



North West bus changes

Frequently Asked Questions

December 2024

On 19 January 2025, Transport for NSW (Transport) will introduce changes to some bus services across parts of Greater Sydney, including Sydney's Northwest.

The changes are being communicated to passengers, communities and stakeholders including schools, to ensure they understand the changes and how best to travel.

Why are these bus services changing?

Transport is making these changes to enhance the passenger experience across the network, improving connections to other modes, including trains and Sydney Metro.

Some changes have already been introduced, including the North and Northwest bus changes that occurred on 4 August to support the opening of Sydney Metro from Chatswood to Sydenham.

On 20 October 2024, adjustments were also made on the train network and the regional outer metropolitan bus network.

Changes to buses in the Inner West were introduced on 8 December 2024.

The changes to bus services in Sydney's Northwest aim to improve reliability and provide much needed uplift to services in some areas, providing better access to new Metro services and meet passenger demand.

What are the changes?

The bus changes are an addition to the changes implemented on 4 August at the start of Sydney Metro services to Sydenham and will see additional services introduced on some routes, with some much-needed uplift in areas such as Melonba and Schofields.

Residents in growing communities such as Melonba, Marsden Park, Schofields, Riverstone, Grantham Farm, Gables, Box Hill and North Kellyville will see additional services on many routes, providing improved journey options for passengers connecting to local centres and railway and metro stations. These include:

- Additional AM peak services on route 601 and 605.
- Additional AM and PM peak services on route 643, increasing service frequency to 15 minutes, and an earlier service arriving at Rouse Hill before 6am.
- More services on routes 732, 740, 742, 745, 746, 747 and 748 serving Schofields, Tallawong, Rouse Hill and Bella Vista stations.

- Route 748 will be extended to operate between Melonba and Tallawong, via Abell Road and Jerralong Road in Schofields. As a result, Route 748 will no longer travel along Schofields Road between Rail Terrace and Alex Avenue, and the affected stops will no longer be served by route 748.
- Extended operating hours on routes 742, 745, 746, 747 and 748.
- The Westpoint Shuttle Bus (WPSB) will be withdrawn, however is duplicated by up to eleven routes between Blacktown Station and Westpoint Blacktown providing frequent services.

Will there be changes to school services?

Minor changes will be made to some dedicated school services to improve reliability. Most dedicated school services will however remain the same.

Changes to regular bus services that students catch to and from school may also impact a small number of students.

Transport and our bus operators are working closely with schools that may be impacted by these changes, to ensure students and their communities are aware of the changes, and how they need to adjust their journeys.

We encourage students to plan before they travel at the start of Term 1, 2025.

Will bus shelters or bus stops be upgraded or changed?

While there are no significant bus stop infrastructure changes as part of this work, there will be some bus stop changes to support the changes to route 748 from Melonba to Tallawong.

This includes four bus stops on Schofields Road between Railway Terrace and Alex Avenue that will no longer be serviced by route 748. Passengers currently accessing route 748 from these stops can utilise new stops in Jerralong Drive or existing stops on Boundary Road, Alex Avenue or on Schofields Road east of Alex Avenue.

Existing bus stops on Schofields Road between Cudegong Road and Windsor Road will continue to be served by other bus routes.

The changes to route 748 will also include some additional bus stops, installed on Jerralong Drive, Schofields to provide access to new services in this area. The local operator Busways is working with Blacktown Council on these bus stop changes.

Will I have to interchange?

Some trips may require an interchange, however we encourage passengers to plan their trip in advance using Transport's Trip Planner.

Interchanging is part of any world class transport network, as it is not always possible to provide direct services to and from all locations. Interchanging simplifies operations and allows services to run more often.

What consideration is given to passengers before any of these changes are made?

When planning these bus changes, we have considered what will deliver the best outcomes for the majority of passengers. We do this through the analysis of Opal data, passenger travel patterns and feedback which demonstrates where and when passengers are travelling, as well as how travel needs are likely to change in the future.

What does this mean for my journey?

We encourage passengers to check the updated timetables before you travel, especially if you're taking a bus to catch a train.

This is particularly important for students who are travelling to and from school in December and when school returns in the new year.

Did you consult on these service changes?

Transport has not conducted formal consultation on these changes, but we are committed to providing detailed information about what is changing.

These timetable changes include increased services where needed. Changes to route 748 also reflect passenger feedback for improved services.

In planning these changes, we focused on delivering the best outcomes for the majority of passengers. This approach included analysing Opal data to understand current travel patterns and forecast travel needs.

Transport will use a variety of channels to ensure the community understands the changes and how best to plan their journeys and is dedicated to providing the best possible services, and we continually monitor the bus network to identify further improvement opportunities.

Will any Zero Emission buses be introduced as part of these changes?

The NSW Government has committed to transitioning the state's fleet of 8,000 plus buses to Zero Emission technology.

The first stage of the transition is underway and will introduce 1,200 new electric buses for Greater Sydney passengers by 2028. As part of the first stage, 11 existing bus depots will be converted to battery electric technology to support the new battery electric bus fleet and a new bus depot will be built in Macquarie Park.

Along with planned new electric buses and those already in service, around 1,700 zero emission buses are expected to be operating on Sydney roads by the end of 2028.

Will bus services be accessible?

Yes, all buses on these routes will be accessible.

You can check on the Transport Trip Planner website www.transportnsw.info for more information.

How do I provide feedback?

To provide feedback on Transport services, please visit <https://transportnsw.info/contact-us/feedback>

Any feedback we hear regarding these changes will be monitored and taken into consideration as part of future timetable and service planning

Where do I go for more information?

Please visit www.transport.nsw.gov.au/buschanges to see what these changes mean for your travel.