

Total mobility around New Zealand

A user's guide to the Total Mobility scheme in the different regions around New Zealand



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OUR PURPOSE

CREATING TRANSPORT SOLUTIONS FOR A THRIVING NEW ZEALAND



NZ Transport Agency

First published 2010

Updated October 2015

ISBN 978-0-478-37127-7 (print)

ISBN 978-0-478-37128-4 (online)

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NZ Transport Agency

totalmobility@nzta.govt.nz

If you have further queries, call our contact centre on 0800 699 000 or write to us:

NZ Transport Agency
Private Bag 6995
Wellington 6141.

About the Total Mobility scheme

This guide provides an overview and contact information for Total Mobility scheme users who are planning to visit another city in New Zealand.

WHAT IS THE TOTAL MOBILITY SCHEME?

Funded in partnership by local and central government, the Total Mobility scheme subsidises taxi services to people with serious mobility constraints that prevent them from using public transport.

It provides:

- vouchers that discount the normal taxi fare by 50%
- funding to help purchase and install wheelchair hoists in taxi vans
- payment to the owner of the vehicle for every hoist trip made.

WHO ADMINISTERS THE SCHEME?

The scheme is managed and operated by mobility coordinators in regional councils.

HOW DOES THE VOUCHER SYSTEM WORK?

Scheme users are typically issued with a book of taxi vouchers. Auckland and Wellington are now using electronic cards. You can obtain vouchers from the relevant regional Total Mobility coordinator. Contact the coordinator at least 10 days before a planned trip, which will allow time for vouchers to be posted if required. When travelling in another region, it is a good idea to advise the taxi driver at the start of the trip if you are using vouchers from your home town.

READ MORE ABOUT THE SCHEME

For general information about the scheme, visit:

www.transport.govt.nz/ourwork/Land/the-Total-Mobility-Scheme/.

For information on recent improvements made to the scheme, visit:

www.nzta.govt.nz.

PLEASE NOTE

While this guide provides information about the Total Mobility scheme, it does not guarantee travel. Factors outside of the control of the NZ Transport Agency may influence the availability of users to travel, such as individual regional council policies on subsidising out-of-town travel.

In addition, while the scheme has widespread support, individual taxi drivers may refuse to honour the vouchers. We recommend that you book your taxi by phone or check with the driver that they accept vouchers before you start your journey.

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Northland

COVERAGE

The scheme is only available in the Whangarei urban area. A map is available on request.

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers, promote driver training in how to assist passengers with disabilities and provide a wheelchair hoist service. Please remember that you need to pre-book a wheelchair hoist van. Between two and four vans are available in Whangarei at any one time.

| | |
|-------------------|-------------|
| Kiwi Carlton Cabs | 09 470 2299 |
| A1 Cabs | 09 438 3377 |

COSTS

Level of subsidy per trip

The Northland Regional Council aims to pay 50% per trip. However, depending on the availability of funds, the following temporary restrictions may be put in place:

- reduction of the subsidy portion of the ticket from 50% to 25%
- 50% subsidy for a maximum fare of \$15.

Minimum fare charge

Trips using a Total Mobility voucher will cost a minimum of \$4, regardless of whether a hoist vehicle is used.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN NORTHLAND

- Whangarei is unable to accept swipe cards. Please ask your Total Mobility coordinator or agency for vouchers before arriving in Whangarei, and ensure you carry some form of identification with you while you're here.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured.
- A maximum of one voucher book per month is issued to each client. Visitors are asked to treat the scheme sparingly.
- No waiting time is subsidised.
- One voucher cannot be presented for return trips (one voucher = one trip).

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Northland Regional Council
Private Bag 9021
Whangarei Mail Centre
Whangarei 0148

09 438 4639

REGIONAL TOTAL MOBILITY COORDINATOR 09 438 4639 totalmobility@nrc.govt.nz

Auckland

COVERAGE

The Total Mobility scheme is available across the whole Auckland region from Wellsford to Pukekohe.

PARTICIPATING TRANSPORT PROVIDERS

All companies that hold a contract with Auckland Transport to provide Total Mobility services must train 100% of their drivers in disability awareness and how to assist disabled passengers.

