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Minister for Transport  
Leader of the House

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Ms Helen Burnet MP

Email [laura.ross@parliament.tas.gov.au](mailto:laura.ross@parliament.tas.gov.au)

Dear Ms Burnet *Helen,*

10 JUL 2024

Thank you for your constituent question asked on 13 June 2024 in Parliament on behalf of Lucy regarding Metro services along Sandy Bay Road.

Thank you for raising Lucy's concerns. I appreciate the frustration and disappointment felt with the lateness of the buses and the impact it has had on her timely arrival at TAFE on time.

Metro apologises for the inconvenience and stress these delays have caused.

Along with the scheduled timetables, Metro uses telematics, ticketing data and CCTV to assist in investigating and assessing "on road" and "on bus" incidents.

In relation to services along Sandy Bay on Tuesday 28 May 2024, I am advised that between 08.00AM and 08.20AM, two buses were scheduled to pass Stop 14. Additionally, there was a third bus scheduled to arrive at 8.21AM.

Based on ticketing data, Metro advises that Route 402 picked up passengers at Stop 14 Sandy Bay Road at 8.00AM, Route 429 also stopped at Stop 14 but arrived late at 8.27AM due to traffic conditions and Route 426 passed the Stop at the similar time of 8.27AM which was also slightly delayed due to traffic.

Live tracking of bus and ferry services will be introduced across the State from December 2024, commencing with Hobart Metro services. This technology, once implemented, will allow Lucy to view the location of a bus on an online map, follow its progress along the route and see predicted arrival times.

Once again, Metro apologises for the delays in these services due to traffic conditions and thanks Lucy for her patience and patronage.

I trust this information is helpful.

Yours sincerely

Eric Abetz MP  
Minister for Transport