

Canberra Light Rail Customer Satisfaction Survey August 2025

Prepared for Canberra Metro Operations

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26 September 2025

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Executive Summary

Executive Summary

Transport Canberra additional questions

- **Frequency of light rail travel:** More than four in five customers used light rail at least weekly or on a more frequent basis. Compared to 2020 this proportion has increased significantly (from 75% in 2020 to 85% in August/ September 2025).
- **Purpose of journey:** Almost half of customers were travelling on light rail for the purposes related to paid work. Approximately one in six customers mentioned they were travelling for either social activities, shopping, or for education.
- **Modes of transport to light rail stations:** More than two in three customers travelled on foot to light rail stations making walking the most prevalent mode of choice. This has remained unchanged since previous rounds of data collection for this measure (in 2019, 2020 and 2021). The proportion of customers who drive and park at stations has slightly decreased since 2020.
- **Stage 2A extension:** More than two in three customers claimed they would potentially extend their journey to a stop along the Stage 2A extension. Almost half mentioned extending their journey to Commonwealth Park station.

CMET additional questions

- **Free Fridays:**
 - Most customers in August/ September 2025 were aware of the initiative of free travel on Fridays.
 - Almost half of all customers said they either travelled more often, or they would probably travel more often as a direct impact of Free Fridays. Only 1% of customers mentioned travelling less often because of this initiative.
- **Disembarking:**
 - Most customers mentioned they always have enough time to exit the light rail vehicle before doors start to close. Only 5% of customers said they don't usually have enough time or they occasionally have enough time to disembark before the doors start to close.
 - Almost half of customers claimed to be aware of the assistance button (47%) that alerts drivers to allow extra time for disembarking.
 - One in three customers claim they usually wait for the vehicle to come to a complete stop before they make their way to the doors to disembark (34%).
- **Information during service disruptions:** Focusing on delivering real-time updates was mentioned by more than one in three customers as an aspect that would improve their experience during service disruptions.

Executive Summary

- Aspects of satisfaction have increased or remained consistent compared to March 2025 results. Overall, all metrics remain well above the benchmark threshold (Performance Target average score of no less than 6.5 is required for the core satisfaction metrics, and the Performance Target average score of no less than 8 for likelihood to recommend to friends and family).
- More specifically when comparing to March 2025 results there have been significant increases in terms of satisfaction with:
 - Ease of use which increased significantly in terms of 9.3 average score (previously was 9.1) and 97% satisfied or very satisfied (scores 7-10, previously 95%).
 - Reliability average score increased significantly to 9.0 (previously was 8.8), however satisfaction is stable at 96% (previously was 95%). Analysis by demographic groups shows older customers rated significantly higher average score of 9.4 (compared to 9.0) and 86% very satisfied (compared to 73%).
 - Performance has remained stable or improved directionally compared to March 2025 in terms of satisfaction with:
 - Cleanliness average score of 8.6 (previously was 8.6), and 93% satisfied or very satisfied (scores 7-10, previously 92%). Analysis of demographic groups shows younger customers rated a significantly lower average score of 8.4 (compared to 8.6).
 - Safety and security average score of 8.7 (previously 8.6) and 92% satisfied or very satisfied (previously 91%). Analysis of demographic groups shows 25-34 year old customers rate a significantly higher average score 8.8 (compared to 8.7) and 65% are very satisfied (compared to 59%).
 - Customer service average score of 8.6 (previously 8.5) and 90% satisfied or very satisfied (previously 89%). Analysis of subgroups shows customers 25-34 years rated a significantly higher average score of 8.8 (compared to 8.6).
- Likelihood to recommend Light Rail to friends or family remains high and stable since March 2025 with an average of 9.3 (previously 9.3) and likelihood to recommend 97% (previously 98% overall likely to recommend – scores 7-10).
 - Analysis of demographic groups shows younger customers aged 16-24 years rate significantly lower average satisfaction of 9.1 (compared to 9.3).

Methodology

Methodology

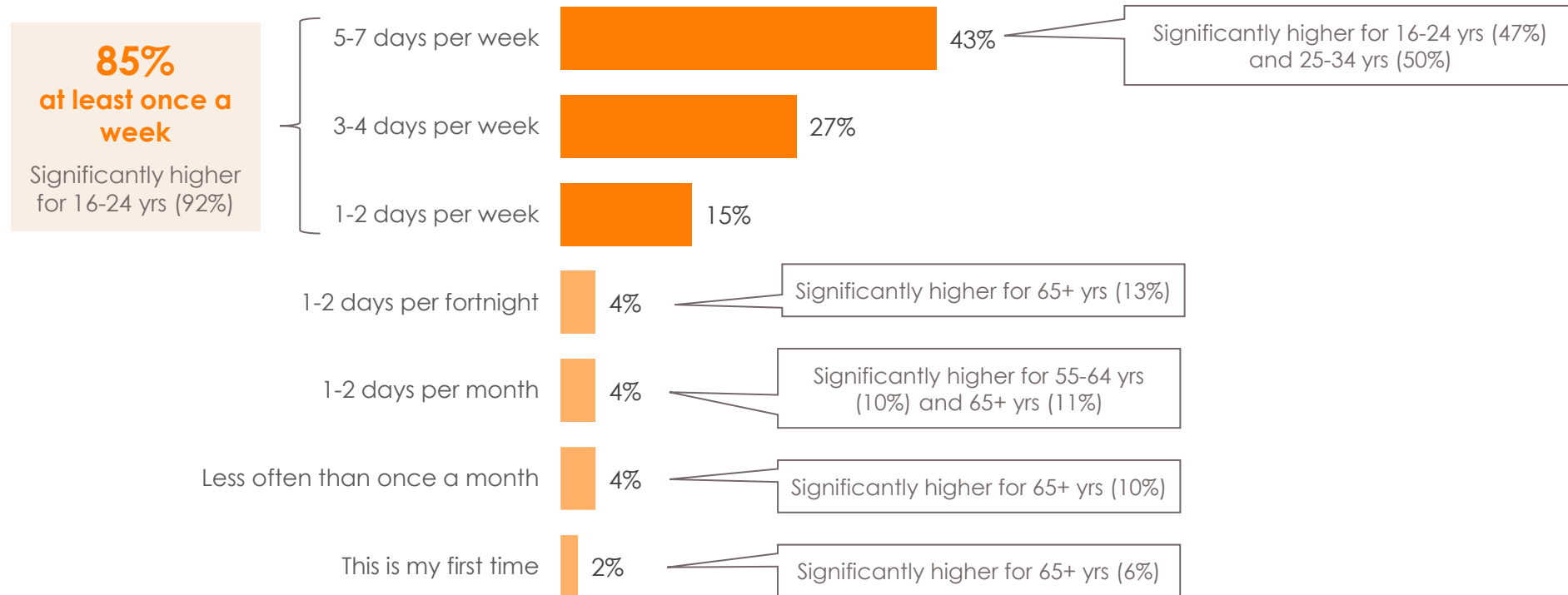
- Verian partnered with Q&A Research to deliver the CMET Customer Satisfaction Survey:
 - Verian are CMET's day-to-day contact, leading on all aspects of research design, analysis and reporting. Q&A Research are responsible for co-ordinating all aspects of fieldwork.
- Quantitative questionnaire was completed using iPads on board Light Rail via intercepts .
- n=1,144 total responses.
- Length of interview (LOI) was 6 minutes 03 seconds.
- Fieldwork was conducted from 25 August – 7 September 2025, between all hours of operation and across different stops.
- Margin of error was +/-2.89%.
- Significance testing was conducted within Q Research Software. Overall testing is done at the 95% confidence level. Throughout the report, statistically significant differences have been highlighted:
 - **Blue-coloured figures** reflect a figure significantly higher than other groups (the rest of the total sample e.g. 16-24 year olds vs. those not aged 16-24)
 - **Red-coloured figures** reflect a figure significantly lower than other groups (the rest of the total sample)
 - Where data is shown wave on wave for comparison the significance formatting highlights where differences exist in comparison to the previous wave of data collected.
- The project has been conducted according to quality assurance standards (ISO accreditation 20252).
- In some charts and tables figures may add up to more than 100%. This is either because of rounding effects or a question allowing multiple responses (MR) rather than just a single response (SR).
- Data labels of 3% or less may not be shown on charts for ease of legibility.

Transport Canberra additional questions

More than four in five customers have used the light rail at least on a weekly basis.

Frequency of using light rail

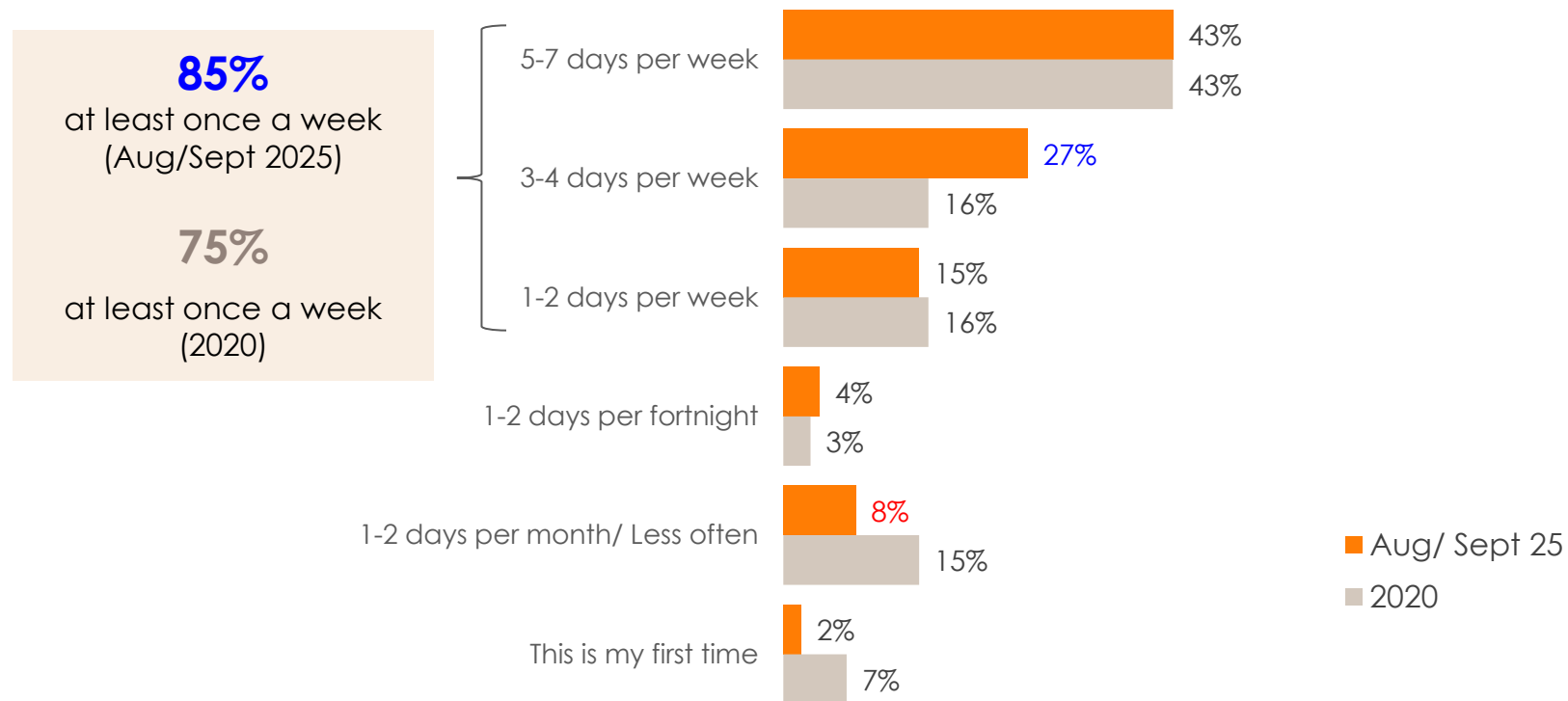
August/ September 2025 - Total



Compared to 2020, the proportion of customers who travelled on light rail at least weekly has increased significantly (from 75% to 85%).

