



Frequently asked questions

What is FLEX on-demand service?

FLEX service replaces fixed route service in areas of the East side, West side and Millidgeville (North).

Fixed route service on lines with high ridership will remain as is.

- On-demand service is technology-enabled, shared public transportation. (This service is stop to stop, not door to door.)
- Buses do not follow a schedule or regular route. Buses will operate within a zone and service stops within that zone. The bus will only travel if needed.
- The type of service is often used in low ridership areas to give better service that may lead to increased ridership.
- Riders set up an account through the SJTRides app or via phone to use the system.
- Passengers access the system in two ways. Most will use an app to book and track their rides. Riders will also be able to call to 506 652-3539 (FLEX) (Monday to Fridays 6:30 am to 5 pm, Saturdays 7:30 am to 5pm) to book a ride.
- Drivers and dispatchers use the app to plan passenger pickups.
- The app/dispatch determines where and when the driver responds to on-demand requests.

Do any other cities use on-demand service?

Currently over 12 cities in Canada use on-demand service, including Belleville, Waterloo and Barrie in Ontario and Regina in Saskatchewan. It is also widely used in the United States.

What about people without access to technology?

Project planners are well aware that not everyone will be able to access this technology. The system will be accessible by phone (and a dispatcher will take calls on the other end).

Call 506 652-3539 (FLEX) (Monday to Fridays 6:30 am to 5 pm, Saturdays 7:30 am to 5pm) for more information

It is important, when considering the impact of these changes on current riders, to note that this transformation is necessary to make the system sustainable financially and to provide better service to the majority of our riders.