Please remember that you need to pre-book a wheelchair hoist.

| | | |
|-----------------------------|--------------|-----------------|
| A2B Mobility Transport | 09 482 3910 | Hoist available |
| Alert Taxis | 09 309 2000 | |
| Allways Mobility Transport | 09 828 8648 | Hoist available |
| Auckland Co-operative Taxis | 09 300 3000 | Hoist available |
| Auckland Mobility Transport | 09 827 7032 | Hoist available |
| Budget Taxis | 09 849 3000 | Hoist available |
| Cheap Cabs | 09 621 0505 | |
| Corporate Cabs | 09 377 0773 | |
| Dial A Ride Auckland | 09 625 5599 | Hoist available |
| Discount Taxis | 09 529 1000 | Hoist available |
| Eastern Cabs | 09 534 4644 | |
| Independence Mobility | 027 454 0487 | Hoist available |
| Kwik Cabs | 09 486 3368 | Hoist available |
| North Harbour Taxis | 09 479 1300 | Hoist available |
| North Shore Taxis | 09 488 8000 | Hoist available |
| R & R Total Mobility | 09 443 2506 | Hoist available |
| Re-li-on-us Mobility | 0800 025 999 | Hoist available |
| South Auckland Taxis | 09 278 5678 | Hoist available |
| SuperCare4u.com | 09 630 2060 | Hoist available |
| Taxis United | 09 295 1000 | Hoist available |
| Waiheke Executive Transport | 09 372 6643 | |
| Warkworth Taxis | 09 425 0000 | Hoist available |
| Western Cabs | 0800 833 000 | Hoist available |

COSTS

Level of subsidy per trip

50%

Maximum contribution by Auckland Transport per trip

Auckland Transport will contribute a maximum of \$40 per trip. (This means Auckland Transport will pay half your taxi fare up to a maximum meter fare of \$80. Any additional fare over that amount you must pay in full yourself.)

Minimum fare charge

NO MINIMUM FARE IS CHARGED WHEN USING A TOTAL MOBILITY VOUCHER/CARD OR A WHEELCHAIR HOIST VAN.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE AUCKLAND REGION

- Auckland Transport will not subsidise Total Mobility travel taken across its boundaries.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be accepted.

Note: while Total Mobility swipe cards are used for an automated system in Auckland, the Total Mobility service is still available to clients outside the region. To get the discount in the Auckland region, you must use one of the approved transport providers listed above and tell the driver you are using Total Mobility vouchers from outside the Auckland region before you get in the taxi. Drivers have been advised that they are required to accept vouchers from outside the region. A \$40 maximum subsidy applies per trip, regardless of what the voucher says.

Wellington card holders can use their swipe card in Auckland.

CONTACTS

Total Mobility Scheme
Auckland Transport
Private Bag 92250
Auckland 1142

Auckland Transport contact centre for all total mobility queries
09 366 6400
ptenquiry@at.co.nz

Bay of Plenty

COVERAGE

The Total Mobility scheme operates in:

- Katikati
- Rotorua
- Kawerau (limited service)
- Tauranga
- Mt Maunganui
- Te Puke
- Papamoa
- Whakatane
- Opotiki (limited service)

Total Mobility does not operate in Murupara, which has no taxi service.

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers, promote driver training in how to assist passengers with disabilities and provide a wheelchair hoist service. Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|----------------------------------|-------------|-----------------|
| Rotorua Taxis, Rotorua | 07 348 1111 | Hoist available |
| Tauranga Mount Taxis, Tauranga | 07 578 6086 | Hoist available |
| Taxi Cabs Mt Maunganui, Tauranga | 07 575 4054 | |
| Dial A Cab, Whakatane | 07 308 0222 | Hoist available |
| Dial A Cab, Tauranga | 07 575 9090 | |
| New Zealand Cabs, Tauranga | 07 577 0304 | |
| Kawerau Coaches, Kawerau | 07 323 6913 | |
| Eastlink Tours, Opotiki | 07 315 7368 | |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

\$20

Minimum fare charge

There is no minimum fare charge for using a wheelchair hoist van in the Bay of Plenty.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE BAY OF PLENTY

The regional council will not honour Total Mobility travel taken across its boundaries.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Bay of Plenty Regional Council, PO Box 364, Whakatane

phone 0800 368 267

REGIONAL TOTAL MOBILITY COORDINATOR Mary McLaren, 0800 368 267

Waikato

COVERAGE

The Total Mobility scheme operates in the urban centres of Hamilton, Taupo and Tokoroa.

