



A. CUSTOMER JOURNEY CHANGES – Local Bus Connections Within Dubbo

Q. Will there be more bus services within Dubbo?

- There will be 112 additional weekly services across the Dubbo bus network.

Q. Where do local buses operate within Dubbo?

- All bus routes service Dubbo CBD and Orana Mall. The list below contains all bus routes operating in residential areas of Dubbo:
 - Bus Route 570 – Orana Mall to Dubbo CBD via Southlakes and Fitzroy St
 - Bus Route 571 – Orana Mall to Dubbo CBD via Eastridge and Dubbo Base Hospital
 - Bus Route 572 – Orana Mall to West Dubbo via Dubbo Base Hospital and Dubbo CBD
 - Bus Route 573 – Orana Mall to West Dubbo via Dubbo CBD and Taronga Zoo
 - Bus Route 575 – Orana Mall to Dubbo CBD via Keswick and Tamworth St
- Routes 570, 571, 572, 573 and 575 are operated by Dubbo Buslines on behalf of Transport for NSW.

- Ogden's Coaches also operate Route 555 and Route 556, which provide service between Victoria St in West Dubbo, through Dubbo CBD, Dubbo Station, ALDI, Dubbo Base Hospital, Dubbo TAFE and Orana Mall. Passengers are also permitted to use Route 555 and Route 556 for journeys within Dubbo.

Q. Where can I find a copy of the local bus timetable?

- Refer to [Dubbo Buslines](#) for timetable details for Routes 570, 571, 572, 573 and 575.
- Paper copies of the Dubbo Buslines timetable can be collected from Dubbo Buslines bus depot at 33-37 White St, Dubbo (phone 02 6882 2900) or from any Dubbo Buslines bus driver. Paper copies of the Ogden's Coaches timetable can be collected from any Ogden's Coaches bus driver.
- Timetables can also be viewed and downloaded from 2 October 2023 from the [bus route lookup](#).
- Timetable information can also be found using an app on smart devices. Refer to the [Transport apps page](#) for apps that can be used to plan journeys.

Q. What are the start and finish times in and around Dubbo?

- Route 570:
 - Weekdays
 - First trip: 5:40 am
 - Last trip: 6:20 pm
 - Saturday
 - First trip: 7:40 am
 - Last trip: 6:50 pm
 - Sunday and public holidays
 - First trip: 7:40 am
 - Last trip: 5:40 pm
- Route 571:
 - Weekdays
 - First trip: 6:10 am
 - Last trip: 5:57 pm
 - Saturday
 - First trip: 8:57 am
 - Last trip: 5:10 pm
 - Sunday and public holidays
 - First trip: 8:57 am

- Last trip: 4:57 pm
- Route 572:
 - Weekdays
 - First trip: 5:45 am
 - Last trip: 6:40 pm
 - Saturday
 - First trip: 7:40 am
 - Last trip: 6:40 pm
 - Sunday and public holidays
 - First trip: 8:40 am
 - Last trip: 6:40 pm
- Route 573:
 - Weekdays
 - First trip: 6:40 am
 - Last trip: 5:40 pm
 - Saturday
 - First trip: 7:55 am
 - Last trip: 3:55 pm
 - Sunday and public holidays
 - First trip: 7:55 am
 - Last trip: 3:55 pm
- Route 575:
 - Weekdays
 - First trip: 6:01 am
 - Last trip: 5:50 pm
 - Saturday
 - First trip: 8:26 am
 - Last trip: 5:50 pm
 - Sunday and public holidays
 - First trip: 8:26 am
 - Last trip: 4:26 pm

Q. Are there any changes to school student travel within Dubbo?

- There will be changes to some dedicated school services operated by Dubbo Buslines to enable broader improvements to regular route services. The changes were made in alignment with Transport for NSW Service Planning Guidelines.
- Because there will be more regular route services across the Dubbo network, school students will have greater travel options before and after school.
- Dedicated school services will remain compliant with Transport for NSW policy on seatbelts.
- Dubbo Buslines have been closely involved in the design of the school service changes and will communicate the changes to parents and schools.
- Please contact [Dubbo Buslines](#) for further details about school services.

