



Saint John Accessible Transit

What you need to know

October 17, 2024

1. What is Saint John Accessible Transit?

Saint John Accessible is a specialized public transit service for passengers with disabilities who are unable to use regular public transportation.

2. Who operates the service?

Saint John Accessible Transit is operated by Independence Plus, a Saint John based non-profit on behalf of Saint John Transit. It is funded by the City of Saint John and through fares.

3. Who can ride Saint John Accessible Transit?

The service is available for those with disabilities who are unable to use regular transit. People who wish to use the service must be qualified to use it. Call 506 648 0609 for more information

4. Can someone come with me?

Riders can be accompanied by one attendant. The attendant does not pay fare.

5. How is this different than using a regular transit bus with a low floor?

Saint John Accessible Transit is for qualified users who book to use the service. The service is door to door (not stop to stop). The service operates in every area of the City of Saint John, not just areas served by fixed route Saint John Transit service

6. Can a driver help me in or out of my house?

Drivers can't enter the residence of passengers or assist in carrying wheelchairs. Saint John Accessible Transit passengers requiring assistance should make arrangements with an attendant prior to their pickup to ensure they can get on the bus safely.

7. What about animals?

Service dogs are the only animals permitted on the bus and they must be on a leash.

8. How much does it cost?

- Within city limits \$5.50 each way
- Pass for 10 rides \$50.00
- Pass for 20 rides \$90.00
- Private bookings \$75 per hour



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9. Will there be other people on the bus with me?

Saint John Accessible Transit is shared public transit, so you might share the bus with other riders and attendants. You will be picked up and dropped off at your requested times.

10. How long does it take to book?

It is recommended that you book your ride as far out as you can. Priority is given for riders going to medical appointments.

11. What are the hours?

- Monday, Wednesday, Friday 7 a.m. – 7 p.m.
- Tuesday, Thursday 7 a.m. – 9 p.m.
- Saturday 10:30 a.m. – 7 p.m.
- Sunday No service

Saint John Accessible Transit service is available for all Sea Dogs games.

12. What if I need to cancel?

We require you to cancel if you have booked a ride and no longer need it. Failure to cancel, or being late, will result in a full fee charge. After three 'no shows', passengers may be suspended from using Saint John Accessible Transit.

13. How many buses do you have?

The service operates with six (6) accessible vehicles.

14. Is there anything else I should know?

Please be ready 5 minutes before your scheduled pick up. Drivers can only wait for 3 minutes.

Regularly scheduled passengers who will not require service for a period of time must call one week in advance to reschedule.