

TOTAL MOBILITY



USER GUIDE

TARANAKI
Total Mobility Scheme



Total Mobility

In Taranaki

The Total Mobility scheme provides subsidized door-to-door transport for people with impairments that prevent them from using public transport in a safe and dignified manner.



TABLE OF CONTENTS

What is Total Mobility?	2
Eligibility and duration of impairment	2
Does it cost to join?	3
How do I contact an assessment facilitator?	3
What will happen to my application?	3
How do I join?	4
What happens when I'm a Scheme member?	5
What sort of travel can the Scheme be used for?	5
Taking a trip	5
What happens to the information I supply?	6
Do I need to show evidence of my impairment?	6
What is a trip?	7
Where can I use the Scheme?	8
Total Mobility travel	9
What happens if I lose my card or require a replacement?	10
What happens if my TM card cannot be validated?	10
What happens if the rules are broken?	11
Which transport provider can be used?	11
Other wheelchair accessible services	11
Are drivers trained to help people with impairments?	12
Bus travel may be an option for you	12
Client terms and conditions of use	
- General terms	13
- Conditions of use	14
Privacy statement	16

GENERAL MATTERS

What is Total Mobility?

The purpose of the Total Mobility scheme (the Scheme) is to enhance community participation for eligible people with impairments by providing access to appropriate transport. Assistance is provided in the form of subsidized door-to-door transport wherever Council approved transport operators operate. This reduces the transport operator's fares for people with an impairment that may prevent them from using public transport in a safe and dignified manner.

There are transport operators servicing Stratford, Waitara, Hawera, and five operators in New Plymouth. The Scheme is funded in partnership by the Taranaki Regional Council (the Council) and the NZ Transport Agency. The national TM subsidy of 50% of the fare applies to each trip, from one point of origin to one destination. A maximum subsidy value has been set by the Council. Contact a Total Mobility team member, phone 0800 868 662 to find out the current maximum subsidy.

All applicants 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) is required. The Council reserves the right to seek an independent medical assessment.

The 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, fails to comply with trip rules, or for any other relevant reason, including misconduct towards a driver or vehicle.

Eligibility and duration of impairment

To be eligible for the Scheme an applicant must have an impairment that is either permanent or temporary (six months or more).

The impairment may prevent the applicant from undertaking one or more of the following components of a bus journey **without assistance**, and in a safe and dignified manner:

- Get to and from the applicant's nearest bus stop
- Stand and wait for the transport (where there is no seat)
- Get on or off the bus
- Handle money or a bus ticket
- Ride securely on the bus
- Travel without getting confused or anxious
- Travel on an accessible bus if available

If you require more information or to find out if you qualify please discuss with your doctor, the Council's assessment facilitators (AccessAbility) or the Total Mobility team at the Taranaki Regional Council, phone 0800 868 662.

The Taranaki Regional Council may request a reassessment if it has reason to believe that a person no longer meets the eligibility criteria for the Scheme.

How do I join?

Anyone, with an impairment, permanently living in the Taranaki region or on a long-term basis i.e. not less than 6 months per annum, can apply for membership to the Scheme. To join the Scheme:



1. Pick up a copy of the Total Mobility scheme application form from your doctor, AccessAbility, the Taranaki Regional Council offices or print a copy from the Council's website.
2. Ask your doctor, specialist or AccessAbility assessor to confirm your medical eligibility on the form.
3. Post the completed application form to the Taranaki Regional Council (see back cover) with your photograph and appropriate payment.
4. You may email a completed scanned application to the Taranaki Regional Council: transport@trc.govt.nz

Incomplete forms will be returned to you for more information.

To use the Scheme's subsidized transport services, you must have a TM card issued to you (see section C of the application form).

Does it cost to join?

- There is a \$5 fee for the processing of your TM card. There are no other ongoing Council charges for the Scheme.
- Medical eligibility assessments carried out by your doctor will often be included in a standard appointment charge.
- Medical eligibility assessments carried out by AccessAbility incur a \$12 fee payable to the Taranaki Regional Council.
- Fees may be paid online to the Taranaki Regional Council's BNZ account: 020756-0040555-00.

