

Submission
No 69

INQUIRY INTO CURRENT AND FUTURE PUBLIC TRANSPORT NEEDS IN WESTERN SYDNEY

Organisation: Transport Workers' Union of NSW

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Inquiry into the current and future public transport needs in Western Sydney

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Transport Workers' Union of New South Wales



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1. About the TWU

1.1 The Transport Workers' Union of New South Wales (**TWU**) represents tens of thousands of people in Australia's road transport, aviation, oil, waste management, gas, passenger vehicle and freight logistics industries.

1.2 With over one hundred (100) years' experience representing the workers who conduct Australia's crucial passenger and freight transport tasks, the TWU has been proactive in advocating for the establishment and improvement of industry standards which advance the lives and safety of transport workers, their families and the community at large.

2. Introduction

2.1 The TWU welcomes the opportunity to contribute to the 'Inquiry into the current and future public transport needs in Western Sydney'.

2.2 By virtue of the long representational history that the TWU has with essential public transport workers, such as bus drivers, the TWU is uniquely positioned to comment on both the current and evolving needs, as well as other related factors, associated with public transport in Western Sydney.

3. Characteristics and background of the bus industry: context relevant for future development and viability of public transport

3.1 For the intended goals of the inquiry, the TWU aims to provide valuable, accurate insight and practical suggestions towards the needs of public transport in Western Sydney; to such an extent that the future of this essential sector can be addressed, and visioned to a standard which will prove beneficial to both the public, as well as bus drivers themselves.

3.2 To properly address the terms of referenced outlined for the inquiry, the TWU finds it necessary to provide a background summary into the nature of the sector, and more specifically, the characteristics associated with the role of a bus driver. Only by taking these factors into consideration can there be an adequate assessment of the broader public transport needs of Western Sydney.

3.3 The TWU would advise that in order to meet not only the current public transport needs of Western Sydney, but also the needs of the future, then consideration towards the state of the industry in perspective to bus drivers themselves, through the broad nature of their role and the conditions they operate under on a daily basis, must be prioritised.

3.4 In addressing both the current and future public transport needs in Western Sydney; an area within NSW that consistently finds itself subject to new developments and emerging plans, it would be impractical to make any meaningful changes or progress in the space of buses without reflection on the current state of the sector. Naturally, as outlined, this includes consideration towards bus drivers themselves.

3.5 The role of a bus driver is one with a range of characteristics, some of which may be regarded as inherent to the job, whereas others are an unnecessary byproduct of various different



factors, typically attributed to forces beyond any individual bus driver's control or direct influence.

3.6 Though there are many characteristics associated with the role of a bus driver, there is an umbrella term that can be used to highlight many of the common attributes in question – that being, job strain. For clarity; the concept of job strain describes one of the most common forms of stress, and refers to a situation in which an individual has low control or decision-making power at work, typically in combination with high job demand.¹

3.7 The average bus driver, in the TWU's experience, is consistently subject to various different elements associated with job strain. These elements often include the following:

1. Limited decision making/job control in general.
2. Requirement to take poorly resourced/designed routes.
3. Common need to skip bathroom breaks (attributable to multiple different influences, but primarily, a lack of facilities).
4. Unreasonable driver pressures, including running times, turnaround times, and more.
5. Abuse from passengers and the general public, typically born of influences beyond a driver's control.
6. Poor conditions across the board, including excessive working hours and a lack of balance and flexibility.

3.8 Regarding the first point, bus drivers typically do not have any control over the functions of their job. This of course extends to what they must do on the road, tying into the second point, highlighting the routes a driver must take specifically. A bus driver is required to take routes that are planned without their input, void of any reasonable consultation on said routes.

3.9 Through the TWU's own experience and observations, the common practice within the industry is for operators to create routes without consultation with their drivers. Regarding the actual process of creating any given route, it is questionable as to whether the processes involved are of an adequate standard – this of course, varying between operator, though, remaining a consistent issue within the sector.

3.10 One specific example the TWU can draw upon is that where an operator developed a route solely based on information and time estimations provided by Google Maps. In this specific case, there was no further assessment into any other variables, influences or relevant factors that may prove to challenge the efficiency or practicality of any given run on said route.

3.11 This was done without any consideration to the fact that Google Maps itself is already limited in what information it can provide to the development of something as fluid and complex as a

¹ Shakerian, M., Habibi, E. and Poorabdian, S. (2015). Job strain (demands and control model) as a predictor of cardiovascular risk among petrochemical personnel. *Journal of Education and Health Promotion*, [online] 4(1), p.16.



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bus route – that is to say, the use of Google Maps, particularly as a sole source of information, is entirely inadequate, and by extension, unacceptable for bus operators.