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers, promote driver training in how to assist passengers with disabilities and provide a wheelchair hoist service. Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|---|-----------------------------|-----------------|
| Hamilton Taxis | 07 847 7477 or 0800 477 477 | Hoist available |
| Red Cabs (Hamilton) | 07 839 3939 or 0800 455 500 | Hoist available |
| Trikiso Buses Ltd (Hamilton) Please book | 07 847 2203 | Hoist available |
| Driving Miss Daisy (East Hamilton) Bookings required | 07 856 8865 or 021 503 384 | Ramp available |
| Driving Miss Daisy (West Hamilton) Bookings required | 07 856 0112 or 021 503565 | |
| Great Lake Taxis (Taupo) | 07 377 8990 | Hoist available |
| Tokoroa Taxi Cabs | 07 886 6099 | Hoist available |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

Hamilton \$30 per trip (\$15 discount)

Taupo \$25 (\$12.50 discount)

Tokoroa \$15 (\$7.50 discount)

Minimum fare charge

There is no minimum fare charge for using a wheelchair hoist van.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE WAIKATO

- One trip – one voucher.
- Waikato Regional Council will not pay for waiting time.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured.
- As pink vouchers are used in our region, it is essential that you advise the taxi driver or the taxi company when you book the service that you will be using a voucher issued in another region before you get into the cab.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Waikato Regional Council
Private Bag 3038
Waikato Mail Centre
Hamilton
07 859 0999 or 0800 800 401

REGIONAL TOTAL MOBILITY COORDINATOR

07 859 0999

Hawke's Bay

COVERAGE

You can use your vouchers in Central Hawke's Bay (Waipukurau/Waipawa), Napier and Hastings.

In Wairoa, an on-demand service is operated by the Wairoa Disability Transport Service Inc. The society has a 14-seat van fitted with a wheelchair hoist that has capacity for four wheelchairs. Two paid drivers are employed, both of whom have passenger-endorsed driver licences. Wairoa has no taxi service, and this service operates on a similar basis to Total Mobility. The main users of the service are the elderly and people with disabilities.

PARTICIPATING TRANSPORT PROVIDERS

Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|---|-------------------------------|--------------------|
| Baywide Taxis, Napier | 06 843 4524 or 0800 885533 | Folded wheelchairs |
| Bruno's Mobility Service, Napier | 06 843 8478 | Hoist available |
| Driving Miss Daisy Napier (bookings required) | 0800 948 432 | Folded wheelchairs |
| Driving Miss Daisy Hastings (bookings required) | 0800 948 432 | Folded wheelchairs |
| Driving Miss Daisy Havelock North (bookings required) | 0800 948 432 | Folded wheelchairs |
| Monique Driving You Hawke's Bay (bookings required) | 0800 115 599 | Wheelchair Ramp |
| Central Hawke's Bay Cabs, Waipukurau | 06 858 7920 | |
| Hastings Taxis, Hastings | 06 878 5055 | Hoist available |
| Hawke's Bay Combined Taxis, Hastings | 06 878 7873 | |
| Pink Total Transport, Napier | 06 835 5300 | Hoist available |
| Star Hire, Napier (Booking required) | 06 835 5511 | |
| Village Shuttle (Booking required) | 06 877 7632 | |

COSTS

Each trip will be 50% per trip, as long as the fare meets the following restrictions:

- Maximum fare - \$30
Fares over \$30 will receive a maximum subsidy of \$15 only. This means that, if your fare is \$40 in total, your voucher can be used for \$15, and you will have to pay \$25.
- Special qualifying fare - \$50 (\$25 discount)
This fare is for trips to the regional hospital, Hawke's Bay airport, Eastern Institute of Technology, Rowan House, and the Beacon, Mosaic, Lifeskills and Stewart Centres. Hastings and Havelock North people going to Napier Health Centre also qualify. The special qualifying fare provides a 50% discount for a maximum total fare of \$50. If the total fare is more than \$50, the discount will be only \$25.

