



Milton Keynes Public Transport Passenger Charter

Valid until January 2027

We review and refresh this Charter every year



This Charter has been agreed by all members of the Milton Keynes Bus Partnership, including Milton Keynes City Council, Arriva, Grant Palmer, Red Rose Travel, Stagecoach East, Stagecoach Midland, Uno, Via and Z&S Transport.

The Passenger Charter sets out our commitments to deliver a safe, reliable and high-quality bus service in Milton Keynes. It sets out the minimum service standards you should expect. It also explains what to do if things go wrong and how you can get in touch with comments.

Demand responsive transport (DRT) may be run under bus or private hire regulations. Where this makes a material difference it is stated separately.



What to expect: planning your journey

- 1. Vehicle availability**
 - Operators will provide appropriate vehicles for the services operated.
 - The public transport network is designed to provide convenient and direct routes from residential areas to and between key destinations.
 - The ambition is for key and core bus routes to offer turn up and go frequencies of 15 minutes or better. Key and core routes are defined in the Bus Service Improvement Plan, as agreed by Milton Keynes Bus Partnership.
 - Those areas not served by key and core bus services are served by demand responsive transport (MK Connect).
 - New developments are required to provide suitable roads and infrastructure to facilitate bus services and may initially be served by demand responsive transport (such as MK Connect) until demand grows sufficiently.
- 2. Information**
 - Times of scheduled bus services are displayed at bus stops and kept up to date by, Milton Keynes City Council.
 - Comprehensive information is available online, under one Transport website. This offers clear information about using public transport and other transport modes.
 - Bus timetable changes are kept to a minimum and coordinated to take place on set dates agreed by the Milton Keynes Bus Partnership. DRT: you will be kept up to date on vehicle status via MK Connect App or a text message.
- 3. Ticketing**
 - Tickets are available for travel on one or multiple operators on scheduled bus services.
 - On scheduled bus services tickets can be purchased in advance or directly from the driver. MK Move card, contactless credit or debit cards and cash can be used as payment.
 - DRT: Tickets can be purchased at the time of booking via debit/credit card. Terms and conditions apply and can be found at [MK Connect – Milton Keynes](#)

- Concessionary or discount fares are available to older, disabled or young passengers.
- Information about all fares and ticketing products is available at GetAroundMK.
- Details of fare changes will be given in advance on buses, at bus stops or via Council and Operator websites.

4. Punctuality

- All efforts are made to keep scheduled bus services punctual by meeting the times advertised.
- Buses should usually depart no more than 1 minute before or 5 minutes after the advertised time, as per Department for Transport guidelines.
- DRT: Arrival time updates will be provided on the MK Connect App or text message. Vehicles will depart within 2 minutes of arrival.
- In the event of significant delays, passengers will be kept informed via information displays at bus stops, driver updates or online and social media sources.

What to expect: on your journey

5. Mobility Hubs, Bus stops and Shelters

- Wherever feasible, shelters are provided at well-used bus stops. These will be lit and offer suitable protection from the rain. Where possible, seating will be provided.
- Shelters will be appropriately maintained. Reported damage to shelters will be fixed as soon as possible.
- Where feasible, solar panels or planted roofs will be installed on shelters.
- Bus stops should be easy to find and safe to access.
- All bus stops have up-to-date timetable information. Additional facilities are provided at well-used bus stops for people with sensory impairments. Where possible, real time information displays are provided, offering actual expected times.
- In some locations, Transport Hubs may support integration of different transport modes, such as local bus, train, car clubs, e-bikes and scooters.

6. Buses

- Buses are comfortable and safe.
- Buses are fitted with interior and exterior CCTV to provide a safe and secure environment and deter anti-social behaviour. Where CCTV is not currently available, operators will seek to introduce it at the first opportunity.
- Buses are cleaned internally and externally regularly.
- Buses are heated and ventilated.
- USB charging is available on all new buses.
- Buses are easy to identify, with clear destination information displayed.
- Drivers will avoid unnecessary engine idling at terminals and timing points to minimise air and noise pollution and fuel use.
- DRT: Vehicles may be buses or private hire vehicles. If buses, the above standards will apply. If PHV, then vehicles will meet the regulatory requirements for MKCC which can be found at www.milton-keynes.gov.uk/environmental-health/licensing/vehicles. Vehicles will clearly display the MK Connect branding while operating the service.

