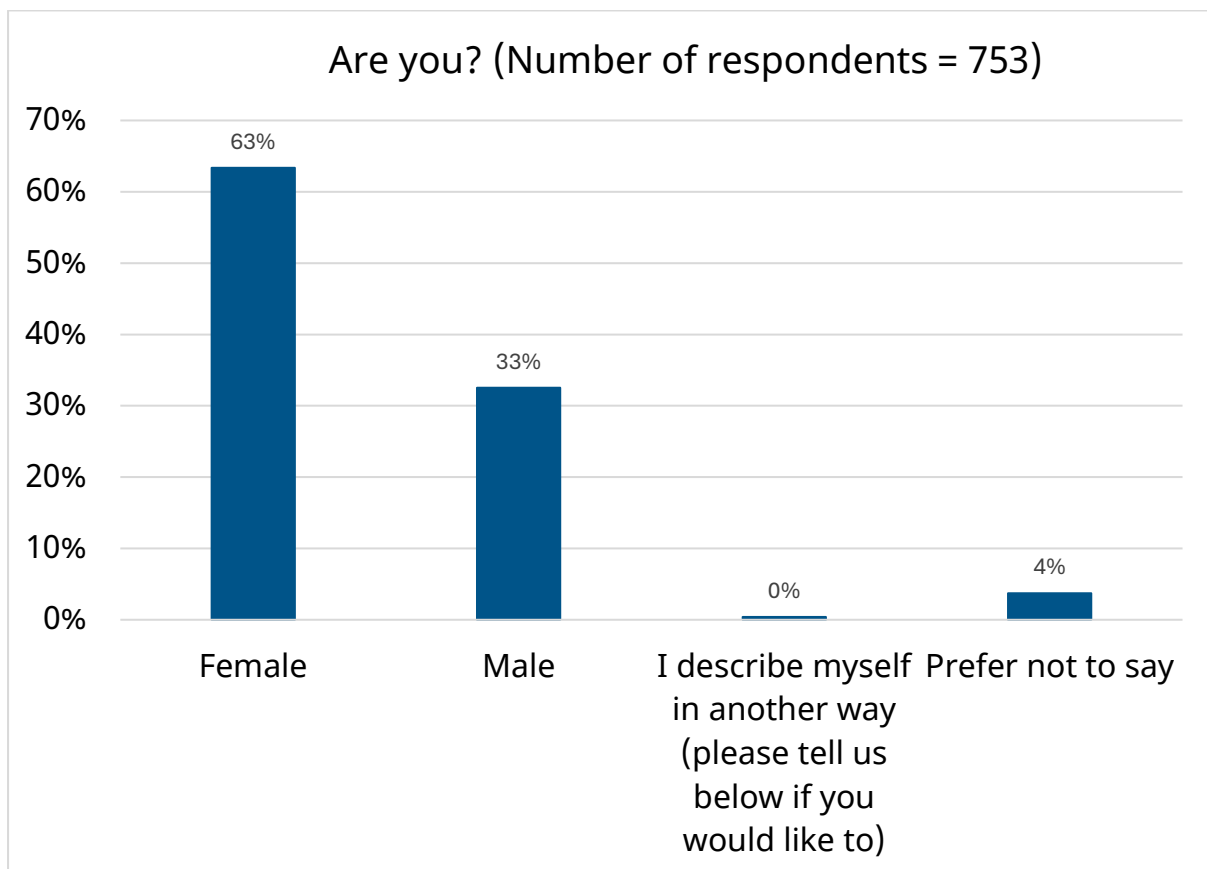
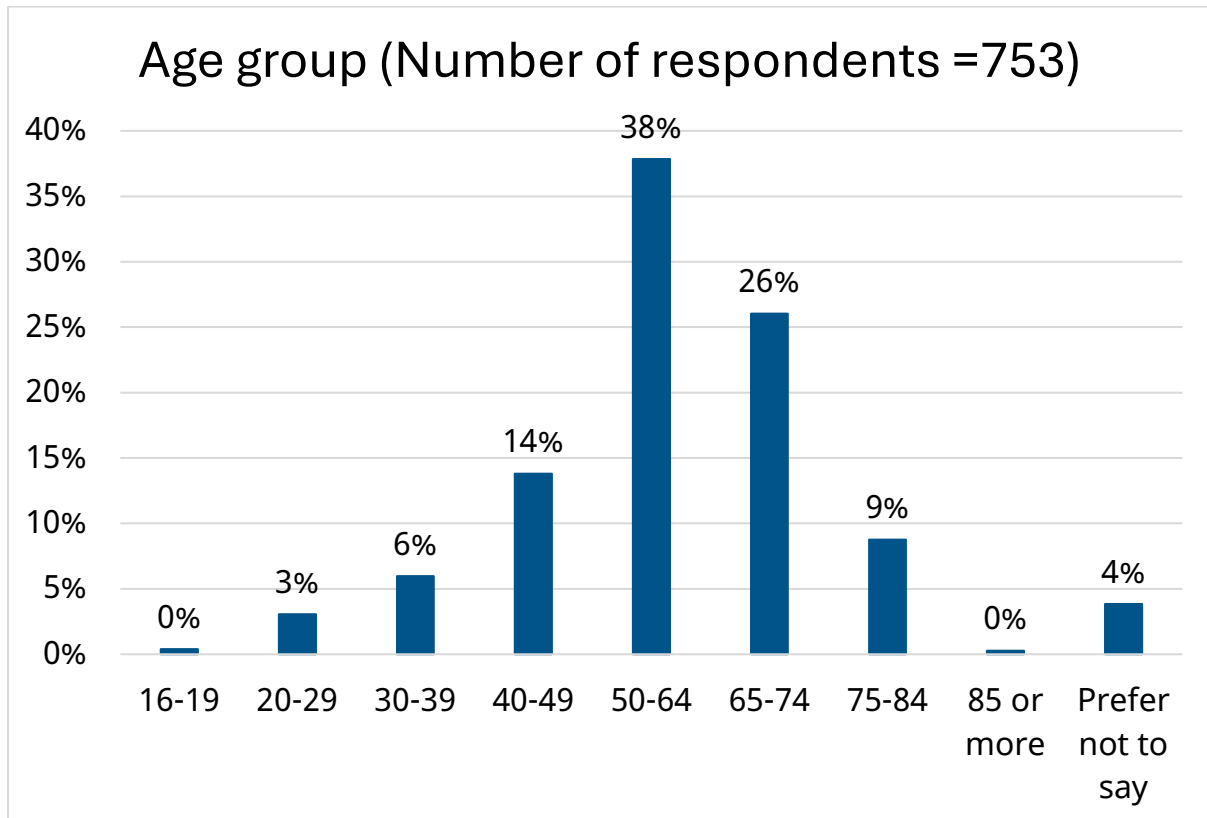
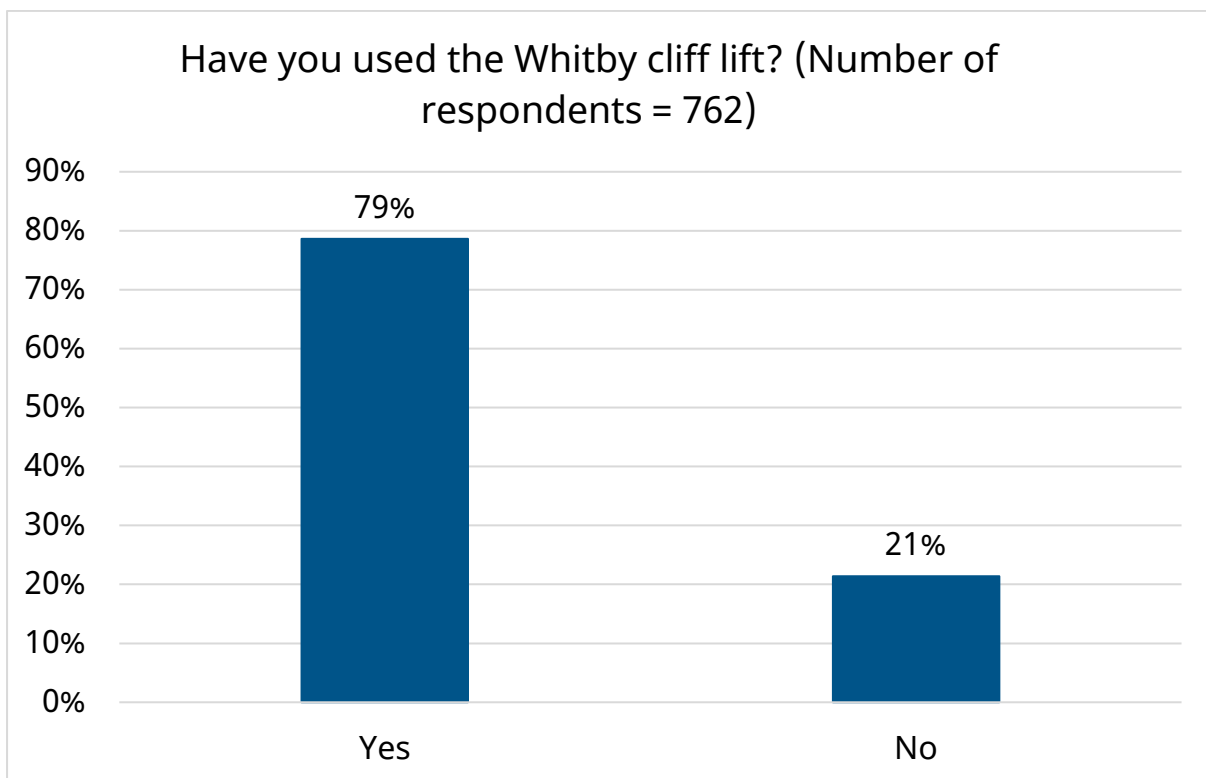
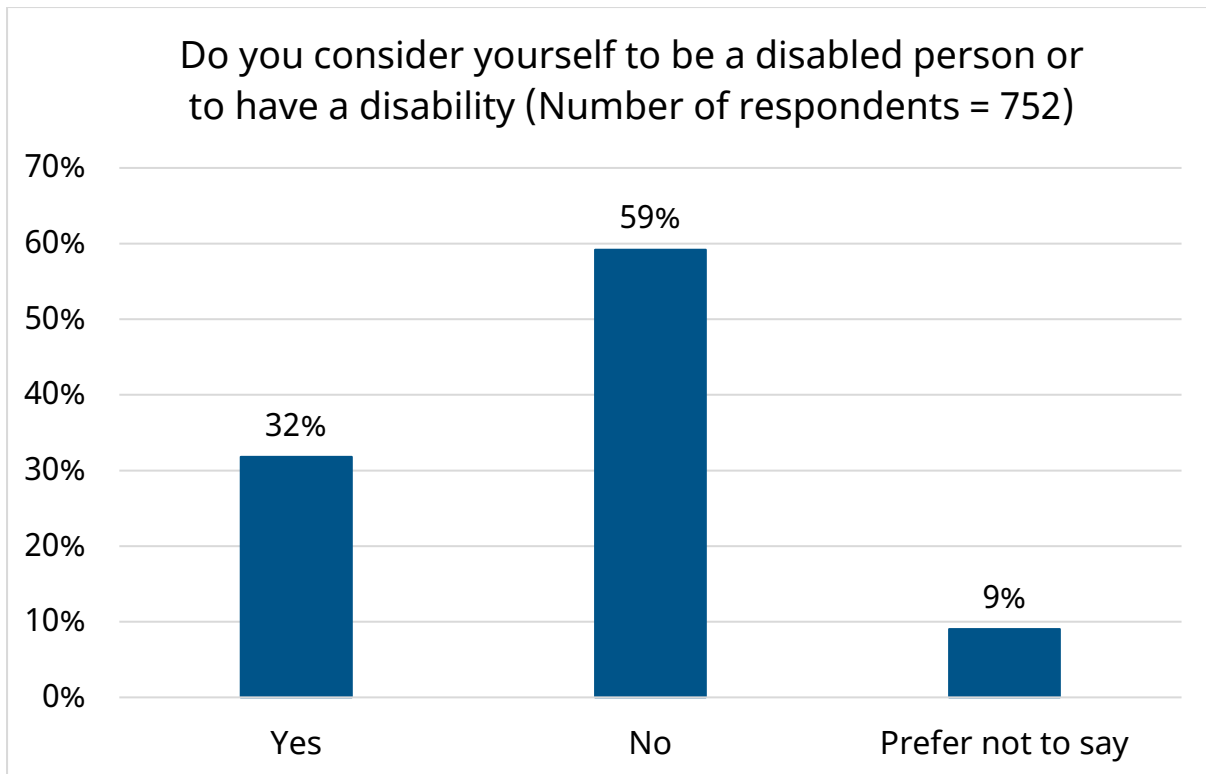
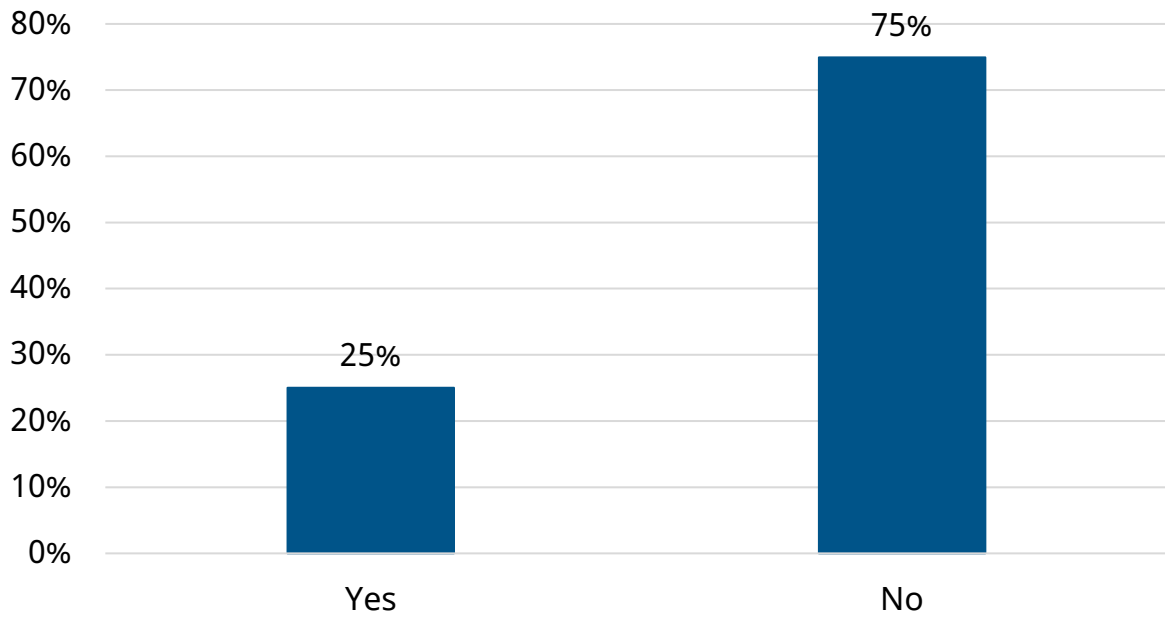


Whitby Cliff Lift Consultation Responses Analysis and Comments

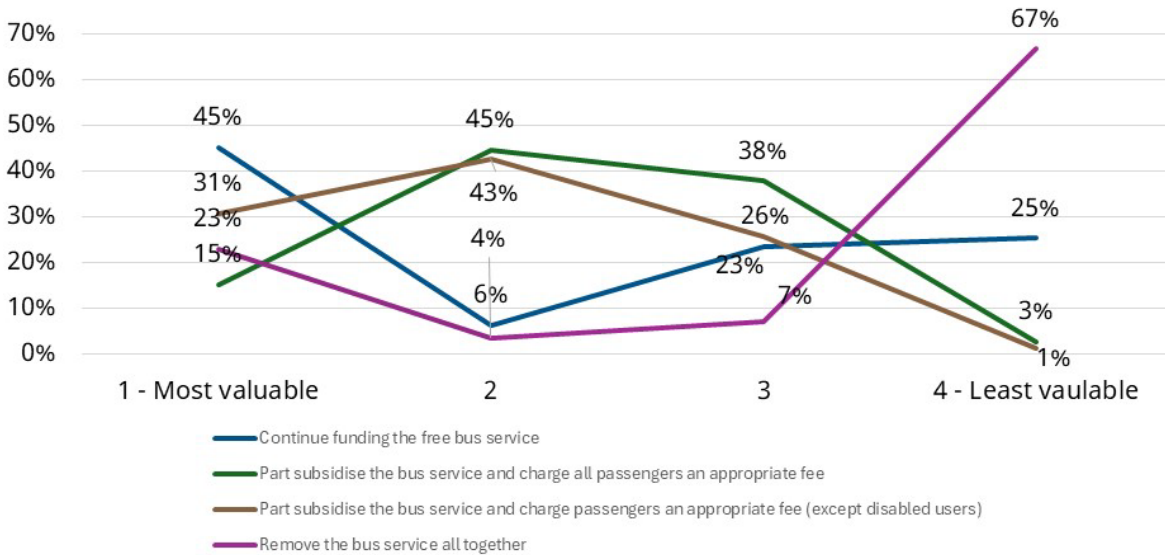




Have you used the replacement bus service? (Number of respondents = 767)



We are considering the following options. Please rank your answers in order of preference by dragging each statement from the left and dropping it on the right into the order where 1 = most valuable and 4 = least valuable:



Whitby expanded thematic analysis

Whitby Cliff Lift Feedback - Expanded Thematic Analysis

Repair and Restoration of the Cliff Lift

Number of Mentions: 196

Sentiment Breakdown:

- Neutral: 91
- Negative: 87
- Positive: 18

Representative Quotes:

- Please restore the cliff lift as this is the only solution to the problem. The minibus was never suitably published few people knew about it. It is virtually impossible for a family plus all their beach equipment to fit safely into a minibus.
- The bus type is not appropriate for physically disabled users. Please consider using the funding to repair the lift or use a more appropriate vehicle.
- Fix the cliff lift
- The preferable solution is to repair or replace the cliff lift.
- Bus no use to us with a mobility scooter. Restore the lift service which we have used with a scooter to gain access to beach area
- The bus service is next to useless - it's hardly there you have to wait ages for it to turn up. For a lot of families they can walk down the cliff, it's getting back up that's the big problem with tired kids, pushchairs etc. plus, it finishes at 4pm and most people want to be on the beach / at the chalets till later in the evening in the summer. If you speak to most tourists in town, they don't even know the bus service exists. The lift shaft should be repaired, and a new commercial lift should be fitted into the old shaft. New commercial grade 10 person lifts are around 50k and would be a far better option than trying to repair the old lift.
- The repair of the cliff lift is a paramount importance for Whitby heritage and should be the first thing considered. Sidelining funding for a bus and repairing is just a waste of council money
- Just fix the bloody lift, we pay excessive council tax, fix it.
- Repair the lift! Maybe use the extra council tax that you're extorting out of second-home owners to fund it. And while you're at it, keep the beach promenade toilets open during the winter too. As for the bus, I saw it once while passing by without realising what it was. And when wanting to use it a few times after that, when my wife was recovering from surgery, it did not appear when scheduled, so it's been unusable. Just fix the lift, please. It's also part of Whitby's history & character.
- Suggest using a Whitby supplier as £10k a month is excessive and must include return journeys to its base, daily. Knew of the service but not seen it advertised till lately assumed it was for less able people not everyone. Cliff lift carried a charge so why not the bus. Alot of people who rent beach huts deserve a pass to use the bus. Remember

one of the criteria to obtain a blue flag beach status is easy access for everyone. Provide it or lose the status. Repair the lift would be the best solution.

Accessibility and Inclusion

Number of Mentions: 197

Sentiment Breakdown:

- Negative: 123
- Positive: 24
- Neutral: 50

Representative Quotes:

- The lift/bus service is an essential part of our family holiday enabling my elderly father to enjoy the beach and the businesses on the seafront, would hate for there to be no way of accessing the beach. Happy to pay a nominal fee for the bus
- If this service is discontinued, it will be impossible for many disabled people to access the beach and beach chalets and in this age of equal opportunities it is a must that the service is retained.
- i have lived in whitby for 2 years and only found out about it this week from this post i have seen others say the same it's not advertised well majority of people visiting whitby are elderly myself being disabled would have used this service regularly i feel if you are to keep it have it advertised around the town so people are aware i have seen the lift and thought it would be great if it worked so a bit frustrating this was available all these years
- I understand the financial implications of this, but it is part of Whitby's heritage and deserves to be restored and then maintained. People often use it for fun and not just because of mobility issues. Scarborough has two cliff lifts, and it is disappointing that we cannot have ours.
- The bus type is not appropriate for physically disabled users. Please consider using the funding to repair the lift or use a more appropriate vehicle.
- Any replacement bus service must start and finish by the existing lift entrance. A replacement service that drops people off at least 300 yards from the existing lift entrance is NOT a replacement service. This is one reason why the take up on the present service is so low. The council should consider the option of having a smaller vehicle (or a beach train) that could access the prom via the Spa pathway.
- My elderly mother was unable to access the prom without the assistance of the lift or more lately the bus. She would be happy to pay for the service. I suspect many older or less able people will feel the same.
- Removing the bus service will have a knock-on effect with people who have poor mobility
- Bus no use to us with a mobility scooter. Restore the lift service which we have used with a scooter to gain access to beach area
- The lift used to be a massive part of my family's beach days. I know there is a bus service which I am unable to access as my mobility scooter is very big and heavy, if I used the bus, I wouldn't be able to get far from where the bus drops you off, as my mobility is very poor. I have not been on the beach for a few years with my grandkids, which I believe i am missing out on their memory making days. It is time Whitby got the

lift sorted and back up and running, especially for people like myself who are missing out on seeing their grandkids having fun and enjoying themselves making memories.

Criticism of the Bus Service

Number of Mentions: 360

Sentiment Breakdown:

- Negative: 204
- Neutral: 126
- Positive: 30

Representative Quotes:

- How on earth does it cost over £50k for this service to run for a season? The costs that are being given are ludicrous. Something has gone seriously wrong if the council have agreed to pay an external company these amounts. The type of minibus that is used could be bought for far less than this and a wage be paid, and I would imagine the costs for the season would be more than half. Whoever has authorised these payments needs sacking. No wonder the council's funds are in such a diabolical mess. It's a disgrace and this makes me so cross. £50k for someone to drive up and down for a season... shame on whoever has charged this and whoever has agreed to pay it
- Repair the lift! Maybe use the extra council tax that you're extorting out of second-home owners to fund it. And while you're at it, keep the beach promenade toilets open during the winter too. As for the bus, I saw it once while passing by without realising what it was. And when wanting to use it a few times after that, when my wife was recovering from surgery, it did not appear when scheduled, so it's been unusable. Just fix the lift, please. It's also part of Whitby's history & character.
- We've been holidaying near Whitby for many years and were unaware of the free bus service to the promenade. I would have used it gratefully on many occasions as I have joint pain.
- Until the Cliff Lift is fully operational, it is important to keep a replacement bus service available and clearly advertised for those that want to use it. We do want to welcome people to Whitby, don't we?
- North Yorkshire council should not be fully funding the replacement bus service - passengers paid a fee when the lift was in operation, so why is it now totally free? If a train is replaced by a bus service due to engineering works and the line being closed, I still have to pay the fare. As regards the Cliff Lift itself, you are throwing good money after bad. The whole thing needs replacing with an overhead structure - a tram lift/ funicular as can be found in Scarborough & Saltburn
- Please mend the cliff lift! The bus service is not a preferable service although a necessity whilst the lift is broken. If the lift is not repairable then replace it with an alternative like a vernacular like Scarborough and Saltburn have. It would be an attraction and would pay for itself over time. We need something for our elderly, disabled and prams to use!
- Fix the lift. Surely the cost of fixing this would work out more cost effective in the long run. Hard to believe you spend 50k per year on maintenance? We used to drive to westcliff to park there, get the lift down and use the beach near the cafe, so spending

money anyway. Now we are more likely to just use the other end of the beach. The bus service isn't publicised enough, i don't know how it works. Also, i dont want to be waiting around for however long for it when the lift takes you when you want it.

