

## Convenience

We understand that often your Light Rail journey will be one part of your 'end to end' journey. We are committed to ensuring your connections with other services are seamless and stress free.

## Cleanliness

We will ensure that all our LRVs, stops and other facilities are clean, well maintained and free of graffiti. CSOs will constantly monitor stops and LRVs, and a frequent cleaning regime. As soon as we become aware of graffiti, we will work hard to ensure it is removed as soon as possible.

If you see graffiti you can assist us by reporting it on **13 22 81**.

## Our staff

We value our staff and we are all committed to ensure our customers enjoy the best possible experience when travelling on the light rail.

We will ensure that our employees are easily recognised, well presented and eager to assist at all times.



## Information

We want you to be able to navigate the Light Rail system and connecting services easily and intuitively. To help you, our signage and directions have a consistent style and are conveniently located.

Passenger Information Displays, located at each stop and on each LRV, will provide real-time updates on services, including information in the event of delays. The visual information displays will be supported by clear and audible announcements.

Regular and accurate information is important if there is a service delay or disruption.

Our CSOs are available to answer your queries and provide assistance where needed.

## Customer Feedback

We welcome and encourage your feedback which can be registered at [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au) or Phone **13 22 81**.



# CUSTOMER SERVICE CHARTER



**Our mission is to provide a safe and world leading light rail service for our customers and community.**

**We will continuously look for ways to enhance and elevate the customer experience.**

## **Safety and security**

We are committed to operating at the highest of safety standards with resources in place to protect the safety of our customers, staff, contractors and the general public.

All stops are monitored 24 hours a day, 7 days a week by CCTV cameras linked directly back to our control room.

Emergency help points are located on all stops allowing customers to speak with a controller in the event of an emergency. All calls are recorded in audio and on video.

All Light Rail Vehicles (LRVs) have emergency help points to allow direct communication with the driver. LRVs are equipped with radios so drivers are able to contact our Control Room if assistance is required.

Customer Service Officers (CSOs) will be travelling along the network with additional staff at key times to provide extra support to our other safety and security measures.



## **Frequency and reliability of services**

Canberra Light Rail is a 'turn up and go' service. You will wait no more than 6 minutes during peak hours and 15 minutes on weekends - at any stop.

CMET works to continually monitor our services. Any issues with the potential to affect the frequency or reliability of services are addressed as quickly and efficiently as possible.

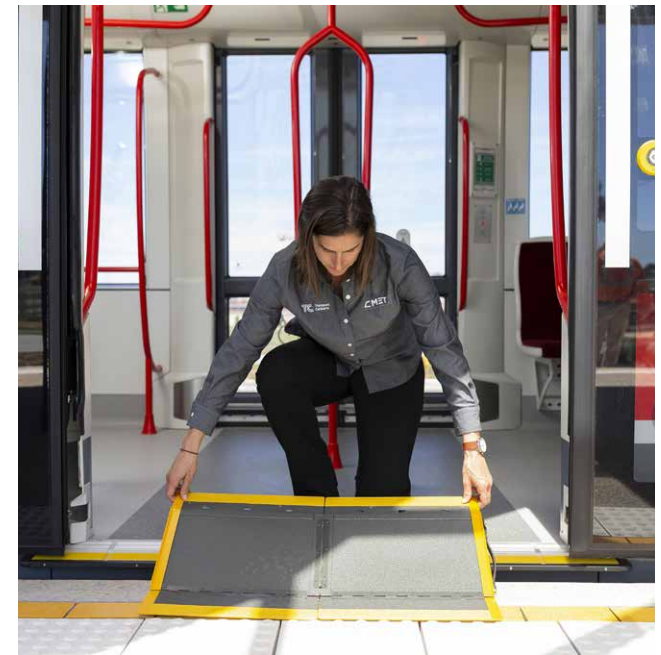


## **Ticketing**

Most customers are honest and will travel with a valid ticket. It is our responsibility to ensure this is as simple as possible for you. Ticket vending machines are conveniently located to purchase cash tickets, to top up your MyWay card and to tap on and tap off with your MyWay card.

It is important to have a valid ticket at all times. If for any reason you cannot purchase a ticket, please call **13 22 81** or visit [www.transport.act.gov.au](http://www.transport.act.gov.au) to find out more information.

All our CSOs are Authorised Officers responsible for revenue protection and have the authority to check your ticket and issue a fine if you do not have a valid ticket.



## **Accessibility**

Customers may need additional assistance when travelling on public transport. Our design features have incorporated the needs of customers with physical, cognitive or sensory special needs as well as those travelling with children or luggage.



## **Comfort**

Our stops, interchanges and LRVs have been designed with your comfort in mind. Shelter and seating at stops and interchanges will ensure your comfort during the short wait for the next LRV.

LRVs have been fitted with controls to create a comfortable air temperature.