



MOORSBUZZ 6

What you said about the Moorsbus Network in 2024

Every written comment from the 440 on-bus survey forms representing 725 passengers and 1298 journeys.

Would love it if Moorsbus ran all year round. It's great to leave the car at home and appreciate the countryside

Second leg of circular tour including Thornton le Dale and Whitby. I got up intending to walk from Sutton Bank, but considering the weather, decided to ride buses instead.

You all do a wonderful job, except job isn't the right word, considering you're all unpaid volunteers. M6 did not stop in Hutton le Hole where passengers were waiting on the stone slab, near to tractor. Went round Kirkbymoorside anticlockwise.

We had a great day! 2 mums, 5 kids aged 9 months to nearly 13. All buses were on time (wow!) and it felt like a real adventure for the kids (and us!) - no need to worry about parking, able to actually look at the views, and best for the planet!

5 from York, 4 Norton College, 8 from Pickering to Danby; 10 from Pickering to York

0 from York, 3 Norton College, 1 railway station, 4 back to Malton

Disappointed to have lost 31X link on Saturdays. Thank you to all those who work so hard to keep Moorsbus running.

Excellent! Careful and friendly drivers - they allow you to take your time. The National Park should do more to publicise the service.

So helpful to shop locally in the villages - supporting their businesses - essential for living in the moors and preventing use of car.

Brilliant Moorsbus! Driver so helpful. Punctual arrival. Needs more funding and support from the National Park to increase frequency.

Concessionary pass holders fare of £1 per journey would raise funds

Very grateful for it all. Thank you.

Very good. Young man helping found to be excellent.

Excellent service providing gap in transport to moors

Very good. Young man helping found to be excellent.

Moorsbus is brilliant

Very few from Great Ayton, so need to drive to Guisborough mostly. Used to have time in Rosedale Abbey and Thornton le Dale

Still missing the 31X - but know it's beyond your control.

A very enjoyable journey. Very helpful driver.

Today I went to Stokesley by service bus, look around the market and craft fair, then boarded the M4 at 09:39 to Helmsley. Didn't like look of weather, took EYMS to Scarborough. Walked around and caught X94 to Whitby, visited craft market, then X4 to Middlesbrough (longer journey but less crowded and different scenery). If it wasn't for Moorsbus, I wouldn't have done the rest.

Keep up the good work

Good meal out and good walking.

Good days out among people and drivers which have become friends over the years

Another great walk today which would not have been possible without the fantastic Moorsbus. Good to see M3 full at Guisborough

Good to have M3 packed today. Met lots of people that we had not seen for ages.

M6 still wrong way round Kirkbymoorside

Keep up the good work!

So useful, allowing a walk through wonderful scenery and a bus to return home with shopping from local shop. Kept car off the roads!

Good to see the bus full - publicity must be working - with a sizeable group joining the bus in Castleton. Driver was excellent, dropping me at exactly the right spot out on the moor. Thank you.

Not all of the 128 drivers seem to know Moorsbus day ticket is valid on their services. Just wish it was possible to visit more places / have more time - but understand the difficulties of both funding and road closures.

Wet, wet, wet today but still enjoyed a lovely walk. Rain didn't put off Gary Philipson from BBC Radio Tees who did a brilliant plug for Moorsbus.

Despite the wet day, Gary Philipson from BBC Radio Tees travelled to Guisborough to see for himself what the fantastic Moorsbus is all about. Long may it continue.

We are very pleased with the extended season. It would have been better starting early rather than running late, because of the dark nights but I understand about not being able to get a M3 bus in May.

1. Would appreciate details of actual pick up points en route (bus didn't stop at Kirkbymoorside). 2. More route options from Thirsk.

Excellent service. Well worth a donation to keep the service running.

We love the Moorsbus and have used it for years. Got to know some of the drivers and are friends with them. Also friends with others on buses.

Punctual. Careful drivers. Most useful to allow for a walk, shopping and a ride home.

6 from York, 5 from Norton College. Return 7 on at Pickering, 5 off Norton, 2 off York

Shame the Saturday service has been truncated this year

Just appreciate this fantastic service. Very friendly helpful drivers. New buses Hodgsons and Coatham more comfortable!

Just look forward to the company on the bus and been able to walk somewhere different for a few months. Love it.

A wonderful service which not enough people are aware of?

Only that they drive too fast

Good service, would use again

Great to be out on Moorsbus meeting and chatting with all our bus friends. Such a nice crowd of people. Our winter walking friends were met through Moorsbus. Thank you.

