



Convenience

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

CMET will ensure that all customer service staff are able to provide up-to-date information on local events, places of interest and connecting services.



Cleanliness

We will ensure that all of our LRVs, stops and other facilities are clean, well maintained and free from vandalism. CSOs will be constantly monitoring stops and LRVs. As soon as we become aware of vandalism, it will be reported and we will work hard to ensure it is removed as soon as possible.

If you see any vandalism at one of our stops or onboard an LRV, you can assist us by reporting it at www.transport.act.gov.au or phone 13 17 10.



Our staff

We value our staff and we are all committed to ensuring 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 network and connecting services easily and intuitively. To help you, our signage and wayfinding displays have a consistent style and are conveniently located. Passenger Information Displays, located at each stop and on each LRV, will provide up to date information on services, including any service delays or interruptions. The visual information displays will be supported with clear and audible announcements.

We understand that 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.transport.act.gov.au or phone 13 17 10.



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 safety standards with resources in place to protect the safety of our customers, employees, contractors and the general public.

All stops and Light Rail Vehicles (LRVs) are monitored 24 hours a day, 7 days a week by Closed Circuit Television (CCTV) cameras linked directly back to our Operations Control Centre.

Emergency Help Points are located at each of the Stops, allowing customers to speak with a Controller in the event of an emergency.

All LRVs also have Emergency Help Points to allow direct communication with the driver. LRVs are also equipped with radios so drivers are able to contact our Operations Control Centre if assistance is required.

All calls are recorded in audio and on video.

Customer Service Officers (CSOs) will be travelling throughout the network during operating hours. There will be additional CSOs present 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

It is important to us to ensure your journey is as simple as possible. Ticket vending machines are conveniently located at the stops to purchase cash tickets and to top up your MyWay card. There are also several platform validators located at each of the stops to allow customers to easily tap on and tap off during their journey.

It is important to have a valid ticket at all times. If for any reason you cannot purchase a ticket, please report the issue to 13 17 10 or visit www.transport.act.gov.au.

A number of our CSOs are Authorised Officers and are responsible for revenue protection. CSOs have the authority to check your ticket and issue an infringement notice if you do not have a valid ticket, MyWay card or concession card.



Accessibility

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.

Our Drivers and CSOs have also been trained to deliver additional assistance to those requiring support when boarding or alighting the LRV.



Comfort

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

LRVs have also been fitted with automated heating and cooling systems to create a comfortable air temperature.