Travel between Napier and Hastings comes under maximum fare restrictions unless it is a special qualifying fare.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

Hawke's Bay continued

REGIONAL TOTAL MOBILITY COORDINATOR

Margaret Carswell, Hawke's Bay Regional Council
06 833 8087 or 0800 108 838

totalmobility@hbrc.govt.nz

CONTACTS

Hawke's Bay Regional Council
159 Dalton Street
Private Bag 6006
Napier
06 835 9200

Gisborne district

COVERAGE

The Total Mobility scheme operates throughout the Gisborne district.

PARTICIPATING TRANSPORT PROVIDERS

Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|-----------------------|--------------|-----------------|
| Driving Miss Daisy | 0800 948 432 | |
| Eastland Taxis | 06 867 6767 | |
| Gisborne Taxi Society | 06 867 2222 | Hoist available |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

The maximum contribution per trip is \$6. (This means the council will pay half of your taxi fare up to a maximum meter fare of \$12. You must pay any additional fare over that amount.)

Minimum fare charge

No minimum fare is charged when using a wheelchair hoist van.

VOUCHERS FROM OTHER REGIONS

- Vouchers will be honoured for travel taken within the Gisborne district boundaries, at our regional subsidy rate.
- Please advise the driver if you are from out of town.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Gisborne District Council
PO Box 747
Gisborne
06 867 2049

REGIONAL TOTAL MOBILITY COORDINATOR

totalmobility@gdc.govt.nz

Ro Storey or Lynda McIntosh
Riding Administrative Assistant
Gisborne District Council
06 867 2049 ext 6522

Taranaki

COVERAGE

The Total Mobility scheme operates in:

- Stratford
- New Plymouth
- Waitara
- Hawera

PARTICIPATING TRANSPORT PROVIDERS

Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|---------------------------------------|---------------|-----------------|
| Driving Miss Daisy New Plymouth | 06 215 4282 | |
| Energy City Cabs (New Plymouth) | 06 757 5580 | |
| Ironside Vehicle Society New Plymouth | 06 753 6469 | Hoist available |
| New Plymouth Taxis (New Plymouth) | 06 757 3000 | |
| Stratford Taxis (Stratford) | 06 765 5651 | |
| Energy City Cabs (Hawera) | 0800 14 15 25 | |

LEVEL OF SUBSIDY PER TRIP

50% per trip will be subsidised, up to a maximum discount of \$20 (ie 50% of a \$40 fare) for a single journey.

Fares over \$40 will receive a maximum subsidy of \$20 only. This means that if your fare is \$50 in total, your voucher can be used for \$20 and you will have to pay \$30.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers in order to travel by taxi in Taranaki.

CONTACTS

Taranaki Regional Council
47 Cloten Road
Private Bag 713
Stratford 4352

totalmobility@trc.govt.nz

0800 TOT MOB (868 662)

www.trc.govt.nz/total-mobility/ (contains answers to frequently asked questions, forms and online voucher book requests).

Manawatu-Whanganui

COVERAGE

The Total Mobility scheme operates in Feilding, Palmerston North, Levin, Taumarunui, Marton, Whanganui and Foxton.

The Total Mobility scheme does not operate in Dannevirke, Raetahi, Pahiatua, Woodville and Ohakune, which do not have taxi services.

PARTICIPATING TRANSPORT PROVIDERS

Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|---|-------------|-----------------|
| Anytime Cabs (Palmerston North) | 06 354 5454 | |
| Palmerston North Taxis (Palmerston North) | 06 355 5333 | Hoist available |
| Taxis Black and Gold (Palmerston North) | 06 351 2345 | |
| Marton Taxis (Marton) | 06 327 7344 | |
| Friendly Feilding Taxis (Feilding) | 06 323 7117 | |
| JB's Taxis (Feilding) | 06 323 5454 | Hoist available |
| Taxis Direct (Levin) | 06 368 8200 | Hoist available |
| River City Cabs (Whanganui) | 06 345 3333 | Hoist available |
| Wanganui Taxis (Whanganui) | 06 343 5555 | Hoist available |
| Ruapehu Taxis (Taumarunui) | 06 895 5444 | |

COSTS

Level of subsidy per trip

50% per trip up to the local maximum listed below

Maximum contribution by the council per trip

Palmerston North, Whanganui and Taumarunui Maximum \$10

Feilding, Marton, Levin and Foxton Maximum \$5

(This means the council will pay half of your taxi fare up to the maximum meter fare of either \$20 or \$10. Any additional fare over the specified maximum you must pay in full yourself.)

