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| **Written comments from passengers on Moorsbus 2015**  *Note: statistical information from the 2015 Moorsbus passenger survey is also available (see www.moorsbus.org)* |
| Excellent service. With the routes taken this year it makes for a long day. |
| Need more publicity. Tie up with Dalesbus, as both Arriva. |
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| Good service. |
| Not happy using Sutton Bank to Helmsley. Service 128 could run to Sutton Bank from Helmsley. |
| Driver patient and very good. Wish it was back quicker to Osmotherley. It is too long to be out all day. |
| Driver (Mike) excellent - very polite and helpful. |
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| Great to have the service. Would like more flexibility. |
| If you can find a third bus in 2016 perhaps a feeder from York. A lot of the ENCTS passengers don't seem to understand the importance of swiping their cards when the bus goes to a different service (despite your informative notices), although there are some that swipe unprompted. Congratulations on developing a good network with just two buses. |
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| Great ride. Should extend the season. |
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| A very good service. I wouldn't get to half the places if it wasn't running. |
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| With using the two buses today have been able to complete a 9 mile section of Coast to Coast walk we did 41 years ago. It's good being able to use the 128 and Esk Valley service. It's just a wonderful service. |
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| Marvellous service. Driver fab! Would be nice if more often. |
| Although I am still able to drive, at 78 years old, I only drive much shorter distances than I can do via Moorsbus. And with cataracts looming, I expect to drive even shorter distances soon, so I do very much appreciate the wonderful opportunities to be driven amongst such super scenery that there is on the moors and especially in heather season. |
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| I have enjoyed my trips on Moorsbus as I live on my own and it gets me out. Needs another bus as it is nearly always full from Thirsk. |
| After initial problems with Sutton Bank the service now is very good. Could do with starting earlier so passengers can catch 0930 at Helmsley. Driver is very good. Thank you for providing this service. |
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| To meet up at Pickering with 128 and Explorer bus from Hull. More buses to go to more points of interest. |
| Pleased and grateful that we have got a Moorsbus service, thanks to you three namely Eden, Helen and Bill. One fly in the ointment, tightness of timing at 1130 at Helmsley from the Endeavour to 128. |
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| Would have liked to stop longer in Pickering. Also bus to connect with NYMR. Driver on day was first class, please send him our thanks. Praise where praise is due. (Driver - A Clark) |
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| I found it difficult to answer whether I wanted either more routes or longer season because I would really like both. A bus running earlier in the day would mean passengers could visit more of the Moors area. Perhaps the economic answer would be certain routes on Sundays and other routes on other Sundays |
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| The Bank Holiday bus had few passengers. Running an extra Sunday instead would be preferable since walking 2 days running is tiring. |
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| I've always found the service important - it helps protect the environment and I can see the countryside better than when I'm driving. Thank you. |
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| I have used the Moorsbus every week of the season so far. |
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| Please use a more reliable bus on the route from Saltburn - it keeps breaking down. |
| More publicity required |
| I would like the Moorsbus to raise enough money to have more routes, more buses to keep them for a longer season. |
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| The service is brilliant enabling folk to access areas of outstanding beauty. The drivers are very friendly and helpful. Just grateful to have a service again - would like an afternoon bus, but hey ho. Thank you. |
| I liked the more circular route by Blakey, Helmsley and Bilsdale. It's not easy to get to places like Chop Gate anymore. |
| Really good service. Councils need to understand how it is so important to people like us. |
| A great idea, please keep it up and extend the routes and operating days, preferably 1st April to 31 October. I would be happy to pay rather use concession in order to keep the service operating. |
| Thank you for having the Moorsbus ticket valid on Arriva 5 and on the 128. It has saved me money. Also thanks for the longer time out and buses going to Osmotherley, Swainby and Sutton Bank. Could do with a bus going directly down Bilsdale from Guisborough. |
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| An earlier bus to link with the 0930 at Helmsley would enable passengers to travel to the coast. Better than driving, see more of the moors and meet lots of people. Reliability due to breakdowns has been a problem but consider it adventure when it happens. Driver is excellent. |
| Over-hearing conversations on Moorsbus reinforces how popular it is and how many people use it to hop-on / off and walk. |
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| I visit Mrs Bxxxxx who is 90 years old. This is the only way I can visit so I won't be visiting now until I think April. |
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| None of us could understand why Kirkbymoorside was a pick-up point. There is not much to see and pick up is at the road edge. Compare that to Thornton le Dale. The bus is in a car park next to a lovely lake. It was worth waiting for the bus in such beautiful scenery. Also the village has its own attractions. The most famous 'chocolate box cottage' on the bridge next to a stream where your child can play. |
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| ME1 EYMS needs to either leave earlier in the morning or leave Danby later i.e. 5pm would be good. Moorsbus services don't by and large help those coming from Hull to access greater areas of the moors - especially for walking; one to Rievaulx is useful. |
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| *Moorsbus Community Interest Company and Friends of Moorsbus, October 2015* |
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