How do I contact an assessment facilitator?

The Council has contracted AccessAbility to provide medical eligibility assessment services (including travelling to your home Taranaki wide), using their trained staff as assessment facilitators. AccessAbility can be used as an alternative to your doctor or specialist. Contact details for AccessAbility are:

AccessAbility

PO Box 8377

New Plymouth 4342

Phone: 0800 758 700

Email: contact@accessability.org.nz

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 with a TM card.

What happens to the information I supply?

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

All names and personal information remain private and confidential. Internal access to the database is restricted to appropriate Council staff. Information may also be shared with other government agencies to verify the information you provide regarding other forms of transport funding assistance. Applicants provide consent for the sharing of this information by signing the application form.

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

Under the Privacy Act 1993 you have the right of access to personal information about you held for the Scheme purposes by the Council. You are also entitled to request that information about you be corrected.

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.

Note: Applicants who receive general financial assistance for travel may not be eligible for the Scheme at all.

APPROVED MEMBERS

What happens when I'm a Scheme member?

The Council will issue you a TM membership card that includes your photo, name, membership number and card expiry date. The reverse side of the card has a magnetic stripe. You must always have your TM card with you when you take a trip if you want to receive the Scheme subsidy.

What sort of travel can the Scheme be used for?

The Scheme can be used for trips for any reason, such as visiting a friend, going to the dentist, or for shopping. Trips can be at any time of the day or night limited only by the operating hours of the transport operator.

There are two restrictions on the purpose of trips taken under the Scheme:

- trips taken in the course of your work do not qualify, though you can travel to and from work
- trips undertaken by people in residential care that are the responsibility of the rest home provider, though independent social outings are allowed.

Taking a trip

- When booking your trip you must advise the Council-approved transport operator that you are a Scheme member.
- When you get in the vehicle, and before the trip starts, you must present your TM card to the driver. Failure to present your card at the start of the trip means you will have to pay the full fare.
- The driver will confirm your identity and the card expiry date to ensure you are an eligible Scheme member.
- The driver will then swipe your TM card through the magnetic-stripe card reader to validate your trip – just like an EFTPOS card or credit card.
- When you have arrived at your destination, the driver may have to swipe your card again (depending on the type of card reader in use).
- Pay for your share of the trip. A maximum subsidy applies to each trip.
- You must ask for a receipt to check that the trip total matches the amount you paid to the driver.
- Make sure you have your TM card with you when you leave the vehicle. If sharing a ride with another TM member, both TM cards should be presented to the driver so the driver can record the number of TM members in the vehicle. **The member paying for the trip should have their TM card swiped first.**

What is a trip?

A '*trip*' is defined as a journey 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. The trip should use the route most advantageous to you.

A '*round trip*' or '*return trip*' is where you travel from your home to a destination, request the driver wait for you and then return home in the same vehicle. This is classed as two trips. **You will be required to pay two fares.** Please note that the Scheme is a transport scheme so the time the driver spends waiting for you should be kept to a minimum. A maximum of 5 minutes waiting time is allowed during a one-way trip, for example, to drop off a prescription or stop at an ATM machine.

Trips to or from multiple origins or destinations using the same vehicle that is requested to wait at each destination are not allowed under the Scheme, for example, from home to supermarket, then to a pharmacy, to a friend's home and/or return home. These trips breach the intent of the Scheme, are not eligible for subsidy and you must pay the full fare. This provision excludes arrangements with IDEA Services.

Repeated incorrect use the Scheme and failure to follow the rules could mean your membership will be withdrawn.

Where can I use the Scheme?

The Scheme is available in the Taranaki region and throughout many other centres in New Zealand. It is administered at a local level by participating regional councils who approve qualifying transport operators. Please note not all transport operators are approved Scheme providers.

The use of the magnetic-stripe TM card is not available in all regions but is available in:

- Northland
- Auckland
- Waikato
- Taranaki
- Manawatu-Horowhenua
- Wellington
- Nelson
- Marlborough
- Canterbury
- Otago
- Invercargill

In regions where vouchers are still being used you will need 'out of region' vouchers. Contact the Total Mobility team on 0800 868 662 at least 10 working days in advance to discuss your requirements.