It's wonderful to be using Moorsbus again and seeing so many friends. Fantastic Moorsbus!

Another great day out on Moorsbus. Excellent drivers who are very helpful regarding onward travel.

As always an excellent service and great walking day

We have a daily ticket of Arriva Bus. However this ticket could be used in Moorsbus. I hope this ticket will be used commonly.

Everyone I talk to wants to go to Hutton le Hole from York

We hope buses will continue beyond Rosedale Abbey next year. A return from Rosedale later in the day would be useful.

Fab!

Had spent time in Whitby and Thornton le Dale before boarding a Moorsbus. Needed the Moorsbus to complete the circular tour.

Excellent service - reliable, considerate drivers. Good to see bus almost full. I was able to get to the top of the moor by the bus so that I could walk a route, impossible otherwise, and then catch a return bus lower down. Thank you.

Drivers very helpful with information on travel due to riots in Middlesbrough. We arrived home safely.

Thrilled we can get to Blakey, can combine with Castleton, Danby from Whitby on Sundays. Generally connections from Esk Valley have not been possible but extra services and dates means we can now regularly use service. Will tell people at home. How about Helmsley?

York 2, Norton 3, Malton 3 (total 8). Pickering 15, 6 off at Kirkby, 3 off at Hutton, Farndale Road end 5 off, Blakey 1 off, Castleton 5 off, 2 on.

We went on the moors bus on Sunday and my husband sat next to a gentleman who knew dad and who used to sit with dad on the bus - they chatted all the way to Pickering. Dad really enjoyed his Sunday trips out with his backpack, as much for the friendship and chat as well as visiting NYMR which he was also a member of. The buses are a lifeline for the older generation as well as the places they visit- keep up the good work.

I would use it more if funds permitted a wider range of destinations or some longer stays.

A great way to see the countryside, pleasant trip. Thank you for providing this service.

Friendly driver, punctual and cheap service

Despite the Rosedale road closure having an adverse effect on the timetable, happily a day on Moorsbus is still a great day. Many thanks to the team.

Wonderful!!!

Fantastic service. Deserves all the support and funding it can get.

Moorsbus is the highlight of the week. So many lovely walks to do across the NY moors and so many friendly people who use Moorsbus.

I know it's probably linked to funding but the loop round Malton and Norton is tortuous. A Chinese lady when we came back to Malton Station for the end time thought we must be at Pickering!

Pleased the buses are running otherwise we couldn't visit the NY moors. Would love to see more bus routes if possible.

Everyone so friendly. An excellent, integrated bus service.

Hodgsons lovely buses. Drivers friendly and helpful.

Drivers were excellent regarding Middlesbrough riots and keeping us updated. We arrived at the bus station on time and were able to get our bus back too Acklam (which was diverted). Thank you all!

Our first trip on Moorsbus. Definitely use it again. Drivers great and chap who followed bus in car. Bit confused about timings if we wanted to get from Stokesley to Danby though. Fantastic service.

Due to roadworks there was late arrival at Danby Moors Centre. Just time for coffee and cake to catch 14:15 back to Stokesley.

Excellent service. Everything went smoothly and to time. Will use again.

I would have liked a longer stop at Sutton Bank on the M4 bus. I did give a donation of £20 to the bus driver.

I would like to see more buses on this route (M4) and more time at Sutton Bank

We have missed the last month of May

Stunning scenery and a lovely trip. Without Moorsbus I wouldn't have these experiences

The M4 bus - more time at Sutton Bank

Excellent. Please try to re-run mid week service. Wednesday.

Returning from Hutton le Hole to Guisborough is a little limited. But at least there is a service to get to Hutton le Hole. Thank you.

Just love it.

Great day on top of bus. Will do all the trips from Thirsk.

The Guisborough Museum has interesting models of Guisborough Station and Hutton Gate Station and photographs when these closed in 1964 to passengers. It is open April to

October Thursday and Saturday 10am to 4pm and is located in the car park at the rear of Sunnyfield House close to the bus stops on north side of Westgate.

We hope the service beyond Rosedale will be able to run next year.

To catch this means a drive from Hull and back as East Yorkshire no longer run this from Hull. In spite of the cost of petrol and increased driving, we had a lovely day and will certainly come again now we know that you are running this. Such a shame as we saw no advertising in our own area, and would have come sooner.

It's very good and excellent value. Very pleasant volunteers and drivers.

It was a new driver without the usual helper. He said he knew the route but he didn't. Took at least 3 wrong turns and left 2 in Stockton as he didn't go down their road.