- 3.12 Though that is one specific example, the TWU advises that this sort of lax practice, even within the development of routes, is not uncommon.
- 3.13 With reference to the third element associated with job strain, outlined previously, a serious, long-time issue plaguing the bus industry is the lack of appropriate facilities available for bus drivers.
- 3.14 The TWU is aware that bus operators will allocate routes without proper consideration towards the amenities available to their drivers, and that this is the “standard” within the sector
- 3.15 This is relevant on multiple fronts. Specifically, the issue lies in that there is both a lack of bathroom and rest facilities in appropriate, usable condition, as well as a lack of access to said facilities all together.
- 3.16 It is all too common to find that routes have been allocated where a designated bathroom isn't immediately available at layover areas. In some instances, drivers may stop where they have been advised to as per their route, but the actual bathroom would take 10 minutes to reach – a timeframe that remains entirely unpractical given the periods allowed for a drivers rest break.
- 3.17 In other such examples, there may be a bathroom allocated for a route where the time of the specific run means the bathroom will be inaccessible during the operating hours in question, with no alternative available to the driver. This is a common occurrence, and in such examples, the driver finds themselves with no access to a facility.
- 3.18 The TWU notes a very specific case, '*Marmara v Transdev NSW South Pty Ltd*', where the aforementioned example has been documented. A summary of the events of the case is as follows:
 1. Christopher Marmara was employed by Transdev NSW South Pty Ltd (Transdev) as a bus driver.
 2. On 2 May 2021, Mr. Marmara's schedule involved replacing trains, picking up passengers and taking them to different train stations. His shift started at 2:33 AM.
 3. At 5:55 AM, Mr. Marmara arrived at Macarthur station and went to use the bathroom upstairs. He found that the bathrooms were closed.
 4. Shortly thereafter, Mr. Marmara was directed to a train attendant by a bus marshal. However, the attendant declined Mr. Marmara's request to access the toilet. The attendant did not want to open the bathrooms because they were dirty.
 5. After pleading with the attendant a few times, Mr. Marmara turned to go downstairs, when he felt a bowel movement. He told the attendant to “open the f**k door. I am going to do my bathroom business outside the toilet door if you do not open them for me”. As he turned away, the attendant pushed him on his back.



6. Mr. Marmara pretended to undo his zipper out of further desperation. The attendant eventually unlocked the doors.²
- 3.19 Ultimately, this case concluded with an award for Mr. Marmara pursuant to section 60 of the *Workers Compensation Act 1987*, due to the determination that Mr. Marmara suffered a psychological injury from the incident.
- 3.20 This is a lived example of what could happen in the case where a bathroom is unavailable to a driver for any given reason. With poorly resourced routes being commonplace in the industry, as well as inadequate provisions for scenarios such as a train replacement, it is important to bear in mind just how impairing a lack of suitable amenities can be for any given driver, on any given run.
- 3.21 A laboratory study in 2010 found that not responding to an extreme urge to urinate affected attention and thinking as much as staying awake for 24 hours or having a blood alcohol level of 0.05%.³ This is especially concerning given that bus drivers are restricted to a blood alcohol concentration (BAC) of 0.02 in NSW.
- 3.22 The law recognises that it is unsafe for bus drivers to perform under such conditions, and it nothing short of irresponsible to have drivers placed in situations that are, by no exaggeration, capable of replicating illegal conditions.
- 3.23 There have been accounts of bus drivers who have found the need to bring empty bottles, or even a bucket, to deal with their business whilst on the job. The lack of facilities become even more concerning when considering female bus drivers, relevant towards menstrual hygiene management.
- 3.24 In both speaking to, and receiving notes from members in the past, the TWU highlights the following observations and comments from bus drivers themselves, some being specific to location, in order to provide key insight into their thoughts;

"... extremely long walk to Central station toilets. Sometimes needing an Opal card for entry if the gate / turnstile not opened or manned by train staff. Pubs on Chalmers Street are often more available." (Layover areas in Central). **(Appendix 1)**.

"... Toilets locked. 300 people at netball sport Friday. Called Council, they said teachers have key. I could not run around 20+ games finding a teacher with the key. Returned to Revesby Depot for the toilet. When I returned to park, toilets were opened. (Deverall Park)." **(Appendix 1)**.

"... Parramatta portaloos are putrid."

"... not always possible to get parking in layover area to access amenities at peak times."

"Key is required for Blacktown Station, which many drivers do not have." **(Appendix 2)**.

² Marmara v Transdev NSW South Pty Ltd [2022] NSWPIIC 84.

³ Matthews, D. (2020). THE CALL OF NATURE: Nature can be a formidable and unforgiving foe. *Roads & Bridges*, 58(1), pp.50-50.



“No toilets located at Cecil Hills & no toilets located at Western Sydney Parklands.” (Appendix 2).

“No driver toilets located at Westmead; only within the hospital.” (Appendix 2).

- 3.25 It is necessary to note that the bus driver cohort is, generally speaking, an aged workforce. Even in recent years, the majority of bus drivers have been noted to be over 50 years old, and between 2015 – 2019, the number of bus drivers over the age of 70 increased by 41%.⁴ In November 2021, there were 33,000 bus drivers across Australia, with a median age of 55.⁵
- 3.26 With age comes a variety of health influences that may impact toilet usage. Age is a well-known risk factor for the development of prostate cancer and other prostate issues in general. A study into the association between age and prostate cancer risk found that older age did in fact increase the risk of developing prostate cancer, and more aggressive prostate cancer.⁶
- 3.27 This remains relevant towards toilet usage, as prostate complications can have effects on an individual's toilet usage and behaviour, among many other things. An example of this is benign prostatic hyperplasia (BPH), which is a condition that is common in aging men, and is also typically attributed to the development of lower urinary tract complications.⁷
- 3.28 Additionally, the presence and influence of fatigue as a condition suffered by bus drivers should not, by any means, be dismissed or underestimated either. Fatigue, in reference to the issues associated with the unacceptable lack of facilities in the industry, can also be attributed to the health issues, complications, and individual, daily scenarios that are lived by bus drivers across NSW.
- 3.29 To specify, fatigue is commonly associated with conditions such as urinary tract infections. However, even without regard to this, fatigue, in general, is an issue that is consistently suffered by bus drivers on a daily basis. The omnipresent matter of fatigue can be attributed to various influences, including the lack of facilities, a need to skip breaks, poorly resourced routes and excessive work hours, among others.
- 3.30 It should, in this regard, be noted that bus drivers are subject to working hours, demands and run-times that have seemingly grown worse, from the TWU's experience, in the wake of the current bus driver shortage. The shortage of drivers is not only proving to be detrimental for the public, but also serves to create challenges for current bus drivers. Drivers are expected to work harder and faster to compensate for the industry's now ongoing dilemma.
- 3.31 In further reference to the outlined elements of job strain, bus drivers are frequently abused by passengers, and even general members of the public, through multiple different means, and ranging scope of severity – none of which are acceptable. Interestingly, though unsurprisingly, the catalyst for abuse can typically be attributed to influences beyond any

⁴ Bus Industry Compliance Statistics and Trends Report. (2020). *Transport for NSW*.

