

New transport provider for Total Mobility



In May TE Taxis became Taranaki's newest Total Mobility-approved operator. North Taranaki-based TE Taxis has nine drivers, all of whom have worked with the Total Mobility scheme in the past.

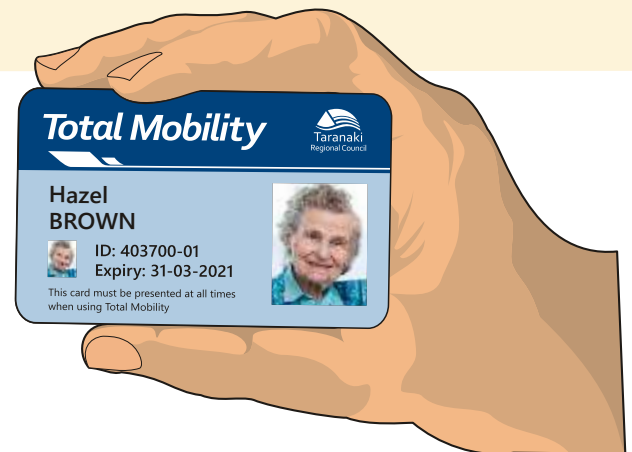
Manager, Richard Belk, says TE Taxis is available seven days a week, is a registered ACC provider, charges no eftpos fee and offers a **10% discount on fares over \$60.**

Swipe cards

It's great that we're still getting positive feedback from members about the swipe cards – easy to keep in a safe place, easy to use, and a smoother process for drivers.

Reminders that will help the scheme to run smoothly

- Please mention that you are a Total Mobility member when you book your transport – it helps the transport provider to provide you with better service.
- **Please hand your swipe card to the driver before your trip begins.** If you don't present your card, unfortunately you 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.
- If your card does not work when you present it to your driver, you will pay the full fare. Please report the card failure to the Regional Council on 0800 868 662 – if the fault was due to the in-vehicle equipment you will be contacted and can receive a refund from the transport operator.
- If your card is lost or stolen phone the Council



0800 868 662. 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.

- Please be patient while the driver completes the payment process at the end of your trip. The Total Mobility scheme can only work if the proper processes are followed so you can receive your (usually) half price trips.

Close to 50,000 trips in 12 months!

WOW!

Taranaki has 1650 Total Mobility (TM) clients. In the past 12 months Taranaki members have made approximately 49,000 trips using their Total Mobility card, with subsidy help from the Taranaki Regional Council and NZ Transport Agency of over \$355,500.

Tainui Village support for Total Mobility

Thanks to Tainui residents who have been very positive about their experiences with the scheme and full of praise for the transport operators who provide the service. We appreciate your feedback....

"Drivers do not make me feel rushed, they chat to me during the journey."

"Drivers are great, helping me into and out of the vehicle."

"With the discount it means my money goes a bit further and every bit helps."

"Drivers make sure I am inside safely when I get home and they carry parcels for me too."



Look out for the new bumper stickers...

...on the vehicles you use. They will also be a conversation starter for people who are not yet aware of the Total Mobility Scheme.



Your questions



- **Faded photo on your swipe card?**

A factory glitch in producing early batches of the TM ID cards meant that a number of them have faded. Call the TRC Total Mobility team on **0800 868 662** to arrange for a free replacement card. It will mean cancelling your old card and being without one for just a few days until your new one arrives.

- **Mobility parking permits**

We often get calls requesting a mobility parking permit – the dashboard permits that allow you to park in the blue accessible parking spaces.

Those permits are supplied for Taranaki users by:

CCS Disability Action in Taranaki who can be contacted on **06 758 5423**

or **06 278 7212**. Permits: 5 years \$50. Up to 12 months \$35.

Sommerville Disability Support Services in Whanganui on Freephone **0508 787 7678** or visit **www.sommerville.org.nz**

Permits: 13 months to 5 years \$25. Up to 12 months \$15.



Changes for bus users

A new bus card is coming for users of the Citylink and Connector bus services!

Some Total Mobility members who are occasional bus users, as well as Access card holders, will be affected by this streamlining of the service. The new bus card will have improved features . . . more details in September!



Out and about...

You will have noticed the vibrant pink Priscilla bus about town, but have you noticed a new bus shelter on Ariki Street that was recently completed by New Plymouth District Council. The new shelter, located outside the Women's Restrooms opposite Centre City, is a welcome improvement to the city's bus service.

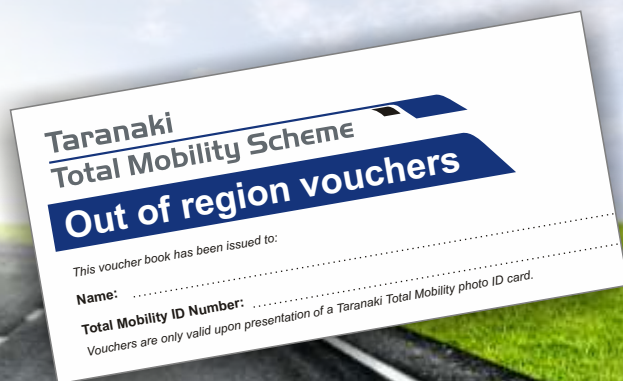


Travelling out of the region?

The following regions have now introduced swipe cards, so your card will be accepted by approved transport operators in these places – Northland, Auckland, Waikato, Manawatu/Horowhenua, Wellington, Marlborough, Nelson, Canterbury, Otago and Invercargill.

In the few regions where vouchers are still in use just give us 10 days' notice and we'll provide you with some out-of-region vouchers to use while you're away. You will also have to show the driver your ID swipe card to verify that you are a member.

Call us on 0800 868 662 – we can tell you if the region you're travelling in uses vouchers or swipe cards. We can give you a list of the transport operators there who are approved to accept your swipe card or vouchers, or you can check on our website: www.trc.govt.nz/total-mobility/





New options for wheelchair users

Congratulations to Diana and the Freedom Drivers team on four great-looking vehicles!

The new addition of another VW Caddy means the Taranaki team has the largest fleet of wheelchair-capable Freedom vehicles in NZ. Congratulations!

Congratulations too, to Driving Miss Daisy who are adding a wheelchair-capable vehicle to their fleet. After undergoing a re-fit in Auckland it will feature a ramp and an electric winch to easily and safely position the passenger. Franchise owner, Mel Henshilwood, hopes that the new vehicle will be available in early July.



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

T.E. Taxis Ph: 0800 999 222

Waitara services

Total Mobility members in the Waitara area are currently served by New Plymouth Taxis on Thursdays from 9am to 3pm.

The service is also available to members of the public. We encourage everyone to support the service.

Ph 06 757 3000



Safe travelling from the Total Mobility Team!

Call: **0800 TOTMOB** (0800 868 662) Monday to Friday (excluding Public Holidays).
 Visit: www.trc.govt.nz/total-mobility/ Email: totalmobility@trc.govt.nz