

**Ridership Rules**

**2026**



**SAINT JOHN  
TRANSIT**

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# Ridership Rules

Being considerate of your fellow riders helps ensure that everyone - including you - has a positive transit experience.

Follow these tips to help keep your ride on Saint John Transit safe, smooth, and enjoyable:

- Treat everyone with respect and kindness.
- Have your correct cash fare, paper bus pass, or SJTRides mobile pass ready before the bus arrives.
- Allow riders to exit the bus before you board.
- Stand behind the yellow line.
- Allow the driver to focus on their job by avoiding long conversations.
- Leave courtesy seats at the front of the bus for those who need them.
- Move toward the back of the bus and slide over to make room for others.
- Keep personal belongings - such as backpacks and bags - with you, and do not place them in the aisle or on another seat.
- Do not block doorways.
- Take your trash with you when you leave the bus.

## At the bus stop

- Stand near the bus stop sign in a safe and visible location.
- If you are at a stop served by multiple routes, please assist the driver by stepping back until the correct bus arrives.
- Do not step onto the roadway or approach the bus until it has come to a complete stop. Never run toward the bus - waiting for the next one is safer and helps prevent accidents.
- Never walk directly in front of or behind the bus, as the driver may not see you.
- At night, ensure you are visible to the driver while waiting at the stop.
- Keep all bus stops clean - pick up trash and avoid leaving items behind.
- Report any damage at the bus stop to the driver, by calling the customer service line at (506) 658-4700 or emailing [sjtransitcustomerservice@saintjohn.ca](mailto:sjtransitcustomerservice@saintjohn.ca) or [sjtcs@saintjohn.ca](mailto:sjtcs@saintjohn.ca).

## Fares and transfers

- Riders should have their cash fare, paper bus pass, or SJTRides mobile pass ready before the bus arrives.
- Riders using a Child, Student, and/or Senior pass must present valid ID upon request.
- Riders may purchase mobile e-fare using the SJTRides App.
- Riders may purchase paper bus passes at the locations listed on our website.

- Riders must pay exact cash for a single ride; change is not provided. Current fares are available on our website.
- If needed, ask the driver for a transfer when boarding the bus.
- Paper transfers are valid only on the day they are issued and until the cut-off time printed on the transfer slip.
- Mobile fare transfers are valid for 90 minutes from the time of the first scan.
- Transfers may be used on the same or different routes, in any direction.
- Transfers are valid on all Saint John Transit services except COMEX.

## **Getting on the bus**

- Have your cash fare, paper bus pass, or SJTRides mobile pass ready before the bus arrives.
- Riders using a Child, Student, and/or Senior pass must present valid ID upon request.
- Allow passengers to exit the bus before you board.
- Watch your step and use handrails when entering or exiting the bus.
- Deposit your cash fare, present your paper pass to the driver, or scan your SJTRides mobile pass.
- Ask the driver for any transfers you may need when boarding.
- Keep courtesy seats available for riders with mobility challenges or other disabilities.
- After boarding, please take a seat as quickly as possible.
- Slide over to make room for other riders whenever possible.

## **On the bus**

- Refrain from having lengthy conversations with the driver so they can focus on the road.
- If standing, remain behind the yellow line at all times. For your safety, always hold onto overhead handles or railings, as the bus may need to stop suddenly.
- Sit facing forward whenever possible.
- Do not:
  - move around while the bus is in motion
  - put your feet on seats
  - lie down or spread out across multiple seats
  - throw anything out of windows
  - lean against doors
- Keep all body parts inside the bus and away from door and window openings. Do not extend any body parts outside the windows.
- Notify the driver of your stop by ringing the bell in advance.

## Exiting the bus

- Be prepared to exit the bus. Gather your belongings before the bus comes to a complete stop.
- Check your seat and surrounding area for personal items before exiting.
- Take all trash with you when you leave the bus.
- When possible, exit through the rear door to allow boarding passengers to enter more quickly through the front.

## Accessibility

All Saint John Transit buses are accessible to riders with mobility limitations and other disabilities. Riders using a mobility aid must be able to travel to and from the bus stop independently. Those who are unable to meet this requirement are encouraged to contact **Saint John Accessible Transit** at **(506) 648-0609**.

