

## Response to Petition

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**TITLE OF PETITION:** CHANGES TO MOUNT STUART/WEST HOBART METRO BUSES AND THE REMOVAL OF THE BUS STOPS

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The petition of the undersigned Residents of Tasmania draws to the attention of the House:

- (1) The change of route to Mount Stuart/West Hobart Metro buses and the removal of the bus stops through Summerhill Road, Cliff Street and Upper Forest Road; and
- (2) At least 10 stops (2 Summerhill Road, 2 Hillside, 4 Cliff Street, 2 Forrest Road) have been removed.

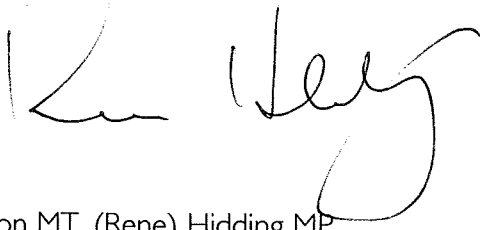
Your petitioners, therefore, request the House to:

- (1) Reinstate the buses (or some of) to Summerhill Road, Cliff Street and Upper Forest Road;
- (2) Reinstate a service, at least at peak times and some during the day to allow travel to school, work and to ensure retired and elderly people are able to maintain independence and social interaction; and
- (3) Work with the patrons to find suitable times and locations for bus routes.

### Government's Position:

- Metro undertook an extensive review of its Hobart network throughout 2015, building on work undertaken in the Northern Suburbs Network review which went to public consultation in June 2014.
- This was the largest review of services in 30 years and was shaped by the changed demographics, growth of new suburbs and changed work and study practices.
- Residents of Mount Stuart and West Hobart had an opportunity participate in two public consultation processes around their bus services in the last 18 months - the Northern Suburbs Review and the Greater Hobart Network Review.
- Metro utilised patronage and network performance data to inform the design process in addition to customer feedback and incident reporting from bus operators.
- Metro last made changes to its Mount Stuart routes in the mid-2000s, in response to concerns regarding the frequency of weather related incidents.
- The previous route proved to be vulnerable to traffic related and navigation incidents, particularly with (often illegal) parking associated with Mount Stuart Primary School.
- Metro engaged with the Hobart City Council regarding enforcement and/or tightening of parking controls in the area to address navigation issues but to no effect.
- The five stops - Gillon Crescent, Cliff Street, Hillside Crescent (two stops) and Summerhill Road – experienced an average boarding rate of 0.8 passengers per trip across these stops.

- Patronage has been considered in the design of the new network but is not the sole consideration.
- It is not possible to have a bus down every street and a distance of approximately 400 metres is considered a reasonably acceptable distance to access a bus stop across the entire Metro network.
- Metro is highly attuned to its social obligations endeavours to apply these principles consistently across the entire Greater Hobart metropolitan network within the available resources.
- Understandably some who have historically enjoyed a high degree of service may have reduced options available as resources are directed to other areas which previously had low or no services available.



Hon MT. (Rene) Hidding MP  
Minister for Infrastructure

Date: 6/4/16