

## Swipe cards – saving you time and energy!

We're really thrilled with your help in getting updated photos and information to us. Thank you too, for your positive feedback on the new streamlined system for Total Mobility travel.

It takes time for you and your taxi driver to fill out Total Mobility vouchers so the electronic swipe card will make life a whole lot easier.

The voucher books are to be replaced with a new photo ID card that will be swiped through a machine in the taxi. We have yet to receive a confirmed date for the transition from vouchers to a swipe card, but we'll let you know as soon as we do.

In the taxi the process will be simple – your card will be swiped twice – at the beginning and end of your trip, and you'll pay your share of the fare just as you have in the past. It will be important to keep your new card in a safe place.

The swipe card system is slowly being introduced nationwide and is already working well in Auckland, Wellington and Canterbury. Your new card will make travelling within other regions so much easier.

In the meantime we are gathering as many photos as we can from members whose photos are more than two years old.

For those who are yet to supply a good quality 'head and shoulders' photo (less than two years old) you can help us by posting it to: Total Mobility, Taranaki Regional Council, Private Bag 713, Stratford 4352 or email it to: [transport@trc.govt.nz](mailto:transport@trc.govt.nz). Please include your name with your photograph.

We have been meeting members at venues in New Plymouth, Hawera, Waitara and Stratford to take their photos – it's lovely to see in person some of the people we usually only speak to on the phone. And we've got some cracking good smiles in those photos – great subjects!

Total Mobility members who are in rest homes and haven't had fresh photos taken will be visited over the next few weeks.



## New Total Mobility travel option



Speaking of fresh faces, the New Plymouth district now includes a new Total Mobility travel option – Freedom Companion Driving Service. Freedom Drivers have joined the group of Taranaki operators who are approved to take your Total Mobility vouchers.

Part of a New Zealand-wide franchise, your Freedom drivers are Diana de Jong and Elaine Demaine, along

with Jeff Baker and Mike Davis. They are passionate about offering a personalised, affordable companion driving service, ideal for Total Mobility members.

The fare is agreed with the customer before they are picked up. Additional assistance is available, including help at the supermarket, getting to hospital or medical centre waiting rooms, staying with you in the appointment, or simply to be good company on an outing. Total Mobility vouchers can be used only for the travel portion of the Freedom Drivers' service.

**Contact the friendly Freedom Drivers on 06 758 0734 or 027 585 2019, or free phone on 0800 956 956. Bookings are essential.**

# Driving Miss Daisy East

Welcome to Mel Henshilwood who now covers the eastern New Plymouth area for the Driving Miss Daisy franchise.

Delwyn Martin, who has been offering the service locally for more than five years, has retained the Driving Miss Daisy West franchise which covers New Plymouth West and Inglewood, while newcomer, Mel, has the New Plymouth East franchise from Eliot St to Urenui, including Lepperton.

Mel also offers a dedicated Tuesday morning service for Waitara passengers. Mel's background includes work for community organisations including YMCA and Red Cross, and this energetic and friendly driver also coaches gymnastics.

Driving Miss Daisy is a nationwide companion driving service that provides more than simple door-to-door transport if you have impairments or limited mobility.

Delwyn or Mel can get you safely from inside your home to the car if necessary, and take you in to appointments, whether they're at a medical centre,



**Mel Henshilwood is a Driving Miss Daisy companion to those in New Plymouth East.**

Base Hospital or your hairdresser's salon. You can even have your pet delivered to a vet appointment. Not been out much recently? Driving Miss Daisy will happily take you for a scenic drive.

Arrangements to have these types of extended services in place can be of great comfort if your family lives out of the region.

**Contact Delwyn on 06 215 4282 or Mel on 06 751 0209.**

1225003 Date: 5-8-13	Taranaki Regional Council	Taxi Co. Team Taxis Cab No. 30 Date: 5/8/2013	1225003 Total Mobility Card ID No. 1403-2604
From: WITT	From: WITT Campus	To: 23 Lincoln St	Total fare: \$ 15 : 00
To: Lincoln St	To: Jane Smith	User name (print): Jane Smith	Subsidy: \$ 7 : 50
Cab No: 30	User signature: [Signature]	Driver signature: B. Helpful	Cash paid: \$ 7 : 50
Fare: \$15			Tariff: 1. <input checked="" type="checkbox"/> 2. <input type="checkbox"/>
Cash paid \$ 7.50			Number of passengers: 2
			<small>All \$ amounts are GST inclusive</small>

## Ordering voucher books

Voucher books – the easiest way to order your next book is to call Taranaki Total Mobility's freephone number 0800 868 662 – we'll put a book in the mail to you within one working day.

