

The Hon Eric Abetz MP
Minister for Business, Industry and Resources
Minister for Transport
Leader of the House

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Ms Helen Burnett MP
Member for Clark

07 JUN 2024

via email laura.ross@parliament.tas.gov.au

Dear Ms Burnett *Helen,*

I refer to your constituent question asked on 22 May 2024 in Parliament, on behalf of your constituent Gaye, regarding Metro Tasmania's services to West Hobart.

Thank you for raising these concerns with me. I appreciate Gaye's frustration with services and the impact it is having on her ability to plan for medical and social appointments.

As you're aware, Metro has suspended some of its less frequented services while maintaining its more popular services to reduce daily unexpected cancelled trips. This has provided greater certainty for customers when planning a trip on a Metro service.

Importantly, Metro has worked hard to ensure the suspended services do not target a specific area but are spread across the day and throughout the network to lessen the impact on passengers, such as Gaye.

However, it is acknowledged that buses may occasionally operate at reduced service levels due to unplanned operational requirements.

It is also important to note that the bus schedule is a best estimate of when the bus will arrive at certain points along its journey. The actual time to arrive will of course be impacted on the traffic conditions at the time, as well as the number of stops the bus makes on its journey before reaching Gaye's stop, and the number of passengers that are boarding at each stop.

The Government understands that customers want to be able to make decisions regarding their public transport usage with real-time information, and a bus tracking system will vastly improve passenger information and the lives of bus users. The Department of State Growth is working with Metro to introduce this function before the end of the year, and I look forward to having more to say about this soon.

For specific timetable information, I encourage Gayle to contact Metro's hotline on 13 22 01 or visit one of the Metro shops. Metro's customer service team would be pleased to assist Gayle to plan her next journey,

Thank you for raising these matters in Parliament, I trust this information is helpful.

Yours sincerely

Hon Eric Abetz MP
Minister for Transport