



# LIGHT RAIL ACCESSIBILITY FOR EVERYONE



For more information:

[transport.act.gov.au](http://transport.act.gov.au) | 13 17 10

TG18632



## Light rail stops

The Light Rail network will be inclusive and accessible for all. All stop platforms are accessible via ramps to provide improved access for customers who require the use of mobility aids (wheelchairs, scooters or motorised vehicles), parents with prams and those who find using stairs difficult.

There are accessibility symbols painted on the ground at platforms to show mobility aid users where to board the Light Rail Vehicle (LRV).

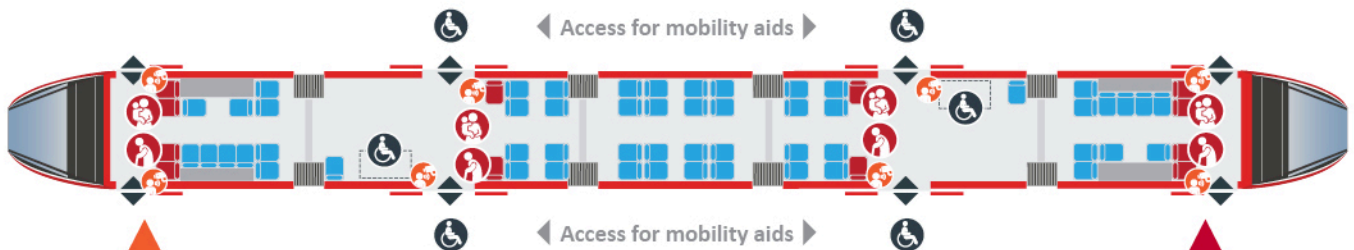
Entry to the LRV will be almost level with the platform at every stop. The level can alter slightly, depending on the number of people onboard the LRV.

Once on board the LRV, accessibility symbols on the floor show the designated area for mobility aid users.

Passenger Information Displays are located throughout the network. These screens display up to date destination information and other relevant messages. Public announcements will also be made, providing customers with service updates and safety information.

Hearing Loops have been installed at each stop and on board all of the LRVs to assist customers with hearing aids.

Braille lettering and raised pictograms are located at each stop on both the help points and the information pole. Similarly, braille lettering is on every LRV entry and exit door button. Information help point buttons are located at every stop. These provide information about stop facilities and departure times.



Emergency help points and closed circuit television are located on board every LRV and each stop for your safety.



Priority seats are coloured red. Please vacate seat for less mobile customers





## Boarding ramps

Customers who require assistance should wait in the designated area (there is an accessibility symbol on each platform).

The Driver or Customer Service Officer (CSO) will provide assistance with boarding, by placing the boarding ramp between the LRV and the platform.

*\*CSOs will be at selected light rail stops and on board selected services.*



## On board

Each LRV has a designated space for customers with mobility aids or prams. A restraint is available to secure the mobility aid in place.

Pressing the blue assistance button alerts the driver that a customer who requires assistance needs to exit at the next stop.

The Driver or a CSO will offer assistance and position the boarding ramp if required.



LRVs have a spacious interior and low floor allowing for easy movement inside the vehicle.

Red seats on the LRV are priority seats for pregnant women, seniors, or customers with a vision impairment, injury or illness.



## Customer Service Officers

Our CSOs are there to assist all customers on their journey. If you have a question or need assistance, please ask CSOs, who will be deployed during all operating hours and throughout the network on-board LRVs and on selected stops.



## Familiarisation Days

Canberra Metro Operations wants everyone to feel confident about accessing light rail. Each year we will conduct a Familiarisation Day, with community groups, providing customers with an opportunity to familiarise themselves at a stop and practice boarding and alighting in a safe environment. Disability services are available when transferring from light rail to buses. For more information, email [info@cmet.com.au](mailto:info@cmet.com.au)



## Accessible journey planning

If you require a translator or interpreter, you can contact us through the Translating and Interpreter Service (TIS) on **13 14 50**.

If you have a hearing or speech impairment visit [www.relayservice.gov.au](http://www.relayservice.gov.au) to make an internet relay or captioned relay call.

### Speak and Listen users

**Phone** 1300 555 727  
and then ask for 13 17 10.

### Internet relay users

**Connect to the NRS**  
and then ask for 13 17 10.

### International callers

**Please use** +61 2 6205 3879.  
International call rates apply.