Why are the queues so long?
Sydney Buses runs three bus services between Central Station and UNSW.

- 891 timetable
- 898 timetable
- 893 timetable

During peak times (7.30am - 9am and 5pm - 6pm) queues for this service can appear very long but appearances can be deceiving. The queues are well managed by dedicated staff and your average wait time is only around 10-15mins. In addition, queues generally ease significantly after the term census date.

Can we have more buses?
Sydney Buses has assured us they are providing every available bus for the service.

- 891 timetable
- 898 timetable
- 893 timetable

In fact, during the morning peak, there are 65 scheduled services to UNSW from Central Station running approximately every 1-2 minutes.

During the evening peak, UNSW has chartered additional buses for the return journey to Central Station, departing from Gate 8 and Gate 3 on High Street.

Why is the journey so slow sometimes?
Unfortunately, when unforeseen incidents occur such as accidents or light rail construction difficulties, the traffic slows down. This results in slower trips and longer queues.

Why can't they load more buses simultaneously at Eddy Avenue near Central Station in the morning?
Due to space constraints and staffing restrictions, a maximum of three buses can safely load simultaneously at the 891 bus stop in Eddy Avenue.

Sydney Buses provides two dedicated staff to assist with the safe and efficient boarding of the buses at Eddy Avenue during the morning peak and UNSW provides security guards to assist with queue management.
Could the service leave from other points around Central Station or around the city?

UNSW has lobbied for the 891 to pick up passengers from alternative loading bays, but this has not been possible due to lack of adequate space. Supplementary routes from Green Square and Redfern have been trialled in the past but were discontinued due to poor patronage.

Why can't staff have a dedicated service and/or a priority queue?
Sydney Buses does not have enough buses to provide separate services for staff. In addition, neither Sydney Buses nor UNSW can provide the additional personnel that would be required to manage a separate queue for staff. A queuing time of approximately 10-15mins during peak periods is not considered to be unacceptable for either staff or students.

What are you doing to improve public transport to UNSW?
UNSW is active on many fronts to improve transport to the Kensington campus:

- Prior to the commencement of term, we liaise closely with Sydney Buses to help plan and manage the UNSW Express service.
- We conduct regular campus counts and travel surveys to find out how and when students and staff travel to campus and where they enter and leave the campus. This helps us lobby for better transport solutions.
- UNSW is currently working in partnership with Transport for NSW on the South East Light Rail Project. When complete, the Light Rail will provide a long-term, high-capacity solution to UNSW’s transport requirements. For more information go to www.lightrail.unsw.edu.au.

How can I provide further feedback on the bus service?
Contact Sydney Buses on 131 500 or fill in an online feedback form.

How do I get an Opal Card?
Visit www.opal.com.au or call 13 OPAL (13 67 25). There is also a dedicated set of FAQs for Tertiary Students on the Opal website.

Light Rail Update

Work on the CBD and South East Light Rail commenced in 2016. The project is now well underway in Kensington, Kingsford and Randwick, resulting in some impacts for the UNSW community.

You can now keep up-to-date with the latest information relevant to UNSW as it is provided by Transport for NSW on the following channels:
Follow @UNSWLightRail on Twitter
Visit the Light Rail to UNSW website: www.lightrail.unsw.edu.au
Subscribe to the EM Newsletter for bi-monthly updates.

Transport for NSW provides information about the entire CBD and South East Light Rail Project:

- Visit the Sydney Light Rail website: www.sydneylightrail.transport.nsw.gov.au
- Phone the information hotline: 1800 684 490
- Email: projects@transport.nsw.gov.au
- For urgent enquiries and complaints, call the 24hr-hotline: 1800 775 465.