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| Moorsbus Survey 2018  Passenger Comments  *(Note: every comment received – good and bad – has been included in the same order as they were analysed)*   1. I think it's better to achieve a small network of services well, rather than trying to be too ambitious with limited resources. |
| 1. Great to have the Bilsdale link this year when travelling from York on Saturdays |
| 1. Fantastic! The friendship bus |
| 1. Great service |
| 1. We could not have done our walk without Moorsbus. Thank you. |
| 1. Another great day walking thanks to Moorsbus. |
| 1. The new timetable routes and places adequate for me. Moorsbus drivers and Moorsbus co-ordinators are good and very helpful. I like the Moorsbuzz paper. |
| 1. Bus from Guisborough to Helmsley via Bilsdale ran very late today due to Arriva Redcar depot forgetting to operate it!!! |
| 1. Annoyingly the only bus I used today (Arriva Sapphire 1564 Reg NK14GFG) had a deafening rattle from its emergency exit |
| 1. Like the freedom to do linear walks |
| 1. I wonder if connections with other buses are too tight with times? Drivers get a bit on edge e.g. fog over moors, traffic hold up, etc. |
| 1. Make it easier to get to Rievaulx Abbey. Connections with Coastliner on Sundays. |
| 1. Moorsbus Reward admission to Ryedale Folk Museum is one day, standard admission lasts a year. |
| 1. Getting direct to Kirkbymoorside from Stokesley and Thirsk and more often |
| 1. Invaluable service but attracting just a small minority of user. As non-car owners we've found it ideal option but 99% of people will prefer to jump in their cars for freedom and versatility. |
| 1. We have used the Moorsbus for 21 years. We are not walkers but enjoy the days out with what we do. As I don't drive, my husband gets to enjoy the scenery. |
| 1. They should put more bus services between Malton and Whitby |
| 1. Guided walks an excellent idea, but how do I get to Blakey from Stokesley for 11.17? |
| 1. Please keep going |
| 1. Do find some routes aren't available exactly as required but it must be an impossibility to cater for everyone. Many thanks for all the hard work that has gone into providing the service |
| 1. Starting at Norton College will hopefully bring more people out of Norton as on Saturday 9 people used it as a town bus to Malton and one of them came to Pickering on it Monday 28. |
| 1. Very pleased to see that donation tickets are available and hopefully used! |
| 1. Looking ahead (and if there's enough money), could Moorsbus run on a Monday as well as a Friday? Being able to 'Donate' on the buses is good! |
| 1. Please could you do a Monday service as well? It's a big ask, but it has been mentioned by users. Money is the question I expect!! |
| 1. My friends and I love Moorsbus and appreciate the work you guys have done to keep it running. Our only regret is that this year we cannot connect with the 09.40 M5 at Stokesley as we have done other years, and now can't access Osmotherley and Swainby. Thanks for all you do for us. |
| 1. It would be great to have at least one bus every day throughout the week. |
| 1. Would like it to run on a Saturday as well as Sunday |
| 1. It would be nice to have a bus from Hutton le Hole to Pickering early in the afternoon. |
| 1. Would like more connections from Danby and Hutton le Hole to Pickering, Kirkbymoorside and Helmsley. |
| 1. Fantastic |
| 1. I prefer Moorsbus from York on Monday rather than Friday |
| 1. Moorsbus is a godsend to my wife and myself. Many thanks to such wonderful hard-working organisers. |
| 1. Very well organised and well run. Thank you for your continued efforts |
| 1. Excellent - hope you continue. I would be prepared to pay if it would help. |
| 1. Seems a great idea, especially when you are holidaying without a car. |
| 1. Excellent service. Much appreciated. Please don't stop! Would willingly pay towards it - nominal sum only or it would be self-defeating! |
| 1. It is lovely to visit our lovely countryside as haven't access to a car. |
| 1. Thrilled to see two curlews and a crane (a bird, not a metal one!) Also couple of miles after Lockwood Beck I notice a sheep on its back (20 yards from road) and on return from Guisborough I mentioned it to the driver and he stopped and allowed us to get it back on its feet! I appreciate what you are doing on our behalf. |
| 1. You have done so well to get the service up and running again. Very much appreciated, thanks. |
| 1. Starting a journey in Pickering to Helmsley and then going on to Thirsk where we would like to spend time, but it looks as if there is only the option to stay on the bus at Thirsk and return to Helmsley. It would be nice to visit The Mouseman visitor centre in Kilburn. |