## SuperGold Card

*– it's business as usual!*

On Citylink, Southlink and Connector buses, passengers over 65 years with a SuperGold Card can continue to travel free from 9am to 3pm and after 6.30pm weekdays, and on all

Saturday services. Decisions regarding SuperGold Card benefits are made by central government and the TRC is not aware of any changes that would affect card holders who make use of this popular free public transport arrangement.





# St John Taranaki health shuttle

St John has added a special vehicle to the existing health shuttle service based in Hawera that is not only helping with trips for medical purposes, it is also serving a need for 'wellbeing' trips that allow people with very limited mobility, including people in wheelchairs, to participate in their community and attend family functions.

Richard Ousey, CCS Disability Action regional manager said the lack of accessible transport in the district was causing hardship.

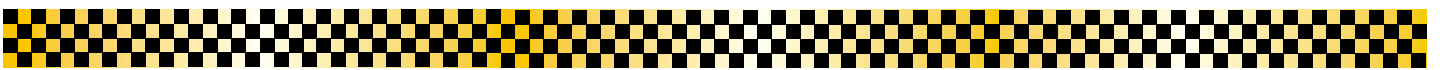
"It's known that people can become socially isolated if they are not able to get out and about in the

community. It affects their wellbeing in all sorts of ways.

"A lot of research shows the importance of people being able to access the community with equality, and transport becomes a significant part of that," he said.

There are 155 Total Mobility clients in Hawera registered with the Taranaki Regional Council and eligible for subsidised taxi fares. Their needs are largely met by Energy City Cabs. St John's ability to provide an accessible transport option for the foreseeable future has been welcomed by the TRC.

**For details and bookings contact 06 278 6249**



## Taxi operators review Waitara services

*Operators from all taxi companies will be happy to take your queries and comments.*

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

**Energy City Cabs** will be based at New World Waitara on Thursdays 8am-4pm. If required on other days for trips within Waitara, an Energy City taxi will be dispatched from New Plymouth and a \$20 surcharge will be added to the normal fare for travel between two Waitara addresses.

Just as happens with your taxi fare, the Taranaki Regional Council will also pay half of that \$20 surcharge. The Council pays half of your total fare up to a maximum \$20 subsidy per trip; if your fare is over \$40, the Council will pay \$20 and you pay the balance of the fare.

There is no surcharge on Thursdays during the trial period. Taxi services between Waitara and New Plymouth will not attract the \$20 callout fee.



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

**Driving Miss Daisy East** offers a dedicated Tuesday morning service for Waitara passengers.

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

**New Plymouth Taxis** have cars rostered to cover Waitara on a daily basis. Some cars will be travelling from Bell Block or NP for the jobs so please plan ahead if you have appointments. There is no surcharge.

### **Freedom Drivers Ph: 06 758 0734**

**Freedom Drivers** pricing is on the relevant journey time only and is agreed with the passenger before the trip. Pre-booking is essential, and due to other bookings already being locked in, Freedom Drivers are sometimes unable to spare the time for the travel to and from Waitara, so will have to decline some requests as a result.

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

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

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

### **Stratford Taxis Ph: 06 765 5651**

Gotta get on the bus, the Citylink bus, let's go let's go ...



## Get on the bus – let's go!

If you haven't experienced bus travel locally then check out the Citylink bus video.

[www.trc.govt.nz/taranaki-bus-information/](http://www.trc.govt.nz/taranaki-bus-information/)

The fun musical video highlights the extent of the Citylink network and features of the service including on-board bike racks, wheelchair access and the benefits of Smart Cards. Show the driver your Total Mobility photo ID card to receive a discounted fare.

For more info on the Citylink, Southlink and Connector services, call in at your nearest i-SITE, library, New Plymouth's Ariki St bus centre, NPDC, or visit [www.taranakibus.info](http://www.taranakibus.info)



**All buses in the Citylink fleet are super low floor and wheelchair accessible.**

## Bus service enhancements in New Plymouth



Citylink passengers in Welbourn, Merrilands and Highlands Park, covered by Routes 7 and 8, are seeing some changes to those routes.

"We are trying to enhance the service coverage in these areas and balance the travel time for the two routes," says Transport Services Manager, Chris Clarke.

New timetables and maps outline the changes which started on 5 September.

A number of new shelters have been installed across New Plymouth as part of the Taranaki Regional Council's collaborative work with the New Plymouth District Council, and Inglewood passengers of the Connector service will benefit from two shelters on Moa Street.

"We appreciate the District Council's support in improving facilities," Mr Clarke says.

***Safe travelling from the Total Mobility Team!***

Call: **0800 TOTMOB** (0800 868 662) Monday to Friday (excluding Public Holidays).  
Visit: [www.trc.govt.nz/total-mobility/](http://www.trc.govt.nz/total-mobility/) Email: [totalmobility@trc.govt.nz](mailto:totalmobility@trc.govt.nz)