**Moorsbus Passenger Comments 2019**

 Unabridged comments drawn from all 2019 surveys submitted

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| As a regular user of the old and new Moorsbus I would like to thank you for all the efforts in setting up and maintaining the Moorsbus services. |
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| Very sorry 2.15 M3 Sundays now doesn't go to Thornton le Dale, or give a mini break at Danby Moors Centre - it did last year. |
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| It is friendly and a joy to travel on. |
| Pleased that Moorsbus does a circular route round Norton |
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| Much appreciated. |
| Timing to coincide with train much appreciated. |
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| Now that the seated man has gone, why not promote the lumber jills sculpture at Haygate Bank , Dalby Forest in Moorsbuzz. It is a reasonable place to alight from M7 on the way to the visitor centre and get back on its way back. |
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| More publicity to encourage more people to use it. Difficult to get time at chosen location and make bus connections back to overnight accommodation. |
| On the current timetables, both the 128 and M7 leave Thornton le Dale at 1530 making a 90 minute wait for the M3 in Pickering. I'd usually rather spend that time watching wildfowl at Thornton. |
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| Poor use on the Saturday. Would Wednesday be better with midweek walking club outings and just a midweek break for many |
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| Timetable confusing - especially for 'newcomers' |
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| We have used the Moorsbus for many years and we think it is a wonderful facility. The buses we have been on this year have only had a few passengers. Let's hope there are more over the next months. |
| The bus is a godsend to travel as I have severe walking difficulties, but wanting to remain on feet! And view spectacular scenery. Have been to Stokesley for Sunday lunch a few times - but there's little to see in the town. Special thanks to Eden for the rescue from the Buck Inn today following a fatal motor cycle accident when bus found road closed. Thank you! |
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| Wonderful to have the bus. Grateful thanks to the organisers. |
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| So glad it's back. Fantastic service. |
| Amazing service |
| We are very pleased that we can now change at Stokesley from Guisborough and go onto Thirsk and Northallerton |
| Drivers on First York bus very pleasant and helpful |
| Fantastic, very good option for a rainy, cold day |
| An excellent service with most helpful drivers |
| Lovely to get out on the moors again this year |
| Dirty windows on M6 spoilt trip to Rosedale!! |
| I'd like the last bus from Thornton le Dale for Guisborough to leave around 1700 - allowing 90 mins more to complete walks than now. |
| The Saturday M2/M3/M4 service is poorly supported so far - perhaps a midweek service instead? |
| Great guided walk today thanks to Helen |
| I was disappointed to find that it is no longer possible to wait for the last bus in Thornton le Dale, watching ducks and eating ice cream. |
| Better connection at Helmsley for York people |
| Really enjoyed the circular route to Thirsk and back to Helmsley. Also noticed people from camp sites (Black Bull and Rosedale) using bus on trips to and from Pickering, so maybe a good idea to have Moorsbus information at campsites. |
| Having not used the services for a few years I've really enjoyed this season being able to access the Moors for my Sunday long runs or Bank Holiday long walks. |
| Only downside to today's adventure was being stuck in Hutton le Hole for approx 2 hrs waiting for the bus home |
| Long may it continue |
| Moorsbus extends travel options and makes possible journeys that might be possible but only by taxi which would be too expensive to consider regularly. |
| October would help people to walk over a longer season |
| Chap got on at Danby Stn and because of him taking so long to sort change for his fare - he and 5 others missed their 128 connection to Scarborough. Perhaps another year the Danby bus could leave a few minutes earlier to help. Our Moorsbus was turning into Ropery as 128 exited at Aldi. |
| Still very good value for money |
| Shame TPE's new timetable means both Sunday return buses to Malton now miss train connection back to York. Otherwise I would travel out regularly on Sundays. |
| Any chance of a detour to Botton near Danby? |
| This route to Malton and from Malton should be daily and more frequent due to closest railway station |