Frequency of using light rail (over time)

August/ September 2025 - Total



Significantly **higher** than the previous wave | Significantly **lower** than the previous wave

Q11. How frequently do you use light rail?

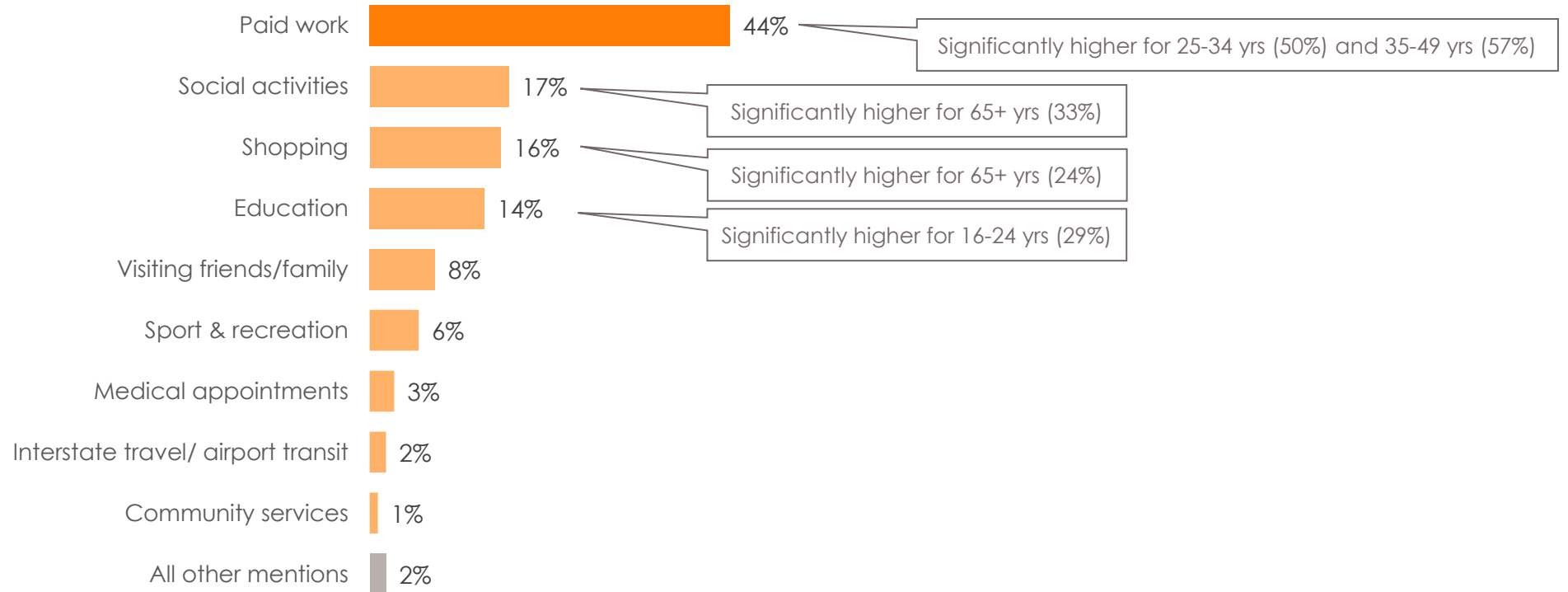
Base: All respondents August/ September 2025 n=1,144, 2020 n=1,185

Note: Comparison to 2020 result as the most recent historical data collection for this specific metric.

Almost half of customers were travelling on light rail for purposes related to paid work. This was then followed by around one in six customers' whose travel was for purposes relating to social activities, shopping or education.

Main purpose of journey

August/ September 2025 - Total



Q12. What is the main purpose of your journey today?

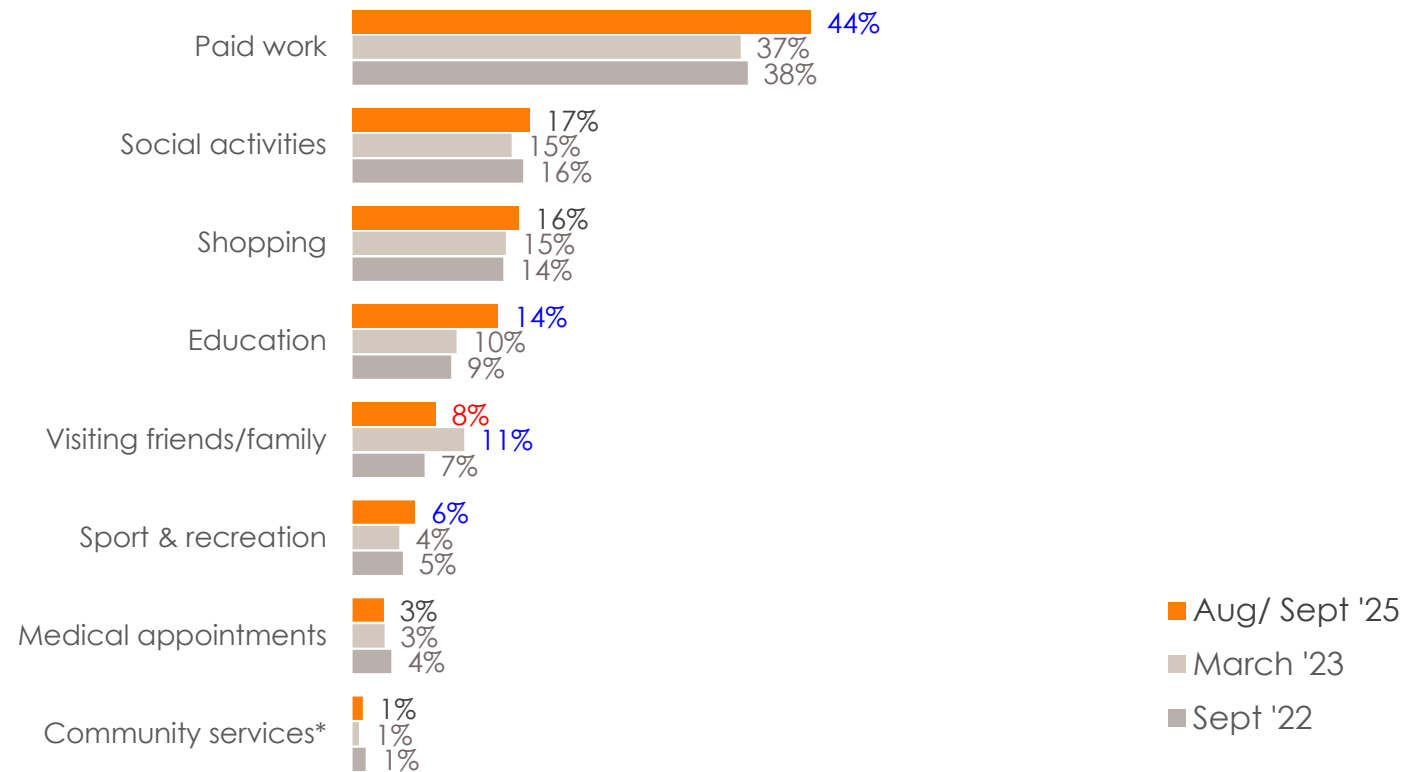
Base: All respondents August/ September 2025 n=1,144, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88.

Note: 'Interstate travel/ airport transit' was mentioned in answers for 'something else (please specify)'. This code has been added for analysis and is not included in the questionnaire list of answers that are read out by interviewers when conducting the survey.

Compared to March 2023, significantly more customers used light rail for paid work, education and sport and recreational purposes. Using light rail to visit friends or family returned to a proportion comparable to September 2022.

Main purpose of journey (over time)

August/ September 2025 - Total



Significantly higher than the previous wave | Significantly lower than the previous wave

Q12. What is the main purpose of your journey today? (Historically Q16. What is the main purpose of this trip?)

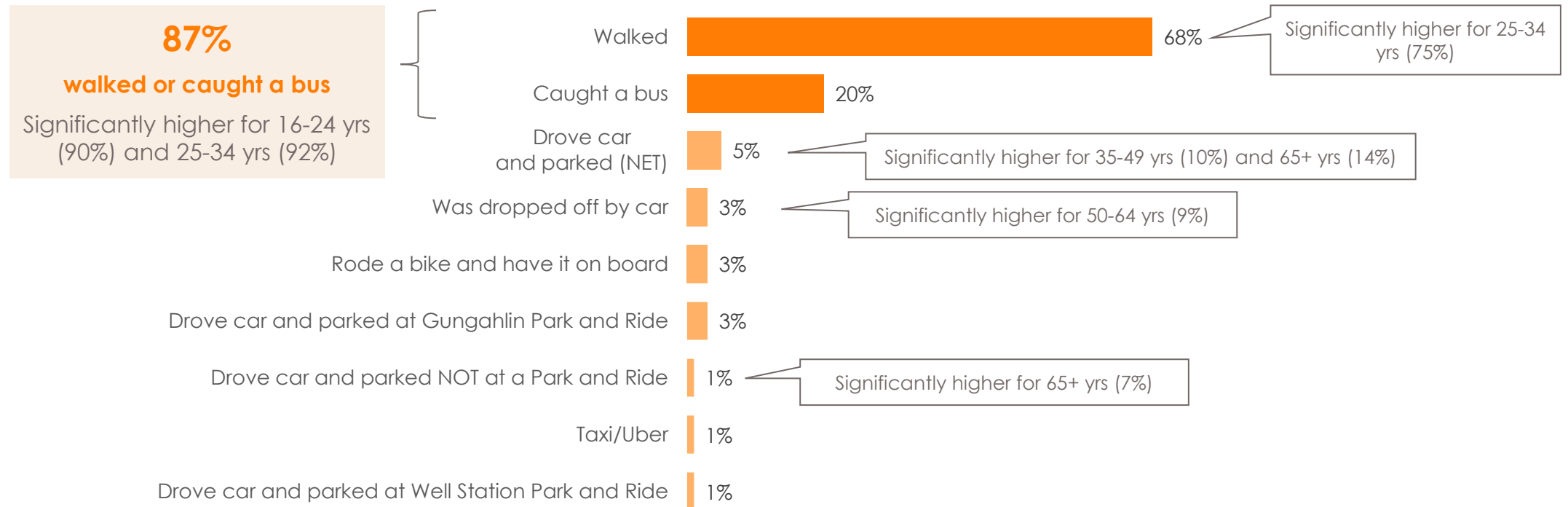
Base: All respondents August/ September 2025 n=1,144, March 2023 n=1,270, September 2022 n=1,099

Note: Historical data shown for comparison at 'community services' was worded as 'volunteer / support work' in March 2023 and September 2022

More than two in three customers walked to the light rail station on foot, while a further one in five caught a bus.

