

BUSTRACKER – FAQs

Q. What is BUSTRACKER?

A. BUSTRACKER is a 24 hour text message information service that provides departure times for buses.

Q. Where is BUSTRACKER available?

A. BUSTRACKER is available throughout North Yorkshire

Q. How do I find out my bus stop number?

A. The stop number is located on the bus stop flag or shown on the timetable display.

Q. What information will I get back?

A. Your return text message will tell you either the time of the next bus or the number of minutes before the next bus arrives. It will also tell you if it is a “low floor” accessible bus.

Q. How much does it cost to use the service?

A. Mobile texts differ according to your service provider. A text message is charged at your standard outbound rate plus a maximum of 12p for the returned text. You will be charged if you send an incorrect or invalid text.*

Q. How long will it take to get a response back?

A. You should receive an instant response however the speed of the returned text message is not guaranteed as it can be delayed by your network provider. At the bottom of the text a time and date is provided when the information was generated.

Q. What happens if I don't get a text back?

A. This will only happen in rare cases when the BUSTRACKER system is not working. In these cases you will receive an error message. You will not be charged the returned text fee, though you will be charged for the outbound message.

Q. Where should customers send their feedback/complaints about BUSTRACKER to?

A. Customers should email their feedback to:
passenger.transport@northyorks.gov.uk.

Q. Will BUSTRACKER provide information on cancelled buses?

A. BUSTRACKER will not tell you if the bus is cancelled.

**prices correct at time of print*

Buses operated by Arriva in Selby, Harrogate & District, Keighley & District, Yorkshire Coastliner, East Yorkshire Motor Services and Scarborough & District Motor Services are equipped with the BUSTRACKER system. This is part of the continuing development of North Yorkshire County Council's bus information strategy and its commitment to delivering high quality information on local bus services.