

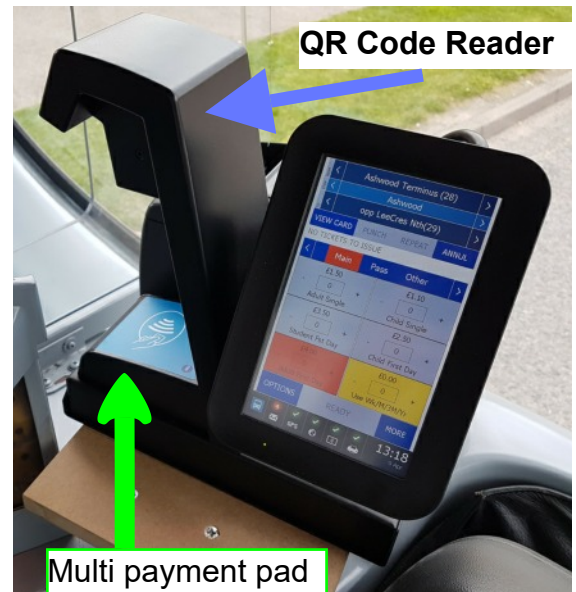


New Ticket Machines to be introduced by Arriva

One of the biggest technology changes in recent years is the way you can make payment for services with multi-devices and payment cards. The situation has developed faster than expected, and in the retail industry you can pay by a range of contactless debit and credit cards, Apple Pay, Google Pay, by Smartphone and so on.

The need of bus companies is not only to get payment for the passenger journey, but also to register the number of passengers travelling (the load factor). In terms of driver and passenger requirements is the need for them to board efficiently, so that the bus can keep to published timetables.

Arriva have decided to install new 'Ticketeer' ticket machines later in the year to embrace the new ways of payment. It also fits into the requirement to introduce 'smart cards'. The system also reads concessionary passes.



Paper tickets will still be issued for single journey, daily, weekly and monthly fares. On the ticket will be a QR symbol which contains all the payment information, type of fare, date issued and so on. One major change on boarding the bus will be the requirement for all passengers with the above paper tickets to place their ticket on the pad to be scanned by the QR reader. This will mean the end of the days of flashing tickets in front of drivers eyes, which often meant lost revenue. The multi-payment pad will allow payment by the cards mentioned above including smartphone payment. It is also likely that prepaid cards will be introduced at the same time which can be topped up.



QR Symbol

MEMBERS MEETING

31st MAY 2018 - 5.30pm to 7pm

MARGARET POWELL HOUSE CONFERENCE ROOM

MIDSUMMER BOULEVARD

FORUM ON PUBLIC TRANSPORT

**With Speakers from the Council Transport and
Highways Groups**

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BUS NEWS

The new Bus Timetable Guide is now available from the usual outlets.

Route 70 - Has been withdrawn for Luton, and It has been replaced by F77 which doesn't run into CMK. Instead it now runs from Bletchley- Leighton Buzzard - Dunstable and via the Luton Busway to Luton.

Route X4 - From 27th May, the route will cease running into CMK. However X7 frequency will be doubled to run every half hour. Passengers wanting to go to Peterborough will need to board this route and change to the X4 in Northampton.

Route 301 - Stony Stratford to Kingston via the Western Expansion area - Oakgrove, is now operated by Arriva.

Route X91 - MK -Towcester -Silverstone - Brackley - some late afternoon journeys likely to be rescheduled.

Route 33 - Work is being undertaken by the MK Council Transport Group and Northampton County Council (NCC) to keep this route operational. MK currently funds 2/3rds of the cost, and is seeking that NCC funds the other 1/3rd. This could be possible from NCC S106 money (developers contribution to infrastructure and transport).

City Hopper - Arriva has introduced a £1 fare from MK Central Rail Station to the CMK shopping area on all buses travelling to the city centre. Initially this is for a two month period.

2017 National Adult Bus Single Fares Survey

The TAS Partnership has produced a fare survey over the last 8 years. Analysis was of adult 3 mile length single fares in England, Scotland and Wales showed:

The average (mean) single fare was £2.33; The minimum single fare in the sample was £1.20; (This was on Stagecoach East Midlands in Hull.) The maximum single fare in the sample was £4.20. (This was on First South West from Falmouth.)

The Fares Survey 2017 shows single fares have risen by 5% during the past two years and by 33% during the eight years since the survey started.

