



TIM JAMES MP

MEMBER FOR WILLOUGHBY

Shadow Minister for Small Business
Shadow Minister for Fair Trading, Work Health and Safety and Building



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To the Principals of Schools in the Willoughby Electorate

I am writing to acknowledge the ongoing challenges with local bus services and the impact this is having on students.

As you may be aware, many students (particularly younger children) are struggling with buses that arrive too full to board or, in some cases, do not turn up at all. This is understandably causing stress and anxiety, especially when they fear being late to school.

I want to make it clear: it is not their fault if they arrive late due to unreliable bus services. I ask that schools consider this when addressing lateness and reassure students they are not to blame. At the same time, I urge all schools to remind students to remain mindful of their safety while waiting for buses, especially if services are disrupted.

Our local bus service has not been good enough. Reliable public transport should be a given, not a gamble. Please know that I have been in regular engagement with the Minister for Transport, Busways, Transport for NSW, bus drivers and have raised this issue in Parliament.

During my meeting with Busways, they informed me that they are willing to prioritise school bus routes that have been most affected by the ongoing driver shortages. To assist in this process, I encourage your school to provide details of any specific routes where students are frequently left stranded, experience significant delays, or face safety concerns due to overcrowding.

I also ask that schools remind students to tap on and off using their Opal cards. Current usage levels are too low which makes it harder to collect accurate data on passenger numbers. This data is crucial for planning and resourcing bus services, including assessing demand for additional capacity on busy routes.

If your school has noticed particular issues with certain routes, times, or stops, please share this information with my office. I will ensure it is raised directly with Busways and Transport for NSW to push for targeted improvements. Thank you for your time and consideration.

Yours sincerely

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