



South East Sydney bus changes

Frequently Asked Questions

February 2025



Transport for NSW acknowledges the Gadigal people of the Eora Nation as the Traditional Custodians of the lands on which we work and pays respect to Elders past and present.

On Monday 3 March, Transport for NSW (Transport) will introduce changes to some bus services across parts of Greater Sydney, including South East Sydney.

The changes are being communicated to passengers, communities and stakeholders, 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 reliability, capacity and connections to other modes such as trains and Sydney Metro.

What are the changes?

The bus changes are mostly timetable adjustments and include:

Route	Service changes
309	<ul style="list-style-type: none"> Minor changes to some trip times. All trips will now operate the full length of the route between Port Botany and Redfern, increasing services between Matraville and Port Botany.
377X	<ul style="list-style-type: none"> Changes to some trip times, including changes to better match capacity to demand.
390X	<ul style="list-style-type: none"> Minor changes to some trip times.

Route	Service changes
392	<ul style="list-style-type: none"> Additional services on weekdays at busy times.
392X	<ul style="list-style-type: none"> More services during the morning peak will operate the full route, commencing from Little Bay (instead of Matraville). Minor changes to some trip times, including changes to better match capacity to demand.
393	<ul style="list-style-type: none"> A new trial route between Matraville and Westfield Eastgardens, providing direct access for more in the community to Eastgardens.
394X	<ul style="list-style-type: none"> More services will commence from Little Bay and Malabar during the morning peak. Changes to some trip times, including changes to better match capacity to demand.
396	<ul style="list-style-type: none"> Minor changes to some trip times.
396X	<ul style="list-style-type: none"> Minor changes to some trip times.
397	<ul style="list-style-type: none"> Changes to some trip times, including changes to better match capacity to demand.
397X	<ul style="list-style-type: none"> Changes to some trip times, including changes to better match capacity to demand.



Will there be changes to school services?

There will be no changes to dedicated school bus services. Students who catch regular bus routes may however have changes to trip times.

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.

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.

Will bus shelters or bus stops be upgraded or changed?

No. There will not be any changes made to existing bus shelters as part of these adjustments.

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 a new trial route 393 Eastgardens to Matraville reflecting community feedback.

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 Transport Trip Planner www.transportnsw.info for more information.

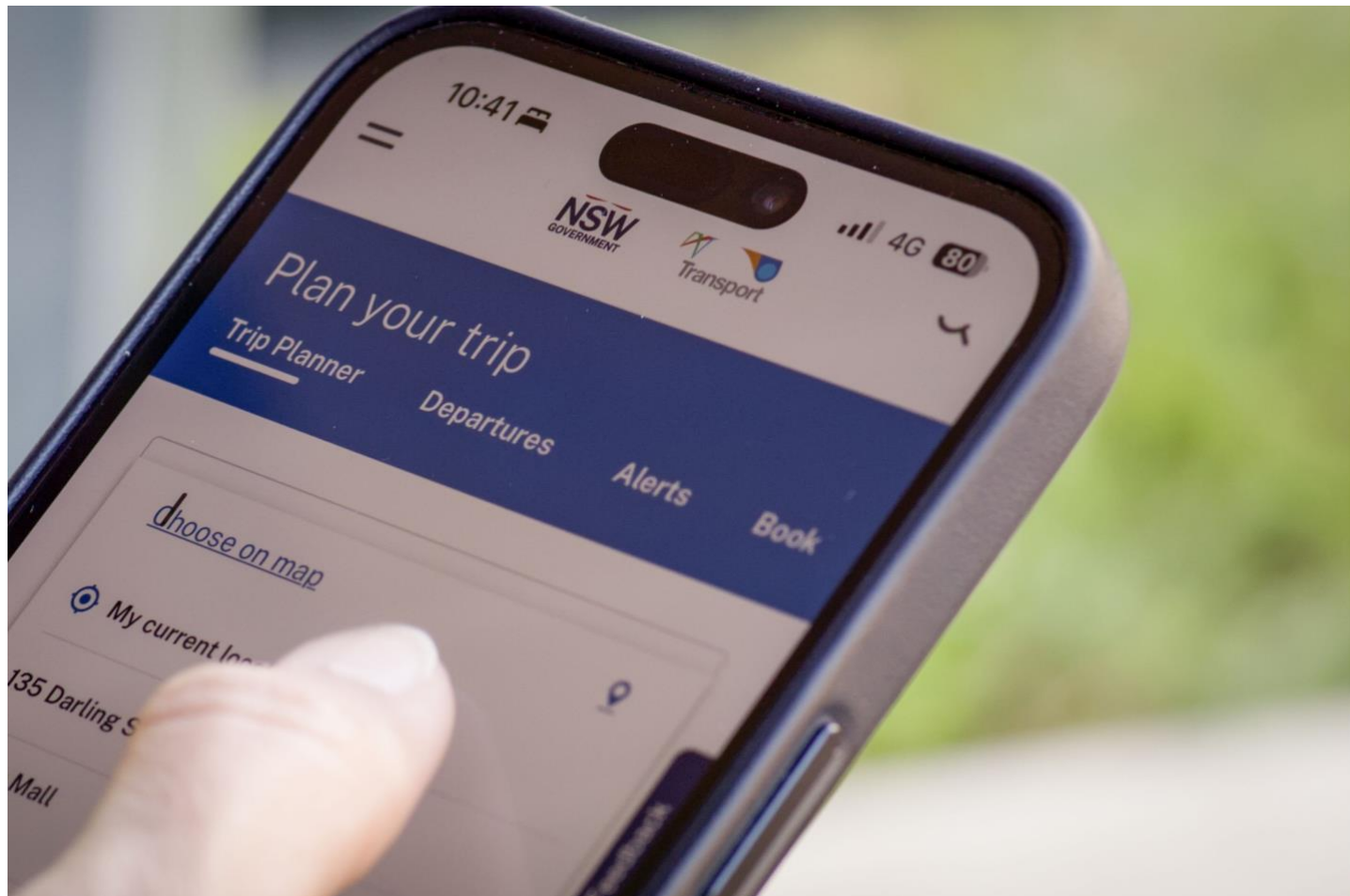
Where do I go for more information?

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

How do I provide feedback?

To provide feedback on Transport services, visit 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.



Contact us



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transportnsw.info/contact-us



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