- A reliable service, accessible transport. Clear signs of bus stops, properly advertised
- Use the £50k per years to fix the lift enabling full access for all. Using the bus with toddlers, pushchairs, beach stuff and other bags is not an option.
- Ideally fix the cliff lift immediately. It is such a big part of Whitby's heritage and my life growing up there and we regularly used it when it was working. Re the bus service: Give the contract to a local firm to run the bus instead of a company that has to drive for miles to get to Whitby before they even start the day. Or pick a much more local firm say from Scarborough so travel time is minimal. Advertise the timetable well and very clearly for visitor and locals to use it. Seems like lots of no show's days and times. People can't be expected to guess when it will be there. (You can find all the complaints about it on fb groups for Whitby.) It's important that everyone has access to the beach.

Heritage and Identity

Number of Mentions: 50

Sentiment Breakdown:

- Neutral: 18
- Negative: 29
- Positive: 3

Representative Quotes:

- Whitby Cliff Lift is part of the town iconic landmarks & up until its closure was well used by many, including residents, visitors and chalet users. The benefit of the lift is its location on the cliff top and the sea wall. It's easily accessible and available during its operating hours. Parents with children & pushchairs and wheelchair users can access the lift quite easily. Whilst the minibus I understand has been somewhat unreliable and is not accessible to all thus preventing some people with disabilities from being able to access and enjoy the sea wall.
- Consider fixing/replacing the lift. Its iconic. I realise that it is costly, but funds must be able to be sourced. Furthermore, paint or replace the chalets, the fees charged are exorbitant for the state of disrepair they are in.
- I understand the financial implications of this, but it is part of Whitby's heritage and deserves to be restored and then maintained. People often use it for fun and not just because of mobility issues. Scarborough has two cliff lifts, and it is disappointing that we cannot have ours.
- Can the cliff lift not be listed as a listed building/ structure? It's so unique. Lottery funding maybe? Heritage funds.
- O also h with most other Whitbybreidents I'm sure would rather see the the reinstatement of the cliff lift - yet this does not appear to part of this consultation. Has lottery heritage funding been looked at to help fund repairs?
- It is part of Whitby's heritage to restore the cliff lift. It is an integral feature of going to the beach. Many visitors I have spoken to on the cliffs are completely unaware of the bus

service at all, but most remembered the lift when it was in operation. Those who built the lift back in the day did the job before much mechanisation and to give up on it is so sad. Restore it and charge a small fee. You are taking double council tax from 2nd homeowners now so that is a considerable extra amount of money which could be well used at the lift. The bus service is a poor replacement for our lift.

- The repair of the cliff lift is a paramount importance for Whitby heritage and should be the first thing considered. Sideline funding for a bus and repairing is just a waste of council money
- Just repair the lift. It's a landmark that not only is part of Whitby's heritage but provides access for many residents. The bus is not fit for purpose as many cannot make their way from the promenade to where the lift lets out
- The historic cliff lift should be repaired so the shuttle bus isn't required. The money originally allocated along with the £50k cost every year for providing a bus service should be used for repairing the cliff lift. The cliff lift provided disabled access to the beach which is a legal requirement under the Equality Act 2010 to provide access to the beach huts. I have arthritis and whilst not registered as disabled relied on the cliff lift at times to take things to and from the beach huts as unable to carry heavy bags very far.
- Repair the lift! Maybe use the extra council tax that you're extorting out of second-home owners to fund it. And while you're at it, keep the beach promenade toilets open during the winter too. As for the bus, I saw it once while passing by without realising what it was. And when wanting to use it a few times after that, when my wife was recovering from surgery, it did not appear when scheduled, so it's been unusable. Just fix the lift, please. It's also part of Whitby's history & character.

Suggestions and Alternatives

Number of Mentions: 45

Sentiment Breakdown:

- Negative: 30
- Neutral: 15

Representative Quotes:

- Could we find the price for a funicular railway as in Saltburn
- I think the lift needs the money to fix the issues, yes it will cost a lot but maybe set up a 'cliff lift charity' so you could have fundraising events to help the cost & maybe donation boxes? The lift was a blessing to so many people, families with pushchairs & all the beach equipment you need for a day on the beach & easily accessible for ppl with disabilities. The golf buggy that used to run up & down taking people to top near Captain Cook's monument worked very well, would this be cheaper than bus? We visit Whitby fortnightly & have never seen the free bus? We did see a taxi parked way up past the beach huts, felt it was too far out for most ppl to notice hence maybe why it's not getting used! Make plans to return to the lift! BRING BACK WHITBY'S CLIFF LIFT a petition needed!!!!
- The local roads are inappropriate for multiple bus service use especially at the 'peak' times of visitors. I have repeatedly used the steps as an alternative and I find it hard, but I am over 75 and that is to be expected however, it does not stop me doing it at all. Keep

the lift going and/or replace with a viable alternative. Perhaps a lift or two accessible bypass card owners (OAP's & disabled ONLY).

- We rent a chalet annually and have done for many years. If there is no means of getting up and down the cliff, we will not be able to use our chalet. We are elderly and my husband has limited mobility. In the past we could use the lift, with a complimentary pass that was part of the deal of renting a chalet. Non chalet 'owners' paid a small fee. Could something like this be re-introduced to help offset the cost of the bus? The lift was usually well used. I understand it will be costly to renew the cliff lift but surely this must be worth considering. It was an excellent facility that was well used. Part of Whitby's history. At one point there was a golf buggy type of transport to get people up and down the cliff. Can something like this be reintroduced, for a small fee to the general public but complimentary to chalet users, the cost being 'included' in the annual fee. The fee continues to increase yearly so it would be good to have some perks. Some people are coming down the ravine in cars and parking at the bottom. This does not seem right, mostly they are avoiding paying car parking fees which is taking income away from the council, but it is tempting if there is no other way to avoid the steep cliff. Dangerous now golfers can use the bridge too. Tricky isn't it, but there must be some way to take people up and down the cliff. Not only the elderly and disabled need help, but young families too. They often have lots of stuff to carry and/or push with small children.
- Think longer term and fix or rebuild the lift and make it a tourist feature with a small cafe/gift shop at the top. Until then run a bus service but charge ALL passengers for usage. Maybe look to local mining businesses for sponsorship where the lift can be named after them
- A reasonable price for bus journey would be £5. At current numbers that would only bring in £15k per season. If a charge was introduced, numbers would probably fall so the service is unjustifiable. Couldn't there be an 'on demand' golf buggy shuttle service from Whale Bones to sea wall?
- The bus service is not the best option. Repairing the lift would be the best option but after years of poor maintenance from SBC it may not be possible to do that. The option is to replace the lift. Obviously, it is now well known that NYC have not saved the money they said they would, when they became a Unitary Authority. It has become glaringly obvious that Whitby has been neglected in so many areas, the lift a prime example, Scarborough and other places made sure that their lifts were maintained. We do not want a bus we want a permanent solution. NYC stop thinking you can impose upon Whitby solutions for prior neglect by SBC that aren't solutions at all - only half-hearted attempts to shut the residents and visitors up. Stop promoting NYC via Whitby and think nothing needs to be done because despite your neglect, visitors will keep coming. We need the lift to get to the sea front. As stated in the comments of NYC post on Fb very few people knew of the bus, no promotion no timetable. Stop looking for a way to remove another valuable asset from Whitby - replace the lift or build an alternative down the cliff. I suspect you will be using this survey to try to prove that there is not enough interest for a solution. Do your job and replace or give a permanent structure for accessing the sea front. I find it embarrassing for you that you have wasted so much money on a bus you have not advertised, it's almost like you want it to fail by not advertising it, to somehow prove your point that it's not important to have access to the seafront. We want a lift, not a bus. You may as well allow visitors to the seafront to pick up a free phone and get a taxi on demand down to the seafront looking at the numbers

using the unadvertised service. We want a lift or permanent structure for access to the seafront. Please do not disrespect Whitby like your predecessors did for years. Unfortunately, although you are a different larger authority you still have the same elected members that seamlessly moved over to NYC and continue to take no action on behalf of the people of Whitby. We want a replacement lift or a permanent structure that takes people down to the seafront. Thank you.

- Electric minibus based at beach management centre. Cheaper to run and eco friendly. This could be managed on a call system from the cliff top. Prefer the cliff lift to be repaired asap
- we have number 35 chalet and had it for many years, I am 82 years of age and find it too far to the other end of the chalets where the bus drops you off and picks you up, it would be far better for me if the bus also ran to the small roundabout out side the spa as well as the cliff lift and returned there. There are many chalet renters near us who find it too far to walk to the current drop off and pick up point and some previous renters have not renewed the renting of their chalets this year for this reason. Many years ago, when the cliff lift was being repaired, the council had a golf buggy, starting at the old spa ticket office, which is now Clara's cafe, and then down to the beach management office, which was very good.
- No one wants the bus, but we need a way to get up and down to the beach for those disabled persons. A long-term alternative is needed as I need to take my dogs, and I won't take them on a bus for the sake of other passengers.

Chalet Users and Economic Concerns

Number of Mentions: 193

Sentiment Breakdown:

- Negative: 103
- Positive: 18
- Neutral: 72

Representative Quotes:

- Put the money to fixing the lift. Bus rarely used. No publicity about it anywhere.
- You changed school transport against the wishes of parents/carers so why ask questions about this service. You should be spending our money on getting ALL children to their catchment school.
- The repair of the cliff lift is a paramount importance for Whitby heritage and should be the first thing considered. Sidelining funding for a bus and repairing is just a waste of council money
- How on earth does it cost over £50k for this service to run for a season? The costs that are being given are ludicrous. Something has gone seriously wrong if the council have agreed to pay an external company these amounts. The type of minibus that is used could be bought for far less than this and a wage be paid, and I would imagine the costs for the season would be more than half. Whoever has authorised these payments needs sacking. No wonder the councils' funds are in such a diabolical mess. It's a disgrace and

this makes me so cross. £50k for someone to drive up and down for a season... shame on whoever has charged this and whoever has agreed to pay it

- You happily increase chalet hire rates every year often more than inflation. You do little maintenance to the sheds which are increasingly becoming shabby. The cliff lift is no longer viable because inadequate maintenance was carried out by Scarborough Council over decades. How do you expect renters to access their chalets if they are elderly or disabled or with small children in pushchairs prams etc. By cutting off alternative means of access many users will simply drive down in cars with all the hazards that entails. Perhaps this is the plan? Squeeze the last pounds from the crumbling chalets and then close the whole facility down. Sadly, not unexpected from a remote administration miles from Whitby.
- Just spend the money on reinstating the lift. It is a great part of Whitby's history, appeal and quirkiness. You take enough money in taxes from businesses and residents in and around Whitby. Whitby being one of North Yorkshire's biggest tourist destinations; and yet NY and historically Scarborough Borough Council have only taken money from but rarely re-invested WISELY in Whitby. Give something worthwhile back for a change and stop wasting money on stupid things like talking bins!!!
- You need to consider all disabled users, some disabilities are not completely physical and or visible, my son has downs syndrome, autism and a heart condition even though he can walk all be it with a wide gait, he tires easily and would struggle to walk using the zig zag paths, or via the pavilion, walking up and down the khyber pass to access the beach via the ramp in town would be not something we can do especially carrying beach chairs and the things he needs too. The lift to us was invaluable and we were sadly disappointed when it was closed. The taxi service is the only lifeline left if he is to be able to enjoy the beach at all if that were to cease too there needs to be an alternative. I myself have a heart condition, its also unfair that because my son can't use the bus service unaccompanied, I would be charged if he was to go to the beach, please consider not only free for disabled passengers but also a carer too, I can agree that other passengers could pay towards the cost. Why not invest some of that annual cost into buying a minibus and running the service yourself, a driver on minimum wage would be £85.47 per day for 7 hours or if it was kept to say 5 hours the cost would be less plus fuel, much less that £18 per trip, but whatever the plan charging disabled customers because they're unable to go to the beach at the seaside something that most take for granted, is unfair no one asks to be unable, and leaving them without access at all because it cant be done cheaply enough is unthinkable.
- Why not replace the bus service with a land train from the cliff top to the prom. Many tourist destinations have these, and it would be popular with a range of visitors and a tourist attraction in and of itself. The current bus service is really only used by people who would have used the lift and that's quite a limited range of people. It would call for some investment and imagination but surely that's going to be cost effective in the long run.
- As a chalet holder with an elderly husband, the current return bus service is too far away from our chalet and the toilets/cafe. The golf buggy service which used to operate when the lift was first rendered unusable worked perfectly. The pick-up/drop-off point was outside Clara's cafe (previously the Spa Ticket office) and the buggy took people down to the Beach Management area. It appeared to run on an 'as required' basis, and everyone

seemed very happy with the arrangement. Even if there were a small charge for the service, I think people would be happy to pay.

- Never even knew there was a bus service! Spend the money on a new lift or funicular railway. Whitby needs it. The bus is not convenient for many with mobility issues. The drop off is not suitable if you can't walk far.

Council and Governance Criticism

Number of Mentions: 110

Sentiment Breakdown:

- Negative: 77
- Neutral: 23
- Positive: 10

Representative Quotes:

- I would love the lift to be restored. We do use it when it's there as we love the novelty of it. I think it's only fair that there is some way provided for those who can't walk down if it's not going to be fixed. We don't yet use the bus as it doesn't have the same excitement, but I'm not getting any younger so may need it in the future. Would be happy to pay a small fee, perhaps subsidised by the council.
- The bus type is not appropriate for physically disabled users. Please consider using the funding to repair the lift or use a more appropriate vehicle.
- Any replacement bus service must start and finish by the existing lift entrance. A replacement service that drops people off at least 300 yards from the existing lift entrance is NOT a replacement service. This is one reason why the take up on the present service is so low. The council should consider the option of having a smaller vehicle (or a beach train) that could access the prom via the Spa pathway.
- The repair of the cliff lift is a paramount importance for Whitby heritage and should be the first thing considered. Sidelining funding for a bus and repairing is just a waste of council money
- Just fix the bloody lift, we pay excessive council tax, fix it.
- How on earth does it cost over £50k for this service to run for a season? The costs that are being given are ludicrous. Something has gone seriously wrong if the council have agreed to pay an external company these amounts. The type of minibus that is used could be bought for far less than this and a wage be paid, and I would imagine the costs for the season would be more than half. Whoever has authorised these payments needs sacking. No wonder the councils' funds are in such a diabolical mess. It's a disgrace and this makes me so cross. £50k for someone to drive up and down for a season... shame on whoever has charged this and whoever has agreed to pay it
- You happily increase chalet hire rates every year often more than inflation. You do little maintenance to the sheds which are increasingly becoming shabby. The cliff lift is no longer viable because inadequate maintenance was carried out by Scarborough council over decades. How do you expect renters to access their chalets if they are elderly or disabled or with small children in pushchairs prams etc. By cutting off alternative means of access many users will simply drive down in cars with all the hazards that entails.

Perhaps this is the plan? Squeeze the last pounds from the crumbling chalets and then close the whole facility down. Sadly, not unexpected from a remote administration miles from Whitby.

- Just spend the money on reinstating the lift. It is a great part of Whitby's history, appeal and quiriness. You take enough money in taxes from businesses and residents in and around Whitby. Whitby being one of North Yorkshire's biggest tourist destinations; and yet NY and historically Scarborough Borough Council have only taken money from but rarely re-invested WISELY in Whitby. Give something worthwhile back for a change and stop wasting money on stupid things like talking bins!!!
- Repair the lift! Maybe use the extra council tax that you're extorting out of second-home owners to fund it. And while you're at it, keep the beach promenade toilets open during the winter too. As for the bus, I saw it once while passing by without realising what it was. And when wanting to use it a few times after that, when my wife was recovering from surgery, it did not appear when scheduled, so it's been unusable. Just fix the lift, please. It's also part of Whitby's history & character.
- Lift is preferred. Maybe fund the bus by fining everyone who breaks the rules about when you can drive on the sea wall or parks a camper on the wall for the whole of summer? Or dedicate parking fines raised in whitby to fixing the whitby lift? Signpost the best route for mobility scooters via pavilion so they don't attempt the steepest hills. Less people will probably use the bus once theres a charge theyll either realise they can walk or drive their car down and make problem worse. Then the council will remove the bus through lack of use.

Tourism and Visitor Experience

Number of Mentions: 49

Sentiment Breakdown:

- Negative: 28
- Neutral: 13
- Positive: 8

Representative Quotes:

- Think longer term and fix or rebuild the lift and make it a tourist feature with a small cafe/gift shop at the top. Until then run a bus service but charge ALL passengers for usage. Maybe look to local mining businesses for sponsorship where the lift can be named after them
- I am a Guide for the Blind Association (a My Guide), and I cannot emphasise enough the need to retain the actual Lift as opposed to replacing it with a Bus Service - this is because I have used it many times over the years with different clients and they tell me their experience of how it feels with regards to the temperature change, the echo of their voices coming out of the tunnel is an experience they cannot get anywhere else along with the friendly staff, from memory many times it was a young lady that assisted us. It was good enough for the Victorians and I'm sure its good enough for us - not only that, its a BIG part of Whitby's history that should be retained and not dismantled.

- Build a FUNICULAR Get investment to build a new tourist attraction and easy access to the beach for people with low motility. The cliff lift is always doomed to fail, it's unattractive, not fun, no-good views and obviously expensive to maintain. Build a FUNICULAR and make the money back by charging people to take ride up the cliff, getting the views as they go.
- The replacement is not well advertised, how do visitors even know it exists. Take a look at the popularity of the land trains in Bridlington and other seaside destinations both here and abroad. Running from West Cliff car park down to the beach with a few stops along the way, it would become a real tourist attraction as well as a lift replacement. With proper management it would soon pay back the initial investment. If the council is incapable of running it offer the franchise to a private company.
- For many people who are unable to walk a great distance or have heart or breathing problems transport up and down to the promenade is or would make their visit to Whitby a more enjoyable experience. It would mean being able to visit the beach as a family rather than having to watch from the cliff top. Tickets sold at a reasonable price A weekly ticket, unlimited use. Daily Return ticket Single journey Ample journeys at end of day, say 4.30 to 6 (every 5/10 mins) but clearly stating this will be a busy period. If this fails how about one of those funny little trains, specifically for the beach, that are often seen trundling round tourist towns.
- I wasn't aware there was a replacement bus service and ive been a regular visitor for 5 years. Maybe advertise it round town so people are aware and can then use it!
- Just spend the money on reinstating the lift. It is a great part of Whitby's history, appeal and quiriness. You take enough money in taxes from businesses and residents in and around Whitby. Whitby being one of North Yorkshire's biggest tourist destinations; and yet NY and historically Scarborough Borough Council have only taken money from but rarely re-invested WISELY in Whitby. Give something worthwhile back for a change and stop wasting money on stupid things like talking bins!!!
- This service is so poorly advertised no wonder its use is low - improve the advertising maybe in and around the tourist areas and i am sure it will be used more. The bus is particularly important for those with poor mobility. Alternatively repair the lift - if this service fails it will be a very sad loss to this area of the sea front. I'm many respects Whitby is see a decline in its economy closure of the service would see a further decline. RUN THE SCHEME PROPERLY WITH A MUCH BETTER DELIVERY PLAN
- To run a cheaper service without the lift id charge very little to whitby residents and charge abit more for tourist like 50p to run to the spa carpark
- Something needs to be done with the cliffe lift. Proberley a new cliffe lift such as I've seen abroad, example Valletta in Malta where you walk out to the lift and the lift is staight up and down. Only maintenance cost are as normal lift services. This will cost perhaps a million pounds but will become a tourist attraction itself as it does in Valletta, or you could take the easy way out by closeing the lift, canceling the bus and spending the money on something else

Safety and Infrastructure

Number of Mentions: 37

Sentiment Breakdown:

- Negative: 24
- Neutral: 6
- Positive: 7

Representative Quotes:

- The local roads are inappropriate for multiple bus service use especially at the 'peak' times of visitors. I have repeatedly used the steps as an alternative and I find it hard, but I am over 75 and that is to be expected however, it does not stop me doing it at all. Keep the lift going and/or replace with a viable alternative. Perhaps a lift or two accessible bypass card owners (OAP's & disabled ONLY).
- If maintenance had been carried out thoroughly and professionally over the years it would still be in use. Not doing this has come back and hit you in the purse. Stop prevaricating, it's an essential and treasured asset, treat it as such without delay with some the cash you took when you emptied SBC's coffers!
- The bus service is not the best option. Repairing the lift would be the best option but after years of poor maintenance from SBC it may not be possible to do that. The option is to replace the lift. Obviously, it is now well known that NYC have not saved the money they said they would, when they became a Unitary Authority. It has become glaringly obvious that Whitby has been neglected in so many areas, the lift a prime example, Scarborough and other places made sure that their lifts were maintained. We do not want a bus we want a permanent solution. NYC stop thinking you can impose upon Whitby solutions for prior neglect by SBC that aren't solutions at all - only half-hearted attempts to shut the residents and visitors up. Stop promoting NYC via Whitby and think nothing needs to be done because despite your neglect, visitors will keep coming. We need the lift to get to the sea front. As stated in the comments of NYC post on Fb very few people knew of the bus, no promotion no timetable. Stop looking for a way to remove another valuable asset from Whitby - replace the lift or build an alternative down the cliff. I suspect you will be using this survey to try to prove that there is not enough interest for a solution. Do your job and replace or give a permanent structure for accessing the sea front. I find it embarrassing for you that you have wasted so much money on a bus you have not advertised, it's almost like you want it to fail by not advertising it, to somehow prove your point that it's not important to have access to the seafront. We want a lift, not a bus. You may as well allow visitors to the seafront to pick up a free phone and get a taxi on demand down to the seafront looking at the numbers using the unadvertised service. We want a lift or permanent structure for access to the seafront. Please do not disrespect Whitby like your predecessors did for years. Unfortunately, although you are a different larger authority you still have the same elected members that seamlessly moved over to NYC and continue to take no action on behalf of the people of Whitby. We want a replacement lift or a permanent structure that takes people down to the seafront. Thank you.

