

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

Total Mobility around New Zealand: a user's guide to the Total Mobility scheme in the different regions around New Zealand December 2010

NZ Transport Agency
Published 2010

ISSN 978-0-478-37127-7 (print)
ISSN 978-0-478-37128-4 (online)

Copyright: 2010 NZ Transport Agency

National Office
Victoria Arcade
44 Victoria Street
Private Bag 6995
Wellington 6141
New Zealand

T 64 4 894 5400
F 64 4 894 6100

totalmobility@nzta.govt.nz

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.

Wellington

Coverage

The Total Mobility scheme operates throughout the entire Wellington region, including Wellington city, Hutt Valley, Porirua, Kapiti Coast, Otaki and the Wairarapa.

Participating taxi companies

Companies based in Wellington city

All Wellington taxi companies may accept vouchers but we recommend you book your cab by phone or check with the driver that they accept vouchers **before** you get in the cab.

All Wellington taxi companies promote driver training in how to assist passengers with disabilities, and provide a wheelchair hoist service. Please remember that pre-booking is required for a wheelchair hoist van.

Companies based in Hutt Valley

Hutt and City Taxis Ltd	04 570 0057	Hoist available
-------------------------	-------------	-----------------

Companies based in Porirua

Porirua Taxis Ltd	04 237 4800	
Porirua Taxis Marketing Ltd	04 237 6099	Hoist available

Companies based in Kapiti Coast

Paraparaumu Taxis Ltd	04 298 5129	Hoist available
Sunshine Taxis	04 297 3181	

Companies based in Otaki

Silver Shuttles and Taxi Service	06 545 5167	
Choice Taxi Company	06 364 6781	

Companies based in Wairarapa

Carson's Mobility Service	06 377 4231	Hoist available
Masterton Radio Taxis	06 378 2555	

Costs

Level of subsidy per trip

50%

Maximum contribution by the council per trip

The maximum contribution per trip is \$40 (this means the council 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

Wellington Combined Taxis Ltd charge a flag fall of \$10 for all van hire, which includes Total Mobility vans, and an additional charge of \$1 per passenger over five passengers.

Wellington continued

Restrictions to the Total Mobility scheme in Wellington

- One trip – one voucher.
- You may not use your vouchers for travel that is undertaken as part of your work.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured.
- The council will not honour trips taken across regional boundaries, except in special circumstances. The boundaries are Pukehou between Otaki and Manakau and Mt Bruce in the Wairarapa.

Please note

Wellington uses a smart card. Auckland clients can use their Auckland card.

Drivers will still accept paper vouchers. Users from other regions **must** tell the taxi driver they are using vouchers issued outside Wellington **before** they get in a cab.

Contacts

Wellington Regional Council
PO Box 11646
Wellington

04 802 0354

REGIONAL TOTAL MOBILITY COORDINATOR

04 802 0354 or 0800 801 700 (freephone) - the Metlink enquiry service will connect you
total.mobility@gw.govt.nz