



A. CUSTOMER JOURNEY CHANGES

Q. Will there be more bus services within Coffs Harbour?

- Yes, there are more than 200 extra bus services every week.
- Services on the town bus network have grown by approximately 19 percent.

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

- Refer to the bus operators' websites for timetable information.

Forest Coach Lines

forestcoachlines.com.au/travel-info/timetables-and-maps

9 Hurley Drive, Coffs Harbour NSW 2450

02 6653 3345

Busways

busways.com.au/nsw/plan-your-trip/area-timetables

6a O'Keefe Drive, Coffs Harbour NSW 2450

1300 692 929.

- Timetables can also be viewed and downloaded from transportnsw.info/routes.

- Timetable information can also be found using an app on your smart device. Refer to transportnsw.info/apps for apps that can be used to plan journeys.
- Paper timetables can be collected from Forest Coach Lines and Busways depots.

Q. Where do local buses operate within Coffs Harbour?

- The Coffs Harbour bus network extends from Grafton and Red Rock in the north to Macksville and Grassy Head in the south. Regular route services are operated by Busways and Forest Coach Lines. Forest Coach Lines also operate the Woopi Connect, On Demand bus service in the Northern Beaches area.

Q. How can I travel to the Coffs Harbour Health Campus/Hospital by bus?

- Bus routes 360, 367, 390, 391 and 393, all travel direct to Coffs Harbour Health Campus. Refer to the bus route numbers on the operators' timetable.
- All other bus routes require you to interchange buses to one of the services listed above

Q. How can I travel to shops in the Coffs Harbour CBD by bus?

- All regular route buses within Coffs Harbour travel to Coffs Harbour CBD, with the main CBD interchange located in Park Ave..

Q. How can I travel to Park Beach Plaza by bus?

- Most regular route buses to Coffs Harbour travel to Park Beach Plaza – some services terminate at Coffs Harbour CBD. Refer to your timetables for further information.

Q. How can I travel to Toormina Gardens Shopping Centre by bus?

- Regular route buses 360, 361, 390, 391, 392, 393 travel to Toormina Gardens Shopping Centre. Refer to your timetables for further information.

Q. How can I travel to Southern Cross University or the TAFE by bus?

- Regular route buses 360, 361, 390, 391 and 392 travel to Southern Cross University/TAFE NSW. Refer to your timetables for further information.

Q. How can I travel to Coffs Harbour Airport by bus?

- Regular route bus 392 travels to Coffs Harbour Airport. Refer to your timetables for further information.

Q. How can I travel to The Jetty by bus?

- Route 365 operates between Coffs Harbour CBD and Park Beach Plaza via the Jetty every 30 minutes on weekdays and hourly on weekends/public holidays. To go to Jetty Beach, Coffs Harbour Fisherman's Co-Op, or Muttonbird Island Nature Reserve, alight on Harbour Dr at the Jetty Village Shopping Centre and walk along Marina Dr.
- Routes 390 and 391 are timetabled to connect in with Route 365 Jetty services at Coffs Harbour CBD Park Ave.

Q. How can I travel to Coffs Harbour Railway Station by bus?

- Route 365 operates between Coffs Harbour CBD and Park Beach Plaza via the Jetty every 30 minutes on weekdays and hourly on weekends / public holidays. To go to Coffs Harbour Railway Station, alight on Harbour Drive at Edinburg St and walk along Edinburg St, Nile St and Angus McLeod Pl.

Q. Where is the closest bus stop to the Sawtell Station?

- The closest place to catch a bus near Sawtell Station is from the bus zone located near 117 First Avenue, Sawtell. Please refer to route 390 on the network map and Forest Coach Lines timetable.

Q. How can I travel to C.ex Club by bus?

- Coffs Harbour C.ex Club is located in Vernon St, a 5-minute walk from the Coffs Harbour CBD interchange in Park Ave.
- All regular route buses within Coffs Harbour travel to Coffs Harbour CBD, with the main CBD interchange located in Park Ave.

Q. How can I travel to Baringa Private Hospital by bus?

- Passengers are advised to take Route 367 or 368. Alight on Mackays Road, near the Bray Street intersection, then walk one minute to the Private Hospital at Mackay Rd.

