



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 39

STANDING COMMITTEE ON ENVIRONMENT AND TRANSPORT AND CITY SERVICES
MS TARA CHEYNE MLA (CHAIR), CANDICE BURCH MLA (DEPUTY CHAIR), JAMES MILLIGAN MLA

Inquiry into referred 2018–19 Annual and Financial Reports
ANSWER TO QUESTION TAKEN ON NOTICE
15 November 2019

Asked by Ms Tara Cheyne MLA:

In relation to: How many complaints have been received about the Light Rail.

THE CHAIR: Just on satisfaction rates, with light rail, and I am sorry if I missed this, I was not paying attention or if I was out, hopefully out. That of the many, many, journeys that have taken place, how many complaints have been received about the light rail experience?

Ms Playford: We might have to take that one on notice?

THE CHAIR: I am just curious if you have that level of detail, if there is the nature of the, you know, is it, you know, people complaining about the aircon or like the speed or something. Or, I am just—

Mr Steel: Yes.

Mr Chris Steel MLA: The answer to the Member's question is as follows:—

Of the 2,417,137 Light Rail boardings¹ from 29 April 2019 to 31 October 2019, Transport Canberra and City Services has received 456 complaints which represents less than 0.02% of all boardings. These complaints relate to a range of issues such as overcrowding, frequency of services, the lack of a stop at Mitchell, hand-rails, doors, air-conditioning and infringements.

Approved for circulation to the Standing Committee on Environment and Transport and City Services

Signature:

A handwritten signature in blue ink, appearing to be "C Steel", written over a horizontal line.

Date:

3/12/19

By the Minister for Transport Canberra, Chris Steel MLA

¹ data source is MyWay and captures the number of trips made on light rail between 29 April 2019 and 31 October