7. Drivers

- Drivers act professionally and are friendly and courteous. They are easily identifiable and wear a company uniform.
- Drivers are suitably trained.
- Drivers understand the needs of passengers who may require a little more time to get on and off the vehicle and wait until passengers are seated before setting off.
- Drivers drive carefully, considering the welfare of passengers and other road users.
- Drivers are encouraged to undertake Dementia Friends training.
- DRT: Where operated with buses standards are as above. For PHV services, drivers are required to meet the regulatory requirements for PHV drivers available at www.milton-keynes.gov.uk/environmental-health/licensing/taxis/driver. Drivers on the MK Connect service are expected to provide assistance with boarding and luggage if requested.

8. Accessibility

- All buses meet the legal requirements for accessibility.
- Drivers are trained to be sensitive to the needs of elderly passengers, pregnant women, parents and carers with children, and those with visible or hidden disabilities.
- All frontline staff receive disability awareness training.
- Buses are fully accessible to wheelchair-users and people with mobility issues.

- Audio visual information is being introduced on buses to announce next stop and other journey information. All new buses entering service will be required to have this.
- Priority seating is available on each bus.
- DRT: Wheelchair accessible vehicles are available, and these can be requested by activating the WAV button on the account. People with disabilities or conditions that reduce their mobility may qualify for a door-to-door service. This can be arranged by calling the booking line during office hours.

9. Bus network improvement

- The Milton Keynes Bus Partnership is working to make bus services an attractive means of travel.
- The Bus Partnership is committed to providing more zero-emission buses to help meet Milton Keynes City Council's commitment to be Carbon Neutral by 2030.

What to expect: passenger behaviour

10. Passengers are expected to:

- allow passengers off the bus before trying to board
- travel with a valid ticket or pass
- respect other passengers and staff and not use offensive language or create noise or disturbance give up priority seats for those who need them
- give up priority seats for those who need them
- not travel if under the influence of alcohol or drugs
- not consume food or drink, other than water, whilst travelling
- take their own rubbish or litter away with them and dispose in a bin
- behave in line with an operator's terms of carriage (available on their website or displayed on the bus).
- not distract the driver
- DRT: be at the agreed pick-up point on-time and should not ask drivers to drop-off somewhere other than the booked location
- not to put feet on seats or cause any damage not smoke or vape (including e-cigarettes) while waiting in a bus shelter or on-board a bus

How to get in touch:

Website

Travel information, including details of MK Move and MK Connect, can be found at <https://getaroundmk.org.uk/on-board>

More information about each operators' services can be found on their websites, listed below.

Phone

For general public transport enquiries, including matters about bus stops, shelters and information, contact Milton Keynes City Council on 01908 691691.

Queries related to the operation of services, vehicles and drivers should be directed to the operator concerned. Contact details for each operator can be found below.

Social media

You can contact us any time via our social media accounts on Facebook, Instagram and Twitter.



Operator contact details:

Arriva

www.arrivabus.co.uk
03448 004 411

Z&S Transport

www.zandstransport.co.uk
01296 415 468

Red Rose Travel

www.redrosetravel.com
01296 747926

Uno

www.unobus.info
01707 255 764

Grant Palmer

www.grantpalmer.com
01525 719719

Via

www.ridewithvia.com

Stagecoach

www.stagecoachbus.com
03458101000

When things go wrong:

Issues and complaints related to operators, their buses and drivers, should be raised with them directly using the contact details provided above.

If you wish to complain to Milton Keynes City Council directly you can do so by visiting our [website](#).

Please note that this Charter does not create new legal rights, nor does it affect your rights under Conditions of Carriage for Transport Operators. Please see [here](#) to find out more.



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