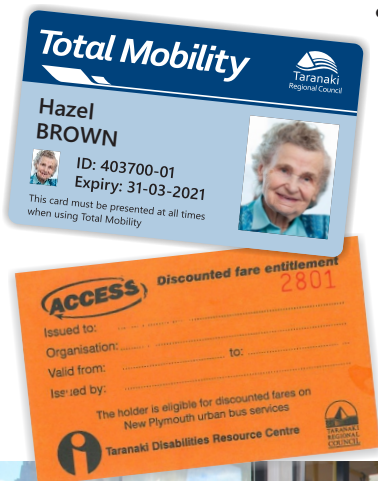


# Total Mobility operators in Taranaki

## 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.



## Ironside Vehicle services:

- The Ironside Vehicle Society offers a service and fare structure that is different to other TM transport providers' systems. Ironside provides a wheelchair hoist service to Total Mobility clients in North Taranaki and Stratford township.
- The magnetic stripe TM card 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.

## Wheelchair hoist or ramp services:

**Ironside Vehicle Society** ph: 06 753 6469  
**Freedom Drivers** ph: 06 758 0734  
**Driving Miss Daisy** ph: 06 751 0209



Thank you and safe travelling  
*from the Taranaki  
Total Mobility team*

**Phone: 0800 868 662**

# Total Mobility *In Taranaki*



*The Total Mobility scheme provides subsidized travel for people with impairments that prevent them from using public transport in a safe and dignified manner. Assistance is provided in the form of door-to-door transport wherever Council-approved transport providers operate.*

This information pamphlet gives a brief overview of the scheme. For further information:

**Phone: 0800 868 662**  
0 8 0 0 T O T M O B

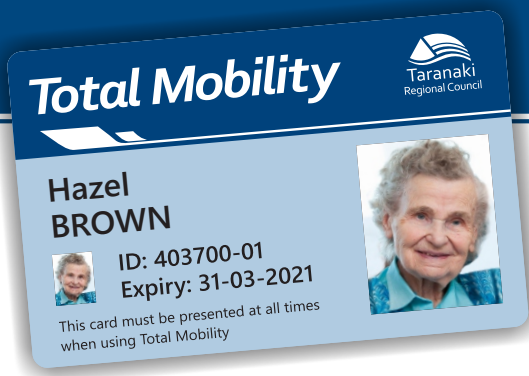
Email: [transport@trc.govt.nz](mailto:transport@trc.govt.nz)

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



#1872909 JUNE 2020

# Total Mobility information



## What is Total Mobility?

The Total Mobility scheme aims to improve community participation for people with impairments by providing access to appropriate transport. Assistance is in the form of subsidized door-to-door transport services wherever Total Mobility scheme transport providers operate.

There is a provider in Stratford, Hawera, and five operators in New Plymouth. The scheme is funded by the Taranaki Regional Council and the NZ Transport Agency.

## Eligibility

All applicants must meet the eligibility criteria and have their membership approved by the Taranaki Regional Council. A medical assessment by an assessor (doctor, specialist or AccessAbility) is required.

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

## How do you 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.
- Pick up a copy of the Total Mobility application form from your doctor, AccessAbility, the Taranaki Regional Council office or print a copy from the Council's website.
- Ask your doctor, specialist or AccessAbility assessor to confirm your medical eligibility, and then send the completed form to the Taranaki Regional Council with your photograph and appropriate payment.

## Does it cost to join?

- There is a \$5 fee for the processing of your ID card. There are no other ongoing Taranaki Regional Council charges for the Total Mobility 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, the Council's approved assessment facilitator, incur a \$12 fee, payable to the Council.
- Receive a 50% subsidy per trip, up to a maximum subsidy of \$20.

## 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 going to the same address.
- Receive subsidized travel in many other centres throughout New Zealand.
- **Please note: You cannot use Total Mobility for employment-related trips, other than getting to and from work. Nor can you use it if in full residential care and the rest home provider is legally obligated to provide the transport.**

Nor can it be used as a substitute for transport services that are the responsibility of other government agencies such as the Ministry of Education.

