

## Swipe cards – off to a smooth start

Congratulations to you all for coping so well with the change from vouchers to the new photo ID swipe card system. It was an impressive start and we thank you for your cooperation and positive feedback. It was a big project to undertake – Taranaki was the first small region beyond the major centres to introduce the swipe cards. Taranaki has 1450 Total Mobility clients.



### Reminders that will help the scheme to run smoothly:

- ✓ **When you book your transport** please mention that you are a Total Mobility member – it helps the transport provider to provide you with better service.
- ✓ **Before your trip begins** please hand your swipe card to the driver.
- ✓ **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 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 on 0800 868 662. There is a \$5 charge for a replacement card so please keep your card in a safe place. Until you receive a new card you will have to pay the full fare.

## Travelling out of the region?

There are an increasing number of places in New Zealand where your Total Mobility swipe card can be used – Otago and Canterbury regions, Auckland, Wellington and Whangarei. Next year more regions will move from vouchers to swipe cards.

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 need to show the driver your ID swipe card to verify that you are a member.

Trips are subject to the local maximum subsidy in the region you are visiting.



### 2017 Total Mobility survey

Your feedback is very important to us. Please help us to improve the scheme in Taranaki by returning your completed survey. A free-post envelope is enclosed. Please send your completed survey to us by **Friday 12 January 2018**.



## Whoa Nelly!

### Reminder to passengers:

Please remain seated and stay in the vehicle until it's safely parked.



# Jacob's future is on a roll

Some of life's hurdles have got more manageable for Heidi Andrews, and her 17-year-old son, Jacob.

Diana de Jong and Elaine Demaine, of Freedom Companion Driving Service said they were approached by Inglewood High School to see if it would be feasible for them to transport Jacob to WITT for the 2017 school year.

"We met with Jacob and his mum for a trial run, and discovered that Jacob has a particularly heavy power chair, so set about getting some additional modifications made in time for the start of the school year," said Diana.

"We also recommended that Total Mobility could offer subsidised assistance for Jacob to travel to WITT, and for other outings.

Heidi said, "Jacob thoroughly enjoyed his Thursdays at WITT this year and has developed a great relationship with his Freedom drivers. He even helped them with testing out a new ramp vehicle they purchased as he has a large power chair. They have been fantastic, and it was great that WITT got on board by helping to fund his transport so he could study with them.

"The independence Jacob has achieved this year has been an awesome experience for him and such that he has decided to do further study in Year 13 with a two-day stint at WITT and the rest of the week at



school. We would not be able to achieve this without the combined assistance of Total Mobility, Freedom and WITT.

"As we live in Inglewood it's hard for me to juggle Jacob's transport to get him to New Plymouth in time as well as transport his younger brother to his country school. Having a disability-enabled transport alternative has completely changed Jacob's outlook on the future and enables him to participate in many more activities with his peers", Heidi said.

For the Freedom drivers the year transporting Jacob flew by, with plenty of chatter and laughter along the way.

"It has been a tremendous pleasure to see Jacob grow in independence through this year and we think it is great that he will continue to study at WITT," Diana said.

## Transport Operators

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

**Energy City Cabs (NP)** Ph: 06 757 5580

**Energy City Cabs (Hawera)** Ph: 0800 14 15 25

**Stratford Taxis** Ph: 06 765 5651

**Driving Miss Daisy (East)** Ph: 06 751 0209

**Driving Miss Daisy (West)** Ph: 06 215 4282

**Freedom Drivers** Ph: 06 758 0734

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

### *Christmas hours...*

The Total Mobility team at the Taranaki Regional Council will head off for a festive break at midday Friday 22 December.

**We will be back to help you on Monday 8 January.**

*We wish you good health, safe travels, and a relaxing festive season!*



*Safe travelling from the Total Mobility Team!*