Q. How can I travel to Dubbo CBD and Orana Mall by bus?

- All bus routes connect to Dubbo CBD and Orana Mall, including Dubbo Buslines and Ogden's Coaches services.
- There are a range of bus stops available to use within Dubbo CBD. Refer to network map and timetable for further information.

Q. How can I travel to Dubbo Base Hospital by bus?

- Routes 555/556, 571 and 572 provide direct service to Dubbo Base Hospital with bus stops on Cobbora Rd. All other bus routes require interchange at Dubbo CBD or Orana Mall.
- West Dubbo Route 572 passengers can travel direct to Dubbo Base Hospital, without having to change buses.
- South Dubbo Route 575 passengers can travel direct to Dubbo Base Hospital on the same bus. Passengers are advised to remain on the bus, and at Dubbo CBD the Route 575 service will continue as a Route 571 service for travel to Dubbo Base Hospital. Refer to timetable for clarification on individual Route 575 and Route 571 trips.

Q. Can I travel to Dubbo Private Hospital, CSU Dental and Oral Health Clinic and USYD School of Rural Health by bus?

- Route 571 operates on River St and Morgan St which is approximately a 350-450m walk to Dubbo Private Hospital, CSU Dental and Oral Health Clinic and USYD School of Rural Health. All other bus routes require interchange at Dubbo CBD or Orana Mall.
- South Dubbo Route 575 passengers can travel direct to these destinations on the same bus. Passengers are advised to remain on the bus, and at Dubbo CBD the Route 575 service will continue as a Route 571 service for travel to these destinations. Refer to timetable for clarification on individual Route 575 and Route 571 trips.

- Alternatively, passengers can travel on Routes 555/556, 571 and 572 and alight at stops at Dubbo Base Hospital on Cobbora Rd and walk approximately 450-550m to Dubbo Private Hospital and USYD School of Rural Health, and 700m to CSU Dental and Oral Health Clinic. Passengers can walk through Dubbo Base Hospital or along Leonard St to access these locations.

Q. How can I travel to Dubbo TAFE, Myall St and Dubbo TAFE, Narromine Rd by bus?

- Routes 555/556, 571 and 572 provide direct service to Dubbo TAFE (Myall St Campus) at stops on Cobbora Rd. All other bus routes require interchange at Dubbo CBD or Orana Mall.
- Alternatively, Route 571 provides direct service to Dubbo TAFE on Welchman St.
- South Dubbo Route 575 passengers can travel direct to Dubbo TAFE (Myall St Campus) on the same bus. Passengers are advised to remain on the bus, and at Dubbo CBD the Route 575 service will continue as a Route 571 service for travel to these destinations. Passengers can then alight at either the Welchman St or Cobbora Rd bus stops. Refer to timetable for clarification on individual Route 575 and Route 571 trips.
- Route 555 operates along Narromine Rd, providing service to Dubbo TAFE (Narromine Rd Campus).

Q. How can I travel to Dubbo Community Health Centre by bus?

- Route 573 provides direct service to Dubbo Community Health Centre on Palmer St. This also connects West Dubbo. All other bus routes require interchange at Dubbo CBD or Orana Mall.

Q. How can I travel to Western Plains Cultural Centre by bus?

- Routes 570 and 573 provide direct service to Western Plains Cultural Centre on Wingewarra St. All other bus routes require interchange at Dubbo CBD or Orana Mall.

