

## How can I comment on the service I have received?

Somerset County Council aims to give a high standard of service to everyone. Your views are important. We want to know when we are doing things right or if we have made a mistake, so that we can improve. Detailed information on how to comment on our service can be found on our website:

[www.somerset.gov.uk/feedback](http://www.somerset.gov.uk/feedback)

Or you can telephone on 0845 345 9166 or write to us by post or drop into a Council Information Point.

We promise...

- to pass on a compliment or a comment. Compliments and comments help us plan our services and improve our performance. We'll make sure all comments are used to benefit services.

- to take all complaints seriously. We're sorry if you're not happy with us, and we want to put things right if we possibly can. We know that complaints give us valuable feedback and help us to improve our services - we want to listen and learn.



## Working Together for Equalities

## How do I find out about the Taunton Flyer service?



Taunton Flyer  
Transporting Somerset  
C3, Somerset County Council  
County Hall, Taunton  
Somerset TA1 4DY

[WWW.SOMERSET.GOV.UK](http://WWW.SOMERSET.GOV.UK)



### How do I find out about the Taunton Flyer?

The Park & Ride is operated with the support of Somerset County Council. Information on this service can be obtained through the Taunton Flyer Leaflet produced by Somerset County Council and is available free of charge. Please contact us (please see over) for a copy. In addition to this, timetable information is available online on the Traveline ([www.travelline.org.uk](http://www.travelline.org.uk)) and Transport Direct ([www.transportdirect.info](http://www.transportdirect.info)) websites.

### What do you expect from me?

You can buy your ticket on the bus or contact us for information about an annual season ticket.

### What can I expect from Transporting Somerset?

Transporting Somerset has the following service standard...

When you	We will	Standard
Contact us with a query or issue	Answer your query with the assistance of the operator	Within 10 working days

In addition, Somerset County Council will:

- Deliver services as promised and deal with any problems that may arise.
- Respond quickly to service requests without passing you on to multiple members of staff.
- Give you accurate and comprehensive information and keep you informed of progress.
- Treat you professionally, fairly and without prejudice.
- Ensure our staff are friendly and polite and sympathetic to your needs.

### What else do I need to know?

The Taunton Flyer is for work, shopping, study or leisure activities and provides easy access into the heart of Somerset's County Town. It's easy to use, just park your car and board the bus and enjoy the benefits - low cost, quick journey times, less stress, reduced pollution and congestion.

There are two Park and Ride facilities in Taunton. Silk Mills Park and Ride site is based on Silk Mills Road on the west side of Taunton. Taunton Gateway Park and Ride site is situated near Junction 25 of the M5 to the east of Taunton. They provide free parking all day with an adult return bus ticket into Taunton on the Taunton Flyer costing only £2.20. The two Park and Ride facilities operate to provide a complete cross town service through Taunton.

Cycle parking areas are available.  
There is no overnight parking.

The Flyer Service is funded by Somerset County Council and operated by WebberBus, using the latest low-floor passenger-friendly vehicles, providing easy access for wheelchairs and buggies.

There are no concessions for English National Concessionary Travel Scheme Pass Holders.