

# MOORSBUS 2021 SURVEY – written comments

(forms 1 to 230) 5 November 2021

It's good to have you back!

Wonderful opportunity to link walks and bus routes

It's noisy!

Very punctual and a great way to see the spectacular N Yorks scenery

1730 Pickering to York had 2 drop off at Black Bull campsite, 1 at Malton and 2 at Norton College

As always, compliments on such a great service

Probably out of your control but the lovely ride to Danby and back was horrific due to the bus's emergency exit door which banged, crashed and smashed every inch of the way

Absolutely brilliant service which gives us the opportunity to do some great walks

I enjoyed the service because it transport faster than X66. After a night shift M2 is the best thing to pray for when going home and going to work. I wish they can work all day.

From Hull, routes only go on for a short period of time (6 weeks) Please run for longer and both Saturday and Sunday if possible.

I feel very safe with all the Covid 19 regulations. It's good to have our same driver from 2019.

So much better than previous years. We try not to use our cars on weekends because of increased traffic. Now in our 80s.

Possibly a toilet stop en route. Maybe bus to Pickering

Brings friends together

Reliance bus from Rievaulx very nice, very modern, pleasant journey to Helmsley

Great bunch of people. Friendly drivers. Good atmosphere. Just an excellent service.

Such a friendly service. Drivers always welcome passengers on board.

Our first trip on the Moorsbus. We thoroughly enjoyed ourselves and will be using the bus again.

Thank you.

Great to be out striding the moors again and being re-united with Moorsbus friends. Good friends we met through using Moorsbus kept our spirits up during Covid lockdown. We passed on photographs, messages and phone calls until we could meet up again.

Please see if Helmsley - KMS - Castleton could be incorporated into Sat 31X service for local people. Please try to match Esk Valley times at Castleton / Danby.

Best weekly tonic, sets you up for the week.

What an excellent service you provide. If only our local transport was half as good.

Think doctors should prescribe Moorsbus

Social club on wheels

Excellent as always

So good to have you back! Excellent range of options from York this year, thank you.

Excellent as always

Moorsbus would be available to more people if we had better (earlier) local services to town. It

takes us an hour to walk to Middlesbrough to catch Moorsbus which we don't mind but others may find difficult.

Would like more buses on Sundays

Well done! I know you do the best you can based on funding. You could try one new route one year, and another a different year. In the past Hawnby, Appleton le Moors, Newton on Rawcliffe and Langdale End served. Why not try a 'new route of the year' to operate for one year and change each year?

Pleased to see it up and running and thank you for the hard work to achieve this.

I've found a mistake in the timetable p9 the KMS Mkt PI for M3 should be 1025 not 1015. It's made the slightly late Arriva look worryingly late, particularly after the problems of yesterday. Also p12 col 4 is displaced by two rows after Helmsley Mon 1200 should be KMS Mkt PI 1215 to then match up with p9 col 3 for M3.

Excellent as always. Reliance drivers are great & the buses very comfortable. Will try out the Pullman ones on my next trip!

Great achievement to get the network up and running again. Earlier departure from York much appreciated; it really makes the long journey out and back worthwhile to have 6 hours walking as today, even as far north as Danby.

Great to get out and about on the moors again. Thank you for making it possible.

So happy it's back. Looking forward to re-acquainting ourselves with the moors.

It's wonderful to have this service again.

Thank you for the service we have much appreciated.

Excellent as always

Really happy you've been able to run this year - it's clearly a service that your staff and passengers are passionate about!

Letter attached: issue with EY acceptance of Moors Rover tickets (letter forwarded to EY). Also positive comments on Donate Tickets, possibility of bikes on buses, and medical reasons for travelling on Moorsbus..

Saturday M8 does not give enough time to enjoy the facilities of the Moors Centre (only 39 minutes)

Easier access to Scarborough

Great service thanks. How about a free leaflet with short, easy, safe walks e.g. Gt Ayton to Stokesley; Danby to Ainthorpe etc, so old folks could walk a bit.

M8 bus was delayed leaving KMS by 15 minutes due to traffic on A64. Went to Castleton instead.

Need for regular service to Sutton Bank. Need for local publicity notices or boards and timetables on stops if possible.

Been using Moorsbus for as long as I can remember. Moved back to Easingwold this year missed the moors too much. I no longer drive. Would love to visit more often. Catching the Moorsbus gave me 'the time of my life'. All my depression just vanished, seeing long lost views all the way to Danby and just wandering on the Esk Valley Way. So many good memories came back to me. Thank you.

Great to visit special places. Thank you.

Excellent facility. I live in York and I value the buses that start there. Good idea to have an 0830 and a 1000 bus from York for a longer or shorter day's waking.

I think it's excellent and would like to thank all the volunteers. I would use it more if I didn't have so many commitments.

A longer season for the MEI, particularly June / July, would be useful and make more use of the inner zone.