Modes of transport to light rail station

August/ September 2025 - Total



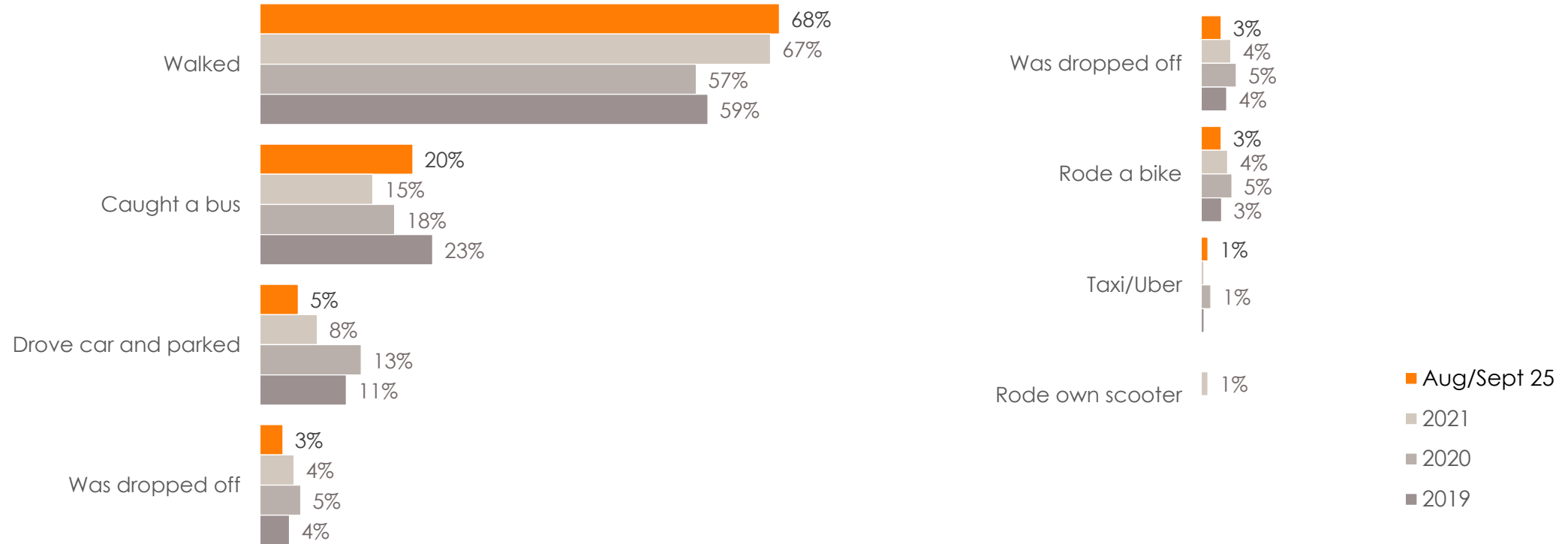
Q13. How did you get to your light rail stop today?

Base: All respondents August/ September 2025 n=1,144, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88.

Over time walking continues to be the most prevalent mode most customers used to travel to light rail stations. The proportion of customers driving and parking has decreased slightly since 2020.

Modes of transport to light rail station

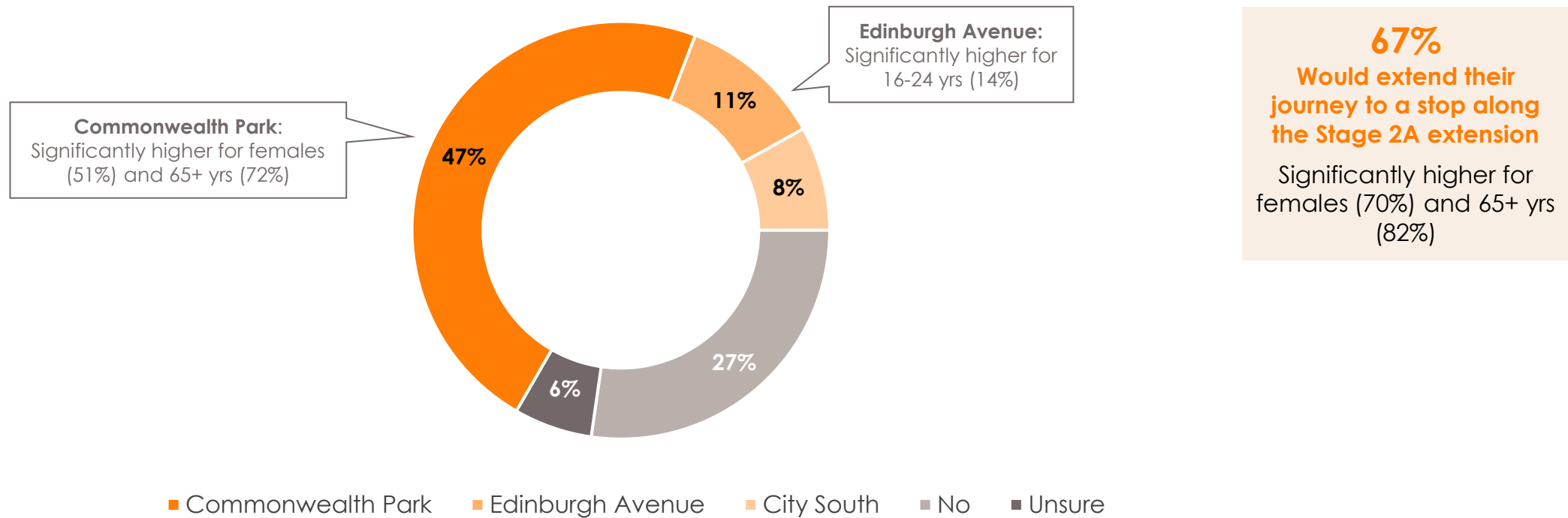
Over time - Total



When asked about potentially extending their journey once the Stage 2A extension is completed, almost half of all customers mention extending their journey to the new Commonwealth Park station.

Potential for journey to a new stop along the Stage 2A extension

August/ September 2025 - Total



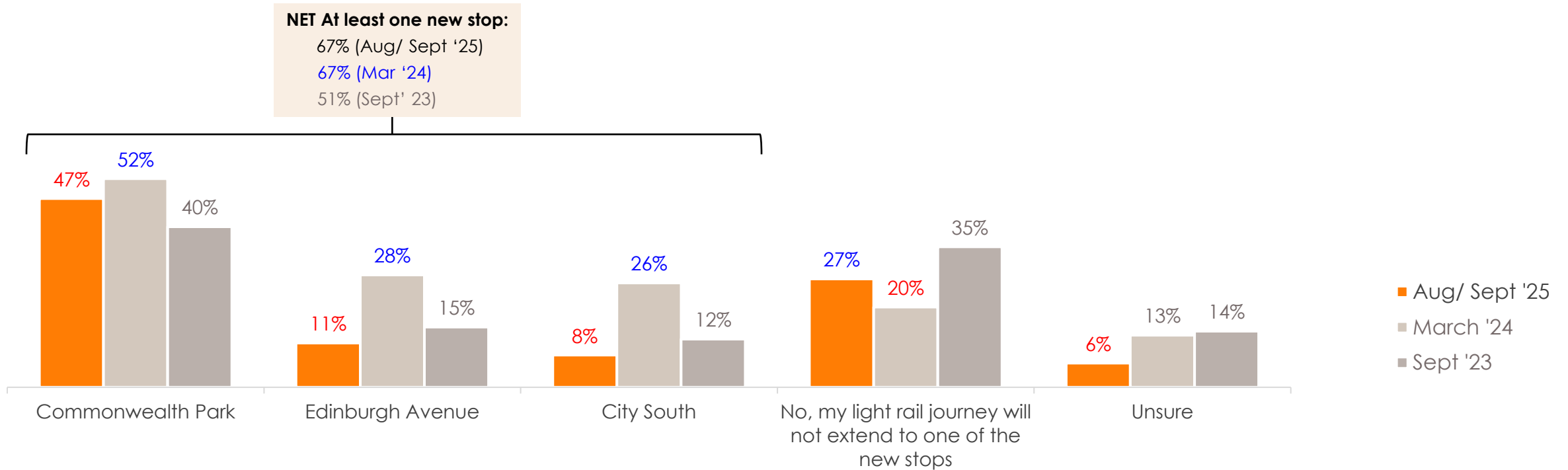
Q14. Construction has started on the extension of light rail to Commonwealth Park as part of Stage 2A. Will your journey on light rail extend to one of the new stops when they open? If so, which stop?

Base: All respondents August/ September 2025 n=1,144, males n=593, females n=551, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88.

In line with March 2024 results, two in three customers would potentially extend their journey to at least one stop along the Stage 2A extension. Despite this, in Aug/ Sept 2025 the proportion who said they would not extend their journey increased.

Potential for journey to a new stop along the Stage 2A extension

August/ September 2025 - Total



Q14. Construction has started on the extension of light rail to Commonwealth Park as part of Stage 2A. Will your journey on light rail extend to one of the new stops when they open? If so, which stop?
 Base: All respondents August/ September 2025 n=1,144, March 2024 n=1,166, September 2023 n=1,073.

Significantly higher than the previous wave | Significantly lower than the previous wave

CMET additional questions

Almost four in five customers were aware of free travel every Friday. Overall, there was an increase or a potential increase in travel for almost half of all customers as an impact of the Free Friday initiative.