⁵ NSW Bus Industry Taskforce - First Report (2023). *Transport for NSW*.

⁶ Godtman, R.A. *et al.* (2022). The Association Between Age, Prostate Cancer Risk, and Higher Gleason Score in a Long-term Screening Program: Results from the Göteborg-1 Prostate Cancer Screening Trial. *European Urology*.

⁷ Ng, M. and Baradhi, K.M. (2020). Benign Prostatic Hyperplasia. *StatPearls Publishing*.



individual driver.

3.32 In the TWU's experience, common catalysts for passenger aggression can include the following:

1. The bus running late, which is mainly outside of the driver's control.
2. A passenger's own inability to pay the price of the fare.
3. Hostility born purely from the mere fact that payment is required to board the bus.

3.33 Another catalyst for passenger aggression is the common occurrence of service cancellations and their subsequent effects. Specifically, a service cancellation may remain unknown to an individual waiting for a bus, leading to a severe misunderstanding of the situation.

3.34 To emphasise, a commonly observed situation is that a particular service may be scheduled 15 minutes after a service that has been cancelled. In this common scenario, it is standard for the individual waiting to think that the arriving bus is actually the previous, cancelled service they were waiting on. The individual may then display aggression towards the driver for being "late", unaware that this service is on time as scheduled.

3.35 Our experience is that the assault and harassment of bus drivers can manifest in a variety of different forms. This includes verbal harassment, threats of harm, physical assault of varying degrees, damage of property, and more.

3.36 TWU NSW/QLD State Secretary, Richard Olsen, reflects on this:

"... unfortunately, we [TWU Officials] commonly find, through our dealings with bus operators and our members; the drivers in question, that harassment or assault are simply an expectation that drivers are prepared for on any given run. This would, of course, vary depending on the area as well.

Western Sydney has some particular regions where this may prove to be even more of an issue than in other places."

3.37 TWU NSW/QLD Assistant State Secretary & Sydney Sub Branch Secretary, Mick Pieri, shares his perspective:

"... I used to be a bus driver myself. Even then, the idea of assault was never something that could be dismissed, or ignored. But now, it's even worse. In my long history of taking care of TWU members in the buses, I can, unfortunately, share that acts of physical aggression, threats, or general instances of what can be described as 'harassment' are commonplace.

And because of that, we find that bus drivers are now 'expecting' to be assaulted. They are preparing for it, because the likelihood of it happening is high. We [TWU Officials] have had bus drivers tell us that, before they work, they imagine what might lie ahead for them on any given run, dreading the idea of being assaulted.



One TWU member has shared that, when he prepares for work, one of his leading thoughts is – ‘I hope I don’t get assaulted today’. What a disgrace it is to see that these are the thoughts of our bus drivers – essential workers who provide an important service to the public. These issues need to be addressed. Solutions need to be implemented, because if this continues, then the progression of public transport won’t get very far.”

- 3.38 An Australian case study on violence on buses that has drawn on CCTV footage demonstrates that acts of aggression are typically preceded by fare evasion, verbal abuse, and other factors.⁸ Though the study reflects upon this, the findings remain unsurprising to the TWU, as this has been clearly observed through interactions with membership and companies.
- 3.39 Acts of passenger aggression or violence can be inconsistent in nature. Though it may be suffered as a consequence that is, unfortunately, accepted as an implicit aspect of the role by drivers themselves, the ways in which aggression and violence manifest can often be unexpected. For example, bus drivers within the scope of the study described their environment as unpredictable and highly charged, in that people can “turn on you” in an instant.⁹
- 3.40 Additionally, a separate, qualitative study on Australian bus drivers’ perspectives of passenger hostility has produced insightful, but unsurprising results. When analysing the frequency and levels at which passengers exhibit hostility, 100% of bus driver respondents reported frequently experiencing acts of passenger incivility. Moreover, 69% of drivers reported that frustration from unmet expectations was a catalyst for hostility, with a further 66% reporting that fare evasion is also a relevant trigger for passenger hostility.¹⁰
- 3.41 The TWU would highlight that the aforementioned results remain consistent with the realised experience and recounts of the TWU’s members, as well as proving to remain congruous with the TWU’s very own observations and findings born from exchanges with both drivers and companies.
- 3.42 TWU NSW/QLD Assistant State Secretary & Director of WHS & Education, Marija Marsic, shares a recollection of her experience with a bus driver on the job;

“... I had to board a bus to get to a nearby destination. When I got on, I greeted the bus driver, simply saying, ‘hi mate, how are you?’. I will never forget the look of shock on his face. He was simply perplexed, and eventually provided the puzzled response of ‘... I’m good, thanks?’

That exchange will always stick out in my mind. It’s a reflection on just how poorly bus drivers are treated by the public when simple kindness is seemingly such a foreign experience for them.”

- 3.43 The TWU adamantly believes that in order to address both the current and future public

⁸ Gregory, A. and Lincoln, R. (2018). Harnessing CCTV as a Data Source in Social Science: A Case Study of Violence on Buses. *International Journal of Humanities and Social Science*, [online] 8(4).

⁹ Ibid.

¹⁰ Ferguson, S. (2022). Australian bus drivers’ perspectives of passenger hostility: A qualitative study. *Journal of Workplace Behavioural Health*, 37(3), pp.169-188.



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transport needs in Western Sydney, it is necessary to not only examine, and deliver upon, the specific factors relevant from the passenger perspective, but also, that of the drivers in ways both equally assessed and invested towards.