Measure	2009 Fare	2011 Fare	2013 Fare	2015 Fare	2017 Fare	2017 v.2015	2017 v. 2009
Average	£1.75	£1.95	£2.11	£2.21	£2.33	+ 5%	+ 33%
Minimum	£0.50	£0.70	£0.80	£1.10	£1.20	+ 9%	+ 140%
Maximum	£3.50	£3.85	£5.00	£4.00	£4.20	+ 5%	+ 20%
Survey size (n)	804	1073	1155	1028	1047		

Smartcards, Mobile Tickets and Contactless payment

The use of new technology for ticket sales is increasing steadily, particularly the use of mobile phones as tickets. For the sample trips made overall: 76% of the country had a smartcard as a ticketing option, This varied from 94% in Yorkshire/Humber region to 43% in the East of England.

92% had an M-Ticket as a ticketing option, This varied from 100% in the North East region to 75% in the East Midlands; 30% was being paid for by contactless payment.

(If any of our readers would like a copy of the full 85 page report, please contact the Editor)

MOBILITY STRATEGY UPDATE

Over the Winter months, we spent a considerable time debating in committee our response to the 'Mobility Strategy'. MKBUG like other stakeholders had been given good exposure to the original draft document. We produced a 22 page response, and the main issue we could see was many of the objectives listed were in the long term category. It was felt that many of the outlined plans in that category should be listed instead in the short term action category. Other stakeholders, including Milton Keynes Town Council, also agreed that it was important to work on the short term objectives. Giving consideration to the inputs from the consultation, the strategy document was then updated and many of the longer term issues were moved into short term planning. The strategy went to Cabinet on the 6th of March and it was agreed for implementation with amendments to be added as required.

For once we felt that a 'proper' consultation had taken place, and now its up to the Council to make the comprehensive plans work.



SENIOR CITIZEN / DISABLED PERSONS CONCESSIONARY BUS PASS

Many rumours have been circulating that the Government was going to end the free off-peak senior citizen bus travel. Many organisations petitioned the Department of Transport to ask that the pass was continued. The government has now amended

legislation to protect the scheme in its current format, so that it can continue for years to come. Buses Minister Nusrat Ghani said:

'Being able to get out and about is hugely important for older and disabled people to keep their independence and play a role in their local community.

Buses help connect people, homes and businesses and nearly 10 million people in this country are already benefiting from free off-peak bus travel.

The legislation underpinning our important bus pass scheme is now set for the future, meaning this group of citizens will be able to access their local services and amenities.'

The legislation behind the English National Concessionary Travel Scheme has also been amended so that it no longer needs to be reviewed every 5 years. New regulations will ensure millions of older and disabled people up and down the country can continue to make use of buses to go about their daily lives. In addition to the bus pass scheme, the government provides £250 million every year for bus services in England, £40 million of which helps to fund routes that may not be commercially viable but which are considered socially necessary - hopefully this will mean more people are connected with their local services and communities.

QUALITY BUS PARTNERSHIPS SHOULD BE A STEP TOWARDS BETTER BUS SERVICES

Bus passengers in the city are only interested that their bus is punctual, at a reasonable frequency and is a reliable vehicle. But work also has to be done to ensure the infrastructure is in place to support the bus routes. As the city grows, the bus network becomes a key component in transporting its citizens. It is vital to encourage new users to leave their cars at home. Working with the Transport group at the Council we have identified a number of factors that cause delays. These include pinch points such as the delays associated with travelling up and down Midsummer Boulevard through three sets of traffic lights and the dog leg around Debenhams. Considerable delays occur particularly at weekends.

MKBUG produced its 'Passenger Charter' to get a minimum service standard established for the bus companies to work to. This exercise was semi successful, but we had scant support from the Council at the time, and it did not really get the improvements expected.

With the new experienced senior transport managers now employed by the Council, the plan is to introduce a voluntary 'Quality Bus Partnership' based on our earlier work. In future issues we will let you know what progress is made and what it will mean to bus passengers.

