

RAIL INDUSTRY AWARDS

AUSTRALIA + NEW ZEALAND

Tuesday 1 September 2026
International Convention Centre
(ICC), Sydney



Nominate now

Passenger Operations Excellence Award

Judged by the Australasian Railway Association (ARA)



Criteria

Nominees must provide evidence of excellence in one or more of the following criteria:

- Implemented a project or initiative in the passenger rail sector that:
 - Demonstrated leadership or innovation in the sector;
 - Delivered efficiency or productivity improvements; or
 - Achieved business and/or industry growth.
- Achieved positive customer or stakeholder outcomes in the delivery of a project or initiative.
- Provided evidence of outcomes achieved as a result of the project or initiative.
- Showed collaboration/cooperation with other railway companies.

Addressing the criteria

Nominating organisations must provide a statement to address the following, in line with the criteria.

1. Describe the project or initiative the organisation has implemented, and the outcomes it sought to achieve. *400-word limit.*
2. How has the project or initiative demonstrated excellence or innovation in the passenger rail sector? *400-word limit.*
3. What outcomes did the project or initiative achieve? Please provide figures if possible and appropriate. *500-word limit.*
4. How has this project benefited or contributed to the advancement of the passenger rail sector? *400-word limit.*

5. Why should your organisation receive the Passenger Operations Excellence Award? *200-word limit.*
6. Do you give permission for key points from your nomination, to be shared with the wider rail industry? See supporting documents item (b) below.

Supporting documents

- a) Supporting Material: Options. *10-page limit.*
- b) Overview of Nomination: Please upload an overview of your nomination with contact details for inclusion in the Rail Knowledge Bank and Awards website. *One-page limit.*