| 1. Pleased with M5 running earlier (10 mins) it allows me to catch 128 more easily - thanks. |
| 1. I still find these questions difficult to answer as they apply to individual travellers / potential travellers differently |
| 1. Thank you |
| 1. Could the M5 11.30 journey to Thirsk operate via Sutton Bank to provide a connection from the 128. Any passengers for the villages would need to travel via Thirsk |
| 1. If no Moorsbus I could not get out on moors |
| 1. Operate more days per week |
| 1. Drivers are very friendly |
| 1. Meet a lot of new friends |
| 1. Operate more days per week |
| 1. I went on the York bus yesterday, one bus had air con and the seating material is cloth. I take a cloth to sit on. |
| 1. We are dependent on buses to access different places on the moors. We both have disabilities and need public transport to enable us to be out and about. We had a most enjoyable day out. Thank you. |
| 1. Very enjoyable day out |
| 1. On date of travel only myself on bus to Pickering |
| 1. On the routes I've travelled only 4 of us on Malton bus. Is Friday a better day than Monday??? |
| 1. Regularly use Moorsbus, however the consecutive operational days from York this year make it slightly less attractive than last year. After a hard day's walk I need a day off at my age! In that respect, Sat / Mon as last year. Appealed more. In addition, fewer people seem to be travelling from York this year on a Friday than did last year on Mondays. |
| 1. New Saturday routes great. |
| 1. Both Reliance drivers great. |
| 1. Grand linear walk from Cay Bank to Lion Inn - definitively a Bus Walk. |
| 1. Very comfortable. Helpful drivers. |
| 1. Moorsbus makes you happy |
| 1. Lovely driver. Lovely coach. Good time-keeping. Pleasant and nice to speak to. |
| 1. Consider cutting operating days to Sundays only, but increase number of routes. |
| 1. Consider going on more routes on one day only, not 3. |
| 1. On Sundays could the bus go to Thirsk station around 1300 and connect with the train from York to allow half day visit. |
| 1. Not yet well enough known |
| 1. The quality of the driving is first class. All drivers are careful and I've always felt safe and relaxed on journeys. |
| 1. Would be good if it was possible to have a toilet stop. |
| 1. As many in this area we work in the tourism trade and the weekends are our busy time. Buses in the week would be very welcome. We enjoy the Friday bus. |
| 1. Some people are finding the A,B,C,D (in Guisborough) in the timetable is confusing. There is nothing on the bus shelters. |
| 1. Nice to see the Saturday bus well used. |
| 1. A loo break would be greatly appreciated. |
| 1. Some drivers are more friendly than others. It’s nice when a driver points out where places are etc. Good for first time users of Moorsbus |
| 1. To raise funds how about suggesting passengers pay a nominal sum everytime they use the bus. This will ensure you have funds to keep buses running. |
| 1. The M4 from Guisborough it would be nice if the times corresponded with the M5 from Easingwold to get to Thirsk. I know you go to Helmsley and get the 1130 to Thirsk but it would be easier for the sake of 6 minutes. |
| 1. Timetable difficult to understand. Great ride. Clever driver. |
| 1. More days in the season |
| 1. Had a lovely day out. Lovely place and weather. Great day. |
| 1. Had a really nice day out |
| 1. I voted for M3. I know 840 came 1st - M3? Put in Moorsbuzz? |
| 1. Satisfied every Sunday and Bank Holidays |
| 1. Just love having the opportunity to visit the moors once more |
| 1. Great to see the service back again - it's been a very long winter. |
| 1. Satisfaction every Sunday |
| 1. Maybe an earlier bus down Bilsdale on a Saturday. |
| 1. Maybe a bus mid-day, as it's a long wait for the last one |
| 1. Given funding cuts across the board it has done very well to get so far. |
| 1. It's great |
| 1. Excellent as always |
| 1. Great to have new Saturday buses to Bilsdale and Rosedale - thank you |
| 1. Both Reliance drivers excellent |
| 1. We wish and hope for more people to use it. Thank you for your great service / initiative / organisation. |
| 1. Excellent! |
| 1. Cannot get to Swainby - M5 leaves 7 mins before M4 gets there |
| 1. M4 bus arrives at Stokesley 9.47. M5 bus departs at 9.40. No connection if you want to go to Swainby or further on. |
| 1. More time at some places for walking & more time at Scarborough |
| 1. At one time a small bus used to arrive at Danby Centre at same time as Moorsbus. Was handy to visit Grosmont etc for railway and to go to Whitby |
| 1. I've had comments that Monday would be better than Friday. Sunday 22 Jul - M6 either left early or had a quick getaway but missed it! Saw it pass my door as I was leaving to go to the bus stop. |