We are enjoying so many moor walks and getting to know many more lovely people.

More Ritchies please - he is so helpful with no so agile users.

New drivers need help with route

Such a wonderful service. So many lovely people. Just a great day out. Long may it continue.

Think it is a very good service, especially extending to October this year

Lovely to have a full bus this morning

09:40 is tight leaving Scarborough 128 and it getting to Pickering Library 10:36 to board 10:43 M6 Danby - people enquiring / chatting to driver then traffic held up.

Missing the Rosedale to Ralph Cross route this year, but obviously beyond your control; with luck the authorities will get their act together before next year. Very pleasing to see a normal length season return this year. The "connections" section is a very useful addition to this year's timetable booklet.

The journeys were a bit rickety due to the excessive speed the drivers were travelling

Pleased it's continuing into October. Excellent Hodgsons driver.

Very pleased to be able to enjoy the bus again this year.

Pity there is no late afternoon back from Rosedale.

I picked up the leaflets about Gisborough Priory and Woodland Gardens at Danby Lodge on 30th June (using Moorsbus) and had wanted to look at Woodland Gardens having previously visited (using Moorsbus) on 29 Jul 2010 and 9 Sep 2007). I am impressed by the work done since then and well worthwhile visiting. Also I found (unexpectedly) that Guisborough Town Hall was open (ground floor) with a small exhibition. I was pleased to see both venues had a stock of Moorsbus timetables, the Priory even had a Moorsbus poster. The custodians at the venues were Moorsbus users - pleasing again. Is there a link from Moorsbus website to www.gisboroughprioryproject.org.uk ?

Went to Scarborough then back on X93. Would not have bothered to just go there and back. The Moorsbus leg was important.

Walked via Battersby Junction which I haven't visited on foot for perhaps 45 years. The legend is true, there is a goldfish in the water tank beside the water crane NER 1907.

09:11 at Norton 5 from York, 4 Norton College. 1 1:27 Helmsley to Danby - 6 from Helmsley, 3 off at Rievaulx, 2 off at Stokesley. 15:08 from Stokesley 3 on; 5 on at Rievaulx. 17:43 from Pickering 8 on, 1 off at Black Bull, 4 off at Norton College.

Moorsbus was fantastic for our family as we are travelling and without a car on our trip. This service provided us a great opportunity to explore the moors.

I live in Scarborough and caught 128 to Pickering and a good connection to the Moorsbus. It was a lovely run and the heather was fantastic. I spent my time with my sister who lives at Ainthorpe. We went out for pub lunch and had a good catch up. I will do it again before summer ends. (I don't have a computer.)

I was very happy to meet Marilyn on the bus. She made me feel very welcome and shared a wealth of useful information: a great ambassador!

Very grateful for service, not quite as flexible as before.

Really enjoyed August Moorsbuzz and article about planning routes. Very informative.

On time! Brilliant.

As I don't drive I use the Moorsbus a lot. Nice it's on for longer this year! I miss Osmotherley (Guess big buses can't get round corner at Hawnby! Little bus for that?)

Bus driver on 128 refused to accept family moors rover in 2023. We have travelled on the Moorsbus twice (2023 and 2024) both times we have found that the timetables are hard to [illegible]

It would be nice to see more young families using the Moorsbus service, so we will continue to tell our friends about it.

3 from York, 5 Norton Coll, 2 Commercial Street + 2 children. 16:43 from Danby 6 on, 1 on at Danby Station, 6 on at Pickering. 1 off at Old Malton, 4 off Railway Street, 5 off Norton College, 3 to York.

It's unfortunate that the driver needed to be guided by the passengers, but soon managed on.

Great service. Love it. Running all year round would be a bonus.

Polite and hospitable, efficient and helpful staff. Could not ask for more. Well done!

My wife and I have used Moorsbus regularly since we retired to Pickering and have always been satisfied.

Maybe Moorsbus should start mid June

Very pleasant and friendly young lady driver. A ray of sunshine on a wet and misty day.

New female driver on M3 today who really engaged with passengers. A lady Ritchie!

Thirsk was interesting

Very friendly

Lovely service, I will definitely do it again with family

Just wish it runs more often - gives me something to look forward to.

Driver very pleasant and helpful.

Enjoyed the journey. Very helpful driver

Thank you for an excellent service.

Brilliant drivers on tricky roads, but rattling buses. Danby Moors Centre 12:15 to 16:15 long wait between buses on Sundays.

Very many thanks for all your hard work!

Hope it will start earlier in 2025.

