











MILTON KEYNES BUS PASSENGER CHARTER






Bus Companies will ensure:

-  Drivers are professional, helpful and respect all customers
-  Buses are accessible, meeting the problems of customers with mobility problems or childcare needs.
-  Services continue to improve punctuality and reliability
-  The bus fares are simply and clearly displayed
-  That drivers know the routes they are operating on





Milton Keynes Council will:

-  Ensure bus shelters are properly maintained.
-  That timetable displays at all bus stops are up to date
-  Ensure clear route information is available at all stops
-  Advise transport providers in a timely manner of road maintenance or event issues that will delay buses
-  Work closely with bus companies and stakeholders to improve bus service priorities.

Passengers are expected to:


-  Be non threatening to drivers when they are doing their job
-  Pay their fares with small change and not large denomination notes
-  Show their prepaid tickets / passes in a clear way when requested
-  Not to eat or drink on buses or leave litter on the floor
-  Give priority to disabled and elderly passengers

Transport partners will work together to:

-  Develop the highest quality bus network for Milton Keynes
-  Develop bus services as part of an improved integrated city wide public transport service
-  Improve communication with the public
-  Promote better partnership working particularly interdepartmentally and between bus operators to benefit bus passengers

Working in partnership to give a new deal to bus users






This poster is a summary of the full Milton Keynes Bus Charter which is available on www.milton-keynes.gov.uk