- 3.44 It is essential to note that, in relation to the pressures faced by bus drivers, remuneration is a particularly important factor. The TWU observes a considerable level of dissatisfaction within the industry in relation to pay. This is unsurprising, however, as the levels of pay being offered to bus drivers does not reflect the role's nature in providing an essential service, in addition to the various pressures they suffer.
- 3.45 By extension, the TWU would highlight that pay is also a contributing issue in the struggle to retain and recruit bus drivers. The pay being offered for new entrants does not provide incentive to take on such a high pressure, low control job over something completely different, even without regard to the issues plaguing the industry.
- 3.46 These issues also serve to foster a lack of respect, personal investment, responsibility and pride in a job that is inherently customer service and safety based. A poorly paid bus driver is less likely to care about his job, regardless of the consequences, and as a result, service, safety and retention outcomes will be significantly diminished.
- 3.47 In relation to new bus drivers, training is also an issue that needs to be considered. The standard of training within the industry is unsatisfactory. Operators claim the training they offer is enough to ensure their new drivers are equipped with the necessary knowledge and skills, but there is a lack of regulation, or enforceable standards to which these operators can be held to account by. From this, different operators can offer different methods of training, with different levels of investment in both a monetary and temporal sense.
- 3.48 Learning how to drive a heavy vehicle, how to operate routes, and how to interact with passengers are all crucial components in working as a bus driver. Sufficient training is necessary in this regard, and in order to achieve a well-trained cohort, minimum training standards should be regulated, so that each operator in the industry would need to provide a sufficient level of training.
- 3.49 The eligibility criteria to apply for a bus driver authority in NSW does not reflect the standard to which bus drivers are held to as professionals, nor does it reflect the nature of the job itself. Part of the eligibility criteria is to have held an unrestricted Australian driver licence for a minimum of 12 months in the 2 years prior to the application, along with being a "safe driver" – a determination that is born from an assessment conducted by Transport for NSW based on the applicant's driving record.
- 3.50 This criterion is based on an individual's experience, and in its limited scope, competency behind the wheel of a standard vehicle. A bus is a heavy vehicle responsible for carrying a large number of passengers at any given time. The two classes of vehicle are not comparable in the slightest.
- 3.51 The process of renewing an existing authority is also unsatisfactory, for similar reasons. The renewal process relies mainly on documentation, rather than the assessment of physical capability and capacity to operate an actual bus. To maintain a workforce that is well equipped,



and prepared for the future, it is necessary to facilitate the development of proper, applicable skills, and by extension, their maintenance.

- 3.52 The TWU believes that it is necessary for there to be an evidence-reliant, competency-based minimum standard in both the obtaining and renewal of a bus driver authority.
- 3.53 Bus drivers themselves are a crucial part of the equation in the successful assessment and development of Western Sydney's public transport future. Whether it's relevant to predicted service demand based on forecasted population growth, the evolution of public transport due to shifting demographics, or the anticipated demand for public transport services as a byproduct of various influences – anything relevant to the future development, facilitation, or modification to the operations of buses must hold the drivers of those very same buses at the forefront of the picture.
- 3.54 Not only is consultation important, but it is crucial that drivers are able to provide their perspectives. The TWU believe it is no exaggeration to say that the ones who best understand the nature of the task are the bus drivers themselves. The expertise and understanding of this essential cohort would prove to be invaluable in examining just how to address the evolving needs of Western Sydney's communities.
- 3.55 The TWU gathers, from the intended purpose of this inquiry, as well as past communications and observations, that there is a high standard of interest towards preparing public transport services for the evolution of Western Sydney. If transport services are to be ready for the future, and provide services that are capable of meeting the expectations and demands of the public, then it is entirely necessary that the conditions bus drivers work under are reflective of this high standard.

4. The availability, accessibility and connectivity of buses with reference to current and anticipated public transport demands

- 4.1 Towards the development of public transport in anticipation for the future needs of Western Sydney, it is necessary to address elements such as the availability, accessibility and connectivity of bus services.
- 4.2 However, in order to address these factors, and prepare the public transport system for the future, there is a glaring issue that the TWU believes necessary not only to highlight, but to recommend action towards; driver shortages. The current shortage of bus drivers is a serious problem that currently plagues the industry, causing a domino effect of problems on numerous fronts.
- 4.3 Currently, driver shortages are a contributing influence to issues such as late-running services, cancellations and decreasing service quality, among others. These consequences serve only to severely inhibit the capability of public transport services to meet the demands of the public, and as such, must be addressed if aiming to prepare for the future.
- 4.4 With the population of Western Sydney projected to increase exponentially, the public transport task that will service these growing communities must not be subject to such problematic consequences.