Q. How can I travel to Park Beach Home Base by bus?

- The easiest way to reach Park Beach Home Base is to travel by bus to Park Beach Plaza, then take a short walk via the Pacific Highway underpass to Park Beach Home Base.
- Most regular route buses to Coffs Harbour travel to Park Beach Plaza – some services terminate at Coffs Harbour CBD. Refer to your timetables for further information.

Q. Can I travel to the Big Banana by bus?

- Regular route buses do not stop at the Big Banana Fun Park.

Q. Why has my route number changed?

- To distinguish the new bus services, in some cases bus routes have been renumbered. Refer to your timetable for further information.

Q. How do I travel to Boambee East on weekends and public holidays?

- Route 393 does not operate to Boambee East on weekends and public holidays.
- Boambee East customers can take Route 390 on weekends and public holidays. Route 390 extends to Boambee East on weekends and public holidays. This may mean that some passengers need to board at a bus stop on the opposite side of the road on weekends and public holidays. Wayfinding signage has been installed at bus stops to assist directing passengers to the correct boarding location.

B. CUSTOMER JOURNEY CHANGES – Outside of the Coffs Harbour urban area

Q. What are my travel options between Coffs Harbour and the Northern Beach suburbs? Are there any changes to the bus routes?

- The new bus route number to Woolgoolga is Route 393 (formerly Route 372).
 - Buses to Woolgoolga now travel a more direct route along Solitary Islands Way with fewer variations and deviations, providing faster travel time.
 - The Woopi Connect On Demand service has been expanded to include Sandy Beach and Emerald Beach. Passengers in these villages can use the On Demand service to travel to Woolgoolga, but also to bus stops along Solitary Islands Way to connect with buses to or from Coffs Harbour.
 - On weekdays, Route 393 services provide direct connection for the Northern Beaches to Coffs Harbour Health Campus. On weekends and public holidays, Route 393 terminates at Coffs Harbour CBD. On weekends and public holidays, Route 393 passengers need to interchange at Park Ave in order to travel to Coffs Harbour Health Campus.

Q. What is the Woopi Connect On Demand bus service area and when can I use this service?

- The Woopi Connect On Demand bus service will cover an area from Red Rock in the north to Emerald Beach in the south. It includes Corindi Beach, Arrawarra, Arrawarra Headland, Mullaway, Safety Beach and Woolgoolga. Sandy Beach and Emerald Beach have now been included for the first time. The service hours of the Woopi Connect service have also been expanded.

- For more details about the Woopi Connect service area and operating hours visit <https://woopiconnect.com.au/>.

Q. How do I book the Woopi Connect On Demand bus service?

- There are two options to make a booking for Woopi Connect
 - Download the Woopi Connect App and book and pay for your trip from your personal device. The App is available from the App Store or Google Play.
 - By telephone, simply call 02 6654 0581 during business hours.
 - For further information visit <https://woopiconnect.com.au/>.

Q. How much does Woopi Connect cost?

- Adult fares cost \$4.30 for travel within the same zone. Or \$6.40 for travel across the two on demand zones.
- Concession fares cost \$2.10 for travel within the same zone. Or \$3.30 for travel across the two on demand zones.
- Zone 1: Mullaway, Safety Beach, Woolgoolga, Sandy, and Emerald Beach
Zone 2: Red Rock, Corinidi, Arrawarra, Arrawarra Headland.
- Passengers transferring between the Woopi Connect On Demand bus service to the town bus will need to purchase a ticket for On Demand, and another ticket for regular route buses. You can purchase a ticket for On Demand via the app or from the bus driver. You can purchase a ticket for regular route buses from the bus driver.
- RED tickets are sold and accepted on-board Woopi Connect On Demand bus services. The RED ticket provides unlimited local daily bus travel.

Q. What are my journey options for longer distance coach and train travel from Coffs Harbour?

- NSW Trains operates XPT train services between Sydney and Grafton, Casino, and Brisbane. All of these services stop at Coffs Harbour.
- Trains to and from Casino connect with NSW Train Link coach services to and from various destinations including Lismore, Northern Rivers towns, Tweed Heads, and the Gold Coast.
- Refer to NSW TrainLink's website for further information.

C. BUSES 101 - General information about buses

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

- The Program aims to improve regional bus services by providing better connections to where passengers need to go for work, education, health, and social and recreational activities.
- Through the 16 Cities Program, more than 3,500 additional weekly bus services have already been introduced state-wide since 2019, an increase of more than 36 per cent to the existing bus networks within the 16 cities.
- Of the 16 regional cities, all 11 cities funded for service improvements have been completed, including Coffs Harbour. The other five cities were funded through to development of an endorsed service plan. Four of these are complete with one city, Tamworth, in service planning stage.

