

Transport Equity 2770



Acknowledgement of Country

The authors of this report acknowledge the Darug People as the traditional owners of the lands now known as 2770. We pay our respect to Elders of the past and present and we acknowledge the care and custodianship that First Nations Peoples have given to this land since time immemorial.

Australia is and always will be Aboriginal Land.

Transport Equity 2770

Acknowledgements

This report is the result of a collective effort between the Together in 2770 Collective (the Collective), Sydney Alliance, and urban geography students and staff at the University of Sydney.

The Collective is a group of organisations who take a place-based approach to working together across Mt Druitt to respond to the inequity that exists in 2770 in partnership with community.

We want to acknowledge the collaborative work, dedication, and leadership of the organisations on the Collective's Governance group including:

- > BaptistCare HopeStreet
- > Bidwill Uniting
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- > The Hive, United Way Australia
- > The Salvation Army

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Authors

This report was authored by: Joshua Clay, Ariana D'Alessio, Finn Dolan, Finley Hook, Tully Horneman; Enya Hua; Chantelle Posa; Faith Roche; Isabelle Rose (Students, School of Geosciences, University of Sydney); Brigid Burke (The Hive, Mt Druitt); Kurt Iveson (Professor of Urban Geography, School of Geosciences, University of Sydney); Tingsen Xian (Faculty of Engineering, University of Sydney).



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Foreword

For many years, the Collective engaged with residents of 2770 about their concerns and aspirations. An improved transport system was never raised, until conversations turned to barriers to employment. Then it became clear: **people can't work if they can't get there.**

Through systemic divestment, Mt Druitt has become a community that does not ask for more, because they have never seen it happen. Through the efforts of the Collective and inspiring community volunteers, people have started to hope for more again; people are determined to see change.

Throughout this report, examples of disadvantage and marginalisation within 2770 will be apparent. But amongst that, community pride and resilience shines. Residents of 2770 want better for their community, they want better access to opportunities for their children, better options for employment; they want to be able to go out on a weekend, they want to see the ocean or the Opera House, often for the first time.

This report will show the impacts of that disadvantage and how it has become entrenched, in part due to poor transport planning. To break that cycle, Transport for NSW needs to begin transport planning through a lens of equity and dignity for people in disadvantaged communities.

This report is not just about buses and train lines, it is about justice, visibility, and the right to opportunity. It is about ensuring that communities like 2770 are no longer an afterthought in infrastructure decisions but are placed at the centre of planning that serves all people, not just those in well-connected postcodes.

The stories, data, and voices captured in this report are a call to action. They challenge us to rethink how we define access, how we measure need, and how we invest in the future of our cities through proactive infrastructure and planning to create uplift. We believe that meaningful change is possible when planning is informed by lived experience, when governments listen deeply, and when communities are empowered to lead.

The people of 2770 have waited long enough. It's time for a transport system that moves with them, not past them.

Brigid Burke,
The Hive, Mt Druitt

Executive Summary

This report assesses the quality of public transport services available to residents of Bidwill, Lethbridge Park, Tregear and Willmot. These four suburbs, located in postcode 2770 in the Blacktown Local Government Area, are among the most disadvantaged in the city. The report finds that poor public transport services and infrastructure in these suburbs further compounds existing disadvantage.

Section 2 of the report shows that compared to the population of Greater Sydney, the 2770 communities of Bidwill, Lethbridge Park, Tregear and Willmot have a number of characteristics that make public transport essential. On average, these four communities:

- > have a **higher proportion of First Nations people** (14.7% v 1.7%);
- > are **more likely to live in public and community housing** (40% v 4%);
- > are **less likely to be formally employed** (unemployment = 14% v 5%);
- > have **lower incomes** (avg weekly personal income \$492 v \$881);
- > have a **higher proportion of young people** aged 10-19 (16% v 12%);
- > have a **higher proportion of people with long-term health conditions** (33% v 24%);
- > have a **higher proportion of dwellings without a car** (17%) compared to the Blacktown LGA (6.5%) and Greater Sydney (11%) averages.

Section 3 of the report demonstrates that public transport in 2770 fail to meet community needs.

Services are:

- > **Infrequent** – there are lengthy gaps for most daytime services, and poor services outside 9-5 and on weekends;
- > **Disconnected and Inefficient** – passengers often need to walk long distances to access bus services, and trips to essential locations including local hospitals, employment centres, and town centres take many times longer on public transport than in a car;
- > **Unreliable** – compared to services in Greater Sydney, bus services are far more frequently running late or cancelled altogether, making it impossible for residents to rely on them for fixed appointments or employment shifts;
- > **Complex** – key routes have multiple variations with complicated timetables, making trips difficult to plan;
- > **Undignified** – bus stop infrastructure is not fit for purpose, and does not provide adequate shelter, seating and signage for passengers.

Findings from the research include:

- > No individual bus routes in the four suburbs have services with better than 15-minute frequencies during the day. 36% of routes have services with better than 30-minute frequencies. When all services are combined, about 38% of bus stops in the four suburbs have better than 15-minute frequencies;
- > Trips to key destinations often take many times longer on public transport than by car. For instance, a trip from central Willmot to Mt Druitt Hospital for a 10am weekday appointment that takes 14 minutes by car takes 67 minutes by public transport, involving two transfers and 18 minutes of walking – even longer if a late-running bus misses a connection;
- > For the 8 key bus routes operating in the four suburbs, between 15% and 25% of services were not on time in calendar year 2024, and over 5% of services across the year were cancelled. In the worst month of 2024, over 10% of all services were cancelled;
- > 69% of bus stops in these four suburbs have no shelter – a significant issue in suburbs with infrequent services which experience more frequent extreme heat events.

Section 4 of the report presents stories from community members and workers about how current service inadequacies impact their daily lives. Research participants share experiences of significant difficulties accessing health services and medical appointments, employment opportunities, educational and recreational opportunities, and more.

Section 5 highlights some of the specific equity impacts of poor public transport in 2770 communities. It discusses:

- > the experience of transport-related time poverty, showing how this particularly affects women who continue to have disproportionate caring responsibilities in households;
- > the way poor public transport creates car dependency which worsens financial vulnerabilities experienced by low-income households;
- > the way public transport problems worsen already high levels of developmental vulnerability in children living in 2770 suburbs.

Section 6 concludes that sustained investment in bus services in 2770 suburbs is required to bring them up to an acceptable standard, and to ensure that public transport is helping to address – rather than compound – spatial disadvantage.



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1 Introduction

1.1 Public transport in Bidwill, Lethbridge Park, Tregear and Willmot

This report assesses the quality of public transport services available to residents of Bidwill, Lethbridge Park, Tregear and Willmot.

These four suburbs, located in postcode 2770 in the northwest of Greater Sydney, are among the most disadvantaged in the city. The report shows that poor public transport services and infrastructure in these suburbs further compounds existing disadvantage. Residents without access to a car struggle to access essential opportunities and services such as jobs, healthcare, and education. They are also prevented from easily accessing recreational activities within their communities or in Greater Sydney.

Effective public transport has the potential to mitigate some of the disadvantages experienced by 2770 communities, by ensuring that people can access services and opportunities regardless of their access to a private car. Transport equity requires immediate investment to ensure a fair distribution of transport services and infrastructure, recognition of the specific needs of 2770 communities, and genuine participation of the community in transport planning to meet these needs¹.

The problems with public transport in 2770 might not be obvious when looking at a transport network map (see Figure 1). On the surface, this map shows a number of bus routes running through the suburbs and connecting people to local destinations including train stations.



Figure 1 Bus services in 2770²

However, as this report shows, existing public transport services for 2770 suburbs have a range of problems which severely constrain the mobility of people without a private car.

1 For discussions of how public transport systems can either compound or address spatial inequalities, see for example: Currie, G., Stanley, J., & Stanley, J. (2007) *No Way to Go: Transport and Social Disadvantage in Australian Communities*, Clayton: Monash University ePress; Gossling, S. (2016) "Urban Transport Justice", *Journal of Transport Geography*, 54(1): 1-9; Martens, K. (2016) *Transport Justice: Designing fair transportation systems*, London: Routledge.

2 Available at <https://www.busways.com.au/sites/default/files/network-maps/2025-02-13/R1NetworkMap190125.pdf>, accessed 22 September 2025.

Public transport in the area is:

- > **Infrequent** – there are lengthy gaps for most daytime services, and poor services outside 9-5 and on weekends;
- > **Inefficient** – public transport imposes a significant time cost compared to driving;
- > **Unreliable** – when infrequent buses run late or don't show up, missed connections make it impractical to depend on public transport for essential appointments;
- > **Complex** – key routes and timetables are hard to comprehend making trips difficult to plan;
- > **Undignified** - bus stop infrastructure is relatively poor.

The 2770 suburbs are not alone in being poorly served by public transport. Recent research into Greater Sydney's public transport networks has emphasised the need to enhance bus services and infrastructure across Western Sydney – including 2024 reports of the Bus Industry Taskforce and the Committee for Sydney³.

However, given the relative disadvantage of communities living in this area, service improvements for 2770 suburbs should be an urgent priority for the NSW Government.

1.2 Outline

The rest of the report is organised into six sections.

- > **Section 2** outlines the context for the analysis, outlining the geographical and demographic characteristics of the 2770 communities. Compared to the population of Greater Sydney, the 2770 suburbs of Bidwill, Lethbridge Park, Tregear and Willmot have several characteristics that make public transport essential. This includes relatively high rates of households with no car, and relatively high proportions of First Nations people and public/social housing.
- > **Section 3** presents key findings about existing public transport services in 2770. Using a 'principles-based approach' to assessing transport services which follows Transport for NSW's (TfNSW) stated approach to service planning, the report shows the poor quality of public transport services in the area. The key principles we consider are: frequency and hours of operation; connectivity and efficiency; simplicity; reliability; demand and capacity, and; dignity and safety.
- > **Section 4** explores the real-life impact of service deficiencies on the community, through stories from community members and workers.

³ See NSW Bus Industry Taskforce (2024) *The Forgotten Mode: a call to action for buses*, available at <https://www.transport.nsw.gov.au/system/files/media/documents/2024/NSW-Bus-Industry-Taskforce-Third-Report.pdf>; Committee for Sydney (2024) *Plan B: Better buses for Sydney*, available at <https://sydney.org.au/wp-content/uploads/2024/06/Committee-for-Sydney-Plan-B-Better-buses-for-Sydney-FINAL.pdf>; NSW Parliament Legislative Council Portfolio Committee – Transport and the Arts (2024) *Current and future public transport needs in Western Sydney*, available at <https://www.parliament.nsw.gov.au/lcdocs/inquiries/2981/Report%20No.%2021%20-%20PC%206%20-%20Current%20and%20future%20public%20transport%20needs%20in%20Western%20Sydney.pdf>.

- > **Section 5** emphasises the need for an equity lens in planning public transport services in 2770.
- > **Section 6** concludes the report with reflections on the opportunities for making immediate improvements to people's quality of life.
- > Finally, **Section 7** presents a series of appendices containing the quantitative and qualitative data used for analysis.

1.3 Methods

The report draws on student research conducted by over 60 third year urban geography students at the University of Sydney, under the supervision of Professor Kurt Iveson and Dr Clara Siagian (School of Geosciences, University of Sydney) and Brigid Burke and Steve Pederson (The Hive, Mt Druitt), in partnership with the Collective that works across the 4 suburbs. In the first half of 2025, we:

- > Analysed bus service frequencies and trip times using online timetable information and Google Maps, and analysed punctuality and cancellations using real-time data for selected 2770 bus services for calendar year 2024;
- > Analysed bus stop infrastructure using spatial data from TfNSW and Google Street View;
- > Made in situ observations of bus services and infrastructure through guided and independent field trips;
- > Spoke with community members during four community engagement events facilitated by representatives from the Collective;
- > Conducted formal interviews with four community members and one community worker.

After the initial research was conducted, a smaller group worked on assembling relevant research and writing this report.



2 Context

Bidwill, Lethbridge Park, Tregear and Willmot

Bidwill, Lethbridge Park, Tregear, and Willmot are suburbs within the Blacktown Local Government Area that were developed in the 1960s as part of a large-scale public housing program⁴.

The area of Mt Druitt occupies the unceded land of the Dharug people. The stories and dispossession of Indigenous peoples play an important role in understanding the need for transport equity in this area. The Mt Druitt area is also a site of trauma and displacement for First Nations people as recently as the 1960s and 1970s, when Aboriginal people were given public housing in the area as part of a concerted attempt to break up large Aboriginal communities and disperse them around suburban Sydney⁵. As a result, the four suburbs of interest have significant First Nations populations today, at almost five times the average of Greater Sydney (Table 1).

Crucially, **these four suburbs have relatively high proportions of people who rely on public transport to access essential services, obligations and opportunities.**

As Table 1 shows, compared Greater Sydney the 2770 communities of Bidwill, Lethbridge Park, Tregear and Willmot:

- > have a higher proportion of **First Nations people** (14.4% v 1.7%);
- > have a higher proportion of **households without access to a car** (17.1%, compared to 11.1% in Greater Sydney and 6.6% in this outer-suburban local government area)

- > are more likely to live in **public and community housing** (39.7% v 4.2%);
- > are **less likely to be in formal employment** (12.8% v 5.1%);
- > have **lower incomes** (weekly personal income \$492 v \$881);
- > have a higher proportion of young people aged 10-19;
- > have a higher proportion of **people with long-term health conditions** such as asthma, diabetes and mental health issues.

Together, these statistics demonstrate that public transport infrastructure in this region critical for social inclusion. Concentrations of young families, high First Nations representation, lower car ownership, and elevated health needs reflect decades of urban policy that placed large public housing communities on the metropolitan fringe without proportional investment in services. For residents of Bidwill, Lethbridge Park, Tregear, and Willmot, better public transport is not just about convenience – it is essential for equitable and dignified access to education, work, cultural participation, healthcare, and leisure.

The Australian Early Development Census (AEDC) sheds further light on the specific needs of 2770 communities. This census is conducted nationally every three years to assess how children are developing in their first year of school. It measures five domains: physical health and wellbeing, social competence, emotional maturity, language and cognitive skills, and communication skills and general knowledge. Children who are identified as vulnerable in one or more of these areas are considered at greater risk of difficulties in learning and later life outcomes.

4 Blacktown City Council (2020) "Mt Druitt District – Timeline", *Blacktown Memories*, available at <https://blacktownmemories.recollect.net.au/nodes/view/10054>.

5 Indigenous Law Centre UNSW and Justice and Equity Centre (no date) "Housing Policy Over Time: Aboriginal Housing Programs Begin 1967-1980", *Towards Truth*, available at <https://www.towardstruth.org.au/themes/people/housing/129-housing-policy-over-time/sub0427-aboriginalhousing-programs-begin>.

Table 1: Selected Census Indicators Bidwill, Lethbridge Park, Tregear and Willmot, 2021 Census⁶

	Region						
	Bidwill	Lethbridge Park	Tregear	Willmot	4-Suburb average	Blacktown LGA	Greater Sydney
First Nations people (%)	15.3	11.8	15.9	14.7	14.4	3.0	1.7
Public/community housing dwellings (%)	62.0	29.3	33.1	33.4	39.7	6.5	4.2
Dwellings with no car (%)	19.1	15.2	18.2	15.8	17.1	6.6	11.1
People unemployed^ (%)	14.0	11.4	12.1	13.7	12.8	5.8	5.1
Weekly personal income (\$)	451	524	518	475	492	831	881
People with Asthma (%)	14.4	13.2	13.9	12.2	13.4	7.3	6.8
People with Diabetes (%)	8.3	8.0	7.5	9.5	8.3	6.1	4.6
People with Mental Health Conditions (%)	11.0	10.3	10.9	11.6	10.9	6.0	6.6
Median age	30	32	30	32	31	34	37
People aged 10-14 (%)	9.5	7.9	8.4	7.6	8.4	7.3	6.2
People aged 15-19 (%)	8.2	7.0	7.5	7.8	7.6	6.1	5.6
People aged 60+ (%)	17.3	17.5	16.7	18	17.4	15.5	20.5

The results show significantly higher levels of development vulnerability in these suburbs compared to NSW averages as seen in Table 2. For example:

- > in Willmot, 62.9% of children were identified as developmentally vulnerable in one or more domains (DV1) in 2021, which is nearly three times the state average of 21.8%. By 2024, this figure had risen further to 73.9%, with 60.9% vulnerable in two or more domains (DV2).
- > Tregear recorded similarly concerning outcomes, with 62.2% of children developmentally vulnerable in one or more domains in 2024, almost double that of 2021.

These figures indicate that large numbers of children in the 2770 postcode require additional support such as speech therapy, occupational therapy, access to quality Early Education Centres, or specialised early learning programs. However, the scarcity of local services means that access to these essential supports is heavily shaped by the transport network. For families in Bidwill, Lethbridge Park, Tregear, and Willmot, inconsistent or indirect public transport can make it difficult to attend appointments regularly.

⁶ All statistics from Australian Bureau of Statistics 2021 Census, see <https://www.abs.gov.au/census>.

Notably, neighbouring Mt Druitt records lower levels of developmental vulnerability than any of these four suburbs, underscoring how disadvantage is concentrated most sharply in their localities. Later sections of this report will return to these challenges in greater detail, with a focus on access and equity to these services.

Table 2: Australian Early Development Census Data for 2770 suburbs

The table below shows the proportion of children who are Developmentally Vulnerable in one or more domains, and two or more domains. Suburbs that have a **higher rate** than NSW are highlighted in **yellow**. Suburbs with **rates double** that of NSW are highlighted in **red**.

Suburb	2021		2024	
	DV1	DV2	DV1	DV2
NSW	21.2	10.5	21.8	11.2
Mt Druitt	31.1	17.9	23.5	11.1
Bidwill	37.7	21.1	50.8	28.6
Lethbridge Park	30.3	19.5	34.2	19.2
Tregear	33.3	25	62.2	40
Willmot	62.9	40	73.9	60.9

Community members seeking improvements to transport and other services must deal with the stigma created by media representations of Mt Druitt suburbs and of public housing more generally. For example, one video with 3.3 million views by YouTuber Spanian is titled *Inside Sydney's MOST Dangerous Suburb - Mt Druitt Walk Through - Into The Hood*. Similarly, the Mt Druitt area was the setting of the 2015 'documentary' *Struggle Street*, which was criticised by the then-Blacktown Mayor as "poverty porn".⁷

Representations like these are often divorced from the experiences of most residents who view the suburb with more positivity.⁸ As this report shows, many of the problems faced by 2770 residents are not of their own making – they are structural issues related to under-investment in essential services including transport.

The Together in 2770 Collective was established in 2015 and is grounded in the belief that improving outcomes for children and communities requires a collaborative, placebased, and ecological approach. This perspective recognises that children belong to families who live in communities, which are in turn shaped by broader policies and systems. The Collective brings together residents and services in Mt Druitt to identify local priorities, co-design innovative solutions, and advocate for systemic change.

As part of this work, The Collective first became aware of issues with the local transport system during discussions about barriers to employment. It continued to gather stories and engage with residents to understand their specific aspirations for transport in the area. This process culminated in the Together in 2770 Transport Forum held in April 2024, a platform for residents to share their experiences and present specific asks.

7 Kerin, L. & Ong, T. (2015) "Struggle Street: Mt Druitt community up in arms over 'poverty porn' documentary series on SBS". *ABC News Online*. See <https://www.abc.net.au/news/2015-05-05/sbsstruggle-street-series-poverty-porn-says-mt-druitt-mayor/6446648>.

8 IMcDonald, P. & Taha, M. (2014) "Bidwill residents describe life in a western Sydney suburb 'full of sad stories'". *ABC News Online*. See <https://www.abc.net.au/news/2014-02-07/bidwill-a-suburb-incrisis/5240962>.



3 Public Transport Services and Infrastructure in 2770

In order to assess the quality of bus services and infrastructure serving the 2770 suburbs of Bidwill, Lethbridge Park, Tregar and Willmot, this section:

- > outlines the principles that can be used to assess the quality of public transport services and infrastructure;
- > applies those principles to bus services and infrastructure.

Our analysis shows that the public transport services operating in 2770 fail to meet any of the criteria for effective public transport.

3.1 Principles for effective public transport

What makes an effective public transport system? In this report, we adopt the principles used by TfNSW in its service planning. We have chosen this approach because TfNSW is responsible for the design of public transport networks in Sydney. While bus services in 2770 are operated by Busways, TfNSW contracts these services on behalf of the NSW Government, determining bus routes, timetables, and setting agreed service standards. The stated principles used by TfNSW in bus service planning are:

- > **Frequency and Hours of Operation** – how often do services come, and do they come when you need them?
- > **Connectivity** – are services close, and do they get you where you want to go?
- > **Efficiency** – how efficient is public transport in making trips, compared to other modes of transport?

- > **Reliability** – can you rely on services to be on time, or are they often late and/or cancelled?
- > **Simplicity** – are services easy to use, and is the network legible to users?
- > **Demand and capacity** – do services meet demand, do they provide enough capacity? (see Figure 2)



Figure 2 TfNSW 'How we plan bus services'⁹

These principles reflect the idea that public transport services should form a network, allowing as broad a range of trip origins and destinations as possible for all residents of a city, no matter where they live, what they want to do, and where they want to go.¹⁰

In this report, influenced by our engagement with residents in 2770 and by previous research¹¹, we add a further principle:

- > **Dignity and safety** – what are the conditions faced by people waiting for, and riding on, public transport?

