Metro Tasmania - Reliability and Reporting Validity - Sandy Bay Road

Ms BURNET question to MINISTER for TRANSPORT

My question is from Lucy from Sandy Bay, who says:

More often than not, scheduled buses do not operate on Sandy Bay Road. On Tuesday 28 May, not a single city-bound bus passed stop 14 in peak hour between 7.55 and 8.22 a.m. Fourteen people were waiting, which is a typical number. When I contacted Metro, they advised me that four inward services to the city passed the stop between 8 a.m. and 8.20 a.m. on that day.

On what basis did Metro conclude the buses passed the stop? How can you restore my faith and make this a reliable regular service so that I can get to study at TAFE?