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 Coffs Harbour community in 2021 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 Busways and Forest Coach Lines, and City of Coffs Harbour Council.
- You can provide your feedback about the new services by emailing regionalcitiesprogram@transport.nsw.gov.au or by calling 1800 717 528.

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

- A limited number of existing bus stops will no longer be serviced by the new bus network. Wayfinding signage, including a map, has been installed at these bus stops to show the location of your new bus stop, which you will need to use on and after 30 October. Refer to transportnsw.info/routes or Forest Coach Lines forestcoachlines.com.au/travel-info/timetables-and-maps/coffs-harbour-grafton-woolgoolga-sawtell-bus-timetables/ or Busways busways.com.au/nsw/plan-your-trip/route-timetables websites for timetable details.
- Should you require further information please call Forest Coach Lines on 02 6653 3345 or Busways on 1300 692 929.

Q. Who operates town bus services in and around Coffs Harbour?

- There are two bus operators on Coffs Harbour.
 - Routes operated by Busways busways.com.au 1300 692 929.
 - Routes operated by Forest Coach Lines cdcbus.com.au Phone 02 6653 3345.

Q. How do I board and alight a bus?

- Arrive at your bus stop at least five (5) minutes before the scheduled departure.
- Have your cash fare, and concession card if applicable, ready before the bus arrives (You can pay via card on Busways, and if pre-booking Woopi Connect services).
- 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 passengers 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? How can I hail and ride?

- 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 carparking be affected as part of the new bus network?

- Yes, some of the timed bus zone locations have seen an increase to the duration that buses can set down and pick up, enabling additional bus services to operate. Other vehicles are not permitted to park in a bus zone. Before approving the request to increase the duration of timed bus zones, community consultation outcomes were considered by the relevant Local Traffic Committee and Council.

Q. Will my bus have seat belts?

- The independently chaired Rural and Regional Seatbelt Program Taskforce considered the issue of installing seatbelts on all buses. The Taskforce determined that seatbelts are required only on dedicated school buses in Rural and Regional NSW.
- The entire fleet of almost 2,600 dedicated school buses across regional NSW is fitted with seatbelts as part of the NSW Rural and Regional Bus Seatbelt program. The regular route buses operated by Forest Coach Lines and Busways are operated with “low floor” vehicles to comply with the Disability Standards for Accessible Public Transport (DSAPT).
- Regular route buses in rural and regional NSW will not have seatbelts. This will benefit customers who have raised concerns regarding the loss of amenity associated with flip down seats for customers with trolleys, mobility aids or prams, and back rests for wheelchair customers on these buses.
- Operators must ensure that where there is a standing passenger the bus is limited to travelling a maximum 80km/h.

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

- Yes. 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 motorized wheelchairs, scooters, walking frames, and prams when using accessible services.
- You can use the [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. Why are buses so large?

- Many bus operators provide both dedicated school, and regular route services. Due to school peak demand, the operator requires a bus with enough seating capacity to service school travel. Due to the cost to purchase and maintain a bus, these buses often then also provide regular route services.

Q. Are there any changes to school services?

- Yes, there are some changes to school services as a result of 16 Cities Regional Services Improvements Program.

Busways

There will be a change to two Busways dedicated school services as a result of the 16 Cities network review.

- Two dedicated school services will become 'regular' route services from 30 October.
- The S245 and S307 – Macksville to Coffs Harbour, which currently operate with a non-seatbelted bus will become the 360X, a new route providing faster journeys between the two cities. From 30 October 2023, there will be no change in bus type.

Busways will implement changes to their school network on 30 October 2023 as part of the Rural and Regional Seatbelt Bus Program. These changes will impact services to some schools.

As part of the Seatbelt Program changes, there will be two dedicated school services – S300 and S354 -- that will transition from a seat belted vehicle to a non-seatbelted bus. These two services operate within the urban area of Coffs Harbour and comply with the Transport for NSW policy on seat belted buses in Rural and Regional NSW.

Forest Coach Lines

To accommodate the 16 Cities network review, there will be changes to some dedicated school services operated by Forest Coach Lines.