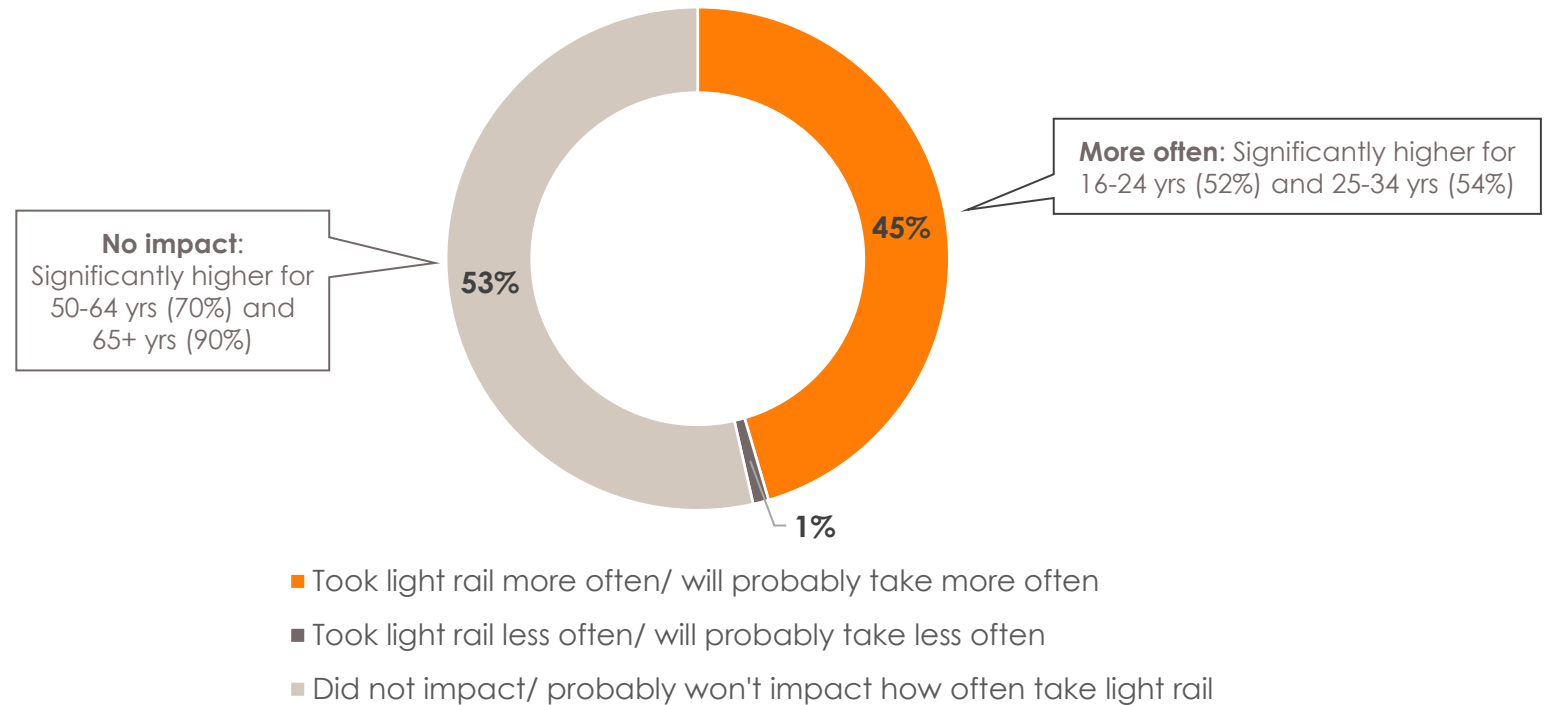
Aware of free travel on Fridays

August/ September 2025 - Total

79%
Aware travel on light rail is free on Fridays

Actual and projected impact of Free Fridays

August/ September 2025 – Aware of Free Friday/ Not aware of Free Friday



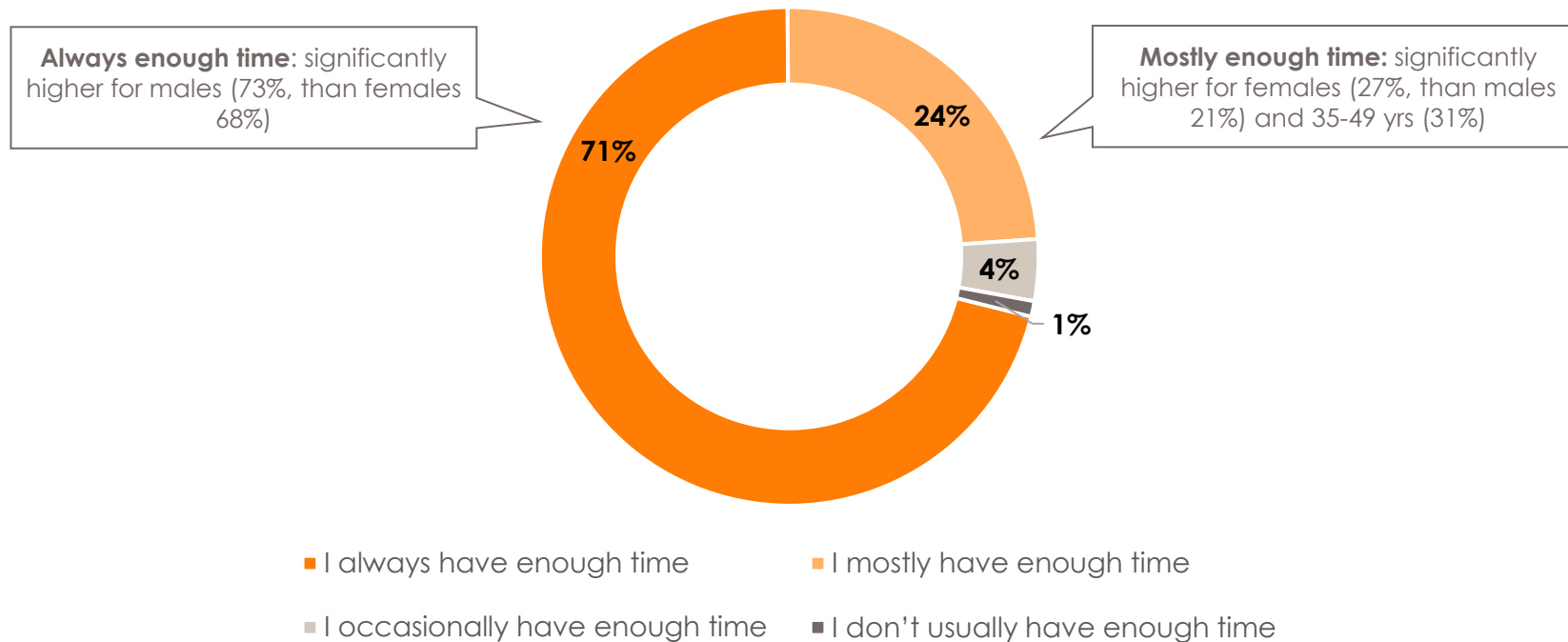
Q15. Are you aware that travel on light rail and buses is free for all passengers on Fridays? | Q16. Has the 12-month trial of fare free travel on all public transport services every Friday influenced how often you decide to take the light rail? Q17. Now that you know about fare free travel on all public transport services every Friday, will this influence how often you decide to take the light rail?

Base: All respondents August/ September 2025 n=1,144, males n=593, females n=551, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88. Aware of Free Fridays n=906, Not aware of Free Friday prior to survey n=238.

Most customers said they always have enough time to exit carriages before doors close. Not having enough time or occasionally only having enough time only effected 5% of customers.

Time at doors when disembarking

August/ September 2025 - Total



Q18. Light rail vehicle doors close only after drivers complete all required safety checks. In your experience, do you generally have enough time to exit the vehicle before the doors close?

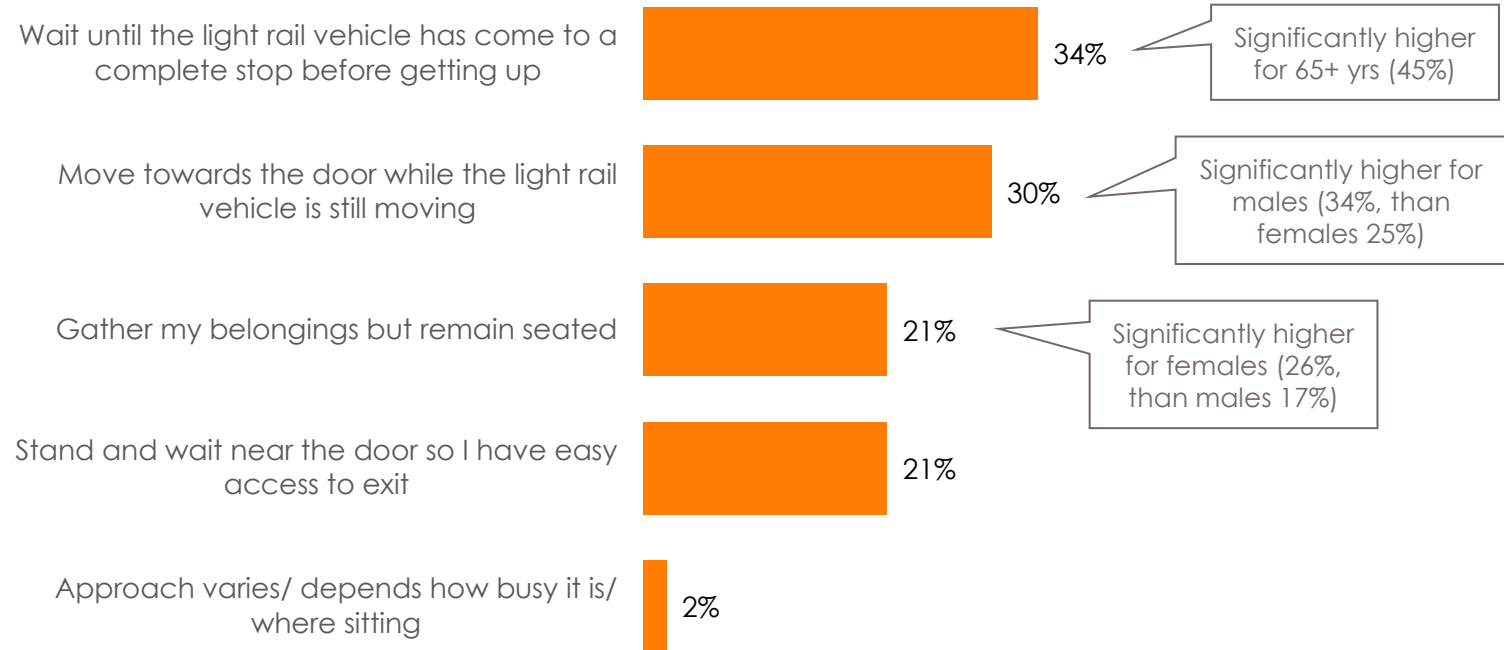
Base: All respondents August/ September 2025 n=1,144, males n=593, females n=551, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88.

Almost half of customers were aware of the assistance button to alert the driver to open doors. Just over one in three customers claimed that they usually wait until the carriage comes to complete stop before getting up.

Preparing to disembark and awareness of the assistance button

August/ September 2025 – Total

47%
Aware of assistance button
 Significantly higher for 16-24 yrs (54%)

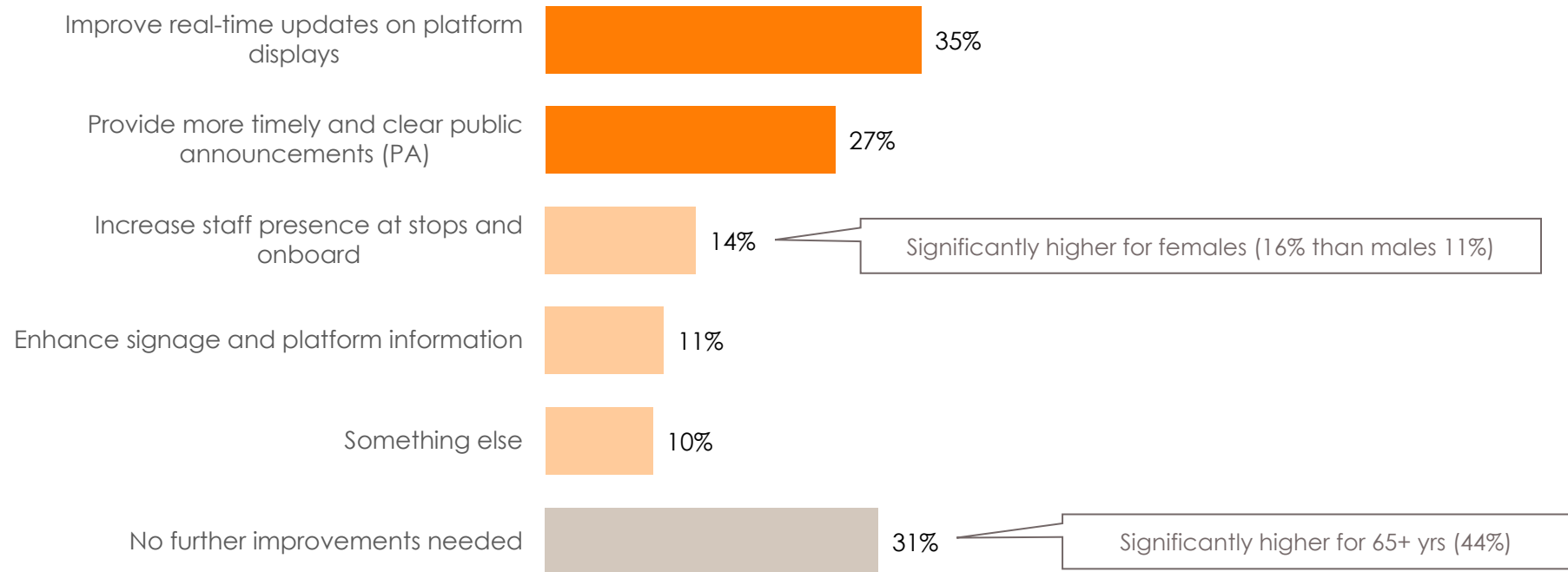


Q19. When travelling onboard the light rail and preparing to exit, how do you typically prepare? | Q20. Are you aware that onboard every light rail vehicle there is a blue assistance button that can be pressed to open the nearest doors automatically and alert the driver to allow extra time to exit?
 Base: All respondents August/ September 2025 n=1,144, males n=593, females n=551, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88.