Q. How can I travel to Dubbo Taronga Western Plains Zoo by bus?

- Route 573 provides direct service to Dubbo Taronga Western Plains Zoo. All other bus routes require interchange at Dubbo CBD or Orana Mall.
- For trips commencing from Orana Mall in the AM, Route 573 services travel clockwise around West Dubbo from Dubbo CBD – travelling south along Whylandra St for faster journeys to the zoo. Refer to timetable for further clarification.
- For trips commencing from Orana Mall in the PM, Route 573 services travel anti-clockwise around West Dubbo to Dubbo CBD – after stopping at the zoo, travelling north along Whylandra St for faster journeys home from the zoo. Refer to timetable for further clarification.

- Passengers along Minore Rd, Delroy Park Shopping Centre, Delroy Park (Champagne Dr area) and Grangewood have direct Route 573 services to the zoo in the PM only. In the AM, these passengers are advised to interchange at Dubbo CBD.
- If the vehicle entry gate to the zoo is closed, please wait for the Route 573 bus outside the gates. This is usually outside of zoo operating hours of 8.30am to 4pm.

Q. How can I travel to Dubbo Regional Botanic Gardens by bus?

- Route 575 provides direct service to Dubbo Regional Botanic Gardens via bus stops on Windsor Pde.
- Routes 570 and 571 provide service to Dubbo Regional Botanic Gardens via bus stops on Birch Ave.
- All other regular route services stop at Orana Mall, which is a 500m walk to Dubbo Regional Botanic Gardens.

Q. How can I travel to Dubbo Showground by bus?

- Route 573 provides direct service to Dubbo Showground via bus stops on Wingewarra St.
- Route 570 provides service to Dubbo Showground via bus stops on Fitzroy St which is a short 250m walk.
- All other bus routes require interchange at Dubbo CBD or Orana Mall.

Q. How can I travel to Dubbo Station, ALDI and Dubbo Aquatic Leisure Centre by bus?

- Routes 555/556 and 572 provide direct service on Talbragar St to Dubbo Station, ALDI and Dubbo Aquatic Leisure Centre. All other bus routes service Darling St bus shelter at Victoria Park, which is in proximity of Dubbo Station and the Aquatic Centre.
- Routes 555/556 and 572 are recommended for service to ALDI – all other bus routes require interchange at Dubbo CBD or Orana Mall.
- West Dubbo Route 572 passengers can travel direct to the above places, without having to change buses.
- Narromine / Wellington Route 555/556 passengers can travel direct to the above places, without having to change buses.

Q. How can I travel to Bunnings and Blueridge Business Park by bus?

- Route 570 provides direct service to Bunnings and Blueridge Business Park via bus stops on Sheraton Rd.
- All other bus routes require interchange at Dubbo CBD or Orana Mall.

Q. What are my travel options in South Dubbo, Keswick and Southlakes? Why is my route number changing between 570 and 575?

- Some existing passengers in South Dubbo who previously used Route 570 services will now be closer to the revised Route 575 service. Conversely, existing passengers in South Dubbo who previously used Route 575 services will now be closer to the revised Route 570 service.
- These changes were made to accommodate a new service for residential growth in Keswick and Southlakes.
- The revised Route 570 takes in most of Fitzroy St, Boundary St shops, Holmwood Dr as well as Southlakes and Sheraton Rd.
- The revised Route 575 takes in Macquarie St, Tamworth St shops, Wheelers Ln and Keswick.
- Orana Gardens will now be serviced by Route 575.
- For further information refer to the timetable and network map.