Sept and Oct very much welcomed! York Pullman buses usually excellent but this one very rattly and seats gave less support for distance

Very enjoyable day out and driver very pleasant.

Hope Moorsbus can continue for many more years. I love it for days out on my days with friends and to meet friends.

Thank you for providing buses. Trip to Helmsley and Rievaulx would not have been possible without you!

10:27 to Danby FULL; 15:13 Chop Gate 9 on; picked up 8 Bilsdale Show; picked 4 up Rievaulx; total 21 into Helmsley; 17:41 to York 8 on; 3 off Black Bull; 2 off Norton College; 3 to York.

Love the Moorsbus - reliable, safe drivers, on time, great service!

Great day out. Helpful driver.

3 from York, 3 Norton College, 2 Commercial Street

3 from York, 3 Norton College, 3 Yates. 17:43 13 at Pickering, 2 off Black Bull, 1 Old Malton, 3 off Old Lodge, 1 off Station, 3 off Norton College, 3 York

Great this is available especially for those without a car visiting. Timetables seemed a bit confused

Roadworks meant a re-route but driver waiting and got us back. Thank you.

Problems with routing around Kirkbymoorside - missed Antiques shop stop. However the driver should be congratulated on his consideration for horse/rider and care passing sheep up on the moor! Many thanks for all your hard work - much appreciated.

An early afternoon M31 from Helmsley to York would be appreciated.

Glad to be back!

Nothing about Moorsbus, but a lot to say about Traffic Lights (Thirsk) !

If only cars (and motorcycles) had more considerate drivers (like our bus driver).

We enjoy our trips on the Moorsbus very much. Always excellent drivers.

Would like more destinations and more buses, I know this will probably not happen. I am very pleased that the buses will run until the end of October - well done! My friend and I

always donate £5 at the start of our journey, this is very good value for money as we use our bus pass too.

It was a lovely ride and very helpful driver.

It has been wonderful this year to have it on longer. I love it. Sometimes go on my own, sometimes with a friend, sometimes with 2 or 3 friends. Please never stop.

If only all bus operators were as committed and as reliable as Moorsbus.

Why not June to September, instead of July to October?

128 service broke down. Had to make other arrangements.

I will continue to promote the Moorsbus - a very useful asset to the area.

Very happy & happy to use it.

Could details of offers be included on Moorsbuzz for those without email? Big thank you.

Excellent service on a Sunday. Good to see bus full again with passengers joining in Castleton. The early morning bus is very popular, I am pleased to say - would be good to have one like it on a Saturday too. I was able to do a long walk across moors - impossible otherwise. Thank you.

Just to say it was good to see such an excellent article in the Gazette & Herald, well done!

York 9, Norton College 5, Malton station 2. Beansheaf 1 total 17. Pickering to Danby 24 on. Helmsley to Danby 13 on.

I love Moorsbus and really appreciate the work put in by the volunteers. I'm glad it's running for a longer period this year.

So happy to have the Moorsbus service. I'd love to be able to get to Sutton Bank from Thirsk. Not sure that's possible?

York 3; Norton College 5 on; Pickering 7 on (2 off); Kirkbymoorside 4 on. 14:15 from Danby 20 on; 2 off at Danby Station; 2 off Guisborough; 2 off 4 on at Great Ayton; 2 off and 1 on at Stokesley; 1 off and 3 on at Rievaulx.

Moorsbus enabled me to do a linear walk today avoiding having to walk along the road for about 1 mile at the end.

Best thing since sliced bread. Just love it.

Thank you for keeping the Moorsbus going every year and for all your hard work.

Best run bus service in UK.

I'd love it if you could bring back the Farndale bus.

Really thankful to have the Moorsbus, but Bilsdale route a bit limited and early bus is too early for us.

Will miss Moorsbus during winter months. Public transport so unreliable unlike Moorsbus!

Access to places that public transport has abandoned due to government and council cutbacks

Excellent service. Friendly driver.

Thank you very much to all the Moorsbus organisers.

The Nunnington Hall destination would be good.

Looking forward to next year's Moorsbus.

A 9:00 start on Saturdays from Guisborough is too early for us coming from Stockton

Excellent service. Drivers friendly and informative.

Came via Scarborough.

The M3 / M6 is especially useful for shopping - Kirkbymoorside to Pickering on Sunday. M3 / M6 from Kirkbymoorside time at Danby either very short or too long.

An excellent service - thank you. The drivers are brilliant.

Meeting people on the buses

It was a very enjoyable trip. I found the bus very comfortable and hope to use it again next year.

