



Sydney, Northwest and Hills District bus service adjustments

Frequently Asked Questions

February 2025



Transport for NSW acknowledges the Dharug people of Dharug Country 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 adjustments to some bus services across parts of Greater 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?

Route	Service adjustment
252	<ul style="list-style-type: none"> Minor changes to some trip times.
261	<ul style="list-style-type: none"> Minor changes to some trip times.
265	<ul style="list-style-type: none"> Minor changes to some trip times.
288	<ul style="list-style-type: none"> Minor changes to some trip times. Trip extensions to/from Epping Boys High are replaced by school special 676w.
292	<ul style="list-style-type: none"> Minor changes to some trip times.

Route	Service adjustment
500N	<ul style="list-style-type: none"> Minor changes to some trip times. Route adjusted to operate direct via Victoria Road past West Ryde Station.
500X	<ul style="list-style-type: none"> Minor changes to some trip times.
506	<ul style="list-style-type: none"> Minor changes to some trip times.
513	<ul style="list-style-type: none"> The 15:42 weekday departure from Marsden High will no longer commence from the school (the 15:12 departure will continue to operate). The diversion via Ermington Public School to West Ryde at 15:42 will no longer operate.
523	<ul style="list-style-type: none"> The diversion via Ermington Public School to Parramatta at 15:44 will no longer operate.
524	<ul style="list-style-type: none"> The diversion via Ermington Public School to Parramatta at 15:37 will no longer operate.
533	<ul style="list-style-type: none"> Changes to bus stands at Rhodes Station; trips towards Sydney Olympic Park will now depart on the opposite side of the road to those towards Chatswood.
544	<ul style="list-style-type: none"> The 08:42 trip departing from Auburn Station will no longer deviate to Auburn Girls High School.
546	<ul style="list-style-type: none"> Minor changes to some trip times.



Route	Service adjustment
590	<ul style="list-style-type: none"> New route, formed by splitting route 600 into two separate routes (590 Hornsby – Pennant Hills and 600 Pennant Hills – Parramatta).
600	<ul style="list-style-type: none"> Adjusted route, formed by splitting route 600 into two separate routes (590 Hornsby – Pennant Hills and 600 Pennant Hills – Parramatta).
605	<ul style="list-style-type: none"> One additional PM peak trip to improve Metro connections.
610X	<ul style="list-style-type: none"> Additional trips in the early morning/late evening.
611	<ul style="list-style-type: none"> Additional trips on weekdays across the day to meet patronage demand.
612X	<ul style="list-style-type: none"> Adjustments to frequency to better match capacity to demand, including reducing some peak trips and adding an additional afternoon trip at a time of high student patronage.
616X	<ul style="list-style-type: none"> Adjustments to frequency to better match capacity to demand, including reducing some peak trips and adding a later morning peak trip.
620X	<ul style="list-style-type: none"> Adjustments to frequency to better match capacity to demand, including reducing some peak trips. Route 620X will be shortened to no longer operate between Dural Depot and James Henty Drive, due to low patronage and the availability of alternative routes in this section.
652X	<ul style="list-style-type: none"> Adjustments to frequency to better match capacity to demand, including reducing some peak trips.
660	<ul style="list-style-type: none"> Trips from Castlewood will now commence from Castlewood Dr after Amberwood Place instead of the current stop at Castlewood Drive before Jasmine Way.
712	<ul style="list-style-type: none"> Route withdrawn, due to alternative services on bus route 711 and the new Parramatta Light Rail L4.
N91	<ul style="list-style-type: none"> Minor changes to some trip times.

Will there be changes to school services?

Some dedicated school bus services will be adjusted to improve reliability and align with broader bus network changes. While many school services will remain the same, some timetables will be updated to better match school start and finish times.

Changes to regular bus routes used by students may impact their travel to and from school.

Transport and our bus operators are working closely with schools affected by these changes to ensure students and their communities are informed and prepared. We encourage students to plan their journeys in advance to avoid any disruptions.

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.

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.

Will bus services be accessible?

Yes, all buses on these routes will be accessible.

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

Did you consult on 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 service adjustments where needed.

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.

How do I provide feedback?

To provide feedback on Transport services, go to transportnsw.info/contact-us/feedback

Where do I go for more information?

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

To provide feedback on Transport services, go to transportnsw.info/contact-us/feedback

Any feedback we hear regarding these changes will be monitored and taken into consideration.

Contact us



Project Infoline **131 500**



publictransportchanges@transport.nsw.gov.au



transportnsw.info/contact-us



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