

# Insights

The available apps source their information from open data provided by NSW transport and real-time data provided by the GPS signals from individual buses. If a bus does not have their GPS enabled they're unable to feed their position to the app. The app then defaults to the open data timetable information. "Ghost buses" occur when a bus is running either late or early and is not providing their location leaving customers to wait for a bus that is either arriving much later than indicated or has already passed.

There are some buses that are notorious for being almost never on time. The 370 route running between Leichhardt to Coogee via Newtown received over 500 complaints in 2016. It's reputation has even prompted the creation of a Facebook page called "The Universe Would Cease to Exist if the 370 Bus Arrived on Time" that has over 1300 members.

The more frequent issues occur at the initial part of the journey where the customer is relying on information provided either by apps, the official website or physical timetables. Customers are most frustrated at lack of information or misinformation as to when their bus is arriving. Conversely, there are very few complaints online about bus drivers arriving at a customer's destination too slowly.

Customers are able to issue a complaint to Transport NSW by filling in an online form or less formally by posting in official pages on social media. Transport NSW have recently stopped taking complaints via phonedlines.