Focusing on delivering real-time updates was mentioned by more than one in three customers as an aspect that would improve customers' experience during service disruptions.

Information during service disruptions

August/ September 2025 – Total



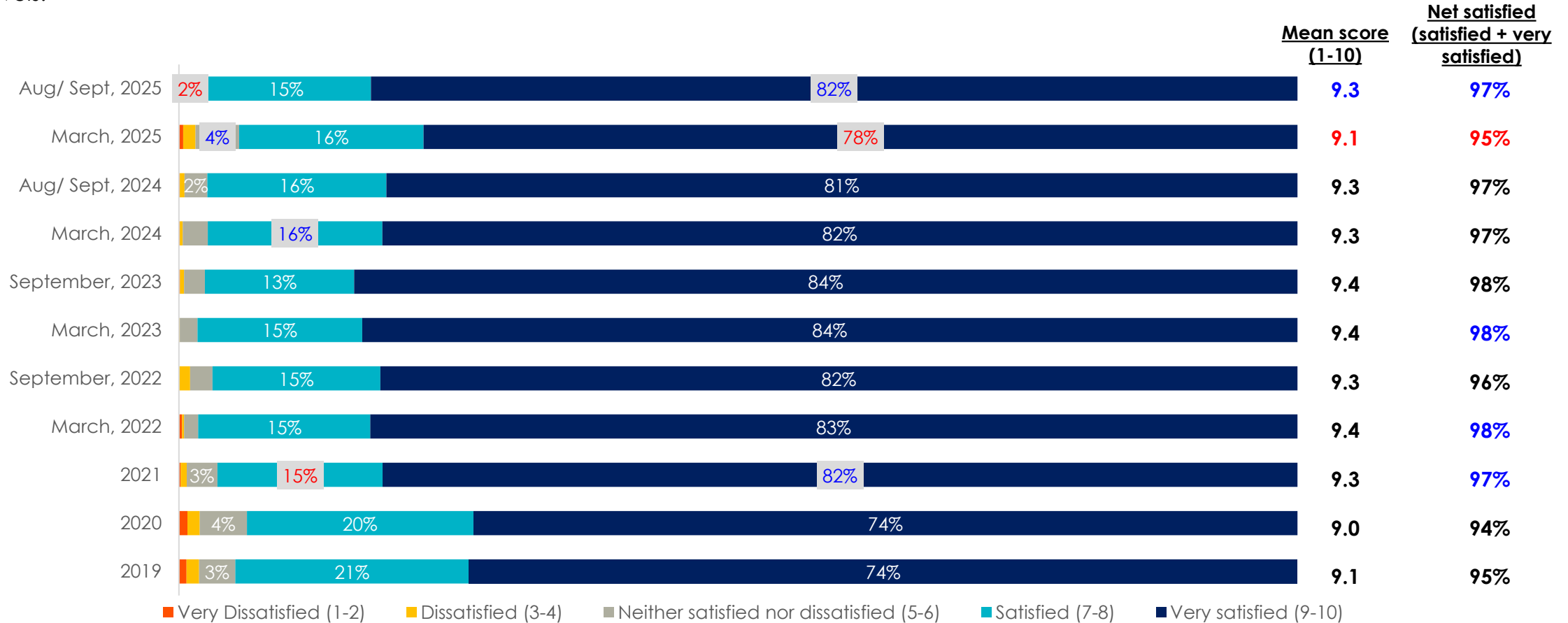
Q21. During a service disruption (e.g., delays or incidents), what could we do to improve your experience?

Base: All respondents August/ September 2025 n=1,144, males n=593, females n=551, 16-24 years n=397, 25-34 years n=321, 35-49 years n=225, 50-64 years n=113, 65+ years n=88.

Satisfaction with Light Rail and likelihood to recommend

Satisfaction with ease of using Light Rail

The proportion of Light Rail users satisfied with the ease of using the Light Rail increased since March 2025 (97% vs. 95% net satisfied), returning to August/ September 2024 levels. This was due to a significant increase in 'very satisfied' customers (rating 9-10 out of 10, 82% in August/ September 2025 vs. 78% in March 2025). The average score also increased significantly (9.3 in August/ September 2025 vs. 9.1 in March 2025), returning to August/ September 2024 levels.



Q8. How dissatisfied or satisfied are you with the ease of using Light Rail?

Base: All respondents August/ September 2025 n=1,144, March 2025 n=1,079, August/ September 2024 n=1,181, March 2024 n=1,166, September 2023 n=1,073, March 2023 n=1,270, September 2022 n=1,099, March 2022 n=1,099, 2021 n=1,279, 2020 n=1,185, 2019 n=1,168

Significantly higher than the previous wave | Significantly lower than the previous wave

Satisfaction with ease of using Light Rail

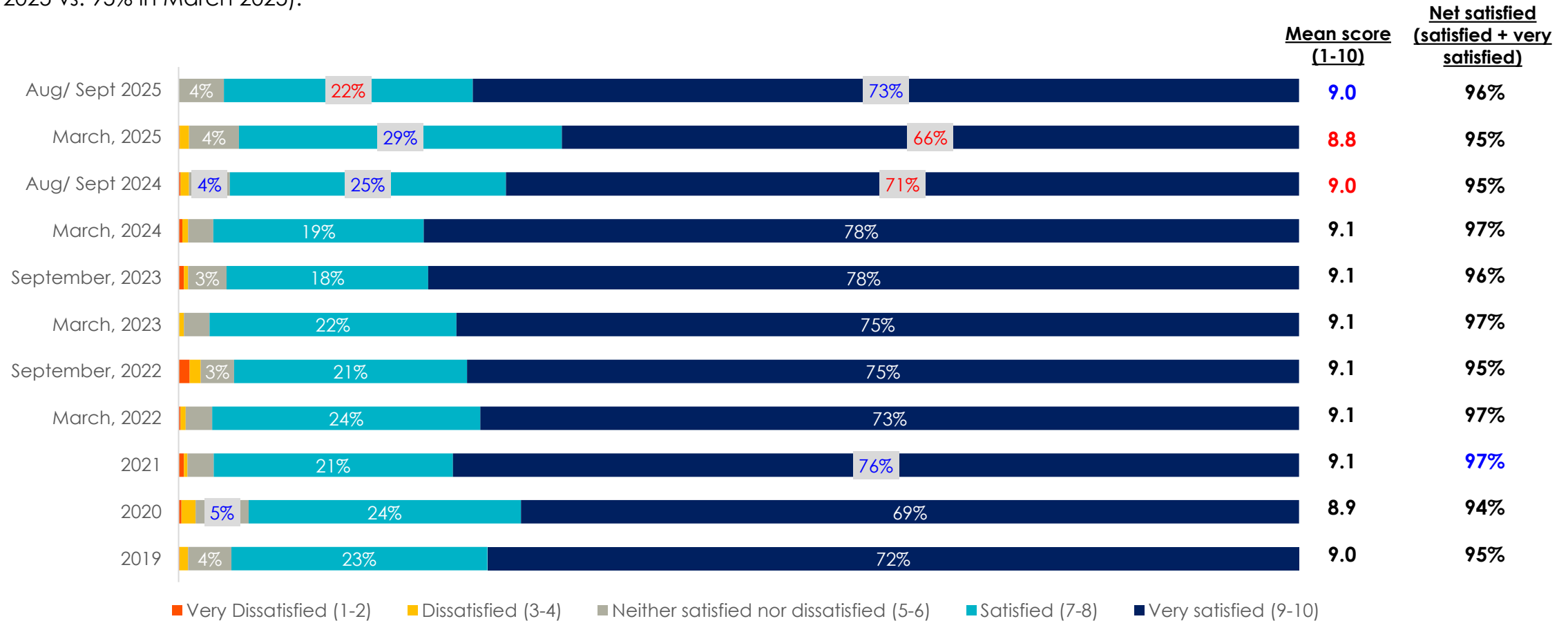
In August/ September 2025 there were no significant differences across customers' demographic groups in terms of their satisfaction with the ease of using Light Rail.

	TOTAL	GENDER		AGE				
		Male	Female	16-24	25-34	35-49	50-64	65+
Very satisfied (9-10)	82%	81%	82%	82%	83%	83%	76%	81%
Satisfied (7-8)	15%	15%	15%	16%	13%	15%	20%	14%
Neither satisfied nor dissatisfied (5-6)	2%	3%	1%	2%	2%	2%	3%	5%
Dissatisfied (3-4)	0%	0%	1%	1%	1%	0%	1%	0%
Very dissatisfied (1-2)	0%	0%	0%	0%	0%	0%	0%	1%
Mean score (1-10)	9.3	9.3	9.3	9.3	9.3	9.4	9.2	9.2
Base n=	1,144	593	551	397	321	225	113	88

Significantly higher than the total | Significantly lower than the total

Satisfaction with the reliability of Light Rail

Satisfaction with the reliability of Light Rail recovered after a decline in March 2025, with the average score for reliability increasing significantly in August/ September 2025 (9.0 vs. 8.8 in March 2025). This was driven by a significant increase in the proportion of 'very satisfied' customers (rating 9-10 out of 10, 73% in August/ September 2025 vs. 66% in March 2025). The proportion of net satisfied customers remains stable overall (96% in August/ September 2025 vs. 95% in March 2025).



Significantly higher than the previous wave | Significantly lower than the previous wave

Q7. How dissatisfied or satisfied are you with the 'reliability of Light Rail in terms of it departing and arriving on time'?

