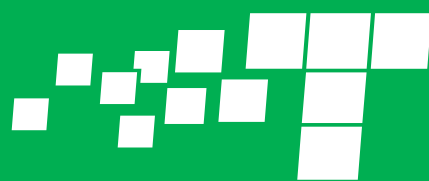


FLEX EAST



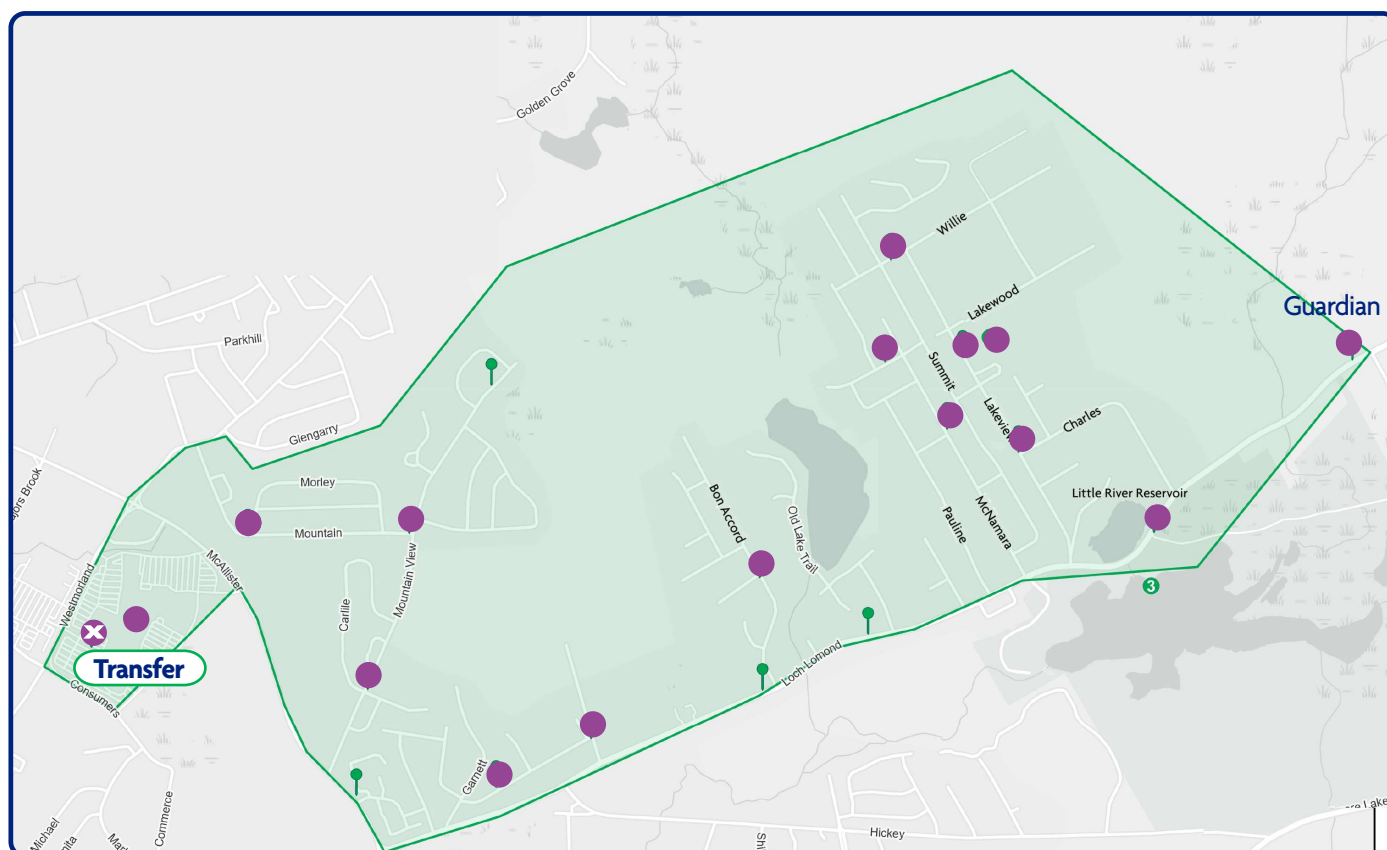
SAINT JOHN
TRANSIT

Sign up for Transit notifications at www.saintjohn.ca

FLEX on-demand transit service East Zone.

THE FLEX EAST ZONE

The zone is roughly bound by the area east of McAllister Drive, Westmorland Road, Mountain Road to the Guardian on Loch Lomond Road. Riders can travel between stops in the East FLEX zone or transfer to fixed routes at McAllister Mall. Route 31 (Forest Glen), Route 32 (Loch Lomond), Route 33 (Champlain/Lakewood) and Route 35 (NBCC Express) provide fixed route service in the area. Route 35, (NBCC Express) runs directly between NBCC and Kings Square.



EAST FLEX ZONE SERVICE AND BOOKING TIMES

- Hours Monday to Friday from 6:30 am until 6:30 pm.
- Saturday service is available from 10 am to 6 pm



Book by Telephone
506-652-3539 (FLEX)

- 6:30 am to 5 pm Monday to Friday
- Saturday 7:30 am to 5 pm



Book via app

WHAT YOU SHOULD KNOW

- **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.**
- FLEX service is available in zones on the East side, West side and Millidgeville (North).
- 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
Loch Lomond/Guardian		BSTP35150
Westmorland/McAllister		BSTP35045

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 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 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 7:30 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 service we can provide service from 6:30 am until 6:30 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 Use cash, your Saint John Transit pass, or download the SJTRides electronic payment app. You will need to request a transfer to if you are transferring to a fixed route.

Q Why is this service not available on University Avenue?

A Stops along University Avenue are serviced by fixed routes 3 and 9, offering 15-minute service from approximately 6 am until 11 pm, depending on the stop.

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

GET FLEX



Download the Saint John Transit App



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

Telephone service is not automated and will be answered by a dispatcher until 5 pm Monday to Saturday.

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 a bus arrive within 30 minutes of booking.

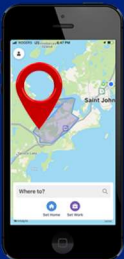
HOW DOES IT WORK?

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, your Saint John Transit pass, or download the SJTRides electronic payment app. You will need to request a transfer to if you are transferring to a fixed route.

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.