

Edinburgh Trams on track to win more awards

With a wide collection of awards, Edinburgh's tram network is in line to win more as it celebrates ten years of operation this month.

Edinburgh Trams marks the first decade on Friday and in just a few weeks it will compete at the Scottish Transport Awards (STA) hoping for back-to-back wins in the 'Public Transport Operator of the Year' category.

The operator is also aiming to win the 'Team of the Year Award' at the Chartered Institution of Highways & Transportation following last year's extension of services to Newhaven.

In the decade since the first trams ran between Edinburgh Airport and York Place in 2014, the operator has won a total of 15 national and international awards.

After naming them Scotland's Number One Public Transport Operator last year, Grant Poulton, Transport Times Managing Director and one of the STA's organisers commented: "2023 was a milestone year for Edinburgh Trams, marked by the successful launch of the Newhaven extension, stellar performance metrics, and soaring satisfaction rates.

"However, the highlight was undoubtedly their strategic investment in their workforce, a move that validated the principle that content employees lead to satisfied customers. This approach emphasises their commitment to a customer-centric ethos."

Throughout the years, Edinburgh's light rail system has been recognised for its record-breaking customer numbers and innovation in technology, with a state-of-the-art simulator facilitating the recruitment and training of tram drivers.

In 2022, the operator impressed judges at the Edinburgh Chamber of Commerce Awards with its response to the Covid-19 pandemic which helped keep the city moving. Further details can be found [here](#).

Lea Harrison, Edinburgh Trams Managing Director, said: "As we approach our 10th birthday, I am pleased to see that all the hard work and dedication our team has shown over the last decade has been acknowledged by colleagues across the transport sector.

"Our goal has always been to deliver the best possible service to residents and visitors to the city, and we will do everything we can to ensure we continue to play a key role in Edinburgh's future prosperity."



18/09/2023

Picture Alan Simpson