

Passenger Reference Group

Wednesday 10 June 2026

MEETING COMMUNIQUE



The Canberra Metro Operations (CMET) Passenger Reference Group (PRG) held its first meeting for 2026 on Wednesday 10 June. The meeting was attended by 9 PRG members and 4 members of CMET's senior leadership team including Giuliana Baggoley who chaired the meeting.

CMET undertook a PRG membership refresh in April–May 2026, attracting over 150 expressions of interest from the public. The updated PRG comprises newly selected members alongside several retained members from the original PRG.

CMET Overview – Meghan Oldfield

PRG members heard that CMET is part of the Canberra Metro Consortium which is a group of companies that have been contracted by the ACT Government to operate and maintain the light rail network for a period of 20 years. It was explained that this is achieved through strategic partnerships to supply, maintain and operate light rail vehicles (LRVs).

Customer Service Officers and Fare Compliance – Matthew Van Kerk Oerle

CMET's Head of Operations explained the role of Customer Service Officers (CSO) who provide customer support all along the light rail alignment across all service times. CSO fare compliance education activity and ticket checks on board LRVs were discussed.

Discussion and feedback

Members discussed experiences with CSOs when travelling and their awareness of fare compliance activity. They asked about ticket validation services and other CSO responsibilities including managing anti-social behaviour.

Stage 2A Planning and Development – Andrew Pearce

CMET's Stage 2A Project Director provided an overview of project works and timelines, including new light rail stop locations, integration with the existing network, and Stage 2A planning and delivery.

Discussion and feedback

Members asked about plans to manage community safety around the new network stops, and whether Stage 2A presents any operational changes. Members provided feedback on wayfinding signage and communications to inform planning ahead of upcoming works for Stage 2A.

Customer Satisfaction Measurement and Feedback – Giuliana Baggoley

CMET's biannual customer satisfaction (CSAT) survey process was outlined. Results from the last 2 CSAT survey were shared and briefly discussed. Feedback provided from applicants during the 2026 PRG membership refresh were summarised and shared alongside a discussion of how CMET analyses customer feedback for actionable insights.

Discussion and feedback

Members asked about other activity CMET undertakes to understand sentiment among passengers and non-light rail users. Members provided feedback on passenger experiences with bike rack use and LRV doors.

The next PRG meeting will take place in August 2026.

The PRG provides a forum for community members to share feedback and insights on light rail services and future planning.