⁹ Available at <https://www.transport.nsw.gov.au/projects/current-projects/bus-changes-at-transport>, accessed 22 September 2025.

¹⁰ See for example Nielsen, G., & Lange, T. (2005). HiTrans Best Practice Guide No. 2, *Public Transport: Planning the Networks*. Stavanger, Norway: European Union, Interreg IIIB.

¹¹ See for example Iveson, K. and Fincher, R. (2014) *The Public City and Diversity: Rethinking the 'Public Interest'*, in Gleeson, B. and Beza, B. (eds) *The Public City: Essays in Honour of Paul Mees*, Melbourne: University of Melbourne Press.

Here, we were especially focused on the quality of bus stop infrastructure for people waiting for buses, and the experience of riding the bus.

3.2 Frequency and Hours of Operation

Frequency of services and hours of operation are used to measure the ‘time gaps’ in existing public transport services: do they come often enough, and when people need them? Regular services are especially important for public transport networks.

Frequent ‘forget the timetable’ services reduce the barriers to public transport use, reduce the wait times involved in making service connections when more than one service is required to reach a destination, and reduce the time-penalty associated with missing a service. By making public transport services more accessible and effective, higher frequencies drive increased demand and service use, setting up a ‘virtuous cycle’.¹²

Extended hours of operation are also important for public transport services. Services should operate regularly beyond daytime peak hours to ensure they are accessible and useful for a range of people making a range of trips – including carers, shift workers, and people trying to access night-time educational and recreational opportunities.

Bus frequencies are generally poor in the four 2770 suburbs, and this is especially true for night-time services. In the 7am-7pm period on a weekday:

- > no route has an average frequency lower than 15 minutes;
- > only 36% of routes have frequencies lower than 30 minutes.

We calculated the average frequency for the following routes between 7am and 7pm on a weekday: 674, 745, 750, 755, 758, 759, 761, 780. We calculated service frequencies for each route in each direction – and because some of these buses have several variations in their route across the day, this resulted in calculations for a total of 28 different services.¹³ Table 3 shows average service frequencies by routes between 7am- 7pm:

- > no route has an average frequency lower than 15 minutes;
- > only 36% of routes have frequencies lower than 30 minutes;
- > 21% of routes have frequencies of 60 minutes or more;
- > the most frequent service (780 from Mt Druitt to Penrith) comes every 15 minutes.

12 Increasing the frequency of services was a key recommendation of the Committee for Sydney (2024) *Plan B: Better buses for Sydney*, available at <https://sydney.org.au/wpcontent/uploads/2024/06/Committee-for-Sydney-Plan-B-Better-buses-for-Sydney-FINAL.pdf>.

13 Full data for these calculations is shown in Appendix 1. Where a particular service had more than one route in each direction, we calculated cumulative frequencies for each variation of the route. For instance, there are 6 variations of the 759 – meaning that while those travelling on this route from Mt Druitt to Lethbridge Park have 25 services in the 7am-7pm period, those who seek to travel beyond Lethbridge Park to St Marys have only 19 services. See Section 3.6 on ‘Simplicity’ for further discussion of the complexity of bus routes in 2770.

Table 3: Bus Route Frequencies 7am-7pm Weekdays (Sept 2024) Routes 674, 745, 750, 755, 758, 759, 761, 780

Frequency of Service	Cumulative Number of Services (Total = 28)	Cumulative Percentage of Services
Less than 15 mins	0	0%
Less than 30 mins	10	35.7%
Less than 45 mins	22	78.6%
Less than 60 mins	22	78.6%
Less than 75 mins	24	85.7%
Less than 90 mins	24	85.7%
Less than 120 mins	26	92.9%
Less than 270 mins	28	100%

Another way to calculate frequencies is to consider frequencies at each bus stop, as some bus stops are serviced by multiple routes. Figure 3 shows that individual bus stops on main roads frequently have better than 15-minute average frequencies during the day, when all services are combined. **About 38% of individual bus stops in the four 2770 suburbs have frequencies of less than 15 minutes on average on a weekday.** But in parts of Bidwill and Willmot, even when services are combined, many stops have average frequencies greater than 30 minutes, and sometimes even greater than 60 minutes.

“Extra buses for employment, and also extra buses for our medical appointments. These are the top priority things that need to happen.”

Peta Kennedy
Willmot resident and President Willmot Community Group

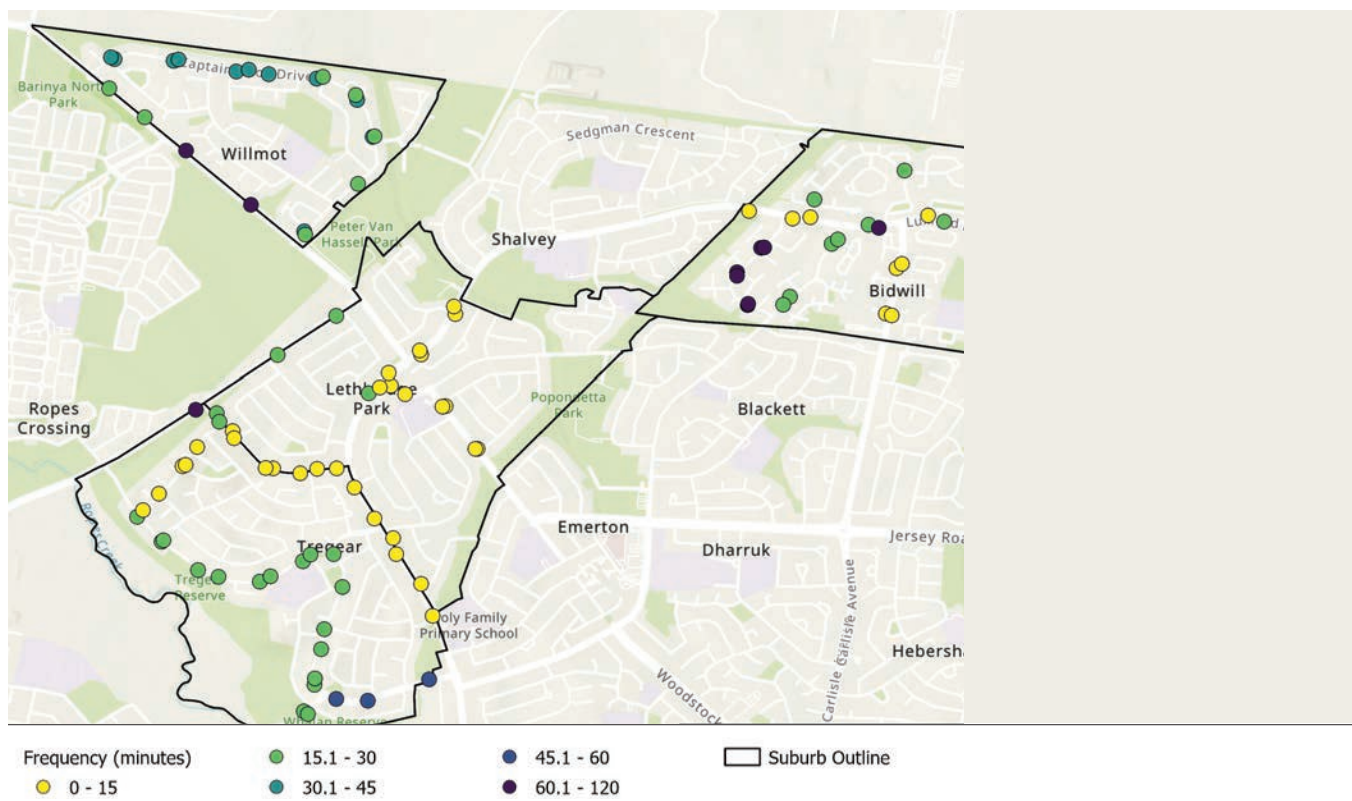


Figure 3 Average bus frequencies 7am-7pm at stops in Bidwill, Lethbridge Park, Tregear and Willmot

14 Transport for NSW (2013) *Integrated Public Transport Service Planning Guidelines: Sydney Metropolitan Area*, NSW Government, p. 19. Available at <https://www.transport.nsw.gov.au/sites/default/files/media/documents/2017/integrated-pt-serviceplanning-guidelines-sydney-metro-dec-2013.pdf>.

3.3 Connectivity

We define ‘connectivity’ as proximity to public transport services. This is a measure of the spatial gaps in the network: is public transport close, and does it get you where you want to go? Put simply, if public transport is too far away, it becomes inaccessible and inconvenient to residents.

While most households in the four 2770 suburbs appear to be close to public transport, the reality is that connectivity is poor: too many public transport journeys require passengers to take long walks to access bus services.

TfNSW Integrated Public Transport Service Planning Guidelines indicate that 90% of households should be within 400m of a public transport service ‘as the crow flies’.¹⁴ Figure 4 shows that ‘as the crow flies’, most households in the four 2770 suburbs are within 400m of a bus stop – although there are exceptions at the ends of Bidwill, Lethbridge Park and Tregear.

However, measuring distance ‘as the crow flies’ does not reflect the actual distance that must be walked by humans to reach a bus stop in their neighbourhood – if we could fly like crows, we would not need the bus! Walking distances are therefore a more appropriate measure of spatial gaps in the network.¹⁵

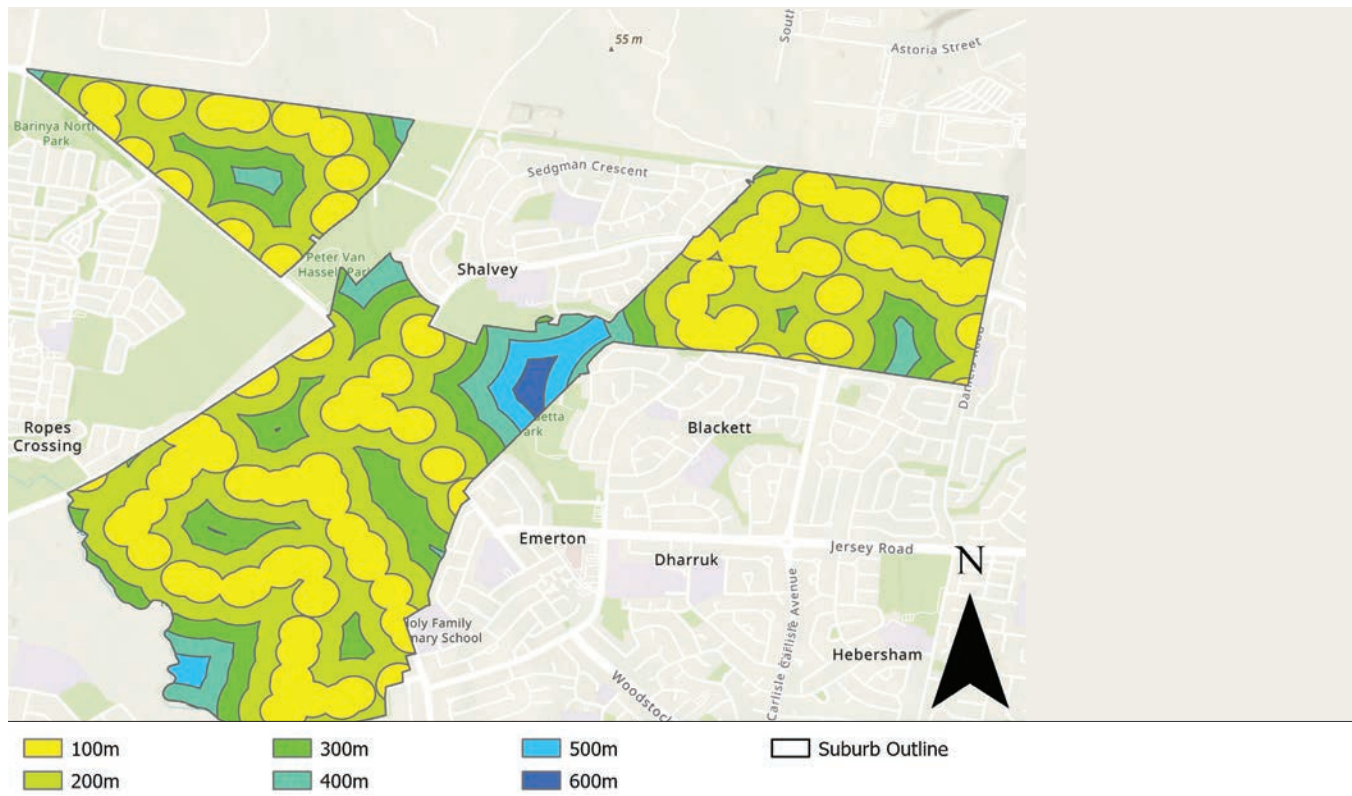


Figure 4 Distance to bus stops in Bidwill, Lethbridge Park, Tregear and Willmot ‘as the crow flies’

15 Rhonda Daniels & Corinne Mulley (2012) Planning Public Transport Networks—The Neglected Influence of Topography, *Journal of Public Transportation*, 15(4): 23-41..

16 See eg Mees, P. (2009) *Transport for Suburbia: Beyond the Automobile Age*, London: Routledge.

In the four 2770 suburbs, a focus on walking distances shows that:

- > walking distances are often significantly longer than straight lines;
- > the experience of walking is also shaped by factors like the presence/absence of a paved footpath, the need to cross busy roads, and more;
- > given the poor frequency and efficiency of local services (see below), residents may need to walk considerably further than their closest bus stop to access the bus service that they need.

Consider, for instance, a carer who wishes to collect their child from Willmot Public School at 3pm and make a trip to Mt Druitt Station, to access the shops or library or swimming pool at Mt Druitt. Located in the heart of Willmot, Willmot Public School is within 400m of a bus stop 'as the crow flies'. However, all public transport options require a significantly longer walk to use a bus. Options are:

- > A walk of 750m to Palmyra Ave to catch the 759 to St Mary's, and then a train to Mt Druitt;
- > A walk of 1400m to Luxford Rd to catch the 758 directly to Mt Druitt Station;
- > A walk of 550m to Captain Cook Dr to catch the 759 directly to Mt Druitt Station.

If the family chooses the route with the shortest walk (the 550m walk for the 759), the first service timetabled after 3pm does not depart until 3.41pm, meaning an arrival at Mt Druitt at 4.19pm – one hour and 19 minutes after the school bell rings. If the family owned a car, they could make the trip in less than 20 minutes.

This example illustrates the ways in which connectivity intersects with frequency (see above) and efficiency (see below).

3.4 Efficiency

In an ideal world, a journey on public transport should be at least as fast, if not faster, than taking the same journey using a private car. Achieving this kind of efficiency is more challenging in low-density suburbs and cities, although research shows that effective network design can still generate efficient public transport.¹⁶ Nevertheless, the time-cost imposed on public transport users should be kept to a minimum.

In 2770, public transport is shockingly inefficient for key trips to health, jobs, education and local services. Riding the bus is often experienced by residents as a kind of punishment for not owning or driving a car, rather than being a viable alternative to a car.

For many local trips to basic amenities and services, public transport is highly inefficient. Residents we interviewed repeatedly told us stories about needing to allow over an hour to take short trips on public transport that would take a matter of minutes in a car, with significant impacts on their daily lives and their ability to combine various responsibilities and activities (see Section 4).

To provide a picture of public transport efficiency in the 2770 suburbs, we used Google Maps to compare trip-times for a set of local employment, education, health and recreation destinations (see also Figure 5). The comparisons are stark. Full data for these comparisons is presented in Appendix 2. Here, we present selected comparisons which highlight the inefficiency of public transport for a range of essential trips.

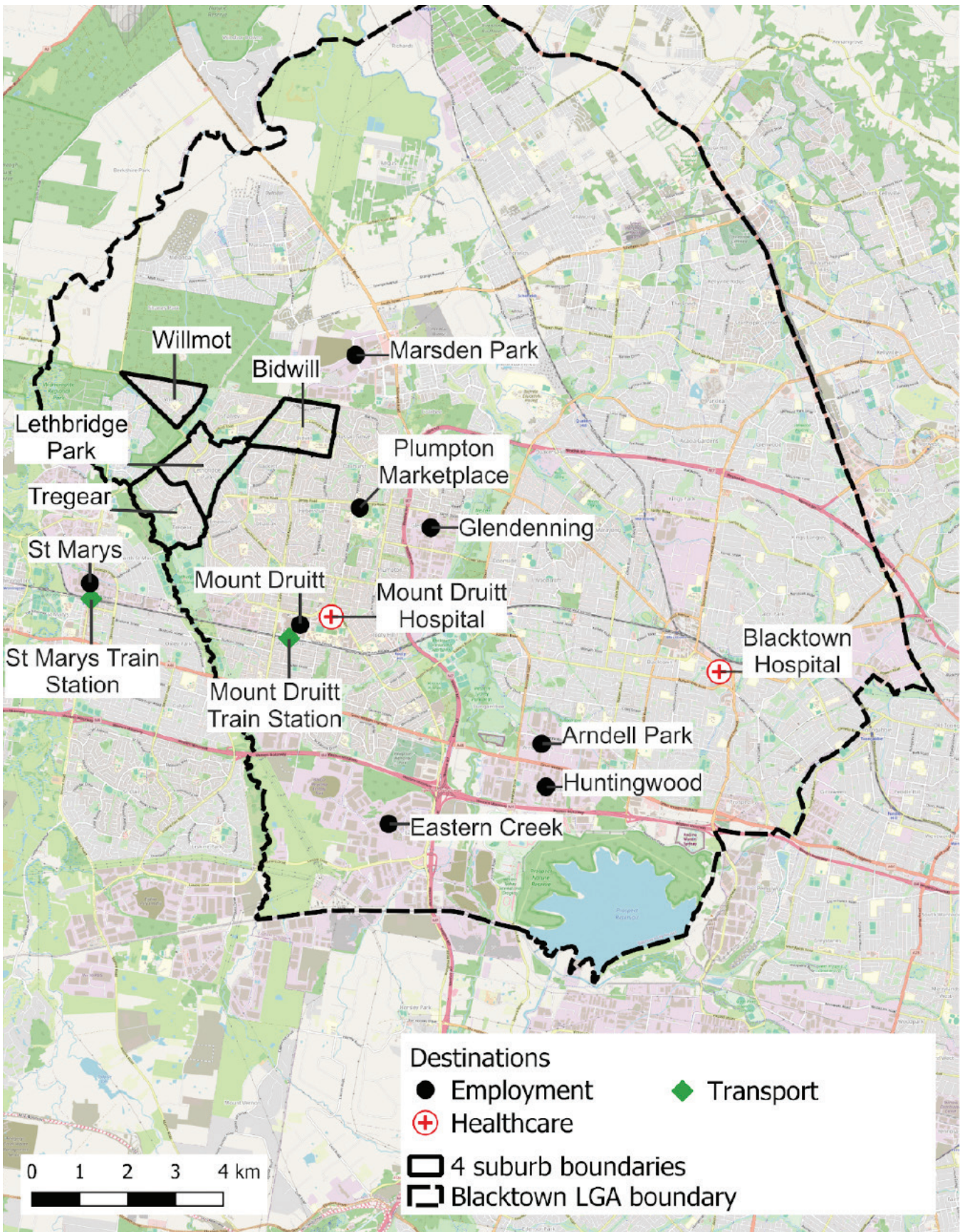


Figure 5 Map of Blacktown Local Government Area, highlighting Bidwill, Lethbridge Park, Tregear and Willmot in relation to key employment, health and community destinations.

3.4.1 Access to hospitals

As well as providing key emergency and outpatient health services for communities which experience higher-than-average rates of long-term health issues, Mt Druitt and Blacktown Hospitals are important employment centres in the Local Government Area.

Trips to Mt Druitt Hospital for a 10am appointment take 4-5 times longer by public transport as by car, with a short 10 to 15-minute drive sometimes taking well over an hour by public transport. These trips also include 10 to 20-minute walks (see Table 4).

Trips to Blacktown Hospital for a 10am appointment take 2.5-3 times longer by public transport as by car. Worse, people using public transport face 20 minutes of walking as part of the journey,

unless they are prepared to wait even longer for a bus from Blacktown Station to the hospital which departs once per hour (see Table 5). They are also required to make at least two changes (three if they wish to reduce their walking time).

“It’s important for me to have good transport for my family because my children go to therapy three times a week, and if the buses don’t run on time then I miss my appointment. Then I cop a late fee and my children miss out on the therapy that they need.”