Wonderful service. Makes so much difference to our lives.

The 5.30 Malton and York bus had a total of 11 people on. 5 got off at Black Bull caravan park who were picked up at Rosedale. 1 got off at Old Malton, 2 at Norton College and 2 to York Railway Station. It may be an idea to have some timetables at Black Bull caravan park if not there already. Also heard on 'What's On' on Radio York mentioning Moorsbus.

A 3pm bus going out of Helmsley would be great. Timings for Esk Valley line are minutes out at Danby.

Better links with main bus services that tend to operate Mon - Sat only. i.e. you have good services on Sundays but it's not easy to connect with main services. Could more operate on Saturdays?

We love it! But would a service from Leeds be possible?

Last Malton to York had 10 people on, 4 got off at Black Bull campsite, 2 at Old Malton, 2 at Norton College and 2 at Hambleton Road, Norton.

8 people on last Malton to York. 3 off at Norton College, 3 off at Hambleton Road, 2 off at The Mount, Malton.

I would really value (and use) an earlier bus going north through Bilsdale. Leaving Helmsley at midday means it is impossible for me to complete several favourite walks.

I think it is a good opportunity for people to venture into open spaces where they can stay in one spot, have a picnic or short circular walk or even plan a point to point using route bus stops.

Excellent. Sometimes delays on A64 - any alternative route to Malton (e.g. Castle Howard?). Other days than weekend would be good.

Unfailingly good.

After a year's absence I have appreciated Moorsbus more than ever. New routes have enabled me to get back to paces I haven't been for many years - thank you!

More routes and places. More time in Scarborough.

Hope you will continue to pick up passengers at Norton College.

M8 service to Dalby at 1115 and return at 1235 - there is not enough time to enjoy the amenities at Danby. Also when the bus is unavoidably late at picking up it reduces your stay even further. This has happened on several of my trips to Danby.

Not enough time at Danby - anxious about bus all time.

The way the routes interlock is marvellous, working out how is more challenging! We love a challenge!

Please can we have more buses picking up in Gt Ayton - I can only do short journeys, 'cos they go to Guisborough but not through to Gt Ayton e.g. Saturday 9.40 to 13.05 only.

Moorsbus is brilliant. Please keep it going.

Excellent. Varied services this year but I think the format of the timetables (both online and in booklet) has been confusing this year e.g. York to Danby journey split into two Forms 126 to 227. The 2019 format was easier to follow.

It's brilliant.

Always a pleasure to travel on Moorsbus.

I find the layout of your timetables confusing (and I write timetables for a living!) It is hard to see all buses over a particular sector e.g. all buses Pickering to Danby in one table. It would also help to publish separate maps for Saturday and Sunday (at least on line if no room in booklet). Think you are doing a marvellous job. Just pleased despite Covid you have been able to get the service running.

Used the M3 to Malton plus Coastliner to Barton Hill then 2.75 mile one-way walk to Howsham Mill on its heritage open day. Walked back to Barton Hill for Coastliner to Pickering - then the tricky bit: wanted to connect to 128 with the old timetable only a 3 minute gap and it is a 4 minute walk from Eastgate to Ropery. Ironically with the new timetable there is a 7 minute gap - both the 840 and 128 were on time, so with a dash across Pickering I managed OK! Suggest timetables be sent to Howsham Mill in future years.

Drivers are very good and pleasant. Helpful.

Very pleased to find Moorsbus operating in 2021.

Last Malton to York bus had 6 people on - 4 at Black Bull campsite, 2 to Norton College

Walk & Ride: "Footpaths give a private, human touch to the landscape which roads do not. They are sacred to the human foot. They have the sentiment of domesticity, and suggest the way to cottage doors and to simple primitive times." - John Burroughs.

More buses going up Sutton Bank and back down.

I left Danby at around 4.30 and didn't get into Pickering until 5.30 and had to wait 1 hour for my connection to Scarborough, so I didn't get home till 7.15

Thank you for a wonderful service.

Comments from friends - more routes, longer season and especially more days please e.g. Friday - Monday.

This year's timetable is the best yet.

Be nice to visit Raincliff Woods, Hackness, Langdale End, Dalby Forest to Pickering. What a time for EYMS to introduce amended timetables 5 Sept caused great confusion to Moorsbus passengers and will be great hardship to village residents unable to use the service. Should have made provision for them to board at a layby on A170.

Thank you. This was our first experience and it was well worthwhile.

Very enjoyable owing to pleasant, considerate drivers, a clean and airy bus. Promptness. A very helpful gentleman in Helmsley (Bill?). Loved the centre at Danby - interesting, lovely area.

Excellent service. Drivers very helpful. Bus - clean! Able to relax!

I am grateful to you for giving us the opportunity to get out in the countryside and meet other lovely folks. You have all done well to co-ordinate a selection of bus tours - very disappointed that EYMS didn't wait till 1st October to alter the timetable. I understood that any changes had to give six months notice.