- Not everyone is able bodied and older people can not enjoy the beach without access to it. The steep slopes and many steps make it unviable to many people. The beach should be enjoyed by all, not just a select few that are in good health and fit enough to get there without help I noticed both Scarborough cliff lift and saltburn cliff lift are all functioning fine. It's a bit of a postcode lottery, which should not be the case. Please do the right thing
- There are numerous cars and camper vans that drive down the ravine, and then park on the promenade, which I think is terrible. However, there seems no way to stop these vehicles so maybe, if there was a parking charge for these vehicles, say £20:00 per hour, then the income could go towards funding the bus service. The beach management people could police the parking, ensuring that cars etc, have parking tickets. I know I'm moaning a bit, but cars on the sea wall is not right and an accident waiting to happen.
- The costs are very vague with no figures for the lift repair/replace/maintenance. A comparison could then be made to arrive at a sensible decision. The bus is vital for some and despite the numbers to remove it takes away their independence. I understand the cost to the taxpayer is a consideration and i also understand Whitby is Labour Constituency as as such any effects on the average person or disabled and vulnerable doesn't matter as, we've seen Nationally. That said this is just a paper exercise to be, seen to do 'the right thing' when we all know you'll simply do as you want and then u turn when elections dictate your futures.
- You happily increase chalet hire rates every year often more than inflation. You do little maintenance to the sheds which are increasingly becoming shabby. The cliff lift is no longer viable because inadequate maintenance was carried out by scarborough council over decades. How do you expect renters to access their chalets if they are elderly or disabled or with small children in pushchairs prams etc. By cutting off alternative means of access many users will simply drive down in cars with all the hazards that entails. Perhaps this is the plan? Squeeze the last pounds from the crumbling chalets and then close the whole facility down. Sadly, not unexpected from a remote administration miles from Whitby.
- Given how much residents pay in council tax and the money spent in other towns such as Scarborough, surely the resources can be found to repair the cliff lift. Exactly how hard/difficult/expensive can it be given that we can put a tunnel under the channel and one all the way to teeside from Whitby. Can something also be done about people driving, parking and camping on the sea wall. It's an accident waiting to happen. Plus, the sea wall is one of the very few places that people can escape traffic.
- Something needs to be done with the cliffe lift. Proberley a new cliffe lift such as I've seen abroad, example Valletta in Malta where you walk out to the lift and the lift is staight up and down. Only maintenance cost are as normal lift services. This will cost perhaps a million pounds but will become a tourist attraction itself as it does in Valletta, or you could take the easy way out by closeing the lift, canceling the bus and spending the money on something else.
- The loss of the Whitby Cliff Lift has had a profound impact on accessibility in the town. The lift was not just a convenience—it was a vital service for residents and visitors who cannot easily navigate the cliff, including disabled people, older residents, and families with young children. Allowing the lift to fall into disrepair is a clear example of SBC's ongoing neglect of Whitby, leaving essential infrastructure unsafe and unusable. The

replacement bus service must not repeat this failure. It should be designed with true accessibility in mind: Frequency and reliability: Buses must run at regular intervals throughout the day, including peak tourist seasons and weekends, to provide a practical alternative to the lift. Accessibility features: There must be adequate space for wheelchairs, mobility scooters, and strollers, with safe, level boarding areas and clear signage. Staff should be trained to assist passengers with disabilities. Affordability: Costs should be reasonable to ensure local residents are not excluded. Safety and comfort: Buses must be well-maintained and capable of handling the incline to the cliff top. Weather protection should be considered for passengers walking to and from bus stops. Communication and visibility: Timetables, routes, and accessibility information must be widely advertised and easy to access, both online and on-site. It is also essential that the service operates year-round, not just during tourist season, to ensure residents are not left isolated. SBC's repeated neglect of Whitby's infrastructure, such as allowing the cliff lift to become unsafe, demonstrates a worrying lack of commitment to the town's residents and visitors. This replacement service must genuinely restore access to the cliff and beach areas, rather than serving as a token gesture. Failure to provide an inclusive, reliable, and safe transport alternative will continue to marginalise those unable to use the cliff stairs and further erode trust in SBC's stewardship of Whitby. The council must prioritise accessibility, safety, and reliability to avoid repeating past mistakes and finally demonstrate that Whitby's needs are valued.

Whitby Cliff Lift Consultation Responses Comments

Other views or suggestions about the Whitby Cliff Lift

- It is very important that the elderly and disabled people are able to access the beach. If the cliff lift is not a viable option, then the replacement bus service is essential. There was a charge for the lift so I doubt people would mind paying an appropriate fee for the bus. There is no reason for the council to pay for it all. It should be free for the disabled and maybe pensioners could use it free with their bus passes.
- Seek heritage funding to repair the lift
- Provide the service with a small fee. Advertise it more. Make it known about the service then more people will use it.
- Travel for many from the top of the cliff to the bottom or vice versa is essential for enjoyment of a fabulous beach and promenade. Fix the cliff lift (preferred) or keep the bus service. One or the other is essential for both residents and tourists alike. Like the cliff lift there should be no issue to pay a token fee, with the remainder of the costs covered by subsidy. Elderly, infirm or disabled should get free access.
- The bus service should only be continued until the cliff lift is fully repaired.
- If the cost of reinstating the lift is too great then I think the Council should look at another permanent means of transportation between the top and bottom of the cliff, if the Victorians could do it surely, it's not beyond the wit of modern man!!
- Make it into a west cliff/ cliff lift shuttle and have it served the town centre
- The replacement bus service would be better used if it was reliable and ran to the contacted times. Users and especially less mobile users are worried that they will be stranded at the beach. The lack of a step in the bus this year is also making it difficult for some users to access the service. There is also a lack of notices and signage at the cliff top with details of times etc and where the stop is. Last year there was a pavement/roadside board.
- Make sure it's running properly and correctly as a chalet user and been disabled it's very important and with the cost of the chalet being £850!! It's my lifeline and without I would have to give my happy place up the chalet 🙄🙄
- I have mobility issues so the distance to walk from the bus drop off is impossible for me. My chalet is at the Spa end of the sea wall. I have spent £850 this year on a chalet I cannot use due to it being inaccessible (after major foot surgery). A smaller car service for chalet holders with mobility issues and the elderly to go down the spa drive for people at the Spa end would be freshly beneficial! I feel discriminated and totally let down.

- Whitby Cliff Lift needs to be mended regardless of the cost. It is part of the heritage of Whitby. The replacement bus service is not advertised enough. E.g. no signage at the top of the cliff. Many disabled people are scared of getting stuck on the sea wall as they don't think it is reliable. There is an hour in the middle of the day when it doesn't run. That is one of the busiest times. Whitby deserves better. Discrimination against elderly and disabled if no access.
- Consider fixing/replacing the lift. Its iconic. I realise that it is costly, but funds must be able to be sourced. Furthermore, paint or replace the chalets, the fees charged are exorbitant for the state of disrepair they are in.
- I cannot get down to the beach without the lift.
- The service is very poorly advertised. I suspect most visitors are unaware of its existence. It needs large, clear signage at both ends of the shuttle route.
- Spend the money fixing the cliff lift. Once mended surely it will be more cost effective to run than a bus with hardly anyone on it some days. It's also part of Whitby's heritage as is the cliff lifts in Scarborough. It is part of Whitby, and we are slowly but surely losing everything the town once had to offer.
- Get the lift repaired surely more cost effective. Let's be honest you are passing bus service cost on to chalet people anyway. I don't have to use the bus but feel I pay more than enough for 5 months chalet use. We don't get much for the money we pay. The tap near my chalet has been vandalised and still not replaced been 6 weeks. Council just says there is a waiting list for a chalet so in other words if you don't like it someone else will accept it. Disgusting.
- If maintenance had been carried out thoroughly and professionally over the years it would still be in use. Not doing this has come back and hit you in the purse. Stop prevaricating, it's an essential and treasured asset, treat it as such without delay with some the cash you took when you emptied SBC's coffers!
- My view is that the lift should be repaired and maintained as an asset to residents and visitors alike, I am a west Cliff resident and was unaware the bus service existed so I'm surprised that it's under used.
- Repair or replace the cliff lift! For 30+ years I have paid for a beach chalet and have always used the lift. Easy access for children, prams and wheelchairs. The amount that the beach chalets cost every year should be enough to maintain the cliff lift, we get very little else for our money, the chalets are not even maintained! The temporary bus is okay but not when you have bags, pushchairs, children and elderly grandparents who have always been able to access the beach. Shame on you for letting it get to this!

- I've very rarely seen anyone on the bus service and I'm in the area walking my dog a lot, the bus service only encourages other people to drive and park on the sea wall, the sea wall/promenade should be kept vehicle free.
- Whitby Cliff Lift – Statement Regarding Repair While we fully appreciate that the cliff lift is an essential service for providing access to the beach—particularly for people with mobility issues, daily visitors, and chalet renters—it seems extraordinary that there has been little consideration of the long-term cost implications. The ongoing expenditure involved in providing alternative assistance services or simply maintaining an inaccessible site over several years would likely cover the cost of fully repairing or replacing the lift itself. Other coastal resorts have successfully retained mechanical access to their beaches—surely Whitby should offer the same level of service, especially given the popularity of the beach huts and the wider need for inclusivity in public spaces. As chalet renters contributing directly to the local economy, we feel strongly that this access should be prioritised as part of the town's commitment to visitors and residents alike.
- The historic cliff lift should be repaired so the shuttle bus isn't required. The money originally allocated along with the £50k cost every year for providing a bus service should be used for repairing the cliff lift. The cliff lift provided disabled access to the beach which is a legal requirement under the Equality Act 2010 to provide access the beach huts. I have arthritis and whilst not registered as disabled relied on the cliff lift at times to take things to and from the beach huts as unable to carry heavy bags very far.
- I am disabled and use the bus often and when needed in my daily plans to enable me to get down on bottom prom. Very strongly feel it needs to carry on running. Admitting that there are times when it's not busy weather depending on and quieter days!!!
- Whitby Cliff Lift is part of the town iconic landmarks & up until its closure was well used by many, including residents, visitors and chalet users. The benefit of the lift is its location on the cliff top and the sea wall. It's easily accessible and available during its operating hours. Parents with children & pushchairs and wheelchair users can access the lift quite easily. Whilst the minibus I understand has been somewhat unreliable and is not accessible to all thus preventing some people with disabilities from being able to access and enjoy the sea wall.
- Ridiculous waste of money. Get the lift fixed or replace it with a funicular. Tourism brings in a massive amount of money, it shouldn't all be about revenue collection.

- A bus service is essential. I am 73 years old and was born and bred in Sleights and now find because of a heart condition I am unable to walk down to the beach. I had used the lift for a number of years prior to its closure. Now I cannot get down to the beach, even the beach at Sandsend is not easy to access for someone with disabilities. I find that we have to go to Scalby Mills for me to comfortably access the beach. That is ridiculous. Please consider 1) repairing the lift 2) a golf buggy service from the Spa Car Park (This probably would be the most cost effective) 3) A service that does not end at 5.00 pm which is far too early to come off the beach in summer 4) Possibly manning the Golf buggy service by volunteers in say two-hour shifts. 5) Minimal charge on golf buggy to cover costs
- The bus needs to be more available and be able to take more people, needs to be better advertised and run when it says it will.
- Is the lift electric? Saltburn lift uses water I believe. Talk to the people who run Saltburn lift Re costs etc. It might be cheaper to incorporate changes such as this whilst repairs are ongoing.
- The Cliff Lift retains a hugely historical and emotional attachment to local residents. However, since the removal of the original carriages, many years ago now, the material appeal of the lift itself has clearly waned. The obvious solution would be to return the lift to its original design, and thus maintain its character, whereby the footfall would dramatically increase - however it is clear that the council is not prepared to undertake such works. Given that, perhaps the only option is to remove the current lift shaft and utilise the building for another coffee kiosk or ice cream parlour (perhaps with a small area devoted to the history of the Cliff Lift) all the while ensuring the free shuttle service runs continually and efficiently. Perhaps, it is in the council's and residents' interests to maintain excellent communication at all times, thus ensuring cooperation rather than hostility. Many thanks.
- Disabled people can reach the beach down the ramp from the Pavilion and also you are allowed to drive down to unload before and after a certain time I believe.
- Any replacement bus service must start and finish by the existing lift entrance. A replacement service that drops people off at least 300 yards from the existing lift entrance is NOT a replacement service. This is one reason why the take up on the present service is so low. The council should consider the option of having a smaller vehicle (or a beach train) that could access the prom via the Spa pathway.
- It provides a wonderful service. It meant I was able to get to and from the beach. I can't walk up and down hills

- My preference would be for you to damn well just fix the cliff lift!! It is part of what makes Whitby “Whitby” & should be preserved at all costs. Why don't you ask the Boulby & Woodford mines for assistance. They have experience of lift shafts. And crowdfund it - local people & businesses would contribute. Regarding the bus shuttle service - its ok but needs to stick to its timetable. Many times, we go to catch it & it's just gone early then we have to wait for next one. It also needs a smaller taxi to take people who cannot walk the distance from the drop off point on the sea wall to the chalets which takes them down the other way down the spa drive. The council & lifeguard vehicles manage it so a taxi could too.
- To run a cheaper service without the lift id charge very little to Whitby residents and charge a bit more for tourist like 50p to run to the spa carpark
- The bus service should not exist the lift should be fixed!
- Restore the lift.
- Fix the lift
- I was a very regular user of the lift when my children were in prams/pushchairs/buggies. I could not have got up and down without the lift and waiting for a timetabled minibus would have not been viable. In any case, we couldn't have used a minibus as it would have been impractical with the prams as they were always loaded up with beach things. Think of the repairs as investment and get them done please....
- Perhaps its lack of use is due to poor advertising of the facility. Needs better signage of the free bus service. Access to beach and seafront is important to all.
- Put the money to fixing the lift. Bus rarely used. No publicity about it anywhere.
- The cliff lift frontage doors look terrible, surely a bit of paint and notice plainly stated on the doors of the alternative bus service. The state of the frontage as it is now no asset to Whitby. Many people are unaware of what exactly the bus is for. The small metal sign people walk past and do not read Whitby council should be more proud of their unique town. And try and do all they can to smarten up some of the shabby spots.
- The Cliff Lift should have been repaired or a more modern one installed. All the money that's been spent on the shuttle bus already would have gone a long way towards it. The bus is the next best thing but a long way from ideal as it stops at the far end of all the chalets along the Promenade, the walk is a long one to the Spa end of the sea wall for those who struggle. Why not try and get a grant for the lift? How about from the National Lottery? Was there not funds put aside at one time for the lift? It seems to be the consensus amongst many that was indeed the case. If so,

where is it and what has it been spent on? Strangely enough Scarborough Cliff lift is a different story, repaired, working, maintained and kept that way with enough money found to do it. All the money that's raked in through tourism in Whitby and yet there's never enough for the town to be spent on sensible things first. Pity the money being spent on the eyesore that is the so-called Maritime Hub, for whatever use it is supposed to be that almost no one in Whitby wanted couldn't have been used for the lift!

- A reliable service, accessible transport. Clear signs of bus stops, properly advertised
- Fix the lift
- The bus needs to keep running for everyone to use, it enables lots of people to gain access to the bay.
- Lack of promotion of the service means no one knows it exists.
- As part of the heritage of Whitby the Lift should be kept and maintained either through charging for its use, creating a form of 'theme ride' and allowing retail opportunities at the top and bottom of the area and consideration given to PPI. 2. Keeping the access road open is allowing for the abuse by Motor Home users for overnight parking (the 'Access for emergency vehicles only' sign is never displayed or policed. If this was something the council would allow and police appropriately the charges levied for parking / overnight parking would contribute to the repair and maintenance of the Lift. (Adequate facilities would need to be provided).
- Please consider the purchase of a suitable electric vehicle, linked and staffed by the council chalet attendants. An on-call service that is used when a passenger activates a request button.
- Firstly, this survey has not been advertised in Whitby local groups or carer groups or disability groups. I found it on a Scarborough page - I think that's very bad behaviour from the council. The replacement bus service is not well advertised. Most people including myself (a disabled local) find out that it's running by accident. I'm 100% sure it could be supplied more cheaply than hiring a Scarborough taxi firm to provide the service. If you were taking a long-term view where the cliff lift cannot be repaired, it would be cheaper to buy a vehicle specifically for this purpose and pay minimum wage to a driver than to hire expensive taxis. Whatever service is provided, I wish dogs weren't accepted on it - there's nothing worse than the smell of wet dog on a hot bus!
- The bus service would not be required if you invested in the replacement of the lift. Millions are currently being wasted on the Maritime Hub. This Town Deal fund money would have been better used to replace/repair the cliff lift.

- The lift used to be a massive part of my family's beach days. I know there is a bus service which I am unable to access as my mobility scooter is very big and heavy, if I used the bus, I wouldn't be able to get far from where the bus drops you off, as my mobility is very poor. I have not been on the beach for a few years with my grandkids, which I believe I am missing out on their memory making days. It is time Whitby got the lift sorted and back up and running, especially for people like myself who are missing out on seeing their grandkids having fun and enjoying themselves making memories.
- Whilst the bus service is important, it would be better to repair the lift. It could be made a go to feature of Whitby with the history of the lift explained. I would have rather the money spent on the lift instead of the useless maritime hub that no one wanted.
- North Yorkshire council should not be fully funding the replacement bus service - passengers paid a fee when the lift was in operation, so why is it now totally free? If a train is replaced by a bus service due to engineering works and the line being closed, I still have to pay the fare. As regards the Cliff Lift itself, you are throwing good money after bad. The whole thing needs replacing with an overhead structure - a tram lift/ funicular as can be found in Scarborough & Saltburn
- Instead of the lift how about looking the cliff lift in Scarborough and something similar, small charge for visitors and free for locals. Turn it into an attraction in itself.
- If the lift is out of order the bus needs to run.
- I personally think it should not be given to a firm operating out of town and I don't think it should be running because it's made the sea wall/promenade a racetrack/campervan park and it's not fair on the people that enjoy walking on there. Surely if the lift can't be repaired then an alternative service like Saltburn have the little tram thing could be built. But it's unfair to not keep the taxi service a local Whitby firm if it must be used at least keep the business local. Maybe the sauna people could pay for it as they seem to be able to park on the sea wall/ravine and clog the beach up and as far as I'm aware pay no taxes for doing so
- As a chalet user I used the lift as it was always available, however I have never used the bus as I would have to arrive at a certain time - I have no intention of using the bus ... the golf cart was quite fun when that was a replacement, but the lift restoration is the best solution
- Interesting questions that don't address the issue that money should be spent on renovating a permanent lift to help all people access the seawall. The bus service is

erratic at best with the driver not sticking to the timetable and even going home early!!!!!! The company running it have not been held to account.

- The cliff lift is an asset to the town which can be used to promote the area, reinstate the cliff lift but don't use the expensive cost of the bus service to deny access to the beach for families/disabled/elderly
- I think the lift should be replaced and people should be charge to use it, i think it needs a advert about how it was made and some history to attract people to use it , maybe the lift could be glass and u can see the actual stone work like u used to be able to and not stainless steel I think the bus is a complete waste of tax payers money, disabled people usually go down in a car via the ravine
- It is currently a monumental waste of resident's money. This service should be chargeable for all passengers. The money saved can be put towards the repairs to our historic cliff lift. Once reopened there should be an appropriate charge made per passenger (say £2 per person per journey as in Scarborough) and a free pass given to the people who rent the chalets.
- Make this a bookable service (both online and by phone, with the number clearly displayed on the prom and at the bus stop at the top). Run less journeys each day. For example, once every two hours, or less depending on demand/bookings. Consider using a Whitby based, suitable vehicle, rather than a whole dedicated minibus all day.
- Removing the bus service will have a knock-on effect with people who have poor mobility
- The money wasted on providing the bus and driver would have gone a long way towards the repair needed on the lift. Just get on with the repairs and stop letting it deteriorate further. The council must be making a fortune from parking charges, get some money funnelled towards the necessary repairs, as soon as possible.
- The cliff lift SHOULD BE FIXED TO ALLOW EVERYONE ACCESS TO THEIR CHALETS!! ACCESS IS NOT BEING TAKEN INTO ACCOUNT FOR THE LESS MOBILE AND ELDERLY. IT IS A VERY, VERY LONG (and impossible for some) WALK FROM THE RAVINE END WHERE THE MINIBUS DROPS OFF/PICKS UP TO THE SPA END WHERE MANY CHALET HOLDERS NEED TO BE!! THIS IS NOTHING SHORT OF DISCRIMINATION AGAINST THE LESS ABLE!!
- Fix the lift!!! Only a council with no business sense would provide a free bus service when the lift cost 60p? This is why our council tax is wasted! Totally unbelievable can't wait for next election. Just fix the lift asap!

- On a number of occasions, I have been waiting for the bus from the chalets to pick up at the times advertised and the bus did not appear. The bus company should be fined for not providing the service that we are paying for. The money spent on the unreliable bus service would be better used to invest in repairing the cliff lift.
- The cliff lift is iconic to Whitby please don't let us lose another Whitby attraction
- Lots of people would be denied access to the chalets or just enjoying a walk along the prom myself included as I could not face the walk back up the zigzag. Not only the elderly but also families with young children as to enjoy a day out they would have numerous things to carry and probably need a pushchair as well.
- This is a valuable assist to people with disabilities. Especially wheelchair users and people with mobility difficulties.
- The price of the chalets keeps rising and people with poor mobility can no longer use them if the transport service stops, in an ideal world the lift needs repairing and using again
- If you were to charge a nominal fee similar to cost of using the lift. Have option of single or return fee.
- Ask people to pay for the bus - they would have to pay a fare if the lift was working! Why is the bus free? Replace the cliff lift with an overland structure rather than spend millions trying to fix it!!
- In my opinion the money that is used for bus service should have been saved and spent on repairing cliff lift
- Charges for the chalets have increased substantially. Whitby subsidises Scarborough some of that money should be put back into Whitby to maintain services. Nothing is ever traced in Whitby when it gets broken, yet Scarborough gets money given for ridiculous projects that end up losing it money
- Fix the lift, it's the only solution. The bus service isn't any good for those with disabilities as its too far to walk from the bus stop.
- The replacement bus service is an important service for those living in and visiting Whitby with disabilities, the elderly and for those with mobility issues.
- I walk at least 5 times a week along the cliffs - the bus is mostly empty, the road, which previously had a locked gate, is now allowing large numbers of cars and motor homes down onto the sea wall endangering pedestrians Why not allow disabled access only and get rid of the bus - it takes 10 minutes to walk to the beach!!!
- The bus service is not well enough advertised. I'm a regular visitor to Whitby and haven't noticed the bus stop!

- The cliff lift needs replacing. There was money put aside for this- where did it go? There are roughly almost 200 chalets each paying £850 this season- put this total amount towards repairing the cliff lift. The bus is not reliable- can only pull up at the end of the chalets- and not suitable if there were wheelchairs/ families with prams travelling together. The cliff lift is an icon of Whitby- and money should be provided from our councils to repair it for the people of Whitby and its visitors.
- Never seen a passenger in it and walk the promenade daily
- For many people who are unable to walk a great distance or have heart or breathing problems transport up and down to the promenade is or would make their visit to Whitby a more enjoyable experience. It would mean being able to visit the beach as a family rather than having to watch from the cliff top. Tickets sold at a reasonable price, A weekly ticket, unlimited use. Daily Return ticket Single journey. Ample journeys at end of day, say 4.30 to 6 (every 5/10 mins) but clearly stating this will be a busy period. If this fails how about one of those funny little trains, specifically for the beach, that are often seen trundling round tourist towns.
- Given how much residents pay in council tax and the money spent in other towns such as Scarborough, surely the resources can be found to repair the cliff lift. Exactly how hard/difficult/expensive can it be given that we can put a tunnel under the channel and one all the way to Teesside from Whitby. Can something also be done about people driving, parking and camping on the sea wall. It's an accident waiting to happen. Plus, the sea wall is one of the very few places that people can escape traffic.
- I understand the financial implications of this, but it is part of Whitby's heritage and deserves to be restored and then maintained. People often use it for fun and not just because of mobility issues. Scarborough has two cliff lifts, and it is disappointing that we cannot have ours.
- I would like the lift to be restored and back to full working order. The £50,000 used for the bus should go towards the repair of the lift. Also, the many camper vans parked illegally along the sea wall should be fined and that money used towards the lift repair.
- Just fix the lift as disabled people using their chalets on the apron have no access as the. Trent bus service is inadequate as unable to alight the bus in the first instance to use it. The lift is way more practical for all concerned including both residents and visitors to the town and it is part of the towns heritage so should be saved and put in to working order. The current bus service is discriminating to some chalet users as they are unable to walk the distance from the stop to the chalet.