2770 resident

Table 4: Trip times to Mt Druitt Hospital (10am Monday appointment)

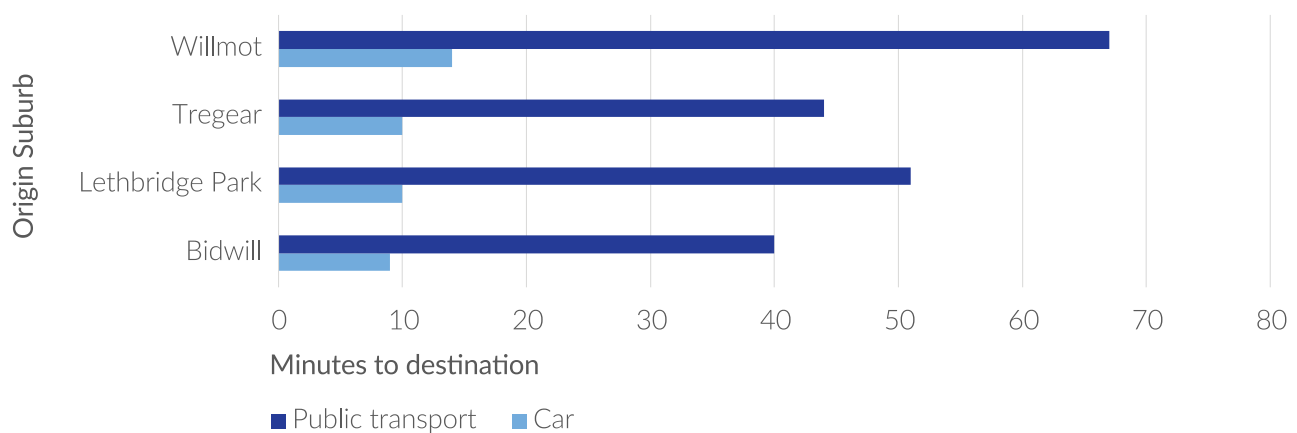
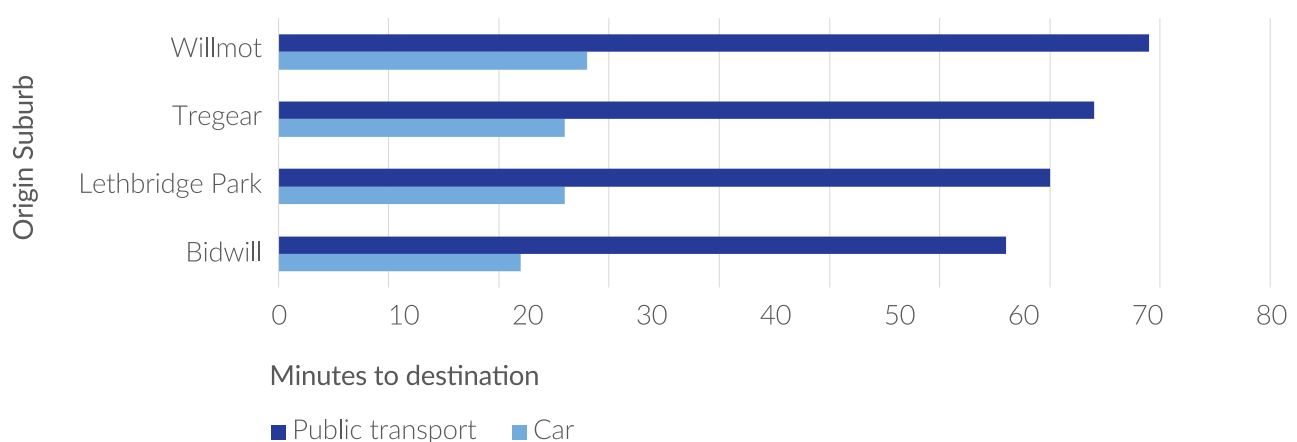


Table 5: Trip times to Blacktown Hospital (10am Monday appointment)



These long journeys make it challenging to access hospital services and jobs. It is also far from ideal for a trip to the hospital to involve significant walking, if an injury or a health-related mobility impairment is one of the reasons someone is trying to access the hospital in the first place.

3.4.2 Access to jobs

Residents of 2770 suburbs should have access to a full range of employment opportunities across Sydney, but unfortunately that is often not the case. Local employment is extremely limited, forcing people to travel for work. It is NSW Government policy to promote the decentralisation of employment through planning for employment centres in Western Sydney, guided by the desire to provide more local employment opportunities for residents of this growing region.¹⁷ If residents cannot easily access local jobs, this investment in local jobs is not fulfilling its potential in lifting communities out of unemployment and the associated disadvantage.

With this in mind, we compared trip times for two local employment centres – Eastern Creek and Marsden Park – both of which no more than 10km from any point in the four 2770 suburbs ‘as the crow flies’. These precincts host jobs in a range of industries, with a particular concentration of logistics jobs in Distribution Centres.

“If there was better transport to get to places like Eastern Creek, not just my future but a lot of futures around here would be much brighter.”

2770 resident

As with hospitals, journey times to these two employment centres by public transport are terribly inefficient when compared with journey times by car:

- > journeys to the Kmart Distribution Centre at Eastern Creek were 2-3 times longer on public transport than in a car (Table 6);
- > journeys to the Maersk Distribution Centre at Marsden Park, even closer to the 2770 suburbs, take from 2.5-4.5 times longer on public transport than in a car (Table 7). Incredibly, there are no direct connections to Marsden Park by bus from these nearby suburbs.

Once again, several of these trips require significant walks. While the trip from Bidwill to Marsden Park on public transport doesn’t seem too bad at 30 minutes, from the origin to the destination we chose, 25 to 30 minutes of this trip was actually walking! Two points that are so close on the map should be much easier to access by public transport, but an invisible moat seems to separate them. Willmot residents without access to a car are particularly disconnected from these local employment opportunities – an 18-minute trip to Marsden Park by car becomes an 80-minute trip by public transport.

“There’s places that you can’t get to because there’s no public transport going that way.”

2770 resident

It is important to note that these journey times are calculated for a 10am arrival. The comparisons would be worse if calculated for very early or late shift times.

¹⁷ See for example Greater Sydney Commission (2018) *Greater Sydney Regional Plan: A Metropolis of Three Cities*, especially Chapter 5 ‘Productivity’, Sydney: State of NSW.

Table 6: Trip times to Eastern Creek (Kmart Distribution Centre) 10am Monday arrival

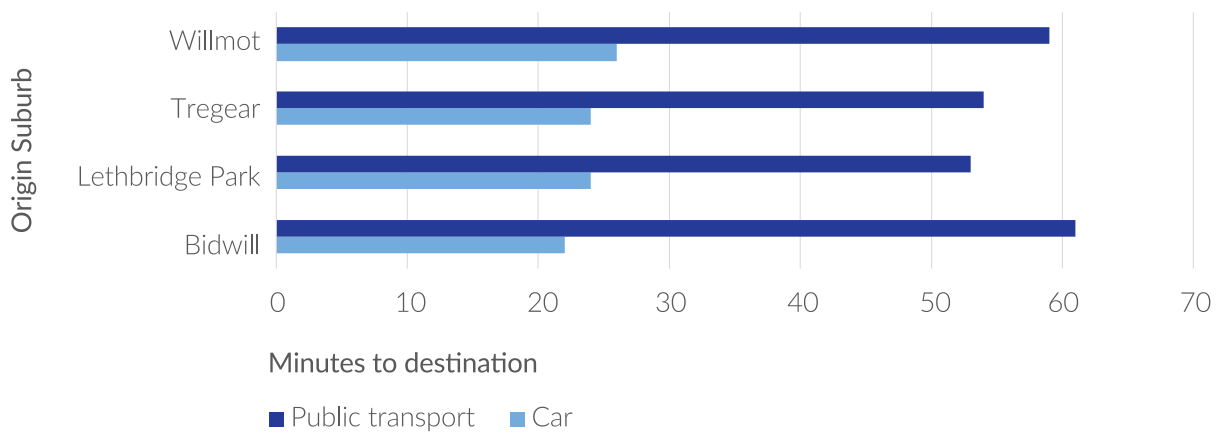
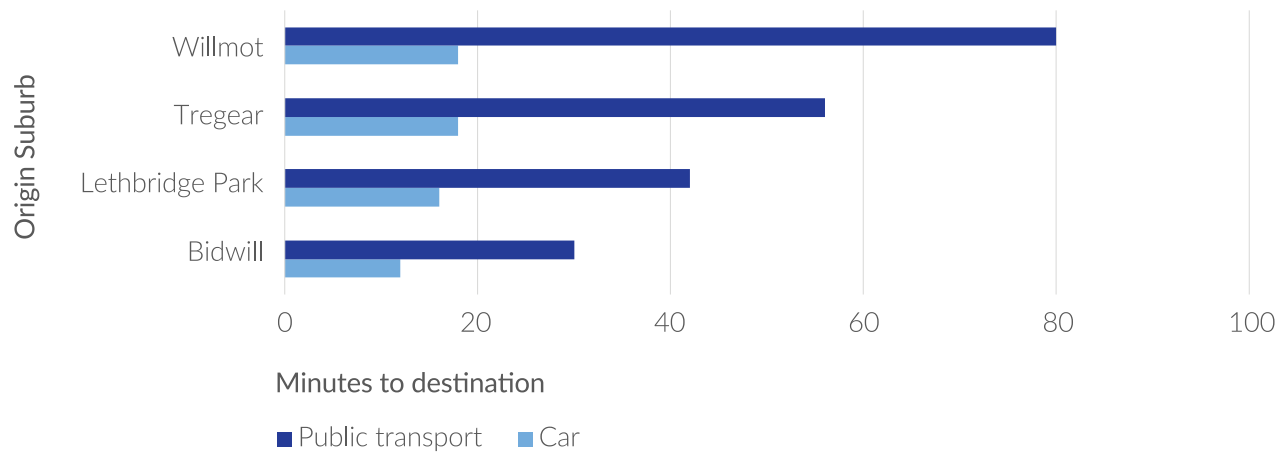


Table 7: Trip times to Marsden Park (Maersk Distribution Centre) 10am Monday arrival



3.4.3 Access to Education

The population of 2770 is relatively young, and several residents talked about the challenges of their children accessing primary and high schools on school buses.

The journey from Willmot to Chifley College Shalvey Campus is a particular concern. While this is the nearest public high school to Willmot, only a 6 to 7-minute drive away, public transport is not only significantly slower than driving, it is even slower than walking.

Using public transport to get from Willmot Community Hub to Chifley College Shalvey Campus takes 30 minutes, involving two buses (674 and 758). The trip home is even worse – the only public transport option in the afternoon is the 759, and the 32-minute journey involves 23 minutes of walking. For a population and area that are vulnerable to extreme heat, this is particularly problematic. To make matters worse, ‘as the crow flies’ students live too close to qualify for free public transport. Understandably, parents and students want safer and more efficient options to access school.

In preparation for the Transport Forum held in April 2024, Willmot Public School Year 6 Student Leaders surveyed their fellow classmates to ask about their experience with public transportation.

Question 1:

What do you think about transport in our area, and the availability to get to places from Willmot?

- > 14.9% responded good / no concern
- > 25.5% responded bad / not good
- > 38.3% responded not enough buses / lengthy wait times

Question 2:

How do you get to school now? How will you get to high school?

- > 38.8% take the car to primary school
- > 6.4% take the bus
- > 19.1% will take the car to high school
- > 42.6% will take the bus to high school

Question 3:

If there was a bus to High School would you take it?

- > 91.5% said yes
- > 4.3% said no

“What we would really want is dedicated and direct buses to the schools, the high schools here in Mt Druitt and Willmot. Straight from Willmot to the school, so children don’t get sidetracked.”

Willmot resident

As university students and staff, we were also interested in the efficiency of the journey to the nearest university campus – the Kingswood campus of Western Sydney University. Once again, public transport is highly inefficient for these journeys compared to the car – taking 2.7-3.3 times as long on public transport for a 10am class (Table 8).

3.4.4 Access to Mt Druitt Station and Town Centre

As well as being the location of a train station and bus interchange that can unlock access to other parts of Sydney, Mt Druitt town centre is also an important destination in itself – with destinations including a Westfield Shopping Centre, a public library, a public swimming pool, and more.

Indeed, the NSW Government is currently investing:

- > \$19.5 million on the development of a new First Nations Community Centre;
- > \$26.7 million on the revitalisation of Mt Druitt Hub including improvements to the library;
- > \$40.6 million on renewal of Mt Druitt Aquatic Centre;
- > \$25.4 million on a new Mt Druitt PCYC.¹⁸

Reliable and efficient access is essential to making the most of these important investments.

This journey takes from 2.1-2.8 times as long on public transport as in a car, and often includes significant walks (Table 9). For instance, a public transport journey from the centre of Willmot to Mt Druitt station for a 10am arrival takes 33 minutes, including 11 minutes of walking. It’s a 12-minute trip by car.

¹⁸ For details of NSW Government Western Sydney Infrastructure Grants Program projects in Mt Druitt, see <https://www.nsw.gov.au/grants-and-funding/western-sydney-infrastructure-grantsprogram/western-sydney-infrastructure-grants-executed-funding-deeds>.

Table 8: Trip times to Kingswood WSU campus for 10am class

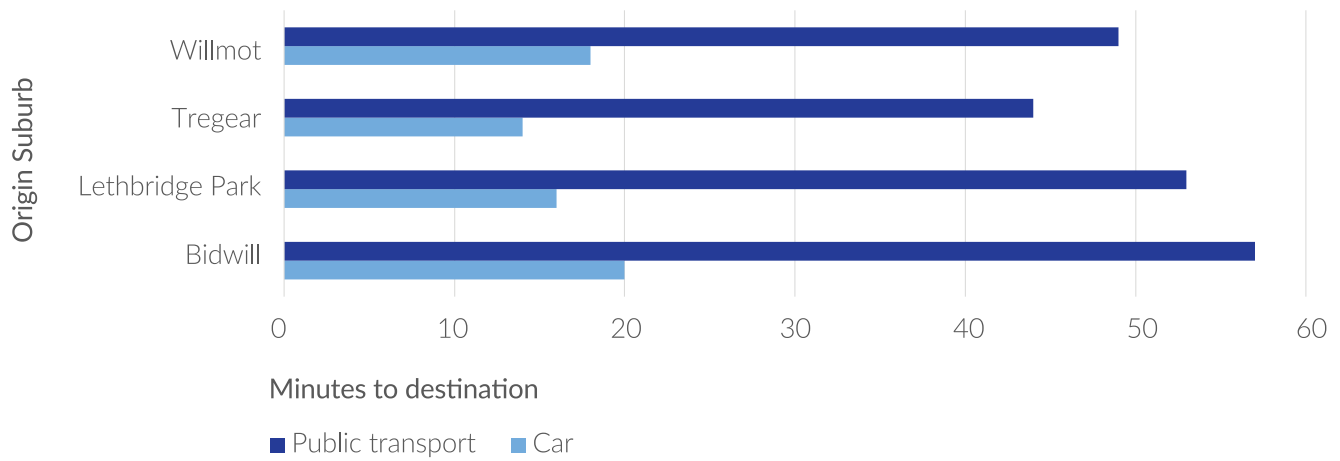
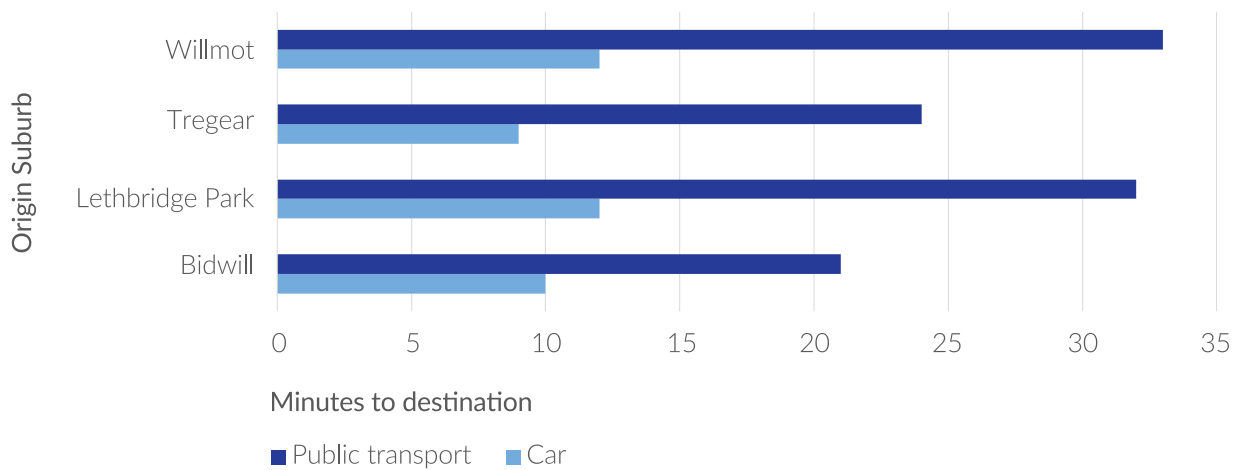


Table 9: Trip Times to Mt Druitt Station (10am Monday arrival)



3.5 Reliability

Reliability is essential for an effective public transport network – if a timetabled service cannot be relied upon to show up, this has harmful consequences for people who rely on public transport for time-sensitive activities like school, work and medical appointments.

Reliability is especially important in areas like 2770, where trips often involve making connections in a context of infrequent services – if one link in a journey chain is late or cancelled and a connection is missed, this can easily add 30 minutes or more to a trip.

Buses serving 2770 communities are unreliable. Analysis of real-time data for 2024 shows that:

- > 15%-25% of services on bus routes through 2770 did not run on-time;
- > over 5% of services to and from the four suburbs were cancelled.

Anecdotal and survey evidence from community members also suggests that buses skip Willmot completely from their route, further worsening the already limited frequencies.

3.5.1 On-time running

While Transport for NSW contracts bus services to private provider Busways, reliability is part of the contractual conditions for operating those services, with a Key Performance Indicator of 95% of services running on-time.

'On-time' is defined by TfNSW as arriving between 1 minute early and 6 minutes late compared to the timetable at the beginning, middle and end of a route.¹⁹

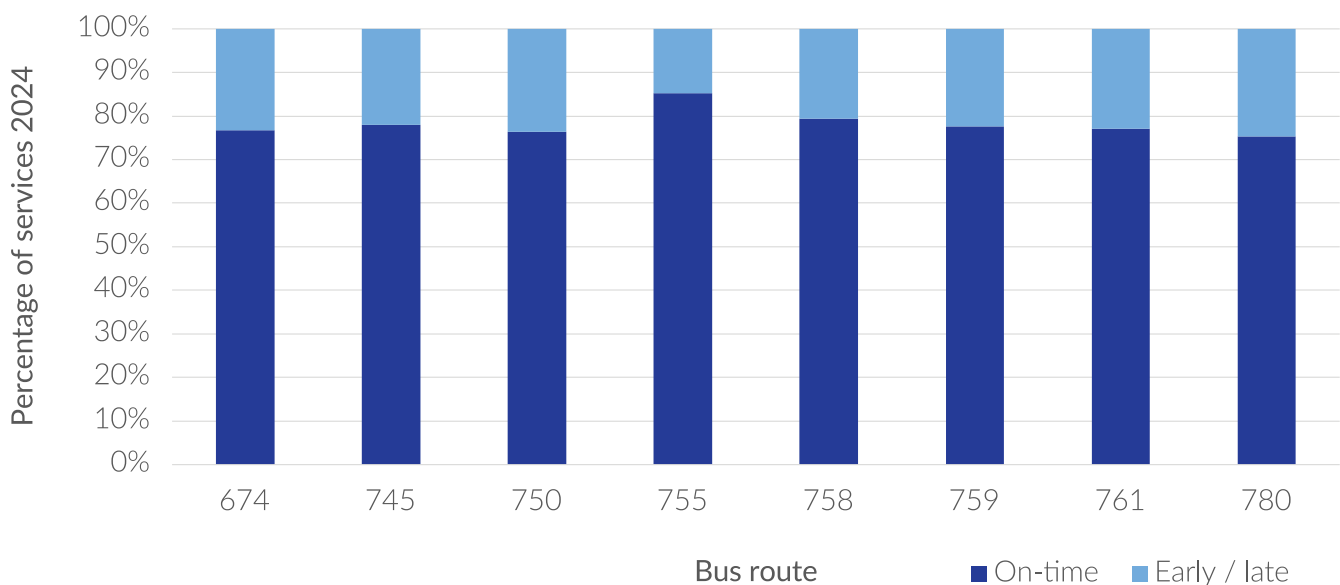
In calendar year 2024, Busways achieved the on-time KPI in only 2 months out of 12 for the whole of contract region 1, which covers an extensive part of Western Sydney – for the other 10 months, between 90% and 95% of services were on time.²⁰ However, this is an average for the whole contract region of western Sydney served by Busways.

Reliability is considerably worse for routes serving the 2770 suburbs. Using real-time data from all services in calendar year 2024, we found that **only 76% to 85% of services were on-time** according to TfNSW definitions (see Table 8).

Recalculating on-time services using a 1 minute early-5 minutes late threshold, the results are considerably worse, with only 67%-81% of services along the selected routes running on time (Table 9).