1. the time of arrival at Pickering if coming from Northallerton and the departure at 4.25 of the bus back to Northallerton from Helmsley does not allow any time at Rosedale Abbey. 2. Too many cars on the road which delays buses, so missed connections. When using public transport one has to have at least three plans because of missed connections due to delays caused by heavy traffic. 3. Have only been able to give donation on bus if I have cash. Difficulty in getting cash due to bank closures and lack of ATMs. I do not do online banking and my 10 year old computer does not allow online payments. I do not have a smartphone. (HSBC cheque number

xxxxxx for £20 enclosed.) 4. Arriva and Reliance drivers helpful and courteous. EYMS drivers vary since EYMS takeover by Go North.

Enjoyed seeing new areas above Rosedale and wondering how we would reach Blakey Ridge without going up very steep hill!

Regrettably I was the only passenger on bus to Danby (?Dalby) and collected timetables to give out on 128.

M4 bus broke down (through no fault of driver). Ritchie was very helpful and made sure everyone was sorted.

Moorsbus Rover ticket was not available to purchase on Arriva bus. Richie, Moorsbus driver, helped sort this out and now we can buy just one ticket.

We have enjoyed using the Moorsbus this year and missed the travelling last year. The drivers are always helpful. I look forward to using the bus next year.

Well done!

Thanks for all your efforts in keeping the services going: suggest writing to baroness Vere (Buses Minister) to get grants.

Good value.

Thank you to everyone for their involvement in another enjoyable Moorsbus season.

This week saw our first use of the Moorsbus. All went well, so we plan to use the service a lot next year, and probably become 'friends.' Thank you volunteers.

Personally I would like a longer season - but don't think passenger numbers support this!

I'm very grateful for any routes provided / covered by Moorsbus as I no longer have a car. Thank you.

Sat on a rickety, noisy M1/3/4 bus for 1.5 hrs. The seats were so low down it was difficult to see the lovely scenery (other than the Bilsdale mast).

Timetable unclear. E.g. page 4 - which buses are M1 / 3 / 4 when multiple bus numbers are on one page, each column should be headed with bus number.

Rail times to Moorsbus timetable, to enable connections to be made when planning a journey.

Would like an earlier bus to Sutton Bank from Pickering.

If possible, it would be great to have a Moorsbus service from, say, the beginning of May and concluding as per the present services.

Thank you to all involved in helping Moorsbus to exist.

Thank you for all your efforts providing us with a good timetable for 2021.

Thank you for another great season - even if we would like a longer one!

Rosedale Abbey would be best back at the old time of 11.00 from Pickering. Can you co-ordinate with EYMS about any more changes to the 128 when planning next year's timetable?

Thank you for running Moorsbus. Also, online tracking of the buses would be nice.

Like!

Hope you will continue to pick up in Norton

Had a lovely day exploring and travelling further afield and carried on from Danby to Guisborough and on to Great Ayton, Stokesley and Chop Gate. Saw Bilsdale mast - years since I last saw it, and on to Helmsley and get 128 home.

From other people - longer season, more days

Could we have more time Scarborough or other places.

Last bus via Malton dropped 2 of at Old Malton, 2 adults and 3 children at Railway Street, 1 at Railway Station and 2 at Norton College.

Dropped 2 people off at Black Bull campsite on last bus back to Malton

At Rosedale Abbey the timetable stuck on a telephone pole is 2019 - so wrong information.

Perhaps a third option - increasing the frequency of service?? October is a great month for rambling and half term hols.

Whitby Gazette didn't announce it was running. Only found out beginning of September.

Delighted bus comes through Brompton village Sundays. Didn't find out until end of season. Hope it continues next year.

We would just like to say thank you to Bill, Eden and Helen for all your hard work that you put into getting the Moorsbus up and running after the covid situation. Well done and much appreciated!

Last Pickering to Malton had 8 people - 6 off at Black Bull and 2 at Norton College. Just to say I dropped my spare timetables at NYMR and noticed they had all gone by next day (steam gala day), so maybe an ideas to fill them up before an event.

Sadly due to other commitments have not been able to use Moorsbus as often this year.

A great service - which has allowed us to revisit a magnificent part of the North York Moors - and enjoy the excellent interpretation of the Land of Iron project in Rosedale which otherwise we could not have experienced. Because we have chosen not to own a car, and are therefore helping to reduce UK CO2 emissions, we value Moorsbus as our only means to reach the central parts of the North York Moors National Park away from the coast, the Esk Valley and the Coastliner routes. For this reason alone, as our taxes and those of many more younger people, older people and those on lower incomes help pay for the National Park, it is scandalous that the Park Authority do not contribute more substantially to the Moorsbus network, which should be daily in the summer months. Also as a means of reducing traffic pollution - this should be the Park's number one priority.