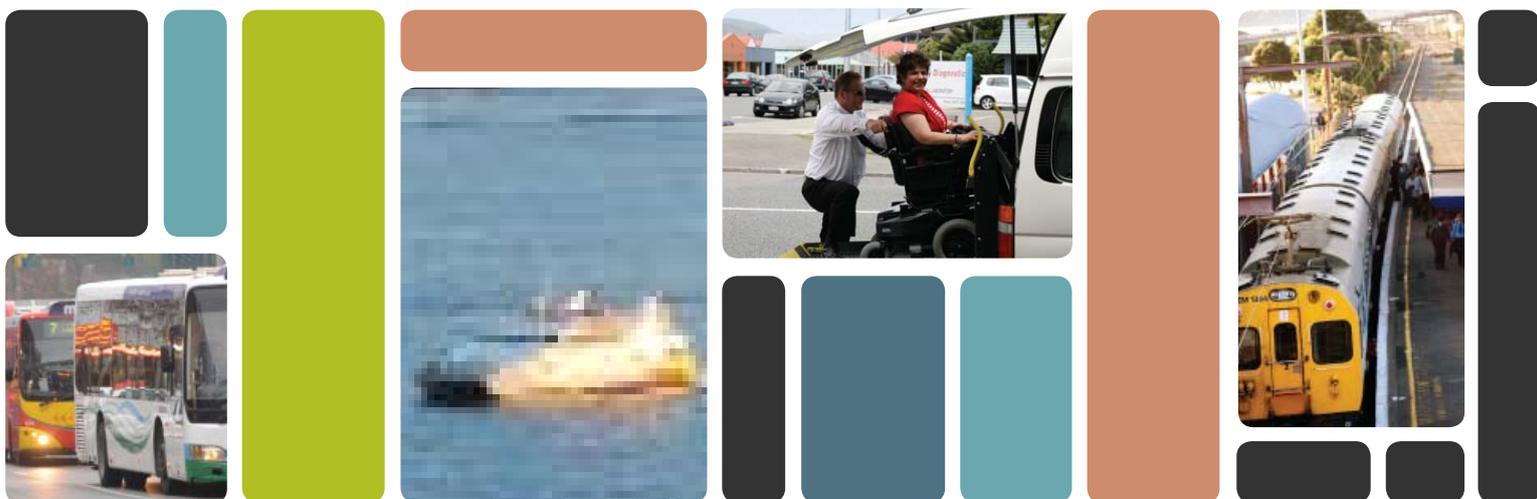


Total Mobility around New Zealand

A user's guide to the Total Mobility scheme in the different regions around New Zealand





NZ TRANSPORT AGENCY
WAKA KOTAHI

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Thanks to the Ministry of Transport for the front cover image featuring the wheelchair hoist.

About the Total Mobility scheme

This guide provides an overview and contact information for Total Mobility scheme users who are planning to visit another city in New Zealand.

What is the Total Mobility scheme?

Funded in partnership by local and central government, the Total Mobility scheme subsidises taxi services to people with serious mobility constraints that prevent them from using public transport.

It provides:

- vouchers that discount the normal taxi fare by 50%
- funding to help purchase and install wheelchair hoists in taxi vans
- payment to the owner of the vehicle for every hoist trip made.

Who administers the scheme?

The scheme is managed and operated by mobility coordinators in regional councils.

How does the voucher system work?

Scheme users are typically issued with a book of taxi vouchers. Auckland and Wellington are now using electronic cards. You can obtain vouchers from the relevant regional Total Mobility coordinator. Contact the coordinator at least 10 days before a planned trip, which will allow time for vouchers to be posted if required. When travelling in another region, it is a good idea to advise the taxi driver at the start of the trip if you are using vouchers from your home town.

Read more about the scheme

For general information about the scheme, visit:

www.transport.govt.nz/ourwork/Land/the-Total-Mobility-Scheme/

For information on recent improvements made to the scheme, visit:

www.nzta.govt.nz/planning/process/public-transport.html#accessible

Please note

While this guide provides information about the Total Mobility scheme, it does not guarantee travel. Factors outside of the control of the NZ Transport Agency (NZTA) may influence the availability of travel to users, such as individual regional council policies on subsidising out-of-town travel.

In addition, while the scheme has widespread support, individual taxi drivers may refuse to honour the vouchers. We recommend that you book your taxi by phone or check with the driver that they accept vouchers before you start your journey.

Auckland

Coverage

The Total Mobility scheme is available across the whole Auckland region from Wellsford to Pukekohe.

Participating transport providers

All companies that hold a contract with Auckland Transport to provide Total Mobility services must train 100% of their drivers in disability awareness and how to assist disabled passengers.

Please remember that you need to pre-book a wheelchair hoist.

A2B Mobility Transport	09 482 3910	Hoist available
Alert Taxis	09 309 2000	
Allways Mobility Transport	09 828 8648	Hoist available
Auckland Co-operative Taxis	09 300 3000	Hoist available
Auckland Maxi Taxi Company	09 309 4000	
Auckland Mobility Transport	09 827 7032	Hoist available
Budget Taxis	09 849 3000	Hoist available
Cheap Cabs	09 621 0505	
Corporate Cabs	09 377 0773	
Dial A Ride Auckland	09 625 5599	Hoist available
Discount Taxis	09 529 1000	
Eastern Cabs	09 534 4644	
Independence Mobility	09 834 3854	Hoist available
North Harbour Taxis	09 479 1300	Hoist available
North Shore Taxis	09 488 8000	Hoist available
R & R Total Mobility	09 443 2506	Hoist available
Re-li-on-us Mobility	0800 025 999	Hoist available
South Auckland Taxi Association	09 278 5678	Hoist available
SuperCare4u.com	09 630 2060	Hoist available
Taxis United	09 295 1000	Hoist available
Waiheke Executive Transport	09 372 6643	
Warkworth Taxis	09 425 0000	Hoist available
Western Cabs	0800 833 000	Hoist available

Auckland continued

Costs

Level of subsidy per trip

50%

Maximum contribution by Auckland Transport per trip

Auckland Transport will contribute a maximum of \$40 per trip. (This means the ATA will pay half your taxi fare up to a maximum meter fare of \$80. Any additional fare over that amount you must pay in full yourself.)

Minimum fare charge

No minimum fare is charged when using a Total Mobility voucher/card or a wheelchair hoist van.

Restrictions to the Total Mobility scheme in the Auckland region

- Auckland Transport will not subsidise Total Mobility travel taken across its boundaries.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be accepted.

Note: while Total Mobility swipe cards are used for an automated system in Auckland, the Total Mobility service is still available to clients outside the region. To get the discount in the Auckland region, you must use one of the approved transport providers listed above and tell the driver you are using Total Mobility vouchers from outside the Auckland region before you get in the taxi. Drivers have been advised that they are required to accept vouchers from outside the region. A \$40 maximum subsidy applies per trip, regardless of what the voucher says.

Wellington card holders can use their swipe card in Auckland.

Contacts

Total Mobility Scheme
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