| 1. I personally would like to spend an extra hour at the Moors Centre, but not the whole day. |
| 1. Please keep running it from York |
| 1. Smashing service thank you. I think it was quicker and therefore longer to stay in Guisborough when MB went over moors. Lovely journey either way. Great idea re contributions. |
| 1. Quality as always |
| 1. It is brilliant but not advertised enough. Brochure not easy to find. |
| 1. Excellent service. Makes places accessible that I cannot otherwise visit. Views marvellous. |
| 1. It's a lovely day out. |
| 1. Timing gap from M4 arriving at Stokesley and M5 leaving |
| 1. Seven minute gap from M4 / M5 connection |
| 1. 0950 Saturday bus York to Helmsley should arrive 1100 - 11 Aug arrived 1118 and saw M4 set off (1115) |
| 1. We have thoroughly enjoyed our trips out on Moorsbus this year. We just love going over the moors and seeing all the places where we grew up. Everyone is so friendly. We have lovely memories to cherish. |
| 1. For routes like the Rosedale bus that are not used very often, have them running for a few weeks instead of the full Moorsbus season |
| 1. Dismayed by so few younger passengers under 40 years old and failure of York YHA to promote publicise Moorsbus. |
| 1. Last year the Moorsbus operated on a Monday instead of a Friday. We found this much better for us. |
| 1. Add another bus from Rosedale in afternoon. Extend afternoon bus to Thirsk station. Start evening return to Thirsk a little earlier to meet train to York (connection is very tight with variable traffic) |
| 1. Thank you for some wonderful trips onto the moors. |
| 1. Consider running one day per week on More routes. Raise ticket price to £10 and concessionary passes half price (£5) instead of free travel. |
| 1. Many thanks for operating system. |
| 1. Perhaps another bus or two to Sutton Bank. Also on a Saturday. |
| 1. We have caught this bus most weekends and it has always been on time. My husband has a pass but I pay £9 each trip. |
| 1. Very punctual and comfortable. Great routes and very pleasant drivers. |
| 1. An excellent and much loved service. Thanks. |
| 1. Excellent service which allows us to access the moors without recourse to our car. |
| 1. Brilliant service |
| 1. Simply the best! |
| 1. I have no car, this bus was only way I could reach the train station on a Sunday. |
| 1. Great! |
| 1. It's brilliant! |
| 1. A run through Dalby Forest to Scarborough (like they used to do) |
| 1. It really is a marvellous 'institution.' We are lucky to benefit from it. The drivers are always friendly and cheerful - as are the passengers. |
| 1. Have used for about 12 years and was very upset when they stopped for a few years. I always buy a donation ticket and am disappointed that more bus pass holders don't seem to cough up. Cannot expect everything free. |
| 1. Excellent service |
| 1. Very friendly |
| 1. Hope it continues. |
| 1. Would appreciate 5 minute later pick-up in Stockton to connect with local bus |
| 1. Would like an earlier bus from Helmsley to Sutton Bank |
| 1. It's great! |
| 1. Buses still full. Hope people continue their support. |
| 1. Operate on Sundays only. Charge OAPs £5 instead of accepting free passes! |
| 1. They nice bus. Nice bus driver. |
| 1. Would appreciate 5 minute later pick up in Stockton to connect with local bus |
| 1. Too short a day from Northallerton. Too little time at Scarborough. No route over from Osmotherley and Hawnby - 100% moors. Very good as it stands! |
| 1. Thanks for all the hard work you put in to benefit others. |
| 1. It used to be possible to have about 3.5 hours in Scarborough which was great. Could the timetable be altered to re-instate that journey again. |
| 1. A wonderful service. Please try and retain it. Thank you to all the organisers, drivers and Marylyn who works so hard for you from Northallerton. |
| 1. Fully satisfied. |
| 1. Connections at Stokesley? |
| 1. Use more routes on Sundays only |
| 1. Consider running from Thornton Dale to Sutton Bank / Thirsk at times to connect with other Moorsbus, unlike current 128 times. |
| 1. Very good service during Sundays and summer when roads are heaving with cars |
| 1. Maybe more to Sutton Bank |
| 1. Very friendly. People say hello and bye. |
| 1. How about an earlier bus down Bilsdale towards Helmsley on a Saturday? |
| 1. Departure from Whitby as there are many walking groups there and would be very much used. |
| 1. It was good to see the buses so full. Several people were out who we had not seen for a while. |
| 1. Wednesday would be better for me than Saturday. |
| 1. Moorsbus allowed me to walk from Clay Bank to Lion Inn |
| 1. Just pleased to have it. |
| 1. If Moorsbus operated on Wednesday and Sunday I would likely go out both days but I find Saturday and Sunday too tiring. |
