



## Moorsbus Passenger Survey 2022

# PASSENGER COMMENTS

I to 268 inc

Great network of buses with very friendly drivers

A very valuable and welcome service - and hopefully a sign of the future. We could not have come to North York Moors without it. *(Switzerland)*

This year's timetables are very easy to read

Stokesley to Danby Moors Centre M4/M3 takes 2 hours with only 50 minutes at Danby on Sundays. Better on Saturdays but only route via Guisborough and Stokesley 1232 - Danby M.C. 50 min - back to Stokesley 15.06. 2.5 hours afternoon out - no choice!

A great walk today thanks to Moorsbus.

Great driver. Bus on verge of breakdown but lady driver did a great job of getting us about.

Another lovely walk. Shame bus was very juddery and struggling on inclines. Female driver was very good.

Fantastic bus. Have used several times this summer. Helmsley, Sutton Bank, Great Ayton, Clay Bank. A service to Osmotherley would have been great!

Period of service not clear i.e. ending in September but does not say when in September! Needs start and finish dates.

Very good service.

Good to be back on the Moorsbus again

Just love being able to see the moors and be somewhere different

Hope it keeps going. It keeps us fit (and young)

Enjoyable day out

Nice views from bus. Good walking.

Nice ride in country before walking

Good service

Love it! Always did. Maybe make it easier to get time in Danby on a Sunday next year, please.

This year's buses going up and down Bilsdale is an improvement on previous years.

The M3 to go to Thornton in the morning and back from there in the evening.

Would have liked the flexibility to spend longer in Helmsley to have lunch. It appeared we had to choose between a walk or lunch out in order to make our connections back home (Danby / Castleton)

It's good to have Moorsbus back again. We look forward to summer when we can see the beautiful moors again - thanks to you good people arranging everything. Thank you so much.

Wonderful service. What more could we ask for.

Would like the Dalby service to be just a little further so that I can walk to the Bridestones again (High Staindale?)

Handrail was 'sticky' on outward service from York. Other than this, the bus looked to be very clean. Outward service was 'stuffy' would have helped if a window was opened at start of journey. Also noted some confusion over timing points in York area.

Not sure about reliability. I have the Arriva app and it said the 12.32? Bus to Guisborough was not running (from Stokesley) luckily I could get the 28A to Middlesbrough then X4 to Redcar. Non-local people would have had a problem.

It would be great if the M6 from the Danby Moors Centre on Saturdays started its journey from Guisborough (given that there aren't any other buses to Danby)

Suspect not possible but later York (or if not Malton) on Sundays due to late train start would be nice. Include more info on other non-Moorsbus services, 843,31X, etc. Still useful. Remove 5 second pre-load on

website: increasingly annoying.

Can't get over the moors from Redcar on a Saturday. Don't like going round Redcar estates on a Sunday. Saturdays is much more direct.

Use of Moorsbus further curtailed from September due to change of Scarborough 128 times.

Had a lovely day out today, good walk and views. Thanks for the Moorsbus!

Looking forward to another season of Moorsbus. Is it possible to put advert in the local Handy Mag or get a story about Moorsbus? It goes to most households in Ryedale.

Always been a very good day out.

With the new timetable you have introduced it does mean that Sutton Bank is much more accessible now that the bus from York goes via Helmsley.

The timetable this year is much clearer, particularly the use of NOTES to indicate connections, and also the OPERATOR of the route which indicates the bus to look out for.

I'd like to see more leeway with some of the connections. I travelled twice from Danby hoping to get the 128 from Pickering but both times the 128 was just pulling out. This was on the Sundays.

I've used Moorsbus for as long as I can remember! Mum took me on an EYMS bus tour to Hutton le Hole when I was about 8 or 9. I've been totally 'hooked' ever since. I'm now 75 and a bit slower, but just love being on the moors still! Keep up the brilliant work! Please.

Don't seem to be able to spend time at Danby Moors Centre this year from Gt Ayton. I use a mobility scooter. I have a CPT permit which I use on Arriva bus OK. East Yorkshire DO NOT participate in CPT. I was refused entry at Helmsley which means if I use Moorsbus and a EY bus turns up I am stranded.