- 4.5 It is therefore necessary to analyse just what the root cause of the current bus driver shortage is. The TWU advise that many of the elements discussed previously in relation to job strain are a key influence. Simply put, the conditions bus drivers are subject to, particularly in the wake of the COVID era, have made the job unappealing, leaving bus drivers to leave the industry, and serve to deter entrants looking to become a bus driver.
- 4.6 A lack of basic facilities for drivers, the very real risk of harassment or assault, poorly resourced routes, and a clear bias in focus towards other avenues of transport infrastructure, such as rail and metro development, at the expense of the provision of bus services – these, among other factors, are the key contributing causes behind the unappealing nature of the role that fails to retain drivers, and struggles to attract new ones.
- 4.7 In pursuit of addressing the availability and accessibility of bus services, particularly in relevance towards both the current and anticipated levels of demand for public transport, it is necessary for the key issues discussed previously to be addressed.
- 4.8 With the developments of the Sydney Metro, there has been a shift in focus towards the advancement of those endeavours.
- 4.9 The TWU would urge the inquiry to consider the importance of maintaining adequate investment towards the maintenance and further development of NSW's bus sector. Though there is a considerable focus on the progress of the Sydney Metro project, particularly in conjunction with the development of Western Sydney International Airport, it is crucial that the importance of bus services; a key component within NSW's public transport system, isn't forgotten.
- 4.10 However, the TWU believes it is necessary to specify that though it is important for the sector to be invested into, and to perform to a high standard, such a standard mustn't be achieved and maintained at the expense of bus drivers. Such an outcome would be entirely inequitable, as can be demonstrated by our earlier submissions relating to the current state of the industry.
- 4.11 To summarise, the TWU's adamant, though sincere recommendation, is to refocus on delivering bus services to the community, and by extension, ensuring those services are able to perform to a high standard through the facilitation of a safe and reasonable environment for bus drivers. Moreover, the TWU believe that neglecting the bus sector in favour of other public transport avenues, such as the Sydney Metro, will only serve to produce negative outcomes, particularly in the long-term.
- 4.12 To achieve such a goal, the TWU would advise consistent, in-depth consultation and collaboration with the industry, as well as the TWU, being the largest employee representative of bus drivers in NSW. To provide a bus task that is prepared for the future, it is necessary to support both the recruitment of drivers, and the retention of those who currently are within the workforce. The establishment and maintenance of suitable facilities, among other things, is by no exaggeration, a mandatory step in achieving this.
5. **Changing nature of public transport needs due to shifting demographics, new suburbs, infrastructure and population growth in Western Sydney**



- 5.1 Currently, the planning of bus routes can best be described as retroactive. In the TWU's experience, bus services are retroactively applied to areas that have a notable population, whereas little thought is given in the case of emerging and developing areas. Action is taken when the need arises, not proactively, which often leads to inadequate services and a poor level of quality with said services. The subsequent effects of this will be outlined further in the submission.
- 5.2 To address the changing nature of public transport needs in Western Sydney, whatever the influence may be, it is necessary to adopt a proactive approach in the planning of bus services and their integration into new suburbs.
- 5.3 Planning of routes, when proactive, is typically done based on average growth numbers within Western Sydney as a whole, in the TWU's experience. This approach does not take into consideration the individual data for specific areas.
- 5.4 Some areas in Western Sydney may be subject to different conditions for any number of reasons, including, of course, demographics and economic factors. It should be noted that Western Sydney is host to a notable level of low-income workers, and migrant workers who live at a lower socio-economic level.
- 5.5 Planning must be done around council data and area mapping, where real growth in particular areas is truly reflected, rather than looking at things from a broader perspective. As outlined, consultation with industry is also a relevant step in this regard.

6. The impact of poorly integrated bus services on social and economic outcomes

- 6.1 Given the shortage of bus drivers that is currently suffered by the industry, the subsequent effects of this phenomenon have had notable influences in the social context.
- 6.2 The TWU has observed a notable increase in public frustration towards buses in general. Of course, this frustration is the result of late-running services, cancellations and a general decrease in service quality. Consequently, bus drivers themselves are typically the ones copping the brunt of said public frustration, which in some cases manifests in more problematic forms, such as harassment and aggression.
- 6.3 As detailed previously, bus drivers themselves are free of blame when analysing the big picture. Bus drivers are not responsible for the poor conditions that plague the industry – the very same conditions that contribute to the loss of drivers, and recruitment struggle in the first place.
- 6.4 Harassment, and in the most extreme of cases, assault of drivers in any given context is unacceptable. However, it should be considered that under the circumstances in question, bus drivers are not responsible for the delays and cancellations that remain to be the cause of frustration, and should therefore, not be the subject of public animosity.
- 6.5 As outlined previously, the retroactive approach to implementing bus services needs to be reconsidered. A specific effect of retroactive planning includes the dependence on private vehicles. Simply put, with a lack of pre-planning, new suburbs will attract residents who will



realise there is a lack of adequate public road transport servicing the area, increasing the need to use a private vehicle.

6.6 To combat the high level of vehicle dependency in new and developing Western Sydney suburbs, a proactive approach must be taken when considering the implementation of bus services. To accommodate this, consultation with industry, as well as proper mapping based on practical development growth numbers must be utilised.

6.7 Additionally, consultation with government on decisions and route plans are limited. This is because currently, the only realistic party for the TWU to consult with are bus companies, who are ultimately at the mercy of decisions enforced by Government. As such, there is realistically only so much that can be achieved through consultation between parties such as the TWU and other relevant bodies, and bus companies.

7. Conclusion and Recommendations

7.1 Though there is a greater level of attention towards public transport avenues like the developing Sydney Metro, the importance of buses must not be forgotten.

7.2 The TWU would make the following recommendations for the intended purpose of the inquiry;

1. There needs to be careful consideration for the development and advancement of the bus industry, without having it suffer as a consequence of a significant shift in favour towards the Sydney Metro.
2. The improvement of facilities, with particular reference to bathrooms, must seriously be addressed across the entire industry. The current state of amenities is unacceptable, and is an observed factor that contributes to the loss of drivers, and the struggle to recruit new ones.
3. Bus drivers themselves should be consulted regarding the future public transport needs in Western Sydney. Their perspectives would prove invaluable in preparing NSW's bus task for the future.
4. In the belief that the standards around a bus driver authority are too loose, it is necessary to have an evidence-reliant, competency-based criteria and training program in both the obtaining and renewal of an authority.
5. The planning of bus services, particularly with regard to the future developments in Western Sydney, across the board, should be proactive rather than reactive.
6. Consultation needs to be a viable option between the TWU and the NSW Government regarding regulation and key decisions relevant to buses in any capacity. This includes the provision of bus routes and geographical factors.

