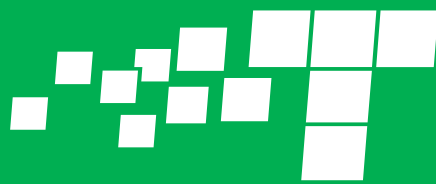


Beginning July 3, 2023

FLEX



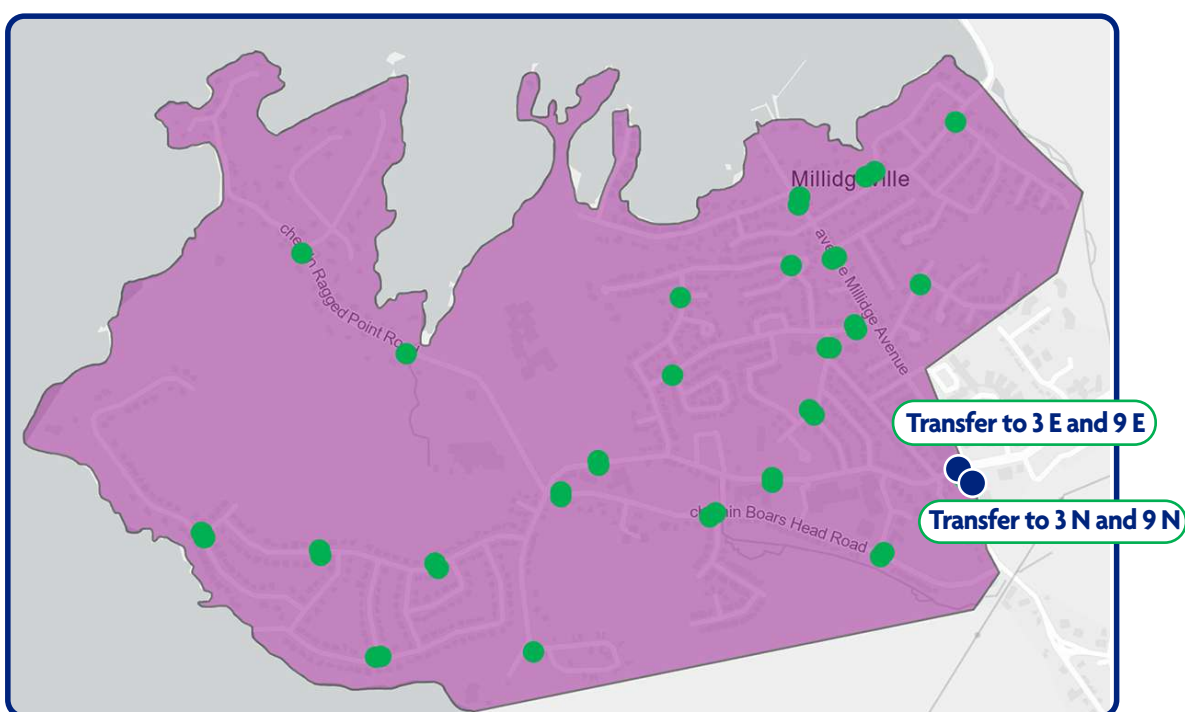
SAINT JOHN  
TRANSIT

FLEX on-demand transit service Millidgeville Zone.

Sign up for Transit notifications at [www.saintjohn.ca](http://www.saintjohn.ca)

## FIXED ROUTE SERVICE ENDS ON ROUTE 25

Areas in Millidgeville currently served by Route 25 will be serviced by FLEX Millidgeville. The new zone does not include University Avenue. Transit service and stops beyond Brothers Cove on Kennebecasis Drive and along Sandy Point Road will be discontinued.



## WHAT YOU SHOULD KNOW

- This service is only currently available in the FLEX West and Millidgeville zones. Additional zones will be added in the future.
- 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 on Routes 3 and 9.
- Route 25 will continue to operate until June 30, 2023. Fixed-route service on that route will end for Millidgeville riders. **Transit service in the area will be provided by FLEX service.** The zone does not include stops beyond Brothers Cove, Kennebecasis Drive and Sandy Point Road.
- 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 area may notice that stops have been added, this is to enable better operation of the app.
- Visit [saintjohn.ca/transit](http://saintjohn.ca/transit) to view a list of stops and to find out more information.

## SERVICE AND BOOKING TIMES

### SERVICE FLEX MILLIDGEVILLE

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



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

## MILLIDGEVILLE FLEX STOPS

Ragged Point Road	BSTP35423
Daniel Ave	BSTP35426
Cedarwood	BSTP35437
608 Millidge Avenue (Old Fire Station) TRANSFER TO 3 N or 9 N	BSTP35425
Cedarwood Drive	BSTP35438
Millidge/Kennebecasis	BSTP35422
Kennebecasis/Millidge	BSTP35421
Admiralty/Anchorage	BSTP35402
Anchorage/Admiralty	BSTP35439
Bedell/Schofield	BSTP35413
Black/Daniel	BSTP34638
Daniel/Black	BSTP34639
Black/Ray	BSTP34637
Blanchard/Rivershore	BSTP35401
Boars Head/Cambridge	BSTP34628
Cambridge/Boars Head	BSTP34627
Boars Head/McIntosh	BSTP34625
McIntosh/Boars Head	BSTP34626
Boars Head/Woodward	BSTP34629
Woodward/Boars Head	BSTP35204
Cedarwood/Birchdale	BSTP35399
Cedarwood/Leeward	BSTP35400
Daniel/Millidge	BSTP34640
Daniel/Westminster	BSTP35415
Hill Heights/Tudor	BSTP35417
Kennebec/Woodward	BSTP35206
Kennebecasis/Crown Hill	BSTP35412
Kennebecasis/Meadowbank	BSTP34644
Meadowbank/Kennebecasis	BSTP34643
Marlin Ct/Marlin Dr	BSTP35414
Millidge/Park Lawn	BSTP35207
Park Lawn/Millidge	BSTP34642
Millidge/University TRANSFER TO 3 E or 9 E	BSTP34564
Ragged Point/Batten	BSTP35403
Ray/Black	BSTP34636
Rivershore/Blanchard	BSTP35440
Woodward/Conifer	BSTP35398
Woodward/Brentwood	BSTP34632
Brentwood/Woodward	BSTP34633
Woodward/Kennebec	BSTP35205

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](http://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 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 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** 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.

**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](http://saintjohn.ca/transit)*

*\*\*Electronic fare options will be available for riders mid-2023.*

GET FLEX



Download the Saint John Transit App



Millidgeville FLEX service via app and telephone booking will go live July 3, 2023 at 6:30 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 a bus arrive within 30 minutes of booking.

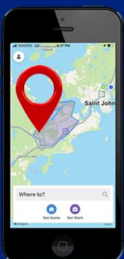
## HOW DOES IT WORK?

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

### 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.