Base: All respondents August/ September 2025 n=1,144, March 2025 n=1,079, August/ September 2024 n=1,181, March 2024 n=1,166, September 2023 n=1,073, March 2023 n=1,270, September 2022 n=1,099, March 2022 n=1,099, 2021 n=1,279, 2020 n=1,185, 2019 n=1,168

Satisfaction with the reliability of Light Rail

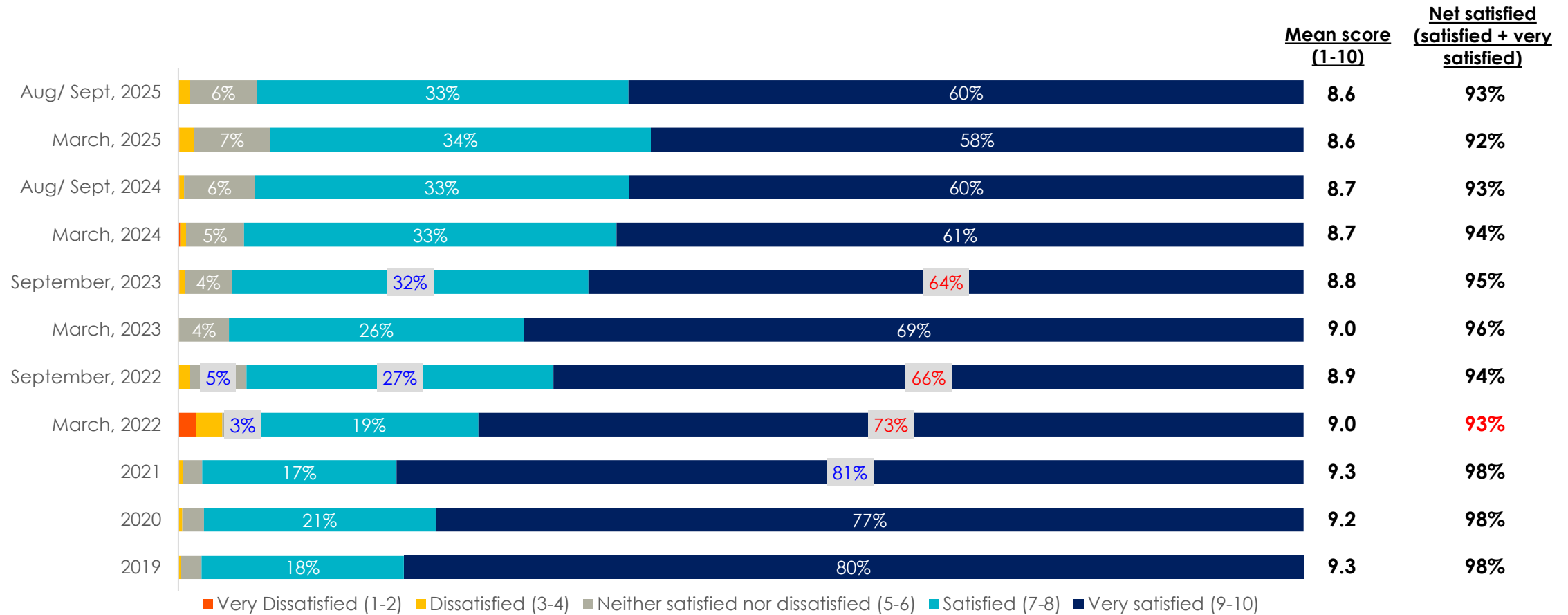
Younger customers are significantly less satisfied with the reliability of Light Rail (the proportion of 16-24-year-olds who are very satisfied is 68% vs. the very satisfied proportion of the total 73%). Older customers are significantly more likely to be very satisfied in relation to the reliability of Light Rail (86% rate 9-10 out of 10). The average score for young customers is significantly lower than the total (16-24 years average score of 8.8, vs. 9.0 for the total August/September 2025 sample), and older customers average score is significantly higher (65+ years average score 9.4 vs. total 9.0).

	TOTAL	GENDER		AGE				
		Male	Female	16-24	25-34	35-49	50-64	65+
Very satisfied (9-10)	73%	72%	75%	68%	75%	74%	73%	86%
Satisfied (7-8)	22%	22%	22%	25%	21%	23%	20%	11%
Neither satisfied nor dissatisfied (5-6)	4%	5%	3%	6%	3%	3%	5%	2%
Dissatisfied (3-4)	0%	0%	0%	1%	0%	0%	1%	0%
Very dissatisfied (1-2)	0%	0%	0%	0%	0%	0%	0%	0%
Mean score (1-10)	9.0	9.0	9.1	8.8	9.1	9.1	9.0	9.4
Base n=	1,144	593	551	397	321	225	113	88

Significantly higher than the total | Significantly lower than the total

Satisfaction with cleanliness on board Light Rail and at stops

The level of satisfaction with the cleanliness on board Light Rail remains stable compared to March 2025, with 93% overall satisfied (92% in March 2025) and an average satisfaction rating of 8.6 (compared to 8.6 in March 2025).



Q9. How dissatisfied or satisfied are you with the 'cleanliness on board the Light Rail vehicle and at the stops'?

Base: All respondents August/ September 2025 n=1,144, March 2025 n=1,079, August/ September 2024 n=1,181, March 2024 n=1,166, September 2023 n=1,073, March 2023 n=1,270, September 2022 n=1,099, March 2022 n=1,099, 2021 n=1,279, 2020 n=1,185, 2019 n=1,168

Significantly higher than the previous wave | Significantly lower than the previous wave

Satisfaction with cleanliness on board Light Rail and at the stops

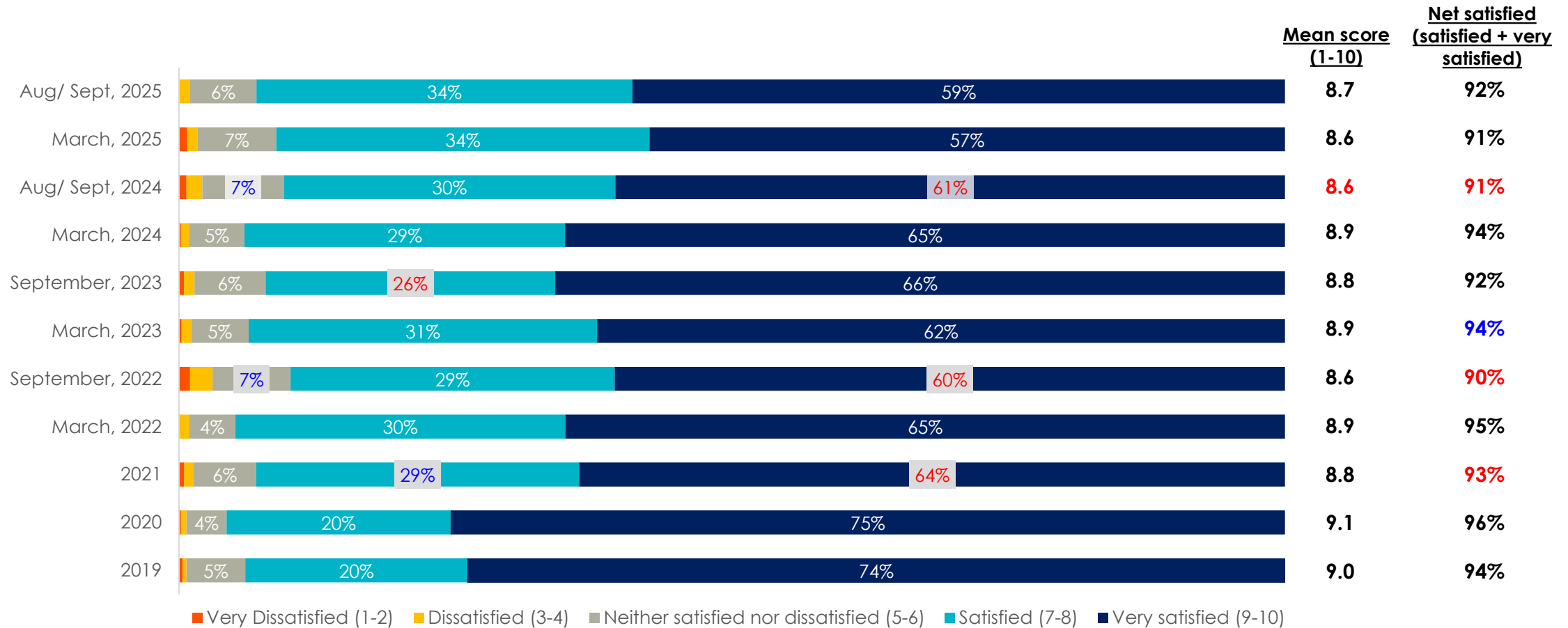
Younger customers are significantly less satisfied with the cleanliness on board the Light Rail (53% of customers aged 16-24 years are very satisfied (9-10 out of 10) vs. 60% of total customers in August/ September 2025). Young customers' average score for cleanliness is also significantly lower compared to the total (8.4 vs. 8.6). Conversely, older customers 65 years and above are more likely to be very satisfied with cleanliness on board Light Rail (73% vs. 60% total).

	TOTAL	GENDER		AGE				
		Male	Female	16-24	25-34	35-49	50-64	65+
Very satisfied (9-10)	60%	59%	62%	53%	62%	63%	66%	73%
Satisfied (7-8)	33%	34%	31%	38%	32%	30%	31%	22%
Neither satisfied nor dissatisfied (5-6)	6%	5%	6%	8%	5%	6%	2%	5%
Dissatisfied (3-4)	1%	2%	1%	2%	1%	1%	1%	1%
Very dissatisfied (1-2)	0%	0%	0%	0%	0%	0%	0%	0%
Mean score (1-10)	8.6	8.6	8.7	8.4	8.7	8.7	8.8	8.9
Base n=	1,144	593	551	397	321	225	113	88

Significantly higher than the total | Significantly lower than the total

Satisfaction with the safety and security when travelling on Light Rail

The level of satisfaction with safety and security on board Light Rail is in line with net satisfaction level in March 2025 (92% net satisfied in August/September 2025 and 91% in March 2025). The average score in August/September 2025 (8.7) also remains stable with the average score in March 2025 (8.6).



Q6. How dissatisfied or satisfied are you with 'safety and security when travelling on Light Rail'

Base: All respondents August/ September 2025 n=1,144, March 2025 n=1,079, August/ September 2024 n=1,181, March 2024 n=1,166, September 2023 n=1,073, March 2023 n=1,270, September 2022 n=1,099, March 2022 n=1,099, 2021 n=1,279, 2020 n=1,185, 2019 n=1,168

Significantly higher than the previous wave | Significantly lower than the previous wave

Satisfaction with the safety and security when travelling on Light Rail

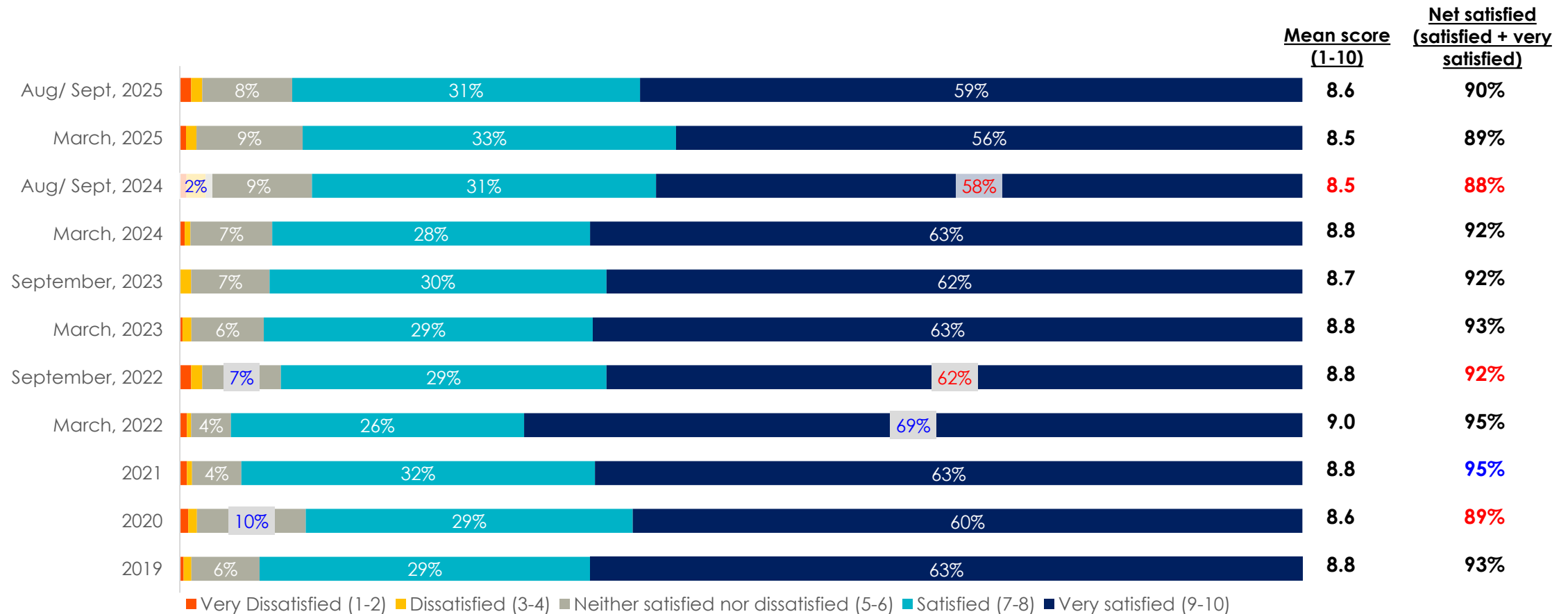
Customers aged 25-34 are significantly more likely to be very satisfied in relation to safety and security when travelling on Light Rail (65% net satisfied vs. 59% net satisfaction among the total customers in March 2025). Customers aged 50-64 years are significantly less likely to be very satisfied with safety and security (50% rate 9-10 out of 10 vs 59% of total customers). In terms of average score of satisfaction with safety and security, 25-34-year-old customers have significantly higher average satisfaction ratings (average rating 8.8 out of 10 vs 8.7 out of 10 among the total customers). Younger customers, as well as those aged 50-64 have a significantly lower average scores compared to total (8.5, 8.4 respectively compared to 8.7 total).

