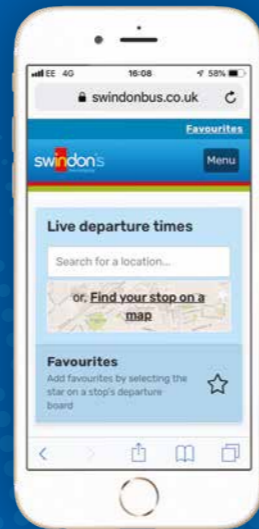


# Coronavirus is my bus running?

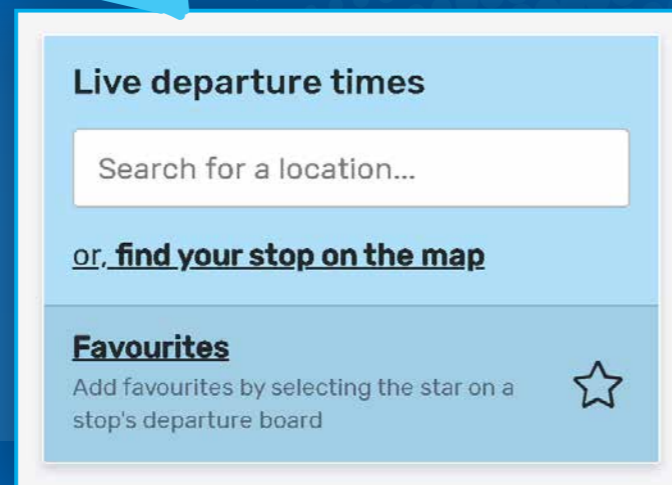
We are likely to see short-term cancellations to some bus journeys.

Here is an easy way to check if your service is running, by using our live times feature on our website.



1.

Visit [swindonbus.co.uk](http://swindonbus.co.uk) and find your stop using the 'Live departure times' search or find on map functions.



2.

You will then see a list of upcoming departures, which may include some cancelled services.

If your bus is running, it'll be tracked intelligently on our system, and therefore you will see a minute-by-minute countdown in **green text**.

If your bus isn't being tracked, there is a 95% chance that it has been cancelled and it will show the scheduled time meaning when it was timetabled to arrive. It will show in black with the actual time. During this time you should assume your bus has been cancelled and not arrange to travel on that service.

A screenshot of the website's departure board for 'Swindon, Fleming Way Stop Q'. The board lists five bus services, all for route 17 to Park South. The first three services show live times in green: 1 min, 9 mins, and 17 mins. The fourth service shows a scheduled time of 10:45 in black. The fifth service shows a live time of 33 mins in green. A blue arrow points from the top of the board to the '9 mins' entry, and another blue arrow points from the '10:45' entry to a callout box. Red boxes highlight the '9 mins' and '10:45' entries, with red arrows pointing to their respective callout boxes.

**LIVE TIMES** counting down minute by minute

**SCHEDULED TIME** meaning your bus isn't being tracked and probably cancelled

## The geeky bit:

All of our buses are fitted with intelligent ticket machines which all have a unique SIM card installed. This allows us to remotely see where each of our buses is and to see if they are running or not. If the bus has been assigned to a service and is logged on, it will track and live times will show at bus stops and on our website and app. If the system cannot find a bus or it is not tracking correctly, it will assume that it is still running and advertised the scheduled time anyway. In 95% of cases, buses track correctly. During adverse times such as these, it is best to assume that any buses not tracking are not running.

Please be advised that our mobile app uses a slightly different system and will not necessarily generate the same results. It is therefore better to use our website for live departure times which is more accurate.

We are working hard to provide as close to a near-normal service as possible and we thank you for your cooperation and understanding during this difficult time.