Q. Will the new services in Keswick and Southlakes change when new roads are opened?

- Due to road connections in South Dubbo not being complete at the time of the new bus network in Dubbo going live, temporary paths are shown on the network map in Keswick and Southlakes.
- In Keswick, new Route 575 temporarily turns around at the roundabout at Keswick Pkwy due to the road connection with Capstan Dr being incomplete. When the Keswick Pkwy and Capstan Dr road connection is completed, Route 575 heading north towards Orana Mall on Wheelers Ln will turn into Keswick Pkwy, Capstan Dr then continue route into Wellington Rd and Windsor Pde. Additionally, Route 575 heading south towards Dubbo CBD from Windsor Pde and Wellington Rd will turn Capstan Dr, Keswick Pkwy then continue route onto Wheelers Ln. To accommodate this new residential growth area and FRBI Dubbo Masonic Village, in the future this will mean that Wheelers Ln between Keswick Pkwy and Wellington Rd is no longer serviced by Route 575. Dubbo Regional Council estimates this road connection will be completed within two years.
- In Southlakes, new Route 570 will temporarily loop around Delta Rd and Sea Cr due to the road connection between Inlet St and Argyle Ave being incomplete. When connection from Inlet St to Argyle Ave is completed, Route 570 heading north towards Orana Mall will turn right into Delta Rd, left into Sea Cr, right into Inlet St, left into Argyle Ave and right onto Stream Ave to continue route onto Boundary Rd. Additionally, Route 570 heading west towards Dubbo CBD will turn left from Stream Ave into Argyle Ave, right into Inlet St, left into Sea Cr, right into Delta Rd then left into Argyle Ave to continue route into Armadeus Ave. Dubbo Regional Council estimates this road connection will be completed within two years.

Q. Why was Route 574 withdrawn? What changes are occurring to bus services in East Dubbo?

- To better service East Dubbo, Dubbo Buslines Route 574 will be withdrawn and replaced with improved Dubbo Buslines routes in East Dubbo. Existing school-timed Route 574 services will continue as dedicated school services.
- Non-school passengers travelling to/from Myall St between Sheraton Rd and South Buninyong Rd are advised to contact Dubbo Buslines to plan their journey on a dedicated school bus. Alternatively, these passengers may walk to a nearby bus stop at the corner of Sheraton Rd and Davidson Dr for improved Route 571 regular route services. Refer to timetable and network map for further information.
- Non-school passengers in East Dubbo will have new and improved Dubbo Buslines Routes 570 and 571 services available for their use. This includes- Sheraton Rd between Myall St and Mitchell Hwy; Lachlan Way; Shoalhaven Pkwy; Castlereagh Ave; and Birch Ave between Sheraton Rd and Wheelers Ln.
- Non-school passengers travelling to/from Mitchell Hwy between Sheraton Rd and Wheelers Ln are advised to board from bus stops on Windsor Pde, near Royal Pde on Dubbo Buslines Route 575 and bus stops at Bunnings on Sheraton Rd on Dubbo Buslines Route 570.

Q. In Grangewood, which side of the road do I wait for the bus?

- Route 573 will provide service to Grangewood, including Glenabbey Dr, Lincoln Pkwy and Grangewood Dr.
- For trips commencing from Orana Mall in the AM, Route 573 services travel clockwise around West Dubbo from Dubbo CBD – travelling south along Whylandra St for faster journeys to the zoo. After stopping at the zoo, these services will stop on the western side of Glenabbey Dr, the western side of Lincoln Pkwy, northern side of Grangewood Dr and western side of St Andrews Dr. Refer to network map and timetable for further clarification.
- For trips commencing from Orana Mall in the PM, Route 573 services travel anti-clockwise around West Dubbo to Dubbo CBD – after stopping at the zoo, travelling north along Whylandra St for faster journeys home from the zoo. Prior to stopping at the zoo, these services will stop on the eastern side of St Andrews Dr, southern side of Grangewood Dr, eastern side of Lincoln Pkwy and eastern side of Glenabbey Dr. Refer to network map and timetable for further clarification.

Q. Along Minore Road, which side of the road do I wait for the bus?

- Passengers on Minore Rd travelling to Dubbo CBD and beyond are advised to board Route 572 services on the northern side of Minore Rd. Route 572 operates frequently every 30 minutes on weekdays. Route 573 AM services also operate on the northern side of Minore Rd, for travel to Dubbo CBD and beyond.