- Please fix. My parents are elderly and are really struggling to go down to the beach to spend time with their family and grandchildren. In previous years, the cliff lift has been so helpful in getting my disabled father to the beach. We have used the minibus service, however, have found this unreliable
- Just fix the lift. We pay enough council tax and revenue from car parks. It's also part of Whitby's history.
- Fix the lift! Simple!
- Why can't the lift be fixed why my son disabled and doesn't like the bus
- We need the lift working
- The current suppliers are not running to the correct timetable as they have been told' by the council they need a lunch break so from 12.30 to 3 the bus runs every hour from the top and 1/2 hour from the bottom then reverts back to the timetable. This is not widely understood so is putting people off using the bus also there is no step to help the elderly get on/off having the lift back in service is the best thing for everyone.
- Get the lift working for all the disabled people please
- Advertise the cliff lift to get it up and running, make the tunnel for inviting for these to use it. Stalls and children's activities could be included. Schools could decorate the walls.
- This year's bus service is a waste of taxpayers' money. The company run to their own schedule rather than what was agreed with the council. This has stopped many people from using the service in fear of not being able to get back up the cliff if it doesn't turn up (which it often doesn't) especially the last bus of the day. The last few years the bus has been a brilliant service but someone from the council. needs to turn up one day and see what this present company are actually doing for the money paid. The lift was a great asset to the town and should be repaired as previously agreed. I for one would happily pay to use it to have the peace of mind I can get my wheelchair user family member back up from the prom after a day at the beach.
- Repair the lift so it can be used in the future apply for lottery funding start a fund-raising page etc don't let the lift deteriorate further. With today's engineering skills I cannot understand why this is not in use perhaps get the local mine to give you some pointers or get them to be a sponsor.
- The bus drop off is too far away from the majority of the Chalets for the people who have difficulty walking far. The bus service must be reliable because once you are down by the beach you need to be certain that the bus will return in accordance with the timetable (the service this year has not been reliable). There should always be a step or some way of disabled people getting into the bus safely. I think the bus, or

some form of transport would better used by people if it arrived at the beach at Cliff Lift area. The Cliff lift was a much better and quicker journey down and it was easier to come and go at any time. It was also arrived at the beach where it is used by more people.

- The cliff lift has always been a valued part of enjoying our time down at the chalet. Greatly appreciated as it was close enough to our chalet. The bus service is making it more difficult for me to get to my chalet due to my increasingly reduced mobility and the distance between the chalet at the opposite end of where the bus drops us off. Over the last 4+ years the chalet rentals have greatly increased, and we believed the increase was meant to go towards the costs of lift repairs. We no longer have night watchman, and our chalets have been targeted by vandals.
- Get the lift repaired for disabled people to use their chalets
- Actually advertising it. Putting up a board at Cliff Lift with pick up/drop off times. Employing drivers who actually stick to the timetable. Or even better use the funding you were offered to repair the lift?
- Keep the lift as it's a good experience an also part of Whitby's past
- Repair the lift please It saves running the bus which is a short-term expensive option It encourages more people to enjoy the beach Finance it by stopping the ridiculous spending on the Marine Hub
- The lift should be restored, and the bus service removed. This is an historic feature and needs to be kept. Although remedial work will have been ongoing since the lift was built, it has continued to be in working order until 2022. With modern materials on the market, I am sure the lift could continue to be operational.
- Disabled people shouldn't be renting chalets in hard to access areas.
- The service is completely unreliable!! People with mobility issues have been stranded on the sea wall due to the bus not adhering to its timetable. The cliff lift NEEDS TO BE MENDED AND MAINTAINED!! Our town is becoming the 'poor cousin' to Scarborough. It's totally heartbreaking that the elderly and less mobile are being discriminated against. They (we) cannot access our chalets. I paid £850 in March, and I have not been able to visit my chalet once-not once due to me being unable to walk from the bus drop off 140 chalets away from mine!! A car should be supplied to take us down the Spa drive onto the sea wall. Please DO NOT say this isn't possible because we all know it is!!!
- The cliff lift or bus replacement is the only way my grandma can access the beach. She lives 2 minutes from the beach and loves to walk there but cannot manage the inclines. The bus is an awkward replacement for the lift, we can't be spontaneous,

and she is always terrified it won't come back and she'll be stuck. Have you considered a dial-a-ride system with call boxes so people don't have to rely on mobile phones? That way there's less waste driving an empty bus on slow days and there would be just as much waiting around as with the current system. Please do not cut off disabled, elderly, people wrangling children and equipment, and anyone else who deserves to access the beach but are stopped by the steep hills. Thank you

- Current cliff path gradients probably do not meet guidelines for ambulant disabled and wheelchair users (1:12, 1:15). Consider an external lift like other resorts e.g. Sandown, Sorrento, Valletta or a funicular which could be used throughout the year and attract more tourism. Surely the equality act means you have to provide access to all.
- I think an official donation box on the bus would be a good idea; many people would be happy to pay something towards the maintenance. Perhaps with a £1 qrl pay code thingy too. I think this service is really important and have had a disabled friend and a disabled relative use the service.
- I think you should consider better advertisement. This service is barely advertised, and I am always telling people about this service, and they always act surprised. Better logo on the bus so people know that it's the correct bus. You could even consider asking local businesses to sponsor the bus and in return they could have their logo on the side of the bus. This would generate some sort of income for the bus. Better bus stop sign. I use this bus frequently and need it to get down to the beach.
- U pay £850 for a Whitby beach hut that teenagers sit behind and drink and have fires. It's ridiculous. I have poor mobility and ideally need the lift to be in action. The drop off van is ok, but it's badly positioned right at the end of the huts. It needs to be regular too. I've paid probably about £7000 plus in beach hut fees over the year and the service is getting worse. D Corcoran
- Ensure that there is information both near the beach cafe and especially at the lift top showing times and charges. No information means no visitor passengers.
- I think the lift should be fixed as running the bus service is too expensive and the money would be better spent on maintaining the lift. I thought money was in place to fix the lift.
- Also as with most other Whitby residents I'm sure would rather see the reinstatement of the cliff lift - yet this does not appear to part of this consultation. Has lottery heritage funding been looked at to help fund repairs?
- Whitby residents should be free tourists should pay

- Please repair the lift and place a charge to use it
- The lift is an historic feature and attraction for visitors and useful for elderly and infirm people. Other seaside towns cherish their lifts (railway or otherwise) and so should we. Much better to spend money on restoration and even have some sort of display/museum in the tunnel
- Get the lift repaired please
- If the lift was repaired, then the bus service wouldn't be required. Scarborough has 3 lifts that I can think of so why can't Whitby have theirs repaired? charge users the same as Scarborough for the upkeep of the lift
- I feel the replacement bus isn't being utilised enough. Therefore, the money should be put towards the repairs of the lift. Also, since North Yorkshire has brought in increased rates for second homeowners. Where has this money been allocated? Could be ring fenced for the lift repairs. As well as the increased Beach Hut fees could also go towards the repairs and upkeep of the lift. Between both these areas the financial position of this historic lift would be secured for the future for both residents and visitors.
- I would think that the vast number of these journeys were made by chalet users, who used to travel in the lift for free. Each chalet costs almost £1000 per annum. There are well over 130 chalets which must bring the council over 130k per annum. The chalets are rarely updated. Ours has the same shabby deck chairs and wonky bench. We repair it ourselves when they are broken into. Which happens more frequently with the cut down in watchmen hours. One wonders what the breakdown is for what we pay for the chalets... My parents have had our chalet for years. They are both in their 80s now, they could just about manage the walk from the lift to our chalet. The walk from the minibus is longer but the only way to access it. If the bus is removed many of the older 'owners' will have no option but to give up their chalets. The older 'owners' are the ones who give the promenade the wonderful sense of community.
- Ideally the lift should be re-instated, and the bus service stopped. The chalet users/disabled need the service to enable access to the sea wall/beach
- So many people would miss out and maybe not even visit Whitby if there was not an option of an aid to and from the beach to west cliff
- Lift was invaluable for my Mum who's nearly 90, and for me when I was on crutches for six weeks.
- Fix the lift
- This is a disingenuous consultation. Why do you not ask how people feel about replacing the lift? SBC earmarked £100,000 towards a new lift from the Sunshine

fund What happened to it. That, plus the cost of the replacement service would go a long way to paying for a new lift. NYC have behaved appallingly in this matter.

- Repairing the lift would be a more useful investment
- The bus service is very unfortunately no good. Why don't you just reinstate the lift system.
- I have never used the lift due to it is never working.
- Fix or replace the lift. This requires an investment but paying for a service to a bus company is not an investment. It is Money down the drain lost forever.
- We should have had cliff lift repaired in the first place!! It's been done in the past & we were told there was the money, but it went to Scarborough!!!!!! 🚫 the replacement bus service is a necessity!! Especially the amount we pay for the chalets!!
- I think the cliff lift should be repaired it is extremely essential to Whitby, many disabled need it it must work out cheaper to repair than use a bus service it seems if it was Scarborough, it would have been repaired
- The lift is an important Historical and functional asset and should be retained and maintained for safe use. The lift itself is a tourist attraction and part of Whitby's History, it would be a travesty to close and scrap the lift. Funding should be prioritised for the lift's operation and maintenance. Other less value adding or significant projects in the county should be sacrificed to save the lift.
- Fix the lift, the bus is a sticking plaster solution. The lift, like the harbour has been left to rot. As yet nowhere in this supposed consultation does it mention fixing the lift!
- Another consideration would be to repair the cliff lift or invest in a land mounted arrangement lift or some form of transport - make it a tourist attraction perhaps to draw more people in and use it for the fun of using it, not just access to the beach. If not, continue with the bus, but look at something more efficient, as the figures quoted at £50k a year seems ridiculous. Even the finance on a minibus, wage, fuel, insurances etc, I cannot see how this figure is so high, and this may be part of the problem.....
- Repair the lift or offer a suitable alternative Chalet owners with limited access at the least should have access to their hut free of charge. After all, fees are astronomical for ultimately what is a shed that can only be accessed half of the year.
- Fix the cliff lift
- The work currently being carried out in the harbour carpark is utterly ridiculous. Losing all that parking for a building not needed or wanted by the sounds of residents and businesses. The lift should have been a priority. King Charles is trying to make the coast accessible, with the coastal paths. Much of Whitby is inaccessible. Even

more so now. The bus service is a life for some visitors. It is poorly advertised and not clearly marked in the west cliff, very few even know it exists! We've been coming to Whitby for 20 years, approx. 4 times a year we bought a caravan a few years ago and we now visit Whitby very regularly between march and Oct I've told many about the but who are all surprised and had never heard of it, crazy.

- I'd like to see the feasibility study reintroduce the lift. What volume of users did it have before closure? What's is the forecasted cost to repair, operate and maintain? What options have been considered to reintroduce the lift?
- Replace the lift please
- Reinstate the lift. If a bus it should be electric
- Council taxpayers' money should not be funding a minibus service.
- I think it would be good to display results of all avenues that have been explored first - How much money did the lift generate before closure compared to what the bus service could possible generate? Would it be possible to apply for a lottery grant to repair the lift? Would adding an extra stop for the bus service and applying an acceptable charge make the service more popular, e.g.- Beach, Westcliff, town centre? Invest in tourist attractions on the west cliff with a proportion of the profits going towards the maintenance and running costs of the restored lift could be an idea. Allow fast food franchises onto the west cliff, with money going towards the upkeep of the lift. Better than the hardly used eyesore that is Wendy's. Can you imagine - the amount of people that would pay to use the lift if they could nip up the cliff, grab food for the family and then pay again to come back down. Let the businesses in and let them pay for the lift.
- My wife, daughter and myself are regular visitors to Whitby and have a seven day stay in one of the 'turret' houses every June. My wife is disabled and the only way she can access the beach is by the lift or replacement bus. We appreciate that all local authorities are hard pressed financially to maintain essential services such as child and adult social care, but we would urge the local authority to appreciate the great value access to the beach has for disabled people.
- If the cliff lift were to be repaired, it would be better than the bus service
- Funicular lift or a road train, would be more obvious people more likely to use it and hopefully cheaper to maintain /run
- The bus service should be a temporary solution until the lift is repaired. There are 2 mines in the locality, and they must have the experience and knowledge to assist with a meaningful repair that will serve well into the future. It is imperative that Whitby has on demand access to the wonderful beach - it is a major asset of the town and

access for all abilities should be available. I cannot believe the lift has been out of action for so long!

- I would suggest that the money spent on this service is worthwhile currently. Efforts need to be made to repair the lift. It seems like in Whitby it is easier to close things rather than repair.
- Fix the lift!
- Fix the lift please. Surely the amount spent on the bus service would make that possible. We pay an increasing amount for the rent of the chalet and have a decreasing amount of amenities. There used to be a night watchman when the cost was £350 a season. It's nearly triple that amount and we don't even have access to the lift which did also generate funds from visitors. The bus service, for us, is valuable when it's a high tide to save the hard climb up from the chalets BUT was more able bodied. The people with mobility issues or even families with push chairs are disadvantaged and access is really hard.
- The bus service would not be needed if you pull your finger out and do the right thing and fix the lift
- I feel very strongly the cliff lift should be either repaired & restored or replaced. Our cliff lift is iconic. Other seaside towns manage to find the funds to repair and maintain their lifts so why can't Whitby.
- This is not a survey about the lift. The questions/answers are deliberately skewed so it is difficult to provide a valid view. The bus service must continue for disabled users, if for no other reason! Your question is really how much can we charge? 😏
- We really want the cliff lift back. A number of times we have arrived in time for the last bus, but we need it BACK UP, & not down, so we couldn't use it. My husband has back problems, & I have joint problems, so we need assistance.
- Fix the lift
- It is unnecessary. I appreciate that you may have a responsibility to provide a service but for how long. If the cliff life remains closed an alternative would need to be found rather than a taxi service which, when we see it, is usually empty. Leaving the road open has now facilitated unrestricted use of the area (despite the sign saying 'no parking') and motorhomes parking with no regulation or cost. This would seem unacceptable when NYC is trying to limit overnight motorhome parking along Sandsend Road. There is plenty of provision for campervans/motorhomes locally and it is leaving the area abused by visitors.
- Fix the lift. If it was in Scarborough, I'm sure it would already be done.

- The Cliff lift should never have been allowed to close! The council had many many years to which they could have maintained it correctly. It's a total disgrace and especially when they are now celebrating the vehicular lift at Scarborough this year, which they seem to have managed to maintain. Very disappointed how Whitby's iconic lift has been abandoned.
- Access is v important to people with poor mobility
- My preference would be for the cliff lift to be fully repaired and maintained. If this is not possible, keep the bus service going, but make sure it is very well publicised/advertised at the top. Make sure an article about the replacement bus, including a timetable and arrival and departure points, is included in the monthly emails you send out, and is referred to regularly in all your social media accounts.
- It's not possible for wheelchair users and people with other disabilities to access that part of the beach/path without either the lift or a bus service. I am a wheelchair user and would be happy to pay the same amount to use the bus as I would to use the lift. The bus times also need to be advertised in a prominent position near the lift and also where the bus picks up and drops off.
- Funding to repair and maintain the lift for the future would be the best option. Is there not some kind of government grant that could be applied for to help with this? The bus service helps keep visitors coming to the West Cliff area, enabling those who cannot walk down the steep cliff paths an option to enjoy the area, this needs to continue
- I feel it's important the cliff lift is reopened as it was a very useful service however, I believe the cost of using the service should free if charge. There are many people who are elderly, vulnerable, disabled etc that need this service that may not use the service if it was chargeable I feel this would be unfair on everyone to charge as it's a great help for people to access the beach more easily.
- Bus service is not well advertised. I'm disabled and didn't know about this service
- More advertising around Whitby. More drop off/pick up places along the route. Prevention of parking problems at the bottom of the Ravine and along the Promenade.
- It is part of Whitby's heritage to restore the cliff lift. It is an integral feature of going to the beach. Many visitors I have spoken to on the cliffs are completely unaware of the bus service at all, but most remembered the lift when it was in operation. Those who built the lift back in the day did the job before much mechanisation and to give up on it is so sad. Restore it and charge a small fee. You are taking double council task

from 2nd homeowners now so that is a considerable extra amount of money which could be well used at the lift. The bus service is a poor replacement for our lift.

- The only reason both myself and my disabled mum haven't used this service was the lack of information about times etc. These are located at the bottom in the blue cafe which frankly is next to useless. If the service was better advertised it would be very popular, i feel you cannot have a fair viability survey without an adequate amount of public awareness of the times of the service.
- Better advertising of the existence of this service would increase usage and therefore lower the cost per passenger
- Something needs to be done with the cliff lift. Properly a new cliff lift such as I've seen abroad, example Valletta in Malta where you walk out to the lift and the lift is straight up and down. Only maintenance cost are as normal lift services. This will cost perhaps a million pounds but will become a tourist attraction itself as it does in Valletta, or you could take the easy way out by closing the lift, cancelling the bus and spending the money on something else.
- As the bus service only operates part of the year and there are visitors all year round it makes sense to repair the lift. The longer the lift repair is left the costlier it will become
- As the cliff lift is still out of action after such a ridiculously long time, the bus service is essential for people why cannot make their way down safely or comfortably. Not all residents and visitors are mobile enough to get down to the beach without the lift or bus service. The bus service should also be publicised better to make more use of it. We had to pay to use the cliff lift so I think it's fair to charge a subsidised fee for the bus.
- Husband is disabled and uses a mobility scooter, and the bus service is vital to enjoy the promenade and the peace and quiet of Whitby away from the busy town centre.
- Needs more promotion of the service. Few people, myself included, seem to know about this service. Would prefer the lift to be back in use again, but if that's not economical ensure high visibility of the service. As things stand now it's a major obstacle to access for disabled and elderly people.
- Fix the lift
- Bus is spasmodic and difficult to use if disabled
- The council might want to consider the equality act before cancelling and publicise the impact assessment
- I want to see the lift repaired! I think the money would be better spent on this rather than funding a free bus service. The lift is an important part of Whitby's heritage, and

it is said to see it is still closed. I appreciate it is expensive but some of this will be recouped from lift charges. The bus is also a very expensive service to fund and maybe there should have been the same charge applied as the lift. It is imperative that the less able amongst us can still have a way to access the beach whatever decision is made.

- Make an investigation in to where the money that has already been allocated to repair the cliff lift has disappeared to! Then use that money to fix it. Scarborough has a lift that is never out of service and also Saltburn, why do Whitby residents/ holiday makers have to suffer?!?
- I have visited Whitby many times and stay a few times a year and I had no idea this existed. More advertisement and info is needed if it stays.
- The amount of money paid for the bus service should be used to fix the lift which is an historic part of Whitby. Scarborough lift gets fixed and looked after so should Whitby. There is never any money given to look after and enhance Whitby (in the right way and necessary) it's about time that changed!
- The bus is of limited use when you have several wheelchairs needing it at the same time. You cannot be guaranteed that there will be space. At £860 for a short season, hiring a beach hut is starting to be a luxury which discriminates against disabled people. The cliff lift should be repaired and be made free for chalet owners. If there is not enough cash in the coffers, grants should be sought from local businesses and fundraising should be started. Scarborough is having two days of free activities to celebrate the 150 years of the cliff lift. Once again, we are the poor relation. If the Scarborough lift had broken down, you could bet your bottom dollar that it would be repaired speedily.
- The cost of the bus service is ridiculous. Fix the lift as it offers more flexibility and then the road at up gang can be closed except for emergency vehicles!
- I think it's a real shame that money is not put towards fixing the lift. Lottery funding?
- Having the bus service leaves the gate open at the top of the ravine. The amount of cars, motorhomes and other vehicles is absolutely disgusting. They park where they wany and drive far too fast.
- Many people do not realise the bus is still running as for the most of this season there has been no signs, posters or advertisements of it up until about a week ago when locals started complaining of this fact. This is a viral service until/if ever the lift gets mended, our beach is not the easiest to get to for the less able people and many other people

- You can continue to support the Spa Cliff Lift in Scarborough but do nothing but let the Whitby one gets worse. Publicise the service so that people know about it.
- Council Tax payers should not be paying for a free bus service which is mainly used by tourists anyway, £50,000 a year is shocking. when the cliff lift was in operation they paid for the lift, so now people should be paying for the bus!!!! It should not be free!!!
- Make it really clear where the bus stops and when as a lot of people are confused by this. No one minds paying for a regular well-run service.
- The simple fact is that you have to provide a viable way for less able-bodied people to get to the sea wall and beach. Equality Act 2010 is clear on that. What is your alternate proposal? As with most NYC consultations this only gives the options you want. Where is the strategy for active travel to get to that area?
- My recollection is that there is a sign stating that the replacement bus service gives priority to disabled persons. I believe this will have deterred able bodied persons from using it and may well explain the low usage. I have mobility issues, but my wife does not, so we have not used the bus because she has not felt comfortable about using the bus. I believe that many people would be happy to pay a charge at the same level as the Tramways in Scarborough if it was made clear that ALL ARE EQUALLY WELCOME on the Replacement Bus. Finally, thought might be given to using a more iconic vehicle, in the same way that the Land Train in Bridlington is an attraction in its own right.
- I haven't been able to use the lift because it has been shut. The bus service is needed for those people who are parking or staying on the west cliff as it allows the disabled, less mobile, and families with small children to get to the beach safely. Perhaps you could change the towns tour bus route to accommodate this. The rotting handrails on the steps down to the Khyber Pass make them unsafe and need replacing. Please stop wasting money on the cliff top Ferris wheel and spend it the bus service. Please put Sophie Lancaster's memorial bench back.
- Money was already allocated for the repair of the lift from Scarborough council what has happened to this. As a Whitby resident I feel if the lift is removed Whitby is losing more of its past.
- The bus service is not suitable for everyone and cannot accommodate volume of people when needed. The amount of people going to the beach from West Cliff has reduced significantly due to poor access. If people have pet allergy don't want to be in minibus with a dog. If bus full it's quite a wait for next one especially if have young children or have mobility problems. Lift should have been replaced in 2022. Difficult

to get possessions down to beach hut with no lift. It is an essential part of the beach experience for all. The money being spent on the minibus would have been better spent on replacing the lift.

