

DEPARTMENT OF LOGISTICS AND INFRASTRUCTURE

BUS SAFETY REFORM STRATEGY



The Bus Safety Reform Strategy is a multi-stage plan to reduce anti-social behaviour, improve safety and enhance service delivery on the Darwin, Palmerston and Rural bus network

OBJECTIVES

The overall objectives of the Bus Safety Reform Strategy are to:

- **Increase passengers trust and confidence** in using the public bus network.
- **Continue to address anti-social behaviour** across the public bus network by implementing a range of short, medium and long-term preventative and problem-solving methods.
- **Strengthen partnerships and work collaboratively** with key stakeholders.
- **Explore opportunities to optimise the public bus network** to limit passengers waiting time at bus stops and interchanges.

INITIATIVES

Free bus travel	NT Bus Tracker App	Commence interchange closures	Network review	Infrastructure improvements	Upgraded safety measures
1 July 2025	1 August 2025	October 2025	Tranche 1: October 2025 Tranche 2: Timing to be confirmed	Timing to be determined	Timing to be determined
It will continue to be free to travel on public buses across Darwin, Palmerston and Alice Springs beyond 1 July 2025. Free travel supports increased patronage of the public bus network while reducing incidences of poor behaviour across the network.	A new and improved NT Bus Tracker App will launch 1 August 2025. The new app will allow passengers to: • track their bus in real-time in a user-friendly interface • plan their entire journey including additional modes of transport such as bicycle or walking if required • receive notifications for bus arrival and upcoming departure stop.	The Casuarina and Darwin Bus Interchanges will be closed by October 2025. The Palmerston Bus Interchange requires further consideration in light of its connections to the Palmerston suburbs and rural areas. A more comprehensive update will be provided once a broader review has been undertaken. The closure of the interchanges will reduce the need for passengers to congregate and wait for bus services in one location. Removing interchanges eliminates infrastructure where anti-social behaviour occurs, disrupting patterns of misuse and reducing opportunities for further incidents.	An initial bus network review will be undertaken by October 2025 to consider route and timetable changes to accommodate the closure of the Darwin and Casuarina Bus Interchanges. This will include a review of late-night bus services with low patronage. A broader review for the entire bus network will be undertaken to achieve efficiencies, better connections and frequencies. Tranche 2 will also consider school bus routes and how they intersect with the broader urban network.	An infrastructure review will be undertaken to evaluate current bus stop and bus shelter placements and design to create a safer environment for passengers. The timing of this review will be finalised as plans and routes associated with the closure of interchanges and the required changes to the network are confirmed.	Upgraded safety measures will be delivered including: • expanded CCTV at known hotspots • direct radio connections between drivers and Transit Officers, with real time bus location • an enhanced duress alarm system on board buses.