

Edinburgh Trams – ‘busiest festival ever’

Edinburgh Trams tells us they have had their busiest ever Festival with over 600,000 customer journeys. This is up more than seven per cent on last year generating over £1.3 million in revenue.



Silent Disco launched on the tram!

Services ran from every three minutes, seven days a week to keep up with demand, whilst overnight trams on Saturdays returned for another year proving just as popular with thousands of festival-goers.

Tom Neil, Finance Manager at Edinburgh Trams, explained: “We suspected this would be another successful Festival and were fully prepared to cope with the increase in demand.

“The whole team has pulled together to provide additional

customer service and ticket selling at key platforms such as Edinburgh Airport, Ingliston Park & Ride and Princes Street.

“We also invested in our Customer Relations team which helped us achieve an average response time of 59 minutes and a customer satisfaction rating of 86 per cent.”