

# Stopping at bus stops policy

June 2023

<b>Document title</b>	Stopping at bus stops policy
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<b>Date approved</b>	2 June 2023
<b>Document review</b>	Three Years
<b>TRM number</b>	2023/1005

Version	Date	Author	Changes made
3	December 2013	Passenger Transport	<ul style="list-style-type: none"> <li>Initial Version</li> </ul>
4	July 2019	Passenger Transport	<ul style="list-style-type: none"> <li>Updated to incorporate Guidelines for Choosing Informal Bus Stop Locations.</li> </ul>
5	May 2023	Passenger Transport	<ul style="list-style-type: none"> <li>Merged into new template.</li> <li>Removed performance management.</li> <li>Minor edits throughout document.</li> </ul>

Acronyms	Full form
DIPL	Department of Infrastructure, Planning and Logistics
NTG	Northern Territory Government

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# 1. Policy statement

The Northern Territory Government (NTG) is committed to providing safe, efficient and reliable public and school bus transport in the Northern Territory. To achieve this, all buses contracted to the NTG and operating on the urban or school bus network are to stop at designated bus stops if a passenger is waiting at or is approaching a stop.

## 2. Objective

The objective of this policy is to facilitate seamless delivery of bus services on the urban and school bus networks and giving passenger's confidence that buses will stop at designated stops to enable them to board the bus.

This policy aims to ensure that bus drivers operating on approved urban and school bus service routes stop at all designated bus stops where a person is waiting, regardless of whether they signal the driver. This also includes a passenger approaching a bus stop indicating they wish to board.

## 3. Scope

This policy applies to all urban and school buses contracted to the NTG and providing an urban and school bus service throughout the Territory.

For express and semi-express services, this policy only applies to stops at which these services are scheduled to stop.

## 4. Roles and responsibilities

### 4.1 Bus driver obligations

Bus drivers must stop at all bus stops when they observe a potential passenger:

- positioned at or adjacent to the bus stop; and
- closely approaching a bus stop who has signalled or is in the process of signalling their intention to board the bus.

Passengers who are in motion and approaching a bus stop may hail or signal to the driver their intention to board, and the driver must stop. This is providing that the bus is able to stop safely and the person is sufficiently close to the bus stop that their boarding of the bus will not cause unnecessary delay to the driver and other passengers. Please note that bus driver visibility is limited, especially if they are pulling into oncoming traffic, so the driver may not always see potential passengers.

Passengers in rural areas where Hail 'n' Ride services operate must hail or signal to the driver their intention to board. The driver must stop if it is safe to do so. Bus drivers should refer to the Guidelines for Choosing Informal Bus Stops to determine if a Hail 'n' Ride stop is safe. If they have concerns over the safety of the stop, bus drivers must refer the matter to the operator for further assessment.

## 4.2 Intending passenger obligations

It is the responsibility of intending passengers wishing to board a bus at a designated bus stop to ensure that they:

- arrive at the bus stop a few minutes before the estimated arrival;
- have the appropriate identification, ticket or money ready; and
- position themselves as close to the bus stop as is practical, so they are clearly visible to the approaching driver.

It is the responsibility of intending passengers wishing to board a bus in a Hail 'n' Ride area to ensure that they:

- refer to the [Guidelines for Choosing Informal Bus Stops](#) and take care to select a place that is safe to wait and safe for the bus to stop;
- have the appropriate identification and ticket or money ready. If paying with cash, passengers should try to carry the correct fare and avoid paying with large notes as bus drivers cannot always carry the correct change; and
- clearly hail or signal to the driver their intention to board in a timely manner giving the driver enough time to stop safely.

## 5. Exemptions

Express or semi-express services will only stop at selected bus stops.

## 6. Accountability statement

Accountability for implementing this policy lies with the:

- Director Passenger Transport Branch; and
- Operational managers of all bus operators contracted to the Northern Territory Government providing an urban and school bus service throughout the Territory.

## 7. Further information

For additional information or to provide feedback, please contact the DIPL's Public Transport Unit by email at [public.transport@nt.gov.au](mailto:public.transport@nt.gov.au) or visit [nt.gov.au/publictransport](http://nt.gov.au/publictransport)