

Blackpool Transport Services

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Do you know about our trams?

- We have the oldest Tramway in the world! Dates back to 1885. 131 years old this year.
- Tramway is 11 miles long.
- Many Heritage trams over 80 years old. Fleet of 15-20 trams.
- New Tramway introduced in 2012 with a fleet of 16 modern light rail trams.
- 2 more LRT's being introduced in 2017.
- Tramway extensions plan for 2019.



Do you know about our buses?

- 134 buses in our fleet
- Average age of fleet is approx 10 years
- Buses are time expired after approx. 15 years
- £25,000 to refurbish a bus
- £16,000 new engine £4,500 new gearbox
- £167,000 new single decker
- £216,000 new double decker

What's New?

- 10 Palladium single deckers introduced to Service 5 in June 2015
- 9 buses refurbished to Palladium standard in 2016.
- 10 double deck Enviro 400 City buses introduced in July 2016 – Service 9
- 25 double deck Enviro 400 City buses due to launch in April 2017



Why Enviro 400 City Buses?

- Euro 6 Diesel engine

- Increased efficiency - 30% better fuel efficiency than a petrol engine
- Reduced CO2 – Up to 25% less CO2 than a petrol version, reducing carbon footprint
- Future proofing – older diesel engines are likely to incur higher charges in the future

- Enhanced Customer Experience

- More seats

- Improved Heating & Ventilation

- Improved driver environment

Statistics!

- 4, 173000 miles per year
- 167 times around the earth!
- 3 million litres of fuel per year
- 20 million passenger journeys per year (12 million on buses and 8 million on trams)

Who keeps us ticking?

- Approximately 600 permanent staff
- 60 extra seasonal tram conductors
- Staff based at Starr Gate, Rigby Road & Market Street
- Starr Gate – Engineering & Trams
- Rigby Road – Directors, Finance, I.T, Health & Safety, HR, Customer Experience, 24 hour Depot Office
- Market Street – Travel Shop, Bus Drivers, Inspectors

What's to come in 2017?

- Listen to what our customers are telling us
- New App – Journey planning, mobile ticketing, expected arrival times and more!
- New website – built around the needs of our customers
- Continue to Engage with different groups of people
- Strengthen relationships
- Identify new customers
- Improve internal and external communication

We mean business!

- Welcoming, modern and customer friendly
- Fantastic first impressions
- Pride in workplace
- New uniform
- We really care about our customers
- **Greatly improved experience for customers**