

Blackpool Transport Services Customer Experience Standards

Our vehicles

By 2020 we will replace every Blackpool Transport bus with our new sleek and stylish grey and yellow Palladium Vehicles.

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, key bus stops and Customer Centres at Market Street Blackpool and Rigby Road Blackpool.

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. Alternatively they can be purchased in advance from our Customer Centre's at Market Street Blackpool and Rigby Road Blackpool, 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 individual timetables, maps and information at our Customer Centre on Market Street Blackpool or from our main offices on Rigby Road Blackpool. 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.

Our App also contains all of our timetables along with a journey planner, latest disruptions and real-time bus arrivals times.

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.

To check if your item(s) has been handed in call us on **01253 401000** and select the option for lost property. We will advise you if the item has been found. If your item has not been handed in we will take your details and call you back if your item arrives at our Depot.

If we have your item(s) you can pick up from 10:30am the following working day. The charge for collection is £1.00 and I.D is requested for valuables such as mobile phones.

We store items safely for up to six weeks, however we dispose of perishables after 24 hours. Any items that are not collected after six weeks are donated to a local charity.

If you lose your NoW Card or a college pass and these are not collected within one week we will return these to the pass provider.

If your lost item is on one of our vehicles and this item is needed in an emergency we can contact the driver of the vehicle at our discretion if you tell us straight away.

Contact Us

Come and see us at one of our customer centres:

Market Street
Blackpool
FY1 1EZ

Monday- Saturday 08.45am – 17.15pm
Sunday 10.30am – 15.00pm

Blackpool Transport Services
Rigby Road
Blackpool
FY1 5DD
Monday - Thursday 08.30am – 17.00pm
Friday 08.30am – 16.30pm
Closed weekends and Bank Holidays

Write to us:

Customer Experience Department
Blackpool Transport Services Ltd
Rigby Road
Blackpool
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.