your stop at the designated time. You are able to re-schedule your ride.

Q Why are you doing this?

A The available service on some routes is low and limited. We must provide better service to our current customers and encourage more residents to use Transit. By providing FLEX East service we can provide service from **8:30 am until 4:00 pm** Mondays to Fridays and from 10 am until 6 pm on Saturdays. **We are aiming for half an hour service time from when you request your ride although, this will vary depending on passenger volumes.**

Q How do I pay?

A Pay using cash or by using your Saint John Transit pass. You will need to request a transfer if you are transferring to fixed route lines.

*A list of stops is available at saintjohn.ca/transit

**Electronic fare options will be available later in 2023.

GET FLEX



Download the Saint John Transit SJTFlex App



East FLEX service will go live on Monday, October 2, 2023 at 8:30 am. Telephone service is not automated and will be answered by a dispatcher until 5 pm Monday to Saturday.

Use the app on your smartphone or tablet or call 506 652-3539 (FLEX) to arrange your ride.

BOOKING YOUR TRIP

We advise you to book your trip in advance for the best service. Use the "Arrive by" option to ensure you reach your destination when you need to. If you are travelling with others, be sure to note it when you are booking.

We appreciate your patience. This is a new system. Our goal is to have the bus arrive at your stop within 30 minutes of booking. We recommend that you book your ride in advance as much as possible.

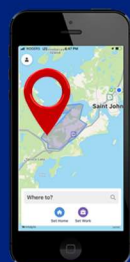
HOW DOES IT WORK?

BOOK



Via app or by phone with a dispatcher. Create an account, select pick up and drop off locations and schedule. Choose the "Arrive by" to ensure you arrive at your destination at your preferred time. The app or dispatcher will confirm your trip.

PICK UP



Track your time and be ready for pick up at the stop when your vehicle arrives.

PAY



Use cash or your Saint John Transit pass. You will need to request a transfer if you are transferring to and from fixed routes.

Watch for the SJTRides mobile payment app coming later this fall.

RIDE



Hop on and ride from stop to stop within the zone or transfer to fixed route lines. Your bus may pick up other customers along the way, but you will arrive at your destination at your scheduled time.