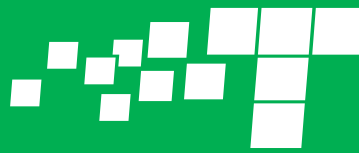


BEGINNING JANUARY 9, 2023

FLEX



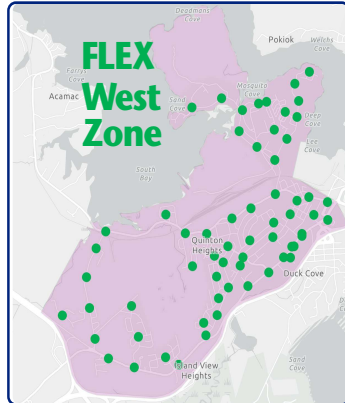
SAINT JOHN  
TRANSIT

FLEX on-demand transit service begins in the Flex West Zone.

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

### THE FLEX WEST ZONE

This zone covers all of the areas **currently serviced by Routes 13 and 14**. The zone also covers more areas west of Manchester Avenue, a new stop at Catherwood and Fairville and service to Dominion Park.



### HOURS OF OPERATION

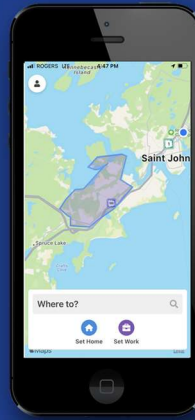
- **Monday to Friday** from 6:30 am until 6:30 pm
- **Saturday** from 10:00 am until 6:00 pm

### WHAT YOU SHOULD KNOW

- FLEX on-demand service is **only currently available at stops in the FLEX west zone**. New FLEX zones will be created in areas with low ridership later in 2023.
- Sign up is easy and hours of service are better. On-demand service is used in many cities across Canada.
- **Route 13 and 14 will continue to operate from January 9 until January 14, 2023**. After that, fixed route service will end and transit service in the area will be provided by FLEX service.
- FLEX on-demand **does not mean 'immediate' service**, you may be presented with a few trip options to pick from, and depending on the time of day, you may incur a wait time.
- The bus **does not drive a regular route**. The app determines the best route to take you to your destination, so the trip to your destination might always be different. Your bus might pick up other riders en route.
- The bus **will not stop at stops where rides have not been scheduled**. If you are at a bus stop, have not scheduled a ride, and a bus goes by, the bus will not pick you up.
- Residents in the area may notice that duplicate stops have been eliminated and stops might be added.
- Visit [saintjohn.ca/transit/flex](http://saintjohn.ca/transit/flex) service to view a list of stops and to find out more information.

*The introduction of FLEX service is part of the Transforming Transit project that is result of a comprehensive study of the City's transit system which was 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.*

GET FLEX



You can download the Saint John Transit App on January 3, 2023. **Booking by telephone and the app will begin on January 9**. Please note, telephone service is not automated and will be answered by a dispatcher.



### HERE'S HOW IT WORKS

- 1** Download the app, or call 506 652-3539 (FLEX) to arrange your ride.
- 2** Choose your nearest pick up and drop off location.
- 3** Go to your designated stop for your scheduled ride.
- 4** Hop on, pay with cash or your Saint John Transit pass.
- 5** Enjoy the ride.

### ON DEMAND BOOKING OPTIONS:



TELEPHONE  
506-652-3539 (FLEX)



# 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 service work?

A On-demand is similar to ride-hailing 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 calling 506-652-3539 (FLEX). You will be asked to provide a pick-up and drop off location as well as the time you would like reach your destination. You will be directed to the stop closest to you at a designated time.\* If you are completing a round trip, you can book the return trip at the same time.

## What if I miss my bus?

Q 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.

## Why are you doing this?

Q Service on Route 13 and 14 offers limited service and ridership is low. **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. FLEX will also allow transit service to expand into the Dominion Park area and more areas west of Manchester Avenue.

## How do I pay?

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

## What kind of buses are you using.

Q A Saint John Transit has leased six new Karsan fully accessible, twenty-foot buses (16 passenger with wheelchair capacity). These buses are used in many parts of Europe.

\*A list of stops is available at [saintjohn.ca/transit/flex](http://saintjohn.ca/transit/flex) service

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

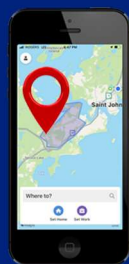
## How does it work?

### BOOK



Via app or by phone with a dispatcher. Create an account, select pick up and drop off stops and schedule. The app web, 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 route lines 1, 15 or 12.

### 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.