Trips are subject to the local maximum subsidy in the region you are visiting. Check www.trc.govt.nz/total-mobility/ for a link to extensive information about Total Mobility throughout New Zealand, or phone the Total Mobility team on 0800 868 662 for assistance.

Pre-travel checklist:

- 1.** Check that the transport operator is part of the Total Mobility Scheme.
- 2.** Check they accept the magnetic-swipe TM cards or vouchers.
- 3.** If vouchers, contact the Taranaki Regional Council Total Mobility team at least 10 days before travelling.

CONDITIONS OF USE

Total Mobility travel

Funding for the Scheme is not unlimited so travel use should be minimised where possible. In special circumstances which require frequent travel assistance, such as intensive medical needs, or to get to and from work or a day programme, those higher needs must be advised to, and approved by, the Council. Verification of your travel needs may be required from your employer, doctor or education/training provider.

You must:

- Keep your TM card secure – without it you will have to pay the full fare.
- Present your TM card to the driver when you get in the vehicle – if not you will have to pay the full fare.
- Pay your portion of the fare to the driver at the end of the trip. Ask for a receipt and check that it matches what you paid the driver.
- Order 'out of region' vouchers where the region you will travel in still uses a voucher system.

You can:

- ✓ Receive a 50% subsidy on the fare up to the local maximum subsidy.
- ✓ Use TM for any purpose, at any time of the day or night, limited only by the operating hours of the transport operator.
- ✓ Make one stop (maximum of 5 minutes) on a one-way trip, e.g. at an ATM machine on the way to an appointment.
- ✓ Have friends, relatives or caregivers travel with you if they are going to the same address.
- ✓ Receive subsidised travel in many other centres throughout New Zealand. When ordering transport in another town, please check that the transport operator is part of the Total Mobility scheme. Trips are subject to the local maximum subsidy in that region.

You must not:

- ✗ Let other people use your TM card, even if they are running an errand for you.
- ✗ Ask a driver to collect goods, or other passengers, and use your TM card to pay for the service.
- ✗ Use your TM card in the course of your work.
- ✗ Make more than one stop (*a maximum of 5 minutes*) on a one-way trip.
- ✗ Leave your TM card with the driver to look after.
- ✗ Make trips to or from multiple origins or destinations using the same vehicle in one trip.

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

If your TM card is lost, stolen, damaged, or you require a replacement, please contact the Taranaki Regional Council on 0800 868 662. There will be a charge of \$5 per replacement card so please keep your card in a safe place. Until you receive your replacement TM card you will have to pay the full fare. No claims for refunds of the subsidy portion will be accepted by the Council.

What happens if my TM card cannot be validated by the card reader?

If your TM card cannot be validated by the magnetic-stripe card reader you will be required to pay the full cost of the fare. You are responsible for advising the Council your card failed validation. The operator and Council will review the cause of the validation failure. Where the card reader is proven to be at fault the member can seek payment of the subsidy from the transport operator.

Your card has an expiry date. You will be contacted by the Council before it expires to reconfirm your eligibility and to arrange for a new card to be issued if eligible.



What happens if the rules are broken?

It's important that all parties in the Scheme follow the rules. Any member or transport operator that doesn't, risks being removed from the Scheme. Misconduct against a driver or vehicle may also result in your membership being cancelled, and, at the sole discretion of the transport operator, legal action may be taken.

Which transport provider can be used?

Location	Company name	Phone	Wheelchair Capable
New Plymouth	Driving Miss Daisy New Plymouth	06 751 0209	Ramp
	Energy City Cabs	06 757 5580	
	Freedom Companion Driving Service	06 758 0734	Ramp
	New Plymouth Taxis	06 757 3000	
	TE Taxis	0800 999 222	
Hawera	STOPS	06 278 3933	
Stratford	Stratford Taxis	06 765 5651	

Other wheelchair accessible services

Ironside Vehicle Society provides a wheelchair hoist service in North and Central Taranaki. The Society does receive some funding assistance from the Council. They offer a fare structure that is different to other Council-approved TM transport operators and operates alongside them as a Scheme transport provider.

