

What are the benefits of the TCB Program for customers?

As part of the TCB Program, customers travelling in rural and regional centres that have the TCB Technology available will be able to:

- view reliable timetable information and real-time trip updates using the Transport for NSW Trip Planner tool, the Opal Travel app and other third-party public transport travel apps
- view interactive maps for each route, the full timetable and service updates at transportnsw.info
- view real-time updates on bus location and predicted arrival time at a stop; and
- view an indication of bus occupancy.

Which websites and apps can customers view the real-time updates for services in areas that have the TCB Technology installed?

Customers will be able to view timetable and real-time updates for regular and school services operating in Phase 3 locations on:

- Transport for NSW Trip Planner tool at transportnsw.info
- Opal Travel app
- the Transport bot on Facebook Messenger, Google Assistant and Amazon Alexa; and
- popular third-party public transport apps.

Note: A list of apps is available at transportnsw.info/apps.

Which regional areas currently have the TCB technology available?

The following areas have TCB technology available: Albury, Armidale, Bathurst, Bega, Coffs Harbour, Dubbo, Forbes, Grafton, Greater Nowra, Griffith, Orange, Parkes, Port Macquarie, Queanbeyan, Tamworth, Tweed Heads and Wagga Wagga.

Which regional areas will have access to real-time updates in Phase 3 of the program?

The first regional areas to be rolled out under Phase 3 are the Hunter and Lower North Coast, and the North Coast where 630 buses will be installed with TCB technology.

Other regions included in the new rollout are New England North West, Central West and Orana, Far West, Riverina Murray, Southern Tablelands and Ulladulla and South East and Tablelands.

Dates and names of towns where the installations will take place will be communicated closer to the time.

Will customers be able to see scheduled and real-time information for special charters, e.g., a special bus organised for a major event?

No, customers will not be able to see scheduled and real-time information for special charters.

The only exception is that customers will be able to view scheduled and real-time information for the Tamworth Country Music Festival.

Will parents and carers be able to view vehicle location information and departure times for school excursions or only regular school services?

Vehicle location information and departure times are only visible to the public for TfNSW contracted regular passenger and school services.

What information will customers see on real-time travel apps and the transportsw.info website when real-time data is unavailable e.g., when the vehicle is in an area where there is no network coverage?

If real-time data is not available:

1. Third-party travel apps and transportsw.info will show only the scheduled timetable.
2. An indication of vehicle occupancy will not be displayed.
3. The real-time icon will not appear, and a message will indicate "no real-time data".

Note: While "black spots" may be frequent in regional areas and particularly in remote areas, the amount of network coverage required to send real-time trip updates is small i.e., less than what is required to make a phone call. Intermittent real-time updates provide customers with a better picture of where a bus is rather than no information at all.

Below shows what customers will see when using the [Trip Planner website](#) or [third-party apps](#).

NSW Transport

Plan | Tickets and Opal | Travel info | Help and contact

Trip Planner | Departures

From: Taronga Western Plains Zoo, Dubbo

To: Dubbo Station, Dubbo

Public transport 19min | Car 14min | Bicycle 21min | Walking 1h 15

Leaving now | Refine

Earlier | Clear | Favourite

Leaving 18 min | 18:19 - 18:38 19min

18:19 **Taronga Western Plains Zoo**
Walk 1min (59m)
[Show directions](#)

18:20 **Taronga Western Plains Zoo**
Dubbo (Stop ID 28301244)

573 Mall Via West Zoo
Orana Mall to West Dubbo via South Dubbo, CBD & Zoo (Loop Service) (Operated by Dubbo Buses)
On time
Space available

7:17 | Telstra #StayHo... 4G 8:22 AM | 10%

Route 435
Tamworth Buses

Route 435
Many seats available
Bus location updated at 7:16:31 am

West Tamworth Kent St opp Southgate Inn	7:06 am On Time
West Tamworth Belmore St opp George St	7:06 am On Time
West Tamworth Belmore St after Mathew St	7:08 am 1m late
West Tamworth West Tamworth Bowling Club, Belmore St	7:08 am 1m late

8:22 AM | 10%

Route 890
Sapphire Coast Buses

Accessible service*
Many seats available
Bus location updated at 8:22:10 am

Wolumla Wolumla Memorial Hall, Scott St	8:23 am On Time
Wolumla Clarke St before Smith St	8:25 am On Time
Bega Sapphire Coast Anglican College	8:38 am On Time
Bega TAFE NSW Bega Connected Learning Centre, Auckland St	8:44 am On Time

Will TfNSW publish stop location information for all school pick up locations?

Yes, all stop locations will be visible on transportnsw.info and third-party travel apps.

Will the automatic passenger counter sensor be recording or storing any video or photos of passengers? Is there a public privacy concern?

No, the passenger count is recorded using infrared sensors to detect a passenger boarding or alighting the bus. The infrared imagery is not stored anywhere once the passenger count has been recorded. We take privacy very seriously and have taken measures to ensure that customer privacy is protected.

Where can I find out more information about the TCB Program?

You can stay up to date on the program via our [TCB website](#).

Who should I contact if I have a media enquiry regarding the TCB Program?

For media enquiries, please contact media@transport.nsw.gov.au or phone (02) 9462 6299.