

Minister for Housing and Planning
Minister for Infrastructure and Transport
Minister for Local Government

Level 10, 15 Murray Street, HOBART TAS 7000 Australia
GPO Box 123 HOBART TAS 7001 Australia
Email: Minister.Vincent@dpac.tas.gov.au



8 DEC 2025

Ms Helen Burnet MP
Parliament House, Hobart, TAS 7000

C/- Laura.Ross@parliament.tas.gov.au

Dear Ms Burnet

In Parliament on 6 November 2025, you asked the following constituent question:

My question is on behalf of a young woman who I spoke to on the 512 bus to Claremont. Like many public transport users, she told me that the Metro tracking app isn't working and often her buses either aren't on the tracker or don't arrive at all. She would like to know what you will do to make sure the Metro tracking app will be more reliable.

Metro Tasmania has reported high levels of customer satisfaction and minimal outages with real-time tracking since the service was introduced. The tracking now covers more than 85 per cent of Metro services.

If real-time tracking is not working on a service usually covered, then it may be because of one of two reasons. Firstly, the Metro Tasmania App uses General Transit Feed Specification data provided by the Department of State Growth. The accuracy and availability of real-time information on the app is dependent on the data feed. Occasionally this feed has issues or can go offline temporarily. Metro monitors the app daily and reports any data issues to State Growth to be fixed.

The second potential reason is real-time tracking is only available when a service is active on its route. For instance, if a particular bus is finishing a previous route, real-time tracking for the next route will only appear once the bus has completed its previous route. This can cause confusion when a service is delayed.

Metro continues to work closely with State Growth to improve the coverage, accuracy and reliability of real-time information for all its services.

Thank you for your question and I trust this information is of assistance.

Yours sincerely

Hon Kerry Vincent MLC
Minister for Infrastructure and Transport