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Yournextbus FAQs

Frequently asked questions for Metro's yournextbus live bus times service.

What is yournextbus?

Yournextbus is a service that tracks buses through an advanced satellite navigation system and provides the departure times of your bus.

How can I get yournextbus information?

You can access yournextbus information by text, WAP, the Internet or by viewing one of Metro's electronic yournextbus displays at key bus stops around West Yorkshire.

Are all buses part of the system?

No. Arriva, First, Keighley & District, Harrogate & District, Yorkshire Coastliner and Stagecoach (previously Yorkshire Traction) have taken part in the project. This means you can get real-time predictions for all services run by these operators. In addition to this, scheduled information on all bus services running in West Yorkshire can be accessed through yournextbus.

What is the coverage of services in West Yorkshire?

About 90% of buses in West Yorkshire are equipped with the yournextbus tracking system.

What's the difference between real time and scheduled time?

Real time is the estimated departure time of a tracked bus. Scheduled time is a timetable time shown when the real time is not available.

Real times are shown in minutes (e.g. "3 mins") whereas scheduled times are shown as a 24hr clock time (e.g. "14:29").

On the internet and WAP, pages automatically refresh and will count down for tracked buses e.g. 3 mins, 2 mins and Due when the bus is less than 90 seconds from its predicted departure.

Are real time predictions accurate?

A series of tests have shown that real time predictions are usually very accurate, especially where a prediction of 20 minutes or less is given. Of course travel conditions can vary over time so the yournextbus system learns from previous journeys down the same route before it makes its prediction.

Do the electronic yournextbus displays in bus shelters show the same information as my text message or internet enquiry?

Yes, the information shown on the displays comes from the system's central computer, just like the texts and internet enquiries, so predictions and scheduled times given on the displays will be similar to texts and internet.

What do I do if the electronic yournextbus display at my bus stop is not working?

Please email yournextbus@wypte.gov.uk or call Metroline on 0113 2457676 if you think the display is not working correctly.

How much does it cost to text or use WAP?

Mobile texts & WAP differ according to your service provider. A text message to 63876 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.

WAP is generally much cheaper than texting. GPRS WAP costs are based on the amount of data downloaded and they vary between networks and tariffs. For detailed information on WAP costs, check with your service provider.

A typical cost for one request for bus departure information from a GPRS WAP phone is approximately 2p.

Using WAP also has the added benefit that the information automatically refreshes every 60 seconds, meaning you can keep up to date with the bus departure information, without the need to request the information again.

Each refresh is likely to cost around 2p.

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

This will only happen in rare cases when the yournextbus system is not working properly, or if your mobile network provider is experiencing difficulties. To report a non-returned text, please email the details to yournextbus@wypte.gov.uk

What happens if my text was delayed?

The speed of the returned message cannot be guaranteed, although more than 99% of texts are returned within 60 seconds. Delays in texts can be caused by the yournextbus system, and they can also be caused by your mobile network. To report a delayed text, please email the details to yournextbus@wypte.gov.uk

When using the internet, how will I know if the system is operational?

You can click on the '[Current System Status](#)' option on the yournextbus page.

Where should customers send their feedback and complaints about yournextbus to?

Customers should email any feedback to yournextbus@wypte.gov.uk

What does LF mean on my returned information?

LF stands for 'Low Floor'. Low floor access on buses does not necessarily mean that this service is wheelchair accessible, but it does mean that people with difficulties stepping up on to the bus or people with pushchairs may prefer to use a low floor bus.

Why are the first three digits of the 8 digit number 450 for West Yorkshire?

450 was assigned to West Yorkshire through the National Bus Stop Numbering Programme. This ensures the stop number is unique.

Will yournextbus provide information on cancelled buses?

The yournextbus service will not currently tell you if a bus is cancelled - it will only display the scheduled time of a cancelled bus. Metro understands the importance of showing cancelled buses so a future enhancement will enable an operator to mark such journeys as cancelled.

When a journey is shown with a real time prediction, you can be sure that the bus is operating.

What about real time information in bus stations?

Batley, Cleckheaton and Ossett bus stations are already equipped with electronic real time displays. Other bus stations with existing displays (e.g. Bradford, Leeds, Huddersfield bus stations) currently display only scheduled times but will display real times in the future.

Metro is also developing the Yournextbus InfoLine - an automated telephone service for yournextbus enquiries.

What are the benefits of the yournextbus service?

Improved information for the public and the bus operator.

Using the service, passengers can access bus departure time information from anywhere, at home, at work, at the bus stop. It also allows passengers to more accurately plan what they do and when they do it.

Bus companies can view their bus services in real time and this will enable them to improve punctuality and reliability. Additionally, safety for the bus driver and passengers is improved as the bus is equipped with a two way radio system so the driver can communicate with the bus depot.

Is Metro generating any revenue from the yournextbus scheme?

No money or profit is made on texts by Metro.

Does Metro recommend a certain mobile phone or service provider?

No, we do not recommend a particular service provider. The system works with all the main mobile networks.

When I enter information on the internet page, why is a blank screen returned?

Information on yournextbus is provided in a separate pop-up window that refreshes every 30 seconds. Please note that if you have pop-up blocker software you will need to disable it when accessing the information in order to see the displays. This can often be done for a specific site or by holding down the Ctrl key when requesting the display.

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