

Taranaki

Total Mobility Scheme



Anyone living in the Taranaki region with an impairment that affects their ability to use public transport can apply to join the Total Mobility Scheme.

An eligible person must have an impairment that prevents them from undertaking any one or more of the following components of a journey using public passenger transport, (in Taranaki that is a bus journey), unaccompanied and without assistance, in a safe and dignified manner:

- Getting to and from the nearest bus stop
- Standing and waiting for the transport (where there is no seat)
- Getting on or off the bus
- Handling money or a bus ticket
- Riding securely on the bus
- Travelling without getting confused or anxious
- Travelling on an accessible bus if available
- An impairment can be permanent or temporary (six months or more)

You will need to undergo a medical assessment to confirm your eligibility for the scheme. This can be completed by either your doctor, specialist, nurse or by an approved assessment facilitator.

With Total Mobility you can:

- Use the Scheme for any purpose, at any time of the day or night, limited only by the operating hours of the transport operator.
- Have friends, relatives or caregivers travel with you if they are picked up and dropped off to the same address.
- Receive subsidized travel in many other centres throughout New Zealand.

You cannot use Total Mobility:

- For employment-related trips, other than getting to and from work.
- If you are in full residential care and the rest home provider is legally obligated to provide the transport.
- As a substitute for transport services that are the responsibility of other government agencies such as the Ministry of Education.

Why do I need an ID card?

The Total Mobility personal ID card is proof that you are an eligible user and is used by the driver to verify your entitlement to subsidized travel.

Where can my ID swipe card be used?

Your ID swipe card can be used for travel anywhere within the Taranaki region where an approved Total Mobility transport provider operates.

Can I use the Total Mobility scheme in other parts of New Zealand?

You can use your magnetic-strip TM ID card in most regions throughout NZ. In the very few 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. Please note not all transport operators are approved Scheme providers.*

Total Mobility customers are currently entitled to a 75% discount on their one-way subsidised taxi fare. Taranaki has a \$40 cap per trip, so the maximum contribution the Council provides per one way trip is currently \$30. For example:

Total taxi fare	Customer pays	TRC pays
\$20	\$5	\$15
\$30	\$7.50	\$22.50
\$40	\$10	\$30 (max. subsidy reached)
\$50	\$20	\$30 (max. subsidy reached)
\$60	\$30	\$30 (max. subsidy reached)

Does it cost to join?

- There is a \$5 fee for the processing of your ID card
- Medical eligibility assessments carried out by your doctor will often be included in a standard appointment charge.
- Approved assessment facilitators fees may vary

How do I join?

To join the scheme, you need to complete an application form and provide a recent photo for your personal ID card.

***Please ensure that all sections of the application are completed, a photo is supplied, and payment has been made to avoid processing delays. Non-payment or incomplete applications are unable to be processed or approved.**

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Assessments carried out by an assessment facilitator:

Assessment facilitators can complete the full application process on site, including taking a photo for your ID card, complete the medical assessment and accept payment. *(Please note - If you are assessed by Your Way Kia Roha, you will have to pay the application and assessment fee directly to the Taranaki Regional Council using the account details below)*

Taranaki Disability Information Centre – Phone: 06 759 0019

- Onsite appointments available
- Cost of an appointment is \$17 (\$5 for the ID card and \$12 for the assessment)
- Payment is accepted onsite

Your Way Kia Roha – Phone: 0800 758 700 or email: referrals@yourwaykiaroha.nz

- Onsite and in home appointments available
- Cost of an appointment is \$17 (\$5 for the ID card and \$12 for the assessment)
- Payment is to be made directly to the Taranaki Regional Council

Assessments carried out by your doctor, nurse or specialist:

- Download and print a copy of the Total Mobility application form from the Taranaki Regional Council website: <https://www.trc.govt.nz/buses-transport/total-mobility/join-total-mobility>
- Complete sections A and B
- Ask your doctor, nurse or specialist to confirm your medical eligibility by completing Section C of the application.
- Submit the completed form and a named photograph along with the \$5 application fee payment to:

Email:

transport@trc.govt.nz

Attach digital photo and scanned application

Payment details:

Taranaki Regional Council

02-0756-0040555-00

Please include YOUR NAME and TOTAL MOBILITY in the reference details

Post:

Total Mobility Team

Taranaki Regional Council

Private Bag 713

STRATFORD 4352

By using your Total Mobility card, you agree to the terms and conditions of use. A copy of the client terms and conditions can be found on the Taranaki Regional Council website:

<https://www.trc.govt.nz/buses-transport/total-mobility/total-mobility-client-terms-and-conditions-of-use>

What happens after my assessment?

Your application will be reviewed by the Taranaki Regional Council to determine your eligibility. If your application is complete and approved, your new Total Mobility card will be sent by post. Please allow up to 10 working days for it to arrive as it is distributed from Auckland.

If your application is declined, you will receive a letter to notify you of the reason.

I've received my new Total Mobility card. How do I use it when travelling?

- Call your preferred transport operator and book your trip.
- Before your trip commences show your TM card to the driver for checking and validating. **If for any reason you do not present your TM card to the driver on getting into the vehicle, you will have to pay the full fare (for example, if you left your TM card at home or have lost it). Claims for refunds for the subsidized fare will not be accepted by the Council.*
- Pay your portion of the fare to the driver at the end of the trip. The remainder is paid by the Taranaki Regional Council.

Current Total Mobility providers in Taranaki:

Approved transport operator	Contact details	Wheelchair accessibility
Taranaki Executive Taxis	0800 999 222	
Driving Miss Daisy New Plymouth (bookings required)	06 751 0209	Wheelchair ramp available
Driving You Taranaki Limited	027 257 7987	Wheelchair ramp available
Freedom Companion Driving Service	06 758 0734	Wheelchair ramp available
Ironside Vehicle Society	06 753 6469	Pre-booked hoist assistance available
New Plymouth Taxis	06 757 3000	
STOPS (Hāwera)	06 278 3933	Wheelchair ramp available