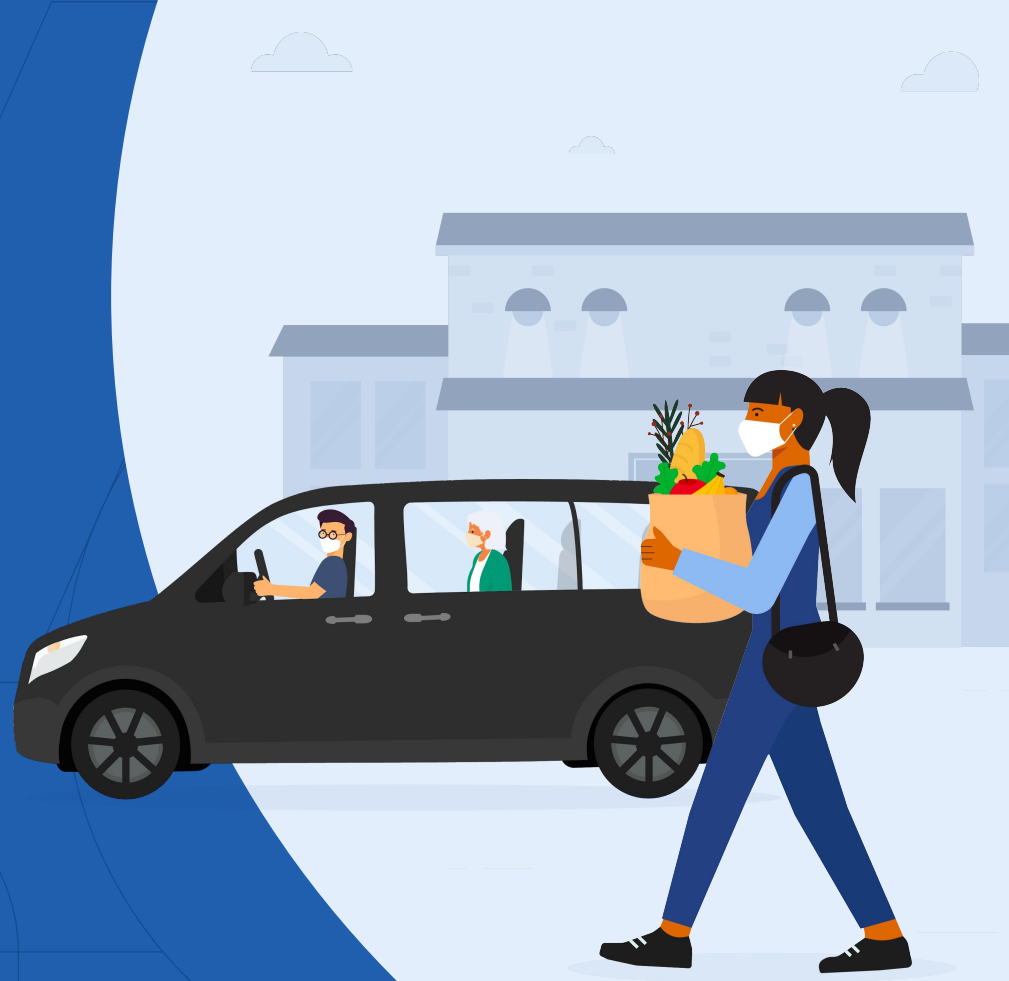




# Introduction to MK Connect and demand-responsive transport

February 2021



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## The basics.

### **MK Connect is Milton Keynes' new demand-responsive transport (DRT) service.**

DRT is a mix between a shared taxi and a bus — it works like **a minibus that meets you wherever you are, allowing you to travel whenever you'd like**. When you are ready to go, you will provide your pickup and dropoff locations and then matched with a nearby driver. In order to keep things moving as quickly and efficiently as possible, the app will usually ask you to meet your driver at a nearby stopping point (250 metres on average) instead of right outside the address you entered — that way, the driver doesn't have to make any detours that could slow things down.

You can book trips in a variety of ways: the simplest and fastest way is through the MK Connect smartphone app, but you can also use a web portal or a call centre.

MK Connect is a **rideshare service** — you will probably be sharing your ride with other passengers heading in the same direction, meaning people may be entering and exiting the vehicle throughout your journey.