- Why have a consultation when you don't present the alternatives? If you end this, how will you cater for elderly and disabled to get to the sea wall, beach huts and beach as required by the Equality Act?
- We need to accept that not everywhere can be accessible to all people.
- I think it's absolutely appalling that the council taxpayer's money has been used to fund this service. When the cliff lift was in use you had to pay a fee use it yet when it goes out of order, and you put on a bus the bus is free funded solely by the taxpayers of Whitby. This is an absolutely appalling decision. Cliff lift should never have been allowed to go out of service. It should've been repaired and maintained all the time. Typical though of the lack of investment would be from Scarborough Council hopefully North Yorkshire Council won't go the same way just taking out but not putting anything back into Whitby. I'll hold my breath on this one. Another thing that the bus service does as well is attract other idiots to drive down the seawall at all times of the day as well. People think it's a free for all. This wants looking at as well as sometimes down there it's like the M1.
- There should be a small charge for people as there was to use the cliff lift it is a necessity for people who have chalet & for people that have mobility problems some people cannot walk up & down the zigzags it is too much for them
- I am a Whitby resident, and did not know about this bus. It should be more actively promoted
- If you can afford to run a similar free bus service in Filey, then it should be scrapped in Whitby. We all pay the same council tax, so should get the same service.
- Never even knew there was a bus service! Spend the money on a new lift or funicular railway. Whitby needs it. The bus is not convenient for many with mobility issues. The drop off is not suitable if you can't walk far.
- Fix the lift. it gives users. Especially the elderly a means to access the beach
- Beautiful place but people with breathing or disabilities need a bus service to go from the north terrace to the bottom or in town and return. Or even a minibus service with a good timetabling.
- Not everything everywhere can be accessible for everyone and this needs to be accepted.
- When other services are not being covered this should not be subsidised using taxpayers money

- This is not worth the cost.
- The cliff lift and now the bus is the only way some people are able to access the beach chalets they spend a lot of money to rent. This year's bus service is a disgrace. It doesn't turn up, takes two-hour breaks in the middle of the day and there is nothing to advertise it even runs on the cliff top. Some people I know, myself included are afraid to take a wheelchair user to the chalets in case the bus doesn't turn up at the end of the day. I would happily pay for a decent service like we have had in previous years, I used to pay to use the lift. I do question where all the funds to repair the lift have gone over the years, I think Whitby people deserve an answer on where this vast amount of money for one of their towns main amenities has gone to.
- The replacement is not well advertised, how do visitors even know it exists. Take a look at the popularity of the land trains in Bridlington and other seaside destinations both here and abroad. Running from West Cliff car park down to the beach with a few stops along the way, it would become a real tourist attraction as well as a lift replacement. With proper management it would soon pay back the initial investment. If the council is incapable of running it offer the franchise to a private company.
- Have the council thought about the Whitby residents that are elderly that still own beach chalets but now cannot get down to use them the bus is a waste of time & money, the lift should be used like it always was remember when you got free lift passes when you got a chalet this happens no more !! but the prices of chalets go up each year, the bus only runs at certain times which is no good at least when the lift was there you could depend on it all day
- Given the cost of beach access for those in need by this bus service; long term would it be better to build a chargeable vehicular railway. Would prefer the repair of the lift.
- Repair the lift and charge an increased fee for a period of 3-5 years to recoup the costs
- How on earth does it cost over £50k for this service to run for a season? The costs that are being given are ludicrous. Something has gone seriously wrong if the council have agreed to pay an external company these amounts. The type of minibus that is used could be bought for far less than this and a wage be paid, and I would imagine the costs for the season would be more than half. Whoever has authorised these payments needs sacking. No wonder the councils' funds are in such a diabolical mess. It's a disgrace and this makes me so cross. £50k for someone to drive up and down for a season... shame on whoever has charged this and whoever has agreed to pay it

- Fix the lift.
- The choices you have given are too limited. The lift. Or any lift. Is the need. I'm regularly on the beach and never seen the bus and only aware through word of mouth. Clearly, it's not well known but the concept is a little flawed. Having a lift is a game changer. There is plenty of funding from our very busy town and lots of benefit to a lift. Let's make it happen as in other local towns. Can we use the harbour money? Combined authority active travel money? Town investment plans? Etc etc. my parents are in their 80s and need access to beach and chalet.
- Tourist coastlines route with access to beach and charge tourists
- I have impaired mobility, and I visit Whitby every year However, I was until recently completely unaware of this bus service. Had I known about it then I would have made use of it. And I hope to in the future I really think you need to make this service more visible
- Repair the lift
- Subsidise bus service charge a fee (compare it to cost of disabled taxi should be affordable). Limit times checking when higher use which times of the day. Is there no option to restore the lifts?
- Spend the money on repairing the cliff lift rather than wasting money on a bus service hardly used. Bus service blocks people trying to walk along the seafront as well. The cliff lift should be repaired no matter what the cost is at least once repaired could recoup cost when charging people to use.
- The bus service needs to remain. It appears that not many people know about the service, so maybe make the option of a bus service more noticeable around the beach and west cliff areas. Of course, the most obvious solution would be to repair the lift that has been neglected by the council.
- As I understand it, the council has a duty of care to provide access to the sea front. It is vital that the lift be repaired. NYC must not consult just on options for the replacement bus service as this is disingenuous in the extreme.
- This is a cost of offering tourists a facility. This attracts disabled tourists and their families to this area. They parking charges from the town should fund this service.
- Didn't know about this, maybe advertise it more.
- I was completely unaware that there was a replacement bus service. Maybe awareness is a big part of the problem.
- Fix the lift. Surely the cost of fixing this would work out more cost effective in the long run. Hard to believe you spend 50k per year on maintenance? We used to drive to Westcliff to park there, get the lift down and use the beach near the cafe, so

spending money anyway. Now we are more likely to just use the other end of the beach. The bus service isn't publicised enough, I don't know how it works. Also, I don't want to be waiting around for however long for it when the lift takes you when you want it.

- I think in the long run it would be cheaper to modernise the lift mechanism, then fund a bus service, I am sure, you could charge a minimum fee for people using it.
- Fix the cliff lift and stop wasting money. The bus service is slow and its dangerous for pedestrians on the sea wall
- I did not know about this bus service; I visit a lot from Scarborough where we have two excellent cliff lifts.
- Would prefer to see cliff lift repaired but if that is not possible should be bus service to assist people
- The bus service would have many more passengers if it was advertised properly. There is only a very small sign next to the old lift and it doesn't explain things properly. As someone with mobility issues, the lift was wonderful.
- It would be a big shame for the lift to not be returned to serviceable use. It has been there many years and could be developed into a more appealing offer, with the help of sponsorship or private funding. It could be made an attraction in its own right, at a time when many attractions on the North Yorkshire coast are now defunct. The lift provides access to many users and would like to think that taking this action would be more cost effective than running an expensive bus service.
- No details of cost to repair the original lift, but a full cost of a service that you want to get rid of. How can comments be made if you haven't bothered to get a rough estimate for the repairs to a lift, that potentially would have a big cost, but then not cost £50k a year to upkeep. I do find that some money is wasted on things like the big wheel that's been placed so that people can see a view of Whitby, in the wheel, however the view they see without the wheel, is exactly the same and there were no questions asked about putting that there. So, views or opinions won't matter. I do believe however you should have something in place for YO21 Residents where they don't have to pay for parking or pay an appropriate fee with an official pass for residents only where any parking is £1 maximum for the day for official YO21 Residents. Whitby residents pay enough in council tax and continue to have to pay more and more each year, for very little change or benefits. Perhaps looking after residents too would perhaps boost moral for residents and local businesses toward the local council. Local residents and businesses are not getting their money's worth

from the local council as far as the majority are concerned and most feel like a lot of our hard-working tax money gets wasted.

- This survey does not actually the issue - the lift should be repaired then the service can be used as and when needed by visitors. NY council have imposed double council tax on second homeowners (of which there a large number in Whitby) and these extra funds should be reinvested in the town for tourism. Repair the lift.
- As a local I didn't even know this was available. Maybe a different bus that stands out or more info made known to us about this service. Charge each person a small fee including disabled. To help cover costs I'm sure people wouldn't mind a small charge for this service we certainly wouldn't
- How much would it cost to repair the lift? There ought to be an option for re-instating the lift.
- The council is charging second homeowners a council tax premium which is not being used to create new homes as was intended. Use some of that money to fix the lift and avoid the need for buses.
- Cliff bus is too far away at bottom of lift, not well publicised from Cliff lift at bottom. Save money and put charges for bus towards repair. Lift is a feature of Whitby and should be repaired.
- Fix the lift!
- Why not repair the original cliff lift. If this isn't feasible, invest in Whitby and create a land mounted lift, a modern version of what is at Saltburn, for example. Be creative and make it a tourist attraction and charge a small fee for it (except for disabled). Or introduce a land-train type transport which goes into town as well. Something fun which will also attract people using it.
- The lift broke years ago if the council had addressed the problem sooner it wouldn't be in such a state. I paid £800 plus this year for a chalet which has teenagers underage drinking behind it, no lift, no good access for disabled and no security. It's a shambles
- The cliff lift is a part of Whitby and its heritage it's vital for the elderly and disabled I maybe going of topic regarding the bus but were good at wasting money in this borough on things that don't benefit the town nobody cares what local people want we cater for visitors that's th3 bottom line and it's sad we should be preserving our heritage and history for the next generation not letting it go to rack and ruin we can and should be doing better the council are good at taking money out of Whitby but they don't like putting it in should be ashamed of yourselves

- There is no notification as to times or pick up points anywhere near the lift. Surely people need to know this. Its basic common sense
- It would be helpful if it actually turned up when advertised.
- Stop spending a fortune on the bus and report the lift. You're making a ton of extra money from double council tax on second home users so use it on that!
- Should be paid for, or at least part paid, by users. Also feel it could be far less frequent if continues. Max 6 runs at day. Optimally I would support 3 x a day. Morning, noon and evening.
- You need to advertise it more as I didn't even know you had a replacement bus service.
- Why not try and mend the lift? a great tourist attraction? No one wants to catch a bus.
- Perhaps have a small charge for the bus for adults (accompanying children free) and also allow OAP bus pass holders and disabled on for free
- Scrap it.
- I have been a regular visitor to Whitby and didn't even realise there was a free bus service. I even have friends that live in Whitby and run a business who didn't know about it. Would help if advertised. I would be happy the pay a nominal fee for the service.
- Ideally the lift should be repaired. Any traffic on the promenade is not acceptable. More traffic each year thus a risk to pedestrians' safety- whether children, adults or dogs.
- Living in Whitby all my life the locals that are left walk around and down to the beach via other options. Visitors can access the beach via two ways near the spa and near the extension which are easier if difficult in walking. A lot of the visitors that are able to walk can choose to walk down the steps or the pathways as they have done numerous years. Why should we or the council have to pay for something that does not really hinder us. Yes, it would have been great to have the lift up and running but it is not feasible with the costs so I think it should be left close and the bus stopped. Put the money saved into roads, policing etc something better
- I wasn't aware there was a replacement bus service and I've been a regular visitor for 5 years. Maybe advertise it round town so people are aware and can then use it!
- Build a FUNICULAR Get investment to build a new tourist attraction and easy access to the beach for people with low motility. The cliff lift is always doomed to fail, it's unattractive, not fun, no-good views and obviously expensive to maintain.

Build a FUNICULAR and make the money back by charging people to take ride up the cliff, getting the views as they go.

- Publicise it! I live in Whitby and am disabled, and I've never seen the bus and would have no idea where to get on it.
- Perhaps replace the minibus with electric golf buggy type vehicles which could then be driven along the promenade past the spa and up spa drive. They would be a lot cheaper to run and the service could be more frequent. Sorting this out needs to go hand in hand with stopping vehicles driving on and parking on the sea wall, cars and campers. It really spoils it for everyone using the chalets/sea wall. Why is this not policed?
- I recently moved to Whitby and would definitely use the lift if it were renovated / replaced. I'm less likely to use a bus service but can see it has its uses for the less able. I had previously been unaware of the bus service so would suggest it is better publicised and that this would explain the low numbers using it.
- A relic and should be shut
- I would love the lift to be restored. We do use it when it's there as we love the novelty of it. I think it's only fair that there is some way provided for those who can't walk down if it's not going to be fixed. We don't yet use the bus as it doesn't have the same excitement, but I'm not getting any younger so may need it in the future. Would be happy to pay a small fee, perhaps subsidised by the council.
- I only visit for one week in August, the rest of my family can walk down the cliff, but I rely on the bus to take me - without this I would be struggling to join them on the beach.
- You need to consider all disabled users, some disabilities are not completely physical and or visible , my son has downs syndrome, autism and a heart condition even though he can walk all be it with a wide gait , he tires easily and would struggle to walk using the zig zag paths, or via the pavilion , walking up and down the Khyber pass to access the beach via the ramp in town would be not something we can do especially carrying beach chairs and the things he needs too. The lift to us was invaluable and we were sadly disappointed when it was closed. The taxi service is the only lifeline left if he is to be able to enjoy the beach at all if that were to cease too there needs to be an alternative. I myself have a heart condition, it's also unfair that because my son can't use the bus service unaccompanied, I would be charged if he was to go to the beach, please consider not only free for disabled passengers but also a carer too, I can agree that other passengers could pay towards the cost. Why not invest some of that annual cost into buying a minibus and running the service

yourself , a driver on minimum wage would be £85.47 per day for 7 hours or if it was kept to say 5 hours the cost would be less plus fuel, much less than £18 per trip, but whatever the plan charging disabled customers because they're unable to go to the beach at the seaside something that most take for granted, is unfair no one asks to be unable, and leaving them without access at all because it can't be done cheaply enough is unthinkable.

- Fix the lift instead
- Extortionate.
- Unfair for local taxpayers to pay for visitors to use bus. Scrap the bus and reinstate the lift when funds are available. Advise visitors to access the beach from the harbour.
- Why do t you just mend the lift? I am sure you could even crowd fund to do this. Most people love Whitby and want it to thrive, let folks help to replace this icon.
- The lift needs to be repaired. All the money wasted on a bus could go a long way to maintain the lift
- I am a regular visitor to Whitby and had no idea this bus service existed. I've avoided walking down to the beach and promenade as mobility issues make it too difficult. I would have used this bus if I'd known of its existence, and happily paid a small charge. So, number 1, publicise this service with easily visible signage.
- Cancel the bus service
- Scrap it. Put the gate back on the road that leads down the ravine and give us our promenade back. I'm sorry but Whitby geography unfortunately means that not all areas are easily accessible by people with mobility problems... but our council tax money should be getting wasted on providing this service. The beach can be accessed easier at Sandsend, they can visit the beach there instead. The cars that now enjoy re-surfaced access the sea wall and park in the ravine are dangerous, and the drivers are just lazy dog walkers and people fishing the majority of the time. If you are going to continue to allow parking here, then you should charge for it!!! And ban the motor homes too!
- I have elderly relatives that have used this service, and it has been excellent, however they knew nothing about this service and its only because I walk on the beach daily that I know about this service. This service is not advertised neatly enough, social media should be utilised, there should be advertising at the park and ride, so visitors know about this service. There should be more prominent advertising at the bus stops. In this day and age there should be more advertising of this service and there is no excuse. A vital service that needs to continue!

- FIX THE CLIFF LIFT!!!! WHY DONT YOU EVER LISTEN TO WHAT THE PEOPLE OF THE TOWN ACTUALLY WANT!!!!
- Fix the lift
- The service is not adequately advertised. The signs for the bus stop are small and not obvious.
- The bus service should not be the answer, the answer should be fixing the lift!! The fees for the chalets should be used for this why is it not? The minimum you can do is keep the bus! But the lift should be fixed.
- Sadly, we haven't got the money to spend on the bus service
- This service is very poorly advertised/ sign posted. It needs promoting. This is an essential service for our elderly and disabled residents and visitors. Better promotion could help create better funding for the service if the cliff lift is never to be repaired.
- The lift was so important to families and disabled people and other people with walking difficulties to get back to the top which is a long way. The trouble with the bus service is that it is at the wrong end and at the drop off it is a long way still to get to the middle part of the beach where the cafe is. My preference is for the lift to be repaired and for the repairs to be put out to tender. Failing that why not use an electric vehicle from the whalebone end that could take six passengers or more like the small vehicle that was run prior to the minibus like a golf caddy. Make no mistake the lift is important to visitors and should be repaired or the bus service should be retained. Better advertising of the minibus probably at your blue cafe/ beach attendants or signs on one of the huts is a must so that more people should know about it. Put better signs on the cliff lift below. People would take a dim view of the Council if it was abandoned.
- Please replace the cliff lift
- GET THE LIFT REPAIRED! Instead of spending a colossal 10million on a 'Fishing Hub' that no one wants, why have you not done something useful for the town and what the Taxpayers of Whitby want by re-instating the Cliff Lift? Of course, that would be too simple and sensible a solution.
- Lift is preferred. Maybe fund the bus by fining everyone who breaks the rules about when you can drive on the sea wall or parks a camper on the wall for the whole of summer? Or dedicate parking fines raised in Whitby to fixing the Whitby lift? Signpost the best route for mobility scooters via pavilion so they don't attempt the steepest hills. Less people will probably use the bus once there's a charge, they'll either realise they can walk or drive their car down and make problem worse. Then the council will remove the bus through lack of use.

- The bus service began the use of the promenade for many other unauthorised cars and vehicles. Prior to this the route was only for emergency use and access to chalets at designated times. Now that the gate is open at the top and the ravine has been resurfaced it is like a regular road. Very unsafe and very antisocial as the area is supposed to be an area to enjoy nature and be away from cars etc. The council need to look at fixing the lift in order to save this area from traffic.
- I think it should be advertised better as I feel it isn't very well known about the service. Perhaps keep the service as it is for the remainder of the year and then compare this year's usage to last years and make a decision from there maybe.
- The bus often drives too fast down the ravine. It should be marked as lift replacement bus. This might discourage other drivers from thinking they can use the promenade for parking. It's all an accident waiting to happen. Use the money to fix the lift surely, we have a local mining company who could give advice. You have wasted three years doing nothing.
- Only run the service 5-6 times a day. Advertise the service more (most people don't know anything about it). Charge passengers for the service.
- Why haven't you given Whitby the money back generated by the harbour. You lost the court case.
- Wouldn't it be better to fix the lift?
- Could we find the price for a funicular railway as in Saltburn
- It would be interesting to know the cost of repairing the lift or a replacement type of lift.
- Fix the lift but stop paying for the bus.
- The lift/bus service is an essential part of our family holiday enabling my elderly father to enjoy the beach and the businesses on the seafront, would hate for there to be no way of accessing the beach. Happy to pay a nominal fee for the bus
- Me and my daughter heard that there was a lift to the base of the cliff. Having problems walking I thought it would save a long walk down but found it was closed 3yrs ago (when I could still walk!). Didn't know there was a bus. A bus replacement really isn't like for like. Something with a bit of class is more befitting of Whitby.
- Advertise the bus service properly. Make it clear that anyone can use it (not just disabled passengers) Charge a small fee. Enforce that other vehicles should not be driving along the sea wall. Promote the bus to those using the beach huts. It is dangerous sometimes with cars driving along the promenade, hoping there will not be a nasty accident. Thank you

- Repair the lift, it's part of our history as a as part of the Victorian seaside revolution that developed in Britain. Whitby attracts around 2 million visitors each year. This results in approximately 3.8 million visitor days, with an average stay of 1.9 days per visit. The tourism industry in Whitby contributes significantly to the local economy, generating £353.8 million. Adding a few pence to the parking charges would raise the capital to repair this landmark, and while we're at it, replace St Mary's clock faces. Another landmark missing from our historic harbour view.
- The bus service is not the best option. Repairing the lift would be the best option but after years of poor maintenance from SBC it may not be possible to do that. The option is to replace the lift. Obviously, it is now well known that NYC have not saved the money they said they would, when they became a Unitary Authority. It has become glaringly obvious that Whitby has been neglected in so many areas, the lift a prime example, Scarborough and other places made sure that their lifts were maintained. We do not want a bus we want a permanent solution. NYC stop thinking you can impose upon Whitby solutions for prior neglect by SBC that aren't solutions at all - only half-hearted attempts to shut the residents and visitors up. Stop promoting NYC via Whitby and think nothing needs to be done because despite your neglect, visitors will keep coming. We need the lift to get to the sea front. As stated in the comments of NYC post on Fb very few people knew of the bus, no promotion no timetable. Stop looking for a way to remove another valuable asset from Whitby - replace the lift or build an alternative down the cliff. I suspect you will be using this survey to try to prove that there is not enough interest for a solution. Do your job and replace or give a permanent structure for accessing the sea front. I find it embarrassing for you that you have wasted so much money on a bus you have not advertised, it's almost like you want it to fail by not advertising it, to somehow prove your point that it's not important to have access to the seafront. We want a lift, not a bus. You may as well allow visitors to the seafront to pick up a free phone and get a taxi on demand down to the seafront looking at the numbers using the unadvertised service. We want a lift or permanent structure for access to the seafront. Please do not disrespect Whitby like your predecessors did for years. Unfortunately, although you are a different larger authority you still have the same elected members that seamlessly moved over to NYC and continue to take no action on behalf of the people of Whitby. We want a replacement lift or a permanent structure that takes people down to the seafront. Thank you.
- I am a chalet user and i didn't realise the bus was free. You haven't advertised it correctly. I knew there was a bus service but didn't realise it was free to use. I go

down to the beach that regularly so thought it would prove expensive getting the bus each time. I go down with my 2 toddlers so have to push them up the hill. Is it at the bottom at set times? Or is it just there whenever?

- The bus service seems expensive and ineffective. There needs to be a way of safely transporting people from the cliff top to the sea front, beach, cafe, Pavilion, beach and other facilities. The bus isn't fit for purpose as not many people know about it and it never seems to be running when you need it, i.e. apparently it only starts running at 12 pm and finishes when? That isn't a good service, and the worry is if you get down there, you can't get back up if the bus has finished for the day. It seems like a permanent solution needs to be found as the lift isn't perfect either as there are limited opening times. Maybe it is time to introduce a completely new system which will also be an attraction such as a funicular railway, or provide electric golf type buggies paid by the hour by an app for people to hire in the Pavilion car park. The situation needs careful consideration as it is most unsatisfactory service at the present time. We are denying disabled people, those who have trouble walking the steep slopes, small children, those with temporary disabilities (after an op), elderly etc the best of what Whitby has to offer. I would also suggest that this is discriminating the most vulnerable in our society and is against their human rights to not be able to enjoy this area of Whitby because there is no way to transport them at all times of the day whereas able bodied people have 24/7 access to this area. I'm not even sure how NYC are legally managing to swerve this important law. Something needs to be done to sort out this situation on a permanent basis and it is going to cost money whatever happens. Our visitors, residents and most vulnerable people in our society deserve it and are relying on you to come up with a satisfactory solution.
- Replace and repair the cliff lift using monies raised by charging for parking all year round in paid parking areas Tourist tax levied on all visitors staying overnight Give community charge town residents a 2 hour parking passes to shop in town etc all year Stop all traffic on promenade it's a safety issue for
- The bus service should be removed. Apart from cost the access road is being used by many cars and mobile homes who now come down and park on the seafront. It's only a matter of time before someone gets knocked over. The barrier could be closed again if the bus was stopped
- Unnecessary spending, could be put to better use repairing lift
- Restore the lift. It's a historic asset and a potential revenue earner. Scarborough keeps two of its lifts going.

- As this survey would appear to be about the future of the replacement bus service, and not about the recommissioning of the cliff lift, it is of very little relevance to me.
- My preference would be to repair the cliff lift. If that is not possible then the bus service should continue. Needs to be better advertised and timetabled.
- I believe NYC priority should be to repair and reinstate the Cliff Lift, it was/is a feature of Whitby
- If it's impossible to repair and maintain the cliff lift, and the shuttle bus is underused, I believe the council should buy and operate 2 land trains such as the ones that operate between Bridlington and Sewerby. These would serve a dual purpose, transportation of people to the chalet areas and an income stream for the council. Chalet tenants could be issued with a pass which would give them free access to the land train at off peak times and reduced fares during peak hours. The land train would then become another "tourist attraction".
- The bus is poorly advertised and unreliable therefore its use is limited. It can only hold 6/7 people for every journey and despite numerous contacts with the council, does not run to its timetable. The cliff lift can take far more people when it's running, and the money should be spent on repairing/new lift to make beach access easy for all. The steps/zig zags are overgrown with plants and dangerous for walking and also some of the railings are loose, making walking for able bodied dangerous.
- The service needs more advertising as most people don't even know the bus operates. Could the bus do a round trip of town picking up at different points like the sightseeing bus & passengers pay for a 24-hour ticket?
- Repair the lift.
- Repair the cliff lift. Reintroduce the locked gate to stop vehicles using the path down to the promenade to park. They're a danger to pedestrians and should not be allowed. Overnight parking should be totally banned. Cars driving on the path under the pavilion should also be banned. I was almost knocked over and then shouted at by the driver who was driving at speed. Unsafe.
- The repair of the cliff lift is a paramount importance for Whitby heritage and should be the first thing considered. Sidelining funding for a bus and repairing is just a waste of council money
- Repair the lift - this would remove the need for the bus service. Advertise the free bus service more. It's not clear that this is in place - where to get it from or the frequency which could be a reason for low numbers. Removing this service would mean disabled people wouldn't be able to have easy access to the beach which isn't acceptable.

