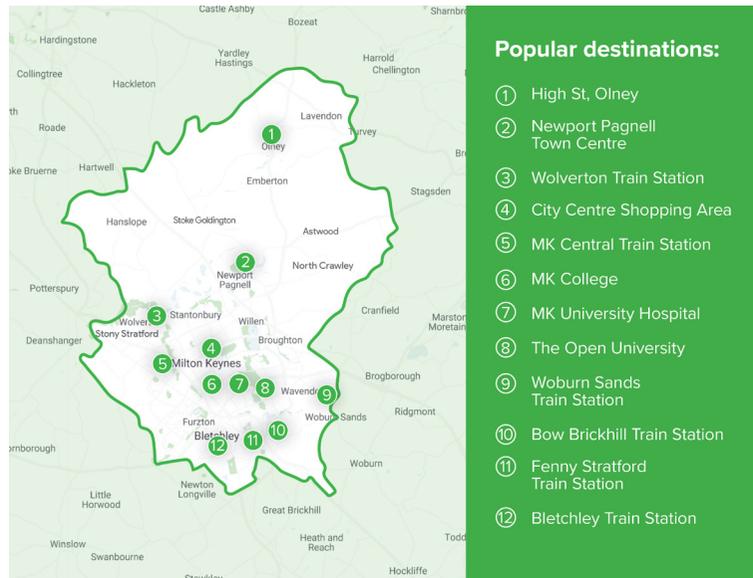


## Zone

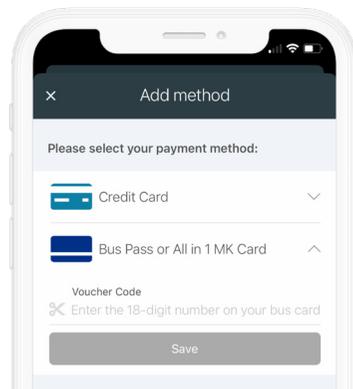
MK Connect covers the entire borough. There is no fixed route and you can travel anywhere within Milton Keynes.



## Fares

You can pay with a credit/debit card or an MK Move smart card. Rides cost £3.50 during peak hours (7am-9am, 4.30pm-6.30pm) and £2.50 at all other times.

Older Persons, Disabled Persons, and All in 1 MK cards are accepted - just enter your bus pass number in the payment method section of the app or tell us if you're booking by phone.



## FAQs

### Where can I ride?

The entirety of Milton Keynes is now at your doorstep – you can book a ride anywhere in the city, as long as it falls within the Milton Keynes borough. However, if your journey can be fully taken on an existing bus route, you will be directed to the nearest bus.

### How long does it take to get a ride?

Most passengers wait between 10 to 30 minutes, although during busy times, wait times may be longer. The wait may be up to 60 minutes in rural areas.

### How far do I have to walk to meet the vehicle?

Our smart technology will select a safe location - a 'virtual bus stop' - a short walk from the pickup address you provided (usually 150-250 metres away). You'll receive the pickup location once your booking is confirmed.

### How many people will I share a ride with?

The number of passengers you will share a ride with varies depending on who's headed in the same direction at the same time. Our vehicles can carry up to seven passengers.

### Can I bring my friends and family with me?

Yes, you can add additional passengers when booking through the app or by telling us when you call. Note: if additional passengers are eligible for a concession with a bus pass, they need to make a separate booking. Children can travel on board, but must be at least 14 years old to create an account and book for themselves. Younger passengers must be booked and accompanied by an adult.

### Can I bring bags with me in the vehicle?

Your vehicle will be a shared space, and as such we will ask everyone to limit any personal items to a reasonably sized bag(s), like a shopping bag.

### Does the app support low vision or blind riders?

The app makes use of all iOS and Android accessibility features.

### Can I bring a wheelchair on board?

Yes. When booking through the app please tap the Wheelchair toggle in the Profile section to indicate that you require a wheelchair, or let us know on the phone.

### Do I need to wear a face mask?

Yes, all passengers and drivers are required to wear a mask or face covering subject to Government COVID-19 regulations. You should not use the service if you have any COVID-19 symptoms or if you've been in close contact with someone who has the virus.



**MK**   
**Connect**

A new and accessible service that complements public transport and provides fast, easy, affordable journeys.

