

## Passenger comments from 2016 Moorsbus survey

- 11.30 to Sutton Bank should wait for M16 from Guisborough at Helmsley
- An excellent service. I bring my car down but also enjoy going on bus trips
- Easter, May Bank Holiday would be nice. But very happy with services that run now.
- Previous years routes from Darlington to Helmsley would have been easier and shorter time to get to Rievaulx. Doing the same route via Thirsk, Northallerton etc was such a waste of museum time. Congratulations to those who fought so hard so the rest of us could enjoy the moors.
- Just nice to see it back again for another year. Starting times OK
- Was fine for us
- Drivers are very helpful
- Great admiration for the hard work and dedication of Eden, Helen and Bill
- For walks in Bilsdale a later bus to make the 4.30 connections at Helmsley would be useful if funds ever allow
- I like it
- Earlier bus would be good - we could then spend longer at places such as Scarborough and Danby
- Wonderful
- It enhances our quality of life and enables us to keep fit and healthy
- I love this service and have joined the Friends of Moorsbus. It was suggested to me that it would be good to have a collection box on the

bus so people could donate what they can - even loose change adds up! But I realise that this could be a problem to administer - maybe local shops would help out.

- It's a wonderful service that we don't want to lose.
- Just hope it keeps running
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- A very friendly crowd of people
- Excellent service means we can leave car behind and have a good walk without starting and finishing at same place
- Excellent service
- Perfect
- It may be helpful if you asked people which towns they visited
- Excellent service for walkers
- Very good service; friendly drivers; happy people
- Don't like to be critical on bus frequency as you do great job with limited funds. More funds / more buses would be excellent! 2.5 hours from Redcar to Helmsley (via Northallerton) isn't great.
- Great service. Keep it up!
- I was so pleased you have added Rievaulx, Sutton Bank and other places to your list. So much better than last year. Thank you.
- A good service but would like to see more routes and options for travel. Keep it up.
- Very good for people like us who do not have any other way of getting to the places you cover and into the countryside
- Pleased that is running and improving on the very basic service 2 years ago.

- Very good services
- It opens up opportunities which would otherwise be denied us
- It is a facility that is sorely missed when not running
- Excellent - but not enough. I know you need funding.
- When travelling by Moorsbus it is clear that not all fellow passengers are 'tourists' or using the service for leisure. Some are clearly using Moorsbus because they need to use public transport to access other areas, whether more or less remote e.g. shopping in Guisborough on a Sunday
- Find it takes too long to get to Helmsley from Redcar as it goes via Thirsk
- It is a good service for people who do not have their own transport
- Mike, the driver always pleasant and an excellent driver
- You are doing a good job. Well done Friends of Moorsbus.
- A highly impressive service. I've begun using it this summer and the routes offer many locations for visiting and walking.
- Very good
- Consider this initiative to be very valuable and excellent value for money.
- An excellent service particularly for the elderly who do not like driving themselves for long distances.
- M3 depart 1105. M2 could connect with M3 so you can get from East Ayton to Stockton by bus on same day - 1313 from Guisborough. Or M16 depart Guisborough 1313 arrive Saltburn 1348.

- Confused about information on the Moors Explorer and its relationship to Moorsbus services
- Sutton Bank bus does not wait until bus from Northallerton arrives. Could do with earlier bus from Northallerton to link up with 0930 128.
- Travelled free with concessionary pass - would have donated if collection box on bus. So pleased it is running!
- The bus from Helmsley to Sutton Bank was full and whilst we found seats, some people had to be left in Helmsley
- Very good service but would be better if there was more time for walking. Why not have a tin for donations on the bus - must help funding!
- Very enjoyable scenic ride. Very friendly and helpful driver
- A wonderful service - so useful for linear walks.
- Nice bus to go on moors
- Was lovely to get on the bus to see the beautiful countryside and not to have to drive the car. Driver was so helpful.
- We were delighted to see the Moorsbus today and with the price and friendly driver/staff too! An excellent service.
- It would be lovely to choose days other than Sunday, Rievaulx to Helmsley
- Well organised and good timetable
- Without careful planning today would have been impossible. It was however a really lovely experience and I got to see places I would never have seen.
- A bus starting from York would be a welcome addition. Under the old Moorsbus system the York bus was very well patronised

- Link with special events - agricultural shows, etc.
- Suggested extra question for next year's survey - 'How often do you use Moorsbus?'
- Better link Stokesley to Guisborough to access route 5
- An excellent service in a beautiful vehicle
- The Moorsbus eases loneliness and views of the countryside stimulating and friendships formed
- Very courteous staff. Comfortable seats. Enjoyable and scenic route to our walk at Hutton le Hole
- Very punctual service and friendly
- A brilliant service - pleased it was re-introduced but only found it this month. Hopefully will be able to use it next summer
- If one is late the other doesn't wait. So we can't go or have a long wait when we return if we missed it. So I have only been once this year (I used to go often on the original Moorsbus which started in Helmsley so I didn't have to change). You're doing very well thanks. I'm going to send you a donation. It's lovely to get out and about again on a Sunday. Thank you.
- I am very pleased you have increased the destinations since last year. It would be better if the time between the 128 and Moorsbus at Kirkbymoorside was longer. 5 mins going to Danby and 7 mins returning isn't enough
- Would like the bus to run Saturdays or mid-week day. Pleased you're starting from Saltburn again. The driver from Saltburn is very friendly and helpful.
- Keep up the good work

- Some of the timings make it difficult to organise a walk as there is a long wait for the last bus, and there are few connections on a Sunday (e.g. Stokesley)
- Please try to make stronger representation to EYMS re ME1 service. Only 9 available trips up to Pickering/moors/Danby from Hull this year is not adequate at all!
- Very good value for money. Buses clean.
- Think everyone should pay - full price or at least 50%. No freebies for recreational use.
- We have only found out about it today and we think it is a great service
- Start earlier in the year, perhaps from late May Bank Holiday
- Very scenic routes. Nice comfortable buses.
- Maybe run the Helmsley to Rievaulx bus on days other than Sunday
- Great idea. Thank you!
- Prompt timings. Friendly driver. Comfortable seats.
- Thank you for the Moorsbus
- Would like it to run Wednesday for Kirkbymoorside market and Saturday market Helmsley Friday
- Would like Moorsbus to tie in with 128 since we have to travel from Helmsley, or perhaps they could stop in Helmsley since there are far more tourists in the town. Main leaflet makes no mention of ME1 which gets to Kirkby at 1107 and the leaflet was not available in Helmsley. We visit Helmsley to stay several times a year and love to get out onto the moors but can only do so if the Moorsbus is running. We would rather pay and have a more regular service than not - although I understand that you are not legally able to charge. It would be useful to have a brief service to Rievaulx in December on days when

events are taking place - also to Danby on event days. Thank you. N.B. I think it's wonderful that there are people like yourselves who are willing to help ensure this excellent facility hasn't disappeared altogether.

- Very comfortable service. Excellent customer service.
- We used to be able to get a bus to Helmsley and from there a local bus to Hutton le Hole, from there we could walk to Lastingham or Rosedale. From Rosedale we could get a bus back to Hutton le Hole. In daffodil season we could get a special bus from Hutton le Hole to Farndale. Now we cannot do any of these walks. Although the Moorsbus does go to Hutton le Hole (and return from there) the schedule does not allow enough time for walks. P.S. Congratulations on what you have achieved and many thanks.