

Blackpool Transport Services Customer Experience

Standards Our vehicles

in 2020 we received the final delivery of Palladium standard buses, ensuring our entire fleet was to the standards our customers have come to enjoy and expect.

Our new buses have leather seats, Wi-Fi and USB ports so you can sit in comfort whilst charging your phone. Our vehicles are cleaned to the highest standards. Every vehicle we operate is wheelchair friendly and compliant with the Equality Act 2010.

Reliability

We provide a reliable, punctual service for our customers. Our drivers will greet you when you get on the vehicle and endeavour to make your journey as safe and pleasant as possible.

When changes are made to services, new timetables will be available at least two weeks before the start date, with advanced notices displayed on all our Vehicles, Website, Social Media and key bus stops.

If you contact us we will answer your enquiry as fully as we can; only referring you to another person if absolutely necessary. We will always be clear about the level of service you can expect from us.

Customer Feedback

If you contact us with any feedback we will get back to you within 7 working days. If things take longer we will contact you to let you know why there is a delay.

If we get things wrong we will apologise.

We will be polite, friendly and avoid using jargon when we contact you. We will review our services based on your feedback, and be honest about what we deliver and how long it takes.

Value for Money

We offer convenient single fares which you can purchase directly from the driver. These vary in price depending on the distance you travel. You can purchase a range of excellent value Saver Tickets, which save you money and are convenient to use based on your needs.

You can buy your saver tickets on board the Bus and Tram, our website and many PayPoint shops across the Fylde Coast.

You can also download our App. Search 'Blackpool Transport' in the App Store or Google Play. Once downloaded, you can purchase any of our Saver Tickets and use your Smartphone to show your ticket to the driver or conductor.

Our Team

All Blackpool Transport staff are well trained, in smart uniform, polite and ready to help.

In our pursuit of Customer Experience Excellence we deliver a wide range of training for all our staff including World Host and Disability Awareness.

If our staff don't know the answer to your question they will direct you to someone locally who can!

Our Aim is to provide the best possible travel experience for residents and visitors alike.

Information

You can find bus timetables, service updates, help with planning your journey and information about all of our tickets and services via our website and mobile app. Our team are always happy to help with your enquiries or listen to any feedback you may have. Alternatively, visit our website at www.blackpooltransport.com or you can give our team a call on 01253 473001 between 11am and 3pm.

Our bus stops should always display correct and up to date timetable information for your journey. There should also be contact methods on display for any journey planning queries.

Want to know more about us or keep up to date with the latest offers, travel news, diversions and disruption? Follow us on our social media accounts below.

F:
BlackpoolTransportServices

T: @BPL_Transport

If you're looking for travel inspiration you can follow our Instagram account too! I: BlackpoolTransport

Customer Engagement

Our team is out and about as much as possible! We do a lot of work with different organisations which includes: An Information Point at Blackpool North Station, customer focus groups, attending college open days, assisting 3rd sector groups and charities and much more! We'll usually post about this on our social media accounts so be sure to give us a follow or get in touch to hear what we're up to.

Lost Property

Any property found on our vehicles is passed to one of our Depots and logged on to our Lost Property system which is based at Market St, Blackpool where it will be kept for 14 days.

We cannot be held responsible for any items lost on our services, we endeavor to reunite all lost items with their owners where possible.

If you have lost a mobile phone, house keys, a wallet/purse or medicine, please contact us using the methods below. Note that our customer centre is closed and any lost property collection will be by prior arrangement only whilst following strict social distancing guidelines.

Contact Us

Due to the ongoing Covid-19 emergency, our Customer Centre on Market Street is closed until further notice. Please feel free to contact us by our other channels.

Write to us:

Customer Experience Department
Blackpool Transport Services Ltd
Rigby Road
Blackpo
ol FY1
5DD

Email us:

Enquiries@blackpooltransport.com

Call us:

01253 473001

Like us on Facebook:

[/blackpooltransportservices](https://www.facebook.com/blackpooltransportservices)

Follow us on Twitter:

[/BPL_Transport](https://twitter.com/BPL_Transport)

If you have any feedback, please contact us as soon as possible by one of the methods above, preferably within 48 hours. If you are contacting us because you are not happy with your experience please tell us the following information so that we can help you:

- Your name
- Your address
- Your telephone number
- Your email address
- Your preferred method of contact
- Time of your journey
- Date of your journey
- The number of the service you were travelling on
- Vehicle type? Tram, Bus, Single or double decker.
- Where you got on the vehicle.
- Where you got off the vehicle.
- Where the reason for your complaint happened
- Driver description
- Driver number, Route, Bus and Journey. These can all be found on your ticket.

We will carefully look into the information you have provided but sometimes we may need to ask you for more details.

We will look at the details of your experience and decide on what action to take. We will aim to respond to all contact within 7 days.

The action we can take is:

- Request CCTV from the vehicle. CCTV can only be downloaded up to 7 days after the incident. Any requests over 7 days may no longer be available.
- Pass the complaint on to a senior member of staff to investigate further and to interview the employee.

Once we have taken action:

- We will get in touch with you by your preferred method of contact with an outcome. The outcome will explain to you the action we have taken.
- If you have contacted us about one of our staff, we will not be able to discuss any action that has been taken involving this staff member.
- If we find that the information provided is not accurate we reserve the right to take this to our legal department.

What will we do with the feedback you provide?

- We will use your feedback to improve the services we provide at Blackpool Transport.
- We will re- train Blackpool Transport employees in certain areas of our business.
- We will pass on a person letter of commendation to the person that the compliment is about.