

Policy on Stopping at Bus Stops

(Effective July 2007)

Reference Documents

Section 33(1)(a) of the *Motor Omnibus Regulations*.

Preface

Section 33 of the *Motor Omnibus Regulations* currently provides that, where the driver or conductor of an omnibus is signalled by an intending passenger at a bus stop specified in the service licence in respect of the omnibus, the driver or conductor shall stop that omnibus or cause it to stop close to and parallel with the footpath at the bus stop at which the intending passenger so signalled and shall there allow that intending passenger to enter that omnibus.

The need to ensure reasonable access for all persons utilising public transport services, including passengers with special needs, has driven a review of existing policy on stopping at bus stops.

Immediately following the implementation of this policy, drivers will be obliged to stop at bus stops at which a person is waiting without the need for passengers to specifically signal the driver (or conductor).

General Statement of Intent

To ensure that drivers of motor omnibuses operating on approved public transport service routes stop at all designated bus stops at which a person is waiting, regardless of whether the person signals the driver to indicate that they wish to board the bus.

Means

1. Obligations of Drivers and Conductors

Drivers of motor omnibuses must stop at all bus stops where they observe potential passengers positioned at or adjacent to the bus stop, or where they observe a person 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, 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.

2. Obligations of Intending Passengers

It is the responsibility of intending passengers who wish to board a motor omnibus at a designated bus stop to ensure that they:

- place themselves as close to the bus stop as is practical so as to be visibly apparent to the approaching driver that they are an intending passenger; and

- are in a position that makes them clearly visible to the driver of an approaching bus from a distance that will allow the driver to safely bring the omnibus to a halt at the bus stop.

Performance Measurement

Performance will be measured by:

- recording feedback from the public by compliment or complaint
- taking feedback from drivers and supervisors as to whether the changed arrangements impacts considerably on the ability to deliver the scheduled service

Accountability Statement

Accountability for implementation of this policy lies with:

- The Director Public Transport Branch; and
- Operations Managers of Darwinbus Network and Alice Springs contracted operators.

Review Statement

This policy will be reviewed by the Director Public Transport Branch as required.

For additional information please contact the Department of Planning and Infrastructure's Public Transport area on telephone **8924 7666** or visit www.nt.gov.au/publictransport