Passenger Reference Group

Wednesday 28 October 2026

MEETING COMMUNIQUE

The Canberra Metro Operations (CMET) Passenger Reference Group (PRG) met on Wednesday 28 October. Members attended online and in person at the CMET Depot.

Drivers and Doors Customer Education Campaign

Members were provided with a first look at a new customer education campaign focused on light rail vehicle (LRV) door operations and driver responsibilities. The campaign was warmly received ahead of its launch in the coming weeks.

Transport Canberra Light Rail (TCLR) – Rebecca Gaukroger

TCLR Director, Operations and Performance provided an overview of the role of Transport Canberra Light Rail within the ACT Government, including its responsibilities within the City and Environment Directorate and its working relationship with CMET. Members heard how CMET and TCLR work together to support the operation and maintenance of Canberra's light rail network and discussed the contractual arrangements that underpin service delivery.

Discussion and feedback

Members asked about the Public Private Partnership between the ACT Government and the Canberra Metro consortium, as well as performance measurement and reporting, including on-time running, and asset management. Members commented that the session helped build their understanding of the respective roles and responsibilities involved in delivering light rail services.

Light Rail Customer Satisfaction Survey – Giuliana Baggoley and Dempsey Ward

The Community Engagement team presented the findings of CMET's most recent customer satisfaction survey. The session highlighted key results, customer feedback themes and areas of strong performance across the network. Members were invited to discuss how CMET can build on existing strengths and continue to deliver positive customer experiences as the network expands.

Discussion and feedback

Members asked about survey methodology and shared observations and insights relating to service frequency, accessibility, customer service officer support, LRV passenger capacity and crowding.

Light Rail Stop Maps and Signage – Giuliana Baggoley

Members participated in a discovery session exploring the role of maps and signage across the light rail network. The discussion examined how passengers use maps when travelling on public transport, what information they find most useful, and how wayfinding needs may evolve as the network extends further south. Using examples of existing maps and signage, members discussed where and when information is most valuable to passengers and identified the types of content they would expect to see incorporated into future wayfinding materials.

The next PRG meeting will take place in February 2027.

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