

BUS NAVIGATION GUIDE

RIDERSHIP RULES TO MAKE SURE THAT TRAVEL BY TRANSIT IS COMFORTABLE AND PLEASANT FOR EVERY PASSENGER, RIDERS ARE ASKED TO OBEY THE FOLLOWING COMMON-SENSE RULES.



Bus shelters King Street

Bus stop sign Churchill Blvd



Personal Belongings: Passengers are allowed to ride with bags and other items they're able to carry. Please ensure items are not left in the aisles, or taking up an extra seat. Bicycles cannot be taken onto the buses, however, a growing number of our newer buses now have special bike racks mounted on their fronts.

Service Animals & Pets: Animals are allowed on the bus only in enclosed, secure carriers. Service dogs do not need to be enclosed.

Smoking & Alcohol: Prohibited on buses & in bus shelters.

Bus Stops: When waiting for your bus, remain at marked bus stops and transit shelters. You may exit the buses only at marked bus stops. However, after dark, passengers may request the bus to stop between stops for safety reasons.

Safety & Security: If you notice another passenger in need of medical assistance, please immediately advise the driver who will radio emergency personnel to assist. Report any suspicious activities or unattended bags to the driver or appropriate authorities. Follow any emergency evacuation instructions provided by the driver.

Seating: Give priority seating to elderly passengers, pregnant women, people with disabilities, and others in need. These seats are usually in the front and marked with a sign/image.

Noise and Behaviour: Avoid loud conversations, music, or phone calls that disrupt others. Refrain from engaging in disruptive or offensive behaviour.

Personal Hygiene: Maintain good personal hygiene and sanitize hands often.

Plan Ahead: Know the schedule and routes beforehand.

Be Early: Arrive a bit early at the stop.

Pay Ready: Have your fare or pass ready.

Find Right Stop: Look for the right bus stop sign.

Signal the Bus: Signal if needed to stop for you.

Offer Seats: Give priority seats to those in need.

Hold On: Hold handrails while the bus moves.

Manage Belongings: Keep belongings in check.

Move Back: Move inside to make room.

Exit Prep: Get ready to exit before your stop.

Signal a Stop: Pull the "pull cord" located at the windows (or stop button if available).

Stay Calm: Be patient with delays.

Stay Hydrated: Carry water for longer trips.

Check Your Area: Don't forget your things.

Be Kind: Treat others nicely.

Know Stops: Pay attention for your stop.

Use Tech: Use apps for updates.

Give Space: Respect personal space.



Bus stop sign* Douglas Ave.

*The bus stop signs around poles tend to be on less busy stops & main streets.

- 1 Route number, direction & final destination (9E McAllister Place)
- 2 Kneeling bus - wheelchair ramp & lowering abilities
- 3 Saint John logo & transit bus number



Information Line: 506-658-4700
FLEX Service Line: 506-652-3539

SJTransitCustomerService@saintjohn.ca



Saint John Transit

55 McDonald St.
Available Monday through Friday
8:30 am - 4:30 pm

<https://saintjohn.ca/en/transit>

Please give this to someone else in need rather than throwing it out.

New to riding the bus in Saint John? Having trouble navigating City Transit?

We understand taking the bus can be overwhelming and confusing. This guide will introduce you to everything you need to know about handling the bus system in Saint John.

Created by YCAN Youth 2023



BENEFITS OF TAKING PUBLIC TRANSPORTATION

- It reduces air pollution & road congestion.
- It helps the economy & is a safer option.
- Increases mobility & encourages healthier habits.
- Cheaper than owning and operating a car.
- Reduced household expenses by using public transport.

BUS FARE

Options to pay for bus



Cash fare per ride:
(need exact change)
\$3.00

Monthly (30 day) Passes:

(unlimited rides)
Adults: \$81.00
Students: \$71.50
Senior: \$ 60.00



10-Ride Pass:

(never expires)
Adults: \$26.50

Student/Senior: \$23.50

Where to buy Passes:

- Saint John Transit Office
- Shoppers Drug Mart
- City Hall
- NBCC & UNB BookStore
- Lawtons Drugs
- Jean Coutu
- Regional Hospital Gift Shop
- McAllister Place Customer Care Kiosk
- Newsmart Lancaster Mall



TRANSFERS

Sometimes you need to take more than one bus, however, you do not have to pay again when you switch buses. If you use more than one bus to reach your destination, when you board your first bus pay your fare and ask the driver for a transfer slip. This small piece of paper with the time & date is what you give to the second busdriver. Transfers allow passengers to continue in one direction.