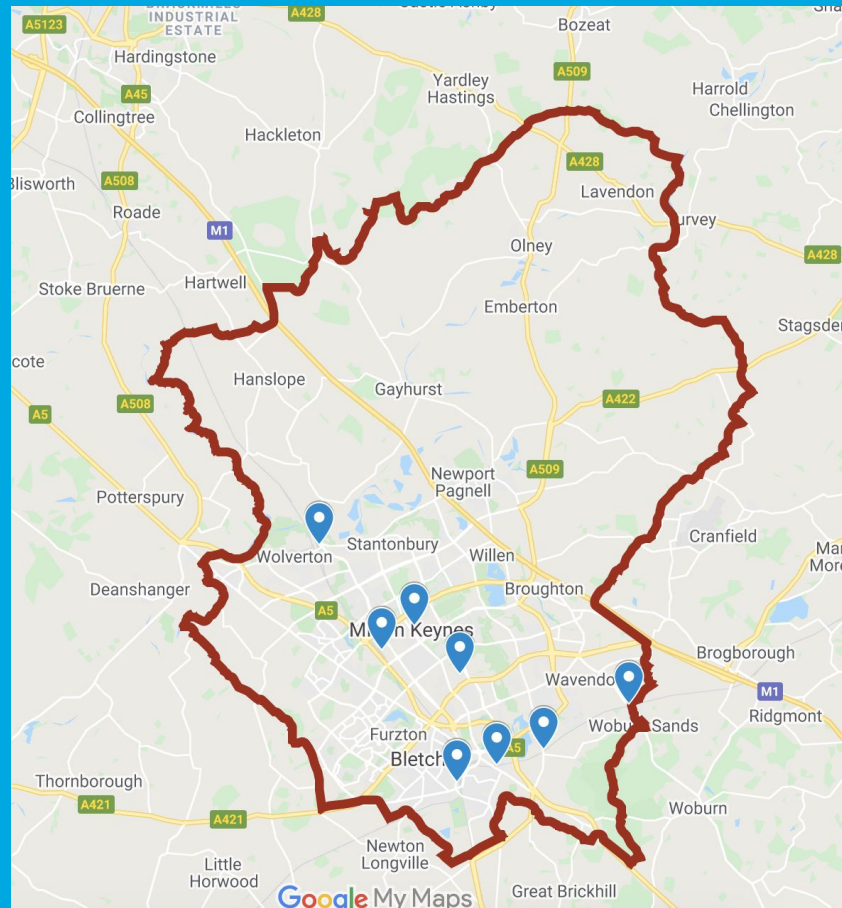
## Where and when MK Connect operates.

The MK Connect zone will cover most of the borough, offering you access to central MK and key destinations such as the train stations, health centres, and shopping centres.

You can pay using a credit/debit card and concessionary bus passes will be accepted (including All in 1 MK). Payment takes place at the time of the booking — you will need to provide your bus pass or card number either through the app or over the phone. No cash fares will be accepted.

Full fare rides will cost **£3.50 during peak hours** (7am-9am, 4.30pm-6.30pm) and **£2.50 at all other times**.

Wait times for a vehicle will be between 10 and 30 minutes and may be longer in rural parts of the borough.



## How to use MK Connect.

Booking is quick and simple — you have a choice between using a smartphone app, web portal, or contact our call centre, but app is fastest.

How to book using the app:

1. Download the app and then create an account.
2. Add your concessionary bus pass as a payment method if you have one. Otherwise, add your credit/debit card.
3. Enter your pickup and dropoff addresses and we'll provide you with a few trip options. Select the one that works best for you.
4. As it's a shared service, we aim to pick up riders in a spot that creates the fewest detours. This will likely be a safe location a short walk away (250 meters on average) — check the app to find the exact spot.

Unlike a bus, you'll always be guaranteed a seat and never have to stand. Wheelchair accessible vehicles are available — you can specify if you are a wheelchair user in your account profile.





## How parish councils can be involved.

### Spread the word among local communities.

The Council will be sharing materials, including 'how to' guides, for both the general population as well as more vulnerable rider groups (elderly, people with disabilities). We'd love parish councillor help distributing these.

There will also be informational sessions and additional online materials — stay tuned for more details and RSVP information.

### Feedback.

MK Connect is constantly looking to deliver the highest possible quality of service — please reach out with any questions, comments, or concerns.



## **More information:**

**[ridewithvia.com/mk-connect](https://ridewithvia.com/mk-connect)**

## **Contact MK Connect:**

**[support-mkn@ridewithvia.com](mailto:support-mkn@ridewithvia.com)**