

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
<p>It will continue to be free to travel on public buses across Darwin, Palmerston and Alice Springs beyond 1 July 2025.</p> <p>Free travel supports increased patronage of the public bus network while reducing incidences of poor behaviour across the network.</p>	<p>A new and improved NT Bus Tracker App will launch 1 August 2025. The new app will allow passengers to:</p> <ul style="list-style-type: none"><li>• track their bus in real-time in a user-friendly interface</li><li>• plan their entire journey including additional modes of transport such as bicycle or walking if required</li><li>• receive notifications for bus arrival and upcoming departure stop.</li></ul>	<p>The <b>Casuarina and Darwin Bus Interchanges</b> will be closed by October 2025.</p> <p>The <b>Palmerston Bus Interchange</b> 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.</p> <p>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.</p>	<p>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.</p> <p>A broader review for the entire bus network will be undertaken to achieve efficiencies, better connections and frequencies.</p> <p>Tranche 2 will also consider school bus routes and how they intersect with the broader urban network.</p>	<p>An infrastructure review will be undertaken to evaluate current bus stop and bus shelter placements and design to create a safer environment for passengers.</p> <p>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.</p>	<p>Upgraded safety measures will be delivered including:</p> <ul style="list-style-type: none"><li>• expanded CCTV at known hotspots</li><li>• direct radio connections between drivers and Transit Officers, with real time bus location</li><li>• an enhanced duress alarm system on board buses.</li></ul>