

CATEGORIES AND DESCRIPTIONS



AWARDS 2026

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CATEGORY NAMES

1. CLIMATE IMPACT & DECARBONISATION
2. MOBILITY EQUITY & SOCIAL INCLUSION
3. CUSTOMER EXPERIENCE & MODAL SHIFT
4. MULTIMODAL INTEGRATION & MOBILITY-AS-A-SERVICE
5. OPERATIONAL EXCELLENCE (Rail, Bus, Other Modes)
6. PUBLIC TRANSPORT/URBAN MOBILITY STRATEGY & PLANNING
7. TECHNOLOGICAL INNOVATION, AUTOMATION & DIGITAL TRANSFORMATION

CATEGORY DESCRIPTIONS

1. CLIMATE IMPACT & DECARBONISATION

This category recognises exceptional initiatives delivering measurable environmental impact and advancing low-carbon urban mobility. Winners demonstrate leadership in reducing emissions, improving air quality, and creating sustainable transport systems — making a significant, positive impact on the UN Sustainable Development Goals and the Paris Climate Agreement.

Eligible initiatives might include:

- Embedding sustainability into supply chain strategies to achieve measurable goals within operations or supply chains (e.g., sustainable procurement initiatives)
- Corporate sustainability or social responsibility (CSR) programs that raise awareness among staff or customers about public transport's role in promoting health and combating climate change
- Fleet electrification and clean energy programs achieving significant emission reductions while maintaining service quality
- Comprehensive decarbonisation strategies with measurable progress toward science-based emission targets
- Innovative climate investment financing including green bonds, carbon pricing, and sustainable funding models
- Strategic ridership growth initiatives demonstrably reducing regional transport emissions by attracting travelers from higher-emission modes
- Climate adaptation programs building system resilience while reducing environmental impact

2. MOBILITY EQUITY & SOCIAL INCLUSION

This category honors initiatives that expand access to mobility opportunities while addressing inequities, workforce management and creating inclusive transport experiences for diverse communities.

Eligible initiatives might include:

- Comprehensive accessibility programs exceeding regulatory requirements to create truly inclusive experiences for people with disabilities
- Affordability initiatives including fare reform, subsidy programs, diversification of revenues and payment innovations improving access for low-income travellers
- Geographic equity improvements extending quality service to underserved communities through innovative service models and strategic investment

- Gender-responsive planning addressing specific mobility needs and safety concerns through service design, infrastructure, and security measures
- Community engagement and workforce development creating meaningful participation opportunities and career pathways for underrepresented populations

3. **CUSTOMER EXPERIENCE & MODAL SHIFT**

This category recognises excellence in creating strong and reliable customer-centered transport services that attract and retain passengers through outstanding design, communication, and service delivery, resulting in measurable ridership growth and modal shift.

Eligible projects might include:

- Strategic communication and marketing with demonstrated impact on ridership growth, customer satisfaction, and public support
- Universal design innovations creating welcoming, accessible transport experiences through breakthrough wayfinding, information design, and physical accessibility
- Digital integration providing seamless journey support across platforms with innovative trip planning, payment, and disruption management
- Architectural and design excellence in infrastructure creating functional, attractive spaces that encourage public transport use
- Community engagement and co-design processes meaningfully involving diverse voices in service planning while building lasting operator-community relationships

4. **MULTIMODAL INTEGRATION & MOBILITY-AS-A-SERVICE**

This category honors excellence in creating seamless, integrated mobility solutions that enhance accessibility and convenience. Winners demonstrate how strategic integration creates measurable improvements in customer experience and sustainable transport adoption.

Eligible initiatives might include:

- Comprehensive mobility hub development
- MaaS platform deployment
- Integrated on-demand and flexible transport services to enhance customers experience and enable more seamless journeys across public transport modes
- Cross-modal ticketing and payment system innovations
- Governance and policy frameworks enabling effective multimodal cooperation
- Integrated digital platforms unifying payment, wayfinding, trip planning, and customer service across multiple transport modes

5. OPERATIONAL EXCELLENCE

This category recognises outstanding achievements in delivering reliable, safe, and efficient public transport services. Winners demonstrate how operational innovation and performance excellence create measurable improvements in service quality, customer satisfaction, workforce management and system efficiency and resilience.

MODAL SUBCATEGORIES:

- **BUS OPERATIONAL EXCELLENCE**

Outstanding bus system performance including BRT, conventional bus networks, and integrated services. Projects may include route optimisation, fleet management innovations, maintenance excellence, real-time information systems, or operational improvements that enhance reliability and customer experience.

- **RAIL OPERATIONAL EXCELLENCE**

Exceptional rail operations across metro, light rail, commuter rail, and tram systems. Focus on network reliability, capacity optimisation, safety innovation, maintenance excellence, station management, or operational strategies that improve passenger service and system performance.

- **OTHER MODES OPERATIONAL EXCELLENCE**

Operational innovation in other modes such as ferry services, cable cars, monorails, and emerging transport modes. Recognition for creative solutions addressing unique operational challenges while maintaining safety, reliability, and customer service standards.

6. PUBLIC TRANSPORT/URBAN MOBILITY STRATEGY & PLANNING

This category honors strategic leadership that transforms urban mobility through visionary planning, innovative governance and financial planning, and successful implementation of comprehensive transport solutions and urban resilience strategies that reshape how cities function and grow.

Eligible initiatives might include:

- From urban to regional mobility strategies integrating transport, land use, and economic development with measurable improvements in accessibility and sustainability
- Transformative infrastructure projects demonstrating innovative financing, community engagement, diversification of revenues and implementation approaches
- Governance frameworks enabling effective regional coordination and new models for transport authority collaboration
- Policy innovations including pricing, regulation, and incentive structures driving measurable modal shift toward sustainable transport
- Projects encouraging lasting changes in individual mobility behavior that support sustainable mobility (traffic calming measures, pricing, parking policy, land-use

planning, etc.) and encourage modal shift in favour of public transport, soft modes and combined mobility

7. TECHNOLOGICAL INNOVATION, AUTOMATION & DIGITAL TRANSFORMATION

This category celebrates pioneering technology applications that measurably improve operational efficiency, customer experience, accessibility, resilience, safety and security or environmental performance while setting new industry standards.

Eligible projects might include:

- Autonomous vehicle integration and intelligent control systems improving operational efficiency and safety
- Advanced analytics and AI applications optimising operations, predicting maintenance, or enhancing safety and customer information
- Smart infrastructure including IoT sensors, predictive maintenance, and automated monitoring systems improving reliability and efficiency
- Cybersecurity innovations and digital accessibility solutions protecting infrastructure while ensuring inclusive technology adoption