Keolis voted ‘Operator of the Year’ for its operation of London’s automated metro at the Light Rail Awards 2019

The group also won four other prizes, as well as being highly commended in five categories for its operations in the UK, France and Denmark

4 October 2019 – Keolis won five prizes in leading categories at the prestigious Global Light Rail Awards held in London on 3rd October 2019. KeolisAmey Docklands (KAD), Keolis’ subsidiary which operates London's automated Docklands Light Railway (DLR), won the top prize of ‘Operator of the Year’, in recognition of its consistent and excellent operation of the DLR, and in particular for achieving record-breaking on-time departure rates of 99.6%.

KAD also took the top spot in the ‘Best Customer Initiative’ category, with recognition of its successful DLR Discovery trips across its network. These involved running private train tours to showcase the history and connectivity of the service.

In addition, the Keolis-operated Nottingham Express Transit tram network was recognised as the ‘Most Improved System’, following the successful roll-out of a series of initiatives to improve passenger services, particularly via social media.

It was also a successful evening for Keolis employees. Steve Mabey, head of operations at KeolisAmey Metrolink (KAM), Manchester’s tram network, won the accolade of the industry’s ‘Rising Star’. This was for his leadership in the aftermath of a suspected terrorist incident that closed both of Manchester Victoria station’s tram lines during the night on New Year’s Eve. KAM tram driver Jan Svacina also took home the ‘Judge’s Special Award’ for his courage and selflessness following an incident on Manchester’s tram network. KAM was also highly commended in the ‘Environmental & Sustainability Initiative’ and ‘Vision of the Year’ categories.

Keolis was highly commended for its operations in France and Denmark. In France, Keolis Dijon - a subsidiary in the centre of the country where Keolis operates a multimodal transport network - was highly commended in the ‘Technical Innovation of the Year’ category for the tram-mounted sleet brush system mounted designed to sweep the tracks during operating hours and prevent acceleration and braking issues, as well as flat wheels problems. It was also commended ‘in Best Customer Initiative’ category for the roll-out across the network of Open Payment, a contactless payment method for card and smartphone.
Finally, Keolis’ Aarhus network in Denmark was highly commended in the ‘Outstanding Engineering Achievement’ category. The judges were impressed by the tram-train system, which is also the only light rail network in the country.

The Global Light Rail Awards are the industry’s flagship awards ceremony for innovation and excellence. They recognise the most outstanding projects and products right across the light rail industry, as well as best practise in customer service over the last 12 months.

About Keolis

Keolis is a pioneer in developing public transport systems and works alongside public decision-makers who want to turn shared mobility systems into levers to enhance the appeal and vitality of their regions. A world leader in operating automated metro and tramway systems, Keolis is supported by a sustained and open innovative policy alongside all of its partners and subsidiaries – Kisio, EFFIA, Keolis Santé and Cykleo – to bolster its core business and develop new innovative and bespoke shared mobility solutions, including trains, buses and coaches, trolleybuses, shared car solutions, river and sea shuttle services, bike share services, car sharing, fully electric driverless shuttles and urban cable cars. In France, Keolis is the second largest parking company through its subsidiary EFFIA, and the country’s leading medical transport solution since the creation of Keolis Santé in July 2017.

The Group is 70%-owned by SNCF and 30%-owned by the Caisse de Dépôt et Placement du Québec (Quebec Deposit and Investment Fund), and employs some 65,000 people in 15 countries. In 2018, it posted revenue of €5.9 billion. In 2018, 3.3 billion passengers used one of Keolis’ shared mobility services. www.keolis.com

* Australia, Belgium, Canada, China, Denmark, France, Germany, India, the Netherlands, Norway, Qatar, Senegal, Sweden, the United Kingdom and the United States.

CONTACT

Linda HUGUET
International Communications Manager
Tel.: +33 (0)1 71 32 98 43
Linda.huguet@keolis.com