| Picked the same group of runners up that we did last year when we took them from The New Inn to Rosedale so they could run back to Cropton. This time we took them from the Lion Inn to Hutton le Hole so they could run back to the Lion Inn. |
| Girl joined at Malton Station who came off train. She intended to go to Terrington but no bus there, so a Moorsbus regular mentioned the Moorsbus and information and she enjoyed a good day out at Danby. She was staying in York but lived in London. |
| Good idea putting posters up for Rosedale Show (best take them down now). Good to have special event buses, I would have liked one to Farndale Show (without the walk). |
| Sundays and Bank Holidays in all weathers are just right for me to be with friends on Moorsbuses taking me to the country and lots to enjoy. |
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| It would be good if bus could run from York on a Sunday as well as Friday and Saturday |
| Thank you for organising / seeking financing etc |
| Such a friendly service |
| M3 to go to Thornton le Dale as in 2018 |
| I get home about 7pm. I walk up the hill and that's OK. For young children that may be too late. But it is mainly old folk, so they won't mind and would probably want longer at venue if anything. Tricky. |
| Fantastic service and really makes it easier to access a wide variety of areas. One thing to consider might be through ticketing from the M7 through to Malton on the M3/M5 - and better advertising those connections (e.g. the 1537 arrival from Dalby at Pickering connecting into the 1547 to Malton. |
| A bit of confusion at Kirkbymoorside as expecting M4 and it was M9!! The drivers are very helpful. |
| An earlier bus to Sutton Bank would be nice. |
| As always, my needs are fulfilled on Sundays and Bank Holidays’ |
| It's wonderful, well organised - a boom for old people to get out. Good for morale, stops depression for the day |
| It was better when M3 went to Thornton in 2018 season |
| Save money! Run Sundays only. |
| Unable to get to Coxwold or Wass for walking |
| Difficult to meet up from 128 to Sutton Bank without long wait in Helmsley |
| Bus for walks not as good as 2018 |
| I'm always grateful for the service and pleased at value for money |
| I would like to go to Helmsley on the lunchtime bus but can't as there are no buses to Gt Ayton on a Sunday |
| M3 to go to Thornton le Dale |
| M3 to go to Thornton le Dale instead of Malton - to enable later return from Thornton to Teesside |
| Sunday M3 to go to Thornton le Dale |
| A friendly journey on all Moorsbuses with familiar faces and good drivers |
| My gran and aunt talk about Moorsbus a lot so I really enjoyed using it today and meeting many of their friends. I would like to use the bus again next season. |
| Do not accept OAP bus passes - charge them £5 instead. If by doing so you lose 50% of passengers, you will still see an increase in takings. |
| Thank you for operating a very good Sunday service |
| When leaving 128 Helmsley to catch the Moorsbus to Thirsk it’s a bit tight for time to get across the road! Please give 5 mins more. Please date renewal from start of bus year. M3 from Danby to Malton also to hit 1607 to get 843 at 1615. Thank you so much for all the work volunteers do. Much appreciated. |
| Could you have the frequency of buses at the start and end of the season as now, then during the peak months say July and August have more frequent buses |
| My grandson really enjoyed using the Moorsbus |
| I very much appreciate the service |
| I wish the one that goes to Dalby Forest went up as far as the lake and Bridestones Car Park and there was time to do a walk around either. |
| Hutton le Hole. Please keep the M8 running! |
| The bus sound particularly noisy - lots of rattles |
| Last bus from Thornton le Dale is too early |
| A wonderful service which took me to places I had only reached by car before. |
| It's brilliant. |
| Reassuring from driver saying they wait for connections - as a bit tight off 128 to get M4. Seen today 2 separate roe deer and 2 red kites and close up of a glider. Very grateful to be able to see our lovely countryside. |
| A brilliant service that never lets me down. Reliance drivers great. |
| Great as always! |
| Very good as always. Pleased with longer season this year. |
| A pity the Saturday bus doesn't start from Teesside. |
| Better connections between M6 and Esk Valley trains in a morning |
| This does seem to be a long distance walkers club, I have 2.5 hours to wait for a bus on Blakey. |
| On previous occasion Arriva driver queried validity of ME1 Go Anywhere ticket for inner zone but did let us on. |
| Caught the York bus at Malton railway station, this was due to the non arrival of the Saturday bus from Norton College due to roadworks. All credit to First Bus who came round the roadworks and arrived on time on the Sunday! |