- We've been holidaying near Whitby for many years and were unaware of the free bus service to the promenade. I would have used it gratefully on many occasions as I have joint pain.
- I visit Whitby 3-4 times a year and i never knew about the replacement bus nor have seen it advertised perhaps if the bus was advertised with a clear and simple timetable then your numbers would improve i personally would be happy to pay a fee to use the bus. Repairing the lift would be great but charge more once its reopened and compare the prices to what people are happy enough to pay at Saltburn and Scarborough. If the lift is beyond repair could perhaps building a lift similar to Saltburn's be an option i can day I've stood and waited in. line for 40 mins to use the lift at Saltburn. It would be a great addition to Whitby to have a scenic style lift and would bring in more revenue.
- The crucial thing you are not asking about is repairs to the Cliff lift. This would certainly be the most popular solution among both residents and visitors. I understand that this will be hugely expensive, but you really need to let people know what your long-term plan is on this matter. Disabled access to the beach and the chalets is surely mandatory, so you cannot discontinue the replacement bus service. I can see that you have skewed your questions to enable you to say that people want you to continue the service, and most likely by charging to use it. I think that is completely reasonable and far better than simply cancelling the service. However, you really must improve the advertising and visibility of the service if you need people to use it. Many of the comments in social media complain that people are unaware that the service exists, so it can be no surprise that it is underused. In summary: Make public what your long term plan is to repair the Cliff lift Under no circumstances should you cancel the replacement bus service Go ahead and charge people to use the service (the Cliff lift was chargeable too) Improve the signage, make the bus stop easier to spot, advertise the service in publications and social media, not just on your site.
- Why not use the money spent in the free bus to repair the lift
- The money spent on the bus service - £50k per year since 2022 equates to £250k which would have better used repairing the lift, then charging £2 per journey in the lift.
- An essential service for disabled to access the sea wall... I and my sister a full-time wheelchair user who cannot transfer to a car use this service a lot. It is not however publicised at all... No wonder nobody uses it. And numbers low.

- I'd charge but what do you mean by disabled? I would also consider doing a Whitby loop that includes going to the abbey
- There needs to be a facility that makes the beach accessible. If there is no lift and no bus service this will only encourage more people to take their cars down, which has already increased since the road was improved when the bus service was introduced. For the elderly who don't drive you will be cutting them off from being able to access the beach, as the walk up and down the cliff is too much for them. Considering the elderly population of Whitby, provision needs to be made. My parents would not be able to get down to enjoy being by the sea if there is no lift/bus replacement. Other nearby resorts have cliff lifts, so if Whitby doesn't have that provision tourism may be lost to neighbouring towns. To help reduce costs, and to make it more of a service for local people who need it, a small charge is acceptable, but all pensioners, disabled and children under a certain age should go free (to help families). I used the cliff lift, but never use the bus as it is small and you have to wait for it, and I always felt it was for people who couldn't manage the walk up and I didn't want to take up space for someone that needed it. The lack of passengers may be due to that - I never felt it was a bus for me. If there is a small charge, that supports the free service for others then it would be clearer, and I would personally be more inclined to use it every now and then. There was a charge for the cliff lift so no reason why the bus should be free for anyone other than those with access needs.
- Fix the lift - Scarborough's is working after 150 years ours should be a priority
- Use the £50k per years to fix the lift. Enabling full access for all. Using the bus with toddlers, pushchairs, beach stuff and other bags is not an option.
- It appears that the bus service is not widely advertised, nor are the running times readily available, which probably is the reason why it isn't currently well-used. I'm pretty sure people would use it if they knew about it. What about cliff lift usage, what are the figures for that? You can't compare if you don't have the information. The best solution would be to repair the lift. Surely there must be funds and grants available for a piece of history and heritage like this. It would be sheer folly to let it go. The lift would be far more of an asset to Whitby than the huge wheel currently disfiguring the west cliff. Have some vision.
- Repair the cliff lift, it's already cost the council £200,000 over 4 years @£50,000 a year. We rely on tourism in Whitby so access to the beach is very important but waiting for a bus is not as exciting as going on an old-fashioned cliff lift

- Fix the lift! The council should be using funding to tidy the town, fix the lift, replace the church clock, tidy up the beach huts etc etc rather than paying for unwanted and unneeded things such as the maritime hub and taking away car parking spaces.
- Use the funding for the bus to fix the lift. Then there's no need for the bus service. The bus isn't being used because it is badly advertised, and no one knows about it.
- I struggle to walk far and have missed the lift on my frequent visits to Whitby. I had no idea that there was a bus in place. Not advertised well and no idea where to get it on
- Repair the lift, maintain the lift and charge for its use as in the past - it's no rocket science! Not having the lift is discriminatory against the old and less able. The bus service is useless as no one knows when it should be running and when it does operate it is unreliable. Scarborough and Saltburn can manage cliff lifts so why not Whitby? Maybe introduce a tourist tax to fund projects such as this.
- The service is poorly advertised. I live fairly nearby (Stockton/Teesside) and regularly visit the Whitby area, and this consultation is genuinely the first I've ever heard of it. If the service cannot be viably maintained, then could the operator of one of the buses (e.g. Whitby Town Tour) be subsidised to divert via the cliff lift and provide an at least part replacement (charging a fare but maintaining the link)?
- I think the low numbers using the service are due to poor advertising by the council, for the service, and for its timetable.
- Please just fix the historic lift and then scrap the bus which despite going to Whitby every week I knew nothing about. I remember how excited our kids, and myself when younger were to ride on the lift so it's such a shame it's not in use anymore why can Scarborough still have one and also enjoy celebrating its birthday...please fix Whitby's historic lift.
- During busy periods how the bus operates is non-effective. With only one shuttle run every 30 mins if a queue has formed not everyone can get on. You are then waiting 1hr to get on the next shuttle. A proposal to make the bus more effective is to install some sort of communication system. So, people waiting to come back up can call the driver and he can come down. During some periods the driver is awaiting at the top of West Cliff and brings no one down. surely their time could be utilised better.
- I have used the cliff lift since I was a young girl using our family chalet. Many time we needed to take heavy or numerous items down with us when we were all down for the day with our gran. My mum is now disabled and even with the bus service she would struggle to walk the length of the chalets to access our chalet near the cliff lift. As a suggestion could the bus run on a call service? I.e. a free phone that connected

from the cliff lift at the top and one at the bottom so that the bus didn't keep running up and down, saving on fuel? Also, most people like to stay down into the evening, the bus doesn't operate past later afternoon and this causes some users unable to get back up? Maybe the last bus could be for disabled users' priority first. May encourage others that do want to use it to use earlier in the day?

- The lift should be repaired as this is good most environmentally friendly option. Whitby was awarded coastal regeneration money and covid money. This money should be used to repair the lift. If millions can be spent in Scarborough. Then Whitby can have its lift repaired.
- I didn't even know there was a replacement bus so that needs to be publicised, and a timetable erected so people know. That would bring down the average cost per use!!! Though in an ideal world you would just fix the lift
- Clearly the correct thing to do is fix the lift. This would pay for itself eventually and is a part of Whitby History. Almost every comment on the Facebook page I got this link from agrees with that and also says that the poster knew nothing about the bus service anyway.
- I think the bus service is important for elderly and disabled people, but the months it runs could possibly be reduced. I see no problem with charging for the service.
- Whilst resting in one of the shelters on top of West Cliff the bus service timetable says half hour service this didn't seem to happen leaving people not taking advantage of the free service. If the lift was repaired, you would be getting paying customers.
- Beach hut user, I am blind and have a guide dog. I have used the replacement bus for all the years it's been running throughout the whole season most days. I would really struggle without the bus as I would not be able to give my guide dog a run on the beach which she enjoys so much
- Would be much better to repair the lift. We are regular visitors to Whitby and have seen the bus, but we thought it was only for disabled users so didn't use it
- Electric minibus based at beach management centre. Cheaper to run and ecofriendly. This could be managed on a call system from the cliff top. Prefer the cliff lift to be repaired asap
- The cliff lift needs repairing asap. Pure lack of maintenance has caused these issues I have used the cliff lift all my life. If it can't be replaced, then an electric bus owned by council should replace it. Kept in the tunnel when not in use. Driven by NYC employees. Much cheaper option.

- Seems like no one knew the replacement bus even existed! Maybe spend some money advertising it. Maybe just run it on a weekend to save money but make that clear so those who NEED it only visit when it's running. You don't mention anywhere how much it would cost to fix the lift. Why are you being specific about the money to run the bus but vague about the lift repair costs. People can't give an informed opinion without all the necessary information!
- The cost falls to all the residents of Whitby. This cost should be removed. Charging people for the service would partly remove this cost. I would envisage that charging people would reduce user numbers so some of the cost would still fall on residents not using the service. I believe that in the current financial constraints that Councils face the money could be better spent. Not knowing the cost of rectifying the lift or any ongoing costs I cannot comment on bus v lift.
- Create a new feature such as a funicular or an external cliff lift.
- More people would use the bus if it was advertised more. Most people don't know that there is a bus. Chalet owners had free lift with the huge fee they charge but no lift and prices have increased a lot more each year
- The cliff lift needs to be reinstated. The bus service does not get the users close to where the lift is and is not reliable. There was little to no information about this service being available when I have walked past
- Fix the lift
- Fix the lift, no one needs to get the bus as they all take cars down the sea wall. It's has turned into a free for all. It used to be a safe place to walk not now it's like the whacky races.
- If the lift can be up graded, I think it would save a lot of money in the long run. The lift is quirky and part of the town. It's a shame it hasn't been maintained and people can use it. The minibus shuttle service is good for people with mobility issues and perhaps could be available on a booking service if the lift will be out of service for ever. The minibus is not good for the environment and at the moment is a big waste of the tax payers my money however by completing cutting it you are taking away people's freedom to visit Whitby s beautiful beaches
- I strongly believe that the cliff lift should be repaired. It is special and unique to the town. A bus service is not a good replacement. Whitby brings a lot of money into this County and deserves some of it invested back into the town.
- It is appalling that the lift is not being renovated. A bus service is not an adequate replacement. Using the lift was always a key part of the summers and I miss it.
- Just fix the bloody lift, we pay excessive council tax, fix it.

- We rent a chalet annually and have done for many years. If there is no means of getting up and down the cliff, we will not be able to use our chalet. We are elderly and my husband has limited mobility. In the past we could use the lift, with a complimentary pass that was part of the deal of renting a chalet. Non chalet 'owners' paid a small fee. Could something like this be re-introduced to help offset the cost of the bus? The lift was usually well used. I understand it will be costly to renew the cliff lift but surely this must be worth considering. It was an excellent facility that was well used. Part of Whitby's history. At one point there was a golf buggy type of transport to get people up and down the cliff. Can something like this be reintroduced, for a small fee to the general public but complimentary to chalet users, the cost being 'included' in the annual fee. The fee continues to increase yearly so it would be good to have some perks. Some people are coming down the ravine in cars and parking at the bottom. This does not seem right, mostly they are avoiding paying car parking fees which is taking income away from the council, but it is tempting if there is no other way to avoid the steep cliff. Dangerous now golfers can use the bridge too. Tricky isn't it, but there must be some way to take people up and down the cliff. Not only the elderly and disabled need help, but young families too. They often have lots of stuff to carry and/or push with small children.
- Whilst i appreciate that the bus service is a lot of money. Unless you are willing to fix the lift, please please do not leave us with nothing. Better advertising of the service would help. People would pay a small fee for the lift so i don't think it's inappropriate to ask for a small fee. In an ideal world the lift needs fixing. If you are not prepared to do this, and go ahead and remove the bus service, then please consider additional disabled parking spaces at Whitby Pavilion. This is the only place where it is vaguely accessible to access the beach huts. The huts cost hundreds of pounds to rent, with no lift or bus you are preventing people with mobility issues from using them. Please please fix the lift. It is the simple solution.
- Fixing the cliff lift should be a priority and the bus service must remain until the lift is fixed.
- All the times I've been to Whitby I didn't know there was a bus service, so it needs to be made more prominent, the friend I most often visit with is disabled so we have avoided going up to the top of the hill or walked up very slowly, if only we had known there was a bus!!!
- i have lived in Whitby for 2 years and only found out about it this week from this post i have seen others say the same it's not advertised well majority of people visiting Whitby are elderly myself being disabled would have used this service regularly i feel

if you are to keep it have it advertised around the town so people are aware i have seen the lift and thought it would be great if it worked so a bit frustrating this was available all these years

- Can the cliff lift not be listed as a listed building/ structure? It's so unique. Lottery funding maybe? Heritage funds.
- Mend the lift, use the bus money to fund this project. Whitby would then have another asset for visitors to our town.
- I think the replacement service is brilliant however I have never used it. I think the beach been accessible to everyone is very important. The cliff lift was for everyone to use whether a disability or not. However, the replacement service is aimed just disability which is maybe why it isn't getting the use. Families with little ones would really benefit from been able to use the service as well. My family would get down to the beach more if the service was available as little legs after a long day at the beach don't like climbing the zig zags back up.
- I think there should be a charge for the lift but not for disabled people. I am disabled I wouldn't be able to go on to the beach with my young kids if there wasn't any way down and we don't choose to be disabled
- Advertise the service better and more people will use it.
- Repair the cliff lift or build a new one. I have been a Chalet owner for over 50 years, and I am disgusted at the way we have been treated for the amount of money that we pay. So many of them are in a state of disrepair and paint we deserve better.
- I am writing to express concern regarding the cost of the proposed lift project. While I understand the importance of accessibility and convenience, I believe it is essential to consider the financial implications of this project. In light of the costs, I would like to suggest that the existing lift should be strongly considered for repair. I strongly support repairing the existing lift as a cost-effective solution. Additionally, could the temporary t replacement bus service be incorporated into the current bus schedule? This might involve adjusting the bus routes or timings to accommodate the needs of residents and visitors. I would appreciate it if you could consider this suggestion and provide an update on the plans. It is appalling that the lift was allowed to get into a state of disrepair, surely an amount of funds was ring fenced for annual repairs and upkeep. Additionally, when the lift was in operation there was a charge to use it, therefore it beggars belief that the council have put a replacement bus on operation but do not charge for it. Thank you for your time and consideration.

- Until the Cliff Lift is fully operational, it is important to keep a replacement bus service available and clearly advertised for those that want to use it. We do want to welcome people to Whitby, don't we?
- The bus service is poorly advertised, many people aren't aware of its existence...where is the timetable for the service? Also, it is reported to be of little help to those with mobility issues, young families, the elderly and disabled as the bus stop is a long walk from the chalets, the beach cafe and management centre, bearing in mind that people are usually carrying equipment suitable for a day at the beach. The Cliff Lift should be repaired as soon as possible and maintained regularly to avoid falling into the disrepair it finds itself in now! It is an important amenity to give access to the beach for all.
- As a disabled Whitby resident who loves the beach but has been unable to access, I was unaware that there was a bus service. Perhaps advertising it more would be helpful
- Look for investors to build an external funicular lift similar to the lift types of Scarborough or Saltburn. Thus, avoiding ingress of water as with current lift problems. Suggest approach: Flamingo land company to build. Allow them advertising to link with their theme park. Lift passenger charges free only for disabled people and children under a certain age, TBD. Maintenance costs from ticket sales. Ticket sales profit to Flamingo land. Annual licence fee paid to NYC.
- Yes, reopen the cliff lift it is part of Whitby heritage the bus is not advertised enough
- The reason it has not been well used is that it has not been advertised. Visitors do not know it's there. Advertise it and they will use it. Since the cliff lift was always chargeable, so should the bus service be.
- You wouldn't need it if you repaired the lift. Everyone wants the lift back.
- Scrap the bus service and invest the savings into repairing the lift. That will be the best for the town in the long-term.
- The amount of money we have to pay to the council to continue to not fund in Whitby is atrocious. I have lived in Whitby my whole life (33 years) our family has contributed to this town generously for years. More than you probably know. Fix the cliff lift, spend our money on Whitby, and fix the lift. Enough of this dilly dallying. Yes, the bus service has been great for the lesser able to access the beach, but the characteristic of the lift is tremendous. Look at Saltburn for example, or Scarborough. Without a shadow of a doubt, if it was in Scarborough it would be fixed. The effort and attention to detail this council is spending on Whitby in recent years is dreadful, yet costs are going up.

- Many of the beach hut users are elderly and infirm. My parents in law live in a flat on the West Cliff, with no garden, and have restricted mobility. The cliff lift access to the beach opened their lives, socially and physically, vital for their mental health. The recent bus access made access possible, and they have been able to use the hut, as they have for many, many years. The beach hut annual fees have increased massively in recent years, well in excess of inflation, and surely some of these funds could be allocated to the provision of the access bus.
- The costs are very vague with no figures for the lift repair/replace/maintenance. A comparison could then be made to arrive at a sensible decision. The bus is vital for some and despite the numbers to remove it takes away their independence. I understand the cost to the taxpayer is a consideration and I also understand Whitby is Labour Constituency as such any effects on the average person or disabled and vulnerable doesn't matter as, we've seen Nationally. That said this is just a paper exercise to be, seen to do 'the right thing' when we all know you'll simply do as you want and then u turn when elections dictate your futures.
- This service doesn't seem to be advertised anywhere. I was unaware of the bus service and despite being there for a week never saw the bus or an advert for it. I struggled to get down to the beach due to the steep paths. Ideally the lift would be replaced/repared making it a bit easier for the disabled to use the beach and beach huts.
- Suggest using a Whitby supplier as £10k a month is excessive and must include return journeys to its base, daily. Knew of the service but not seen it advertised till lately assumed it was for less able people not everyone. Cliff lift carried a charge so why not the bus. A lot of people who rent beach huts deserve a pass to use the bus. Remember one of the criteria to obtain a blue flag beach status is easy access for everyone. Provide it or lose the status. Repair the lift would be the best solution.
- The alternative might be to fund the provision of robust mobility scooters capable of managing the gradients. Whilst it would be useful to have a Council employee managing the service and aiding the transfer to the scooters of those needing help it would not of course solve the problem of the severely disabled should they wish to take the sea in. Able-bodied people could use the scooters, and the tunnel might be used as a garage and charging station
- Repair/Replace lift is the only viable solution for access to ALL particularly chalet users and families who wish to use the beach. The bus service is of no use to those disabled with chalets the cliff lift end of the promenade. And also, not suitable for

some to even access the bus service as poor bus with insufficient steps for access and limited seating I hear. Money was set aside to fund the lift where has it gone?

- Repair the lift! Maybe use the extra council tax that you're extorting out of second-home owners to fund it. And while you're at it, keep the beach promenade toilets open during the winter too. As for the bus, I saw it once while passing by without realising what it was. And when wanting to use it a few times after that, when my wife was recovering from surgery, it did not appear when scheduled, so it's been unusable. Just fix the lift, please. It's also part of Whitby's history & character.
- There are numerous cars and camper vans that drive down the ravine, and then park on the promenade, which I think is terrible. However, there seems no way to stop these vehicles so maybe, if there was a parking charge for these vehicles, say £20:00 per hour, then the income could go towards funding the bus service. The beach management people could police the parking, ensuring that cars etc, have parking tickets. I know I'm moaning a bit, but cars on the sea wall is not right and an accident waiting to happen.
- I spend a lot of time in Whitby and live locally. I never knew this bus service existed. Perhaps if it were advertised and people knew they could use it there would be more passengers. I don't think it's a necessity though and public money could be used better.
- I didn't even know there WAS a bus replacement! I suspect it has been very poorly advertised. I think the lift should be repaired. It is a vital service. Whitby visitors and residents earn the council a lot of income. They deserve the lift!!
- Why not replace the bus service with a land train from the cliff top to the prom. Many tourist destinations have these, and it would be popular with a range of visitors and a tourist attraction in and of itself. The current bus service is really only used by people who would have used the lift and that's quite a limited range of people. It would call for some investment and imagination but surely that's going to be cost effective in the long run?
- As a beech hut user, I think the bus is a high priority Being disabled and having had a hut for 35+ years, if the bus was removed, I would not be able to use my hut. Yes, I know you would relet my hut, but in the interest of equality & diversity please consider your decision very carefully. My opinion if you stop the bus, you are mis selling a product and are in breach of current legislation relating to disabled
- It should be a local Whitby firm not Scarborough taxis I definitely won't use it if it stays a Scarborough taxi company

- Please repair the lift, as the bus service is not reliable, ie never there when you want it. We've had it since I was a little boy and I'm 74 now, it's about time we got something for the money we pay in rates to NYCC, this town was the gem on the Yorkshire coast, please bring it back to how it was.
- Consider long term replacement Cliff Lift. Mean keep bus service to allow elderly residents/chalet users to access chalet area. Bus service should be free to residents but chargeable to visitors from outside Whitby.
- A complete waste of money and it would have been a better use of money to repair the lift. Also, it has encouraged people to drive and park on the promenade. How there has not been a serious accident is just luck. Before the bus service people did not park on the promenade and till last year, we even had people parking overnight in campervans which is totally unacceptable. Promenade means a paved public walkway and that is what it should be a walkway.
- This service is so poorly advertised no wonder its use is low - improve the advertising maybe in and around the tourist areas and i am sure it will be used more. The bus is particularly important for those with poor mobility. Alternatively repair the lift - if this service fails it will be a very sad loss to this area of the sea front. I'm many respect Whitby is see a decline in its economy closure of the service would see a further decline. RUN THE SCHEME PROPERLY WITH A MUCH BETTER DELIVERY PLAN
- Do the job properly... Get the cliff lift working or build a new one. And build one at other towns too. Build a cliff lift at Knaresborough. Don't run down all services.
- It is not signed as well as the start of the service. Nominal fee
- Funding to repair the lift. A nominal fee to travel in the lift as access is direct. Could lottery funding not be claimed to support the refurbishment. I understand the promenade should be accessible to all. In the past the lift has been a popular mode of travel for all. Bring back the lift
- I am a Whitby resident, born and bred and lived all my life in Whitby. I cannot believe that the council have allowed the cliff lift to get in the state of disrepair that it has. I have heard that one of the local mining companies donated a considerable sum of money to assist with the repair, WHERE IS THIS MONEY? Also what it is costing to fund the 'taxi service' surely someone local could run this service, instead of companies from either Hull, Stokesley. I used this service this last week when my grandchildren were here, the 'taxi' had only six seats plus the driver, so no wonder the figures are low using it!! Whitby is deteriorating considerably, because there is never enough money to complete any repairs. Surely if something needs repairing it

is better to do it sooner rather than later. I think it is about time council officers paid respect to Whitby residents.

- Hi, we had our holiday last year on Caedmon Ave. We didn't use the Whitby cliff replacement bus service because we didn't know there was one. We have two disabled people in our family one who also has vascular dementia and needs pushing in a wheelchair. We couldn't work how to get down to the sea front. If we took the car there was then the problem of parking somewhere near the sea front. Maybe find a way of informing more people about the bus. Possibly leaflets for hotels and holiday lets.
- The money funded for the bus, could surely fix the lift
- How much to install a new lift like one at Saltburn then charge for its use, water powered one
- The bus isn't the long-term option BUT MEND THE LIFT is the best option PLEASE PLEASE
- I think the lift needs the money to fix the issues, yes it will cost a lot but maybe set up a 'cliff lift charity' so you could have fundraising events to help the cost & maybe donation boxes? The lift was a blessing to so many people, families with pushchairs & all the beach equipment you need for a day on the beach & easily accessible for ppl with disabilities. The golf buggy that used to run up & down taking ppl to top nr captain cooks monument worked very well, would this be cheaper than bus? We visit Whitby fortnightly & have never seen the free bus? We did see a taxi parked way up past the beach huts, felt it was too far out for most ppl to notice hence maybe why it's not getting used! Make plans to return to the lift! BRING BACK WHITBYS CLIFF LIFT a petition needed!!!!
- No one knows about the bus service! How is this advertised! As a resident I am unaware of pick up drop off points and times. Everyone knows where the lift is, surely, it's better to reinstate this? Or spend money on more accessible ramps and beach wheelchairs for wheelchair users
- Surely if people made to use the lift, they could pay to use the bus service. But it is important accessibility for all including those with disabilities.
- I have never used the cliff lift as it hasn't worked since I moved to the area. I have never used the bus service as it is not widely known this service is available. I am able bodied and can walk but others that are not able to. For example, my elderly parents, would use the bus had they known of it. My understanding is that a commitment was made to repair the lift and the only reason that the bus is in operation is that the council have failed to deliver on this promise. If the council just

fixed the lift, then there would not be the need to spend so much money on the bus each year. Either a working and serviced lift or a bus service is needed.

