



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 demonstrates innovation in operations and maintenance, and sets and maintains 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 (including improvements to existing lines and systems) must have been implemented after July 2019.
- > Submissions of the same entry for more than one category are welcomed with additional cover sheets.
- > Award entries should clearly demonstrate positive results. These 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 7 AUGUST 2020**.
- > 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
- > Wider community benefit
- > Added value
- > Value for money
- > Teamwork and collaboration

2019 HONOURS

WINNER: KeolisAmey Docklands

HIGHLY COMMENDED: Blackpool Transport Services



Operator of the Year



Qualifying dates: July 2019 – June 2020
Closing date: Friday 7 August 2020

ENTRY CRITERIA

All entries must be submitted on a **maximum of ten pages** and accompanied by at least three high-resolution images in .jpeg or .tiff format. You are free to include supporting brochures, videos and other media. If supplying printed submissions, please submit 3 copies of each entry for judging purposes. Entries can be submitted into more than one category.

Entrant

ENTRY SUBMITTED BY
Name
Position
Contact e-mail
Tel No

Outline of entry

COUNTER-SIGNATORY
Name
Position

Additional comments

AWARD WILL BE RECEIVED BY
Name
Position

ALL ENTRIES SHOULD BE SENT TO:
E-mail: awards@lrtap.com
Post: 2020 Global Light Rail Awards,
13 Orton Enterprise Centre, Bakewell Road,
Orton Southgate, Peterborough, PE2 6XU UK
by no later than Friday 7 August 2020.

PLEASE ATTACH SUPPORTING MATERIAL/IMAGES

For further information about any aspect of the awards, call us on +44 (0)1733 367604 or e-mail awards@lrtap.com