	TOTAL	GENDER		AGE				
		Male	Female	16-24	25-34	35-49	50-64	65+
Very satisfied (9-10)	59%	57%	61%	55%	65%	58%	50%	66%
Satisfied (7-8)	34%	36%	31%	36%	28%	36%	39%	30%
Neither satisfied nor dissatisfied (5-6)	6%	5%	7%	7%	5%	4%	10%	3%
Dissatisfied (3-4)	1%	1%	1%	1%	2%	1%	2%	1%
Very dissatisfied (1-2)	0%	0%	1%	1%	0%	0%	0%	0%
Mean score (1-10)	8.7	8.6	8.7	8.5	8.8	8.7	8.4	8.9
Base n=	1,144	593	551	397	321	225	113	88

Significantly higher than the total | Significantly lower than the total

Satisfaction with the customer service of the Light Rail staff

In August/September 2025, satisfaction with customer service remains stable since March 2025 (90% net satisfaction in August/September 2025 vs 89% in March 2025). The average scores for satisfaction with customer service also remains consistent with March 2025 (8.6 average score in August/September 2025 and 8.5 in March 2025).



Q5. How dissatisfied or satisfied are you with the 'customer service of the Light Rail staff'?

Base: All respondents August/ September 2025 n=1,144, March 2025 n=1,079, August/ September 2024 n=1,181, March 2024 n=1,166, September 2023 n=1,073, March 2023 n=1,270, September 2022 n=1,099, March 2022 n=1,099, 2021 n=1,279, 2020 n=1,185, 2019 n=1,168

Significantly **higher** than the previous wave | Significantly **lower** than the previous wave

Satisfaction with the customer service of the Light Rail staff

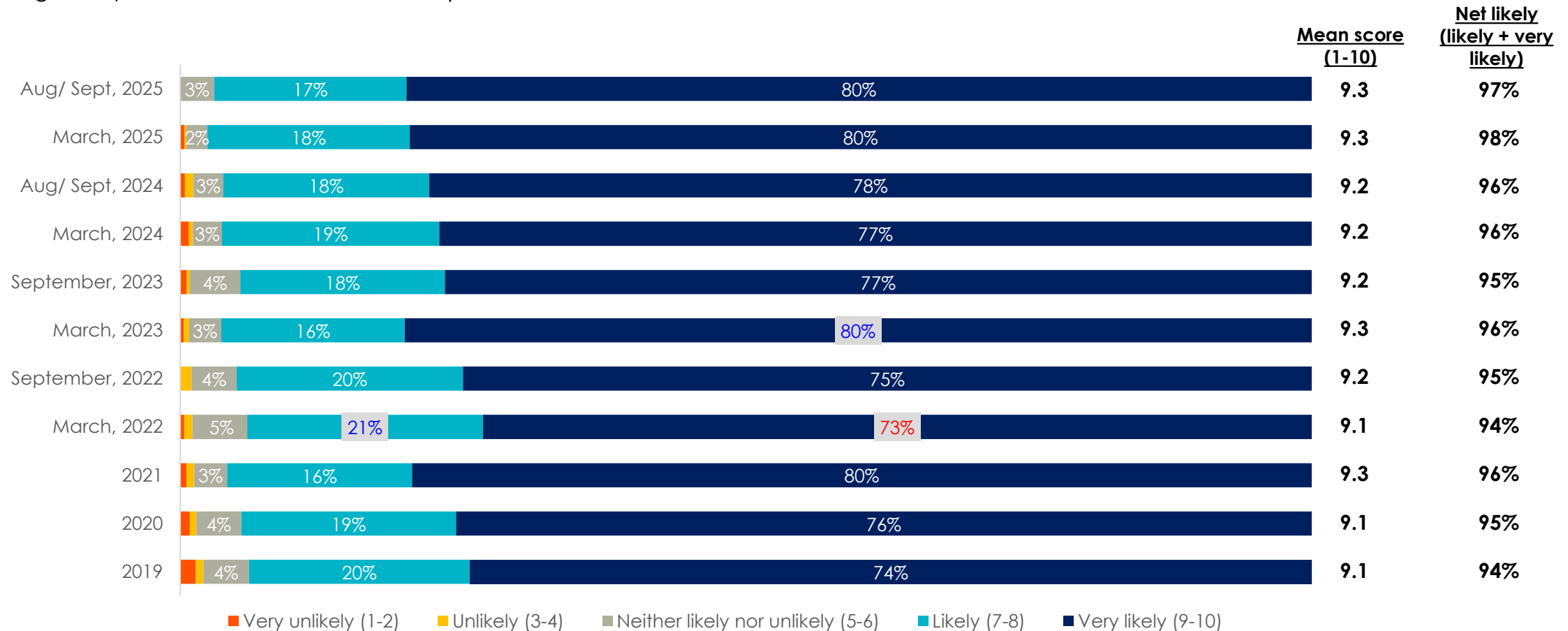
Female and 25-34-year-old customers are significantly more likely to be very satisfied with the customer service of Light Rail staff (64%, 65% respectively rating 9-10 satisfaction with customer service vs. 59% of total customers).

	TOTAL	GENDER		AGE				
		Male	Female	16-24	25-34	35-49	50-64	65+
Very satisfied (9-10)	59%	54%	64%	54%	65%	60%	48%	67%
Satisfied (7-8)	31%	35%	27%	36%	28%	31%	35%	19%
Neither satisfied nor dissatisfied (5-6)	8%	9%	8%	9%	5%	8%	18%	7%
Dissatisfied (3-4)	1%	2%	1%	1%	1%	1%	0%	5%
Very dissatisfied (1-2)	1%	1%	0%	1%	1%	0%	0%	2%
Mean score (1-10)	8.6	8.4	8.7	8.5	8.8	8.6	8.3	8.6
Base n=	1,144	593	551	397	321	225	113	88

Significantly higher than the total | Significantly lower than the total

Likelihood of recommending Light Rail to friends and family

In August/September 2025, customers' likelihood to recommend Light Rail to friends and family remains stable since March 2025 (97% in net likely in August/ September 2025 and 98% in March 2025). The average recommendation score also remains consistent since last wave (9.3 average score in August/September 2025 and March 2025).



Q10. How likely or unlikely are you to 'recommend Light Rail to your family and friends'?

Base: All respondents August/ September 2025 n=1,144, March 2025 n=1,079, August/ September 2024 n=1,181, March 2024 n=1,166, September 2023 n=1,073, March 2023 n=1,270, September 2022 n=1,099, March 2022 n=1,099, 2021 n=1,279, 2020 n=1,185, 2019 n=1,168

Significantly higher than the previous wave | Significantly lower than the previous wave

Likelihood of recommending Light Rail to friends and family

Female customers are very likely to recommend Light Rail to a significantly greater extent than the total sample of customers (83% vs 80%). Conversely, there are significantly fewer male customers and young customers (16-24 years) who are very likely to recommend Light Rail compared to the total customer sample for August/September 2025 (77%, 74% respectively vs 80%). In terms of average scores for likelihood to recommend Light Rail, female and 25–34-year-old customers' average score is significantly higher than the total sample (both 9.4).

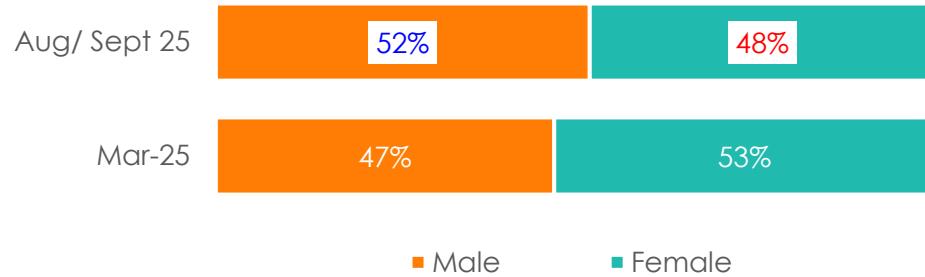
	TOTAL	GENDER		AGE				
		Male	Female	16-24	25-34	35-49	50-64	65+
Very Likely (9-10)	80%	77%	83%	74%	83%	82%	86%	83%
Likely (7-8)	17%	19%	15%	22%	14%	17%	11%	13%
Neither likely nor unlikely (5-6)	3%	3%	2%	3%	3%	1%	2%	5%
Unlikely (3-4)	0%	1%	0%	0%	0%	0%	1%	0%
Very unlikely (1-2)	0%	1%	0%	1%	0%	0%	1%	0%
Mean score (1-10)	9.3	9.2	9.4	9.1	9.4	9.4	9.3	9.4
Base n=	1,144	593	551	397	321	225	113	88

Significantly higher than the total | Significantly lower than the total

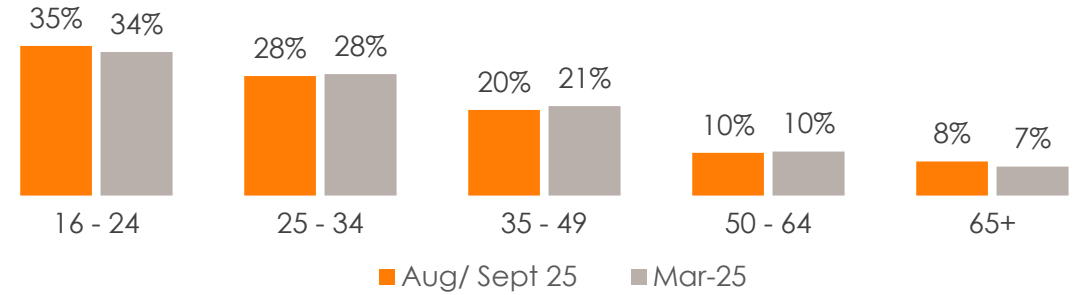
Appendix: Demographics, questionnaire and briefing notes for interviewers