Table 10: Percentage of on-time departures 2024

(TfNSW on-time criteria = 1 minute early-6 minutes late)

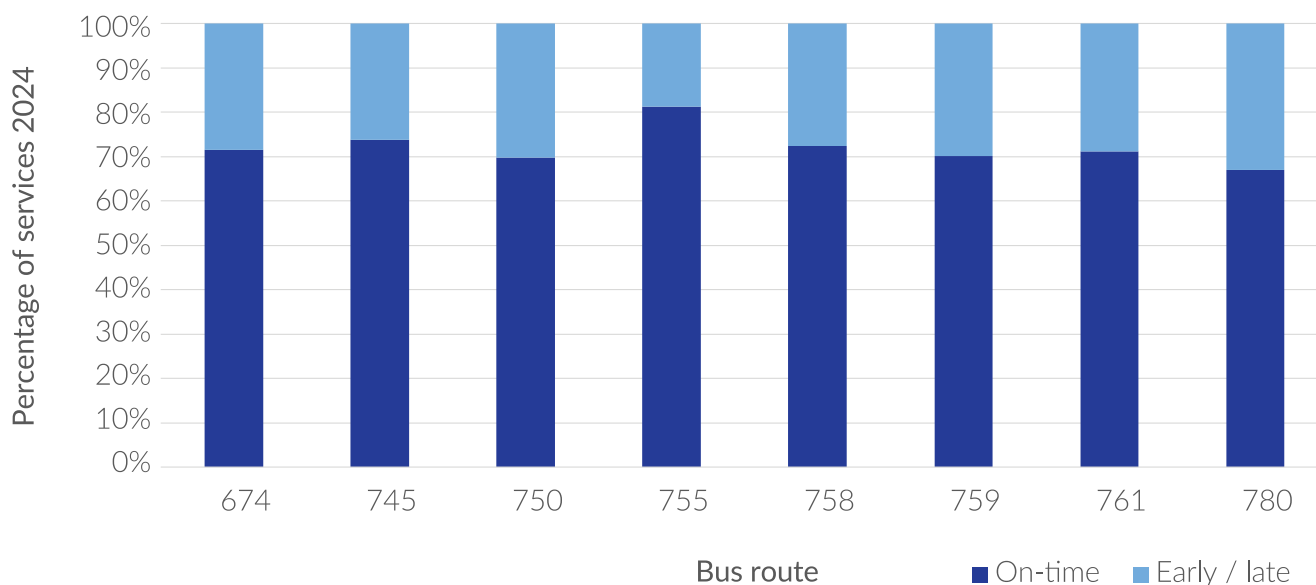


19 See Audit Office of NSW (2025) *Bus contracts in metropolitan Sydney*, available at <https://www.audit.nsw.gov.au/our-work/reports/bus-contracts-in-metropolitan-sydney>.

20 Bus on-time running data is available at <https://www.transport.nsw.gov.au/data-and-research/dataand-insights/buses-on-time-running>.

Table 11: Percentage of on-time departures, 2024

(On-time criteria = 1 minute early - 5 minutes late)



3.5.2 Cancellations

For 2024, Busways reported a service cancellation rate of 0.86% across the whole of its contract region. Using real-time data from 2024, it would appear that cancellation rates are considerably worse in the 2770 suburbs.

According to our calculations, for the 7 selected bus routes, **5.48% of services were cancelled across 2024**.²¹ But cancellation rates varied significantly across the year (see Table 12). For instance:

- > on all 7 routes, at least 10% of services were cancelled in March 2024;
- > an extraordinary 14% of 674 services were cancelled in June 2024.

3.5.3 Impact of late and cancelled services: community survey

These statistics are reflected in community experiences. Time and again in interviews conducted by students and community consultations, 2770 residents reported that services were often late or cancelled altogether.

The Hive has also conducted a survey of bus passengers – QR codes with links to a survey were posted on bus stops asking residents to report their experiences of travelling on buses in the locality. Of the 51 responses that have been received at the time of writing:

- > 36 (71%) said they have missed school, work, or an appointment because of late or unreliable public transport;
- > 35 (69%) listed late buses as the biggest problem with public transport in 2770, with comments like “buses always late, there is only the 759 that goes through and it’s either every half hour or hour”, “always comes late”, “not enough busses and always late”, “bus does not arrive on time or not at all”, “the buses are ALWAYS late”, “always being late, then it makes me late for work”.

In Willmot, residents reported that sometimes buses seemed to be re-routed away from their suburb and cancelled in order to get a late-running service closer to time.

²¹ These cancellation figures were calculated using real-time data for 2024, counting the number of scheduled services that were not operated as a percentage of timetabled services. This count may include services that operated where equipment malfunctioned. See Appendix 4.

Table 12: Percentage of services cancelled by month, 2024

Route	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
674	5.98	9.76	12.67	5.21	5.57	13.98	8.67	4.78	3.34	6.41	2.66	2.07	6.71
745	5.13	10.61	10.17	3.96	3.64	4.96	4.95	4.41	3.92	4.07	2.10	4.48	5.00
750	4.97	10.83	10.91	4.26	3.11	6.36	4.10	4.69	3.11	3.80	2.10	2.12	5.01
755	5.11	12.26	10.72	3.72	4.27	5.84	5.56	5.38	2.87	3.66	1.04	1.89	5.18
758	5.83	11.96	11.07	4.50	3.75	7.41	6.79	11.53	3.86	4.42	2.76	1.83	6.31
759	5.99	10.58	9.79	4.25	4.86	6.39	6.78	3.21	3.23	3.93	2.65	2.84	5.36
761	5.45	8.65	11.40	4.03	6.03	7.11	3.38	4.99	4.33	5.53	2.84	1.85	5.27
780	5.85	10.43	11.88	3.54	4.29	6.03	6.00	4.01	4.69	3.46	3.90	2.04	5.49

As noted above (Sections 3.2, 3.3 and 3.4), Willmot is especially poorly serviced by buses, with some of the worst frequencies and efficiency of the four 2770 suburbs we have analysed – cancelled services therefore have very significant impacts.

3.6 Simplicity

A key TfNSW principle for bus network planning is “easy-to-use services and legible routes”.

Key bus routes servicing the 2770 suburbs are complex and difficult to understand. Several routes have complicated timetables with multiple route variations across the day, and these variations are poorly communicated. This complexity and illegibility significantly reduces their usefulness and accessibility to residents.

Routes 758 and 780 are good examples of this problem – in both cases, thanks to complicated variations in routes and times across the day, week and year, residents boarding one of these services at a given stop could end up travelling in opposite directions.

3.6.1 Route 758 St Marys to Mt Druitt

On the network map, the 758 looks like a simple service that runs between St Marys and Mt Druitt train stations, running through several suburbs to the north (see Figure 6).

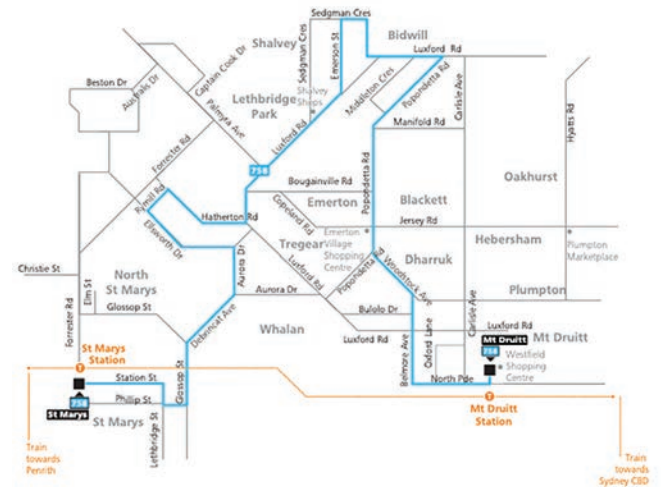


Figure 6 Map of 758 service from timetable.

However, the 758 is not just a simple service that runs in two directions – it has several variations. Confusingly, the timetable does not separate out the services in different directions. Here’s a sample of how this information is presented in the timetable (see Figure 7).

758

St Marys to Mount Druitt via Tregear & Shalvey

B

Monday to Friday	↖	↗	↖	↗	↖	↗	↖	↗
St Marys Station, North St Marys	-	-	09:40	-	-	10:10	-	10:40
Debrincat Ave at Wilkes Cres, Tregear	-	-	09:44	-	-	10:14	-	10:44
Hatherton Rd opp Rymill Rd, Lethbridge Park	-	-	09:50	-	-	10:20	-	10:50
Mount Druitt Station, Mount Druitt	09:13	09:28	-	09:43	09:58	-	10:13	10:28
Belmore Ave opp RAAF Memorial Park, Mount Druitt	09:16	09:31	-	09:46	10:01	-	10:16	10:31
Popondetta Rd after Bunting St, Emerton	09:18	09:33	-	09:48	10:03	-	10:18	10:33
Emerson St at Stolle St, Shalvey	-	09:42	09:57	-	10:12	10:27	-	10:42
Wyanda Reserve, Popondetta Rd, Dharruk	-	09:51	10:06	-	10:21	10:36	-	10:51
Belmore Ave opp Bulolo Dr, Mount Druitt	-	09:54	10:09	-	10:24	10:39	-	10:54
Mount Druitt Station, Mount Druitt	-	10:01	10:16	-	10:31	10:46	-	11:01
Emerson St opp Stolle St, Shalvey	09:26	-	-	09:56	-	-	10:26	-
Hatherton Rd opp Le Maire Ave, Tregear	09:33	-	-	10:02	-	-	10:32	-
Debrincat Ave after Wilkes Cres, Tregear	09:42	-	-	10:10	-	-	10:40	-
St Marys Station, North St Marys	09:52	-	-	10:18	-	-	10:48	-

Figure 7 A section of the 758 timetable. Note that the printed timetable does include any key stops in Bidwill to help orient residents from that suburb.

This section of the timetable is actually trying to communicate four different route variations. There are:

- > Services from Mt Druitt Station to St Marys Station (9.13am, 9.43am, 10.13am);
- > Services from St Marys Station to Mt Druitt Station (9.40am, 10.10am, 10.40am);
- > Services from Mt Druitt Station to Shalvey (9.28am, 9.58am, 10.28am);
- > Services from Shalvey to Mt Druitt Station (9.42am, 10.12am, 10.42am).

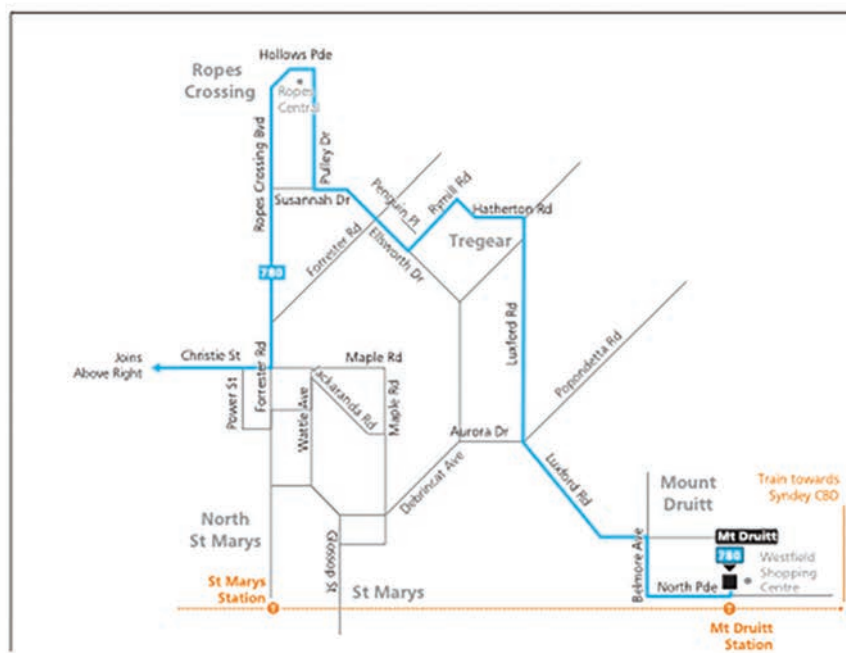
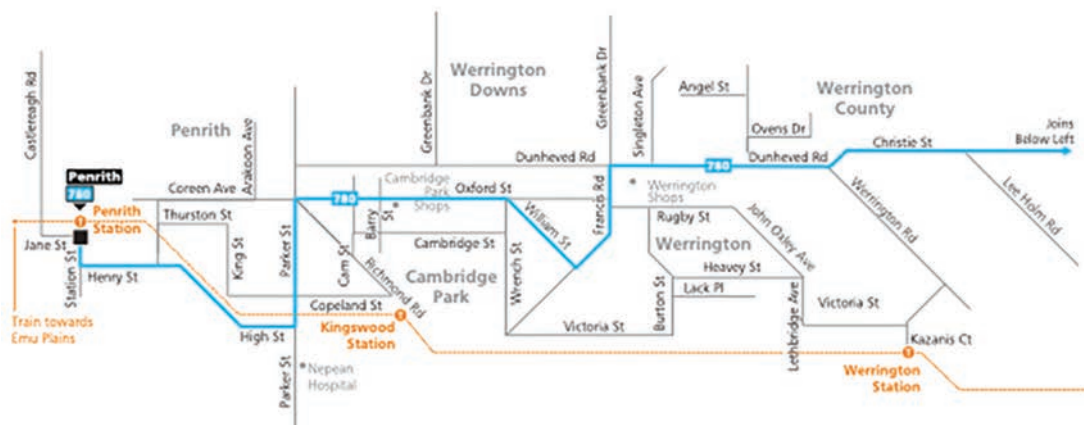
What does this mean for a resident? Let's say someone is waiting for a bus at the stop on the west side of Popondetta Road near Luxford Avenue in Bidwill (Stop ID 2770526). A 758 coming from the same direction and picking you up from that single stop might take you in different directions to St Marys, or Mt Druitt, or Shalvey depending on which variation of the 758 it is.

3.6.2 Route 780 Mt Druitt to Penrith

Like the 758, the 780 looks like a relatively simple service between Mt Druitt and Penrith via Ropes Crossing (see Figure 8), until you pay closer attention to the timetable.

The 780 also has several variations – while on the service map it appears to be a service running in both directions between Mt Druitt and Penrith, there are also variations to the routes that different 780 services take between these two destinations, as well as 780 services that only cover part of this route.

Consider this sample of 780 services timetabled in the morning (see Figure 9) – part of the 16 page timetable for this route.



Legend

- Bus route
- 780 Bus route number
- Bus route start/finish
- Train line/station

Diagrammatic Map
Not to Scale

Figure 8 Map of 780 from timetable.

Between 7.30am and 11.30am, there are:

- > Westbound services from Mt DrUITT Station to Penrith (7.40am, 8.16am, 8.50am, 9.30am, 10.01am, 10.31am). The 7.40am service only operates on school days (indicated by the 'S'), and takes a slightly different route (indicated by the 'D');
- > Eastbound services from Penrith to Mt DrUITT (7.50am, 8.27am, 8.46am, 9.01am, 9.16am, 9.46am, 10.16am);
- > A variation of the service that starts at Tregear and goes to Mt DrUITT (8.33am, 9.57am 10.27am, 10.57am), although three of these four services take a different route (indicated by the 'N');
- > A variation of the service that starts at Mt DrUITT and goes to Tregear (9.16am, 9.46am, 10.16am, 10.46am), although three of these four services also take a different route (indicated by the 'N');
- > There are other services listed on the 780 at different times of the day with 'L' and 'P' next to the timetabled stop – this means the service will actually run 5 ('L') or 10 ('P') minutes later than the timetable during school holidays.

780

Mount Druitt to Penrith via Ropes Crossing



Monday to Friday									
Service Information	S								
Penrith Station, Penrith	-	07:50	-	-	08:27	08:46	-	09:01	09:16
Lawson St before High St, Penrith	-	-	-	-	-	08:48	-	-	-
Kradle 2 Krayons, High St, Penrith	-	07:55	-	-	08:31	08:52	-	09:05	09:20
Cambridge Park Shops Oxford St, Cambridge Park	-	08:00	-	-	08:35	08:56	-	09:09	09:24
Dunheved Rd opp Werrington County Shopping Village, Werrington County	-	08:09	-	-	08:43	09:02	-	09:15	09:30
Christie St opp Lee Holm Rd, St Marys	-	08:12	-	-	08:46	09:05	-	09:18	09:33
Ropes Crossing Shops Hollows Pde, Ropes Crossing	-	08:17	-	-	08:51	09:10	-	09:23	09:38
Mount Druitt Station, Mount Druitt	07:40	-	08:16	-	-	-	08:50	-	-
Luxford Rd opp Popondetta Rd, Whalan	07:44	-	08:20	-	-	-	08:54	-	-
Rymill Rd opp Bernacci St, Tregear	-	08:21	-	08:33	08:55	09:14	-	09:27	09:42
Luxford Rd after Popondetta Rd, Whalan	-	08:28	-	08:39	09:02	09:20	-	09:33	09:48
Mount Druitt Station, Mount Druitt	-	08:39	-	08:50	09:13	09:31	-	09:43	09:58
Rymill Rd before Ellsworth Dr, Tregear	07:49	-	08:25	-	-	-	08:59	-	-
Ropes Crossing Shops Hollows Pde, Ropes Crossing	D07:54	-	08:30	-	-	-	09:03	-	-
Griffiths St after Viney St, North St Marys	07:58	-	-	-	-	-	-	-	-
St Marys Station, North St Marys	08:03	-	-	-	-	-	-	-	-
Christie St after Lee Holm Rd, St Marys	D08:07	-	08:35	-	-	-	09:08	-	-
Werrington County Shopping Village, Dunheved Rd, Werrington County	08:11	-	08:39	-	-	-	09:11	-	-
Cambridge Park Shops Oxford St, Cambridge Park	08:21	-	08:48	-	-	-	09:18	-	-
High St opp Kradle 2 Krayons, Penrith	08:29	-	08:56	-	-	-	09:25	-	-
Penrith Station, Penrith	08:38	-	09:05	-	-	-	09:34	-	-
Monday to Friday									
Service Information	S								
Penrith Station, Penrith	-	-	-	09:46	-	-	10:16	-	-
Kradle 2 Krayons, High St, Penrith	-	-	-	09:50	-	-	10:20	-	-
Cambridge Park Shops Oxford St, Cambridge Park	-	-	-	09:54	-	-	10:24	-	-
Dunheved Rd opp Werrington County Shopping Village, Werrington County	-	-	-	10:00	-	-	10:30	-	-
Christie St opp Lee Holm Rd, St Marys	-	-	-	10:03	-	-	10:33	-	-
Ropes Crossing Shops Hollows Pde, Ropes Crossing	-	-	-	10:08	-	-	10:38	-	-
Mount Druitt Station, Mount Druitt	09:16	09:30	09:46	-	10:01	10:16	-	10:31	10:46
Luxford Rd opp Popondetta Rd, Whalan	09:20	09:34	N09:50	-	10:05	N10:20	-	10:35	N10:50
Rymill Rd opp Bernacci St, Tregear	-	-	N09:57	10:12	-	N10:27	10:42	-	N10:57
Luxford Rd after Popondetta Rd, Whalan	-	-	10:03	10:18	-	10:33	10:48	-	11:03
Mount Druitt Station, Mount Druitt	-	-	10:13	10:28	-	10:43	10:58	-	11:13
Rymill Rd before Ellsworth Dr, Tregear	09:26	09:40	-	-	10:11	-	-	10:41	-
Ropes Crossing Shops Hollows Pde, Ropes Crossing	-	09:43	-	-	10:14	-	-	10:44	-
Christie St after Lee Holm Rd, St Marys	-	09:48	-	-	10:19	-	-	10:49	-
Werrington County Shopping Village, Dunheved Rd, Werrington County	-	09:51	-	-	10:22	-	-	10:52	-
Cambridge Park Shops Oxford St, Cambridge Park	-	09:57	-	-	10:28	-	-	10:58	-
High St opp Kradle 2 Krayons, Penrith	-	10:03	-	-	10:34	-	-	11:04	-
Penrith Station, Penrith	-	10:12	-	-	10:43	-	-	11:13	-

Figure 9 A section of the 780 timetable.

So, for a resident in Lethbridge Park waiting for a 780 at a stop on the south side of Hatherton Road (Stop ID 2770376), a 780 coming from the same direction might be headed for Penrith, or looping them back in the *opposite direction* to Mt Druitt. And it will come at different times, and potentially take slightly different routes, depending on whether it comes during school term or school holidays.

3.7 Demand and Capacity

In public as in private transport, demand is difficult to measure. Crucially, measuring demand is far more complicated than measuring existing passenger numbers. When bus services are as infrequent and inefficient as they are in the 2770 suburbs, low ridership is not necessarily evidence of a lack of demand for services – rather, it may be evidence of the poor quality of services, with residents finding other options or not travelling at all because they can't rely on public transport.

Assessing the current levels of ridership and capacity of existing services is also difficult, with a lack of accurate and reliable data hampering any efforts by policymakers, service providers and community members to examine instances of under-capacity and/or over-crowding.

For instance, some community members with whom we spoke reported that some morning and afternoon services can become very crowded with school students, to the extent that they are too full to pick up passengers further down the route – leaving people stranded for considerable periods waiting for the next bus. While anecdotal reports of over-crowding may not be supported by Opal Card tap-on data, this does not mean these reports are not true.

In 2770, as in many parts of Sydney, bus drivers whose primary responsibilities are for bus operations and safety are not in a position to insist that school kids tap-on.²²

For these reasons, we question the validity of using Opal card data for planning improvements to bus services. It is evident that this form of calculation does not adequately support the needs of the community, creating a cycle of residents being disadvantaged due to the miscalculations of a private bus company. Previous communications from transport planners offering to 'educate' the community on the importance of tapping on would not address the underlying problem, and are experienced as patronising. Rather than blaming passengers and/or drivers, transport planners would do better to recognise the limitations of Opal data for service planning and seek alternative sources of data.

There are alternatives to Opal data. In Sydney's CBD, Transport NSW has introduced a new trial for passenger capacity sensors throughout the inner city. This utilises "detect passive signals from mobile phones and other devices to analyse passenger numbers".²³ This trial is positive acknowledgement that better forms of data collection are required. Emerging technologies further support the shift towards real-time data sensing on public transport that would not rely on passenger tap-ons.²⁴ The NSW government has the capacity to use alternative forms of data to calculate demand.

