

**FINALLY**

19. Does your household have a car? Yes  No   
If YES, could you have used it TODAY?

20. Are you aware of the Days Out Journey Planner leaflets?

If YES,  Not used  Used

Did you find the leaflet useful?

Why? .....  
.....

Where did you get the leaflet?

- TIC  Hotel/B+B  Shop/local outlet
- On bus  Moorsbus Coordinator  By post
- Other, please state .....

**MOORSBUS COMMENTS**

21. Please add any other comments on how Moorsbus is performing and how we could do better.

Thank you

Fold here

North York Moors National Park Authority  
The Old Vicarage  
Bondgate  
Helmsley  
York  
YO62 5ZZ

BUSINESS REPLY SERVICE  
Licence No. NEA11098

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**2008 PASSENGER SURVEY**

We are always striving to improve our service and we need your help to do this.

Your views form a vital part of the Moorsbus Network and although we have to work in the real world - and with limited budgets - the success of the service is a direct result of your input.

We want to ensure that in 2009 we give the best possible service, and for as many users as possible.

Please spare a few minutes of your time to complete this questionnaire.

If you are posting this form back to us, please make sure you seal ALL open edges with tape along their full width.

If you would like a copy of the 2009 timetable please add your name and address. Survey results will be available on our website or by request. (The information you provide will be held under the data protection act 1998 and will not be used for any other purpose.)

NAME.....

ADDRESS.....

.....

.....

.....

.....POSTCODE.....

Please hand your completed form to a Moorsbus Co-ordinator or driver, or post it to us by sealing it along all open edges with tape. No stamp needed. Please complete only one form for each day of travel.



The Moorsbus Network is a service of the North York Moors National Park Authority, The Old Vicarage, Bondgate, Helmsley, York, YO52 5BP. Tel: 01439 770657 www.moors.uk.net/moorsbus

**ABOUT YOUR JOURNEY**

1. Date of travel?

2. Where did you first board Moorsbus today?

3. Including travelling to and from the park, how many journeys did you make on Moorsbus today?

4. What time did you set out today?  
to the nearest hour

5. What time do you expect to return to your home  
or overnight accommodation today?  
to the nearest hour

6. What other transport have you used today?
- Other public bus
  - Train
  - Motorcycle
  - Own vehicle
  - Hired vehicle
  - Bicycle

**ABOUT YOUR VISIT**

7. What is the main purpose of your visit?  
Please tick only one box

- Ride in the countryside
- Visiting friends/family
- Visiting a specific attraction (please state)
- Shopping
- Meal
- Walk (please state no. of hours)

\_\_\_\_\_ hrs

Other please state \_\_\_\_\_

8. Are you?
- a) A local resident  Yes  No
  - b) On a day visit  Yes  No
  - c) On holiday  Yes  No
- No. of nights? .....

9. Type of accommodation?
- Hotel
  - Guest House
  - Chalet/Cottage
  - Bed & Breakfast
  - Camping/Caravan
  - Staying with friends/relatives

**ABOUT MOORSBUS**

10. How did you find out about Moorsbus?
- Timetable
  - Internet
  - Info Centre
  - Newspaper/Magazine
  - Poster/leaflet
  - Friends/family
  - Bus advertising
  - TV/Radio
  - Used it before
  - 2008 Out and About Guide

Other (please state) \_\_\_\_\_

11. Other than today have you received or seen any information we produce about Moorsbus in the last 12 months? Yes  No

12. Please indicate how satisfied/dissatisfied you are with Moorsbus information  
1 Very satisfied; 2 Fairly satisfied; 3 Neither satisfied or dissatisfied; 4 Fairly dissatisfied; 5 Very dissatisfied
- |  | ☺ 1                      | 2                        | 3                        | 4                        | 5 ☹                      |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The amount of information                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The clarity of information                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The accuracy of information                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The provision of passenger transport information overall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13. Please indicate how satisfied/dissatisfied you are with the following element of the Moorsbus service
- |                      | ☺ 1                      | 2                        | 3                        | 4                        | 5 ☹                      |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Routes taken         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of buses   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Value for money      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reliability          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Comfort              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drivers              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Co-ordinators        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness of buses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

14. Please indicate how satisfied or dissatisfied you are with other local bus services (i.e. NOT Moorsbus)

**ABOUT YOURSELF**

15. Full postcode?

16. Please state the AGE and NUMBER of the people travelling in your party today.

- |                      |   |                      |                      |                      |
|----------------------|---|----------------------|----------------------|----------------------|
| Ages 0-4             | Ages 5-10   | Ages 11-15           | Ages 16-17           | Ages 18-24           |
| <input type="text"/> | <input type="text"/>  | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Ages 25-34           | Ages 35-44  | Ages 45-54           | Ages 55-64           | Ages 65-74           |
| <input type="text"/> | <input type="text"/>  | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Ages over 75         | <i>Please enter the number of people in the relevant age box.</i> |                      |                      |                      |
| <input type="text"/> |   |                      |                      |                      |

17. Please indicate which of the following nationally agreed ethnic groups each person in your group considers themselves to be in.
- White British
  - White Irish
  - White Other (please specify) .....
  - Mixed White and Black Caribbean
  - Mixed White and Black African
  - Mixed White and Asian
  - Mixed Other .....
  - Asian or Asian British: Indian
  - Asian or Asian British: Pakistani
  - Asian or Asian British: Bangladeshi
  - Asian or Asian British: Other.....
  - Black or Black British: Caribbean
  - Black or Black British: African
  - Black or Black British: Other.....
  - Chinese
  - Other (please specify) .....

18. How many people in your group consider themselves to have a long-standing illness, health problem or disability that limits their daily activities or the kind of work they do? .....

Does this affect their mobility in any way? Yes  No