

Author name: Name suppressed

Date of submission: Thursday, 18 January 2024

Your submission for this review:

Opal fares need to be in line with the reliability of services of our trains, trams and bus schedules. Often the buses and trains are never on time and are also dirty/smelly which really deters passengers travelling on the transport network. The quality of buses and trains that we have do not justify the current charges of Opal. There has been times where buses do not even turn up causing people to build up at the bus stop and many people not paying for fares and getting away with "free" travel because they don't feel the need to pay for unreliable services. I don't blame them for feeling this way even though I have to pay for my trip just because I want to do the right thing.