| Good to see we picked 6 visitors up at Malton station who wanted to be at Pickering and returned on the 1547 bus back to Malton and all paid a fare! |
| I think it is a wonderful service and I am grateful to all the volunteers. |
| I loved the slide show on the bus of the art exhibition in Danby, which I also visited as well. |
| It would be nice to visit Helmsley, Kirkbymoorside on Saturday from Stokesley and on a Friday market day, Helmsley. |
| First usage and thought the service excellent and useful to me as I have no car. |
| Many thanks to all involved. Try to use Moorsbus system each week. |
| Fantastic! |
| While using Moorsbus on Saturday our Moors Rover ticket was queried twice. Firstly on the 2.50 X4 from Saltburn to Whitby the driver looked very unsure about it. Then on the X93 1616 from Whitby to Scarborough the driver said it wasn't valid but let us travel. |
| Brilliant, friendly service. Could not have walked both ways, but this gave us the chance to do right length of walk and then pub lunch too. Thank you. |
| If it wasn't for Moorsbus I wouldn't get anywhere. |
| I travelled on some of the Moorsbus services last Saturday and everything worked well, so thank you for all the care and attention that goes into providing a first-rate service. I have to say that all the drivers were most friendly and helpful. Having stayed at Helmsley youth hostel on Friday night, I travelled by East Yorkshire 128 to Kirkbymoorside, thence by the M3 bus (Reliance) to Blakey, Lion Inn. I was glad to see the M6 bus (York Pullman) arrive at this bleak and remote spot - which it did on time. I took this bus to Pickering and then on to Dalby Forest and back to Thornton-le-Dale in order to make a connection with the next 128 to Scarborough. This all worked very well. My journey between Reading (home) and Scarborough (and back) was by train |
| Might I suggest some improvements to the Moorsbus map on the website and timetable leaflets? a) I would have found it helpful for Blakey to be shown, along with the one journey of the M6 there on Saturdays. b) The section of route between Kirkbymoorside and Helmsley is only shown as operated by the 128, whereas it is also traversed by the M4 on Saturdays. c) Moors Rover tickets are also issued and accepted on the 128 between Kirkbymoorside and Thornton-le-Dale, but this is not indicated on the map. d) Castleton station is actually Castleton Moor according to the National Rail website. e) At risk of making the map too "busy" perhaps you would consider including the North York Moors Railway on it? I hope this is helpful |
| M3 to serve Thornton le Dale as per 2018 route - to enable later return from there to Middlesbrough |
| Sutton Bank more on Fri and Sat. On a Saturday the Stokesley Danby bus we wish it would connect with the bus leaving to go over the moors for an all round trip instead of the same way back. |
| Good timetable now |
| I thought it was fantastic and will certainly use it again - thank you. |
| It's a great service and we look forward to it starting every year |
| Due to other commitments this was my last trip out on the bus. Have manage to use it most weekends and had lots of good walks etc. Many thanks to the efforts of the organisers and volunteers they’ve done a magnificent job. |
| Pickering to Rosedale via Newton upon Rawcliffe. Scarborough - Forge Valley - Dalby Forest. There are nice walks from both these routes back to the A170 to catch the 128 home. |
| Thank you to all the volunteers who have done the hard work of putting timetables together. |
| It is so lovely to get out and see people and our beautiful countryside. Any thanks to all the volunteers.  |
| Tea room on left before Folk Museum Hutton le Hole. Fire brigade in attendance and fire through roof - burnt rafters and big hole in roof sadly! Lovely to see several school parties exploring Danby Centre but sad that Iron display wasn't ready for them. |
| I am very grateful to all the volunteers who have set up and monitor journeys. It gives lonely folks a lot of pleasure seeing our beautiful countryside. Thank you! |
| Last year I could have a short time at Danby Moors Centre and then continue to Thornton Dale. Now this year - no stop at Moors Centre and misses out Thornton Dale. This is on the M3 4.15 route from Guisborough. Not enough buses served by Great Ayton. |
| If the Moorsbus started earlier then a connection to the 128 Pickering bus would be possible. The drivers are amazing - so helpful and friendly. |
| If bus could go to other parts of Dalby Forest to give extra walking routes. |
| Could the Dalby bus go further into Dalby Forest like it used to? We did walks from the Lake to the centre and from the top down into Thornton Dale and/or Allerston. |