- Passengers on Minore Rd travelling to Delroy Park Shopping Centre, Delroy Park (Champagne Dr area), Grangewood and Taronga Western Plains Zoo are advised to board Route 573 services on the southern side of Minore Rd. However, these services only operate in the PM. Refer to network map and timetable for further clarification.

Q. In Delroy Park (Champagne Dr area), which side of the road do I wait for the bus?

- A new regular route bus service will be provided for the Delroy Park area via Route 573. This will run anti-clockwise from opposite Delroy Park Shopping Centre north on Baird Dr, then services Lansdowne Dr, Champagne Dr, Malanda Rd, Chrisbrook Tce and back onto Minore Rd. Upon return to Delroy Park Shopping Centre, the bus will service the bus stop on the shop side of Delroy Park Shopping Centre.
- For AM Route 573 services, the service will continue east along Minore Rd to Dubbo CBD and beyond.
- For PM Route 573 services, the service will continue south to Grangewood and Taronga Western Plains Zoo before continuing to Dubbo CBD and beyond.
- Regular route services (Route 573) will always service the Champagne Dr area on the same side of the road (opposite Delroy Park Shopping Centre) regardless of time of day – refer to network map and timetable for further information.

Q. Can I travel to Charles Sturt University Dubbo Campus (Darrambal Cct and Yilawura Wy) by bus?

- There are no direct regular route bus services to Charles Sturt University (CSU) Dubbo Campus.
- Passengers can use Route 555/556, 571 or 572 service and alight at the corner of Cobbora Rd and Tony McGrane Pl and walk 500m along Tony McGrane Pl to the main entrance of CSU.
- Alternatively, passengers can use the 571 service and alight at the corner of River St and Morgan St and walk 550m along River St to the rear entrance of CSU.

Q. Can I travel between Fletchers International Exports and Dubbo by bus?

- There are no regular route bus services to Fletchers International Exports.

Q. Can I travel to Dubbo Regional Airport by bus?

- There are no regular route bus services to Dubbo Regional Airport.

B. CUSTOMER JOURNEY CHANGES – Regional Connections to/from Dubbo

Q. Where do regional buses operate to/from Dubbo?

- All Dubbo regional bus routes service Dubbo CBD and Orana Mall. The list below contains all bus routes operating to and from Dubbo:
 - Bus Route 555 – Narromine to Dubbo via Mitchell Hwy
 - Bus Route 556 – Wellington to Dubbo via Geurie and Wongarbon
- These services are operated by Ogden's Coaches on behalf of Transport for NSW.

Q. Where can I find a copy of the regional bus timetable?

- Refer to [Ogden's Coaches](#) for timetable details for Routes 555 and 556.
- Paper copies of the timetable can be collected from Ogden's Coaches bus depot at 130 Thornton St, Wellington NSW 2820 (phone 02 6845 2800) or from any Ogden's Coaches bus driver.
- Timetables can also be viewed and downloaded from 2 October 2023 from the [bus route lookup](#).
- Timetable information can also be found using an app on smart devices. Refer to the [Transport apps page](#) for apps that can be used to plan journeys.

Q. Will there be any changes to Ogden's Coaches Routes 555 and 556 within Dubbo?

- Ogden's Coaches operates Route 555 connecting Narromine to Dubbo and well as Route 556 connecting Wellington to Dubbo.
- Both Route 555 and Route 556 will have altered route paths through the Dubbo urban area – it will follow the path of Route 572 between Orana Mall and Dubbo CBD. This means that Route 555 and Route 556 will now operate via Dubbo Station and ALDI on Talbragar St.
- For further information, refer to timetable and network map or contact Ogden's Coaches on wello@ogdenscoaches.com.au or (02) 6845 2800.

