

TramForward

Campaigning for Light Rail

PRESS RELEASE FROM *TramForward*

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TramForward congratulates Edinburgh Trams on high customer satisfaction achievement

TramForward congratulates Transport for Edinburgh and Edinburgh Trams on the high customer satisfaction achieved in the recent survey from Transport Focus, with more than 99 per cent of passengers reporting their enjoyment and comfort in travelling by tram. *Tram Forward* notes that the satisfaction score is the highest recorded by the passenger watchdog since it launched surveys of Britain's tram networks in 2013.

It will come as a major boost to the city council, which endured years of criticism for its handling of the £776 million scheme, which opened three years late and significantly over budget. The poll result, carried out last autumn, is two points higher than in 2015. Among the other five tram systems, Nottingham came closest at 97 per cent, with the average 93 per cent. Satisfaction with punctuality in Edinburgh was up one point at 94 per cent, with journey time up three points at 92 per cent and value for money up one point at 83 per cent.

Andrew Braddock, Chairman of the Light Rail Transit Association, said: "Edinburgh Trams have achieved the best ever result for any network surveyed by Transport Focus, with a near perfect score. This is brilliant news and a fantastic testament to the efforts of Edinburgh Trams managing director Lea Harrison and his staff. It is timely recognition for all that they do and demonstrates their ongoing commitment to continuous improvement. The success of the survey results", he added, "shows that in terms of meeting growing transport needs in Edinburgh, there is an overwhelming case for extending the system".

Jim Harkins, TramForward spokesman and Secretariat to the All Party Parliamentary Light Rail Group said, "To come out as the top operator and to have a near perfect satisfaction rating is superb. We hope that Transport for Edinburgh and the newly formed City Council will now move forward with the extension of the tram line to Leith".

NOTES FOR EDITORS

1. **TramForward** is the campaigning arm of the Light Rail Transit Association (LRTA).
2. The LRTA is the world's leading organisation campaigning for better public transport in urban areas through light rail, tramway and metro systems and has been in existence for more than 75 years. It also supports the revitalisation of suburban and rural transport through the application of light rail and TramTrain technology.
3. The LRTA acts through its network of local branches, which campaign for better transport in their areas.
4. Membership of the LRTA costs less than 14p a day. To join, visit www.lrta.org or write to the Membership Secretary, LRTA, 38 Wolseley Road, Sale, Greater Manchester, M33 7AU. Members receive the monthly magazine *Tramways & Urban Transit* - written and read by experts in the field - and gain other benefits including discounts on videos and books, tours of transport systems and cut-price admission to selected transport museums.
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