7.3 In addition to the abovementioned recommendations in relation to the terms of reference, the TWU would like to briefly highlight a specific key issue that should be addressed in pursuit of preparing the bus task for the future.



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- 7.4 The TWU adamantly believes that bus drivers should have an allocated toilet break at the end of each route, regardless of the timeframe said route would take. If drivers have this allocated time available to them consistently, it would lessen the burden suffered by a lack of breaks or access to facilities by giving them a generous, yet realistic opportunity to take a proper toilet break.
- 7.5 Currently, drivers could be working for hours with no toilet break. When on the road, they cannot stop by anywhere to go to the toilet, as they must commit to their route, and have a duty towards their passengers. This, of course, is an issue exacerbated by the lack of facilities in the industry.
- 7.6 The TWU's recommendations, though adamant, are sincere in nature. Everything highlighted in this submission is posed with the intent to serve as beneficial for the purpose of the inquiry.
- 7.7 This inquiry is a necessary step in the direction of advancing not just the bus industry, but the public transport services of Western Sydney as a whole. However, in order to do so, it is indeed necessary to hold the improvement and further development of buses in high regard, as other public transport systems have been.



8. Appendix

Appendix 1. Safety Data Table (Transdev Revesby)

| Shift Number | Half 1 st or 2 nd | Total work hours/minutes | Meal break | Total time with crib | Crib location | Toilets Y/N | Meal room / facilities Provided Y/N | Adequate meal room / facilities |
|-----------------|---|--------------------------|------------|----------------------|---|-----------------------------------|-------------------------------------|---------------------------------|
| Route | | | | | Banksstown Central Shopping Centre | | | |
| | | | | | | N only centre end council Coopark | | |
| Chunter | | | | | Deverall Park - Toilets locked 300 people at netball sport Friday. Called Council, they said teachers have key. I could not run around 20+ games finding a teacher with the key. Returned to Revesby Depot for the toilet. When I returned to park toilets were opened. | | | |
| Rail | | | | | Layover areas in Central. | | | |
| Rail | | | | | Extremely long walk to Central Stn toilets. Sometimes needing an Opal card for entry if gate/turnstile not opened or not manned by train staff. Pubs on Chalmers St one often more available. | | | |

Appendix 2. Weekday Shifts (Transit Systems Hoxton Park)

Tables present from next page onward...

| Shift No | 1st/2nd Half | Total Hours/Mins | Meal Break Time Hours/Mins | Meal Location | Total Time Inc Crib | Crib Location | Toilets | Meal Room/Facilities Provided | Adequate Meal Room/ Facilities | Additional Notes |
|----------|-------------------|------------------|----------------------------|---------------|---------------------|---------------|---------|----------------------------------|----------------------------------|---|
| 1001 | 5:06 & 4:37 | 9.43 | 59 | Merrylands | - | - | Yes | Yes | Yes | No toilets located South Liverpool Rd & Westmead Hospital |
| 1002 | 5:13 & 2:07 | 7:20 | 39 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1003 | 2:28 & 3:57 | 6:25 | 59 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1004 | 4:39 & 1:33 | 6:12 | 38 | Cabramatta | - | - | Yes | Yes | Yes | - |
| 1005 | 4:31 & 4:45 | 9:16 | 36 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecill Hills & Anderson Avenue |
| 1006 | 3:12 & 5:09 | 7:39 | 42 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1007 | 4:24 & 1:40 | 6:04 | 40 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Western Sydney Parklands & Key is required for Blacktown Station which many drivers do not have |
| 1008 | 3:40 & 3:52 | 7:32 | 46 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | No toilets located at Cecil Hills |
| 1009 | 4:36 & 4:29 | 9.05 | 55 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1010 | 4:06 & 4:39 | 8:35 | 53 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1011 | 4:39 & 4:22 | 9.01 | 55 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1012 | 4:21 & 4:45 | 9.06 | 1 Hr | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1013 | 4:40 & 1:35 | 6.15 | 52 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1014 | 5:04 & 3:00 | 8.04 | 55 | Cabramatta | - | - | Yes | Yes | Yes | - |
| 1015 | 4:18 & 2:13 | 6.31 | 39 | Cabramatta | - | - | Yes | Yes | Yes | - |
| 1016 | 4:48 & 1:31 | 6.19 | 52 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1017 | 5:05 & 1:15 | 6.2 | 52 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1018 | 4:35 & 3:11 | 7.47 | 55 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1019 | 4:57 & 2:09 | 7.06 | 50 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1020 | 5:04 & 2:21 | 7.25 | 1 Hr | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1021 | 2:00 & 4:36 | 6.36 | 39 | Cabramatta | - | - | Yes | Yes | Yes | - |
| 1022 | 4:27 & 4:03 | 8.30 | 49 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1023 | 3:20 & 4:43 | 8.03 | 34 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1024 | 4:20 & 3:11 | 7.31 | 34 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1025 | 3:11 & 4:25 | 7.36 | 40 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1026 | 3:15 & 3:23 | 6.38 | 53 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1027 | 4:34 & 2:49 | 7.23 | 56 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No drivers toilets located at Westmead only within Hospital |
| 1028 | 4:29 & 3:53 | 8.22 | 44 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | Key is required for Blacktown Station which many drivers do not have |
| 1029 | 4:32 & 4:02 | 8.34 | 58 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1051 | 4:21 & 5:08 | 9.29 | 54 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | No toilets located at Cecil Hills |
| 1052 | 3:25 & 5:14 | 8.39 | 1 Hr | Cabramatta | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1053 | 5:01 & 2:28 | 7:59 | 54 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1054 | 4:18 & 3:27 | 7.45 | 56 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1055 | 2:19 & 5:13 | 7.32 | 40 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1056 | 3:45 & 4:19 | 8.04 | 1 Hr | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1057 | 2:08, 1:53 & 3:38 | 7:56 | 42 | Parramatta | 17 | Liverpool | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | No toilets located at Cecil Hills |
| 1058 | 4:18 & 4:39 | 8.57 | 1 Hr | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1059 | 3:07 & 5:07 | 8.14 | 41 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1060 | 2:48 & 5:13 | 8.01 | 42 | Cabramatta | - | - | Yes | Yes | Yes | No toilets located at Cecil Hills & No toilets located at Western Sydney Parklands |

