

## Waitara Services

There have been changes to the provision of Total Mobility services in Waitara. Misinformation by another passenger service has recently caused unwarranted confusion. The good news is that the scheme continues to operate.

The Taranaki Regional Council is extremely grateful to the transport providers who have kindly collaborated with the Council to ensure at least some services can be retained. Please support the operators, and help them to plan their services, by pre-booking your travel needs, particularly if you have appointments.

- Until 1 February 2019 a Thursday service on alternate weeks has been arranged thanks to Energy City Cabs and New Plymouth Taxis. Waitara Total Mobility members have been sent a roster of those fortnightly arrangements.



- Travel will generally be provided between 9am and 3pm on Thursdays but other times may be considered by the operator that is rostered for that day.

Options are being considered for how the service can be delivered after 1 February 2019. We will keep you informed, probably via the Waitara Angle, about the changes. In the meantime enjoy using the scheme!

## Hawera Services

Total Mobility services in the Hawera area are under new ownership. STOPS is now owned by Kaye McCurley – look out for her in the eye-catching pink hi-viz gear! Her vehicle with easy access electric sliding doors is proving to be a real asset and popular with her passengers. Helping Kaye is Avalon Foster, well-known to many passengers as a former Total Mobility driver in the area.

**Phone number remains unchanged: 06 278 3933** or text on 027 555 1765. Bookings can also be made online: [www.stops.co.nz](http://www.stops.co.nz)  
Hours: Mon to Fri 8am – 5pm. Pre-book during business hours for any out-of-hours travel.

# STOPS



*The Taranaki Regional Council thanks the founder of STOPS, Susanne Taylor, and Dianne Grigg for their care of Total Mobility members over the past year.*

## Travelling out of the region?

You can now use your Total Mobility swipe card in Otago and Canterbury regions, Auckland, Wellington, Whangarei, Waikato, Invercargill and Manawatu/Horowhenua . . . Bay of Plenty and Marlborough will be getting swipe cards early in 2019.

Call us on 0800 868 662 – we can tell you if the region you're travelling to uses swipe cards or vouchers. We can post you a list of the approved

### Taranaki Total Mobility Scheme Out of region vouchers

This voucher book has been issued to:

Name: .....

Total Mobility ID Number: .....

Vouchers are only valid upon presentation of a Taranaki Total Mobility photo ID card.

transport providers, or you can check on our website: [www.trc.govt.nz/total-mobility](http://www.trc.govt.nz/total-mobility)

Where vouchers are still in use you will need to request out-of-region vouchers from us.



## Swipe card reminders

- **Please hand your swipe card to the driver before your trip begins.**
- **Phone the Council 0800 868 662 if your card is lost or stolen.** There is a \$5 charge for a replacement card so please keep your card in a safe place. Until you receive your new card you will have to pay the full fare.
- **No return trips** – the old rules still apply – in a one-way trip the place you leave from can't be the same as where you are going to. That means that, if you want to leave home, make a less than five minute stop while the driver waits, and then return home, the driver is required to create two transactions. Drivers cannot wait more than five minutes for you – this is an A to B transport scheme not a multiple-stop service.

## Transport Operators



**Driving Miss Daisy** Ph: 06 751 0209

**Energy City Cabs** Ph: 06 757 5580

**Freedom Drivers** Ph: 06 758 0734

**Ironside Vehicle Society** Ph: 06 753 6469

**New Plymouth Taxis** Ph: 06 757 3000

**STOPS (Hawera)** Ph: 06 278 3933

**Stratford Taxis** Ph: 06 765 5651

## Christmas hours...

The Total Mobility team at Taranaki Regional Council will head off for a festive break from midday Friday 21 December.

**We will be back to help you on Monday 7 January.**



*Taranaki has approximately  
1600 Total Mobility clients...*

*We wish you all, and the drivers and transport operators who care for your transport needs, safe travelling and a relaxing, memorable festive season!*