

Stopping at Bus Stops Policy

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Document details

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Change history

Version	Date	Author	Changes made
3	December 2013	Connie Gore	Initial version
4	July 2019	Beth Marsh	Updated to incorporate Guidelines for Choosing Informal Bus Stop Locations

Acronyms

You will find the following acronyms in this document.

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

Contents

1. Policy Statement	4
2. Objective.....	4
3. Scope.....	4
4. Roles and Responsibilities.....	4
4.1. Bus Driver Obligations	4
4.2. Intending Passenger Obligations	5
5. Exemptions.....	5
6. Performance Management	5
7. Accountability Statement	5

1. Policy Statement

The Northern Territory Government 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 Government 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 passengers 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 Northern Territory Government 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 where they observe a potential passenger positioned at or adjacent to the bus stop, or where they observe a potential passenger 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 the driver and other passengers unnecessary delay. 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 safely stop.

5. Exemptions

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

6. Performance Management

Performance will be measured through the Customer Feedback System.

7. Accountability Statement

Accountability for implementing this policy lies with the:

- Director of the 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.

For additional information or to provide feedback, please contact the Department of Infrastructure, Planning & Logistics Public Transport Unit via email at passenger.transport@nt.gov.au or visit www.nt.gov.au/publictransport