



Operator of the Year

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Entry criteria and submission advice

CATEGORY SPECIFICS

One of the most prized awards of the evening, the Operator of the Year will demonstrate innovation in operations and maintenance, and set and maintain the highest standards. The Judging Panel are looking for a keen focus on the passenger and the community that a system serves, considering each operator and its individual circumstances to score fairly and on a level basis, regardless of their location or size.

GENERAL

- > The Global Light Rail Awards are free to enter.
- > Entry submissions are preferred in digital PDF format, although can be supplied as printed copies.
- > Please include high-resolution photographs, diagrams and graphics to support your entry where applicable.
- > Award entries should be a minimum of 2 pages and a maximum of 10 pages.
- > Projects or initiatives forming part of a submission must have been implemented after May 2018.
- > Submissions of the same entry for more than one category are welcomed with additional cover sheets.
- > Award entries should clearly demonstrate positive results. These results could, for example, take the form of increased passenger satisfaction levels, improved safety or service reliability, significant environmental benefits, increased efficiency, higher patronage growth, employment creation, increased safety levels etc. The strongest entries will show how these results have been measured.
- > If the improvements provide a solution to an existing problem, make sure you describe the previous situation and highlight the subsequent positive changes.
- > Testimonials are highly recommended, for example from passengers, clients or partner organisations.
- > If your entry has already won awards elsewhere, please tell us as this supports its credibility.
- > Award entries will be accepted up to the deadline of Friday 30 August 2019.
- > You will be informed if you've made the final shortlist.
- > The Judging Panel's decision is final and no correspondence will be entered into.

Awards categories will be judged based upon the following criteria:

- > Direct passenger benefit
- > Innovation or thinking differently
- > Added value
- > Value for money
- > Tangible impact

2018 HONOURS

WINNER: Edinburgh Trams
WINNER: Transdev Dublin Light Rail
HIGHLY COMMENDED: KeolisAmey Docklands
HIGHLY COMMENDED: Keolis Downer Gold Coast

2017 HONOURS

WINNER: Edinburgh Trams
WINNER: Transdev Dublin Light Rail
HIGHLY COMMENDED: Pre-Metro Operations