The magnetic stripe TM card or voucher is not required for trips. However, if you are a TM member and require the use of a hoist then advise Ironside at the time of booking that you are a member and show the driver your TM card. Ironside is not an on-call provider; please pre-book all your transportation requirements well in advance.



Wheelchair-capable transport is offered by Freedom Drivers and the Ironside Vehicle Society.

Are drivers trained to help people with impairments?

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

If you're not satisfied with a transport operator's service you should contact them first. Otherwise call the Total Mobility team on 0800 868 662 or email transport@trc.govt.nz

Bus travel may be an option for you

- All buses in the Citylink urban fleet servicing Waitara, Bell Block, New Plymouth and Oakura, are now low-floor and wheelchair accessible – no steps.
- Concession fares are available for TM clients who travel on Citylink, Connector or Southlink bus services. Use your Total Mobility ID card to qualify for a fare discount.
- SuperGold Card holders can travel free from 9am to 3pm on any of the public bus services and also on Citylink after 6.30pm weekdays, and on all Saturday services.

Bus passengers who are not members of the Scheme, but have a permanent or temporary disability, can receive a discounted bus fare with an Access card – available from Taranaki Disabilities Information Centre, 28 Young Street, New Plymouth.



To enquire about an Access card, contact:
Taranaki Disabilities Information Centre
Ph 06 759 0019.

Wishing you safe travelling
The Taranaki Total Mobility Team

CLIENT TERMS AND CONDITIONS OF USE

General Terms

1. The Total Mobility scheme (the Scheme) is administered by the Taranaki Regional Council (the Council). It is an alternative transport service to public transport such as buses, trains, or ferries, for people with impairments.
2. By accepting and using the Total Mobility (TM) card you are agreeing to the Client Terms and Conditions of Use (Client T&Cs) set by the Council and as amended from time to time. Please read these Client T&Cs carefully before using your TM card.
3. You understand that the terms and conditions of the Scheme, or eligibility criteria, may change in the future due to funding, policy or legislative changes or otherwise, including termination of the scheme in its entirety. The changes may be at any time and without prior notice. The Council will use reasonable endeavours to inform you of any changes and how they affect your use of the Scheme. The Council's website shows the current Terms and Conditions: www.trc.govt.nz/total-mobility/
4. If you fail to adhere to these Client T&Cs, knowingly provide misleading or false information, or fail to notify the Council of any misuse, you risk cancellation of access to the Scheme and, at the discretion of Taranaki Regional Council, legal action.
5. The information you provided during the assessment is used to establish eligibility for the Scheme and for statistical and research purposes which will not identify you as an individual.
6. You confirm that you are a Taranaki resident who lives in the Taranaki region permanently or on a long-term basis i.e. not less than 6 months per annum.
7. Change of circumstances. You must immediately notify the Council if any information provided by you to support your application for the Scheme changes or if there is any other change of circumstances which may affect your eligibility for the Scheme. This includes trip usage which exceeds the estimated usage on your application form.
8. Ownership of the TM card. Your TM card and card number are the Council's property. They may not be copied or reproduced and may be retained by the Council at its sole discretion. You agree to immediately return or destroy your TM card if instructed by the Council.

9. The Council currently pays 50 percent of the total fare up to a maximum of \$20 per trip, but this subsidy value is subject to change at the Council's sole discretion.
10. Special provision may be arranged with the Taranaki Regional Council on a case by case basis regarding regular trips by a group of passengers travelling from and to multiple origins and destinations. This provision excludes arrangements with IDEA Services.