| | | | | | | | | | | |
|------|-------------|------|------|------------|----|-----------|-----|----------------------------------|----------------------------------|---|
| 1061 | 2:26 & 4:01 | 6.27 | 48 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1062 | 4:08 & 3:11 | 7.19 | 51 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1063 | 4:56 & 3:11 | 8.07 | 47 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1064 | 2:42 & 4:12 | 6.54 | 43 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1065 | 2:52 & 4:44 | 7.36 | 45 | Cabramatta | - | - | Yes | Yes | Yes | No toilets located at Cecil Hills |
| 1066 | 2:55 & 3:45 | 6.40 | 47 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1067 | 3:56 & 3:08 | 7.04 | 1 Hr | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1068 | 3:05 & 3:37 | 6.42 | 49 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1069 | 4:56 & 3:01 | 7.57 | 49 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | Guildford Station has no toilets available for drivers |
| 1070 | 2:17 & 4:42 | 6.59 | 41 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1071 | 3:45 & 4:01 | 7.46 | 57 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | Key is required for Blacktown Station which many drivers do not have |
| 1072 | 4:53 & 2:14 | 7.07 | 33 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1073 | 5:08 & 1:24 | 6.32 | 34 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1074 | 5:02 & 1:50 | 6.52 | 43 | Cabramatta | - | - | Yes | Yes | Yes | No toilets located at Cecil Hills |
| 1101 | 4:18 & 3:41 | 7.59 | - | - | - | - | Yes | - | - | No toilets located at Cecil Hills |
| 1102 | 4:27 & 3:15 | 7.42 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney Parklands |
| 1103 | 5:04 & 1:47 | 6.51 | - | - | - | - | Yes | - | - | - |
| 1104 | 4:06 & 4:57 | 9.03 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney University |
| 1105 | 4:53 & 2:43 | 7.36 | - | - | - | - | Yes | - | - | No toilets located at Cecil Hills |
| 1106 | 3:28 & 5:04 | 8.32 | - | - | - | - | Yes | - | - | - |
| 1151 | 4:55 & 3:10 | 8.05 | - | - | - | - | Yes | - | - | No toilets located at Cecil Hills |
| 1152 | 3:56 & 4:31 | 8.27 | - | - | - | - | Yes | - | - | - |
| 1153 | 3:09 & 4:49 | 7.58 | - | - | - | - | Yes | - | - | - |
| 1154 | 4:00 & 4:12 | 8.02 | - | - | - | - | Yes | - | - | No toilets located at Edensor Rd & Sweethaven at Changeover location |
| 1155 | 2:53 & 4:44 | 7.37 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney University |
| 1156 | 4:11 & 4:05 | 8.16 | - | - | - | - | Yes | - | - | - |
| 1157 | 3:50 & 4:42 | 8.32 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney Airport |
| 1158 | 2:31 & 3:59 | 6.30 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney Airport |
| 1159 | 3:10 & 5:12 | 8.22 | - | - | - | - | Yes | - | - | - |
| 1160 | 2:47 & 4:42 | 7.29 | - | - | - | - | Yes | - | - | - |
| 1161 | 2:16 & 4:09 | 6.25 | - | - | - | - | Yes | - | - | - |
| 1162 | 5:47 & 4:12 | 9.59 | - | - | 20 | Liverpool | Yes | - | - | No toilets located at Western Sydney Airport |
| 1163 | 2:08 & 4:32 | 6.40 | - | - | - | - | Yes | - | - | Key is required for Blacktown Station which many drivers do not have & No toilets located at Western Sydney Parklands |
| 1164 | 2:06 & 4:22 | 6.28 | - | - | - | - | Yes | - | - | - |
| 1165 | 2:04 & 4:34 | 6.38 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney Parklands & No toilets located at Western Sydney University |
| 1166 | 4:52 & 4:38 | 9.30 | - | - | - | - | Yes | - | - | - |
| 1167 | 3:19 & 4:37 | 7.56 | - | - | - | - | Yes | - | - | - |

