

Tell us your thoughts about the Orbus On Demand Mosgiel service

Live in the Mosgiel area? We want to know what you think about the Orbus On Demand service! Whether you use it or not, we want to know your thoughts.

Please take a few minutes to complete the **survey on page 2**

What is the Orbus On Demand service?

Orbus On Demand is a flexible, bookable rideshare bus service for people travelling around Mosgiel, Wingatui, East Taieri and Kinmont.

Instead of following a fixed route or timetable, you simply book a trip when you need it using the **Orbus On Demand app** or by **calling our customer services team on 0800 672 8736** (weekdays, 8am–6pm).

The service uses a wheelchair-accessible electric bus and operates between nearly 100 designated pick-up and drop-off points across the area.

You'll be directed to the closest pick-up point when you book, and your journey may be shared with other passengers. Trips can be booked from 30 minutes prior and up to seven days in advance.

The service runs **Monday to Friday, 8am–6pm** (excluding public holidays), and standard Dunedin bus fares and concessions apply.

You can pay with your Bee Card or cash.



Learn more online: orc.govt.nz/ondemand



Survey questions

Questions marked * are mandatory

1. Did you use the old Mosgiel loop bus service (routes 80 and 81)?

- ☐ Yes ☐ No

2. If you have used Orbus On Demand but have stopped, let us know why.*

- | | |
|--|---|
| ☐ It was difficult to book using a smartphone app | ☐ Long wait times |
| ☐ It was not easy for me to step onto or off the vehicle | ☐ Unreliable service |
| ☐ The service did not arrive or drop me off on time | ☐ I can get a ride from family or friends |
| | ☐ I now use Total Mobility |
| | ☐ Other _____ |

3. What can we do to improve the Orbus On Demand service for you? Tell us below.*

4. If you have never used Orbus On Demand, let us know why.*

- | | |
|--|--|
| ☐ I can't use a smartphone | ☐ I worry the On Demand bus is difficult to step onto or off |
| ☐ I don't want to use a smartphone app | ☐ The fare is costly |
| ☐ I didn't know I could book it over the phone | ☐ I don't feel safe waiting for or riding on the On Demand service |
| ☐ I can drive myself | ☐ I'm concerned the vehicle will not arrive or drop me off on time |
| ☐ I can get a ride from family or friends | ☐ The service isn't available where I live |
| ☐ I use Total Mobility | ☐ Other _____ |

5. If you have never used On Demand, what would make you feel most comfortable to try it.*

- ☐ Having a phone operator walk me through how it works step-by-step
- ☐ Having a staff member show me the vehicle and how it works in person
- ☐ Receiving a clear information booklet in the post that includes the phone number to book the service
- ☐ I am not interested in using the On Demand service in Mosgiel
- ☐ Other _____

6. Is there anything we can do to make Orbus On Demand in Mosgiel easier for you? Let us know below.

7. What age bracket do you belong to?

- ☐ 0-17
- ☐ 18-34
- ☐ 35-49
- ☐ 50-64
- ☐ 65+

Thank you for completing this survey

Post this completed form by Friday, 14 August 2026, to:

Otago Regional Council
Private Bag 1954
Dunedin 9054

or scan and email it to:

transport@orc.govt.nz

or drop it to:

- **Otago Regional Council — Aonui**, 180 High St, Dunedin
- **Mosgiel Library** (collection box) — 7 Hartstonge Avenue

Feedback closes at 11.59pm on Friday, 14 August 2026

For more information, call 0800 672 8736



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