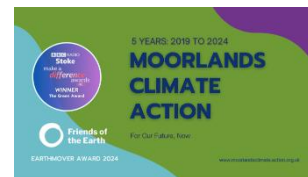


## Answers to Moorlands Connect Survey Questions



### Q1. Have you heard of the Moorlands Connect service?

Of the 40 respondents, 32 had heard of the service and 8 had not.

### Q2. Have you used the service?

Five respondents said they had used the service, 32 said they had not used it and 3 did not tick either option.

### Q3. How often do you use it?

Very few responses, one said 'weekly' and five occasionally.

### Q4. How do you book?

Also, very few responses; three said 'app' and five said 'phone'.

### Q5. Have you had difficulty booking?

Of those who ticked the boxes, two said 'yes' and three said 'no'. However, there was a lot of feedback on their experience or inability to book, clearly from more than those who ticked the boxes.

- It's difficult for me to use the app and usually they have been great when I've phoned but this last time they said I really should be using the app. For a dyslexic person it is a challenge.
- Yes, I tried to book a return trip from Leek to Ecton but could not find a time slot for the trip.
- I don't use the internet, so don't know how to book. I don't know their timetable or how much it would cost.
- I would have used it but where I am staying the signal does not favour use of an app, and office for telephone shut at weekend.
- No formal comment from respondent but did have app on phone and hasn't used it.
- No but what I have used is great.
- Have friends who have had difficulty.
- None, as not yet used.
- A Ukrainian guest at our home used this service four days per week to get to their employment. Booked by the app. Teenage guest used the service four days per week to return home from school.
- Have heard of it but wasn't aware of how to book.

### Q6. What are your reasons for using the service?

Some of these responses were from respondents who haven't yet used the service but are describing their potential motivation.

- Encouraging young people to walk.
- I'm a tourist without a car and on a Sunday there are no buses from near Leek.
- Could be interested in the future for bowling events.
- Have been offered a place at Macclesfield College. Considering using this service, as the bus service between Macclesfield and Leek is limited in the morning.

- I have family in Tideswell, so it could be very useful.
- If I used it, it would be for leisure.
- I have considered using it several times for running and walking.

### **Q7. What are your reasons for not using the service if you have considered it?**

This was one of our main reasons for running the survey.

- Haven't needed it but applaud the idea.
- Have my own transport. Not quite sure of its benefit.
- Still run our own car.
- I have not had a reason to use it as yet, but we are considering booking a one-way trip out of Leek then walking back.
- Costly if you are unwaged.
- Don't know their phone number, cost or times.
- Have the convenience of a car - however will consider in future, esp. to Buxton.
- Don't use often because (a) I often have very heavy shopping to transport, (b) I don't have time to wait for the service (c) need it at odd times, e.g. 7pm.
- I was going to book a train trip on Churnet Valley Railway but unable to use app and office closed on Saturday.
- Not aware, need to drive from Stoke anyway.
- Did not know about the service.
- Not connected electronically.
- Didn't know enough about it. No publicity in Ashbourne.
- Live in Meerbrook but service cuts off too early.
- Have got a car. There comes a time when you can't drive and that might be soon.
- Access to car.
- Have mobility scooter. Can't get on.
- Just getting around to it.
- Doesn't extend to Biddulph. No links between Leek and Warslow. No links between Hulme End and Waterhouses.
- I drive an electric van off solar.
- Work frequently or I walk.
- Not enough information.
- Don't know about it.
- Don't know, use scheduled buses, though.
- Own transport.
- Got my own car. Everyone lives near.
- Not needed until now.
- Use my car.
- Hard to find info.
- Don't currently need it.
- We have a car.
- I have arranged lifts, not sure about time of returns.
- Didn't know about it.
- Not available in Cheadle.
- Confusing booking arrangements etc.

### **Q8. Please tell us what you think about the service.**

- Brilliant.
- Not as well publicised as it could be. Son and family have used it and we shall in near future.
- It's a great bus service but not well advertised in our area and since moving to the app a lot harder to use. I would have struggled to get to some things without this service.
- It's a brilliant service that is vital to the local rural communities. I know of at least one person who relies on it on a regular basis.
- A very good idea.
- I think any service that connects people in rural communities with services and friends is to be commended.
- Definitely needs protecting/maintaining.
- It sounds wonderful and needs promoting more to walkers and tourists.
- Good.
- Good to have in place.
- Good idea but needs extending.
- Not been on it.
- It's an extremely good idea. I am VERY pleased to give my support for this vital service to communities locally (and obvs. enviro.).
- It's a great idea.
- Seems brilliant.
- Would use if more information.
- Would use it, for example to go to the Roaches and avoid parking and crime issues.
- Would definitely think about it if I knew more.
- My mum used it, was always excellent, used it to visit relatives, it was very important - sense of independence.
- It was a lifesaver for our guests.
- I'd love to use it for access to walks and pubs.
- I think it is a good service and would consider using it.
- I should use it more.
- From the outside it looks like it would be a good service. I'm very disappointed that it doesn't come to Cheadle.
- Seems like an excellent approach in both directions...to reduce the number of day trip cars entering the Peak District and surrounds, while giving better transport access for the more rural areas of the SM District to the nearby towns and wider transport links.

### **Where do you live?**

Ashbourne

Baddeley Green

Biddulph

Cheadle x 2

Cheddleton

Hulme End

Leek x 21

Longsdon

Meerbrook

Nottingham

Nr Flash

Nr Leek

Quarnford

Sheen x 2

Warslow x 2

ST13 x 2