

Edinburgh Trams offer free service at Hogmanay

Edinburgh Trams are due to play their part in the next festival season over Christmas and New Year. **Special FREE trams** will run after midnight until 5am on New Year's Day to take people home safely after the event.

Lea Harrison, Edinburgh Trams Managing Director said: "We're delighted to be once again supporting Edinburgh's Hogmanay – the best new year's celebration in the world – with a free tram service, making sure thousands who attend the event can get home safely."□

Edinburgh Trams had its busiest ever Festival in 2018 with over 600,000 customer journeys. This was an increase of more than seven per cent on last year generating over £1.3 million in revenue.

Services ran from every three minutes, seven days a week to keep up with demand, whilst overnight trams on Saturdays returned for another year proved very 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 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."

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