The timetable at Danby Moors Centre bus stop is still 2021.

Lovely to have it back, thank you.

Thank you, we appreciate your hard work.

Thank you for organising things like buses and timetables.

Unable this year to spend time in Rosedale

This year's timetable from York is better than last. I did the same walk last year with barely 10 mins rest and no time to eat, but this year was much more relaxed and I even had time to visit shops in Guisborough.

Fantastic to have Moorsbus running again

Today was also struck by the curse of the ailing Arriva bus. When getting on in Helmsley (dep 1127 for Danby Lodge via Bilsdale) the bus was clearly unwell with a dreadful rattle from the engine, perhaps not firing on all cylinders. The noise was awful, the lady bus driver did a remarkably good job in nursing the bus, lacking in power up the many steep and not so steep hills. I was hoping Arriva would send another vehicle to rendezvous with us somewhere on Teesside but no luck. I finally baled out at Danby Railway Station, particularly due to the noise, but also to be certain of catching the other Arriva 1315 departure for Kirkbymoorside. Much, much quieter, but still with a rattly emergency door which seems to afflict all 'Sapphire' buses.

Could do with more time at Danby

Route to Danby, Hutton le Hole and Rosedale not good on Saturdays from Guisborough.

We placed 8 timetables in the rack at Malton Station, it's down to 2 now, so will keep stocked and hope it turns into more passengers from Malton.

Moorsbus is a very valuable community service which can't run on fresh air and goodwill. It needs proper financial support.

8 from York, 2 Norton College, 2 off Pickering, 3 on Pickering, 2 on Wrelton. Better than the first weekend, so hopefully things will keep getting busier each week.

Wonderful service but sad so few people on bus from York today

Superb service. All aspects are outstanding. As I am not able to drive I wouldn't be able to get to the moors without the bus. So grateful. Thanks

On 3 July I had cause to complain re early departure of M6 from York station. Praise be where it is due.

Today a pleasant day out. Drivers are professional and courteous, buses well presented.

Moorsbus is an excellent service which allows people to visit beautiful places in the most environmental way (apart from walking / cycling)

Would like Moorsbus to go to Kirkbymoorside and back to Helmsley

Love it! People in Easingwold know little about it though. Info please to Tourist Office, etc.

Only have 45 minutes in Danby (Saturdays). Need more time to support café etc. Please keep Danby on your timetable.

## **FORMS 117 to 268**

Despite the relatively small amount of funding at your disposal this year, early impressions are that you have still managed to organise a very good network for the summer. Many thanks for your hard work.

Good day out. Friendly drivers.

This year's timetable has opened up lots of new possibilities for us.

Thank you to all the bus organisers and especially Eden for getting us home. We felt the driver, Helen, Bill and Eden handled the problems the York bus had very efficiently.

Thank you to all the organisers and drivers

Great to be able to walk through the heather again.

Thank you to all concerned with organisation of Moorsbus

Disappointed bus times to Rosedale have altered this year. We used to have 2 hours plus in Rosedale over lunch time so we could have a meal at the Coach House pub. The 1715 bus from Rosedale

I wish that other bus operators ran early Sunday bus services so that more people were able to use Moorsbus. Not everyone can manage an hour's walk into town to catch Moorsbus

Brought along 2 boisterous children and a pushchair. Drivers very helpful and patient. Not really anywhere on bus to store pushchair whilst travelling.

Good day out in nice countryside

Enjoyed the three months of the Moorsbus

A pity only one trip left

How will the reduction of service 128 (EY) affect Moorsbus in 2023?

Saturday routes have no stop at Rosedale Abbey mid-afternoon - if start at Lion Inn and walk, the 1.30 is tight to make and no further option until about 5pm. A 3pm option would be helpful.

Reliable service, friendly driver

Hoping for Moorsbus service for 2023 will be adapted to connect with new bus times from Scarborough. Unfortunately we are unable to walk far so a 1.5 to 2 hour stop at places for a meal and very short walk would be ideal. Thank you for all your hard work.

So sad another Moorsbus season is almost over. It has been wonderful as usual and hope it will return next year. Thank you all so much.