York 1, Norton 5, Malton station 1. M4 to Danby: Rievaulx 1 off, Stokesley 1 off, Great Ayton 2 off, Guisborough 4 off, 3 on. M6 to York: 12 on in Pickering, Old Malton 1 off, Malton 1 off, Norton College 5 off, 5 to York.

Very good and helpful driver.

If travelling by the Moorsbus it would be helpful to return to Northallerton on an earlier bus sometimes.

Hope to use bus up to 27 Oct (still waiting for an Indian Summer?)

We decided to have a weekend break in Pickering as it was easier to access the Moorsbus from there rather than in York.

Whilst it was good that you were able to run Moorsbus for 4 months this year, we think it would be better if the months of operating the bus was June - September inclusive rather than going into October due to the darker evenings in the latter.

As a York passenger it is unfortunate there is no 31X to connect up with on a Saturday and I feel this would have had an effect on people using the services, particularly with families. The timing of the Moorsbus service on the return journey means that it is late in arriving back in York whereas in previous years it has been possible to get an earlier bus back.

Could do with more time when visiting Scarborough (from Thirsk).

Many thanks for several lovely days out this year. Keep it going.

Very good thank you.

Good day out. Similar to Dales Bus services. I went to Rosedale Abbey

It's excellent, thank you. I wish only that it wasn't so late getting home.

Keep it going! This is an invaluable resource for our communities.

Sunday bus too early for connecting bus services - had to get lift to York station to join Moorsbus

Don't use it often but very impressed and plan to use it more

Only means to get to parts of the National Park

Good to see Moorsbus advertised on Bilsdale Show website. Wonder if they might offer £1 off to anyone arriving by Moorsbus in future years. (I tentatively suggested it to the person on the gate.)

On the busy M4 from Stokesley this morning, overheard other passengers lamenting the fact that this bus route doesn't operate all year round.

Travelled via Whitby and Pickering to catch this bus, because service cancellation meant I couldn't get to Guisborough on time.

More frequent service

It would be good if there were more routes and frequency from Stokesley e.g. to Mount Grace Priory, Osmotherley, Kildale, Commondale and Castleton from Great Ayton

More Saturday buses and routes would be good. More choice in destinations could include Mount Grace Priory and Osmotherley, Kildale, Commondale, Castleton from Great Ayton.

More time at Sutton Bank on the M4 please.

Wheelchair user

Transfer from M3 at Danby from Guisborough to bottom stop not easy in a wheelchair. Getting up to top stop would in time be easier to do in car park and quicker.

Not enough time at Danby Lodge - only one in and one back for 1 hour?

Used 128 to Pickering from Helmsley.

Used Moorsbus to get to eye test.

Can't find any more words other than exceptional, brilliant, amazing.

It's been good all season on the Moorsbuses. Hope next year is as good.

The trips have been excellent and driver so pleasant and helpful. Look forward to next year. Many thanks.

Very good ride and helpful driver.

Wonderful service but wish we could have it on a Saturday as well and more months of the year. (Sundays only means it's a choice between Moorsbus and church!)

This is a brilliant idea! It is a well organised service. We like the way the buses wait for one another to make for easy connections for passengers. Really friendly drivers.

Even though we own a car we much prefer this type of transport.

It has been wonderful having Moorsbus for 4 months this year. I am 80 and don't drive so look forward to them. I hope you never have to stop! Sometimes I'm with friends or on my own, having a walk or wandering around different towns, always the lovely scenery and good cafes too. Thank you.

7 passengers from Stokesley.

More advertisement online so younger people know of service.

I'm extremely happy with the service provided and appreciate the hard work that the volunteers do. If funding permits I would like the service to start earlier in the year and explore different routes.

It would be nice to go to Pickering / Kirkbymoorside from Guisborough on a Saturday. Also longer in Thornton le Dale would be great.

We see far more on the bus than if we were driving ourselves and it's more relaxing plus better for the environment.

NOTES:

The above comments are as received from those passengers who completed a 2024 on-bus survey form. The 440 forms represent comments from 725 passengers and refer to 1298 Moorsbus journeys undertaken between June and October.

The statistical data which includes passenger demographics, trip origins, spend, activities undertaken and satisfaction levels are published separately (as Moorsbuzz 5).

Previous survey results and comments for every year since 2015 are published on the Moorsbus.org website.

The volunteer directors and advisers read every comment and use them to develop incremental improvements for the following year's the Network.

Moorsbus Community Interest Company: November 2024

www.moorsbus.org