| | | | | | | | | | | |
|------|-------------------|------|------|------------|----|-----------|-----|----------------------------------|----------------------------------|--|
| 1168 | 2:44 & 4:30 | 7.14 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney University & No toilets located at Cecil Hills |
| 1169 | 1:52 & 4:45 | 6.37 | - | - | - | - | Yes | - | - | No toilets located at Cecil Hills |
| 1170 | 2:45 & 4:56 | 7.41 | - | - | - | - | Yes | - | - | No toilets located at Western Sydney Airport |
| 1171 | 1:39 & 5:05 | 6.44 | - | - | - | - | Yes | - | - | - |
| 1172 | 3:06 & 5:01 | 8.07 | - | - | - | - | Yes | - | - | No toilets located at Horsley Park Shops |
| 1173 | 1:36 & 4:56 | 6.32 | - | - | - | - | Yes | - | - | - |
| 1174 | 1:35 & 4:57 | 6.32 | - | - | - | - | Yes | - | - | - |
| 1175 | 4:49 & 4:57 | 9.46 | - | - | - | - | Yes | - | - | - |
| 1176 | 0:59 & 5:40 | 6.39 | - | - | - | - | Yes | - | - | - |
| 1177 | 2:31 & 5:05 | 7.36 | - | - | - | - | Yes | - | - | - |
| 1201 | 4:39 & 4:48 | 9.27 | 55 | Depot | - | - | Yes | Yes | Yes | No toilets located at Cecil Hills & No toilets located at Edensor Rd & Sweethaven at Changeover location |
| 1202 | 4:16 & 5:07 | 9.23 | 35 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1203 | 5:13 & 4:33 | 9.46 | 59 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1204 | 4:24, 3:37 & 1:15 | 9.42 | 57 | Liverpool | 26 | Liverpool | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1205 | 4:13, 3:40 & 1:33 | 9.46 | 1 Hr | Liverpool | 18 | Liverpool | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1206 | 4:39 & 4:58 | 9.37 | 56 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1207 | 5:14 & 4:42 | 9.56 | 42 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1208 | 4:18 & 5:00 | 9.18 | 45 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills, No toilets located at Western Sydney Parklands & Key is required for Blacktown Station which many drivers do not have |
| 1209 | 4:32 & 4:32 | 9.04 | 57 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1210 | 4:12 & 4:53 | 9.05 | 55 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| 1211 | 4:48 & 4:54 | 9.42 | 55 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | Last few trips are school runs with no toilets accessible |
| 1212 | 4:19 & 5:12 | 9.31 | 40 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | No drivers toilets located at Westmead only within Hospital |
| 1213 | 3:30, 3:08 & 2:19 | 9.15 | 54 | Fairfield | 17 | Fairfield | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Western Sydney Parklands & Key is required for Blacktown Station which many drivers do not have |
| 1214 | 3:45 & 5:11 | 8.56 | 38 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1215 | 4:03 & 5:06 | 9.09 | 52 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1216 | 3:40, 1:11 & 4:22 | 9.36 | 1 Hr | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1601 | 4:42 & 4:01 | 8.43 | 41 | Fairfield | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | Key is required for Blacktown Station which many drivers do not have |
| 1602 | 5:13 & 1:36 | 6.49 | 57 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1621 | 3:56, 4:14 & 1:28 | 9.55 | 56 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1622 | 4:50 & 5:09 | 9.59 | 1 Hr | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| 1627 | 4:55 & 4:52 | 9.47 | 1 Hr | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1628 | 4:49 & 4:17 | 9.06 | 45 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1647 | 1:57 & 5:09 | 7.06 | - | - | - | - | Yes | - | - | - |
| 1648 | 1:34 & 5:06 | 6.40 | - | - | - | - | Yes | - | - | - |
| 1649 | 1:53 & 5:06 | 6.59 | - | - | - | - | Yes | - | - | - |
| 1661 | 5:10 & 4:44 | 9.54 | 38 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1667 | 2:38 & 3:27 | 6.05 | 41 | Cabramatta | - | - | Yes | Yes | Yes | - |
| 1668 | 2:21 & 4:06 | 6.27 | 49 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | No toilets located at Cecil Hills |

| | | | | | | | | | | |
|---|-------------------|------|------|------------|----|-----------|-----|----------------------------------|----------------------------------|---|
| 1669 | 2:00, 3:20 & 1:44 | 7.31 | 34 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1670 | 2:00 & 5:10 | 7:10 | 46 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| 1672 | 3:50 & 3:01 | 6.51 | 43 | Cabramatta | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | No toilets located at Cecil Hills |
| H1603 | 3:51 & 3:30 | 7.21 | 58 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| H1623 | 3:47, 3:25 & 2:01 | 9.43 | 50 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| H1624 | 5:10 & 4:26 | 9.36 | 55 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| H1625 | 4:39 & 4:04 | 8.43 | 55 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| H1626 | 5:00 & 4:23 | 9.28 | 1 Hr | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| H1641 | 3:21 & 3:58 | 7.19 | - | - | - | - | - | - | - | No toilets located at Western Sydney University |
| H1642 | 3:24 & 4:48 | 8.12 | - | - | - | - | - | - | - | - |
| H1643 | 3:45 & 4:43 | 8.28 | - | - | - | - | - | - | - | - |
| H1644 | 2:15 & 4:27 | 6.42 | - | - | - | - | - | - | - | - |
| H1645 | 3:00 & 4:02 | 7.02 | - | - | - | - | - | - | - | - |
| H1646 | 4:31 & 5:00 | 9.31 | - | - | - | - | - | - | - | - |
| H1650 | 3:36 & 4:55 | 8.31 | - | - | - | - | - | - | - | No toilets located at Cecil Hills |
| H1662 | 4:25 & 4:36 | 9.01 | 38 | Parramatta | - | - | Yes | Yes only at Darcy Street Layover | Yes only at Darcy Street Layover | - |
| H1663 | 3:23 & 3:04 | 6.27 | 34 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| H1664 | 3:33, 2:26 & 2:41 | 8.57 | 44 | Liverpool | 17 | Liverpool | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| H1665 | 3:33 & 4:38 | 8.11 | 54 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| H1666 | 4:50 & 3:12 | 8.02 | 57 | Liverpool | - | - | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| H1671 | 3:10, 2:21 & 2:11 | 8.02 | 41 | Liverpool | 20 | Liverpool | Yes | Yes only right next to toilets | Yes only right next to toilets | - |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Additional Notes | | | | | | | | | | |
| * H Shifts - High Capacity Shifts | | | | | | | | | | |
| * 804 & 802 Routes have toilets only heading towards Liverpool at Fairfield & Bonnyrigg. Heading towards Parramatta bus must be left unattended as toilet is across the road | | | | | | | | | | |
| * Shifts with 3 different amount of hours in column 2 are s | | | | | | | | | | |
| * Shifts with (-) under break time column a | | | | | | | | | | |
| * All 1200 shifts are 4 day roster shifts | | | | | | | | | | |
| | | | | | | | | | | |