| 1. On Sunday we can only travel on Moorsbus if we have a taxi for the 0935 128 to Helmsley |
| 1. Need taxi to get to 128 for Moorsbus on Sundays. X93 from Whitby does not connect. |
| 1. 11.40 is rather late to set off for Danby and 09.00 a bit early. |
| 1. I have not used the Rosedale bus because I would not have any walking time because of the EYMS 128 Sunday timetable. Road works in Kirkbymoorside caused a problem with the M3 in August when it did not turn up, |
| 1. We enjoy our holidays in Yorkshire, especially the North York Moors areas, and also the Yorkshire Dales. We don't have a car, so rely on buses to get around for our lovely walks. Keep up the excellent work and bus service. |
| 1. Don't understand relevance of all different colours. 1 route per page / different days |
| 1. Many thanks. |
| 1. Satisfied. |
| 1. Put more frequent service on the most popular routes. |
| 1. I'd prefer a Wednesday service instead of Friday. |
| 1. Drivers always very helpful and will accommodate request stops which is great. I run a 'Moorsbus running clb' - we take Moorsbus and run back to cars (10 - 20 miles each way). |
| 1. I look forward to seeing them, riding in them and for being able to return to places I've visited over the years. I am dreading the closing dates this autumn! Thank you for all the pleasure you've given to me during the past two years. |
| 1. Delighted with trip only very sad only got the timetable too late and managed the last trip of the season. |
| 1. Services from Thirsk on Friday and Saturday to Helmsley to connect with services buses to Pickering (Purely selfish as a way of getting to NYMR without a car). Thirsk is poorly served by public transport so I do feel this would be beneficial anyway. |
| 1. EYMS 128 bus late arriving in Helmsley so bus M5 left before 128 arriving at bus stop. Bus M5 was in Helmsley when EYMS 128 bus was going down the road next to the beck. Had to catch M4 bus to Stokesley then M5 bus to Northallerton. Fortunately it was a nice evening sl all 12 passengers who missed the M5 bus enjoyed the extra ride. |
| 1. I am only able to drive short distances and would not be able to access NYM without Moorsbus. I have used it 6 times this season and enjoyed every one. |
| 1. I enjoy using the Moorsbus throughout the summer. The drivers are very helpful and friendly. |
| 1. We have used the bus lots of times to visit Stokesley, Guisborough and Thirsk. We have done linear walks. It would be nice if the 128 was hourly on Sundays then we could go to music on the green at Thornton le Dale like we used to (2-5pm). Pleased you can take donations on the bus now. Hope you get more money that way. The only bus I haven't been on is Dalby Forest - would have if it went up to Bridestones and Staindale Lake. |
| 1. I live in Easingwold. No buses Friday / Saturday - have to drive to Kirkbymoorside to pick up Moorsbus. |
| 1. Would prefer buses from Danby later than 1250 or a little earlier than 4.40 |
| 1. I use many bus services. Moorsbus is the most reliable by far. |
| 1. Both Reliance drivers have been excellent. My first time on Sunday Moorsbus - so good I wish I'd done it more. Fri / Sat services great too. |
| 1. More frequency on existing routes if possible. |
| 1. M8 York terminus should be described in the timetable as 'Water End Bus Stop' - I have never known it to stop at or 'opp' the Y.H. and doubt it could safely do so. |
| 1. Possibility re a bus mid afternoon back to Malton and connections for people going elsewhere (e.g. Thirsk) |
| 1. Steady drivers - a pleasure to travel and very helpful. The only way we can get to these remoter places. |
| 1. Excellent drivers. Excellent service. |
| 1. Some journeys are precluded because of poor connections (with 128 at Pickering or Coastliner there too). I realise you don't always have access to timetables in advance of planning Moorsbus routes. Thirsk station on Sunday afternoon would help too. |
| 1. I would like to go to Kirkbymoorside on Saturday, and could the bus run on Wednesday and Friday to Helmsley (market), Wednesday (Kirkbymoorside market). |
| 1. Fantastic service. Timetables hard to get hold of. What about an app / text service? Keep up the super work. |
| 1. Living in Great Ayton, I would like more in the village to save me needing to drive to Guisborough or Stokesley to begin most journeys. |
| 1. Love it! |
| 1. A bus leaving Danby for Pickering around 3 - 4pm would be nice. But we are very thankful for what we have on Saturdays. |
| 1. We had an extra journey! Helmsley to Stokesley to home, 2 hrs and 10 mins late, but it gave us something to chuckle about and the wife missed part of 'Strictly'. See you in 2019. |
| 1. Brilliant! What else!? |

*Moorsbus Community Interest Company* ***www.moorsbus.org***