On a Saturday the M6 from York to Danby is quite small and not very comfortable for this longish journey - pot holes etc. Driver excellent. Return journey from Danby to Malton at 1200 - M6 - bigger bus. Comfort excellent - like being in a coach! Driver excellent but does drive fast!

Wish the season was just beginning. Looking forward to another year of Moorsbus . Thank you all very much.

Gutted that the bus stopped at Danby and there was no forward bus to Guisborough giving me time to get back. Could not do a round trip. Had to access Rail travel rather than bus companies.

M6 had 7 people from York, 3 adults and 2 children from Norton. Spoke to some people who were staying at Over the Brook campsite (Thornton le Dale) who were taking a trip to Scarborough on the 128 bus Tues 13 Sep, we mentioned the Moorsbus to them and they didn't know about it (they were from Sheffield), so maybe it would help if there were timetables at the campsite, if not already there.

M6 3 from York, 2 from Norton College, 2 from Railway Station, 1 from Old Malton, 6 from Pickering. 3 off Rosedale, 2 off Millenium Stone, 4 off Castleton, 1 off Ainthorpe, 3 off Danby.

M6 2 from York, 2 Norton College, 1 adult + 1 child at Railway Station, 3 from Pickering.

My bus (M4) ran late due to an accident. I could have got the M31 if I had known. At Guisborough myself and 5 other passengers got off to find the M3 had gone. I had to pay £4.40 to get to Middlesbrough and a

£30 taxi to get back to Darlington. There are no service buses there on a Sunday evening. Besides that I had a good day!

Great service. Thank you.

Thank you very much for another Moorsbus season.

Saturday route through Bilsdale gives limited opportunity for walkers.

East Yorkshire bus management aren't helping anybody, just driving us to use our cars

Think EYMS are changing I28 timetable on 4 September!!

Had fun getting home from Sinnington as EYMS I28 service could not get there due to fatal RTA at Wreton. Got lift to Pickering by lady from Malton police.

Brilliant idea and service! Great days out. Only quibble: publicity, if Arriva carried a poster inside their buses, more people would now about the service.

I just find the timetable quite complicated at times

It's a fantastic local service - driver very helpful.

Loved having the Moorsbus run, sad the season is at an end.

Would be nice if season could run for longer next year and / or include Fridays or Mondays. Walks on website not detailed enough to use alone. Perhaps a small charge e.g. half fare or £3-£5 a day could apply to bus pass holders to increase revenue. Extra bus return from Rosedale Abbey e.g. 3pm would help to include linear walks.

Caught bus from Hutton to Danby and back for ride over the moors. Only about 5 minute stop so enough for comfort break but a longer stop to allow use of café etc would be helpful. Sunday routes from York to e.g. Danby more complex & less frequent than Saturdays.

Appreciate need to keep fares affordable (for those who pay) but given distances travelled and increases in petrol cost, train fares and e.g. Coastliner bus fares, perhaps day tickets could be £12 - £15. This would still be excellent value for money.

Thank you for the Moorsbus. The season comes to an end all too early for us!

I am delighted with the service and would rather it exist in any form than it be cancelled. A Saturday pick up at Saltburn would be even better (in addition)

Very noisy bus

See you next year

I am a tourist from the Netherlands. I think we use less fossil energy by using public transport. Try get fully the government to subsidise this.

A few years ago (10?) got the Moorsbus and it stopped near Staindale Lake. It would be good if you stopped within the forest like this for The Bridestones. Plus an earlier and later service to Dalby. Could do combined ticket with North Yorkshire Moors Railway? TransPennine railway?

The better service on Sundays between Helmsley and Guisborough has enabled me to climb Roseberry Topping (on 7 Aug, first time since July 2012) and descend Ingleby Incline. I picked two beautiful clear days to do them while I had the chance.

Please accept the enclosed donation. We have used the Moorsbus for over 20 years and think it is a wonderful facility.

An excellent service. The driver was very good. We will use the service again.

It would be good to have the service from Saltburn other than just Sunday. Thank you. Moorsbus makes a real difference to us and many others like us. Driver from Saltburn is really nice.