Services for 2770 should not be planned using an anachronistic system which does not accommodate for the needs of the community.

22 Pike, E. (2025) "Most students have stopped using Opal cards on Sydney buses, reveals Transport for NSW data", *Daily Telegraph*, April 29, see <https://www.dailytelegraph.com.au/news/nsw/moststudents-have-stopped-using-opal-cards-on-sydney-buses-reveals-transport-for-nsw-data/newsstory/d88fc6cd8f7e3976c08b41c3fd9f92c4>.

23 See <https://www.transport.nsw.gov.au/projects/current-projects/bluetooth-passenger-counting-trial>.

24 See for example <https://www.iris-sensing.com/products/automatic-passenger-counting/>.

3.8 Dignity and safety

So far, we have focused on the routes, times and connections of bus services in the four 2770 suburbs. It is also important to focus on the dignity and safety of passengers using those services, and drivers operating them.

Comparatively poor bus stop infrastructure in three of the four 2770 suburbs reduces the dignity of bus passengers, and safety concerns have been addressed in the past via withdrawal of services rather than more constructive solutions.

3.8.1 Mobility with Dignity: Waiting for the bus in 2770

If bus stops lack basic amenities they become the ‘weakest link in the journey chain’, either preventing or discouraging people from using bus services.²⁵ While TfNSW sets the location of bus stops, it does not take responsibility for the location, quantity, or quality of bus stop infrastructure such as shelter and seating – this is left to local governments. This is another way in which Sydney’s public transport system compounds existing spatial inequality. Local governments in wealthy areas are more likely to attract advertising companies who will install bus stop infrastructure in return for advertising revenue, and more likely to have the resources to build their own bus stop shelters in the absence of such arrangements.²⁶

Extreme heat and rain are becoming more frequent with climate change, making the task of providing bus riders with adequate shelter in 2770 suburbs – which are among the hottest in Sydney – even more urgent.²⁷ Seating and adequate signage are also crucial for transport accessibility – including timetables for residents without reliable access to mobile internet connectivity and/or digital literacy.

For this report, we used Google Street View to survey every bus stop in the four 2770 suburbs and compared them with a sample of over 1600 bus stops across the Blacktown Local Government Area (see Appendix 3). As can be seen in Table 11, there are stark disparities in bus stop infrastructure across the four suburbs, and on average they are less likely to have shelter and seats compared with the Local Government Area as a whole (see also Figures 10, 11 and 12).

Table 13: Bus Stop Infrastructure: 2770 suburbs compared to Blacktown LGA

Area	# of Stops	Shelter	Seat	Timetable
Bidwill	37	10.8%	18.9%	51.3%
Lethbridge Park	21	42.8%	42.8%	85.7%
Tregear	37	16.2%	16.2%	37.8%
Willmot	21	19%	19%	23.8%
Blacktown LGA Sample	1654	25%	28.6%	54.0%

25 See Corazza, M. V., & Favaretto, N. (2019) “A Methodology to Evaluate Accessibility to Bus Stops as a Contribution to Improve Sustainability in Urban Mobility”, *Sustainability*, 11(3), 803. <https://doi.org/10.3390/su11030803>.

26 Iveson, K. (2024) “Sydney’s shiny new metro service is great – now can we fix the city’s busted bus stops?”, *The Conversation*, August 23, available at <https://theconversation.com/sydneys-shiny-newmetro-service-is-great-now-can-we-fix-the-citys-busted-busstops-237208>.

27 Sweltering Cities (2024) *Sydney’s Busted Bus Stops*, available at <https://swelteringcities.org/wpcontent/uploads/2024/02/Sydneys-Busted-Bus-Stops-Report-v1.1.1.pdf>.

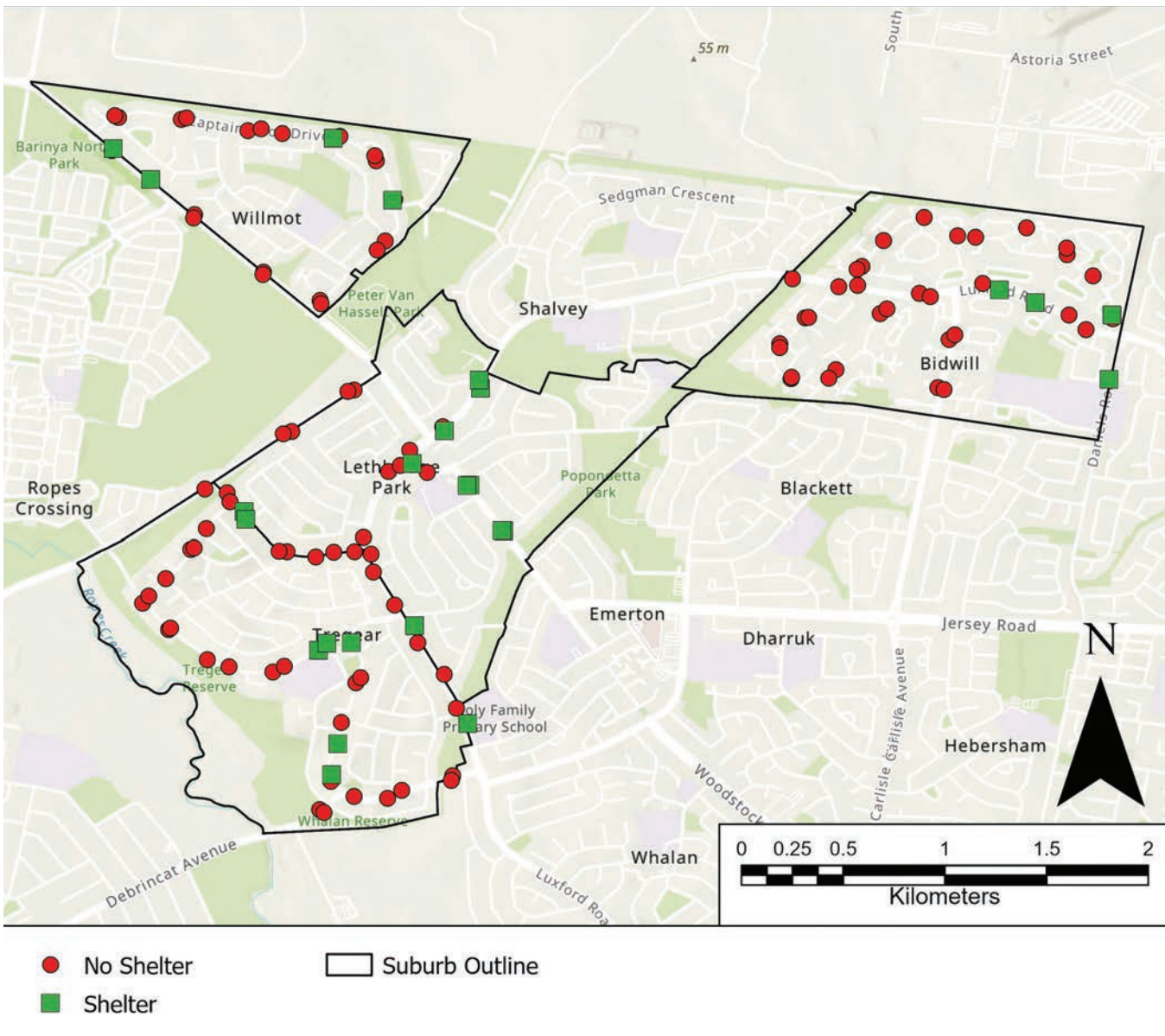


Figure 10 Map of bus stop shelter provision in Bidwill, Lethbridge Park, Tregear and Willmot. (Source: See Appendix 3).



Figure 11 Bus stop in Tregear lacking shelter, shade, seating and footpath access (Stop ID 2770190. Source: Google Street View)



Figure 12 Resident waits for a bus on Luxford Rd, Lethbridge Park (Bus Stop ID 2770373. Source: Google Street View).

Beyond these quantitative measures, qualitative observations suggest that residents often adapt the environment to fill gaps in provision. At many stops, informal “amenities” such as discarded shopping trolleys, milk crates, chairs, or small rubbish piles were present. These makeshift adaptations highlight clear deficiencies in infrastructure, particularly where bus services serve as a critical lifeline for accessing education, healthcare, and employment.

3.8.2 Passenger and Driver Safety – punishing 2770?

Stories about safety have also been a regular feature of conversations with residents and service providers in 2770. During informal interactions with residents, several shared stories of times when their bus drove off before they were safely seated. Stories have also been told about altercations starting on the bus, and drivers not interjecting, causing fear and potential harm to other passengers. At a Community Lunch, a resident shared a story from the day before about a friend’s daughter who was refused entry to her school bus because she wasn’t in uniform, despite being picked up by that driver every day.

But the story that is most recited involves the withdrawal and re-routing of bus services in response to violence towards buses over a decade ago. Residents in Willmot, whose sole bus route (759) circles the suburb on Captain Cook Drive rather than entering it, recalled how services through the suburb were cancelled around a decade ago due to these incidents and never reinstated. Reporting at the time suggests an increase in media concern about rock throwing across Western Sydney, resulting in private bus companies permanently cancelling some routes around 2770. While this seems to have largely faded from wider public interest, residents in these areas are still impacted by these changes that continue to isolate them in their suburbs.

Across the entire city, drivers face threats, harassment, sometimes violence, and, as was significantly reported over 15 years ago, rocks being thrown at their buses. Incidents were sporadically reported in the media during the time and prompted discussions about driver safety. In 2770, drivers threatened to walk off the job and communities expressed their concerns that they would be cut off from the rest of Sydney if they did. Routes would occasionally be suspended or diverted every couple years as a rock throwing incident occurred. At least one incident was reported in the media in 2016 in which Busways temporarily closed some bus stops and diverted select routes after “buses were pelted with rocks”.²⁸ Eventually, several routes were permanently stopped and re-routed.

Being a bus driver is a high-risk occupation. Drivers work in close proximity to members of the public, usually alone, and they often receive abuse about overcrowding, late services, or other issues.²⁹ However, it’s important to note how disproportionately the cancelling of bus services impacts 2770 suburbs despite these incidents occurring across the city. In 2024, the media reported on “rock attacks” along the B-line in the affluent Northern Beaches. This led to wider discussions in the Northern Beaches Advocate about poor conduct on public transport, usually from teenagers, and how to prevent this “antisocial behaviour”.³⁰ Unlike the permanent punishment imposed on Mt Druitt residents for similar incidents, the B-Line still operates frequently and is being expanded and upgraded.³¹ For many bus services across Sydney that encounter violence or abuse, they still continue to operate despite this – alternative approaches to addressing the issue are taken.

Acknowledging the risks that come with being a bus driver, there is an overwhelming desire among community members we spoke with for better relationships and collaboration between drivers and passengers to improve everyone’s experience on the bus.

28 Jarvis, D. (2017) “Willmot bus stops closed due to dangerous behaviour”, *Daily Telegraph*, April 4, available at <https://www.dailytelegraph.com.au/newslocal/the-standard/willmot-bus-stops-closed-dueto-dangerous-behaviour/news-story/bc0ad1929c1da145dfc81331dd468266>.

29 See Lincoln, R. & Gregory, A. (2015) “Moving Violations: A Study of Incivility and Violence Against Urban Bus Drivers in Australia”, *International Journal of Education and Social Science*, 2(1): 118-127.

30 No author (2024) “Bus attacks escalate”, *Northern Beaches Advocate*, November 15, available at <https://www.northernbeachesadvocate.com.au/2024/11/15/bus-attacks-escalate/>.

31 No author (2025) “More buses bound for Beaches”, *Northern Beaches Advocate*, March 12, available at <https://www.northernbeachesadvocate.com.au/2025/03/12/more-buses-bound-forbeaches/>.



4 Transport impacts

Stories from the community

Bus services are more than lines and points on a map, and passengers are more than statistics. While we have shown the limitations of public transport services for residents' ability to access vital services and opportunities such as jobs, hospitals, education and recreation, in this section we consider how this is actually experienced.

We summarise interviews conducted with four community members and one community worker, which illustrate the ways in which the limitations discussed in Section 3 impact on people's lives in different ways, and which speak to their hopes for service improvements which could dramatically improve quality of life. The names of residents have been changed for privacy.

4.1 Gabby

Gabby has been living in the Mt Druitt area for over seven years, raising her young son as a single mother. After immigrating from South America, Gabby had lived in the innercity where public transport was frequent, reliable, and comprehensive. Now her days are dominated by cancelled or late services, poor route planning, and long wait times.

On the day of our interview with Gabby, she described how after accompanying her son to school that morning, it took her two hours to reach a food pantry in St Mary's – what should be, according to Google Maps, a 25-minute trip on the bus or a 10-minute drive. Showing us a transport app on her phone, she had dozens and dozens of preset transport routes so that she was always prepared for when buses inevitably never show up.

Despite her vigilant planning, a simple errand to the nearby food pantry occupied the entire school day, having to rush back to collect her son after taking her groceries home.

Things become even more complicated, and expensive, when trying to take her son into the city to see events like Vivid. They either must rush home early from the city to St Marys for the last bus (assuming it isn't cancelled) and miss out on the main attractions of these nighttime events, or pay for a taxi from the station. She recalled how trackwork recently delayed one of these trips back from the city, catching a long replacement bus which runs right past her house. Although she begged the driver to let her off, her kid falling asleep in her arms, they refused, so she waited the 25-minutes for a taxi to take her from St Marys back to her home. Eventually, after paying for the taxi, Gabby got home well past midnight. Similarly, even in the weekly trips to her son's nearby swimming school, they must cumulatively wait over an hour for transport for a journey which would take minutes by car.

Gabby said that having a car would help her greatly, but the time suck of navigating the local public transport means she has no time to work between that and caring for her child. Whilst she has her learner's licence, paying for lessons is impossible and she has no one who can teach her how to drive. Paying for after-school care isn't possible, meaning, in her own words, she is "trapped," unable to work to pay for her son's care and unable to work because of the time wasted on public transport. Her plea for local public transport is smarter routing and more frequent services to facilitate people like her who depend on, and are constrained by, the poor quality of transport in the Mt Druitt area.

4.2 Kathy

Kathy is an elderly woman residing in Willmot, having done so since the founding of the suburb in the early 70s. Kathy recalls that in the earlier periods, three bus services came through Willmot – enough to support the growing suburb. These services were located throughout the suburb, offering easy access to important transport links for education and for employment. This changed over a decade ago when a series of rock throwing incidents resulted in a restriction in the available services. This included reduced frequencies and the limiting of services to Captain Cook Drive – the ring road around the outside of the suburb.

When we spoke to Kathy, she mentioned some key areas of concern for the current transport around the Willmot area. Of significance was the lack of bus shelters on the side of Captain Cook Drive on the route towards St Marys, whereas the side towards Mt Druitt has bus shelters along parts of the route. Kathy also said that only one bus services Willmot every hour. Even then, they are often cancelled if a considerable traffic incident occurs on Palmyra Avenue as there is no other road access to the suburb.

Kathy also has concerns over accessing digital timetables. As an individual who is not an avid user of technology, she found it difficult to receive paper copies of the timetable that she had requested from Busways. Kathy expressed concerns that other elderly residents would struggle with the digital timetables without assistance from others, and that there was no system in place to send physical timetables to residents when the timetable was changed. She also noted some issues with bus drivers not pulling close enough to the gutter, meaning it is difficult for some elderly passengers to board. Not only this, but Kathy said that drivers often accelerated suddenly before passengers were seated, which has caused injuries in the past.

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4.3 Cristina

Cristina is a mother of three living in Tregear and relies upon public transport as her main mode of travel. She is the carer most responsible for her daughters' transport around the Mt Druitt area. With the unreliability of services, she must allow additional time to ensure she is able to attend vital appointments. She explained how on a weekly basis she must leave two hours early for a doctor's appointment. This often conflicts with the school schedule and sometimes she must cancel such appointments to be able to pick up her kids.

Cristina described how deficient services frustrate her and her children. She was especially concerned about the impacts on her eldest child starting high school next year. If the bus which will take her daughter to school doesn't show up, she will have to walk there. This takes up to 30 minutes and will put her at risk of being late. This route could also be much shorter, but fences and hostile architecture force a longer walk.

Cristina recounts that during her childhood this route became a 'desire path' amongst the locals, enabling faster access across the suburb. Even though it provides a faster access to the local high school, Cristina believes that Council decided to close this route due to what she describes as "safety concerns".

Cristina is not the only one in her family to encounter the inadequacies of the public transport system. Her father, a former bus driver in the Glendenning and Blacktown area, served for over 36 years. She recalls how her father was hospitalized due to passenger violence. This resulted in Busways making modifications to the route to protect driver safety.

Cristina empathetically states that she knows the buses cannot help being late sometimes, but requests more frequent and reliable services that align more closely to other forms of transport systems, such as the nearby T1 train line.

4.4 Tony

Tony is a middle-aged man who has resided in Lethbridge Park for approximately the last ten years. Due to the poor quality of public transport services in his area, he was forced to purchase a car twelve months ago to access daily activities such as employment and shops. When reflecting, he shared that his quality of life has significantly improved since purchasing a car. He is now able to get to badly-connected areas to which there were only infrequent and indirect bus services. This includes being able to go out during the evening and on weekends when the buses are running on a reduced schedule. Despite the substantial cost of a car, Tony says it's a justified choice because of the poor public transport in the area and that many locals have had to make a similar choice.

A major concern for Tony is how the routes and timetables are designed. He expressed frustration at the inefficiency of route planning and the lack of community consultation.

A key flaw he mentioned is that the key economic hubs that offer employment in Blacktown and neighbouring LGAs such as Marsden Park, Plumpton, and Wetherill Park are not well connected. He explained how many routes to these places are excessively long loops that often change where they cut off at different points in the timetable. Therefore, while a service may seem somewhat frequent, it is only accessible for certain areas along the route. Furthermore, as the destination may differ as it cuts off early, if passengers miss their bus or it is cancelled they may have to wait for the next few services to get to their destination. Consequently, he noted you need to leave significantly early and plan meticulously to cater for the variations in route and long loops that make what would be a short drive become a very long journey on the bus.

Tony describes that there are certain times that public transport is even more difficult. The first, he explains, is during peak school times. As there is no dedicated school bus, the services are at capacity and unable to pick any further passengers up. The result of this is that he had to wait up to 45 minutes for the next service. He mentions that traveling also becomes more of a challenge in the evenings past 6.30pm and on weekends when services are reduced and stop quite early. This makes travel during these times particularly difficult.

Another concern Tony raised was the lack or deterioration of bus shelters in the area. Seats and shelters at stops can be hard to come by, meaning that residents have no choice but to stand in the beating sun or rain. This is even worse for those in the suburb with mobility issues. Additionally, Tony pointed to a nearby bus shelter outside a school during our discussion, saying how the tin roof came off months ago and still hasn't been repaired. He commented that this was not uncommon and many bus shelters and seats are unsecured and unstable.

4.5 Steve

Steve isn't a resident of Blacktown but he has spent years working closely with the communities that call it home. As Community Development Lead at The Hive, and with years of experience leading place-based initiatives in Mt Druitt, he has a deep understanding of the barriers faced by residents in Western Sydney.

Recently, Steve made a trip to Marsden Park to better understand accessibility to major retail hubs like IKEA and Costco. What should have been a 10 to 15-minute drive took him over an hour and a half by bus, followed by another 20 minutes of walking. "It's not just inconvenient," he said, "people without cars." Steve says that, like many greenfield developments in Blacktown, public transport infrastructure to access Marsden Park's is an afterthought.

Steve points out the irony of on-demand transport trials being introduced primarily in middle and upper-class suburbs. “We’re putting innovative services in areas that already have access. The places that actually need flexible, responsive public transport, places like Mt Druitt or Marsden Park, are left behind.”

Through his work, Steve has come to believe that the lack of effective infrastructure is not due to ignorance. “Governments already know what’s needed to help communities thrive — things like connectivity, accessibility, and access to quality of life. Places where you can go to a zoo, have a night out, and enjoy the city. But the political will just isn’t there.” He described a persistent, unspoken narrative among policymakers: that people in disadvantaged areas are to blame for their own struggles. “They won’t say it out loud, but there’s this idea that people in areas like Blacktown are lazy, or they just don’t try hard enough. It completely ignores the structural and generational barriers these communities face. It’s not about individuals, it’s about systems that have failed over decades.” Steve also highlighted the political dimensions at play. “Blacktown is, frankly, often overlooked. There’s no political pressure to invest. In mining or industrial towns, you can trace decline back to specific causes. But in Blacktown, the neglect is policy-driven. It’s cumulative, and it’s systemic.”

Steve’s message to planners and policymakers is clear: “You don’t wait for demand to build infrastructure [...] you build infrastructure to create demand. These communities deserve more than excuses. They deserve investment, opportunity, and the dignity of being heard.”

5 Transport equity

These stories in Section 4 and others that we have heard during informal conversations during engagement events in 2770 illustrate the harmful impacts of poor frequency, connectivity, efficiency and reliability.

