

35209 Tram Complaints

Could you please provide an annual breakdown of the number of complaints or reports logged about trams lines by cyclists for each year since their introduction please? Can you please provide details of the complaint/report, including location.

Please indicate if sites have multiple complaints.

The information we are able to provide is routinely published on the Council's Disclosure Log at:

<https://www.edinburgh.gov.uk/homepage/10467/freedom-of-information-foi-disclosure-log>

Once you select a year, enter 'tram' into the Search field. Although the year option only goes back to 2015, there is information published in relation to such incidents going back to the introduction of the tram.

The information we routinely publish is regarding Personal Injury Collisions; the collision details are supplied by Police Scotland, which is responsible for the collection of all personal injury road traffic collision data within its force area. The data follows a prescribed, national format commonly referred to as STATS19 that cannot be submitted by anyone other than police personnel. It is recognised that the STATS19 data is not a complete record of all personal injury accidents. However, they remain the most detailed, complete and reliable source of information on casualties covering the whole of Great Britain, in particular for monitoring trends over time.

We retain details of personal injury collisions supplied by Police Scotland for this Council's Local Authority area but do not retain data on collisions that do not involve personal injury (sometimes referred to as 'Damage only collisions'), except where an insurance claim may be intimated; see below.

Can you please provide for each of the same years, the number of collisions or incidents between trams and cyclists that have been recorded?

As the request goes on to make reference to compensation in the questions which follow, we have based the remainder of our responses on information centrally held by our Insurance Services team. This team will deal with complaints which may result in compensation being paid. Some complaints result in a claim; some will not. Some claims will be repudiated; some will result in a compensation payment.

The following table relates to all incidents and claims reported to Insurance Services via a variety of means.

Number of Cyclist Incidents by Location and Year

Location	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Grand Total
Airport Bound Track						1					1

Atholl Crescent					1						1
Atholl Place			2								2
Dalry Road				1	1						2
Edinburgh Park			1	1							2
Haymarket		11	43	62	21	19	14	14	14	9	207
Lothian Road					1	1					2
Melrose Drive										1	1
Morrison Street			1						2		3
North St Andrew St				1							1
Princes St	7	16	38	40	33	29	10	23	24	5	225
Queensferry Street		1		1							2
Saughton						1					1
Shandwick Place		1	5	5	6	3		4	2		26
South St Andrew Street					1		1				2
St Andrew Square			1	1	1		1				4
Unknown					1	1		1			3
Waverley Bridge				1							1
West Maitland Street			1	1				1	1		4
Grand Total	7	29	92	114	66	55	26	43	43	15	490

Can you please provide an annual breakdown for the same years of the amount of compensation, if any, paid out to cyclists over incidents (slips, becoming trapped, hazards etc) involving trams or tram tracks, giving details of location and nature of the incident?

Based on the incidents provided above, please refer to the following table:

Payments made in relation to Cyclist Claims by Location and Year

Location	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Grand Total
Airport Bound Track						£0.00					£0.00
Atholl Crescent					£0.00						£0.00

Atholl Place			£1,152.50								£1,152.50
Dalry Road				Withheld	£0.00						£350.00
Edinburgh Park			£0.00	£0.00							£0.00
Haymarket		£294,049.35	£100,362.47	£16,930.50	£109,048.37	£40,474.22	£10,678.00	£59,786.40	£0.00	£0.00	£631,329.31
Lothian Road					Withheld	£0.00					£4,463.00
Melrose Drive										£0.00	£0.00
Morrison Street			£0.00						£0.00		£0.00
North St Andrew St				£0.00							£0.00
Princes St	£271,658.14	£64,531.19	£11,167.40	£5,071.50	£65,983.25	£102,765.01	£0.00	£0.00	£27,193.00	£0.00	£548,369.49
Queensferry Street		Withheld		£0.00							£2,505.00
Saughton						£0.00					£0.00
Shandwick Place		Withheld	£2,816.95	£2,159.00	£47,039.15	£23,210.24		£0.00	£0.00		£115,661.82
South St Andrew Street					£0.00		£0.00				£0.00
St Andrew Square			£0.00	£0.00	£0.00		£0.00				£0.00
Unknown					£0.00	£0.00		£0.00			£0.00
Waverley Bridge				Withheld							£1,432.74
West Maitland Street			Withheld	£0.00				£0.00	£0.00		£3,575.85
Grand Total	£271,658.14	£401,522.02	£119,075.17	£25,943.74	£226,533.77	£166,449.47	£10,678.00	£59,786.40	£27,193.00	£0.00	£1,308,839.71

Where the compensation relates to a payment made to an individual, this has been replaced with 'Withheld', as I consider this to be third-party personal information. The release of such data would be a breach of the Data Protection Act 2018.

Can you do the same for any pedestrian complaints/compensation please?

Based on centrally held Insurance Service's records, please refer to the following tables:

Number of Pedestrian Incidents by Location and Year

Location	2014	2015	2016	2017	2018	2019	2020	2021	Grand Total
Balgreen			1						1
City Bound Platform				1					1
Edinburgh Park		2	1						3

Gogarburn			1	1					2
Haymarket	1	2	4	1	1				9
Princes St	4	1	2	2	1	3			13
Saughton					1				1
Shandwick Place		1	1	1		1		1	5
South St Andrew Street			1	1					2
St Andrew Square		1	1	1			1		4
Grand Total	5	7	12	8	3	4	1	1	41

Payments made in relation to Pedestrian Claims by Location and Year

Location	2014	2015	2016	2017	2018	2019	2020	2021	Grand Total
Balgreen			£0.00						£0.00
City Bound Platform				£0.00					£0.00
Edinburgh Park		£0.00	£0.00						£0.00
Gogarburn			£0.00	£0.00					£0.00
Haymarket	£0.00	£0.00	£0.00	£0.00	£0.00				£0.00
Princes St	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			£0.00
Saughton					£0.00				£0.00
Shandwick Place		£0.00	£0.00	£0.00		£0.00		£0.00	£0.00
South St Andrew Street			£0.00	£0.00					£0.00
St Andrew Square		£0.00	£0.00	£0.00			£0.00		£0.00
Grand Total	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

In order to provide details of the nature of each incident, a manual search of each record would be required. We are unable to provide this information as the cost to the Council of locating, retrieving and providing the information exceeds the statutory maximum of £600.