

USER GUIDE

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TARANAKI Total Mobility Scheme



TABLE OF CONTENTS

What is Total Mobility?	2
Eligibility and duration of impairment	2
How do I join?.....	3
Does it cost to join?.....	4
How do I contact an assessment facilitator?	4
What will happen to my application?	4
What happens to the information I supply?.....	5
Do I need to show evidence of my impairment?.....	5
Can I join if I'm getting transport-related assistance?	5
Total Mobility taxi vouchers	6
Where can vouchers be used?	6
What is a trip?.....	6
What sort of trip can the vouchers be used for?	6
Where do I get taxi vouchers from?.....	7
How do I use the vouchers?	7
How long should a book of vouchers last?	7
Are taxi drivers trained to help people with impairments?	8
What happens if I lose my card or require a replacement?	8
What happens if the rules are broken?	8
Why is it important to fill out the vouchers correctly?	8
Which transport provider can be used?.....	9
Other transport services	9
Summary	9

GENERAL MATTERS

What is Total Mobility?

The Total Mobility Scheme aims to improve community participation for people with impairments by providing access to appropriate transport. Assistance is provided in the form of subsidised door-to-door transport services wherever Total Mobility Scheme transport providers operate. This reduces taxi fares for people with an impairment that may prevent them from using public transport in a safe and dignified manner.

There are four taxi providers. These are located in Hawera, Stratford and two in New Plymouth. The companion driving service “Driving Miss Daisy” is also an approved provider. The subsidy applies to each trip, from one point of origin to one destination, up to a maximum of \$13 (50% of a \$26 fare).

The Scheme is funded by Taranaki Regional Council rates and Government funding.

All users must meet the Eligibility Criteria and have their membership approved by, and registered with, the Council. A medical assessment by an assessor (doctor, specialist or approved assessment facilitator) will be required. The Taranaki Regional Council reserves the right to seek an independent medical assessment.

The Taranaki Regional Council may also at any time revoke membership in the Scheme if an applicant has provided false information, fails to meet the eligibility criteria in future or for any other relevant reason.

Eligibility and duration of impairment

To be eligible for the Scheme an applicant must have an impairment that is either permanent, temporary (six months or more) or fluctuating (the applicant is able to use public transport some of the time but not all of the time).

The impairment may prevent the applicant from undertaking one or more of the following components of a bus journey unaccompanied and in a safe and dignified manner:

- Getting to the place where the transport departs
- Getting onto the transport
- Riding securely
- Getting off the transport
- Getting to the destination

If you require more information or to find out if you qualify please discuss with your doctor, the Taranaki Regional Council's assessment facilitators or the Total Mobility Co-ordinator.

The Taranaki Regional Council may request a re-assessment if they have reason to believe that a person no longer meets the eligibility criteria for the Scheme

How do I join?

Anyone with an impairment living in the Taranaki region can apply for membership to the Total Mobility Scheme. To join the Scheme you must:

- Obtain a copy of the Total Mobility Application Form from either the Taranaki Regional Council's website, your doctor, the assessment facilitator, or from the Total Mobility Co-ordinator.
- Fill in this application form and take it to an assessor (your doctor or assessment facilitator) for confirmation that you are medically eligible.
- Return the completed Application Form to the Taranaki Regional Council (see last page).

Incomplete forms will be returned to the applicant for more information.

To receive and use Total Mobility taxi vouchers, you must register with the Taranaki Regional Council for a Total Mobility ID Card (see section C of the Application Form) Your photo ID card must be shown every time you use Total Mobility taxi vouchers.

Does it cost to join?

If your medical eligibility assessment is carried out by your doctor or a specialist there is likely to be a standard charge. Please discuss this with your doctor/specialist. If your medical eligibility assessment is carried out by the Taranaki Regional Council approved assessment facilitator there is a charge of \$12.00 (GST inclusive). This is payable to the Taranaki Regional Council. There is a \$5.00 fee for the processing of the photo ID card. This is also payable to the Taranaki Regional Council. There are no other ongoing Taranaki Regional Council charges for the Total Mobility Scheme.

How do I contact an assessment facilitator?

The Taranaki Regional Council has contracted Access Ability to provide medical eligibility assessment services using their trained staff as assessment facilitators. Access Ability can be used as an alternative to your doctor or specialist. The cost of an assessment by Access Ability is \$12.00 (GST inclusive). This is payable to the Taranaki Regional Council. Contact details for Access Ability are:

New Plymouth Office

Access Ability
PO Box 115
New Plymouth 4340
Phone: 06 758 0700
Fax: 06 758 5201
Email: nasc.taranaki@accessability.org.nz
Freephone: 0800 758 700

Hawera Office

Access Ability
PO Box 14
Hawera 4640
Phone: 06 278 1001
Fax: 06 278 1022
Email: *see left*

What will happen to my application?