Combined with the data presented in Section 3, a picture emerges of transport poverty and inequality for residents of Bidwill, Lethbridge Park, Tregear and Willmot. In this section, we drill down into three key equity issues that emerge from our analysis: transport-related time poverty as a form of gendered inequality; the economic vulnerabilities created by car dependency for low-income households, and; developmental vulnerability and transport need.

5.1 Transport-related time poverty, an issue of income and gender-equity

As several of our interviews show, residents who rely on public transport are often forced to allow significant extra time to reach critical destinations. This creates time scarcity and, eventually, time poverty. For example, Gabby told us how she attempted to travel to a local food pantry that was approximately 10-minutes by car. However, on the public transport network it became a 2-hour journey – and that was just to get there, not back.

Due to cancellations and late services, she could only complete this one errand while her young child was at school. Additionally, similar issues arose in Cristina account of attempting to get her daughter to a vital weekly appointment on public transport.

They must leave 2 hours early, which often conflicts with the school schedules of Cristina's other children, meaning she sometimes has no choice but to cancel her daughter's appointment. These are examples of *transport-related time poverty* – a situation in which excessive travel times deprive people of time for other important or essential activities.³²

Cristina and Gabby's case studies also reveal how time poverty is disproportionate across gender, with women often significantly more time poor than men in both paid and domestic labour responsibilities. Due to the persistence of gendered divisions of labour in households, women are already more likely to be time-poor due to the disproportionate amount of household tasks (including care) they perform. When they do not have access to cars, or had poor public transport options which are unfit for complex multi-purpose trips, the time poverty experienced by women in low-income communities was exacerbated. Single mothers and women in low-income households also have a reduced capacity to financially substitute time spent on domestic activities, such as paid childcare.³³

32 Aitken I.T., Palm, M. & Farber, S. (2024) "Exploring the interplay of transportation, time poverty, and activity participation", *Transportation Research Interdisciplinary Perspectives*, 26, 101175, <https://doi.org/10.1016/j.trip.2024.101175>.

33 See Turner, J. & Grieco, M. (2000) "Gender and Time Poverty: The Neglected Social Policy Implications of Gendered Time, Transport and Travel", *Time & Society*, 9(1): 129-136, <https://doi.org/10.1177/0961463X00009001007>; Dorantes, L. M. and Murauskaite-Bull, I. (2023)

5.2 Car-dependency and household vulnerability

A common theme that emerged from interviewees and community members within Mt Druitt was the strong desire for car ownership. This, many argued, was the main way by which hubs of employment or health services could be easily accessed. For many of the locals spoken to for this research, the time required to reach a destination via public transport was extraordinary when compared with driving.

Residents like Tony found that owning a vehicle was the only means by which these barriers could be overcome, taking on a financial burden to facilitate his automobility. Similar sentiments were shared by other community members not formally interviewed for this report.

However, car ownership is impossible or very difficult for many locals. Compared to the wider Blacktown LGA, the four 2770 suburbs have 17.1% of dwellings owning zero cars, whilst the wider LGA is a far smaller 6.6% (Table 1). With significantly higher unemployment rates and lower incomes in these four suburbs, this disparity is not surprising.

Many households are unable to meet the practical and financial requirements of car ownership (registration, fuel, and maintenance) and licencing (driving lessons and acquiring hours), requiring them to spend significant extra time navigating the inadequate local transport.

However, it is important to note that for those households that do manage to acquire a car, the transport problem is not 'solved'. The rate of locals using cars to reach their workplace is nearly double in our target suburbs when compared with Greater Sydney, despite low ownership rates.³⁴ This suggests that employed residents in this area are highly dependent on cars. While not owning a car is a problem, so too owning a vehicle places a considerable financial burden on low-income individuals and perpetuates disadvantage. When car ownership becomes a 'necessity', low-income households are made even more financially vulnerable due to exposure to rising car-related costs such as fuel, tolls, interest rates on car loans, and repairs in cases where households and individuals can only afford older vehicles.³⁵

5.3 Developmental vulnerability and transport need

As noted in Section 2, Australian Early Development Census (AEDC) data reveals increasing developmental vulnerabilities across the 2770 postcode, highlighting a strong need for early intervention and specialist support. However, access to these services is constrained by both their location and the limitations of public transport, with most services concentrated in Mt Druitt and not in the surrounding suburbs.

³⁴ This statistic from the 2021 census should be treated with some caution, given that data collection occurred during the pandemic.

³⁵ Dodson, J. & Sipe, N. (2008) *Unsettling Suburbia: The New Landscape of Oil and Mortgage Vulnerability in Australian Cities*, Urban Research Program Research Paper No. 17, Griffith University, available at <https://apo.org.au/sites/default/files/resource-files/2008-08/apo-nid449.pdf>.



For example, travelling from Willmot Public School to Step by Step Care (National Allied Health & Support Services) in Mt Druitt, which provides speech pathology, occupational therapy, and disability support, takes approximately 42 minutes by public transport.

This includes a 9-minute walk (600 m) to the 759 bus stop, a 20-minute bus journey, and a further 13-minute walk (900 m) to the clinic, not accounting for potential delays. This calculation assumes arrival for a 4:30 pm after-school appointment, reflecting a realistic scenario for many families. By comparison, the same trip by car takes just 14 minutes.

For families dependent on public transport, the lack of reliable services and nearby specialists translates into reduced access to essential supports. One parent described having to allocate two hours of buffer time just to ensure her daughter could attend a vital appointment, and at times she has had to cancel appointments altogether because the journey was unworkable. Without adequate transport, the vulnerabilities flagged by the AEDC risk being entrenched and exacerbated as children progress through the education system.

The implications extend beyond early childhood. Research demonstrates strong correlations between youth wellbeing and access to transport. Young people interact with the transport network differently from adults, with distinct levels of independence, destinations and safety concerns.³⁶

One parent reported concerns about her daughter's safety walking to the bus stop for school, highlighting gaps in transport provision that also create risks around security and wellbeing. Thus, when transport is limited, these differences translate into heightened barriers. In a qualitative survey into young people's interactions with transport, many expressed feelings of isolation, with some going so far as to say they feel "trapped" in their homes due to a lack of transport options.³⁷ Additionally, for those in low-income households, the high monetary and time cost of obtaining a driver's licence compounds the problem, closing off private transport as an alternative.

Lack of mobility shapes not only daily access to school, health and recreation, but also longer-term opportunities. Inadequate transport curtails young people's "livelihood potential and life chances".³⁸ Limited networks reduce opportunities for educational enrichment, casual employment, and social connection. They can also affect physical wellbeing, with poor transport access linked to diminished health outcomes. In contexts like 2770, where developmental vulnerabilities are already pronounced, these barriers intensify patterns of exclusion.

36 McMillan, T. (2013) *Children and Youth and Sustainable Urban Mobility*, Thematic Study prepared for Global Report on Human Settlements 2013, available at https://unhabitat.org/sites/default/files/2013/06/GRHS.2013.Thematic.Children.and_Youth_.pdf.

37 Ward, A., Freeman, C. and McGee, R. (2015) "The influence of transport on well-being among teenagers: A photovoice project in New Zealand", *Journal of Transport & Health*, 2(3): 414-422. Available at <https://doi.org/10.1016/j.jth.2015.06.004>.

38 Porter, G. and Turner, J. (2019) "Meeting Young People's Mobility and Transport Needs: Review and Prospect", *Sustainability*, 11(22): 6193. Available at <https://doi.org/10.3390/su11226193>.

6 Conclusion

From transport poverty to transport equity in 2770

This report has shown that inadequate public transport in 2770 suburbs is worsening the disenfranchisement and disempowerment already experienced by these communities.

Given low household incomes, low levels of car ownership, lower than average levels of employment, and higher than average experience of long-term health problems, public transport is essential for communities of Bidwill, Lethbridge Park, Tregear and Willmot.

We have shown that public transport services and infrastructure in this area are poor. We have shown this through the data – which highlighted the infrequent, disconnected, inefficient, unreliable, complex and undignified nature of bus services in the area. And we have shown the stories and experiences of residents who are struggling to deal with the limitations of public transport services in accessing crucial services and opportunities like jobs, medical services, education and more. The inadequacies of public transport are making life tougher for some of Sydney's most vulnerable households.

It is important to note that ultimately, these are not failings of the bus drivers or even the bus operator. Routes and timetables are determined and funded by the NSW State Government and TfNSW, through the bus contracting process. Bus services have suffered from decades of under-investment,³⁹ and this is the result.

This situation could be reversed. Significant improvements to public transport could empower 2770 communities, opening access to a range of services and opportunities in order to overcome, rather than entrench, cycles of structural disadvantage.

³⁹ See NSW Bus Industry Taskforce (2024) *The Forgotten Mode: a call to action for buses*, available at <https://www.transport.nsw.gov.au/system/files/media/documents/2024/NSW-Bus-Industry-Taskforce-Third-Report.pdf>.

Services need to be more frequent, more connected, more efficient, less complex, more reliable, more dignified, and safer for passengers. While the NSW Government's Bus Industry Taskforce has made a range of recommendations that align with these goals to improve bus services across the city and the state, transport equity also requires recognition of the specific needs of communities like Bidwill, Lethbridge Park, Tregear and Willmot.

Here are some of the short-term priorities being articulated by the Together in 2770 campaign:

- > Improved connectivity between the 2770 suburbs;
- > Improved connectivity to Mt Druitt town centre, with its concentration of local services and connection to the rail network;
- > Improved relationships between bus drivers and community members, to ensure the safety and dignity of both staff and passengers on the network;
- > Improvements to bus stop infrastructure through the provision of shelter, seating and signage.

Such priorities could be achieved in a range of ways – perhaps through the introduction of new services, perhaps through modifications to existing services and increases in their frequency, perhaps through a replication of the on-demand services that have been successfully trialled elsewhere within Blacktown LGA. While bus stops are currently a responsibility of Local Governments rather than TfNSW, improvements to bus stop infrastructure on the required scale will likely require TfNSW support to supplement the limited funds Blacktown Council has for this purpose.⁴⁰

Genuine engagement with the community is crucial in the development and implementation of service changes. This is because the starting point for service planning in these suburbs is unique. In their review of research on transport poverty, Lucas et al noted that:

the transport conditions and mobility behaviours of lower-income population groups have very specific patterns that are highly differentiated from their higher-income counterparts in almost every country in the world. Specific recognition of these differences is extremely important for the planning and delivery of economically, environmentally and socially sustainable transport systems.⁴¹

We hope that this report contributes to this recognition in the case of the under-served 2770 communities of Bidwill, Lethbridge Park, Tregear and Willmot.

40 This would have benefits beyond 2770 suburbs – see <https://swelteringcities.org/busted-bus-stops/>.

41 Lucas, K., Mattioli, G., Verlinghieri, E. & Guzman, A. (2016) Transport poverty and its adverse social consequences. *Proceedings of the Institution of Civil Engineers – Transport*, 169(6): 353–365, <https://doi.org/10.1680/jtran.15.00073>.

7 Appendices

List of Appendices:

1. Bus frequency calculations in 2770
2. Bus efficiency calculations in 2770
3. Bus Stop Infrastructure in 2770
4. Bus On-Time Running and Cancellations in 2770

7.1 Appendix 1: Bus Frequency Calculations for 2770

We calculated timetabled frequencies for variations of the following bus services operating through the four 2770 suburbs of Bidwill, Lethbridge Park, Tregear and Willmot.

Route	Service	Number of services, 7am-7pm weekday	Average frequency (hr:min)
674	Mt Druitt - Windsor	6	2:00
674	Windsor - Mt Druitt	5	2:24
745	Norwest Hospital - St Marys	10	1:12
745	Norwest Hospital - Plumpton Marketplace	24	0:30
745	St Marys - Norwest Hospital	12	1:00
745	Plumpton Marketplace - Norwest Hospital	26	0:27
750	Blacktown - Mt Druitt	24	0:30
750	Mt Druitt - Blacktown	25	0:28
755	Mt Druitt - Plumpton Marketplace	8	1:30
755	Mt Druitt - Shalvey	24	0:30
755	Plumpton Marketplace - Mt Druitt	8	1:30
755	Shalvey - Mt Druitt	24	0:30
758	Mt Druitt - Shalvey	44	0:16
758	Mt Druitt - St Marys	23	0:31
758	Shalvey - Mt Druitt	39	0:18
758	St Marys - Mt Druitt	21	0:34
759	Mt Druitt - Lethbridge Park	25	0:28
759	Mt Druitt - Wilmont	24	0:30
759	Mt Druitt - St Marys	19	0:37
759	Lethbridge Park - Mt Druitt	23	0:31
759	Wilmont - Mt Druitt	23	0:31
759	St Marys - Mt Druitt	18	0:40
761	Mt Druitt - Bidwill	25	0:28
761	Bidwill - Mt Druitt	23	0:31
780	Mt Druitt - Tregear	48	0:15
780	Mt Druitt - Penrith	30	0:24
780	Tregear - Mt Druitt	41	0:17
780	Penrith - Mt Druitt	29	0:24

We also calculated average frequencies for each bus stop, with the following results:

Bus stop code number	Suburb	Bus stop address	Latidue	Longitudde	stop id	unique trip count	avg frequency
277033	Bidwill	Luxford Rd after Carlise Ave	-33.7291	150.8217	277033	6	120.0
2770540	Bidwill	Middleton Cres opp Hickler Gr	-33.7301	150.8163	2770540	9	80.0
2770541	Bidwill	Middleton Cres at Addison Gr	-33.7315	150.815	2770541	9	80.0
2770542	Bidwill	Middleton Cres before Fysh Pl	-33.7327	150.8155	2770542	9	80.0
2770115	Bidwill	Middleton Cres after Popondetta Rd	-33.7328	150.8154	2770115	10	72.0
2770116	Bidwill	Middleton Cres opp Addison Gr	-33.7313	150.815	2770116	10	72.0
2770117	Bidwill	Middleton Cres at Hickler Gr	-33.7301	150.8162	2770117	10	72.0
2770518	Bidwill	Chestnut Cres after Luxford Rd	-33.7299	150.8297	2770518	26	27.7
2770519	Bidwill	Chestnut Cres at Myrtus Cres	-33.7274	150.8277	2770519	26	27.7
2770520	Bidwill	Chestnut Cres after Elata Way	-33.7265	150.8228	2770520	26	27.7
2770521	Bidwill	Chestnut Cres before Birch Pl	-33.7279	150.8187	2770521	26	27.7
277034	Bidwill	Luxford Rd before Waterlily Tce	-33.729	150.8211	277034	28	25.7
2770533	Bidwill	Popondetta Rd at Petrie Cl	-33.7297	150.8197	2770533	40	18.0
2770534	Bidwill	Popondetta Rd at Wicklow St	-33.7328	150.8172	2770534	40	18.0
2770525	Bidwill	Popondetta Rd before Bennett Gr	-33.7324	150.8174	2770525	43	16.7
2770526	Bidwill	Popondetta Rd opp Petrie Cl	-33.7299	150.8195	2770526	43	16.7
277030	Bidwill	Luxford Rd after Kidd Cl	-33.7306	150.8286	277030	44	16.4
277031	Bidwill	Luxford Rd after King Sq	-33.7295	150.8263	277031	44	16.4
277032	Bidwill	Luxford Rd at Wide Bay Cct	-33.7288	150.8247	277032	44	16.4
277035	Bidwill	Luxford Rd at Middleton Cres	-33.7287	150.8177	277035	49	14.7
277027	Bidwill	Luxford Rd after Sedgman Cres	-33.7281	150.8152	277027	53	13.6
277036	Bidwill	Luxford Rd opp Sedgman Cres	-33.7284	150.8156	277036	57	12.6
277086	Bidwill	Ekalesia Metotisi Samoa Church, Carlisle Ave	-33.7331	150.8221	277086	62	11.6
277087	Bidwill	Carlisle Ave opp Tongariro Tce	-33.7311	150.8225	277087	62	11.6
277029	Bidwill	Luxford Rd opp King Sq	-33.73	150.8278	277029	64	11.3
2770127	Bidwill	Carlisle Ave at Tongariro Tce	-33.7309	150.8227	2770127	64	11.3
2770128	Bidwill	Carlisle Ave opp Ekalesia Metotisi Samoa	-33.7333	150.8222	2770128	64	11.3
2770516	Bidwill	Luxford Rd at Acacia Tce	-33.7286	150.824	2770516	64	11.3
277028	Bidwill	Luxford Rd at Chestnut Cres	-33.7287	150.8184	277028	68	10.6
277092	Lethbridge Park	Forrester Rd after Hatherton Rd	-33.7377	150.7895	277092	10	72.0
277090	LethbridgePark	Forrester Rd at Waitaki St	-33.7333	150.7963	277090	29	24.8
277091	LethbridgePark	Forrester Rd before Lingayen Ave	-33.7352	150.7935	277091	29	24.8
2770370	Lethbridge Park	Luxford Rd at Hawaii Ave	-33.7369	150.7978	2770370	46	15.7
2770368	Lethbridge Park	Luxford Rd at Bougainville Rd	-33.7367	150.7982	2770368	48	15.0
277055	Lethbridge Park	Luxford Rd opp Bougainville Rd	-33.736	150.7986	277055	50	14.4
277056	Lethbridge Park	Luxford Rd after Palmyra Ave	-33.7349	150.8001	277056	50	14.4
277057	Lethbridge Park	Luxford Rd at Pitcairn Ave	-33.7329	150.8017	277057	50	14.4
2770273	Lethbridge Park	Luxford Rd after Manila Rd	-33.7437	150.7988	2770273	51	14.1
2770274	Lethbridge Park	Luxford Rd at Mangariva Ave	-33.7458	150.8001	2770274	51	14.1
277011	Lethbridge Park	Bougainville Rd at Luxford Rd	-33.7366	150.7988	277011	52	13.8
277051	Lethbridge Park	Copeland Rd opp Siemens Cres	-33.7414	150.8041	277051	52	13.8
277052	Lethbridge Park	Copeland Rd opp Tarawa Rd	-33.7394	150.8026	277052	52	13.8
277053	Lethbridge Park	Letherbridge Public School Copeland Rd	-33.7375	150.8011	277053	52	13.8
277054	Lethbridge Park	Bougainville Rd after Copeland Rd	-33.737	150.7995	277054	52	13.8
277013	Lethbridge Park	Copeland Rd at Siemens Cres	-33.7411	150.8041	277013	53	13.6
277041	Lethbridge Park	Luxford Rd opp Pitcairn Ave	-33.7332	150.8018	277041	53	13.6
277059	Lethbridge Park	Luxford Rd opp Palmyra Ave	-33.7351	150.8002	277059	53	13.6
2770515	Lethbridge Park	Copeland Rd at Tarawa Rd	-33.7395	150.8028	2770515	53	13.6
277012	Lethbridge Park	Letherbridge Public School Copeland Rd	-33.7376	150.8013	277012	53	13.6
2770373	Lethbridge Park	Hatherton Rd opp Rymill Rd	-33.7386	150.7912	2770373	97	7.4
2770374	Lethbridge Park	38 Hatherton Rd	-33.7405	150.7932	2770374	97	7.4
2770375	Lethbridge Park	Hatherton Rd opp Weddell Ave	-33.7405	150.7954	2770375	97	7.4
2770192	Tregear	Aurora Dr opp Kingdom Of Angels Family	-33.7504	150.8007	2770192	13	55.4
2770301	Tregear	Kruse Park, Aurora Dr	-33.7513	150.7962	2770301	13	55.4

