Appendix

Eliza Spencer @amelizajane · Mar 5
curious about these ghost buses that have supposedly departed this stop, when commuters are actually waiting over half an hour for even one bus to show 🤔
@TransportforNSW @BusesInfo

.ıll Optus AU 4G   8:34 am   ⬀ 87% ▭

‹   King St after Lord St
Connections to Glebe Point Rd after Parramatta Rd

B 370 Mktplace Leichhardt   **20**
Departed · 8:14 am · ♿ 👥   min ago

B 370 Mktplace Leichhardt   **12**
Departed · 8:22 am   min ago

B 370 Mktplace Leichhardt   **4**
Departed · 8:30 am · ♿ 👥   min ago

B 370 Mktplace Leichhardt   **4**
6 min early · 8:38 am · ♿ 👥   min

★★★★☆

M_ar_k, 01/07/2017

Good app but real-time bus updates could be better
This is a great app but the real-time updates can be delayed for Sydney buses. Quite a few times of gotten to the bus stop 2-3 mins before the estimated arrival of the bus based on what is indicated on Trip View Lite only to find that it has been and gone. I've now learnt to get to the stop at least 5 mins beforehand. I have seen that this happens with the paid version of the app too. This may be a problem with GPS info being sent from the bus rather than a Trip View issue.

A Google user   👍
★★☆☆☆ March 8, 2019   1

Pros: Quick to check services for trips you have configured. Dev highly responsive to data or route logic issues. Cons: sometimes realtime data quality is bad (buses not being where expected - *not* due to not all buses having realtime data) Poor for casual use - if you are near a number of bus stops that you *haven't* already configured trips for, and want to quickly check what buses are coming to each, you can't use this app. This last point only gets more and more annoying with time.

Alex Porter Why don't all your buses have real time data? Must be great to get paid & not be accountable!   ⌃ 0 ⌄
Like Reply 5w   👍 2

Online ethnography data

Cynthia
★ ★ ★ ☆ ☆ · February 27, 2019

This app would be great if it was accurate. It will tell me the bus is running 11 minutes late, when that time has passed the app will tell me the bus arrived 6 minutes ago even though it hasn't shown up. Meanwhile I would have been waiting at the stop well before the bus was actually due.

👍 13

Rex Hatton Your bus timetable and trip planner do not work. The 348 to Joyton Ave was 6 minutes early and we missed it and the necessary connections. This is not the first time your time table is wrong.

Like   Reply   10w

👍😡 2

PathToNetWorth 78 points · 5 days ago

My first time in Sydney's buses I thought I was on holiday in Morocco.

Seriously... the way they accelerate and brake...

💬 Reply   Give Award   Share   Report   Save

The7thNomad 35 points · 5 days ago · edited 5 days ago

Buy a bus ticket, get a roller coaster ride!

I almost went face-to-glass Harry Potter style yesterday from the bus driver

💬 Reply   Give Award   Share   Report   Save

PathToNetWorth 33 points · 5 days ago

Sometimes I see an add about injuries in public transportation and how we need to check our surroundings to reduce that.

I'm pretty sure most of it comes from bus drivers trying to beat their personal 0 to 50 km/h record at each bus stop.

💬 Reply   Give Award   Share   Report   Save

Jerri_man 6 points · 4 days ago

I've also seen a number of elderly people almost thrown off the seat, as the driver accelerates just as they touch it.

💬 Reply   Give Award   Share   Report   Save

P Dizon
@pdpdizon

Follow ⌄

@BusesInfo I suggest putting up a video on bus etiquette on your home page. It would have saved my bus's driver from having to yell at the international students who kept entering the bus thru 2nd/3rd door and then not moving all the way to the back so others could ride.