OPERATING HOURS

This chart shows the starting and ending times of each route and which days they run.



Bus Number	Monday to Friday	Service hour	Saturday	Sunday	Holiday
1W	6:05	22:40	6:35	22:40	18:10
1E	6:20	22:55	6:50	22:55	17:55
3N	5:50	23:00	6:20	22:30	18:40
3E	6:00	23:40	7:00	23:10	19:10
9N	6:05	18:45	No service	No service	No service
9E	6:15	18:55	No service	No service	No service
20/Metcalf/Lansdowne to King's Square	6:50	18:10	9:50	17:10	No service
20/King's Square to Metcalf / Lansdown	6:10	18:25	10:10	17:25	No service
21	6:35	20:55	7:35	17:55	No service
23	6:25	21:20	7:55	18:20	No service
24	6:30	20:55	7:35	17:55	No service
12	6:40	17:45	10:30	17:45	No service
15W	6:40	18:35	No service	22:15	18:10
15S	6:20	22:15	6:50	22:40	18:10
30	6:10	22:40	7:15	22:40	17:40
31	6:10	21:35	8:10	18:35	No service
32/McAllister Place to Willow Grove	7:00	22:05	7:40	19:05	17:35
32/Willow Grove to McAllister Place	7:30	17:30	No service	No service	No service
33/ King's Square to Lakewood Heights	6:50	18:00	No service	No service	No service
33/Lakewood Heights to King's Square	7:15	18:15	No service	No service	No service
35 NBCC Express	6:35	17:45	No service	No service	No service



ACCESSIBILITY

Saint John Transit is committed to making public transportation easy, safe, and reliable for those with mobility challenges. Our low-entry buses feature wheelchair ramps, allowing passengers to board without climbing steps. Check if your route uses these accessible buses for planning.

FLEX SERVICE

The FLEX service operates without set routes or schedules. It offers on-demand, stop-to-stop rides within the designated zone or transfer to main lines at common stops. You can choose the fastest available bus, schedule future trips, pick-up information or request rides to specific destinations within the area via the **SJTFlex app** or by calling **506-652-3539 (FLEX)**.

Hours of Service

(telephone booking hours till 5 pm)

FLEX Millidgeville and FLEX West
Monday to Friday 6:30 am until 6:30 pm
Saturday from 10 am until 6 pm

FLEX East

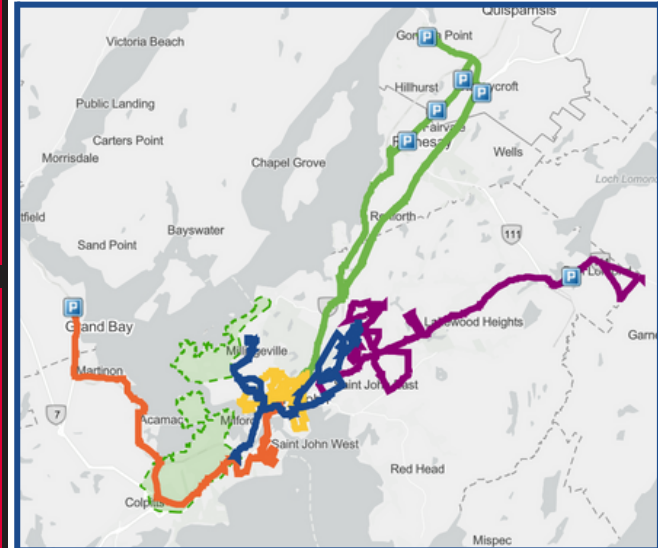
Monday to Friday 8:30 am until 4:00 pm
Saturday from 10 am until 6 pm



How to book a ride using the **SJTFlex App** - video



ARRIVING AT REQUESTED STOPS WITHIN 30 MINUTES.



This is a simple image summarizing an example of a bus route in Saint John.

Scan this QR code for the interactive routes map

