

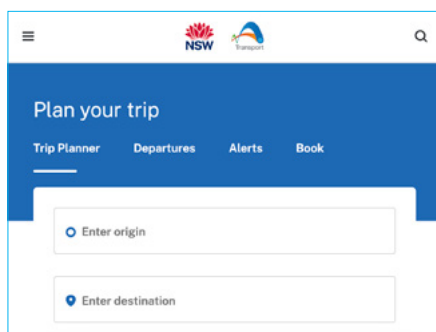


A guide to travelling on the bus network



Information and tips for planning your travel and paying your fare, to help you get from A to B stress free.

New to catching the bus? Or maybe it's been a while? The transport network and the way you plan and pay for travel may have changed a bit since your last bus trip. Now's a good time for a refresher on all the bus basics so you're ready to hop on board.



Planning your trip

Use Trip Planner on transportnsw.info or in the Opal Travel app to find bus stops, view routes and departure times, see where your bus is in real time, and more. Just enter where you're leaving from and where you're headed to. For more information visit transportnsw.info/apps/opal-travel

Opal Travel App Widget

The Opal Travel App has an widget feature that offers bus passengers real-time service timetable information for their regular bus commute. By setting up their favourite bus trips in the Opal Travel App, the widget transforms a phone into a personalised bus departure board, displaying the next three bus services with the departure times and bus stand. For more information visit transportnsw.info/plan/instructions-planning-guides/opal-travel-departure-board-widget

Opal Travel Notifications

You can also set up travel notifications keep you updated on the services you use regularly. The app sends you alerts about service status, disruptions, and capacity on your usual bus journeys. For more information visit transportnsw.info/plan/instructions-planning-guides/travel-notifications-in-opal-travel-app

Tap to pay for travel

Paper tickets are no longer sold on buses.

To pay your fare, 'tap on' and 'tap off' at Opal readers using:

- an Opal card, or
- a credit or debit card, or
- a phone or smart watch with a digital wallet.

When you tap with a credit or debit card, or a device, you will be charged an Adult fare. To access concession fares apply online for an Opal card.

Remember

- Always tap on and tap off with the same card or device for all your trips to get the correct fare and earn travel benefits
- Keep payment cards and devices separated so your preferred one is charged



Where to get Opal cards

Adult and Child/Youth Opal cards are available online and over the counter at most convenience stores and supermarkets.

Concession and Senior/Pensioner Opal cards must be ordered online with proof of entitlement. School Opal cards provide free travel between home and school/TAFE for eligible students. Students aged 16+, and parents or guardians of younger students can apply online for School Opal cards.

Tips for a smooth bus trip

1. Plan your trip and top up in advance

If you use an Opal card, check your balance so you have time to top up before you travel.

Before you leave, use Trip Planner to find the best bus to catch, locate your nearest bus stop, view bus times, and check for any delays or changes to services. You can also use Opal travel app's widget to see personalised bus departure timetable.

2. Arrive at your bus stop early

Be at your stop about 5 minutes before the bus is due.

At larger interchanges, check the stand number on the information screens.

Scan the QR code at the bus stop to see the real-time departure and arrival times for buses when the information is available.

Have your Opal card, credit or debit card, or device ready before the bus arrives.

3. Signal to the bus driver

Check the route number and destination on the display panel above the windscreen.

When your bus is close, raise your hand to signal to the driver that you want to board.

Always be polite and respectful to the driver

4. Board safely

Board the front of the bus carefully and tap on at one of our four Opal readers.

Move down in the bus so as not to block the entrance

Take a seat if one is free, or stand in the aisle and hold on while the bus is moving.

Priority seats at the front are for passengers with disability, older people and parents with prams.

5. Get off the bus safely

Press the stop button shortly before your stop.

Check you have all your belongings.

Stay seated until the bus has stopped, then tap off before you step off the bus.

A little planning makes every trip easier

Allow extra time



If you're travelling somewhere new, give yourself extra time, arriving a little early so you can find your way without the worry.

Prepare for bad weather



Check the forecast before you leave and, if severe weather is on the way, adjust your plans or choose a safer route.

Ensure your journey is accessible



When you trip plans in the Trip Planner, you can select the 'Accessible Services' checkbox. If there is a facilities outage, you will be automatically rerouted to another to another accessible route.

Check for disruptions



On the day you travel, use Trip Planner for real-time updates about delays and other changes that could affect your trip. If using the Opal Travel App, you can also opt-in to disruption and accessibility notifications. The app will automatically send you alerts about service status and facilities disruptions.



Need help?

Download the Opal Travel app

Ask staff at major stops and interchanges

Visit transportnsw.info

Call **131 500**