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Leader of the House

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Ms Helen Burnet MP

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10 JUL 2024

Dear Ms Burnet 

Thank you for your constituent question asked on 20 June 2024 in Parliament on behalf of Zara and Scott regarding Metro services in Sandy Bay.

Metro apologises for the inconvenience caused and appreciates the frustration and disappointment felt with the lateness of the buses.

As you are aware, in August 2023 Metro suspended some of its less frequented services while maintaining its more popular services to reduce unexpected cancellations. This has improved certainty for customers when planning a trip on a Metro service.

It is important to also note that, while timetables are the best estimate for when a bus will arrive at a stop, the actual time will, of course, be affected by factors including traffic conditions and the needs of passengers boarding at certain stops.

The introduction of real time tracking by the Tasmanian Liberal Government as part of its 2030 Strong Plan for Tasmania's Future will help passengers better plan ahead when using public transport. This is why I was delighted to recently announce that live tracking of bus and ferry services will be introduced in December 2024. This is an important step in creating a more reliable, convenient and accessible public transport in Tasmania.

In the meantime, may I suggest Scott and Zara contact the customer team at Metro on 13 22 01 who will be able to take any feedback or answer questions.

Once again, Metro apologises to Zara and Scott for their recent experience and thanks them for their patience and patronage.

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

Yours sincerely



Eric Abetz MP
Minister for Transport