

MOORSBUZZ



No.1

GREENER, FAIRER, BETTER

The Moorsbus Network gets on the road earlier and for longer in 2026. We're starting services on Good Friday, 3rd April and then on Easter Saturday, Sunday and Monday. After that sudden burst, you'll find Moorsbus every Saturday, Sunday and Public Holiday to 27th September.

Greener? We're using some of the greenest diesel buses available - all to Euro VI standard. And one of our operators is planning to test an electric bus on a Moorsbus route (not easy given the length of routes, the hills and the total lack of bus re-charging facilities in a rural area).

But even so, one Moorsbus can carry many times more people than a car, reducing the carbon and other negative impacts which cars give.

We're helping keep the area special: for all, and for future generations.

Fairer? This year our fares have been held again. Short journeys start at just £1 and there's a maximum of £3 for any single journey. Our great value Rover tickets are £10 adult (£3 child / young person) giving all day, travel anywhere not only on the Moorsbus Network but on other specified routes in the area.

Moorsbus makes the area accessible for those who can't afford a car (or don't want to drive). It also makes it possible for overseas visitors to get to the North York Moors.

Better! Thanks to passenger feedback through on-board and on-line surveys, we've met more expectations and got an even more comprehensive timetable. In 2026 we're re-establishing routes lost due to the shortage of buses, drivers and operators last year and introducing Saturday services for the Hull, Beverley, Malton and Pickering route, and for the Helmsley to Castle Howard service. Thirsk is re-connected on Saturdays and Sundays.

And all for a full month longer.

Together we're making it better.

Pick up a copy of the new 36 page timetable from libraries, information centres and other outlets. And if you can help distribute more, please get in touch.



2025: WHAT YOU SAID ABOUT MOORSBUS

Our 2025 surveys show what passengers thought about the service and what should be improved. The results represent 818 passengers in 489 groups, and 2,243 journeys.

Overall satisfaction levels were consistently high: passengers gave approval ratings of

- ▲ 97.4% for **reliability**,
- ▲ 98.8% for **value for money**;
- ▲ 94.4% for **information**;
- ▲ 99% for **drivers**.

Lowest scores were for **routes taken** and **frequency of buses** with both at 85.4%.

6 out of 10 passengers came from a **household without a car**. Almost a quarter said that they had a **long-term health or disability issue**.

6% of journeys started by **train** and the average **spend** per passenger was £14.49.

Lots of passengers gave written comments: every one was considered by the Community Interest Company directors. The full results are on the Moorsbus website.

***This year's survey forms** are on every bus, and there is an online version as well. Please fill one in for each day you travel. Your views matter.*



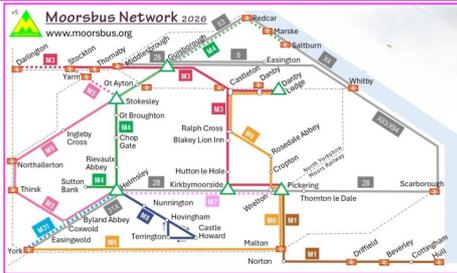
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Not just one route: A WHOLE NETWORK



Unlike bus services in many other rural areas, including other National Parks, Moorsbus is a network of interconnected routes. It's based on our research which shows that a high proportion of visitors to the North York Moors tend to graze from place to place. They may start with a coffee, take a short stroll, have lunch in a pub, go to a museum or have a walk, and then top it off with a nice afternoon tea.

And the journey patterns of locals are often complex as they need to reach services and facilities in different places.

That's why we don't run just one core route, but have created a connected network which matches the 'grazing' of visitors and locals. It's quite difficult to ensure those connections - unlike in urban areas, passengers often need to have a short break if they've travelled a long way, rather than jumping off one bus and straight onto another.

PAYING FOR MOORSBUS

As you'll know, rural bus services usually don't pay for themselves. Especially when you've more sheep than people. So every year we need to raise the funds to operate our network. Last year we had support from

- ▲ North Yorkshire Council
- ▲ York & North Yorkshire Combined Authority
- ▲ East Riding of Yorkshire Council
- ▲ Hull City Council
- ▲ Howardian Hills National Landscape
- ▲ North York Moors Association

plus grants from town and parish councils.

We also had help from the **Friends of Moorsbus** - selling jams, books and backpacks, and our on-bus **Donate Tickets** helped pay for the network too.

Supporters also arrange fundraising events for Moorsbus where we'd love to see you, including...

SATURDAY 4th APRIL 10:00 to 12:00

Coffee Morning in aid of Moorsbus

hosted by Rosedale Parish Council at The Coach House, Rosedale Abbey.

Catch **Moorsbus M6** from York, Malton and Pickering (or Danby or Castleton).

And keep a look out for other Moorsbus fundraising events on the web and in Moorsbuzz (or organise one for us!)

Moor connections

Confidence in making connections is vital, especially for visitors who haven't been here before. That's why in this year's timetable booklet we've listed all departures at our key interchanges and included diagrams showing how to find the different bus stops.

But at the moment our network can't reach every community, despite our best intentions. That's why we're supporting the concept of a much better 'Swiss-Style' approach (see next column).

We're also really keen to work with the York & North Yorkshire Combined Authority on a project funded by the government to look at Rural Bus Franchising whereby the Mayor would be responsible for developing and delivering a complete bus network.

Moorsbus is already a de-facto *micro-franchise* in that we survey and listen to passengers, design the routes and timetables, agree fares, and then contract with operators to provide drivers and buses.

So many ways to be greener, fairer and better!



Help us get the printed timetables out there.

We've a huge area to cover, from Hull to Darlington, and Saltburn to York. So any help you can give us in distributing timetables is really welcome (especially early in the season). Let us know if you can give timetables to your local shops and pubs, to your neighbours and friends. Pick up a handful from the bus but if that's not enough, please ask us for more.



NETWORK NEWS We're really pleased that passengers from **Redcar & Cleveland** can catch Moorsbus again after last year's difficulties. And speaking of difficulties, the re-opened road through **Rosedale** has simplified the timetable. If we've not been able to meet your specific route request, it's not through lack of trying. This year's final timetable is **version 11** - having started work last September, the creation of the timetable takes a lot of thought, care, creativity and time! We're getting there - slowly.



David Skaith, Mayor of York & North Yorkshire (centre), with Moorsbus Directors Bill and Helen

From moorland to Swiss mountains

A Moorsbus ambition is to see a comprehensive, integrated network across a much wider area.

Two years ago transport planner Jonathan Tyler produced a report which showed how a joined-up bus and rail network could work across the whole of York and North Yorkshire.

It was based on what's often referred to as the 'Swiss-system' of clockface schedules. In Switzerland it delivers exceptional punctuality, unified tickets covering bus, train and boat, and it connects even the smallest community. Buses and trains depart at least hourly (even for small villages) and every half hour or more frequently in larger towns and cities. It's our vision for here.

New thinking

It would need some creative thinking and serious investment. For instance, key bus stops would need to allow for at least two buses to connect, we'd require more bus shelters and better real-time information, and it would be necessary to remove blocks to shared ticketing.

It could avoid the nightmare of having even more cars and car parking damaging the special qualities of the area. Can you imagine every road being widened to cope with thousands of cars (whether electric or driverless), extra car parks and signs? Creating a seamless bus and rail system here would be a huge step towards providing a genuine alternative to owning a car, and would bring immense benefit to the local community, to the tourist economy and the environment.

It could, and should happen here.

The next Moorsbuzz (in April) will give news of MoorsRewards and where you can get little extras to make your £ go further.