The Taranaki Regional Council will process your application as quickly as possible and advise you of the outcome in writing. Allow 20 working days to be registered and issued a photo ID card. You will then be supplied taxi vouchers by the Taranaki Regional Council or the Total Mobility Co-ordinator.

What happens to the information that I supply?

All information given through the application process will be held in a database by the Taranaki Regional Council.

All names and personal information remain private and confidential. Internal access to the database is restricted to appropriate Taranaki Regional Council staff. Information technology officers have access for data security purposes only. Information may also be shared with other Government Agencies to verify the information you supplied regarding other forms of transport funding assistance. Applicants are required to provide consent for the sharing of this information as stated.

The Taranaki Regional Council will use statistical information from applicants for reporting on the Scheme and for general planning purposes. The information will not identify individuals.

Do I need to show evidence of my impairment?

You may need to show evidence of your impairment if your assessor (doctor, specialist or assessment facilitator) is not familiar with your history. Your assessor will ask your permission to find out more information. Refusal to cooperate with the assessor may prevent them from completing the assessment which would make you ineligible for the Scheme.

Can I join if I'm getting transport-related assistance from another official source?

You may join the Scheme but Total Mobility taxi vouchers can only be used for journeys that are not covered by travel income or assistance from another official source. Using vouchers while on other financial assistance 'double-dipping' is not allowed. Applicants that receive travel income or assistance from another official source must say if they receive general financial assistance, or what journeys they receive financial assistance for. The Taranaki Regional Council will carry out checks to verify this information.

Note: Applicants who receive general financial assistance may not be eligible for Total Mobility at all.

CONDITIONS OF USE

Total Mobility Tax Vouchers

Where can vouchers be used?

Total mobility vouchers can be used in the Taranaki Region. There are no town boundary travel restrictions but a maximum subsidy of \$13 (i.e. 50% of a \$26 fare) applies to each trip. There is a limited budget so careless use of this scheme will not be tolerated.

What is a trip?

A 'trip' is defined as a journey undertaken from one point of origin to one destination, where the destination is not the same as the origin, for example, from your home to the pharmacy is one trip. One trip requires one voucher.

A 'round trip' or 'return trip' is where you travel from your home to a destination, request the taxi wait for you and then return home in the same taxi. This is classed as two trips and requires two vouchers.

Please note that the Scheme is a transport scheme and therefore the time the taxi is spent waiting for you should be kept to a minimum. A maximum of five minutes waiting time is allowed.

Trips to/from multiple origins/destinations using the same taxi that is requested to wait at each destination are **not allowed**, for example, from home to supermarket, to a pharmacy, to a friend's home and/or return home. These breach the intent of the Scheme.

What sort of trip can the vouchers be used for?

Total Mobility vouchers may be used for transport for any reason, such as, visiting a friend, going to the dentist, and going shopping. There is no restriction on the purpose of trips taken under the Scheme, except trips taken in the course of your work do not qualify.

People in full residential care should use vouchers for independent social outings only.

Where do I get taxi vouchers from?

You can obtain taxi vouchers from the Total Mobility Co-ordinator or Taranaki Regional Council (refer to back for details). You will receive an initial book of vouchers with your ID card. After that, you can request more vouchers using the contact details.

How do I use the vouchers?

- Order your taxi in advance and say you are a Total Mobility client and also if you need a wheelchair hoist vehicle.
- When you reach your destination:
 - Fill in as much of the voucher as you can and ask the driver to complete the rest
 - Show your Total Mobility ID card to the driver for checking.
 - Pay the fare which remains after the Total Mobility subsidy is deducted.
 - Give the taxi driver the voucher so they can claim the subsidy.
 - You don't need a voucher for the Ironside Vehicle Society, but please show your ID card.

How long should a book of vouchers last?

The vouchers in each book should last at least six weeks. In special circumstances which require more frequent travel assistance such as for emergency medical care or to get to and from work, vouchers may be issued more frequently. An existing user must apply in writing to the Taranaki Regional Council requesting approval for an increase in allocation. Prospective users can apply using the application form.

Please note that acceptance to the Total Mobility Scheme does not automatically guarantee access to vouchers. At times it may be necessary for Taranaki Regional Council to review eligibility criteria and/or voucher allocation to meet budgetary or other constraints identified.

Are taxi drivers trained to help people with impairments?