- Card-carrying CNIB members ride for free.
- All Saint John Transit buses are accessible and equipped with low-floor entry and extendable ramps.
- Courtesy seats located at the front of the bus are reserved for riders with mobility challenges or other disabilities, including:
  - riders using mobility devices (wheelchairs, scooters, etc.)
  - riders with disabilities or mobility limitations
  - seniors
- Riders using mobility devices must be properly secured with straps; travel will not be permitted if the device cannot be safely secured.
- All mobility devices (wheelchairs, scooters, etc.) must have at least two (2), and ideally four (4), certified strap-down points. All buses are equipped with fixed straps.
- All mobility devices (wheelchairs, scooters, etc.) must have 360 degrees turning radius.
- Mobility device brakes should be activated when applicable.
- If the driver is unable to secure a mobility device due to items obstructing the hooks, service will be refused.
- Riders with multiple bags attached to their mobility devices are responsible for ensuring the driver can access the hooks needed to secure the device.
- Riders are responsible for securing their personal belongings while the bus is in motion.
- Drivers will not assist with carrying or managing bags.
- Riders using walkers must keep them clear of the aisle.
- Riders are responsible for arranging repairs or removal of their mobility device in the event of a breakdown.
- Service animals must be leashed or harnessed and must not obstruct aisles or doorways. Riders should not disturb or pet working service animals.

## **Pets, Service Animals and Emotional Support Animals (ESA)**

- Pets are permitted on the bus only if they are in an enclosed and secure carrier. The carrier must not obstruct aisles or doorways and must be placed on the rider's lap or directly in front of them.
- Service animals should wear an official vest when possible.
- Service animals must be leashed or harnessed. Other riders should not disturb or pet working animals.
- Emotional Support Animals (ESAs) are not automatically permitted on the bus. If an ESA is allowed to board, it must be in an enclosed and secure carrier that does not obstruct aisles or doorways and must be placed on the rider's lap or directly in front of them.
- If an ESA causes a disturbance or inconveniences other riders, service may be refused.
- Riders must ensure their animals do not obstruct aisles or doorways and do not compromise the safety of other passengers.

## **Children on the bus**

- Children six (6) and under ride for free.
- Children's push carts, wagons, and bicycles are not permitted on buses due to safety concerns.
- Children should never remain in a stroller while the bus is in motion.
- For the safety of the child and other riders, caregivers must hold the child on their lap while the bus is in motion.
- Ensure children are seated at all times while the bus is moving.
- Children must never be left unattended on the bus.

## **Strollers**

- Children should never remain in a stroller while the bus is in motion.
- Strollers brought onto the bus must be collapsible or foldable.
- For safety reasons, the maximum open stroller size permitted on the bus is 122 cm (48") long by 61 cm (24") wide.
- Double-wide strollers are not permitted on Saint John Transit buses.
- The front courtesy seating is reserved for:
  - riders using mobility devices (wheelchairs, scooters, etc.)
  - riders with disabilities or mobility limitations
  - seniors
- If a rider requiring courtesy seating boards the bus, the stroller must be moved, folded, and stored so it does not obstruct the aisle. The child must be held in the caregiver's arms.
- Strollers must never block doorways, aisles, or exits.

- In the event of a dispute, the rider should find an alternate seat and then contact the Saint John Transit office.

### **Bags, backpacks, shopping carts and other items**

- Bags and backpacks should not take up an additional seat or obstruct the aisle. They should be kept on the rider's lap or placed directly in front of their seat.
- Roller carts and roller bags must be kept out of the aisle and stored in front of the rider.
- Bags, backpacks, and other personal items must never block doorways, aisles, or exits.
- Shopping carts are not permitted on the bus.

### **Bikes and other transportation devices**

- Bicycles and e-bikes are not permitted inside the bus.
- All 40-foot buses are equipped with bike racks on the front. Riders are responsible for loading and unloading their own bikes. Each rack holds a maximum of two (2) bicycles.
- Bike racks are available on a first-come, first-served basis. If the rack is full, riders must wait for the next bus.
- Gas-powered bikes or equipment are not permitted on the bus or on the bike racks.
- Skateboards must be kept with the rider at all times and must not obstruct the aisle.
- E-scooters are permitted only if they are folded and placed on the rider's lap or directly in front of the rider.
- Transportation devices must never block doorways, aisles, or exits.

### **Food and beverages**

- Consumption of food and beverages is permitted on Saint John Transit vehicles; however:
  - Riders may be asked to dispose of food or drinks before boarding if the operator determines they pose a cleanliness or safety concern.
  - Beverages should be carried in a spill-proof container.
  - Riders are expected to clean up after themselves and take all garbage with them when leaving the bus.

