

MORAY m.connect

Bus Route Tracker: FAQ & User Guide

This guide explains how the m.connect Bus Route Tracker fixed-route bus service works, how to plan a journey, and answers the questions passengers ask most often. A short section for Moray Council operations staff is included at the end.

The m.connect Bus Route Tracker service is scheduled to launch on 24 August. Route times in this guide are approximate for orientation. Always check the live journey planner for the exact next departure, as times vary by day of week and school term.

What is m.connect's Bus Route Tracker?

Bus Route Tracker is m.connect's fixed-route bus service. From the m.connect app home screen you'll see two options: "m.connect On-Demand" (the existing on-demand service) and "m.connect Bus Route Tracker" (live tracking and journey planning for the fixed-route buses). Tapping Bus Route Tracker opens a live map where you can track buses and stops in real time, or plan a future journey.

Routes at a glance

Bus Route Tracker currently covers seven services:

Service	Area covered	Operates	Approx. hours
309	Cullen – Buckie – Keith – Grange – Cullen (loop)	Mon–Fri	07:15–20:15
314	Forres Town Service (loop)	Mon–Thu (separate Friday timetable)	08:40–17:05
333	Burghead – Hopeman – Duffus – Gordonstoun – Lossiemouth (loop)	Mon–Fri (school term & non-term timetables differ)	07:34–17:56
334	Elgin – Lhanbryde – Garmouth – Kingston (loop)	Mon–Fri	07:10–19:12
364	Tomintoul – Grantown-on-Spey	Wednesdays only	09:10–13:50
367	Auchbreck – Glenlivet – Aberlour – Speyside (loop)	Mon–Thu (separate Friday timetable)	07:15–19:52
368	Tomintoul – Dufftown – Keith	Mon–Fri	06:43–18:54

For full stop-by-stop timetables, use Bus Route Tracker in the m.connect app or Moray Council's published bus timetables. Because several routes run different timetables on Fridays or during school holidays, these are the most reliable source for exact times.

How to plan a journey

Bus Route Tracker works like a live timetable and map combined, accessed from within the m.connect app:

- Open the m.connect app on your phone (Android or iOS). On the home screen, tap "m.connect Bus Route Tracker" (next to "m.connect On-Demand").
- To track a bus right now: select a live bus or bus stop on the map to see its live location and live running times.
- To plan a future journey: use the "Current Location" and "Where to?" boxes at the bottom of the screen. Enter or select your start and end stop, then choose "Leave now" or a future time.
- Recommended journeys show the departure and arrival time, journey length, and the live number of free seats (including wheelchair-accessible spaces) on that service.

- Tap a recommended journey and press “Start” to follow step-by-step journey instructions (when to head to the stop, which service to take, and when you'll arrive) right through to your destination.
- You can filter which routes are shown on the map at any time using the filter icon (top left), then toggle individual services on or off.
- There's no need to book, register, or buy a ticket in advance. Just follow the instructions to your stop and board when the bus arrives.
- Board the bus when it arrives and pay your fare on the bus (or show your concessionary pass) to the driver.

Fares & tickets

Fares are paid on the bus.

Accessibility

Every route has at least one wheelchair-accessible vehicle in service. When you plan a journey in Bus Route Tracker, each recommended trip shows the live number of free standard seats and free wheelchair-accessible spaces, so you can check availability before you travel. If you use a wheelchair or need step-free boarding, we recommend checking this, particularly for early or late journeys.

Live tracking, delays & alerts

Buses show up on the live map in Bus Route Tracker with estimated arrival times, so you can track your service as it approaches your stop. If a route is disrupted (for example, due to roadworks, weather, or a vehicle issue), an alert will be published through the same system. Check the app before you travel if you're concerned about disruption.

Frequently Asked Questions

Do I need to book a seat in advance?

No. Bus Route Tracker is a turn-up-and-go service. Just arrive at your stop before the scheduled departure time shown in the app.

How do I find out when the next bus is coming?

Open the m.connect app and tap “m.connect Bus Route Tracker”. Enter your starting point and destination and it will show the next departure and arrival time, live seat availability, and the live position of the bus.

How much does it cost, and can I use my bus pass?

Fares are paid on the bus, and concessionary passes are accepted onboard. Ask the driver if you're unsure which fare applies to you.

Is the bus wheelchair accessible?

Yes, every route has at least one accessible vehicle in service. Bus Route Tracker shows the live number of free wheelchair-accessible spaces for each journey, so it's worth checking this in the app before you travel.

Can I see how full the bus is before I travel?

Yes. When you plan a journey in Bus Route Tracker, the recommended trip shows the live number of free seats and free wheelchair-accessible spaces on that service.

Do the timetables change during school holidays?

Yes, for some routes. Service 333 runs a different timetable during school term time compared with school holidays. Services 314 and 367 also run a separate timetable on Fridays. Always check the live planner for the day you're travelling.

What if my bus is late, or doesn't show up?

Check the live map in Bus Route Tracker first. It will show you the bus's real-time position and any service alerts.

Can I bring luggage, a pushchair, or a bike?

Small bags and folded pushchairs can usually be brought onboard space permitting. Bikes are not typically carried on these vehicles. If you have specific requirements, it's best to check with the driver before you travel.

Where do the buses stop?

Each route follows a fixed set of stops. For full stop lists and live information, check Bus Route Tracker in the m.connect app or Moray Council's bus timetables.

Who do I contact with feedback, lost property, or a complaint?

Contact details are available within the m.connect app.

For Moray Council operations staff

This section is a brief orientation for staff supporting the service day to day, not for public distribution as-is.

- Access to the Ops Portal is role-based: an Org role (access to the Moray m.connect network), a Product role (access across networks under the product), and a Booking role (booking-only access) can each be assigned per staff member.
- Drivers use the Liftango Driver App on a standard (non-MDM) tablet or phone. The app supports live navigation, and manual passenger boarding/alighting counts.
- Service alerts (delays, diversions, cancellations) are managed centrally through the Alerts Manager and appear automatically in the passenger-facing planner.
- Live vehicle tracking is enabled, so both staff and passengers can see real-time bus positions.
- For Ops Portal access, login issues, or driver app support, contact your Liftango account manager.