8:50 AM - 28 Feb 2019

💬 2   🔁   ♡   ✉   ⌄

Tweet your reply

P Dizon @pdpdizon · Feb 28

Yes there's this page: transportnsw.info/travel-info/sa... but it's buried 3 levels deep in the site menu

Safety when travelling by bus
Some buses have CCTV and security patrols certain routes. Let staff know or use help points if you feel unwell and to report security incidents. Fines apply for ...
transportnsw.info

💬   🔁   ♡   ✉   ⌄

Online ethnography data

Jesse @jessec_horner · Mar 7
@BusesInfo wouldn't it be nice if your drivers turn up on time when there is a driver swap... not like I have anywhere to be 😒

Chris Pearce @chris__pearce · Mar 5
So f'ing tired of buses in this city! Pay enough taxes not to have this problem of late and overcrowded buses. And ones were A/C doesn't work. Sort it out @BusesInfo.

stuy maynard @stuymaynard · 4h
@BusesInfo so you didn't consider putting an informative sign at Stand Q on Clarence St today due to the closure for the Hills Buses to let your paying customers know the buses are on Kent st instead ??

Kelley Hill So all the buses are late and full/not stopping this week??!! 😡
Like Reply 4w

Heath Baum Sitting at bus stop 4171 in Kensington, hardly any traffic, hardly any busses, 5 busses have gone by, all full, why are there so few busses on in the morning and evening?
The same situation in the evening between 5 and 6 at Taylor Square in the city, so few busses and all full, what is going on, is there a strike going on?
Like Reply 3d Edited

Carina Truza We need opal machines at major bus stops! Dee why nsw b1 busstop today Sunday at 5.30pm.. I had no access to getting opal card! In the heat i ran shop to shop- Coles and Woolworths both don't do opal! Newsagents was shut and the tabbacco shop! How do you expect to run this system without access to tickets! You need to implement machines like in Queensland!
Like Reply 5w Edited
0

Michael Frost How bout making sure buses actually show up or updating your time tables
Like Reply 2w
0
👍 1

Dominic Tonna How about just get the current services right. I'm at Wynyard waiting for an E70 - the one I was waiting for is 8 mins late, still near Seaforth oval apparently (no way it gets here in 8 mins) BUT there is another vehicle already waiting at Wynyard, which is the NEXT E70 service due 5 mins later. What lame brain can't figure out to use the vehicle that is here and swap them around - so the 30 odd people waiting for a bus in 30+ temps can get home ... it's not brain surgery #transportnswarebrainless
Like Reply 5w
0
👍 1

Online ethnography data

Laura Blagys
@laurablagys
Follow

Hey @BusesInfo 2-days in a row now the 308 has been overly late for pickup in Alexandria towards Central.

7:03 AM - 1 Mar 2019

Dominic Tonna How about just get the current services right. I'm at Wynyard waiting for an E70 - the one I was waiting for is 8 mins late, still near Seaforth oval apparently (no way it gets here in 8 mins) BUT there is another vehicle already waiting at Wynyard, which is the NEXT E70 service due 5 mins later. What lame brain can't figure out to use the vehicle that is here and swap them around - so the 30 odd people waiting for a bus in 30+ temps can get home ... it's not brain surgery #transportnswarebrainless

Like Reply 5w   1

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gypsyinabigtown 15 points · 10 days ago

I use buses every day. And I will have to use them until Light Rail finally comes to rescue.

On any given day they can be 5 mins. early or 15 minutes late. The reason they are so unreliable is timetables are hard to estimate: when schools are closed, many stops have nobody so they can pass in 1 minutes what would take 4 minutes in normal times. A disabled passenger boarding may add extra 2 minutes to a stop time. Traffic can be much less or much more than what was estimated when setting timetables etc.

The buses are positively the worst quality public transport solution possible in a congested major city (aside from riding pillion on a motorcycle Thailand style, I guess!).

The only reason why we are addicted to them in Sydney is because they require little extra infrastructure spend which is pricey, and maximise labor spend which is very beneficial to some politicians (bus drivers vote, and their union is vocal and powerful).

Reply Give Award Share Report Save