Fact Sheet

About Transport Gold Award (TGA) 2020

In its 21st year running, **The National Kindness Award – Transport Gold** recognises service staff in the Transport Industry who had displayed exemplary service and gracious behaviour during their course of work. This award inspires the recipients to continue to shine and influence their colleagues in contributing to a more pleasant and gracious society.

Award Objectives

The objectives of the award are:

- To give recognition and honour to service staff / drivers who have gone the extra mile in their work to help others
- To encourage the public transport service providers to recognise their employees who have gone the extra mile in their work to help others
- To motivate and promote kind behaviours in the public transport sector

History & Background

Singapore Kindness Movement (SKM) and Land Transport Authority (LTA), together with all the public transport companies and associations organised The National Courtesy Award – Transport Gold in 2003.

The Transport Gold Award started in 1999 as a fringe event along with the National Courtesy Campaign. The Transport Gold Award awards courteous staff within the public transport service sector and forms a platform for the entire transport service to launch a courtesy programme within the sector.

In 2012, the committee, renamed the Award to The National Kindness Award – Transport Gold.
In 2019, SKM, together with the Public Transport Council (PTC), introduced the Caring Commuter Award.

Awards Category

- Commendation Award
- Outstanding Award* ***(up to 5 winners for each category)***

The Outstanding Award winners are those who have shown exceptional levels of kindness and empathy to ensure safe travel. There are 5 categories up for nominations:

1. Automotive & Engineering Operations
2. Bus Operations
3. Customer Service Operations
4. Rail Operations
5. Taxi Operations

- Caring Commuter Award

Nomination Criteria & Guideline:

Assessment period: 1 July 2019- 1 May 2020

- Have received at least 2 written commendations from the public within the assessment period
- Have not received more than 2 valid complaint cases within the assessment period
- Have not obtained more than 4 demerit points / 3 repeated LTA offences within the assessment period

Awards Presented in the Past Years

6384 (Commendation and Outstanding awards) recognitions have been presented to the transport staff during the TGA ceremonies until date.

Year	No. of Recipients
2000	115
2001	172
2002	173
2003	181
2004	193
2005	181
2006	180
2007	177
2008	195
2009	227
2010	267
2011	316
2012	405
2013	425
2014	454
2015	417
2016	419
2017	446
2018	445
2019	466
2020	530

As the transport sector expands to cope with the population growth, we also see an increase in the number of awardees due to an overall expansion of the transport industry.

Awards Ceremony

Date: 27 January 2021, Wednesday
Time: 10am – 12pm
Location: LTA Auditorium, 1 Hampshire Rd, Singapore 219428 (Blk 5)
GOH: Minister for Transport, Minister Ong Ye Kung