



3 November 2016

Mr Mike Blake  
Review Investigator  
Government Flood Review Team  
GPO Box 308  
HOBART TAS 7001

Dear Mike,

**Re: Government review into the June 2016 floods in Tasmania**

Further to your recent correspondence regarding the Government of a review into the June 2016 floods, Metro Tasmania is pleased to provide a response.

Metro operates three bus networks across the state, with our Burnie and Launceston networks both experiencing some disruption as a result of flood related road closures and traffic events in June. Although our services in Hobart extend into the Channel, we are not the contracted service provider for Huonville, and will therefore not address comments to the south.

Metro would concede that we are not well placed to respond across the review's full terms of reference, with many of the areas under consideration outside our frame of reference. We would, however, offer the following observations:

- Metro operates a large number of school services, and the community is – understandably – particularly sensitive around the reliability with which they are delivered. The earliest possible advice of **school closures** is therefore very valuable to us, to inform our allocation of resources at times when traffic and diversions can be expected to place pressure on our run times and service reliability.
- Similarly, timely and accurate information about **road closures** is essential to us. Metro makes every reasonable effort to deliver all advertised services, resulting in us undertaking a significant amount of 'dynamic re-routing' over the course of an event of this nature, whereby we will attempt to provide a service via an alternate route as close to our normal route as possible. This becomes increasingly important across our evening peak, where customers who travelled with us earlier in the day are attempting to complete a return journey home. We would note that the closure of the West Tamar Highway – necessitating diversion through Riverside – was the most disruptive closure for Metro over the course of this event.

- Metro would also note that the traffic conditions in Launceston worsened considerably as the community's interest in witnessing the event increased, with feedback from our operators suggesting much of the **congestion** was generated by people travelling into suburbs with river frontage, with this most evident around the Gorge. This would have represented a significant risk in the event that evacuations had been required, and would benefit from more proactive management should a similar situation eventuate.

Thank you for the opportunity to participate in this process – should you require any further information regarding this response, please contact Megan Morse, General Manager Business Improvement Services.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Stuart Wiggins', with a long horizontal stroke extending to the right.

Stuart Wiggins  
Chief Executive Officer