

56161 Edinburgh Trams 'Tap-On, Tap Off' Payment System

Please provide the following:

All internal emails (and emails sent to the City of Edinburgh Council) sent and documents created within the last 6 months which relate to the decision to apply a £7.90 charge for individuals who do not 'tap off' at the end of their tram journey.

Please enclose any materials which discuss alternative options (such as setting a default charge at £2.20).

Please do not include any emails to and from members of the public in response to this request.

Please provide any emails and documents written within the last 6 months which refer to additional potential revenue generated by individuals who do not 'tap off' (separate from overall revenue generated through ticket sales).

Please provide any emails sent and documents created within the last 3 months which relate to the decision to discontinue the 'discretionary period' by which members of the public are able to obtain refunds for accidental failure to 'tap off'.

Please do not include any emails to and from members of the public in response to this request.

Please provide details of all public communications (not including emails to the public in response to queries) announcing the end of the aforementioned 'discretionary period'.

We are unable to provide the information requested because it is not held by the Council.

There are no e-mails, records, or documents that relate to the specific questions. The issue was discussed with the Public Transport team at regular period meetings and, although 'Tap-On Tap-Off' development, testing and implementation dates are recorded in minutes, the specific detail requested above is not included in these minutes.

The decision was taken by Edinburgh Trams and supported by the City of Edinburgh Council, as without a premium fare default, there would be a significant loss in revenue associated with passengers travelling to and from the airport.

Edinburgh Trams did a lot of work to raise awareness of this issue, including a tram wrap, signs/posters, audio announcements and additional staff on-hand to assist at the time of the launch.

It should also be noted that 'Tap-On Tap-Off' is in addition to all previously existing ticket purchase options. There is no requirement to use 'Tap-On Tap-Off' and all other ticket purchase options will be retained for the foreseeable future.