



Light Rail Digital Tool Kit



The assets in this Digital Tool Kit are available for download at www.cmet.com.au/digital-toolkit



Rail Ready



Rail Ready



Our Light Rail is here. Are you Rail Ready?

Canberra Metro Operations (CMET) are the proud operators of Canberra's first Light Rail line linking Gungahlin to the City.

The safety of our customers, community and staff is our number one priority. To ensure everyone enjoys their experience on Light Rail, we have developed this Safety Toolkit which shows what you can do to stay safe and make your journey a great experience.

This booklet provides an overview of all the safety resources and information tools that are available on our website for download.

Just visit www.cmet.com.au/digitaltoolkit

Resources include ready-to-go content for your staff or customer newsletter, social media tiles, videos and brochures. We are also available to help you develop your own content on light rail safety.

Please contact our Customer Service Team at 6147 6864 or email info@cmet.com.au and we look forward to welcoming you on board.



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Light Rail Safety content for your newsletter

We have developed a series of four content pieces on safety that you can easily insert into your staff, customer or member newsletter. If you have a weekly newsletter you may like to roll out the safety pieces one at a time as a four-week campaign as shown below. Infographics and accompanying text can be easily inserted to both digital and printed newsletters.

Week 1

Light rail is here. Are you Rail Ready?

Light rail vehicles (LRVs) are now operating between Gungahlin and the city. It is important to ensure you know how to stay safe when walking, cycling or driving near the light rail corridor. Road rules stay the same. If everyone follows the rules, we all stay safe. Always obey traffic lights and road signs around LRVs.

Light rail is here. Are you Rail Ready?

R Rail Ready



Safety for pedestrians.

Always cross the light rail tracks at designated crossings!



Safety for cyclists.

Always keep a safe distance from LRVs!



Safety for drivers.

It is prohibited to drive along the tracks!

Clearance height for wiring system is above 6 metres at intersections.



Week 2

Safety for pedestrians

- Only cross the tracks at designated crossings.
- Always look both ways before crossing the tracks.
- Pay attention and stay alert around LRVs.
- Headphones, reading, texting or taking photos or selfies can put you at risk.
- Take care with pram wheels or wheelchairs when crossing the tracks.

Week 3

Safety for cyclists

- Always keep a safe distance from LRVs.
- Ride directly over the tracks at a right angle to avoid your wheels getting stuck.
- Do not ride along the rail track.
- Always cross the tracks at designated crossings and intersections.
- Do not cross in front of a moving LRV and where possible, avoid braking on the tracks.

Week 4

Safety for drivers

- It is prohibited to drive along the tracks at any time.
- Do not queue across the tracks at any time.
- Do not drive across the tracks unless the path ahead is clear.
- Truck drivers should ensure their vehicle load does not come close to the overhead wire when crossing at intersections.



Safety social tiles

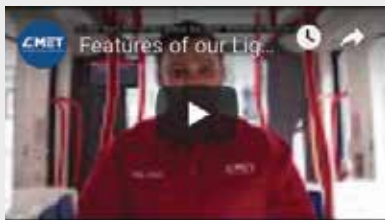
A choice of two social media tiles can be used on all social media platforms to promote safety when crossing tracks and at stops.



Video files

A series of videos are available for download including several videos featuring players from the ACT Plus500 Brumbies. The videos explain many aspects of using light rail.

Features of our Light Rail Vehicles



Seating and Passenger Information Displays



Getting on and off the light rail vehicles



Etiquette on-board the light rail vehicles



Emergencies and security





WAV files

Looking for something fun to add to your campaign? Download the light rail vehicle “ting” sound to alert your users.



GIF files

Animated GIF files are available for use in digital newsletters, intranet or on websites.



Fact sheets

A range of fact sheets and fun activity sheets can be downloaded relating to light rail safety.

R Rail Ready → Are you Rail Ready?

Light Rail Safety Signs

New signs and traffic signals will be installed to remind pedestrians, cyclists and drivers that they are now traveling alongside a light rail service.



LRVs ONLY

Only Light Rail Vehicles (LRVs) are permitted to travel on the tracks. It is prohibited to drive or ride along the tracks.



PEDESTRIANS GIVE WAY TO TRANS

Pedestrians Give Way to Trams

Pay attention and stay alert at all times around light rail. Always look both ways and only cross the tracks at designated crossings and intersections. LRVs can approach from either direction and at any time.



No Parking, Light Rail Vehicles Excepted

Along the light rail corridor, only Canberra Metro staff vehicles supporting light rail maintenance and operations are allowed to park as indicated by this sign.

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DANGER

NO ENTRY

AUTHORISED PERSONNEL ONLY

Danger, No Entry, Authorised Personnel Only

Only authorised personnel are permitted to access this area.



Cyclist Falling on Light Rail Tracks

This sign alerts cyclists of light rail tracks ahead. Rail tracks can be a fall hazard so practice caution. Ride across the tracks at a right angle to avoid your wheels getting stuck in the groove.



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R Rail Ready → Are you Rail Ready?

Rail Ready Quiz

- When did the first Light Rail Vehicle (LRV) arrive in Canberra?
 - a. January 2019
 - b. December 2017
 - c. November 2017
- How many stops are there along the Light Rail Stage 1 route?
 - a. 10
 - b. 12
 - c. 15
- How many minutes will it take to get from Gungahlin to the City on the light rail?
 - a. 40 minutes
 - b. 20 minutes
 - c. 25 minutes
- Where can pedestrians cross the light rail track?
 - a. Anywhere along the light rail route
 - b. Only at intersections where there is a pedestrian crossing
 - c. Nowhere along the route. It is prohibited to cross the light rail track
- To avoid injuries when getting stuck in the rail groove, how should cyclists cross the light rail tracks?
 - a. Ride over the side over the tracks at a right angle
 - b. Ride over the tracks
 - c. Stop and dismount
- How many LRVs will be in the Canberra light rail fleet?
 - a. 4
 - b. 14
 - c. 10
- LRVs have safety and quality. At intersection crossings pedestrians should always:
 - a. Remain on the sidewalk
 - b. Look both ways before crossing
 - c. Walk a walk
- Where is it not safe to park your car when crossing light rail tracks, include:
 - a. Parking on the side of the road
 - b. Parking on the side of your driveway
 - c. Parking
 - d. All of the above - Pay attention and stay alert at all times around light rail

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R Rail Ready → Are you Rail Ready?



Across

- Number of Light Rail stops.
- Minimum advice to cyclists when crossing the track to avoid bicycle wheels getting stuck in the rail groove.
- Month of first LRV arrival in Canberra.
- What should pedestrians cross at designated intersection crossings?
- For safety, cyclists should keep a safe _____ from LRVs.

Down

- Freedom from danger, risk, harm, or injury _____.
- It's _____ to ride along the tracks.
- Colour of the LRV.
- A distraction that can put you at risk when crossing the Light Rail tracks.
- LRVs can cross _____ Distractions can put you at risk.
- If everyone follows the rules, we all stay _____.
- Name of Light Rail area starting with 'A'.
- When Light Rail first approaching, do not make change or stay the same?

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Brochures

A comprehensive user guide for light rail and safety brochures are available for download from our website. Limited printed copies can also be obtained upon request.

R Rail Ready

Light rail is here!
Are you Rail Ready?

Safety information for pedestrians, cyclists, and drivers.



 **CUSTOMER SERVICE CHARTER**



 **LIGHT RAIL ACCESSIBILITY FOR EVERYONE**



 **TRAVELLING WITH CHILDREN**



 **BICYCLE ACCESS**



 **WELCOME ABOARD**

A guide to using your Light Rail

