

To: Mayor and Council of the City of Saint John

Re: Bus Drivers



Your Worship and Council,

Bus drivers are the face of Saint John Transit. These dedicated professionals interact daily with the public and are to be commended for the safe courteous service they provide.

According to *Right to Information and Protection of Privacy Act*, Saint John Transit, a publically funded entity whose primary purpose is to directly service the public, has no customer service policy except for the limited information printed on transfers and monthly passes.

Interpretation of "continuous travel" and "travel in the same direction" differs drastically from driver to driver. This is not surprising considering the inefficient, back-tracking, overlapping route redundancy of SJ Transit's current system.

Inquiries concerning these inconsistencies are directed to the Transit office where responses range from nonsensical to outright lies. Saint John Transit's failure to provide customer service clarification too often results in unpleasant passenger confrontation yet it is unfair to blame the drivers for just following orders.

A professional evaluation of Saint John Transit by experts from outside the Greater Saint John area is overdue.

Respectfully,

A handwritten signature in black ink, appearing to read "Mary Ellen Carpenter". The signature is fluid and cursive, with a large loop at the end.

Mary Ellen Carpenter

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