

# 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



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### **NZ Transport Agency**

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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.

Email: [totalmobility@nzta.govt.nz](mailto:totalmobility@nzta.govt.nz)

# 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/](http://www.transport.govt.nz/ourwork/Land/the-Total-Mobility-Scheme/).

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

[www.nzta.govt.nz](http://www.nzta.govt.nz).

## 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](mailto: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.

Affordable Choice Cabs	09 832 0000	
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
Driving Miss Daisy	0800 948 432	
Freedom Companion Driving Services NZ	0800 956 956	
Independence Mobility	027 454 0487	Hoist available
Kwik Cabs	09 486 3368	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



# Auckland continued

## **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](mailto: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](mailto: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 EAST	06 751 0209	
Driving Miss Daisy New Plymouth WEST	06 215 4282	
Energy City Cabs (New Plymouth)	06 757 5580	
Energy City Cabs (Hawera)	0800 14 15 25	
Freedom Companion Driving Service	06 758 0734	Wheelchair ramp van available
Ironside Vehicle Society New Plymouth	06 753 6469	Pre-booked hoist assistance available
New Plymouth Taxis (New Plymouth)	06 757 3000	
Stratford Taxis (Stratford)	06 765 5651	

## 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 a region 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](mailto:totalmobility@trc.govt.nz)

0800 TOT MOB (868 662)

[www.trc.govt.nz/total-mobility/](http://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

06 952 2800 or 0508 800 800 (freephone)

### REGIONAL TOTAL MOBILITY COORDINATOR

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



# Wellington

## COVERAGE

Total Mobility is available across the whole Greater Wellington region.

## APPROVED TRANSPORT PROVIDERS

Airport and City Shuttles	04 977 7406	Hoist available
Driving Miss Daisy	0800 948 432	Hoist available
Freedom Companion Drivers	0800 956 956	
Golden Oldies	04 528 2868	Hoist available
Hutt and City Taxis	04 570 0057	Hoist available
Kiwi Cabs Ltd	04 389 9999	Hoist available
Masterton Radio Taxis	06 378 2555	
Paraparaumu Taxis	04 296 1111	Hoist available
Porirua Taxis	04 237 6099	Hoist available
Rideshop Cabs Masterton	06 377 4231	Hoist available
Wellington Combined Taxis Ltd	04 384 4444	Hoist available

## COSTS

### Level of subsidy per trip

50%

### Maximum contribution by the council per trip

The maximum contribution per trip is \$40.

### Minimum fare charge

There is no minimum fare charge for Total Mobility purposes however some operators may charge a minimum fare.

Please check with the operator directly for minimum fare details.

# Wellington continued

## RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE GREATER WELLINGTON REGION

- The subsidy may only be accessed when travelling with approved transport operators.
- Total Mobility customers visiting from other regions must present their Total Mobility card and/or vouchers to the driver at the start of the trip.
- No blue vouchers (for group travel and where payment is not made by a Total Mobility customer) issued outside the region will be honoured.
- Total Mobility may not be used for travel that is undertaken as part of your work or that is paid for by another organisation such as ACC or DHB.
- All Total Mobility trips must be conducted in accordance with the **Total Mobility Customer Terms and Conditions of Use**.

## CONTACTS

Call the Metlink Service Centre on 0800 801 700

Visit us at: [www.metlink.org.nz](http://www.metlink.org.nz)

Email: [info@metlink.org.nz](mailto:info@metlink.org.nz)

Follow us on Twitter: @metlinkwgtn

Submit a **feedback form**

Write to us at:

Total Mobility  
Greater Wellington Regional Council  
PO Box 11646  
Wellington 6142

# 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	
Freedom companion driving service	03 539 4856 or 021 355 843	

### Motueka

Motueka regional ambulance (Motueka)	03 528 7645	Hoist service only
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## 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](mailto:customerservice@ncc.govt.nz)

# Marlborough district

## COVERAGE

The Total Mobility scheme operates throughout Marlborough.

## PARTICIPATING TRANSPORT PROVIDERS

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

Marlborough Taxis	03 577 5511	Hoist available
Simple Private Car (Picton only)	03 573 7650	
Blenheim Shuttles	03 577 5277	
Your Local Chauffeur	022 018 2470	
Driving Miss Daisy Marlborough	03 579 3162 or 0800 948 432	Hoist available
Jade Pick Me Ups	03 577 8347 or 027 951 1952	
Wairau Charters	021 050 4446	
A1 Shuttles (Picton only)	022 0188 472 or 0800A1PICTON	

## 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.

## RESTRICTIONS TO THE TOTAL MOBILITY SCHEME IN THE MARLBOROUGH DISTRICT

Vouchers can be used anywhere within the Marlborough district where transport providers operate.

Funding for the scheme is limited. All users are requested to use the scheme sparingly.

Note: smart cards can not be used in Marlborough. You will need to obtain vouchers from your council before you travel to Marlborough if you want to access the scheme.

## CONTACTS

Marlborough District Council  
PO Box 443  
Blenheim 7240  
03 520 7400

REGIONAL TOTAL MOBILITY COORDINATOR  
[total.mobility@marlborough.govt.nz](mailto:total.mobility@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@wcrc.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
Wana Taxi (Wanaka)	0800 92 62 82	
Yello Taxis (Wanaka)	03 443 5555	
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](mailto: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.

INVERCARGILL	
Blue Star Taxis Ltd	03 217 7777
Driving Miss Daisy	03 216 7763
Ezicab	03 217 6767 or 027 217 6767
Golden Ride	0800 26 23 01
Invercargill Taxis	03 216 5995
GORE	
Gore Taxis	03 208 9444
SouthCabs – Gore	03 208 9444

## 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 1777

REGIONAL TOTAL MOBILITY COORDINATOR

03 211 1777