

Milton Keynes Bus Programme

2026 Programme Report

The **Milton Keynes Bus Programme** aimed to:

- Increase the number of passengers on MK bus services
- Make bus journeys quicker
- Improve passenger experience (safer, more comfortable, more reliable and convenient)
- Help the people of Milton Keynes learn more about the available bus services

To do this, the programme aimed to make changes to:

- Bus fares and available tickets
- Improve bus stops, information boards and make other improvements to buses, roads and street furniture
- Provide information and hold events meeting with the public



Bus to the future

In September 2025, over 250 people attended our Bus to the Future event, where Midsummer Place hosted travel planning advice, a driverless bus experience, a classic Routemaster, a 365-photo booth, children's activities, and stands from Arriva and the Milton Keynes Bus User Group. Over 130 people received journey planning advice on how to best use the bus service for their needs, as well as learning about the past and future of buses in Milton Keynes.

What Has MK Achieved This Year?

This Year's Successes Include:

- Improvements to make walking and wheeling to and from bus stops easier
- 50p 'City Hopper' tickets for city centre travel saving passengers money on 140,000 journeys
- 23 new e-ink live bus information displays installed at bus stops taking the total up to 90 bus stops with live information across Milton Keynes.
- 3,000+ solar wayfinding studs installed at over 100 bus stops
- Learning more about our local communities' needs through surveys and focus groups
- Bus to the Future event attracted over 250 visitors



walking and cycling improvements

50%
Outputs
Delivered

40%
continue in
2026-2027

10%
reallocated for
funding to be used
elsewhere

Projects in focus



Solar Wayfinding Studs

Lighting up walking routes between redways and bus stops using 3,000 solar-powered light studs. Look out soon for the eight solar-powered shelters which will provide better lighting and an improved waiting environment.

Access to Emberton Park by community bus

Improvements have been completed at Emberton Park so that Community Transport can now provide regular access to the park. The improvements focused on enabling access for minibuses with tail lifts, with a dedicated stop and suitable hardstanding.



Outcomes

With challenges from the increased government fare-cap to £3 and changes to services the number of people using local buses fell by 7% this year.

Due to these challenges, people's opinion of the bus service was also more negative than last year, with more people unhappy with how long they have to wait for a bus, lack of local bus routes, affordability of bus tickets and buses being late. Meanwhile, people answering our survey continued to be happy with the comfort, safety and cleanliness of their local bus service.

Changes in survey results from 2025 to 2026:

- Brand recognition up from 54% to 63%
- Bus cleanliness satisfaction +7%
- Perception that buses are expensive/very expensive +9%
- Service frequency satisfaction -17%
- Overall bus service quality perception -9%



Newport Pagnell Community Bus Interchange

An enhanced community bus interchange has been implemented in Newport Pagnell. This means better waiting facilities and cycle parking, making it easier to change between walking, wheeling, cycling or the bus. Information about local onward trips to attractions can also be found at stops.