- This service is needed for those of us less fortunate
- Fix the lift! Why is that not an option? It would surely be the best long-term solution. It was so much more than simply an access point it was also a tourist attraction. The bus service isn't practical long term. The lift makes the most sense, i would like a detailed reply as to why this isn't happening.
- Fix the cliff lift instead of throwing money away to fund the free bus. The bus needs to be better advertised and run on schedule for it to be viable.
- The cliff lift was used much more than the bus service as it was a novelty. I remember as a child the whole family would use the lift to ensure older grandparents could be with us. As children we loved it as it was an adventure that took you to a very exciting destination. The cliff lift should be treated as a tourist attraction and a necessity to residents, we don't want modern attractions but old-world charm, the cliff lift definitely falls into this category. Please price up repairs/replacement for the sake of residents and visitors alike. I'm now at the stage of bringing grandchildren to the beach, how lovely for me and exciting for the children if we were able to walk the tunnel again and take that ride back to the top.
- Even though i have been shown the bus timetable, I have not managed to catch the bus yet. It's never there. Last year it was much more reliable. Bring back the lift or the last year driver as he was always on time. Thank you
- The bus is poorly advertised, doesn't run to time, no idea where it picks up and drops off. Not convenient when you want to use it it's nowhere to be seen... The lift is part of the towns history and the cost of running the bus service which you have shown is not really used, the money should be spent repairing the lift along with advertising it as a feature then it would be used more and people would also be willing to pay a nominal fee - chalet users should have it included free of charges as the cost of a chalet especially this year with less weeks included is ridiculous..
- I appreciate some disabled visitors and residents may find it difficult to access the beach without this service, but it doesn't feel like a good use of council money at the moment.
- The lift should be given priority to be reinstated.
- Payment off customers not disabled who are able to walk if the bus service wasn't available
- Ideally fix the cliff lift immediately. It is such a big part of Whitby's heritage and my life growing up there and we regularly used it when it was working. Re the bus service:

Give the contract to a local firm to run the bus instead of a company that has to drive for miles to get to Whitby before they even start the day. Or pick a much more local firm say from Scarborough so travel time is minimal. Advertise the timetable well and very clearly for visitor and locals to use it. Seems like lots of no show's days and times. People can't be expected to guess when it will be there. (You can find all the complaints about it on fb groups for Whitby.) It's really important that everyone has access to the beach.

- We visited Whitby July 2025 and were totally unaware of a replacement service. Perhaps b&b's etc could be provided with information to pass on to visitors.
- If you are only running the service for part of the year it is of no benefit to the locals who will have had to make their own arrangements to get from one level to the other whether they are disabled or not. By only running in the summer, it is clear that your target user is the tourist and while many would enjoy the experience of Cliff Railway, they don't seem keen on even using a free bus service. Save your money to eventually fix the Cliff Railway.
- The lift is a much better option. It gave the easiest access to not only disabled but also to families with prams etc. it could be used at any time within its operating hours. You didn't need to wait 15 mins plus for it to arrive like you do with the bus I fail to understand how Scarborough is able to operate around 3 to 4 Funicular lifts for access to the seafront and yet there is no funding to either repair the Whitby Cliff lift or to build a Funicular one like Scarborough have I also feel the bus isn't well advertised and a lot of visitors to Whitby will have no idea it is even operating
- Not everyone is able bodied and older people cannot enjoy the beach without access to it. The steep slopes and many steps make it unviable to many people. The beach should be enjoyed by all, not just a select few that are in good health and fit enough to get there without help I noticed both Scarborough cliff lift and Saltburn cliff lift are all functioning fine. It's a bit of a postcode lottery, which should not be the case. Please do the right thing
- Where is the timetable for this service? It doesn't appear to be online anywhere.
- I think it is a shame that so much money has been spent on providing the replacement bus service that could have gone towards the repairs for the lift. I have great memories of the cliff lift from my childhood & I am disappointed that it's out of action. It should be restored, repaired & looked after like the funicular at Saltburn. Thank you.
- I am a regular visitor and lover of Whitby, my favourite seaside. I had no idea there was a bus service down to the prom. Where does this go from, please? It would be

so wonderful if you could repair the lift but if not, then a small charge for the bus would be excellent. Thankyou.

- Keep it going with nominal charge as for use of the lift except disabled users who need beach access. Service removal denies disabled beach access. The lift meanwhile is essential to Whitby and must be repaired
- Money that comes into Whitby from outside attractions i.e. the wheel should be used to either upgrade and maintain the lift Scarborough has one or maintain the running of the bus people should be able to access the beach if they have difficulty with mobility. I have not used to services due to since living here the lift has never been working and up to now was not aware of a bus service probably due to lack of advertising. Put money into Whitby Scarborough gets enough.
- I didn't even know it existed, so it certainly needs more publicity.
- Just fix the lift! You extract loads of money from Whitby. It's about time you put some of it back
- My question is, what part of the equalities act 2000 makes the council obliged to fund a bus service when there is disabled access at both end of the promenade? A wheelchair has access, as there are no steps to negotiate. If you charge all people, will it cover the annual cost of the bus service? If so, charge all. If the lift is beyond economical repair, provide a repair cost and annual maintenance to show the true cost. And show what the money could be used for which would benefit the people of Whitby who paid the council tax. I'm truly amazed by all the people that visit this town, but I don't see a great deal of change. I appreciate the cost of services is expensive but please look long term as 'the jewel in the crown on the North Yorkshire coast' will become a statistic just like one of the many seaside resorts that have fallen into disrepair.
- People don't know the replacement bus service even exists. It's as if the council wants it to fail. It is not advertised, the bus has no markings, there is only a little board where people catch it with scant information, and I think there is not even that on the sea wall for return journeys. You need to really highlight the service so that locals and holiday makers who are passing on the North Promenade know it's there. Also, when it gets down on to the sea front there is still a really long way to go to get to where people really want to be - near the cafe and toilets etc, couldn't something be done to get it closer. My husband has had a stroke and at the moment is not recovered enough to walk that far but when he is further along, we would use the bus as it will be the only way we will be able to get down to the beach.

- The bus needs more advertising to let visitors the bus is there. And if it's costing so much then fix the lift Scarborough's has just been repaired it's a lifeline for disabled people to get up and down and for us as my husband struggles to get up the hills
- Rather than provide this service free of charge use the second home additional council charge income to replace the lift as soon as possible. In the meantime, charge for using the bus.
- Cliff lift to be mended handrails on paths to the beach would help a lot of people
- Spend the money currently being used to fund the minibus service to fix the lift.
- Just fix the lift! Also, I was just in Whitby for a week and had no clue the free bus existed - maybe you should advertise it more
- Think longer term and fix or rebuild the lift and make it a tourist feature with a small cafe/gift shop at the top. Until then run a bus service but charge ALL passengers for usage. Maybe look to local mining businesses for sponsorship where the lift can be named after them
- A reasonable price for bus journey would be £5. At current numbers that would only bring in £15k per season. If a charge was introduced, numbers would probably fall so the service is unjustifiable. Couldn't there be an 'on demand' golf buggy shuttle service from Whale Bones to sea wall?
- Hi, I have been asked by the council to add my thoughts on the situation, as I am part of the emergency service's. It seems by having the bus service, has encouraged cars and campervans to park on the sea wall and the zig zag paths. They have seen the bus travelling to the sea wall and have followed and having spoken to some of the owners of these vehicles, believe they have found a free way of parking and a place they can stay overnight. This parking has impeded the emergency service access, as we have found the access to the sea wall blocked by vehicles. On one occasion we had gain access to a very poorly patient and the only access we could find, was down the paths and this meant having to carry our equipment down and extricating the patient the same way. On that day, there was 34 vehicles on the wall, and one was the American style motor home which covered the whole width of the wall. Who is in charge of the sea wall, it seems nobody will admit to that responsibility? There used to be a sign saying, only emergency vehicles, works vehicles and landing craft were allowed on the wall. This walk, in my opinion, should be for the above and pedestrians. If there is an accident on the wall, involving a pedestrian and a motor vehicle, who is responsible? This problem needs addressing before an incident happens. Yours sincerely Michael Pickett - paramedic.
ambulance.2683@btinternet.com 07864587308.

- Fix the lift instead of wasting money on a bus service that isn't well publicised.
- I didn't even know there was a bus service in place of the lift. Where does it advertise it? Maybe use a smaller bus to keep costs down
- Forget the bus and repair the lift. How interesting that you haven't actually put this as an option in the tick box exercise. New council name, same old self-interested people running it. Using Whitby as a cash cow but giving us nothing in return.
- Can you make public figures for revenue made through ever increasing numbers of beach chalets and their rise in annual costs, high parking charges , and revenue made on using the public toilets in Whitby, and councillors expenses, as I'm certain the small cost of this vital service would be miniscule in comparison , the council has a civic and moral duty, to ensure visitors and residents with limited mobility either due to physical disabilities, or lung issues heart issues or age related mobility issues have easy access to the beach, as the ramps are not sufficient and too steep to safely navigate, repair the lift, install a monorail, or continue with the bus service, it's a disgrace to even consider leaving people without an option
- Happy to pay for daily use of the bus as we holiday each year as a family with my 86-year-old dad and if the bus or lift are not available then we would not be able to take a holiday with him in Whitby. Dad catches the bus with my sister and the rest of the family walk down and back. In 2023 and 2024 the service was very reliable with the buses leaving the cliff lift on time and therefore leaving the promenade on time too however this week, 12th July to 19th July the lady driving the buses was not just as reliable with the bus on Tuesday 15th July, due to leave the promenade at 16.15 but it didn't arrive until 16.22 by which point i had set off to pick up my car from the holiday accommodation to try and find the lane to the promenade to collect my dad from there. It turns out the driver had set off to come down, had seen her friend on the way and had stopped to chat to her up on the cliff and then happened to look over and saw people waiting so she set off again resulting in her arriving 7mins late. She also didn't seem to be aware of the time to leave the cliff lift, my sister and dad arrived at 12.20 for the 12.30 bus but she set off straight away after they got on and said they were lucky to catch it because it was the late 12.15 when in fact there wasn't a 12.15. So, the bus is a much appreciated and a valuable service and we would be more than happy to pay for it every day but it does need to be reliable when this is the only way to get elderly and infirm people down to the beach and back.
- I would not even know where to catch the current bus service because it's not advertised. Why did the council not use a Whitby taxi business. We managed without this service previously. Why can't the council apply for grants or lottery funding to

restore the existing lift like they restored the cliff lift in Scarborough. If people do not want to walk down let them pay for a taxi themselves.

- The preferable solution is to repair or replace the cliff lift.
- Give it free to residents and disabled
- It is invaluable for old and disabled visitors to access the promenade and beach.
- It is little used, ruinously expensive to run and adds to traffic congestion- especially at peak times of the holiday year. Why not seriously consider an above ground lift which would be less of a problem to maintain and would attract attention and usage if the entrance area at the top had seats and flower beds surrounding it? A well-used lift would pay for its keep and prove a tourist attraction.
- There is a wide grass area that able bodied and disabled alike can enjoy at the top of the hill, also there is ample seating provided. The view is not enhanced by going down onto the seafront. In Barton on Sea and Milford on Sea the geographical coastline is very similar to Whitby, but no assistance is offered for getting up and down the hilly features, other than well maintained footpaths and handrails. In the current economic climate, I'm astonished you are continuing to provide this service. This week whilst on holiday I have twice walked past a taxi just sitting at the top of the hill doing nothing! When I told my husband this was a lift replacement service, he didn't believe me until I showed him the sign.
- I am a Guide for the Blind Association (a My Guide), and I cannot emphasise enough the need to retain the actual Lift as opposed to replacing it with a Bus Service - this is because I have used it many times over the years with different clients and they tell me their experience of how it feels with regards to the temperature change, the echo of their voices coming out of the tunnel is an experience they cannot get anywhere else along with the friendly staff, from memory many times it was a young lady that assisted us. It was good enough for the Victorians and I'm sure it's good enough for us - not only that, it's a BIG part of Whitby's history that should be retained and not dismantled.
- Publicise it more.
- Please mend the cliff lift! The bus service is not a preferable service although a necessity whilst the lift is broken. If the lift is not repairable then replace it with an alternative like a vernacular like Scarborough and Saltburn have. It would be an attraction and would pay for itself over time. We need something for our elderly, disabled and prams to use!
- Could you use a cable car going down the hillside.?
- Get the lift fixed as soon as possible, then you can do away with the bus

- Did not know there was a free bus to use, just aware lift was broke, Maybe ask National Lottery for funding for his historic lift? Just suggestions, or regular charity/funding events,
- Where do I find the details of the bus service? Simple fact is that I can't. Does the NYC website mention it? No. You are surprised that numbers are low, but you don't publicise it, almost like you don't want it to be used so you can then drop it. Please present your Equality Impact Assessment for getting to the sea wall and beach from West Cliff, for less able-bodied people. Consider a golf buggy system down specific paths on the cliff - that would mean you would have to maintain the paths of course (which you don't currently do).
- Fix or replace the cliff lift.
- Investing in Whitby and repairing the lift would be the best thing to do. The lift could operate with a charge. The bus service is not really a suitable replacement, it drops passengers a lot further along the sea wall than the lift!
- Please look at a green option such as an electric golf buggy type vehicle which could then serve all beach huts rather than dropping off at one end. The bus often runs empty. I am a golfer and when it passes me there is never anyone on it. Start an 'on demand' service to save unnecessary journeys. Removing the buggy will allow closure of the road to Upgang ravine and previous motorhomes parking down there overnight.
- Why not just repair the cliff lift, the replacement bus is never there, I've never ever seen it, and I live on the west cliff, the lift is too useful to lose especially to the older people of Whitby and visitors, a full consultation is required, and not just a survey on a non-existent bus service.
- Scrapping the bus is essential the savings could be used to help fund repairing the lift! Also, as the promenade is a pedestrian walkway legally vehicles should be using there is also a by-law stating this, we have to start respecting laws created for our safety.
- Fix the lift
- Making the beach wheelchair accessible should be mandatory for any holiday area. If it was and was advertised as such, more people would use it/come to Whitby. The issue has been it has been so hit and miss and the bus service poorly advertised/inconsistent. When we were in Whitby the previous 2 summers on day trips, there was no notification of the free service available at the lift, so we didn't know it operated and we ended up going elsewhere. It was very disappointing as I brought my elderly father who can't walk without support and my daughter who uses

a wheelchair. For years we stayed locally a few times a year, always using the lift but hadn't returned since covid and missed our beloved Whitby so returned for a day trip and were very disappointed not to be able to access the beach. We returned again the following year, and still couldn't access the beach / find info on the replacement bus. We're trying again today before going on our Wet wheels adventure so really hoping the bus service is in place. Life is very difficult when you have a wheelchair bound daughter who loves the beach and can't safely get onto it where there is help in an emergency for peace of mind.

- I was born and bred in Whitby, and my Mum had the bathing pool and boating lake cafe's. The Cliffs were my playground. Now at 73 I am no longer able to go down those steep slopes. I did use the Cliff lift for many years when my god daughter had a beach hut. I am devastated that I am no longer able to go on the beach of my childhood. I would suggest that every option to retain the lift is considered. However, my own thoughts are - why not run a golf buggy service from the Spa, two Golf buggies would cost in the region of £24,000. Then man it with volunteers. There are many many retired people in the Whitby area who would love to drive a golf buggy up and down the cliff. Dropping at the end would mean that everyone arrives near the toilets and cafe. A small charge could be made for this service. The bus has a long meandering route and drops at an inappropriate place for elderly people.
- The bus service is not publicised. The only way I found its timetable was to wait for a bus to arrive and ask the driver. If people don't know about it, of course they don't use it!! For less able people, it gives access to the beach not otherwise open to them. Unless the lift is repaired, a service should be provided - and publicised. Access in private vehicles via Pier Road or to the sea wall via the Cleveland Way should be strongly discouraged, as it affects other pedestrians.
- Fix the lift fully. Use Whitby earned revenue to fix it. Stop spending money that has been earned BY Whitby to protect our heritage. You waste our money on stupid things outside the Whitby area. We never needed a Maritime Hub. We need our cliff lift, piers and extension repaired and protected!
- ...scrap bus service and put money saved towards repairing said lift...then charge a nominal fee (£1) for using lift...in my opinion the lift is/was a novelty for my bairns (now my grandbairns) to access the beach thro' the "smugglers" tunnel...
- In reality, the cliff lift should be fixed. Even if it means putting it out to a company to run and charge a fee. It is a service to the people of Whitby and a service to holiday makers alike. It is an iconic part of the west cliff and should be maintained and in use.

- The cliff lift is part of Whitby heritage and a full consultation into the costs of its repair to full working order should be explored and made public for further consultation before any decision is made about its future. In my opinion closing the cliff lift is not an option.
- Without figures about lift usage in the past it is difficult to compare usefulness. Has the estimated cost of repair to the lift and infrastructure been done? As a popular holiday destination isn't the lift a tourist attraction that should be kept.
- Advertise it better, maybe move it to just outside toilets so more passing trade and signpost it better. I was much better used when it was a golf cart going up and down
- One reason for lack of use is that there is information regarding this service is because there is no information on doors on the lift down on the sea wall. Last year there was a small notice pinned to the doors, but you had to stand right up to it to read it.
- You happily increase chalet hire rates every year often more than inflation. You do little maintenance to the sheds which are increasingly becoming shabby. The cliff lift is no longer viable because inadequate maintenance was carried out by Scarborough council over decades. How do you expect renters to access their chalets if they are elderly or disabled or with small children in pushchairs prams etc. By cutting off alternative means of access many users will simply drive down in cars with all the hazards that entails. Perhaps this is the plan? Squeeze the last pounds from the crumbling chalets and then close the whole facility down. Sadly, not unexpected from a remote administration miles from Whitby.
- The lift was much more convenient than the bus service and in the long term would be cheaper to operate, and for a longer season. Have you thought about training volunteers to man the lift?
- Instead of funding the bus service restores the lift to working order. It is a historic feature of the town and should be publicised as such. Scarborough had its tramway, Saltburn has just refurbished its tram to the cliff top....Whitby - an argument over a taxi!
- What about a funicular on outside of cliff which you could charge for use
- Invest in replacing the lift as over the years the bus will cost money that could have been spent on the lift.
- Your priority should be to fix the lift, there was money available, find out what happened to that and bring people to account. You are building a maritime hub costing millions that no one wants or needs. The lift is part of Whitby heritage and also provides the less able to access the beach front, diversity and inclusion is not

being met and NYCC just don't care. The bus service is poor, never runs when it should, not disabled friendly and you still have to walk right to the end of the chalets to the pickup. That's why your numbers are low. Put some effort in, listen to the people and do what's right. Fix the lift.

- Repair the lift and remove the bus service!
- Just fix the lift! Until the lift is fixed the bus service should remain and be free, although the bus service should be accessible for all, if the council had kept up with maintenance through the years such issues wouldn't have happened. NYCC get the lift fixed!
- Spend the money on fixing the lift, not maintaining the bus. Over time this will likely prove more economical as well as maintaining a part of Whitby history, and will help ensure the west beach remains more accessible.
- The service is half hourly, if it costs so much wouldn't it be cheaper to use a county vehicle and driver on a continuous loop service. It is not used because people can't be bothered to wait for half an hour to get to the beach. hence the increase in traffic using the sea wall. All self-defeating.
- The bus service is not fit for purpose. It is not advertised, and visitors don't know about it and it's not easily accessible. The fact that a bus is going down the ravine is also encouraging camper vans and cars to park on the promenade. The cost of the bus should be used for the upkeep of the lift which is an iconic feature of Whitby. Stop wasting money and do what the local residents are asking for.
- My elderly mother was unable to access the prom without the assistance of the lift or more lately the bus. She would be happy to pay for the service. I suspect many older or less able people will feel the same.
- The £50 000 per year could surely be used to repair the lift. The longer its left to rot the worse it will get.
- Yes, the obvious one that you have left out of the options to suit your closure and removal agenda, use the annual cost of 50k per year to refurbish the lift and its structures to a point fit for the future years, that's the most cost-effective future proof you can have
- Repair the lift, keep Whitby's history!
- I haven't used the bus service as I wasn't aware it was there until last week. I did notice that the bus drop-off point is quite a distance from the cafe and first chalets. This is not acceptable for the disabled or people with restricted mobility. The right thing to do would be to repair the cliff lift to enable all users access to the beach without the difficulty of getting on and off buses and the long walk from the drop off

point. I am sure that if enough effort was put into this, many Whitby people and businesses would contribute. A fee can still be charged to use the lift, or residents could purchase a season pass which would guarantee payments.

- It would be desirable to re-instate the Cliff Lift
- Just repair the lift, it's quite simple! Then you wouldn't need to find a bus replacement!
- Just fix the existing lift from revenue made from Whitby tourism.
- Fix the cliff lift!
- I actually think you should repair the lift instead of running the bus at all. Seems like a very short-sighted option. If you do run a bus in the meantime, it should be chargeable. The lift wasn't free, maybe charges could be increased except for people with disabilities.
- Just repair the lift. It's a landmark that not only is part of Whitby's heritage but provides access for many residents. The bus is not fit for purpose as many cannot make their way from the promenade to where the lift lets out
- find out about grants from North Yorkshire Moors / English heritage/ National trust / Lottery fund - must be many others to apply to. Repair the Lift / make it Water running like the one at Saltburn. Once again, the top of the County is ignored.
- As long as there is a safe alternative for disabled individuals, pulling the bus would be acceptable. The current paths on the West Cliff are narrow and steep, not necessarily suitable for wheelchairs and other mobility aids. There needs to be some provision, but that provision doesn't have to be a bus. Could you not just restore the lift?
- Obtain funding to repair the lift. Scarborough cliff lift still operates because it is regularly maintained.
- Funds should be made available to fully repair the cliff lift rather than continuing to fund the replacement bus service
- As the lift option is no longer viable the bus service is vital for the less able visitors. I have used both the lift and the bus, and I would have been unable to access the beach and promenade without.
- Promotion of the bus service needs improving, whether this be clearer signage up on the west cliff, social media posts etc it is clear people do not know. You could make some revenue back if you started charging people to use it.
- Get an independent surveyor in, the cliff lift is part of Whitby and should be kept
- What about a land train. This could be a nice little seasonal business for someone local and a tourist attraction running say from the bandstand to the crescent shaped

gardens at the top. With a bit of imagination, you could decorate it for Goth weekends, Easter, Christmas, Fish and Ships festival etc.

