

Painpoints

Major

Use Opal or Tripview to check bus times

There are a lot of issues with the both the Opal and Tripview apps informing the customer that there's bus coming soon but doesn't show up leaving the them to wait for the next bus.

Wait for bus

Customers who regularly catch a certain bus route notice that their bus is usually late or even arrive too early despite timetable information.

Moderate

Enjoy the ride

Some drivers are noted by passengers to be driving inconsiderately by accelerating too quickly and breaking too harshly. The lack of consideration also applies to other customers who don't move down the bus as it's filling up with standing passengers. Driver swaps can occur halfway through a route and keep passengers waiting for a few minutes.

Minor

Go to bus stop

Short notice changes can frustrate customers if they are not informed properly, leaving them to wait for a bus that is scheduled to pickup at another stop

Hail driver to stop

Some routes do not have sufficient buses during peak hour which forces drivers to drive past customers due to their buses being too full

Use Opal machine to add money

Some major bus stops do not have access to an Opal machine

Use Opal app to add money

Adding funds to your card in this way is not instant and forces the user to wait a few minutes until the money is fully processed