Bus stop code number	Suburb	Bus stop address	Latidue	Longitutte	stop id	unique trip count	avg frequency
2770600	Tregear	Aurora Dr opp Hasselburgh Rd	-33.7513	150.7977	2770600	13	55.4
2770316	Tregear	Aurora Dr after Debrincat Ave	-33.7479	150.7951	2770316	24	30.0
2770317	Tregear	Aurora Dr opp Amundsen St	-33.7479	150.7957	2770317	24	30.0
2770319	Tregear	Tregear Community Centre, Ellsworth Dr	-33.7449	150.7946	2770319	24	30.0
2770320	Tregear	Ellsworth Dr near Terra Nova Pl	-33.7458	150.7926	2770320	24	30.0
2770321	Tregear	Ellsworth Dr opp Atka St	-33.7452	150.7897	2770321	24	30.0
2770322	Tregear	Ellsworth Dr opp Mawson Rd	-33.7439	150.788	2770322	24	30.0
2770323	Tregear	Ellsworth Dr opp Rymill Rd	-33.7427	150.7868	2770323	24	30.0
2770326	Tregear	Ellsworth Dr at Mawson Rd	-33.7439	150.7881	2770326	25	28.8
2770327	Tregear	Ellsworth Dr at Atka St	-33.7456	150.7907	2770327	25	28.8
2770328	Tregear	Ellsworth Dr before Terra Nova Pl	-33.7455	150.7931	2770328	25	28.8
2770329	Tregear	All St Anglican Church, Ellsworth Dr	-33.7445	150.795	2770329	25	28.8
2770330	Tregear	Aurora Dr after Ellsworth Dr	-33.7444	150.7961	2770330	25	28.8
2770331	Tregear	Aurora Dr opp Wilkes Cres	-33.746	150.7965	2770331	25	28.8
2770332	Tregear	Aurora Dr opp Polar St	-33.7489	150.7955	2770332	25	28.8
2770355	Tregear	Aurora Dr opp Debrincat Ave	-33.7503	150.7952	2770355	25	28.8
2770372	Tregear	Hatherton Rd after Forrester Rd	-33.7378	150.7905	2770372	30	24.0
2770190	Tregear	Debrincat Ave opp Whalan Reserve	-33.7519	150.7947	2770190	37	19.5
2770241	Tregear	Whalan Reserve Debrincat Ave	-33.752	150.7948	2770241	38	18.9
2770312	Tregear	Hatherton Rd after Rymill Rd	-33.7381	150.7906	2770312	40	18.0
2770302	Tregear	Luxford Rd opp Holy Family Catholic Church	-33.7473	150.8007	2770302	56	12.9
2770303	Tregear	Luxford Rd opp Manila Rd	-33.7445	150.799	2770303	56	12.9
2770304	Tregear	Luxford Rd after Ellsworth Dr	-33.7428	150.798	2770304	56	12.9
2770305	Tregear	Luxford Rd opp Mendana St	-33.7415	150.7972	2770305	56	12.9
2770313	Tregear	Rymill Rd at Law Cres -33.7394	-33.7394	150.7896	2770313	64	11.3
2770314	Tregear	Rymill Rd at Petersen Cres	-33.7403	150.7892	2770314	64	11.3
2770315	Tregear	Rymill Rd before Ellsworth Dr	-33.7424	150.7872	2770315	64	11.3
2770324	Tregear	Rymill Rd opp Bernacci St	-33.7417	150.7878	2770324	66	10.9
2770325	Tregear	Rymill Rd opp Petersen Cres	-33.7403	150.7889	2770325	66	10.9
2770309	Tregear	Hatherton Rd after Weddell Ave	-33.7407	150.7945	2770309	104	6.9
2770310	Tregear	41 Hatherton Rd	-33.7404	150.7929	2770310	104	6.9
2770311	Tregear	Hatherton Rd opp Le Maire Ave	-33.739	150.7914	2770311	104	6.9
2770376	Tregear	Hatherton Rd after Luxford Rd	-33.7405	150.7962	2770376	104	6.9
2770578	Willmot	Palmyra Ave opp Australis Dr	-33.7256	150.7892	2770578	6	120.0
2770579	Willmot	Palmyra Ave at Discovery Ave Walkway	-33.7281	150.7922	2770579	6	120.0
2770337	Willmot	85 Captain Cook Dr	-33.7231	150.7971	2770337	19	37.9
2770338	Willmot	Captain Cook Dr at Roebuck Cres	-33.7222	150.7953	2770338	19	37.9
2770333	Willmot	Captain Cook Dr at Mercator Crrs	-33.7294	150.7947	2770333	19	37.9
2770336	Willmot	Captain Cook Dr opp Resolution Ave	-33.725	150.7978	2770336	19	37.9
2770339	Willmot	Captain Cook Dr after Houtman Ave	-33.722	150.7931	2770339	20	36.0
2770340	Willmot	Captain Cook Dr at Hartog Ave	-33.7219	150.7916	2770340	20	36.0
2770341	Willmot	Captain Cook Dr at Wallis Pl	-33.7214	150.7887	2770341	20	36.0
2770342	Willmot	Captain Cook Dr at Van Dieman Ave	-33.7213	150.7858	2770342	20	36.0
2770353	Willmot	Captain Cook Dr opp Van Dieman Ave	-33.7212	150.7856	2770353	23	31.3
2770354	Willmot	Captain Cook Dr opp Wallis Cl	-33.7213	150.7888	2770354	23	31.3
2770356	Willmot	Captain Cook Dr opp Hartog Ave	-33.7218	150.7921	2770356	23	31.3
2770358	Willmot	Captain Cook Dr opp Roebuck Cres	-33.7221	150.7955	2770358	24	30.0
2770359	Willmot	112 Captain Cook Dr	-33.7229	150.7971	2770359	24	30.0
2770360	Willmot	Captain Cook Dr at Resolution Ave	-33.725	150.798	2770360	24	30.0
2770361	Willmot	46 Captain Cook Dr	-33.7271	150.7972	2770361	24	30.0
2770363	Willmot	Captain Cook Dr opp Mercator Crrs	-33.7295	150.7947	2770363	24	30.0
2770576	Willmot	Palmyra Ave after Captain Cook Dr	-33.7226	150.7855	2770576	28	25.7
2770577	Willmot	172 Palmyra Ave	-33.724	150.7873	2770577	28	25.7

7.2 Appendix 2: Bus Efficiency Calculations: Trips from 2770

We used Google Maps to calculate the time taken for selected trips from addresses in the centre of four 2770 suburbs of Bidwill, Lethbridge Park, Tregear and Willmot, comparing travel times using a car and public transport for a 10am weekday arrival, during a weekday in August 2025.

Note that these calculations are 'generous', in that the public transport journey times do not include wait times if a trip arrives early when the next available service would be late. So, for instance, if a public transport journey of 35 minutes has an arrival time of 9.40am, we did not include the 20 minutes between 9.40am and 10.00am in the journey times calculated below.

7.2.1 Trips from Bidwill

Trip: Petrie Cl Bidwill to... (Arrive 10am Monday)	Car Time (mins)	Public Transport Time (incl walk time) (mins)	Public Transport Changes
Mt Druitt Station	10	21 (5 min walk)	0
Mt Druitt Library	10	23 (7 min walk)	0
Mt Druitt Hospital	9	40 (11 min walk)	1
Mt Druitt Westfield	8	26 (10 min walk)	0
St Marys Station	14	31 (2 min walk)	0
Blacktown Hospital	22	66 (19 min walk)	1
Eastern Creek (Kmart DC)	22	61 (4 min walk)	2
Marsden Park (Maersk)	12	30 (25-30 min walk!)	0
Parramatta Station	30	62 (6 min walk)	1
Kingswood WSU Campus	20	57 (9 min walk)	1
Circular Quay	45	103 (4 min walk)	2
Bondi Beach	60	130 (12 min walk)	2

7.2.2 Trips from Lethbridge Park

Trip: Rotorua St Lethbridge Park to... (arrive 10am Monday)	Car Time (mins)	Public Transport Time (incl walk time) (mins)	Public Transport Changes
Mt Druitt Station	12	32 (11 min walk)	0
Mt Druitt Library	12	33 (12 min walk)	0
Mt Druitt Hospital	10	51 (23 min walk)	1
Mt Druitt Westfield	9	35 (14 min walk)	0
St Marys Station	12	28 (7 min walk)	0
Blacktown Hospital	26	70 (20 min walk)	2
Eastern Creek (Kmart DC)	24	53 (8 min walk)	1
Marsden Park (Maersk)	16	42 (20-30 min walk)	0-1
Parramatta Station	30	62 (6 min walk)	1
Kingswood WSU Campus	16	53 (13 min walk)	1
Circular Quay	50	101 (16 min walk)	2
Bondi Beach	60	134 (23 min walk)	2

7.2.3 Trips from Tregear

Trip: Mawson Rd Tregear to... (arrive 10am Monday)	Car Time (mins)	Public Transport Time (incl walk time) (mins)	Public Transport Changes
Mt Druitt Station	9	24 (8 min walk)	0
Mt Druitt Library	12	26 (10 min walk)	0
Mt Druitt Hospital	10	44 (14 min walk)	1
Mt Druitt Westfield	9	24 (8 min walk)	0
St Marys Station	10	19 (4 min walk)	0
Blacktown Hospital	26	74 (19 min walk)	2
Eastern Creek (Kmart DC)	24	54 (8 min walk)	1
Marsden Park (Maersk)	18	56 (11 min walk)	1
Parramatta Station	35	57 (8 min walk)	1
Kingswood WSU Campus	14	44 (10 min walk)	1
Circular Quay	50	94 (7 min walk)	2
Bondi Beach	65	127 (13 min walk)	3

7.2.4 Trips from Willmot

Trip: Pelsart Ave Willmot to... (arrive 10am Monday)	Car Time (mins)	Public Transport Time (incl walk time) (mins)	Public Transport Changes
Mt Druitt Station	12	33 (11 min walk)	1
Mt Druitt Library	14	39 (14 min walk)	0
Mt Druitt Hospital	14	67 (18 min walk)	2
Mt Druitt Westfield	12	37 (12 min walk)	0
St Marys Station	14	23 (8 min walk)	0
Blacktown Hospital	28	79 (21 min walk)	2
Eastern Creek (Kmart DC)	26	59 (8 min walk)	1
Marsden Park (Maersk)	18	80 (12 min walk)	1
Parramatta Station	35	68 (11 min walk)	1
Kingswood WSU Campus	18	49 (15 min walk)	1
Circular Quay	50	121 (11 min walk)	2
Bondi Beach	65	138 (19 min walk)	2

7.3 Appendix 3: Bus Stop Infrastructure in 2770

We surveyed stops across the Blacktown local government area, taking inventory of amenities and elements including; timetabling information, signage, furniture, accessibility elements also hard and soft landscaping features like footpaths and trees. We used our data of 1654 bus stops to map the proportion of stops with timetables, seating and constructed shelter and found that across the LGA on average;

- > 24.97% of stops have constructed shelter
- > 28.54% of stops have seating
- > 54.05% of stops have a timetable.

Suburb	Stops	Shelter	Seat	Timetable
Acacia Gardens	17	11.76%	11.76%	11.76%
Angus	6	0.00%	33.33%	33.33%
Bidwill	37	10.81%	18.92%	51.35%
Blackett	20	25.00%	30.00%	80.00%
Blacktown	250	37.60%	42.80%	76.40%
Bungarribee	15	0.00%	13.33%	66.67%
Colebee	14	21.43%	21.43%	28.57%
Dean Park	27	40.74%	48.15%	25.93%
Dharruk	18	11.11%	11.11%	66.67%
Doonside	79	20.25%	27.85%	69.62%
Emerton	14	42.86%	57.14%	64.29%
Glendenning	26	7.69%	26.92%	34.62%
Glenwood	65	40.00%	41.54%	84.62%
Grantham Farm	19	10.53%	10.53%	15.79%
Hassall Grove	22	13.64%	13.64%	45.45%
Hebersham	28	25.00%	25.00%	53.57%
Kellyville Ridge	17	5.88%	23.53%	11.76%
Kings Langley	58	29.31%	29.31%	36.21%
Lalor Park	44	40.91%	45.45%	70.45%
Lethbridge Park	21	42.86%	42.86%	85.71%
Marsden Park	53	20.75%	20.75%	71.70%
Melonba	14	0.00%	0.00%	0.00%
Minchinbury	56	5.36%	7.14%	48.21%
Oakhurst	35	48.57%	48.57%	80.00%
Parklea	6	66.67%	66.67%	66.67%
Plumpton	35	25.71%	28.57%	54.29%
Quakers Hill	115	19.13%	20.00%	40.00%
Riverstone	50	6.00%	10.00%	14.00%
Rooty Hill	66	28.79%	28.79%	74.24%
Schofields	55	12.73%	16.36%	29.09%
Seven Hills	130	36.92%	40.00%	71.54%
Shalvey	30	6.67%	16.67%	33.33%
Tallawong	22	18.18%	13.64%	9.09%
The Ponds	46	8.70%	13.04%	76.09%
Tregear	37	16.22%	16.22%	37.84%
Whalan	63	26.98%	30.16%	0.00%
Willmot	21	19.05%	19.05%	28.57%
Woodcroft	23	21.74%	21.74%	39.13%
	1654	24.97%	28.54%	54.05%

0-32%
 33-65%
 66-100%

At the time of production, data has not been collected for the following suburbs: Note that data is unavailable from the following suburbs: Arndell Park; Eastern Creek; Huntingwood; Kings Park; Marayong; Mt Druitt; Nirimba Fields; Prospect; Richards; Ropes Crossing; Rouse Hill; Shanes Park; Stanhope Gardens; St Marys; Toongabbie; Vineyard.

In the four 2770 suburbs, bus stop infrastructure is generally poor. In Lethbridge Park, bus stops are all above average for the 3 categories, contrasting Willmot, Tregear and Bidwill all below the LGA average.

Many stops lacked any greencover/planting and landscaping in the area. Many stops do not include the most basic elements required for stops to be Disability Standards for Accessible Public Transport (DSAPT) compliant.

Elements noticeably absent from stops include Tactile Ground Surface Indicators (TGSIs), hardstands, footpath connectivity. Zooming in to the suburbs shows a more detailed picture of infrastructure quality

Of the 37 stops in **Bidwill**:

- > 10.8% of stops have constructed shelter (4)
- > 18.9% have seating (7)
- > 51.3% have timetable information (19)
- > 28 stops had signage
- > 24 had TGSIs
- > 37 have footpath connectivity
- > 29 had a hardstand
- > 2 rubbish bins / 18 stops with rubbish
- > 13 stops with nearby lighting
- > 9 had some greencover & 19 had planting / soft landscaping elements

Bidwill		Passenger boarding				Passenger waiting area					Verge		
		Information		Accessibility		Furniture					Safety/ Security	Landscaping	
Stop ID	Stop Name	Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
277028	Luxford Rd at Chestnut Cres	YES	YES	NO	YES	YES	NO	NO	NO	NO	YES	NO	NO
277029	Luxford Rd opp King Sq	YES	YES	YES	YES	YES	NO	YES	NO	YES	NO	NO	NO
277030	Luxford Rd after Kidd Cl	YES	NO	YES	YES	YES	NO	NO	NO	NO	YES	NO	YES
277031	Luxford Rd after King Sq	YES	YES	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO
277032	Luxford Rd at Wide Bay Cct	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	YES	NO
277033	Luxford Rd after Carlisle Ave	YES	NO	YES	YES	YES	NO	NO	NO	NO	YES	NO	YES
277034	Luxford Rd before Waterlily Tce	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	YES	NO
277035	Luxford Rd at Middleton Cres	YES	YES	YES	YES	YES	NO	NO	NO	NO	YES	NO	YES
277036	Luxford Rd opp Sedgman Cres	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
277086	Ekalesia Metotisi Samoa Church, Carlisle Ave	YES	YES	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO
277087	Carlisle Ave opp Tongariro Tce	YES	YES	NO	YES	YES	NO	NO	NO	YES	NO	NO	YES
2761124	Chifley College, Bidwill Campus, Daniels Rd	YES	NO	YES	YES	YES	YES	YES	NO	YES	YES	NO	NO

Bidwill		Passenger boarding					Passenger waiting area					Verge	
Stop ID	Stop Name	Information		Accessibility			Furniture			Safety/ Security		Landscaping	
		Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
2770115	Middleton Cres after Popondetta Rd	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	YES
2770116	Middleton Cres opp Addison Gr	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770117	Middleton Cres at Hickler Gr	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO
2770119	Chestnut Cres opp Birch Pl	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	YES
2770120	Chestnut Cres before Rosella Gr	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	YES	YES
2770121	Chestnut Cres opp Cappariss Cct	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	YES	YES
2770122	Chestnut Cres at Loranthus Cres	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	YES	YES
2770123	Chestnut Cres at Ramosus Way	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770124	Chestnut Cres opp Myrtus Cres	NO	NO	NO	YES	NO	NO	NO	NO	YES	NO	NO	YES
2770125	Chestnut Cres before Pine Cres	NO	NO	NO	YES	NO	NO	NO	YES	YES	NO	NO	YES
2770126	Chestnut Cres before Luxford Rd	NO	NO	NO	YES	NO	NO	NO	NO	YES	NO	NO	YES
2770127	Carlisle Ave at Tongariro Tce	YES	YES	YES	YES	YES	NO	NO	YES	YES	YES	NO	NO
2770128	Carlisle Ave opp Ekalesia Metotisi Samoa Church	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770516	Luxford Rd at Acacia Tce	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	YES	NO
2770518	Chestnut Cres after Luxford Rd	YES	NO	NO	YES	YES	YES	YES	NO	YES	NO	NO	YES
2770519	Chestnut Cres at Myrtus Cres	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	YES	YES
2770520	Chestnut Cres opp Cupania Cres	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	YES	YES
2770521	Chestnut Cres before Birch Pl	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	YES
2770525	Popondetta Rd before Bennett Gr	YES	NO	YES	YES	YES	NO	NO	NO	NO	YES	NO	YES
2770526	Popondetta Rd opp Petrie Cl	YES	NO	YES	YES	YES	NO	NO	NO	YES	YES	NO	NO
2770533	Popondetta Rd at Petrie Cl	YES	NO	YES	YES	YES	NO	YES	NO	YES	NO	NO	NO

Bidwill		Passenger boarding					Passenger waiting area					Verge	
		Information		Accessibility			Furniture			Safety/ Security		Landscaping	
Stop ID	Stop Name	Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
2770534	Popondetta Rd at Wicklow St	YES	NO	YES	YES	YES	NO	YES	YES	YES	YES	NO	NO
2770540	Middleton Cres opp Hickler Gr	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770541	Middleton Cres at Addison Gr	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	YES	YES
2770542	Middleton Cres before Fysh Pl	YES	YES	YES	YES	YES	NO	NO	NO	YES	YES	NO	NO
37		28	19	24	37	29	4	7	2	18	13	9	19

Of the 21 stops in **Lethbridge Park**:

- > 42.8% have constructed shelter (9)
- > 42.8% have seating (9)
- > 85.7% have timetable (18)
- > 21 stops have signage
- > 19 stops have TGSIs
- > 21 stops have footpath connectivity
- > 19 have hardstands
- > No rubbish bins present, 14 stops have rubbish
- > 6 stops have nearby street lighting
- > 1 stop has greencover, 5 stops have nearby verge planting

Lethbridge Park		Passenger boarding					Passenger waiting area					Verge	
		Information		Accessibility			Furniture			Safety/ Security		Landscaping	
Stop ID	Stop Name	Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
277011	Bougainville Rd at Luxford Rd	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO	NO
277041	Luxford Rd opp Pitcairn Ave	YES	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO
277052	Copeland Rd opp Tarawa Rd	YES	YES	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO
277053	Letherbridge Public School Copeland Rd	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO	NO
277054	Bougainville Rd after Copeland Rd	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
277055	Luxford Rd opp Bougainville Rd	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
277056	Luxford Rd after Palmyra Ave	YES	YES	NO	YES	NO	NO	NO	NO	YES	YES	NO	NO

Lethbridge Park

Stop ID	Stop Name	Passenger boarding					Passenger waiting area					Verge	
		Information		Accessibility			Furniture			Safety/ Security	Landscaping		
		Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
277057	Luxford Rd at Pitcairn Ave	YES	YES	YES	YES	YES	YES	YES	NO	NO	YES	NO	YES
277059	Luxford Rd opp Palmyra Ave	YES	YES	NO	YES	NO	YES	YES	NO	YES	NO	NO	NO
277090	Forrester Rd at Waitaki St	YES	YES	YES	YES	YES	NO	NO	NO	YES	YES	NO	NO
277091	Forrester Rd before Lingayen Ave	YES	YES	YES	YES	YES	NO	NO	NO	NO	YES	NO	NO
2760372	Hatherton Rd after Forrester Rd	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770273	Luxford Rd after Manila Rd	YES	NO	YES	YES	YES	YES	YES	NO	YES	NO	NO	YES
2770274	Luxford Rd at Mangariva Ave	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	YES
2770368	Luxford Rd at Bougainville Rd	YES	NO	YES	YES	YES	NO	NO	NO	YES	YES	NO	NO
2770370	Luxford Rd at Hawaii Ave	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770373	Hatherton Rd opp Rymill Rd	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO	NO
2770374	38 Hatherton Rd	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770375	Hatherton Rd opp Weddell Ave	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770515	Copeland Rd at Tarawa Rd	YES	YES	YES	YES	YES	NO	YES	NO	YES	NO	YES	YES
277012	Letherbridge Public School Copeland Rd	YES	YES	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO
21		21	18	19	21	19	10	10	1	14	6	1	5

Of the 37 stops in **Tregear**:

- > 16.2% have constructed shelter (6)
- > 16.2% have seating (6)
- > 37.8% have timetable information (14)
- > 31 had bus stop signage
- > 33 had TGSI
- > 32 have footpath connectivity
- > 37 have hardstands
- > Only 1 stop had a rubbish bin but rubbish was present at 21 stops
- > 10 stops had some nearby lighting
- > 3 stops have greencover and 6 had some soft landscaping/planting

Tregear		Passenger boarding					Passenger waiting area					Verge	
Stop ID	Stop Name	Information		Accessibility			Furniture				Safety/ Security	Landscaping	
		Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
2770190	Debrincat Ave opp Whalan Reserve	YES	NO	YES	NO	YES	NO	NO	NO	NO	YES	NO	NO
2770191	Aurora Dr at Hasselburgh Ave	YES	NO	NO	YES	YES	NO	NO	NO	NO	YES	NO	NO
2770241	Whalan Reserve Debrincat Ave	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770301	Kruse Park, Aurora Dr	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770302	Luxford Rd opp Holy Family Catholic Church	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770303	Luxford Rd opp Manila Rd	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770304	Luxford Rd after Ellsworth Dr	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770305	Luxford Rd opp Mendana St	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	YES	YES
2770309	Hatherton Rd after Weddell Ave	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770310	41 Hatherton Rd	YES	NO	YES	YES	YES	NO	NO	NO	YES	YES	NO	NO
2770311	Hatherton Rd opp Le Maire Ave	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	NO	NO
2770312	Hatherton Rd after Rymill Rd	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770313	Rymill Rd at Law Cres	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770314	Rymill Rd at Petersen Cres	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770315	Rymill Rd before Ellsworth Dr	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770316	Aurora Dr after Debrincat Ave	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	YES	YES
2770317	Aurora Dr opp Amundsen St	YES	NO	YES	YES	YES	NO	NO	NO	NO	YES	NO	YES
2770318	Aurora Dr at Wilkes Cres	YES	NO	NO	YES	YES	NO	NO	NO	YES	YES	NO	NO
2770319	Tregear Community Centre, Ellsworth Dr	YES	YES	NO	YES	YES	YES	YES	NO	YES	NO	NO	NO
2770320	Ellsworth Dr near Terra Nova Pl	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770321	Ellsworth Dr opp Atka St	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO

