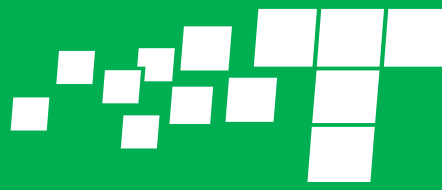


# FLEX



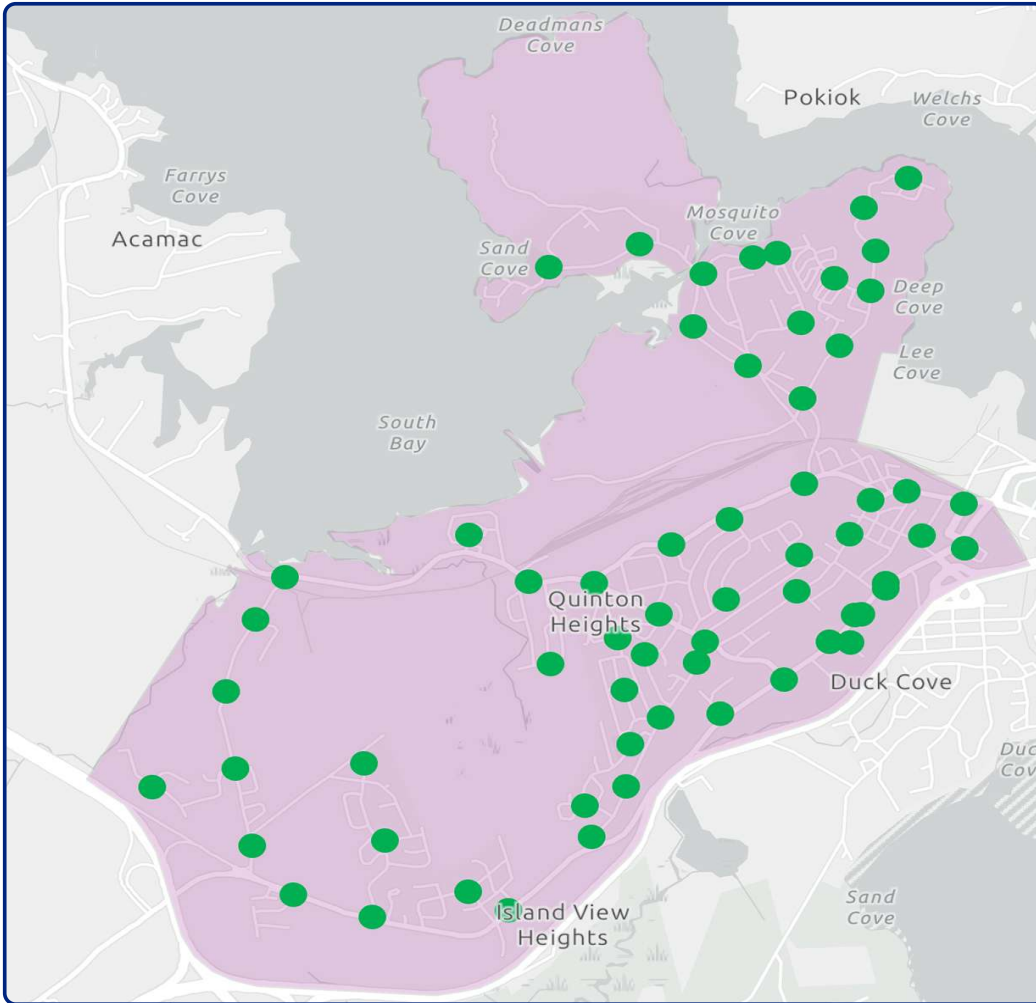
## SAINT JOHN TRANSIT

### FLEX on-demand transit service West Zone.

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

## THE FLEX WEST ZONE

This zone covers all areas previously covered by fixed routes. The zone also covers more areas west of Manchester Avenue, a near stop at Catherwood and Fairville and, service to Dominion Park.



## 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 was 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 fixed routes.
- 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.
- **For the best service, we recommend that you book in advance where possible.**
- 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.
- 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 WEST ZONE

- 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

## FLEX WEST ZONE STOPS

Anderson Lorne	BSTP 34827
Canadian Tire - Fairville	BSTP 34898
Centennial Horsler	BSTP 34836
Central	BSTP 34829
Dantes Corsica	BSTP 35420
Dever Hughes	BSTP 35401
Dever Green Head	BSTP 35378
Dexter Mollins	BSTP 34808
Dominion Park	BSTP 35399
Dominion Park LeBlanc	BSTP 35398
Downsview	BSTP 35417
Downsview Westgate	BSTP 35416
Dwyer Riverhill	BSTP 34795
Dwyer Balmoral	BSTP 34758
Dwyer Russell Hill	BSTP 34756
Fairville Kierstead	BSTP 34903
Fairville 910	BSTP 34899
<b>Fairville Blvd Plaza Avenue</b>	<b>BSTP34900 15S</b>
Plaza Avenue Fairville Blvd	BSTP 34901
Fairville Linton	BSTP 34905
Gault 340	BSTP 35412
Gault 70	BSTP 35413
Gault Bay	BSTP 35409
Gault Hayes	BSTP 35410
Gault Valentine	BSTP 35411
Green Head 468	BSTP 34793
Green Head Milford	BSTP 34779
Green Head Balmoral	BSTP 34752
Greendale Mollins	BSTP 35374
Greendale Dever	BSTP 35376
Harding West	BSTP 34461
Horsler Hillcrest	BSTP 35238
Kingsville Violet	BSTP 34761
<b>Lancaster Mall</b>	<b>BSTP 34463 15S 1E</b>
Main West Walnut	BSTP 35233
Manawagonish Hillcrest Village	BSTP 34882
Manawagonish Orange	BSTP 34806
Manawagonish Pickard	BSTP 35407
Manawagonish 1700	BSTP 35419
Manawagonish Ambercrest	BSTP 35360
Manawagonish Bayview	BSTP 35402
Manawagonish Coster	BSTP 34803
Manawagonish Day	BSTP 35414
Manawagonish Ridge	BSTP 34877
Manawagonish Westgate	BSTP 35415
Manchester Dever	BSTP 35369
Manchester Manawagonish	BSTP 35366
Manchester Sunset	BSTP 35367
Manchester Glenwood	BSTP 35371
Milford 162	BSTP 34798
Milford 233	BSTP 34796
Milford Allison	BSTP 35406
Milford Kingsville	BSTP 34764
Milford Violet	BSTP 35404
Porter Hawkes	BSTP 35408
Ready	BSTP 35400
Ridge Row Lewelyn	BSTP 35418
Ridgewood	BSTP 34909
Riverhill	BSTP 35397
Scotiaview	BSTP 35403
Westwind	BSTP 34897
Westwind Place	BSTP 34896

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.

\*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



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.

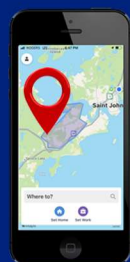
## HOW DOES IT WORK?

### 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 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.