Q. Why was Route 574 withdrawn? What changes are occurring to bus services in Wongarbon?

- To better service the Wongarbon community, Dubbo Buslines Route 574 will be withdrawn and replaced with improved Ogden's Coaches Route 556 services. Wongarbon passengers are advised to take Route 556 services for bus travel to and from Dubbo. Route 556 will also connect Wongarbon passengers to Geurie, Montefiores and Wellington by bus for the first time. Route 556 includes four services in each direction per day, operating Mondays to Fridays excluding Public

Holidays. Refer to network map and Ogden's Coaches timetable for further information.

- Existing Dubbo Buslines school-timed Wongarbron services will continue to provide dedicated school services into Dubbo.

Q. Why was Route 574 withdrawn? What changes are occurring to bus services in Yarrawonga Estate and Firgrove?

- To better service the Dubbo community, Dubbo Buslines Route 574 will be withdrawn and replaced with improved Dubbo Buslines routes across Dubbo. Existing school-timed Route 574 services will continue to provide dedicated school services to Yarrawonga Estate and Firgrove. Non-school passengers may board these school services if there is capacity on the bus. Passengers are advised to contact Dubbo Buslines prior to travel, to discuss travel options during school peaks.

Q. Are there any changes to bus services for Narromine, Geurie, Montefiores and Wellington?

- Route 555 within Narromine will be unchanged in terms of route path and number of services. There may be minor changes to arrival and departure times – refer to Ogden's Coaches timetable for updated information.
- Route 556 within Wellington, Montefiores and Geurie will be unchanged in terms of route path and number of services. There may be minor changes to arrival and departure times – refer to Ogden's Coaches timetable for updated information.

Q. What are my travel options for longer distance travel outside of Dubbo?

- At Dubbo Station, the new and improved bus network offers connecting bus services to the wider Dubbo area as well as to Narromine and Wellington. These are accessed via bus stops at Talbragar St, Dubbo Station and Darling St, Victoria Park.
- NSW TrainLink operates daily train services between Dubbo Station and Sydney via Orange, Bathurst and Lithgow. The train arrives in Dubbo at 1:50pm and departs from Dubbo at 2:15pm.
- NSW TrainLink also operates coach services to and from locations such as Broken Hill, Bourke, Lightning Ridge, Tamworth, Lithgow and Cootamundra.
- There are also privately operated services such as Sid Fogg's Coaches which operate services between Dubbo and Newcastle as well as a LiveBetter on-demand service between Dubbo and Tottenham.

Q. Was a holistic review of the regional buses and coaches part of the 16 Cities Regional Services Improvement Program in Dubbo?

- 16 Cities Dubbo had a limited scope and focussed primarily on the local Dubbo bus network and local bus connections within the Dubbo urban area.
- 16 Cities included improvements to Ogden's Coaches Route 555 and Route 556 within Dubbo. These regional bus services will now operate via Dubbo Station and ALDI on Talbragar St, to better integrate with the frequent corridor between Dubbo CBD and Orana Mall established by the new local bus network.
- Withdrawal of Route 574 and Wongarbron being added to the Ogden's Coaches Route 556 formed part of disability-compliance changes made to the broader NSW bus network. To minimise the amount of network changes for the community, the change to Wongarbron is being introduced at the same time as 16 Cities network improvements.
- Feedback received through the 16 Cities Dubbo project about regional bus and coach service improvements will be considered for future public transport improvements.

C. General - BUSES 101

Q. How were the new bus routes and timetables developed? How can I provide feedback on the new services?

- Transport for NSW consulted with the Dubbo community in 2022 to better understand how people were using buses, and how the existing bus network and timetable could be improved. This community feedback was considered as the new bus service plan was developed, in close consultation with local bus operators Dubbo Buslines and Ogden's Coaches, and Dubbo Regional Council.
- Feedback about the new services can be provided by sending an [email](#) or by calling 1800 717 528.