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN MANAWATU-WHANGANUI

- Passengers may travel where they wish so long as no more than the local maximum is charged to the regional council.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Horizons Regional Council
Private Bag 11025
Palmerston North

REGIONAL TOTAL MOBILITY COORDINATOR
06 952 2800 (ask for Total Mobility Coordinator)
totalmobility@horizons.govt.nz

06 952 2800 or 0508 800 800 (freephone)

Wellington

COVERAGE

The Total Mobility scheme operates throughout the entire Wellington region, including Wellington city, Hutt Valley, Porirua, Kapiti Coast, Otaki and the Wairarapa.

All companies listed below promote driver training in how to assist passengers with disabilities, and most operators provide a wheelchair hoist services. Please remember that pre-booking is required for a wheelchair hoist vehicle.

PARTICIPATING TRANSPORT PROVIDERS

| Companies based in Wellington city | | |
|---|--------------|-----------------|
| Airport and City Shuttles | 04 977 7406 | Hoist available |
| Driving Miss Daisy | 0800 948 432 | |
| Wellington Combined Taxis Ltd | 04 384 4444 | Hoist available |
| Kiwi Cabs Ltd | 04 389 9999 | Hoist available |
| Companies based in Hutt Valley | | |
| Hutt and City Taxis Ltd | 04 570 0057 | Hoist available |
| Driving Miss Daisy | 0800 948 432 | Hoist available |
| Companies based in Porirua | | |
| Driving Miss Daisy | 0800 948 432 | |
| Porirua Taxis Marketing Ltd | 04 237 6099 | Hoist available |
| Companies based in Kapiti Coast & Otaki | | |
| Paraparaumu Taxis Ltd | 04 298 5129 | Hoist available |
| Driving Miss Daisy | 0800 948 432 | |
| Companies based in Wairarapa | | |
| Driving Miss Daisy | 0800 948 432 | Hoist available |
| Masterton Radio Taxis | 06 378 2555 | |
| Rideshop Limited | 06 377 4231 | Hoist available |

Wellington continued

COSTS

Level of subsidy per trip

50%

Maximum contribution by the council per trip

The maximum contribution per trip is \$40 (this means the council will pay half your taxi fare up to a maximum meter fare of \$80. Any additional fare over that amount you must pay in full yourself).

Minimum fare charge

Wellington Combined Taxis Ltd charge a flag fall of \$10 for all van hire, which includes Total Mobility vans, and an additional charge of \$1 per passenger over five passengers.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN WELLINGTON

- One trip – one voucher or card.
- You may not use Total Mobility for travel that is undertaken as part of your work.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured.

PLEASE NOTE

Wellington uses a smart card. Auckland and Christchurch clients can use their cards in Wellington.

Drivers will still accept paper vouchers from all other regions. Users from other regions **must** tell the taxi driver they are using vouchers issued outside Wellington **before** they get in a cab.

CONTACTS

Wellington Regional Council
PO Box 11646
Wellington

04 801 7000

REGIONAL TOTAL MOBILITY COORDINATOR

04 830 4256 or 0800 801 700 (freephone) – the Metlink enquiry service will connect you.

total.mobility@gw.govt.nz

Nelson city and Tasman district

COVERAGE

The Total Mobility scheme operates within the regions administered by Nelson City Council and Tasman District Council, including Nelson city, Richmond, Brightwater, Wakefield, Mapua and Motueka. There is not currently an authorised transport operator in Golden Bay. Scheme vouchers cannot be used in Golden Bay, however residents can use their vouchers in Motueka, Richmond, Nelson and other regions of New Zealand.

The Total Mobility scheme operates wherever the participating transport companies operate (see below).

PARTICIPATING TRANSPORT PROVIDERS

Please remember that pre-booking is required for a wheelchair hoist van.