EDITORIAL

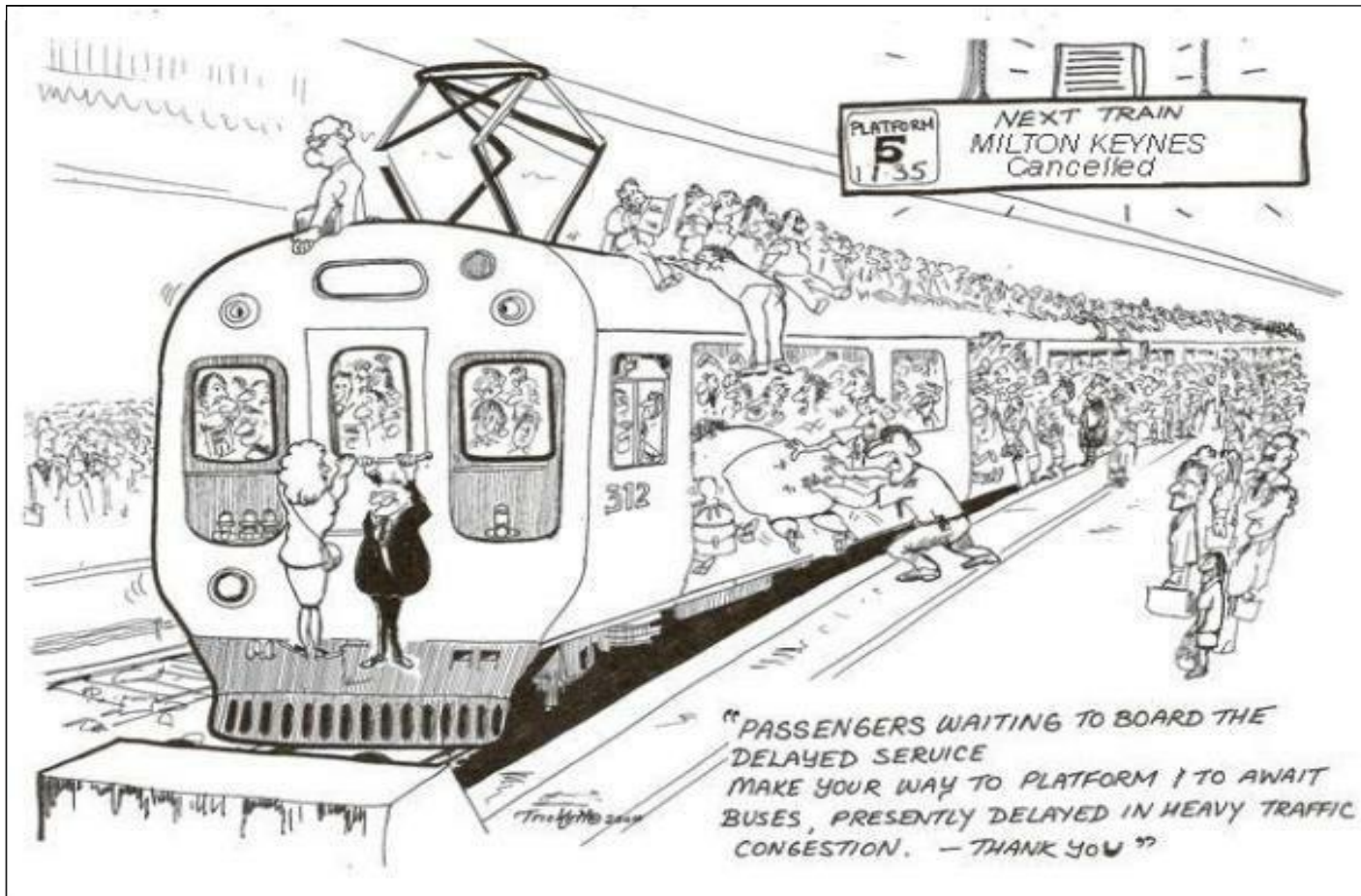
From the Chair and Editor

At last the 'Beast from the East' has left our shores. I am sure that like most of us, winter seemed to hang on for a long time. For bus passengers, waiting for their bus to arrive in freezing temperatures was not a choice made idly. One fact that could be assured is that the 'mutter factor' grows. I am no different in wishing that the bus arrived on time, but with so many road repairs closing many bus routes direct flow and punctuality suffered badly, which forced many bus passengers to look for alternative

ways to make their journey such as Taxis.



MKBUG has been working closely with the Council Transport Group and bus companies to try and ensure that the bus user was well informed in advance of possible delays. However the contractor often forgets to inform the Council about a road closure. It is an area that needs better communication. We will continue to keep the pressure on. Only time will tell if we are all successful.



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E Mail: under review.

Facebook: under review

Twitter : under review

Website: being reconstructed

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