There will be no dedicated school services that transition to 'regular' route services i.e., students who currently travel on a dedicated school service will still have a dedicated school bus option.

There will be four dedicated school services that previously operated with a seatbelted bus, that will be operated by a non-seatbelted bus from 30 October:

- S806 - Boambee East to Coffs Harbour Christian Community via Toormina;
- S812 - Toormina to Bishop Druitt via Sawtell;
- S901 - Boambee PS to Toormina; and
- S910 - Coffs Harbour Bible Church to Toormina via Boambee East & Sawtell.

The above four routes travel within the Coffs Harbour urban area and are not required to operate with seatbelted buses according to TfNSW policy on seatbelted school buses in Rural and Regional NSW.

For further information on school services, please refer to:

busways.com.au/nsw/school-services/school-timetables and

forestcoachlines.com.au/school-services/school-timetables

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 the bus operator prior to travel, to discuss travel options during school peaks.

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. How can I purchase a bus ticket?

- You can use cash to purchase a bus ticket on-board the bus from the driver. Cashless payments are accepted on board Busways, or by pre booking the Woopi Connect service.
- Find out more about regional bus fares and tickets at transportnsw.info/tickets-opal/regional-tickets-fares/regional-bus-tickets-fares

Q. What is my best ticket option if I need to transfer buses between the two bus companies?

- If you buy single trip tickets and your trip uses both Busways and Forest Coach Lines buses, you will be required to purchase separate tickets for each bus operator.
- A good option is to buy a daily ticket on the first bus, which is valid for travel that same day on all buses across the Coffs Harbour network.
- A daily adult ticket costs \$5 for fare bands 1 and 2, or \$10 for fare bands 3,4 and 5. Concession daily tickets are half the price of an adult ticket.
- Regional Excursion Daily tickets are available for NSW Seniors, Pensioner Concessions and War Widow/ers and provide unlimited all-day travel on all buses for just \$2.50.
- Check with the bus operators to find out which fare band your travel is in.

Q. Will bus trips cost the same?

- Yes. The fare structure will not change.

Q. Can I take my bicycle on the bus?

- No. For safety reasons, and the mobility of passengers with accessibility requirements, bicycles are not permitted on board a bus.

Q. Can I travel on the bus with my dog, and what about other pets?

- Assistance animals with a valid form of accepted accreditation are allowed on all public transport in NSW.
- Pet animals may be allowed to travel on buses if it is confined in a box, basket or other container as required by the [Passenger Transport \(General\) Regulation 2017](#). However, permission is still required by the driver. The driver or crew may refuse to allow the animal if the service is reaching capacity.
- In accordance with industry recognition, therapy animals, facility animals and emotional support animals are considered to be companion animals. These animals do not have public access rights and can only travel using the arrangements provided for travelling with pets.

For further information on travelling with pets go to transportnsw.info/travel-info/using-public-transport/travelling-with-animals-pets

Q. Can I use my Opal card? When will Coffs Harbour get Opal?

- While Opal is not currently available in Coffs Harbour, Busways do accept contactless payment. Transport for NSW is investigating further rollout of contactless ticketing into regional centres.

Q. How do I submit feedback, ask a question, or make a complaint about changes to the Coffs Harbour bus network?

- You can provide your feedback about the new services by sending an email to regionalcitiesprogram@transport.nsw.gov.au or by calling 1800 717 528.

Q. Do zero emission buses operate on the Coffs Harbour network?

- No, not currently. Busways trialed a battery electric bus within a variety of existing routes and school services in early 2023.
- The trial generated valuable data to assist in the development of a road map for rural and regional Zero Emissions bus implementation.
- Further information on Zero Emission Buses can be found at transport.nsw.gov.au/projects/current-projects/zero-emission-buses

D. TRANSPORT FOR NSW QUESTIONS / OTHER PROJECTS

Q. How do I get in contact with the Highway Bypass team?

You can contact the team via phone, email, or the website via the contact details below:

Project Phone: 1800 550 621

Email: community@CHBteam.com.au

Website: www.pacifichighway.nsw.gov.au/coffsharbourbypass

- The Coffs Harbour bypass upgrade is part of the Pacific Highway upgrade. The bypass will boost the regional economy and improve connectivity, road transport efficiency and safety for local and interstate motorists. Once complete, the bypass will remove thousands of vehicles from the centre of town, making Coffs Harbour an even better place to live, work and visit.