Nelson city and Richmond (including northeast of city and southwest of Richmond and Mapua)

| | | |
|---|--------------|-----------------|
| Nelson City Taxis (Nelson city and Richmond, including northeast of city and southwest of Richmond and Mapua) | 03 548 8225 | Hoist available |
| Sun City Taxis (Nelson city and Richmond, including northeast of city and southwest of Richmond and Mapua) | 03 548 2666 | |
| Nelson Bays Cabs (Nelson city and Richmond, including northeast of city and southwest of Richmond and Mapua) | 03 541 8294 | |
| Ray of Sunshine | 03 544 5004 | |
| Hillbilly Hire | 022 610 0385 | |

Motueka

| | | |
|--------------------------------------|-------------|--------------------|
| Tasman Taxis (Motueka) | 03 528 1031 | |
| Motueka regional ambulance (Motueka) | 03 528 7645 | Hoist service only |

COSTS

Level of subsidy per trip

50% to a maximum discount of \$20 per trip

Minimum fare charge

There is no minimum fare charge for using a wheelchair hoist van.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN NELSON CITY AND TASMAN DISTRICT

No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured. Please note that blue vouchers are being phased out.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Nelson City Council, PO Box 645, Nelson. Phone 03 546 0200

REGIONAL TOTAL MOBILITY COORDINATOR 03 546 0200 or email customerservice@ncc.govt.nz

Marlborough district

COVERAGE

The Total Mobility scheme operates in Blenheim and Picton.

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers and provide a wheelchair hoist service. Please remember that pre-booking is required for a wheelchair hoist van.

| | |
|--------------------------|-----------------------------|
| Gateway Taxis (Blenheim) | 03 577 2072 |
| Gateway Taxis (Picton) | 03 573 7662 |
| Marlborough Taxis | 03 577 5511 or 0800 627 528 |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

Marlborough has a \$20 maximum subsidy per one-way trip.

Scheme users should note that the budget for the scheme is limited.

Minimum fare charge

There is no minimum fare charged for using a wheelchair hoist van.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE MARLBOROUGH DISTRICT

- Funding for the scheme is limited. All users are requested to use the scheme sparingly.
- Total Mobility travel is limited to the urban boundaries of Blenheim or Picton.
- Special arrangements may be made for local user groups.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Marlborough District Council
PO Box 443
Blenheim

03 578 5249

REGIONAL TOTAL MOBILITY COORDINATOR

03 578 5249

total.mobilty@marlborough.govt.nz

West Coast

COVERAGE

The Total Mobility scheme operates in:

- Greymouth
- Hokitika
- Westport.

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers. None of them provides a wheelchair hoist service.

| | |
|--|-------------|
| Buller Taxis | 03 789 6900 |
| Greymouth Taxis | 03 768 7078 |
| Hokitika Taxis | 03 755 5075 |
| West Coast Shuttle (West Coast residents only) | 03 768 0028 |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

The maximum contribution per trip is \$15. (This means the council will pay half of your taxi fare up to a maximum meter fare of \$30. Any additional fare over that amount you must pay in full yourself.)

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME ON THE WEST COAST

- Users are limited to 25 vouchers per month.
- Return trips are not covered by one voucher. Separate vouchers must be used for each trip.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

West Coast Regional Council
PO Box 66
Greymouth

03 768 0466
totalmobility@wrc.govt.nz

REGIONAL TOTAL MOBILITY COORDINATOR

Nichola Costley
03 768 0466 or 0508 800 118 (freephone)

Canterbury

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers, promote driver training in how to assist passengers with disabilities and provide a wheelchair hoist service. Please note that pre-booking is recommended for a wheelchair accessible vehicle.

| | | |
|--|--------------|-------------------------|
| Ashburton Taxis 2006 Ltd | 03 308 2288 | Hoist available |
| Blue Star Taxis (Christchurch) | 03 379 9799 | Hoist available |
| Driving Miss Daisy (Christchurch and Timaru) | 0800 948 432 | Ramp accessible vehicle |
| First Direct (Christchurch) | 03 375 5555 | Hoist available |
| Geraldine Community Bus Trust | 03 693 1007 | Hoist available |
| Gold Band Taxis (Christchurch) | 03 379 5795 | Hoist available |
| Timaru Taxis | 03 688 8899 | Hoist available |
| Waimate Community Vehicles Trust | 03 689 6226 | |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

The maximum subsidy by the council per trip is:

| | |
|--------------|----------------------|
| Christchurch | \$35 maximum subsidy |
| Ashburton | \$35 maximum subsidy |
| Timaru | \$35 maximum subsidy |
| Waimate | \$35 maximum subsidy |

Minimum fare charge

There is no minimum fare charge.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN CANTERBURY

- Vouchers may only be accepted by the transport operators listed above.
- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured.
- Total Mobility clients visiting from other regions (apart from Auckland and Wellington) need to ensure they bring a supply of vouchers with them (from their own region) to use while in Canterbury.
- Passengers should check the subsidy paid per trip when ordering their Total Mobility trip – it may differ from the region you live in.

