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Minister for Transport
Leader of the House

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Ms Helen Burnet MP
Member for Clark

08 APR 2025

Email: laura.ross@parliament.tasg.gov.au

Dear Ms Burnet

Thank you for your constituent question asked in Parliament on 3 April 2025 on behalf of Sharon from Taroona regarding her recent correspondence with me about her bus trip between Taroona and North Hobart.

As I advised to Sharon in my response of 7 April 2025, the Tasmanian Government invests over \$120 million annually in bus-based public transport and must make careful decisions about how this money is spent, ensuring that we provide services in a way that benefits the most people.

Accordingly, the public transport network is based on key planning principles which include equitable service coverage and linking suburbs to their nearest major centre. In practice, this means that passengers needing to travel from Taroona to North Hobart must travel via the Hobart CBD. It also means that buses are more frequent during peak travel periods, such as before and after work, and are less frequent during the middle of the day.

I appreciate that this means Sharon's trip to and from North Hobart took longer than she would have liked. Although travelling by bus may not be as fast as driving a car, it offers advantages such as saving money on parking while also being a more environmentally friendly option.

It is understandably frustrating when a bus doesn't turn up on time. However, some factors such as heavy traffic can impact on time running and service reliability. Metro advises that they have had a look at the travel times for that day and confirm the bus was running late due to traffic conditions.

I understand that reliability and certainty are crucial for public transport users and encourages more Tasmanians to get onboard. That's why the Rockliff Liberal Government has fast-tracked the introduction of real-time tracking, giving Tasmanians live information on how far away their bus or ferry is in the palm of their hand.

The recently updated Metro App now gives customers control to plan their bus travel with real-time updates. The app allows Tasmanians to keep up to date with alerts, plan journeys, view timetables and see where their bus is.

Metro currently has around 85 per cent of weekday bus trips showing real-time tracking in the app and is working to expand the coverage for daily routes. If your selected route is not showing real-time information, you can still see the scheduled information for your trip.

Regarding cycling as an alternative to bus travel, the Tasmanian Government supports the growth of walking, wheeling and riding across Tasmania. Since 2015-16, we have committed over \$35 million to improve cycling safety and infrastructure across Tasmania, which includes the Coastal Pathway, cycling improvements along our State roads, and cycling-specific grant programs.

Thank you again for raising this with me in Parliament, I trust this information is of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Eric Abetz', written in a cursive style.

Eric Abetz MP
Minister for Transport