Respondent profile

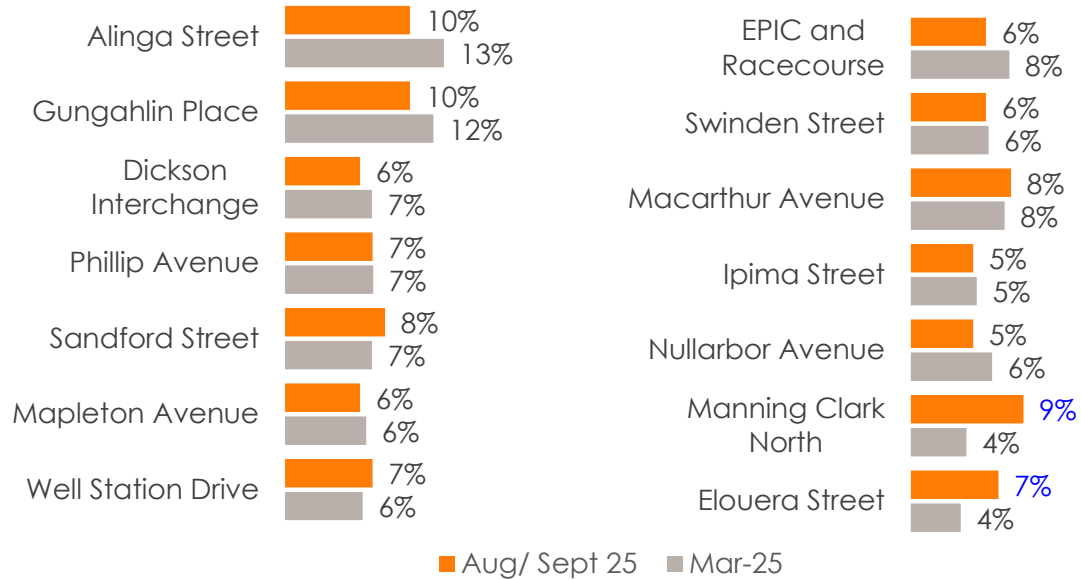
Gender



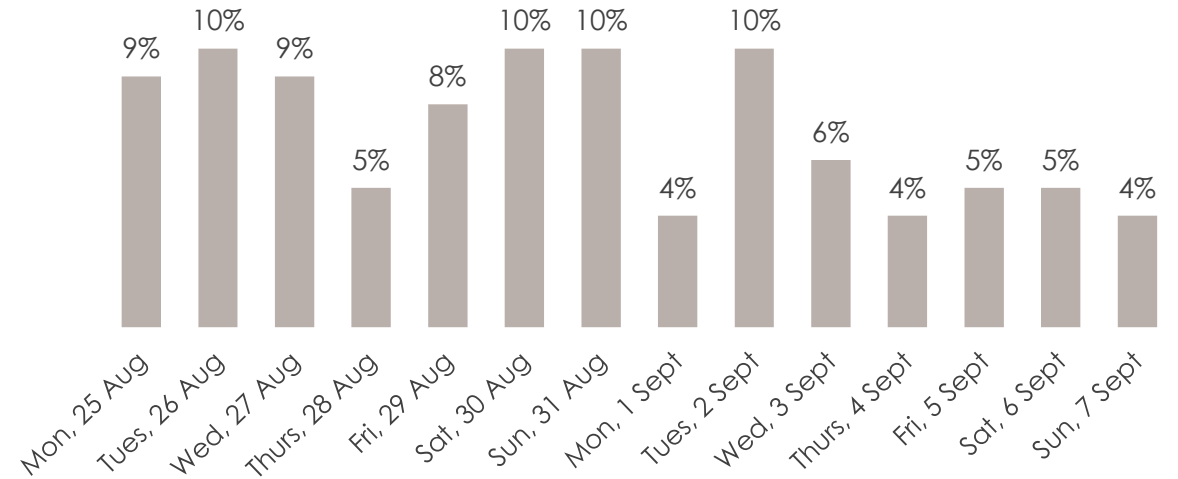
Age groups



Most recent stop



Date of interview (August/ September 2025)



Significantly higher than the previous wave | Significantly lower than the previous wave

Questionnaire

Light Rail Customer Satisfaction Survey – Q3, 2025

The Light Rail Customer Satisfaction Survey is undertaken every six months as a requirement of the Capital Metro Project Agreement. The survey is facilitated face to face on the light rail network by an independent surveying contractor engaged by Canberra Metro Operations (CMET).

The next survey is scheduled to commence from **Monday 25 August** to **Monday 8 September 2025**.

Transport Canberra Light Rail Operations can choose to submit up to five additional questions to Canberra Metro (via Aconex) at least two months prior to the survey commencing, however an extension to **24 July 2025** has been provided.

The survey consists of four parts:

- Part 1: Screening questions to allow for data analytics.
- Part 2: Contractual questions which are set in the Project Agreement and include KPI minimum performance targets.
- Part 3: Transport Canberra additional questions – up to five additional questions in each survey.
- Part 4: CMET additional questions – CMET can also include up to five additional questions in each survey.

Part 1 - Screening Questions

1. Record most recent stop [do not read out]

- Gungahlin Place
- Manning Clark North
- Mapleton Avenue
- Nullarbor Avenue
- Well Station Drive
- Sandford Street
- EPIC and Racecourse
- Phillip Avenue
- Swinden Street
- Dickson Interchange
- Macarthur Avenue
- Ipima Street
- Elouera Street
- Alinga Street

2. Record direction of travel and time of day [do not read out]

- North (toward Gungahlin)
- South (toward City)

3. Record perceived gender [do not read out]

- Male
- Female

4. Which of the follow age ranges are you in?

- Under 16 (Terminate)
- 16-24
- 25-34
- 35 -49
- 50-64
- 65+

Part 2 - Contractual Questions

Using a scale from 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how dissatisfied or satisfied are you with the ...

- ... 'customer service of the Light Rail staff?'
 - Scale of 1 to 10
- ... 'safety and security when travelling on Light Rail'
 - Scale of 1 to 10
- ... 'reliability of Light Rail in terms of it departing and arriving on time'?
 - Scale of 1 to 10
- ... 'ease of using Light Rail'?
 - Scale of 1 to 10
- ... 'cleanliness on board the Light Rail vehicle and at the stops'?
 - Scale of 1 to 10

Using a scale from 1 to 10, where 1 is very unlikely and 10 is very likely, how likely or unlikely are you to ...

- ... 'recommend Light Rail to your family and friends'?
 - Scale of 1 to 10

Part 3 – Transport Canberra Additional Questions

11. How frequently do you use light rail?

[SINGLE RESPONSE, READ OUT LIST]

- 5-7 days per week
- 3-4 days per week
- 1-2 days per week
- 1-2 days per fortnight
- 1-2 days per month
- Less often than once a month
- This is my first time

12. What is the main purpose of your journey today?

[ALLOW MULTIPLE RESPONSE, READ OUT LIST]

- Shopping
- Social activities
- Visiting friends/family
- Sport & recreation
- Medical appointments
- Paid work
- Voluntary or support work
- Education
- School drop-off/pick-up
- Community services
- Something else [please specify]

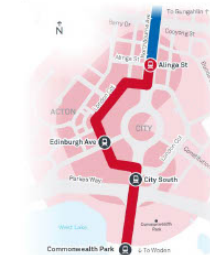
13. How did you get to your light rail stop today?

[SINGLE RESPONSE, READ OUT LIST]

- Walked
- Caught a bus
- Rode a bike and have it on board
- Rode a bike and left it at the stop
- Rode a scooter/e-scooter
- Taxi/Uber
- Was dropped off (by car)
- Drove my car and parked at Gungahlin Park and Ride
- Drove my car and parked at Well Station Park and Ride
- Drove my car and parked at EPIC Park and Ride
- Drove my car and parked at Swinden Street Park and Ride
- Drove my car and parked at another Park and Ride
- Drove my car and parked elsewhere (not at a Park and Ride)
- Something else [please specify]

14. Construction has started on the extension of light rail to Commonwealth Park as part of Stage 2A. Will your journey on light rail extend to one of the new stops when they open? If so, which stop?

[SHOW MAP IMAGE WITH QUESTION IF REQUIRED]



- Edinburgh Avenue
- City South
- Commonwealth Park
- No, my light rail journey will not extend to one of the new stops
- Unsure

15. Are you aware that travel on light rail and buses is free for all passengers on Fridays?

[SINGLE RESPONSE, DO NOT READ OUT LIST]

- Yes
- No
- Unsure

Questionnaire

Part 4 - CMET Additional Questions (NEW)

[INTERVIEWER READ OUT TO ALL]

Transport Canberra is currently running a trial called 'Fare Free Friday' where all bus and light rail services are free every Friday. You still tap onto services as usual, however on Fridays there is no charge. This initiative is offered on a 12-month trial which will end in December 2025, at which point a decision will be made about the future of Fare Free Friday.

[ASK IF Q15=AWARE OF FARE FREE FRIDAY]

16. Has the 12-month trial of fare free travel on all public transport services every Friday influenced how often you decide to take the light rail?

[SINGLE RESPONSE, READ OUT LIST]

- Yes, I'm taking light rail **more often**
- Yes, I'm taking light rail **less often**
- It has **not impacted** how often I take light rail
- Unsure [DO NOT READ OUT]

[AFTER Q16, SKIP TO Q18]

[ASK IF Q15=NOT AWARE/ UNSURE OF FARE FREE FRIDAY]

17. Now that you know about fare free travel on all public transport services every Friday, will this influence how often you decide to take the light rail?

[SINGLE RESPONSE, READ OUT LIST]

- Yes, I'll probably take the light rail **more often**
- Yes but I'll probably take the light rail **less often**
- It probably **won't impact** how often I take the light rail
- Unsure [DO NOT READ OUT]

[ASK ALL]

18. Light rail vehicle doors close only after drivers complete all required safety checks. In your experience, do you generally have enough time to exit the vehicle before the doors close?

[SINGLE RESPONSE, READ OUT LIST]

- I **always** have enough time
- I **mostly** have enough time
- I **occasionally** have enough time
- I **don't usually** have enough time
- Unsure [DO NOT READ OUT]

19. When travelling onboard the light rail and preparing to exit, how do you typically prepare?

[ALLOW MULTIPLE RESPONSE, READ OUT LIST]

- Gather my belongings but remain seated
- Move towards the door while the light rail vehicle is still moving
- Stand and wait near the door so I have easy access to exit
- Wait until the light rail vehicle has come to a complete stop before getting up
- Something else [please specify]

20. Are you aware that onboard every light rail vehicle there is a blue assistance button that can be pressed to open the nearest doors automatically and alert the driver to allow extra time to exit?

[SINGLE RESPONSE, DO NOT READ OUT LIST]

- Yes
- No*
- Unsure*

[*READ OUT - This button is located in the two wheelchair accessible spaces located onboard every light rail vehicle and must be pressed before arriving at your stop.]

21. During a service disruption (e.g., delays or incidents), what could we do to improve your experience?

[ALLOW MULTIPLE RESPONSE, READ OUT LIST]

- Provide more timely and clear public announcements (PA)
- Increase staff presence at stops and onboard
- Improve real-time updates on platform displays
- Enhance signage and platform information
- No further improvements needed
- Something else [please specify]