Q. What is the current progress of the 16 Regional Cities Services Improvement Program roll-out?

- The Program aims to improve regional bus services, by providing better connections to where customers need to go for work, education, health and social and recreational activities.
- Through the 16 Cities Program, more than 3,100 additional weekly bus services have already been introduced state-wide since 2019, an increase of more than 32 per cent to the existing bus networks within the 16 cities.
- Of the 16 regional cities, 11 cities have been completed including Griffith, three cities are in the service planning stage and two cities are in the go-live readiness stage.

Q. Who operates town bus services in and around Dubbo?

- Dubbo Buslines operates Routes 570, 571, 572, 573 and 575.
- Ogden's Coaches operates Routes 555 and Route 556.

Q. How do I board and alight a bus?

- Arrive at your bus stop at least five minutes before the scheduled departure.
- Have your cash fare, contactless card or linked smart device, and concession card if applicable, ready before the bus arrives.
- You can identify the correct bus by checking the route number on the destination sign above the bus windscreen.
- As the bus approaches, signal to the driver that you wish the bus to stop by raising your hand then stand back from the kerb.
- Wait for others to alight the bus before boarding.
- Ask the driver to lower the bus if needed.
- Priority seating is available at the front of each bus for customers who are older, have a disability, impaired mobility, or pregnant.
- Ensure luggage, bags and personal items are stowed correctly and not blocking the aisle.
- Where fitted on buses seatbelts must be worn.
- Remain seated, or if standing hold onto the handrails, at all times whilst the bus is moving.
- As the bus approaches your bus stop press the stop button near your seat, if you are vision impaired advise the driver on boarding the bus where you wish to alight.
- Check that you have all your belongings with you.
- Wait until the bus comes to a complete stop before moving to get off the bus.

Q. Can I hail a bus from locations where there is no physical bus stop?

- Yes, hail-and-ride is possible in certain areas, however bus stops should be used if they are available. Hail-and-ride should only be used where bus stops are not nearby, and only from locations where it is safe to stop a bus.

Q. Will new bus stops / bus zones be installed? Why are they being installed?

- Yes, Dubbo Regional Council and Transport for NSW will be installing new bus zones and bus stops around Dubbo.
- To enable the community to safely access public transport within Dubbo, there will be an increase in the number of physical bus stops throughout the city. These physical bus stops will be installed with either a Bus Stop sign or a Bus Zone to enable buses to safely stop to pick-up and drop-off passengers, while also allowing passengers to easily navigate to a designated boarding point.

- These additional safe boarding points include stops in new areas and filling in gaps in the existing network.

Q. Will car parking be affected as part of the new bus network?

- Some of the new bus stops and bus zones to be installed will have an impact on existing parking. Where this is the case, affected residents and businesses were consulted and their feedback was considered when assessing options for the new bus stop and bus zone locations. The consultation outcomes were considered by Dubbo Regional Council before approving the new bus stops and bus zones.

Q. Can I use the bus if I have a wheelchair, mobility scooter or mobility aid?

- When using a mobility aid on public transport in NSW, it must comply with certain dimensions, manoeuvrability and stability specifications.
- The Disability Standards for Accessible Public Transport make some basic assumptions about mobility aids and gaining access to public transport. These specifications apply to manual and motorised wheelchairs, scooters, walking frames, and prams when using accessible services.
- Passengers can use [Trip Planner](#) to plan an accessible trip, and see accessible services indicated by the wheelchair symbol in the search results. See [more tips](#) on planning an accessible trip.

Q. How can I plan my trip?

- Passengers can plan a trip by:
 - Using the Trip Planner transportnsw.info
 - Downloading the Opal Travel app to plan whole journeys, save preferred routes and services, and find recent trips. Opal Travel app is the only official Transport for NSW transport app and is free to download from the Apple App Store or Google Play Store.
 - Choosing from a range of third-party transport apps available by visiting transportnsw.info/apps.
- Passengers can plan bus trips and make better-informed travel decisions using digital timetable information.