Tregear		Passenger boarding					Passenger waiting area					Verge	
Stop ID	Stop Name	Information		Accessibility			Furniture			Safety/ Security		Landscaping	
		Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
2770322	Ellsworth Dr opp Mawson Rd	YES	NO	YES	NO	YES	NO	NO	NO	YES	NO	NO	NO
2770323	Ellsworth Dr opp Rymill Rd	YES	NO	YES	NO	YES	NO	NO	NO	NO	NO	NO	NO
2770324	Rymill Rd opp Bernacci St	YES	YES	YES	NO	YES	NO	NO	NO	YES	NO	NO	NO
2770325	Rymill Rd opp Petersen Cres	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770326	Ellsworth Dr at Mawson Rd	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770327	Ellsworth Dr at Atka St	YES	NO	YES	YES	YES	NO	NO	NO	NO	YES	NO	NO
2770328	Ellsworth Dr before Terra Nova Pl	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770329	All St Anglican Church, Ellsworth Dr	YES	YES	NO	YES	YES	YES	YES	NO	NO	NO	NO	NO
2770330	Aurora Dr after Ellsworth Dr	NO	NO	YES	YES	YES	YES	YES	YES	NO	NO	NO	NO
2770331	Aurora Dr opp Wilkes Cres	YES	NO	YES	YES	YES	NO	NO	NO	YES	YES	YES	YES
2770332	Aurora Dr opp Polar St	NO	NO	YES	YES	YES	YES	YES	NO	YES	NO	NO	YES
2770355	Aurora Dr opp Debrincat Ave	YES	NO	YES	YES	YES	YES	YES	NO	NO	NO	NO	YES
2770376	Hatherton Rd after Luxford Rd	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770600	Aurora Dr opp Hasselburgh Rd	YES	YES	NO	YES	YES	NO	NO	NO	YES	YES	NO	NO
2770192	Aurora Dr before Luxford Rd	NO	NO	YES	YES	YES	NO	NO	NO	YES	YES	NO	NO
277092	Forrester Rd after Hatherton Rd	YES	YES	YES	NO	YES	NO	NO	NO	NO	YES	NO	NO
37		31	14	33	32	37	6	6	1	21	10	3	6

Of the 21 stops in **Willmot**:

- > 19% have constructed shelter (4)
- > 19% have seating (4)
- > 23.8% have timetable information (5)
- > 19 have signage
- > 19 have TGSIs
- > 21 have footpath connectivity
- > 20 have a hardstand
- > No stops had a rubbish bin, rubbish was present at 8 stops
- > Only 1 stop had nearby street lighting
- > 5 have greencover and 11 have some verge planting

Willmot

Stop ID	Stop Name	Passenger boarding					Passenger waiting area					Verge	
		Information		Accessibility			Furniture			Safety/ Security	Landscaping		
		Signage	Timetable	TGSI	Footpath	Hardstand	Shelter	Seating	Rubbish Bin	Rubbish	Lighting	Green Cover	Planting
2770337	85 Captain Cook Dr	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770338	Captain Cook Dr at Roebuck Cres	YES	YES	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO
2770339	Captain Cook Dr after Houtman Ave	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770340	Captain Cook Dr at Hartog Ave	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770341	Captain Cook Dr at Wallis Pl	YES	NO	NO	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770342	Captain Cook Dr at Van Dieman Ave	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770353	Captain Cook Dr opp Van Dieman Ave	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	YES
2770354	Captain Cook Dr opp Wallis Cl	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770356	Captain Cook Dr opp Hartog Ave	YES	NO	YES	YES	NO	NO	NO	NO	NO	YES	NO	YES
2770358	Captain Cook Dr opp Roebuck Cres	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770359	112 Captain Cook Dr	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	YES	NO
27603360	Captain Cook Dr at Resolution Ave	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770361	46 Captain Cook Dr	YES	NO	YES	YES	YES	NO	NO	NO	YES	NO	NO	NO
2770363	Captain Cook Dr opp Mercator Cres	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	NO	YES
2770576	Palmyra Ave after Captain Cook Dr	YES	YES	YES	YES	YES	YES	YES	NO	YES	NO	YES	YES
2770577	172 Palmyra Ave	NO	YES	YES	YES	YES	YES	YES	NO	YES	NO	YES	YES
2770578	Palmyra Ave opp Australis Dr	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	YES	YES
2770579	Palmyra Ave at Discovery Ave Walkway	YES	YES	YES	YES	YES	NO	NO	NO	YES	NO	NO	YES
2770333	Captain Cook Dr at Mercator Cres	YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	NO
2770336	Captain Cook Dr opp Resolution Ave	YES	NO	YES	YES	YES	YES	YES	NO	YES	NO	NO	NO
2770335	Captain Cook Dr at Roebuck Cres	YES	NO	YES	YES	YES	NO	NO	NO	NO	NO	YES	NO
21		19	6	19	21	20	4	4	0	8	1	5	11

7.4 Appendix 4 On-time running and cancellations in 2770

For this report, we have used real-time data from calendar year 2024 to calculate ontime and cancelled services in the four 2770 suburbs. This appendix sets out the approach and data from that exercise, which was led by Dr Tingsen Xian using methods developed from his PhD research into the use of real-time data for measuring bus performance in Sydney.⁴²

Bus performance in Greater Sydney and in Bus Contract Region 1

According to TfNSW, in the Sydney Metropolitan area for calendar year 2024:

- > the monthly average for on-time running of buses was 94.1%;
- > the monthly average for cancelled services was 0.86%.

In Bus Contract Region 1 operated by Busways, which includes the 2770 suburbs, the monthly average for on-time running was 93.9%.⁴³ No data was provided at the contract region level for cancelled services.

Definition of 'On Time'

<https://www.transport.nsw.gov.au/operations/buses-and-coaches/bus-contracts>

'On-time' means, for Contracted Timetable Trips:

- > At First Transit Stop; a Contract Bus departing a Transit Stop no more than 59 seconds early and no more than 5 minutes 59 seconds late compared to Timetable;
- > At Mid Transit Stop; a Contract Bus departing a Transit Stop no more than 59 seconds early and no more than 5 minutes 59 seconds late compared to Timetable; and
- > At End Transit Stop, a Contract Bus arriving at a Transit Stop no more than 5 minutes 59 seconds late compared to Timetable.

In summary: up to 1 min early and less than 6 mins late.⁴⁴

TfNSW notes that "As of July 2017, PTIPS replaced manual surveys as the source of information for these on-time running results." Since PTIPS is the source of the GTFSrealtime data, our analysis employs the same measurement framework as that used by TfNSW to assess performance.

On-time buses in 2770

GTFS-realtime records two delay types: arrival delay, the difference between scheduled and actual arrival time at a stop, and departure delay, the difference between scheduled and actual departure time, with positive values indicating lateness and negative values indicating earliness. In the Section 3.5 on reliability, we used departure delay data to calculate on-time services, but here we provide both sets of data.

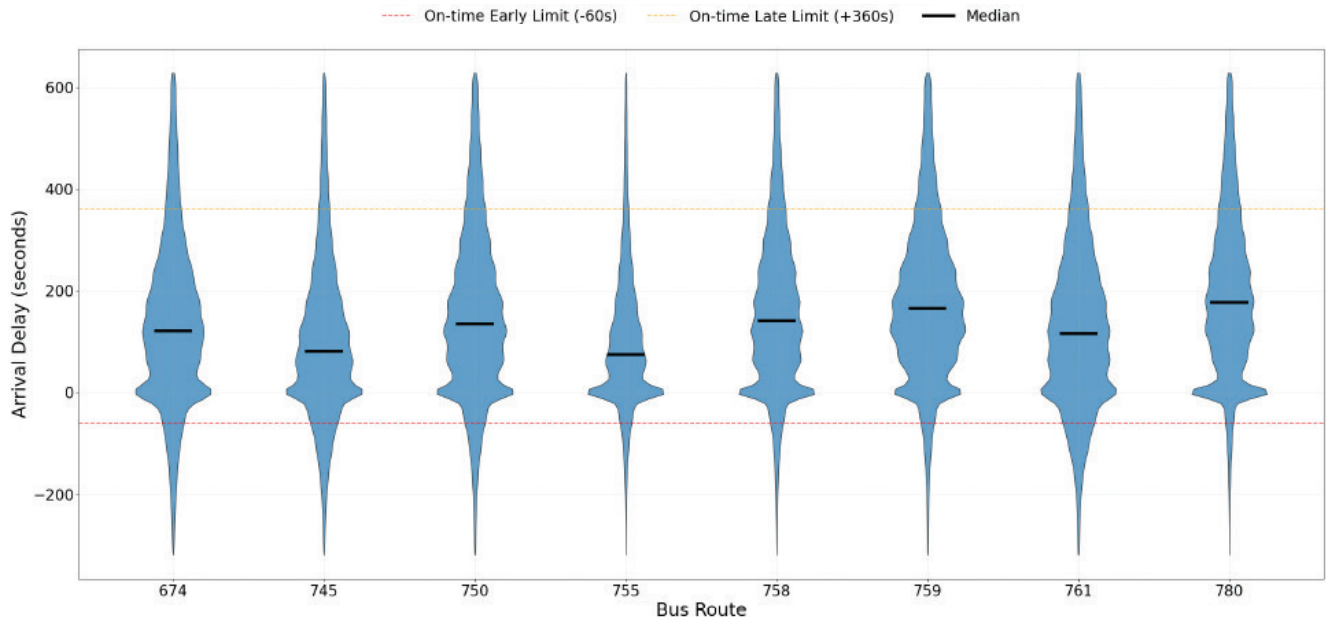
⁴² Xian, T. (2025) Microscopic Bus Performance Analysis Using Real-Time Data in Greater Sydney, PhD Thesis, Faculty of Engineering, School of Civil Engineering, University of Sydney. Available at https://sydney.primo.exlibrisgroup.com/permalink/61USYD_INST/1c0ug48/alma991032877819705106.

⁴³ These statistics are provided by TfNSW – see <https://www.transport.nsw.gov.au/data-andresearch/data-and-insights/bus-performance-reports> and <https://www.transport.nsw.gov.au/data-andresearch/data-and-insights/buses-on-time-running>.

⁴⁴ See <https://www.transport.nsw.gov.au/operations/buses-and-coaches/bus-contracts>.

Arrival delay (-60 - 360):

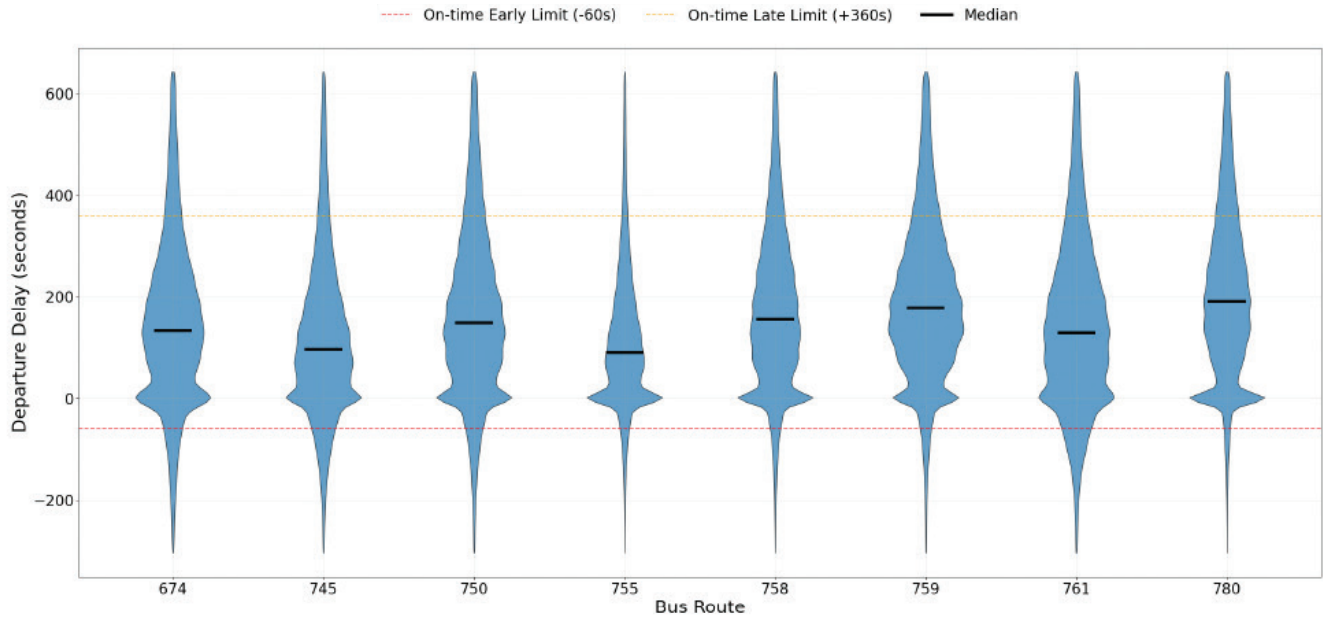
Violin plot with outliers filtered using IQR Method:



	Bus route	Mean	Median	Std	Count	On-time ratio (%)
0	674	201.16	131.0	441.08	184420	76.38
1	745	154.02	87.0	425.17	1115577	76.63
2	750	201.06	145.0	352.59	1194899	76.60
3	755	138.53	79.0	341.16	608349	84.57
4	758	205.68	150.0	388.09	1417683	79.97
5	759	236.21	175.0	400.92	1048375	78.50
6	761	173.91	122.0	362.49	307043	76.72
7	780	248.11	188.0	418.64	1232742	76.46

Departure delay (-60 - 360):

Violin plot with outliers filtered using IQR Method:



	Bus route	Mean	Median	Std	Count	On-time ratio (%)
0	674	214.18	144.0	440.87	184420	76.73
1	745	170.87	104.0	424.62	1115577	78.02
2	750	214.03	158.0	352.98	1194899	76.34
3	755	151.42	94.0	341.39	608349	85.16
4	758	219.40	165.0	388.04	1417683	79.42
5	759	249.97	188.0	401.12	1048375	77.65
6	761	188.46	137.0	362.51	307043	77.08
7	780	261.21	202.0	418.90	1232742	75.25

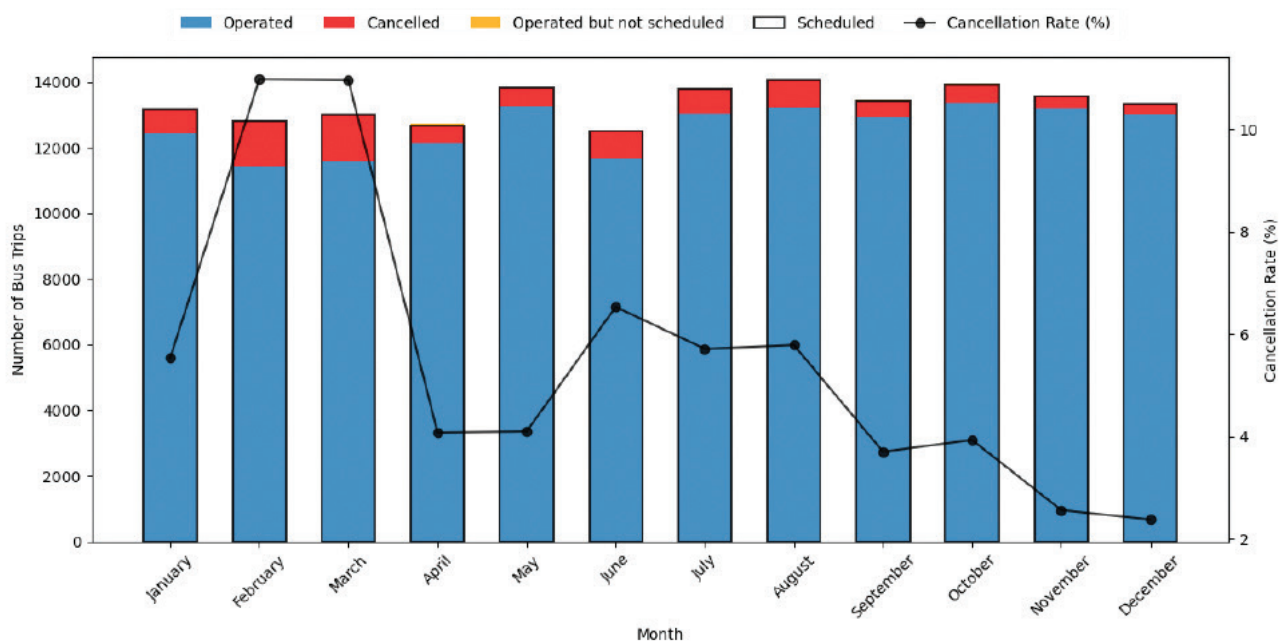
Cancellation

The cancellation rate was calculated using real-time data for 2024 as follows:

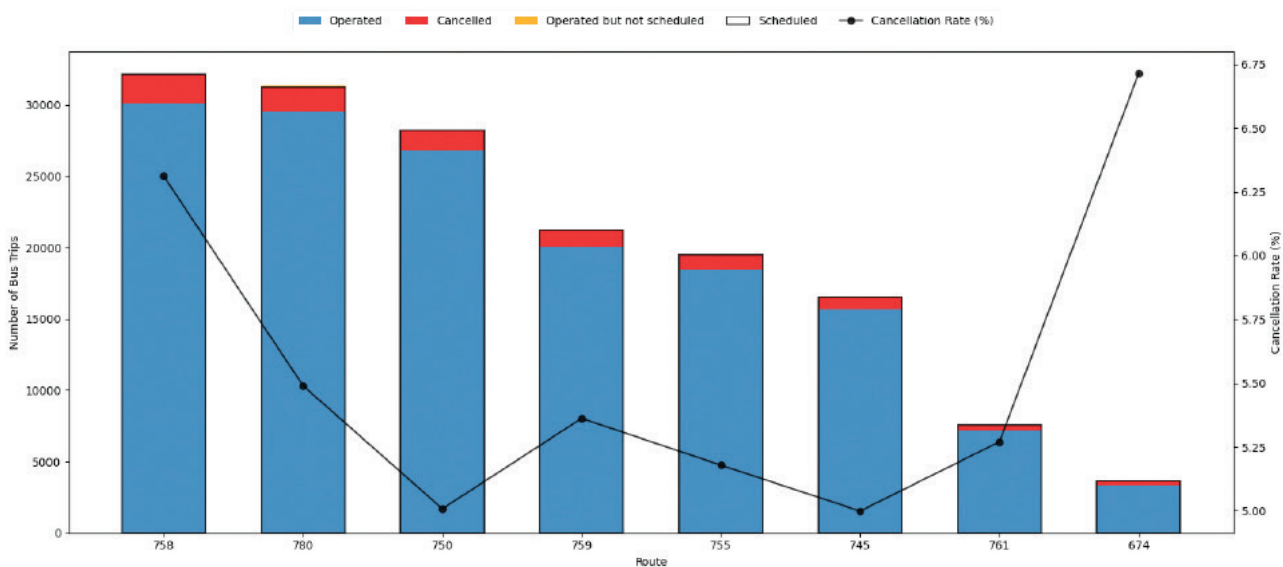
- > Total scheduled bus trips: 160,084
- > Scheduled and operated bus trips: 151,309
- > Scheduled but not operated bus trips: 8,775
- > Operated but not scheduled bus trips: 159
- > **Cancellation rate: 5.48%**

Only a small number of trips were operated but not scheduled, making them barely visible on the plot.

Split by month:



Split by route:



$$\text{Cancellation rate} = \frac{\text{number of cancelled trips for route } r \text{ in month } m}{\text{total scheduled trips for route } r \text{ in month } m} \times 100\%$$

Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
674	5.98	9.76	12.67	5.21	5.57	13.98	8.67	4.78	3.34	6.41	2.66	2.07	6.71
745	5.13	10.61	10.17	3.96	3.64	4.96	4.95	4.41	3.92	4.07	2.10	4.48	5.00
750	4.97	10.83	10.91	4.26	3.11	6.36	4.10	4.69	3.11	3.80	2.10	2.12	5.01
755	5.11	12.26	10.72	3.72	4.27	5.84	5.56	5.38	2.87	3.66	1.04	1.89	5.18
758	5.83	11.96	11.07	4.50	3.75	7.41	6.79	11.53	3.86	4.42	2.76	1.83	6.31
759	5.99	10.58	9.79	4.25	4.86	6.39	6.78	3.21	3.23	3.93	2.65	2.84	5.36
761	5.45	8.65	11.40	4.03	6.03	7.11	3.38	4.99	4.33	3.53	2.84	1.85	5.27
780	5.85	10.43	11.88	3.54	4.29	6.03	6.00	4.01	4.69	3.46	3.90	2.04	5.49