Taxi companies are conscious of and responsive to the difficulties that people with impairments face and provide driver training to make sure that drivers provide a good quality service. The Taranaki Regional Council also require drivers to undergo disability awareness training as part of their responsibilities as providers of the transport.

If you're not satisfied with a taxi company's service you should contact them first. Otherwise call the Total Mobility Co-ordinator on 0800 TOTMOB (868 662) or by emailing totalmobility@trc.govt.nz.

What happens if I lose my card or require a replacement?

If your ID card is lost, stolen or you require a replacement please contact the Taranaki Regional Council for a new card. There will be a charge of \$5 per replacement card so please keep your card in a safe place.



What happens if the rules are broken?

It's important that all parties in the Total Mobility Scheme follow the rules of the Scheme. Any user or taxi company that doesn't, risks being disqualified from the Scheme.

Why is it important to fill out the vouchers correctly?

Taranaki Regional Council staff or the Total Mobility Co-ordinator check all vouchers when they are presented for payment, carry out random audits on their use and query anything unusual. Refund subsidies will not be paid on any vouchers that haven't been filled out completely or correctly. Any vouchers for trips that don't follow the rules of the Scheme will not be refunded.

Which taxis can be used?

Base area	Company name	Phone	Wheelchair Hoist
Hawera	Hawera Taxis	06 278 7171	
New Plymouth	Energy City Cabs	06 757 5580	
	New Plymouth Taxis	06 757 3000	
	Driving Miss Daisy	06 215 4282 or 021 769 529	
	Ironside Vehicle Society	06 753 6469	
Stratford	Stratford Taxis	06 765 5651	

The Ironside Vehicle Society is the only wheelchair hoist transport provider available in the New Plymouth area. They do not accept TM vouchers but please show the driver you TM ID card.

Other transport services.







The Taranaki Regional Council also funds subsidised fares on urban buses in New Plymouth, Bell Block, Waitara and Oakura for people with disabilities and the elderly.

SuperGold Card holders are eligible for free off-peak travel (9am to 3pm and after 6pm weekdays, and weekends) on the New Plymouth urban and Inglewood to New Plymouth bus services, and the Opunake to New Plymouth, Opunake to Hawera , Manaia to Hawera, Waverley to Hawera once-a-week bus services. For information on SuperGold card phone: **0800 25 45 65** or visit **www.supergold.govt.nz**

Summary

Please remember that under the Total Mobility Scheme:

You must:

-  Show your ID card to the taxi driver every time you use a voucher to identify you, as being entitled to use vouchers.
-  Write your ID Card number on the top right corner of each voucher (directly under the voucher number which is in red).
-  Ensure that all details on the voucher and the voucher butt, are filled in.
-  Pay your portion of the fare to the taxi driver at the end of the trip.
-  The remainder is paid by the Taranaki Regional Council.
-  Request another voucher book when you are getting low through the contact details given on the next page. Plan ahead and allow at least five working days to receive your new voucher book.

You can:

- Receive a 50% subsidy of up to a maximum subsidy of \$13 per trip.
- Use your vouchers at any time of the day or night for any purpose.
- Have friends, relatives or caregivers travel with you if they are going to the same address.
- Use your vouchers in many other towns throughout the country.
- When ordering a taxi in another town, please check with the taxi company to see if they are part of the Scheme. Vouchers are subject to that area's local maximum subsidy.

You must not:

- Use a voucher without showing the taxi driver your Total Mobility ID card.
- Use vouchers to undertake trips to/from multiple origins/destinations.
- Let other people use your vouchers, even if they are running an errand for you.
- Use vouchers in the course of your work.
- Use vouchers for trips for which you are already receiving another form of transport assistance.

The Total Mobility Service is paid for by the Taranaki Regional Council and New Zealand Transport Agency and the budget is limited.

- Use your vouchers wisely and share a taxi with other Total Mobility users when you can.
- Use only one voucher per trip, even if there are two or more Total Mobility users in the taxi.
- If a group of users travel regularly together it is a good idea to take turns using vouchers.

Wishing you safe travelling

The Taranaki Total Mobility Team

Want to know more?

If you have any questions or need a new voucher book, contact Total Mobility staff via:

Website: www.trc.govt.nz/total-mobility/

for answers to Frequently Asked Questions (FAQs), Application Forms, User Guides, and an online Voucher Book Request Form that you can use instead of emailing or phoning to get a new voucher book

Email: totalmobility@trc.govt.nz

Phone: **0800 TOTMOB (868 662)**
Monday to Friday (excluding Public Holidays)