Q. My bus stop is no longer receiving services – what do I do?

- There are some existing bus stops within Dubbo that will no longer be serviced by the new bus network. Wayfinding signage has been installed at these bus stops to show the location of the closest new bus stop, which will be in operation on and after 16 October. From 2 October 2023, refer to the [bus route lookup](#) or [Dubbo Buslines](#) for timetable details.
- The changes to routing may require some passengers to walk further distances to the nearest bus stop on the new route. Passengers will generally be within 800m

walk to their nearest bus stop, consistent with service planning guidelines for rural and regional areas.

- The revised local Dubbo routes were co-designed with and supported by operator Dubbo Buslines and Dubbo Regional Council, as well as informed by extensive community consultation.
- The changes to routing will provide for a simpler, easier-to-understand bus network for the Dubbo urban area. This addressed feedback received by Transport for NSW during customer and community consultation – including that bus service travel times were too long, and bus routes were too circuitous and difficult to understand.
- Ogden's Coaches passengers in Narromine, Wongarbron, Geurie, Montefiores and Wellington are unaffected by any bus stop changes.

Q. Can I travel on buses during commuter / school peaks?

- Yes. Fare-paying passengers can board on buses during commuter / school peaks if there is capacity on the bus. Passengers are advised to contact Dubbo Buslines, Ogden's Coaches, or Langley's Coaches prior to travel, to discuss travel options during school peaks.

Q. Can I board school services?

- Yes. Fare-paying passengers may board school services if there is capacity on the bus. Passengers are advised to contact Dubbo Buslines, Ogden's Coaches or Langley's Coaches prior to travel, to discuss travel options during school peaks.

Q. Will bus trips cost the same? How much does it cost to take a bus?

- Yes. The fare structure will not change.
- Adult passengers can travel for \$5 per day for unlimited regular bus route travel anywhere within the Dubbo urban area.
- Eligible concession passengers can travel for \$2.50 per day for unlimited bus travel anywhere within the Dubbo urban area.
- Regional Excursion Daily (RED) eligible concession card holders can travel for \$2.50 per day for unlimited travel on regional bus services throughout NSW. The RED ticket is not valid on NSW TrainLink train or coach services.
- Passengers travelling by bus outside of the Dubbo urban area (including to Wongarbron, Geurie, Wellington and Narromine) will pay higher fares, unless eligible for the RED ticket.
- All tickets are interchangeable between Dubbo Buslines and Ogden's Coaches services.
- View [detailed information on fares and concession eligibility](#) or contact Dubbo Buslines or Ogden's Coaches.

When will Dubbo get Opal?

- Contactless ticketing is currently being trialled in Dubbo on Dubbo Buslines regular route services. This includes Routes 570, 571, 572, 573 and 575. Contactless is a simple and secure way for passengers to pay for Dubbo bus ride, without the need to handle cash.
- Passengers can use a credit or debit card, or linked device such as a smartphone or watch to pay for fares when boarding the bus. Passengers only need to 'tap' a credit or debit card or linked device when boarding the bus. The driver will then issue a bus ticket.
- While there are no immediate plans to extend the Opal network at this time, the contactless ticketing trial in Dubbo leverages similar contactless payment technology.
- The contactless ticketing trial does not apply to Ogden's Coaches buses, which includes Route 555 and Route 556.
- The contactless ticketing trial does not apply to all dedicated school buses in the Dubbo area.

Q. How can I purchase a bus ticket?

- Passengers can use cash to purchase a bus ticket on board the bus from the driver on any regular route service.
- On Dubbo Buslines services (Routes 570, 571, 572, 573 and 575), passengers can now use contactless to simply 'tap' a credit card or linked device such as smartphone or watch to pay for fares when boarding the bus.
- On Ogden's Coaches services (Routes 555 and 556), only cash payment to the bus driver is accepted.
- [Find out more about regional bus fares and tickets.](#)