- Whitby cliff lift needs to come back
- FIX THE LIFT! Stop wasting our money and listen to what the people of Whitby and visitors want! I know it would be a first but give it a go.
- Please restore the cliff lift as this is the only solution to the problem. The minibus was never suitably published few people knew about it. It is virtually impossible for a family plus all their beach equipment to fit safely into a minibus.
- Forget the bus repair the lift, I have had a chalet in Whitby for over 30 years and lived there all my life, the state of the toilets the zig zags to the beach and the general upkeep of the huts is disgraceful, the price is ridiculous and nobody is prepared to do anything about it, money grabbing thieves!!!!
- Cliff lift needs to be repaired, replacement bus service unsuitable for disabled and people with walking difficulties like myself.
- Just repair the lift and then you can get rid of the bus service!
- Repair the lift. It is perfect for the purpose both in location and accessibility. Restoring the lift also restores heritage of the town for future generations.
- Bus needs to be accessible for disabled. Also needs more advertising.
- No one wants the bus, but we need a way to get up and down to the beach for those disabled persons. A long-term alternative is needed as I need to take my dogs, and I won't take them on a bus for the sake of other passengers.
- Fix the lift
- Stop it and save money
- I think you should look at fixing the lift, that is the most important thing to do.
- Mend the lift
- The lift needs to be repaired. A bus service costing 50k+ is unsustainable. Charge say £2.50 for Adults & kids go free on the lift once repaired to pay off the cost of repairs. Have a heritage information board displayed at the top & bottom of the lift that explains why charging to use the lift goes straight toward maintenance & upkeep. Encourage visitors to the town that using the lift is helping a great deal in preserving it.
- Repair the lift and publicise the bus until then. However, you need to provide a bus fit for purpose
- Repair the lift then advertise it so people can get up and down to the beach. I had been coming to Whitby for a few years before I even knew it was there ... some things are essential the bus service can't get you to the beach

- Just fix the lift, it's part of Whitby's heritage and should be kept operational, the amount per yr to run a useless minibus would go some way to paying for the lift. It is useful for people with mobility issues and makes a part of the beach accessible to all. I genuinely cannot believe you are proposing to fill it in. We have poll tax / rates that are extortionate, some of the most expensive car park fees in the county throw some of that cash at it.
- This is too costly. Money could be spent elsewhere.
- I am resident of North Yorkshire and have been paying my Council Tax, Poll Tax, whatever it has been called in the past for 47 years. I personally receive very little from the Council, apart from an excellent weekly rubbish collection (which is purely attributed to the employees who provide this service) and a Bus Pass. I was completely unaware of the provision of a shuttle bus service so, maybe if you want to achieve value for money, and it's the residents of North Yorkshire's money not Councillor's, then maybe a bit of advertising the service wouldn't go amiss.
- This should be about the lift, not the bus service. The simple statement that there is corrosion is inadequate. Have any local companies been asked to look at the job of repairing the lift? There have been other "consultations" before which have completely ignored the wishes of local people. I fear that this will follow suit, in that the decision has already been made. You could just repair the lift, that would be my preferred option.
- Whitby beach cannot be made less accessible. In order to retain Blue Badge status a beach must be accessible to all. If the cliff lift cannot be restored, then an alternative must be given. Better advertising for the service and perhaps an additional pick up/ drop off point at the mini roundabout by the cinema entrance might increase usage. It is not unreasonable to charge for the service - everyone had to pay a small fee to use the lift.
- I'd be seriously looking at how running a minibus costs £10,000/month for 5 months. There must be more cost-efficient services, a 17-seater wheelchair accessible one costs £50k.
- Bus no use to us with a mobility scooter. Restore the lift service which we have used with a scooter to gain access to beach area
- Repair the Lift. Please and Thank You.
- Restore the Lift please, it was part of the character of the place and easier for disabled to use. I did not know there was a bus!
- Re open the Whitby cliff lift!! Where has all the revenue from the past lift charges gone? Whitby is always overlooked, does anyone realise the amount of people this

closure affects. Show Whitby people proof of the state of the Whitby lift!!

Scarborough lifts have just had an anniversary celebration, money was found to keep their lift Open!? Whitby is Always treated as the poor relation. Obviously, Whitby Cliff lift has never been maintained properly. Disgusting treatment again for Whitby people.

- Just stop wasting time and money and FIX THE LIFT!
- The lift should be repaired asap. Other seaside locations have a lift of some description, and they are maintained and supported by the appropriate council. It is therefore important that Whitby should be treated equitably, and the service reinstated urgently. It is obvious to all the residents that the previous Scarborough council did not fund the service correctly and allowed this situation to develop until it was suspended. They neglected their duty and allowed this service to degrade when they should have taken earlier action to prevent the lift to degrade.
- Instead of a bus service or fixing the lift. Perhaps you should invest in making the zig zag paths on the bank safer, more accessible and easier to navigate. Handrails on the paths would be a great place to start. And perhaps more benches on the paths so people can rest and take their time, ascending or descending.
- The bus service is hardly promoted and is a necessity for the elderly or those with disabilities, especially in summer when it's busy - advertise it better. Alternatively, invest in the cliff lift restoration and access grant/lottery funding to match the councils spend, as it's an historic part of Whitby heritage.
- The "bus" is a taxi and not suitable for disabled passengers like myself. Just fix the lift and charge a small fee. Or add a lift like Scarborough and Saltburn have. Whitby needs to keep its heritage, and the lift is part of that.
- I'm a disabled Whitby resident and didn't know the bus service existed. Please could you publicise it more, including where and when I could catch the bus, and how long it is between trips? It needs better publicity.
- Prioritise fixing the lift.
- The cliff lift is invaluable to many parents with young children, disabled people and the elderly to access the beach and promenade. Although many people appear to view the pathway in front of the Spa as a gentle slope, for many it is still not an easy option. The replacement bus service is the only option that allows easy access
- Perhaps repair the cliff lift
- I have read here that the reason for the West Cliff Lift to the beach is corrosion in the lift's mechanical works. My vote, if asked, is to replace or mend the West Cliff Lift. I remember using this lift when on holiday many years ago, with my grandparents and

when we had quite a lot of beach items that we wanted for our visit to the beach. I am a Resident in Whitby for the last few years and unfortunately have become too disabled to walk to the beach at all, tomorrow I have a physiotherapy appointment for some long waited for and much needed treatment and I would like the West Cliff Lift to the beach to be in working order as waiting for a bus, and on and off a bus are not going to possible.

- The bus type is not appropriate for physically disabled users. Please consider using the funding to repair the lift or use a more appropriate vehicle.
- Scrap the bus and invested something into the lift, even if it cost a fortune, it's part of Whitby's heritage.
- Get some investment from the mine that ripped off a lot of people in Whitby, they are underground lift specialists are they not. Make an approach see what they say. They're set to make billions and would great publicity
- Renovate the lift, then £50 000 saved each year. Or purchase a multi seat buggy to go up through the pavilion. This was done a few years ago when lift was out for the summer and was well used as went from lift entrance to the whale bones.
- I have never used the lift due to it being out of order every time I went to use it. This is very important to the town. Especially for parents, disabled, and the elderly surely the amount of money the visitors bring into Whitby would fix the lift. It's always Whitby going without yet we as a town bring in more visitors than any other town in North Yorkshire.
- You should have repaired lift when it broke now it's going to cost so much more. Repair it you have a tourist industry to support local businesses. Once lost it can never be replaced
- Abandon the bus and encourage people to walk.
- There was a charge for the lift, so why provide a free service. There is a charge for the cliff lifts in Scarborough & Saltburn. There is no lift or free bus in Filey.
- It's not being used because people don't know about it, the people who need it find the beach drop off is way too far away from the beach and beach accessible wheelchairs. Put the money used for it towards repairing or replacing the cliff lift.
- I do not believe there is enough signage or advertising for the bus service for people visiting Whitby. Put more signage up and perhaps have flyers to give out on park and ride buses so visitors know the service is available. Also, a small charge to use the service is not unreasonable. If the bus runs frequently then hopefully more people will use it. If the bus is stopped a lot of older people will not be able to access that area of the beach or have access to the chalets. If visitors can't go, there it will also be

detrimental to the businesses that operate in that area. Any bus used should also be user friendly for people with disabilities. Please keep the service going we have been visiting that part of the beach for over 60 years and as we get older it would be dreadful if we cannot continue to enjoy Whitby as we have previously done so.

- As the parent of profoundly disabled young person, I am very concerned about access to the sea wall/promenade for wheelchair users. We used to very much enjoy being able to go down there via the cliff lift. Because my daughter travels in her wheelchair in an adapted vehicle, we have not tried out the bus service, but I do feel it is essential that disabled people should be afforded equal access to all parts of Whitby. In the case of the replacement bus service, we have not tried it, as I don't know if it is suitable for people who have to travel in a wheelchair. This would involve getting the wheelchair into the bus, and fastening it down into appropriate fittings, this can take time, sometimes to the annoyance of other passengers, and to be repeated in reverse on arrival, and then on the journey back up. Nevertheless, I feel that a service must be maintained for the people who are unable to walk up and down, not all of whom will be in wheelchairs. For those who need to travel in their wheelchairs, there needs to be a guaranteed accessible vehicle, or perhaps a wheelchair accessible taxi, which could be called if required, might be more cost effective.
- If the bus does not take wheelchair users, it is a pointless expense to the county.
- Shame there is no option for repair of the existing lift. Without doubt, that is the best option, funded by a lottery grant or tourist tax. A convenient ability to get from top to bottom of the cliff is important. The bus service is not convenient, it's a compromise.
- I think the lift is of historic value and more useful than the bus so should be repaired if possible
- The service is vital BUT only until the Lift is restored. It would be unforgivable to fill in the Lift. It is a hugely important resource for so many people (elderly, disabled, families, etc) and MUST be restored to working order.
- Fix the lift
- This is part of Whitby's Victorian past and as such should be maintained
- When we first took our chalet, we received four season-long free passes. This suggests that the removal of a free bus service would need to be reflected in reduced rental, say by 40%. This would substantially reduce the putative savings from discontinuing a free service. We paid around £850 for 2025. There are roughly 150 chalets. This would mean lost revenue of £51,000, meaning a net loss from removing the service. Whilst I can see the council quibbling over the exact numbers, it would be hard to deny that a reduction in rental would be needed. The bus service itself is

unreliable. The buses run only very approximately to the rough times given, which has deterred me from using it (I have developed a heart condition which now makes it impossible for me to get up the cliff on foot). My sole use of the bus was my last. In effect the chalet has become inaccessible unless I gamble with bus times. My hunch is that a service that was reliable, on time and attuned to potential user needs would enjoy much higher usage. Some years ago, I approached Anglo American to suggest that they lend their expertise to repairing/renewing the cliff lift as a gesture of good will to the community. They might also provide funding. They were sympathetic to the suggestion. I don't know whether Scarborough Council, the then relevant local authority, followed this up, but North Yorkshire could usefully explore current possibilities. It would be great for the town, and great publicity for the council and company. The bus service would only ever be a poor second best to a functioning life.

- The replacement bus doesn't stop where is suitable for people who want to be near the cafe/toilets or where the lifeguards are
- Fixing the cliff lift would make beach accessibility significantly improved - the lift replacement bus only takes us to the end of the promenade which makes accessing the cafe/toilets/chalets at the other end difficult. We value our time at Whitby beach and would love for the lift to be back in use - but the free lifts and down go some way to making things easier in the meantime. Removing it would remove disabled access to Whitby beach
- I really hope that the cliff lift could be repaired as per local suggestions, perhaps in partnership with Anglo-American. There would also be strong support of a fundraising initiative to fund the repair cost initially at least. Please consider that proposal. Or even build a tram up and down like they have in Scarborough or even like Saltburn, as that becomes an attraction in itself! Thank you
- Why not install a chair/ski lift or a funicular railway like Scarborough has three of?
- Shop around for estimates! Do not pay out thousands for 'talking' about it! The lift is 'Whitby history'
- The lift bus service should be kept on running even if it means charging, a small fee, it will ensure that any less able-bodied persons can enjoy the promenade the cafe and the chalets.
- It would help if the service was better publicised. I cannot find online a timetable for the service
- The reason why we didn't use it when in our yearly holiday in Whitby for my mum who has a disabled badge was because it was easier for her to walk up the gentle

slope past Whitby pavilion than it was for her to walk the considerable distance along the front of the chalets to get to the bus. It took us a while to find the bus timetable which was the other reason we didn't use it from the beginning. It would be better to save the money from the bus and use it towards mending the lift together with grant funding to get the lift going again as that was far better.

- Where the bus goes to on the seafront is still then a very long walk for users back to the main part, especially for those with mobility issues who would be the main beneficiaries of the cliff lift, so this might put people off. Also, day trippers/once a year visitors might not be aware of the bus service, it's not very visible up top. Families with lots of pushchairs and beach things are less likely to use the bus than the lift if it was available. The best option would be to replace the cliff lift, and you would get a lot of users of this service then.
- Advertise the service so more people are aware of the service, as a resident of Pickering we were unaware of the service. If we had been aware we would have visited Whitby a lot more, as my husband can't walk down to the beach.
- The local roads are inappropriate for multiple bus service use especially at the 'peak' times of visitors. I have repeatedly used the steps as an alternative and I find it hard, but I am over 75 and that is to be expected however, it does not stop me doing it at all. Keep the lift going and/or replace with a viable alternative. Perhaps a lift or two accessible bypass card owners (OAP's & disabled ONLY).
- The lift is an historic part of Whitby and should be funded. I suspect a lot of money is made from tourists coming into the town and their needs should be catered for. I suspect the lift is under used as it is not publicised, is not attractive and a feature is not made of it. Allowing motor vehicles on the promenade is asking for trouble. Some drivers speed along there, and it won't be long before an accident occurs. There should be no vehicles on the prom and speed calming measures if there are.
- As a resident I am fed up with having to subsidise tourism. This is probably the most glaring example. Then there's not being able to park in the town because tourists use scratch cards in the disc zone for day. The litter they produce is significant and the clean up after them must be costly I also strongly believe that the cliff lift should be repaired. Money is spent in Scarborough maintaining things, yet Whitby residents get very little in terms of maintenance of the town. Rather than the white elephant that is the maritime hub, which most residents were against, why wasn't that money used to refurbish the lift. There is no use for hub but there is a need for the cliff lift. Yet again, the views of residents (aka the ones paying for it all through local taxation) are ignored and we are never asked

- No publicity for the replacement bus service exists in Whitby except the small, inconspicuous, factual A board outside the lift and it wasn't there for the first month the bus was running. At least one of the drivers changes the times the bus runs over lunchtime but no notice is put up to inform people of these changes. I was amazed to hear from different drivers over the past 2 years that they did not have to keep records of the users of the bus in any way whatsoever. I therefore wonder how the Council has got its numbers. The lift was generally used by elderly people and families with young children carrying beach equipment etc. Getting up and down the cliff remains very difficult for those people because you can't officially take those people down to the beach hut road in a car and drop them off. Many elderly people who find it difficult to get up and down the cliff on the footpaths, myself included, do not have a blue badge and parents with buggies etc don't either. Scarborough not only has 2 cliff lifts which are very well used but a road which runs beside the beach. It is not unreasonable therefore for Whitby residents and visitors to have help in reaching the beach now the lift is no longer working. Ideally a new lift would be perfect - maybe including a restaurant or something else. Alternatively, I think a bus that ran from the end of the Spa service road (for easy beach access), along North Terrace and North Promenade with 2 or 3 stops finishing at the current beach bus stop. A nominal charge could be made for all except disabled people.
- If this service is discontinued, it will be impossible for many disabled people to access the beach and beach chalets and in this age of equal opportunities it is a must that the service is retained.
- Repair the lift
- Please fix the lift! Whitby deserves an all-year round service that's more accessible
- Bus service good and helpful and kind staff. Issue with drop-off point being far from chalets and toilets. Lift return would be best!!
- The bus drop off is still a long way from the shop/toilets/lifeguards for less mobile people. Not ideal location for drop off. Please fix the lift!!!
- Please fix the lift! We are annual and regular visitors of Whitby Beach and require disabled access to the beach. We used the lift for years in the past + the bus service is good but the drop off is far away from the chalets/not a great location.
- Repair the lift
- Please repair the lift, it is vital asset to Whitby.
- Shouldn't need a bus as the lift needs sorting and back in use.
- Advertise the bus service exists 2. Ensure the bus provided is accessible to all 3. Fund repairs to the Cliff Lift which will in time make the replacement bus service

unnecessary 4. Improve investment in Whitby infrastructure to avoid issues such as this from arising

- Scrap the bus FIX THE LIFT!!
- The bus service is next to useless - it's hardly there you have to wait ages for it to turn up. For a lot of families they can walk down the cliff, it's getting back up that's the big problem with tired kids, pushchairs etc. plus, it finishes at 4pm and most people want to be on the beach / at the chalets till later in the evening in the summer. If you speak to most tourists in town, they don't even know the bus service exists. The lift shaft should be repaired, and a new commercial lift should be fitted into the old shaft. New commercial grade 10 person lifts are around 50k and would be a far better option than trying to repair the old lift.
- It is not clear the bus service is free. Many visitors think they have to pay so do not use it. It is vital to keep access for those with mobility issues and allow visitors to take beach gear down and especially back up the cliff. Not having a lift/bus would seriously detract from our enjoyment of Whitby. Also, the bus needs to keep to a timetable - maybe not quite as often. Especially the last but advertised which did not arrive recently, even 15mins before schedule, causing severe difficulty as I am presently on crutches and husband has a shoulder injury. Surely owning your own bus and employing locals would be more economical than hiring in vehicle and staff, who don't really want to do the job. PLEASE CONTINUE TO MAKE THE BEACH ACCESSIBLE FOR ALL.
- Would be helpful to move the sea front bus stop further south i.e. nearer the town centre. The most important thing is to fund or part fund the repairs to the Cliff Lift.
- repair the lift
- Make it more well known as I've only known about it because of this survey
- Just fix the lift. It is part of our heritage and the rich history of Whitby. Not all things have a figure that you can attach to it. It's that simple!
- Just repair the cliff lift and then you won't need the bus service.
- You changed school transport against the wishes of parents/carers so why ask questions about this service. You should be spending our money on getting ALL children to their catchment school.
- Just spend the money on reinstating the lift. It is a great part of Whitby's history, appeal and quirkiness. You take enough money in taxes from businesses and residents in and around Whitby. Whitby being one of North Yorkshire's biggest tourist destinations; and yet NY and historically Scarborough Borough Council have only taken money from but rarely re-invested WISELY in Whitby. Give something

worthwhile back for a change and stop wasting money on stupid things like talking bins!!!

- How about restoring the lift and drop the bus service. I notice this wasn't part of the consultation but anything less than that is a retrograde step
- it wasn't well advertised enough that it was free and available. i had to carry two toddlers up the zig zag every time I visit my chalet. Once i found out it was unreliable.
- It is so important the bus is kept running and free of charge if possible. For elderly and disabled people this is their only way of getting down and back. Families with young children and lots of bags also need this service. Keeping it free and more advertised will encourage so many more people to use it. Nature and fresh air are a huge benefit for mental health, and everyone loves to be down by the sea
- I noticed the cost of the bus service is stated but not the cost of repair to the lift. There must be a point in time we're the immediate cost of repair would break even with the ongoing and increasing cost of the bus. I am not registered disabled but suffer with breathing difficulties when put under the strain of stairs and steep inclines. I therefore now avoid walking along the beach.
- I have never used the bus service as I did not even know it was an option. I live in sleights and hold a blue badge. The cliff lift would be so much more benefit to me as not been down to the beach for years. £50k a year funding a rarely used bus is a crazy waste of money when it could go towards repairing the cliff lift
- The cost is only because of the council's failure to repair the lift. It is an essential service to allow disabled people to enjoy the beach. The service is badly advertised. More people will use it if they know about it
- My husband and I are no longer able to walk up or down the Khyber Pass. The Cliff Lift was an absolute boom for both of us enabling us to walk either on the top of the cliff or along the promenade. I understand the council's reluctance to run a replacement Cliff Lift Bus Service when it is losing money. As visitors we would (and I'm sure others would too) be prepared to pay for this service. I do hope you can find a way through this and continue to run the service.
- How can a wheelchair user get to the beach mobility scooter the lift was 12 months a year access.
- People were charged to use the lift, so the bus service should never have been completely free. Ideally the lift should be repaired as it was partly the experience that made it popular. The bus service could be reduced in frequency with the times posted at each end. It should also be advertised more as perhaps people don't even know it exists. They avoid the area as they know the lift is closed. If hotel, guest

houses and self-catering had leaflets available it would promote its existence. You need to consider re tendering the service and also accepting the help the mine company have offered, Councils and other public bodies get taken advantage of when tendering and often overpay, the mine company could give an impartial realistic idea of costs. Can you apply for any grants as it is historically significant and enables disabled access in the case of the bus and the lift.

- The loss of the Whitby Cliff Lift has had a profound impact on accessibility in the town. The lift was not just a convenience—it was a vital service for residents and visitors who cannot easily navigate the cliff, including disabled people, older residents, and families with young children. Allowing the lift to fall into disrepair is a clear example of SBC's ongoing neglect of Whitby, leaving essential infrastructure unsafe and unusable. The replacement bus service must not repeat this failure. It should be designed with true accessibility in mind:

Frequency and reliability: Buses must run at regular intervals throughout the day, including peak tourist seasons and weekends, to provide a practical alternative to the lift.

Accessibility features: There must be adequate space for wheelchairs, mobility scooters, and strollers, with safe, level boarding areas and clear signage. Staff should be trained to assist passengers with disabilities.

Affordability: Costs should be reasonable to ensure local residents are not excluded.

Safety and comfort: Buses must be well-maintained and capable of handling the incline to the cliff top. Weather protection should be considered for passengers walking to and from bus stops.

Communication and visibility: Timetables, routes, and accessibility information must be widely advertised and easy to access, both online and on-site. It is also essential that the service operates year-round, not just during tourist season, to ensure residents are not left isolated. SBC's repeated neglect of Whitby's infrastructure, such as allowing the cliff lift to become unsafe, demonstrates a worrying lack of commitment to the town's residents and visitors. This replacement service must genuinely restore access to the cliff and beach areas, rather than serving as a token gesture. Failure to provide an inclusive, reliable, and safe transport alternative will continue to marginalise those unable to use the cliff stairs and further erode trust in SBC's stewardship of Whitby. The council must prioritise accessibility, safety, and reliability to avoid repeating past mistakes and finally demonstrate that Whitby's needs are valued.
- As a chalet holder with an elderly husband, the current return bus service is too far away from our chalet and the toilets/cafe. The golf buggy service which used to operate when the lift was first rendered unusable worked perfectly. The pick-up/drop-off point was outside Clara's cafe (previously the Spa Ticket office) and the buggy took people down to the Beach Management area. It appeared to run on an 'as

required' basis and everyone seemed very happy with the arrangement. Even if there were a small charge for the service, I think people would be happy to pay.

- we have number 35 chalet and had it for many years, I am 82 years of age and find it too far to the other end of the chalets where the bus drops you off and picks you up, it would be far better for me if the bus also ran to the small roundabout outside the spa as well as the cliff lift and returned there. There are many chalet renters near us who find it too far to walk to the current drop off and pick up point and some previous renters have not renewed the renting of their chalets this year for this reason. Many years ago, when the cliff lift was being repaired, the council had a golf buggy, starting at the old spa ticket office, which is now Clara's cafe, and then down to the beach management office, which was very good.
- Poorly advertised didn't know it was running
- The bus service is a waste of money. The cliff lift must either be repaired/replaced in its present location. The lack of maintenance in Whitby by the various councils is appalling, a 2016 report showed how poor the lift was why was nothing done then? If the present site is unaffordable, an internal lift should be located at Whitby Pavilion from the top car park, a further lift to the ground floor is already installed, however there are still steps that need to be replaced and a downward slope to negotiate. An electric float adapted to take wheelchairs could be run from the Beach centre to the Pavilion. The Pavilion is a grossly underutilised facility which requires maintenance and refurbishment, plus much better management, but this could and should be a major asset for Whitby - it is in a fantastic location with fabulous views. I cannot understand with the amount of tourists Whitby has why there is no money to facilitate maintenance and improvements to facilities and infrastructure in Whitby. We have too many buses for tourists running empty, but no buses for many residents - why? This is a total waste of tax-payers money running empty buses.