

m.connect Bus Route Tracker

Myth vs Fact

Helping stakeholders and residents understand Moray's new real-time bus tracking service launching 24 August 2026

The introduction of Bus Route Tracker represents a significant improvement in how customers access information about m.connect fixed-route services. As with any new service, there may be some misconceptions. The following Myth vs Fact guide can be used by elected members, community councils and customer services teams when speaking with residents and customers.

Myth 1 - "I need to download a new app."

Fact - No new app is required.

Bus Route Tracker is built directly into the existing m.connect app. Customers simply open the updated m.connect app and select either:

- m.connect On-Demand
- m.connect Bus Route Tracker

from the new home screen.



Myth 2 - "Bus Route Tracker is replacing m.connect On-Demand."

Fact - Bus Route Tracker does not replace On-Demand services.

The m.connect app will continue to offer both services:

- On-Demand transport for areas where this operates today
- Bus Route Tracker for fixed-route scheduled bus services

Customers can continue using the On-Demand service exactly as they do now.

Myth 3 - "I need to create a new account to use Bus Route Tracker."

Fact - No additional registration is required.

Customers simply open the existing m.connect app, select Bus Route Tracker and start using the journey planner and live map.

Myth 4 - "I need to book my journey before travelling."

Fact – Only if you select the On-Demand function from the home screen. The Bus Route Tracker services are turn-up-and-go bus services that require no booking.

Customers do not need to make a booking for timetabled bus routes. Simply use the journey planner, travel to the designated bus stop and board the service when it arrives.

Myth 5 - "The tracker only shows timetable information."

Fact - Bus Route Tracker provides live operational information.

- Customers can view:
- Live bus locations
- Estimated arrival times
- Real-time running information
- Service alerts
- Journey planning tools

This means passengers can see where their bus actually is, rather than relying solely on printed timetables.

Myth 6 - "If my bus is delayed, I won't know until it arrives."

Fact - Customers can track buses in real time.

The system displays the live vehicle position and estimated arrival time. If disruption occurs, alerts can also be issued through the platform.

Myth 7 - "I can only use Bus Route Tracker for buses currently running."

Fact - The system can be used for both live tracking and future journey planning.

Customers can enter:

- A starting point
- A destination
- A preferred departure time

The system will recommend suitable journeys and provide step-by-step travel instructions.

Myth 8 - "I still need to use several different websites to plan my journey."

Fact - Bus Route Tracker combines journey planning and live tracking in one place.

Customers can:

- Plan a journey
- See live departure times
- Track the bus
- View service updates

all from within the m.connect app

Myth 9 - "The service isn't accessible for wheelchair users."

Fact - Accessibility is a key part of the system.

Every route has a wheelchair-accessible vehicle operating. The app also shows live wheelchair space availability, helping customers make informed travel decisions before travelling.

Myth 10 - "I won't know if there is space on the bus."

Fact - Customers can see live capacity information.

Journey recommendations show:

- Available passenger seats
- Available wheelchair spaces

before a journey begins.

Myth 11 - "I can't use my concessionary bus pass."

Fact - Existing fare arrangements remain unchanged.

Customers can continue to use valid concessionary travel passes in the normal way and pay fares directly on the bus where applicable.

Myth 12 - "The tracker covers only a few routes."

Fact - Bus Route Tracker launches with all seven current m.connect timetabled services:

- 309 Cullen - Buckie - Keith
- 314 Forres Town Service
- 333 Burghead - Hopeman - Lossiemouth
- 334 Elgin - Lhanbryde - Kingston
- 364 Tomintoul - Grantown-on-Spey
- 367 Glenlivet - Aberlour - Speyside
- 368 Tomintoul - Dufftown – Keith

Key Message

m.connect Bus Route Tracker is designed to make bus travel easier, more reliable and more accessible by giving customers real-time information about their journey before and during travel. The launch on 24 August 2026 is another important milestone in Moray Council's Bus Revolution project.