| More routes. |
| It's great! I look forward to it every year and give you a donation each time (glad we can do that now) so that it can continue. Just wish 128 was hourly on Sunday. Don't know if you subsidise them or not. As it is not very good for open gardens or Thornton le Dale band on the green. |
| I have chosen 'more routes' as I feel this may increase usage by giving folk more options those that don't currently use it may be attracted too. |
| 128 Sunday 2 hourly service puts me off using some of Moorsbus service |
| It is always a pleasure to go out for the day, enjoy the scenery and not do any driving! |
| Please keep the service starting at York as it is very useful. |
| A very good service. |
| It's been a most enjoyable season on the Moorsbuses |
| On a Saturday at Guisborough it would be good if Moorsbus could wait a few minutes for X93 bus to arrive |
| Good reliable service |
| Good timetable now. |
| Good timetable |
| Timetable now good |
| Good timetable |
| The timetable is good now. |
| Happy with the Moorsbus. |
| Just wonderful. Very impressed - first trip |
| Timetable much better than last year. |
| The timekeeping of buses I have used has been very good and in sync with the timetables. |
| A later departure from Thornton le Dale would be helpful. |
| Timetable good this year |
| First class. |
| First class service plus drivers |
| I like the Friday and Saturday services in particular and they seem popular with others on the Danby route especially. It is good we can pick up the bus at Kirkbymoorside. |
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| Everything is OK |
| It would be nice to extend the season by starting mid-April and continuing until the end of September as now. I am just appreciative of the fact you are able to keep the existing routes operating. |
| Bus on time. Good service. Very pleasant driver. |
| Good service |
| Would like to have more time at Danby. Would like to go to Helmsley, Kirkbymoorside on Saturday and be able to get home to Stokesley teatime. |
| Would be nice to go to Helmsley on Saturday and be able to get back to Stokesley later in day. Danby would like to be one hour before coming home. |
| Good to connect with service via Thirsk - it worked well today. |
| What other bus service sells its own brand of preserves? Start the day on a Moorsbus breakfast. Thank you Helen. |
| The timetables are very hard to understand. The buses don't coincide with the 128 sometimes. It’s no use being out in the countryside late tea-time when you have to get back to Scarborough. The stay at Danby was either 40 minutes or 2 hours 40 minutes. Just over 1 hour would be better. |
| Excellent. Reliable. |
| Much appreciated. |
| I have used the Moors Buses for many years and found them very good. Yes, I am a driver but I see more when on the bus . I would like the season to be extended and if possible other days in the week in the summer.  |
| Thank you to all the hard working volunteers. Much appreciated. Lovely driver too. Like the donation ticket system. |
| A particular attraction is to enable a linear walk between different bus routes / stops. |
| Roll on next season of wonderful days out via Moorsbus. Great service. Great people. |
| Worry of missing a connection. |
| Thank you. |
| Be nice to have a longer season. Be at Danby longer. |
| Thank you once again for organising all the moors bus timetables etc. We have thoroughly enjoyed all our trips and special thanks also to our Saturday York to Danby bus driver. |
| M3 to go to Thornton le Dale please |
| The more direct route to Helmsley used to be good as it enabled more stops to walk. Incorrect route for Saturday displayed where I got on (Redcar, 10 Dyke Road). |
| M3 to run to Thornton le Dale - to enable later return to Middlesbrough from there (latest currently is 1530). |
| Thank you for all your hard work making the Moors Bus possible. |
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| Thank you to all who organise this bus. |
| Such a great service. Many thanks to all concerned. |
| Your drivers are a major asset. I wish all bus drivers were like them. |
| Buses should run for longer into the evening. On Sunday, the last bus from Hutton le Hole (1522) is not late enough. The route map on the back of the timetable should say 'Sunday / Bank Holiday' as it's not the Saturday map. Finally thank you for running the Moorsbus service. |
| Find bus leaving Danby at 1250 too early, but other bus 4.40, too late. |
| Be nice to have a longer season. Be at Danby longer. |

*NOTE: Statistical results of the 2019 survey are also available. These represent 708 passengers in 446 groups and include demographic data, spending patterns, quality assessment, journey patterns, etc.*

*www.moorsbus.org*