Powered by  

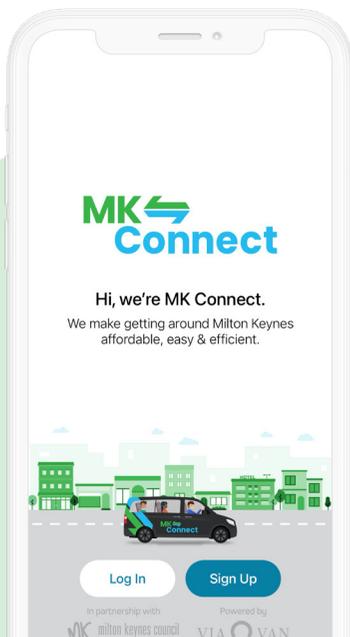
## Introduction

MK Connect works like a minibus that meets you wherever you are, allowing you to travel whenever you'd like.

- Book a trip using a smartphone, tablet, computer, or by calling, and walk a short distance to meet a vehicle.
- Single journeys cost £3.50 during peak hours (7am-9am, 4.30pm-6.30pm) and £2.50 at all other times. We accept concessionary bus passes, MK Move smart cards, and All in 1 MK cards.
- MK Connect is a rideshare service – you will probably be sharing your ride with other people going to the same place as you.

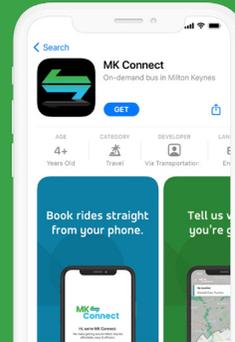
How to get in touch: email [support-mkn@ridewithvia.com](mailto:support-mkn@ridewithvia.com) or call **01908 252526**.

“Great service and fantastic value for everyone. I'm looking forward to this service being extended to further places and more hours of the day!”  
— MK Connect rider

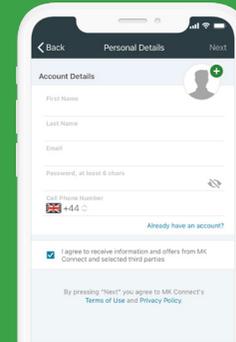


## How to use MK Connect

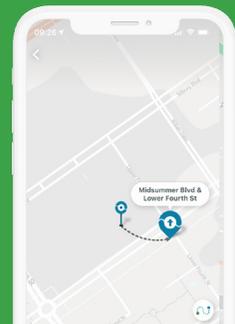
Booking is quick and simple - use our app for smartphones and tablets, a web page, or call us on **01908 252526**.



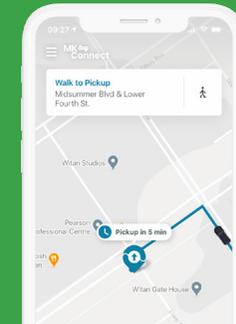
Download the MK Connect app from the App Store or Google Play Store.



Sign up and create your account. Enter your credit or debit card info, or your bus pass number if you're eligible for concessionary bus travel. You can also choose to pay on board with an MK Move smart card.



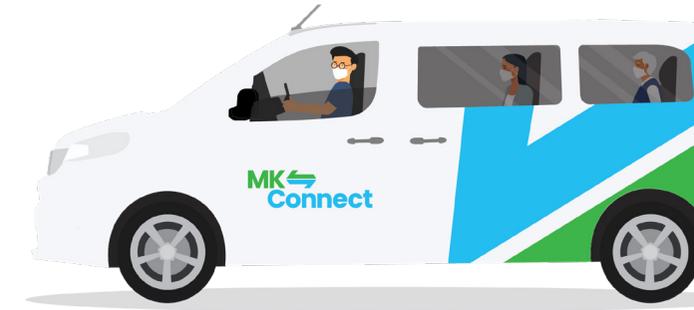
Enter your origin and destination locations and select the trip you'd like to book.



You'll receive directions to a 'virtual bus stop' and have the ability to track your vehicle in real time on the map.



To notify the system and driver of a special request (e.g. wheelchair, hearing/visual impairment, mobility limitations or the need for buggy storage) please call us on **01908 252526** or email us on [support-mkn@ridewithvia.com](mailto:support-mkn@ridewithvia.com)



## Vehicles

MK Connect uses branded minibuses.



Passengers using a wheelchair or who have other special requirements will always be matched with a fully accessible vehicle and drivers will be notified - make sure to specify your requirements in your rider account profile or by calling us in advance.

Most of our fleet is electric - not only we make your journeys flexible and faster, we're also helping the environment.

## Drivers and safety

Your safety is very important.

- When booking, you'll be provided with vehicle details, including the driver's name and number plate, making it easy to find the correct vehicle at the pickup location.
- Vehicles will only stop in safe locations.
- You don't have to go to a bus stop - instead, the vehicle will meet you a short distance from your location.