Would be nice to have Moorsbus going from Kirkbymoorside to Helmsley, Sutton Bank to Chop Gate and Stokesley.

Wish it could be run for a longer period. Cash?

Last Pickering / Malton to York we brought back 3 children and 11 adults

Good to continue to be able to do a circular trip one way via Blakey, one via Bilsdale, with a walk. Departure time from York allows connection by train from Manchester (TPE permitting) on a Saturday.

Another very enjoyable Moorsbus day out. Thanks again for all the hard work involved in setting the network up each year.

I fear reduction of service I28 / X28 buses from Scarborough to Helmsley / Kirkbymoorside will much

reduce ability to use Moorsbus services next season.

Driver (Ritchie) really helpful about setting down at top of Rievaulx Bank and advising on where to wait for return journey.

This was our first trip on Moorsbus and we are very pleased with it. We would like the M5 to operate on Saturdays as Sundays interferes with church.

Keep on providing the great service you provided for me and my travel companions.

Travelled down to Malton in order to get the Coastliner 843 back to Scarborough to get off the bus on my side road but on a very hot sunny day there was a problem A64 and no bus to Scarborough for over 2 hours. At that time X28 routed via Racecourse Road to the Railway Station.

A pity the 8.22 from York doesn't go via Hutton le Hole. It would be a good start and early enough for a long walk over the moors via Lastingham.

I've been wondering for a while how to make use of the M5 run to Busby Stoop. Today I had the run to Busby Stoop and on the way back alighted at first bus stop in Carlton Miniott outside the church and took the footpath at the bus stop - a well-used field edge path to the road near Sand Hutton. I digressed into the village with its well-kept spacious green, looping around King's Head. Headed back to Thirsk using bridleways and intricate footpaths near Thirsk Railway Station.

Limited routes from Guisborough. 2.5 hour return journey today. Only 45 min stay possible (or chance space on last bus back) Friends question worthwhile for those 2 reasons. 3 trips poss, not 2? May and June also? (Perhaps just Sundays).

Its lovely to see our lovely Yorkshire countryside

Nice day out.

Sunday timetable more restrictive than Sat i.e. no chance of later bus from Malton on a Sunday afternoon - would need to get to Pickering + Coastliner buses on a Sunday not frequent. So I've put a 4 on survey For next year: café at Danby Moors Centre have had no timetables for Moorsbus. Manager very keen, once she had seen mine!!

My sister is 90, unless I travel to Whitby by bus and then train to Castleton I don't see her, so the Moorsbus was very good.

Really good but we wish there were more services - i.e. there can be a lot of waiting around for a bus back if you've finished a walk.

Thanks. Only comment is about frequency. It's difficult to make connections with other routes on a Sunday.

Lovely ride through countryside but very sad to see so much litter over moor road and dead sheep - car drivers travelling too fast and stressing sheep.

Would like an earlier bus from Helmsley to Sutton Bank

A big thank you to all those people that made the Moorsbus run.

Sometimes the length of time to the next bus is rather long if you don't want to walk far e.g. Sutton Bank.

Just grateful that you are able to provide this service and to hope you are able to continue to enable us to get to this lovely part of North Yorkshire.

A useful service. Good to find a way to get to Sutton Bank.

We love the Moorsbus and would like more of it! Please extend season preferably to spring. York station stop is outdated (it said M8, we needed M6 and thought it must be somewhere else, whilst M8 turned out to be no longer in use.

You need much better publicity / marketing in York. I found out by word of mouth and travelled with two friends who knew nothing about Moorsbus until I advised them.

I have made regular use of the M6 Saturday service which departs Danby Moors Centre at 10:45 (it left York for Danby at 08:22). It has been excellent, allowing me to do a linear walk which would be impossible by car. I hope that it continues next year. Thank you.

Just if I may point out the very bad connection at Guisborough on Saturdays. M4 arrives 17:56 and the bus for Whitby departs 17:53. I often have therefore missed it. Arriva says they cannot change the time, so I suppose it is up to Moorsbus? (Sunday M4 18:44 Guisborough also a bit tight as Whitby bus departs 18:48).