Conditions of Use

1. **You must be a registered TM client** and your contact details must be current.
2. **You must not allow** anyone else to use your TM card for any purpose whatsoever and take all practicable steps to protect your TM card from theft or fraudulent use.
3. **Lost, stolen, damaged cards.** You must notify the Council on 0800 868 662 if your TM card is stolen or damaged, or if you think someone else is using your card.
4. **Faulty cards.** If your TM card is faulty and can not be validated by the in-vehicle equipment you will not be eligible for a subsidy and you will be required to pay the full fare. You must notify the Council on 0800 868 662. If the fault is due to the in-vehicle equipment you will be able to claim a refund from the Transport Operator.
5. **A replacement TM card fee** of \$5 will apply to lost, stolen, damaged cards. Faulty cards will not incur a replacement fee.
6. **Until a replacement TM card is issued** you will not be eligible for a subsidy and you will be required to pay the full fare for your travel until you receive your new TM card.
7. **You must show your TM card to the driver at the start of every trip. Failure to do so will result in being charged the full fare.** Remember to retrieve your card.
8. **You must have your share of the fare available** to pay the driver prior to taking the trip, and pay the driver before exiting the vehicle.
9. **You must obtain a receipt** at the end of your trip and check the total matches the amount paid to the driver.
10. **You must remain in the vehicle** for the entire duration of the trip, except where you have asked the driver to briefly wait for you (no more than **5 minutes**).

11. **You must not ask the driver to wait** more than a total of 5 minutes over the duration of a trip. Your Scheme membership may be cancelled if you fail to adhere to this condition.
12. **You may travel with companions** provided you remain in the vehicle with them for the entire trip duration.
13. **If sharing a ride** with another TM member, both TM cards should be presented to the driver so the driver can record the number of TM members in the vehicle. **The member paying for the trip should have their TM card swiped first.**
14. **You cannot ask a driver to collect goods, or other passengers, and use your TM card to pay for the service.**
15. **You must not leave your TM card with a driver or any other person at any time. Your TM card is your responsibility.**
16. **Your card has an expiry date.** You will be contacted by the Council before it expires. If your eligibility is reconfirmed arrangements will be made for a new card to be issued.
17. **You must not use your TM card for services provided by a driver who is a family member or close associate.** For example; if your husband or family friend is a taxi driver and you travel in their taxi, you cannot use your TM card to reduce the amount of any fare charged. If you wish to use your TM card you must use a different driver who is not a family member or close associate.
18. **For 'out of region' TM travel,** contact the Council on 0800 868 662 at least 10 days in advance to discuss your requirements. You may need to be issued 'out of region' TM vouchers where electronic TM cards are not in use. For a list of approved Total Mobility approved operators throughout New Zealand please see our website www.trc.govt.nz/total-mobility/
19. **You must use the TM scheme in a responsible manner** including taking the most advantageous route and to minimise travel use where possible.
20. **Misconduct** against a driver or vehicle may result in your Scheme membership being cancelled, and, at the sole discretion of the transport operator, legal action may be taken.
21. **Client feedback.** If you have any concerns regarding the delivery of TM services by a transport operator that you cannot resolve by first contacting the operator, please call the Council Total Mobility team on 0800 868 662. Trip details, including the company's name, driver or cab number, date, time and to/from locations are required where possible to allow an issue to be fully investigated.

22. Privacy

The information provided as part of the eligibility assessment for Total Mobility will be used to establish your eligibility for the Total Mobility scheme, it may also be used for statistical and research purposes which will not identify you as an individual. This information will be accessed by employees or representatives of the Council. When required for audit purposes, information may be accessed by the agents, employees, contractors or representatives of the New Zealand Transport Agency and their auditors, or any Crown entity performing similar roles. All personal information will be held securely and protected against loss, unauthorised access or misuse.

Under the Privacy Act 1993 you have the right of access to personal information about you held for Total Mobility purposes by the Council. You are also entitled to request that information about you be corrected.

For more information:

Contact Taranaki Regional Council on

0800 868 662 or visit

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

The Taranaki Total Mobility Team

Want to know more?

If you have any questions contact Total Mobility staff:

Phone: 0800 868 662

Monday to Friday (excluding public holidays)

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

for Application Forms, User Guides and answers to Frequently Asked Questions (FAQs).

Email: transport@trc.govt.nz

Postal: Taranaki Regional Council

47 Cloten Road
Private Bag 713
Stratford 4352