Canterbury continued

NOTE

Canterbury uses a smart card. Wellington clients can use their Wellington card. Auckland clients can use their Auckland card.

Drivers will still accept paper vouchers. Users from other regions must tell the driver they are using vouchers issued outside Canterbury before they get in a cab.

CONTACTS

Environment Canterbury
PO Box 345
Christchurch
03 365 3828

REGIONAL TOTAL MOBILITY COORDINATOR

Christchurch 03 365 3828 extension 7161
Timaru 03 687 7800 extension 8843
If calling from other areas, please phone 0800 324 636 (freephone).

Otago

COVERAGE

The Total Mobility scheme operates in:

- Alexandra
- Oamaru
- Balclutha
- Queenstown
- Wanaka
- Dunedin

PARTICIPATING TRANSPORT PROVIDERS

Please remember that pre-booking is required for a wheelchair hoist van.

| | | |
|------------------------------------|--------------|---------------------------|
| Louie's Cabs (Balclutha) | 03 418 0480 | |
| Dunedin Taxis (Dunedin) | 03 477 7777 | Hoist available |
| City United Taxis | 03 443 7999 | Hoist available |
| Driving Miss Daisy (Alexandra) | 03 448 5135 | |
| Driving Miss Daisy (Oamaru) | 03 434 8421 | |
| Driving Miss Daisy (Dunedin North) | 03 467 5017 | Wheelchair ramp available |
| Driving Miss Daisy (Dunedin South) | 03 486 2003 | |
| Nab a Cab (Dunedin) | 03 477 3366 | |
| Mosgiel Combined Taxis (Mosgiel) | 03 489 3344 | |
| Southern Taxis (Dunedin) | 03 476 6300 | |
| Whitestone Taxis (Oamaru) | 03 434 1234 | Hoist available |
| Yello Taxis (Wanaka) | 03 443 5555 | |
| KT Sightseeing and Taxi (Wanaka) | 03 443 9368 | |
| Wanaka Taxis (Wanaka) | 03 443 7999 | |
| Queenstown Taxis (Queenstown) | 03 442 7788 | Hoist available |
| Airport Shuttles (Dunedin) | 0800 477 800 | |

COSTS

Level of subsidy per trip?

- 50% per trip for blue vouchers (eg for group travel) and yellow vouchers (main type).
- 50% of the balance of the fare for green vouchers (used by those requiring the use of wheelchair hoist taxis).

Maximum contribution by the council per trip

The maximum contribution per trip is \$25. This means the council will pay half of your taxi fare up to a maximum meter fare of \$50. Any additional fare over that amount you must pay in full yourself.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN OTAGO

- No blue vouchers (for group travel and where payment is not made by a scheme member) issued outside the region will be honoured without the prior approval of the regional council.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Otago Regional Council

Private Bag

Dunedin

03 474 0827

totalmobility@orc.govt.nz

REGIONAL TOTAL MOBILITY COORDINATOR

03 474 0827

Southland

COVERAGE

The Total Mobility scheme operates in the Invercargill urban area and the Gore district.

PARTICIPATING TRANSPORT PROVIDERS

The following taxi companies accept Total Mobility vouchers, promote driver training in how to assist passengers with disabilities and provide a wheelchair hoist service. Please remember that pre-booking is required for a wheelchair hoist van.

| | |
|------------------------------------|----------|
| Blue Star Taxis (Invercargill) Ltd | 218 6079 |
| Gore Taxis | 208 5022 |

COSTS

Level of subsidy per trip

50% per trip

Maximum contribution by the council per trip

\$25 per trip

Minimum fare charge

There is no minimum fare charge for using a wheelchair hoist van.

RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE SOUTHLAND REGION

- Vouchers may only be accepted by the taxi companies listed above.
- The council will not honour vouchers for travel outside the boundaries.

Note: if you are from Auckland or Wellington where a smart card is used, you will need to obtain vouchers before you travel.

CONTACTS

Invercargill City Council
Private Bag 90 104
Invercargill

03 211 1606

REGIONAL TOTAL MOBILITY COORDINATOR

03 211 1606