### **Lost and found**

- Saint John Transit is not responsible for any items lost or left behind on its buses.

- If you believe you misplaced something on a bus, you may contact the Customer Service Office at 1-506-658-4700 or email [sjtransitcustomerservice@saintjohn.ca](mailto:sjtransitcustomerservice@saintjohn.ca) or [sjtcs@saintjohn.ca](mailto:sjtcs@saintjohn.ca) with a description of the item.
- Lost items can be retrieved at the Saint John Transit office, located at 55 McDonald Street, Monday to Friday, 8 a.m. to 4 p.m.
- Items may be held for up to 14 days at staff discretion; however, perishable items are disposed of immediately.

### **Garbage and recycling**

- To maintain a clean and sanitary environment, riders are not permitted to bring bags of garbage, recyclables, returnables, compost, or any other waste materials onto the bus.

### **Smoking, alcohol, drugs, or other substances**

- The consumption or use of alcohol, drugs, cigarettes, e-cigarettes, vaporizers (vapes), cannabis, or any other illegal substances is strictly prohibited on the bus and within bus shelters.

### **Passenger hygiene**

- Riders must wear tops, bottoms, and footwear at all times while on the bus and in bus shelters. Individuals who do not comply may be refused service.
- Riders are asked to avoid wearing strong-smelling perfumes or colognes, as other passengers may have allergies or sensitivities to fragrances.
- Personal grooming should be done at home and not on transit vehicles.

### **Emergency situations and concerns**

- If there is a medical emergency on board, notify the driver immediately. The driver will stop the bus and contact emergency services to ensure help arrives as quickly as possible. Drivers are not trained to provide medical assistance.

### **Video surveillance, cellphones and music**

- Saint John Transit buses may be equipped with surveillance cameras to enhance the safety of both riders and operators. Signage is posted on board to inform passengers of their presence.

- Riders must use headphones when playing videos, music, or during phone calls, as excessive noise can distract the driver and disturb other passengers.
- Telephone conversations should be kept brief and at a low volume.

## **Other prohibited activity**

Riders may be refused service, and riding privileges may be suspended by Saint John Transit if they are engaged in any of the following prohibited activities:

- Committing graffiti or any form of vandalism to buses, bus shelters, or bus stops
- Selling goods or services, or loitering
- Using profanity
- Engaging in discrimination as defined under the Canadian Human Rights Act (including race, age, sex, ethnic origin, colour, religion, sexual orientation, marital or family status, and disability)
- Spitting, urinating, littering, or creating unsanitary conditions
- Participating in any activity that violates the Criminal Code of Canada, Provincial Statutes, or Municipal By-laws
- Displaying aggressive, offensive, or violent behaviour toward riders or drivers
- Carrying firearms or other dangerous materials

## **Trip planning**

- Route information, schedules, and additional details can be found on the Saint John Transit website at <https://saintjohn.ca/en/transit/routes-stops-and-schedules>, by calling 1-506-658-4700, or by emailing [sjtransitcustomerservice@saintjohn.ca](mailto:sjtransitcustomerservice@saintjohn.ca) or [sjtcs@saintjohn.ca](mailto:sjtcs@saintjohn.ca).
- Buses stop and pick up passengers only at designated bus stops.
- Saint John Transit offers an After-Dusk Stop Program to help riders feel safer when travelling at night. After dusk, riders may request to be let off between regular stops, provided the bus remains on route and it is safe to do so. Riders should speak with the driver at least one stop before their desired location.

## **Detours and service disruptions**

- All detour and service disruption information is available on our website.

## Questions or concerns?

If you have questions or concerns about Saint John Transit's Transit Code, our services, or the cleanliness of our buses and stops, please contact us:

- By phone: 1-506-658-4700
- By email: [sjtransitcustomerservice@saintjohn.ca](mailto:sjtransitcustomerservice@saintjohn.ca) or [sjtcs@saintjohn.ca](mailto:sjtcs@saintjohn.ca)
- In person: 55 McDonald Street, Monday to Friday, 8 a.m. – 4 p.m.
- Online: <https://saintjohn.ca/en/transit>
- Saint John Accessible Transit: 1-506-648-0609

Valid ID is required for riders using discounted child, student, or senior fares.