

# NELSON TASMAN TOTAL MOBILITY SCHEME

## TOTAL MOBILITY PURPOSE

Total Mobility is a subsidized door-to-door passenger transport scheme designed to use regular licensed passenger vehicles mostly taxis and modified vans with wheelchair access to improve the mobility of people with impairment(s), so people unable to use scheduled bus services may access passenger transport in a similar fashion to others in the community. It may therefore improve an individual's independence and provide more choices to participate in the community. Having access to transport is a crucial part of participating in our society.

## ENTITLEMENT

Within the Nelson Tasman region the scheme entitles eligible people to receive 50% discount on their local taxi fare up to the maximum fare of \$20 by way of Total Mobility voucher. Maximum fare maybe changed following a review and agreement with Land Transport NZ. The vouchers can be used in other regions of New Zealand where the local authority operates the scheme subject to that authority's entitlement policies.

## ADMINISTRATION AND FUNDING

In the Nelson and Tasman regions, the Nelson City Council administers the Total Mobility Scheme with Tasman Council making a contribution towards the budget. The local authorities fund between 50% and 60% of the budget via rates and the remaining from central government via Land Transport New Zealand funding.

## WHO CAN USE TOTAL MOBILITY

This scheme is only available to people with impairment(s) which impairs their mobility to a level that stops them from using a public bus, train or ferry service or requires the constant assistance of another person to use a bus

People with short-term disabilities etc; recovering from non accident surgery or illness may apply for temporary membership, subject to the result of the first assessment and regular reviews. Please read the following ELIGIBILITY CRITERIA and the REGISTRATION REQUIREMENTS (page-3 & 4) carefully and make your own assessment of your eligibility before continuing with your application.

## ELIGIBILITY CRITERIA

An eligible person must have an impairment that prevents them from undertaking any one or more of the following five components of a journey unaccompanied, on a bus, train or ferry in a safe and dignified manner:

- Getting to the place from where the transport departs
- Getting onto the transport
- Riding securely
- Getting off the transport
- Getting to the destination.

Acceptable reasons could be inability or difficulty with the following: walk 400 metres unaided, understand and follow directions, communicate clearly with others, read timetables and place names, enter and exit vehicles unaided, taking responsibility for your personal safety and dignity throughout the journey or handling of money.

## HOW TO JOIN TOTAL MOBILITY

Agencies listed on the next page are responsible for assessing people's eligibility to join the Total Mobility Scheme and issuing the Total Mobility vouchers. These agencies are permitted to charge an assessment fee. Those people who are approved to use the vouchers maybe required to pay their agency's annual subscription.

You may already be a member or receive services from one of these agencies, so speak to your agency's staff about joining Total Mobility through them, as this would avoid paying any extra membership fee.

We would suggest you join an agency that provides services for people with a similar impairment(s) to your own. You are welcome to contact one or all of the agencies to discuss your eligibility to join the scheme and find out what other services they provide which may assist you now or in the future.

## HOW TO JOIN TOTAL MOBILITY continued

Please note that being a member of a Total Mobility agency, having a disability and the fact that your area of Nelson City Council or Tasman district Council has no public bus service does not automatically make you eligible for Total Mobility vouchers.

To test your eligibility ask your self; If a public bus service was available, that is a vehicle with steps such as the service between Nelson and Richmond, would your impairment stop you undertaking the five components listed in the EIGIBILITY CRITERIA box on page one unaided? For the first and last activity use four hundred metres as the distance to or from a bus stop. 400 metres is the approximate distance from Nelson's clock tower up Trafalgar Street to the intersection with Hardy Street.

**Note agencies that only provide the scheme to registered members, clients or residents are not listed.**

Approved Total Mobility Agencies	Telephone
Arthritis Foundation	546 7689
Royal NZ Foundation of the Blind	547 6616 or (Toll free 0800 243 333)
Idea Services Nelson (IHC)	538 0046
Multiple Sclerosis Society	544 0138
CCS Nelson Marlborough	548 4479
Stroke Foundation	545 8177 or (cell ph) 025 216 0675
SF Nelson	546 6090
Age Concern Nelson	546 7682 or Richmond office 544 7624
Post-Polio Group Nelson	545 1030
Epilepsy NZ (Nelson)	546 6398 or (Toll Free 0800 202 122)
M.E. Support Group Nelson	544 4486
Presbyterian Support	547 9350
Motueka Total Mobility	528 2022 (Tasman Council)

***Residents of Tasman District Council, who intend using taxis within Motueka or the surrounding area, are to contact Tasman Council at the Motueka Service Centre for application forms.***

In general the name of the agency explains the purpose of the agency. However, if you have joint pain or a joint replacement, the Arthritis Foundation is the agency to contact. Age Concern provides assistance for the elderly in general. CCS provides services to people with physical disabilities. Idea Services assists people with intellectual disabilities. Multiple Sclerosis Society includes other similar neurological impairments i.e. Huntington's and Motor Neurone diseases. SF Nelson – Supporting Families in Mental illness. M.E Support Group helps people with Myalic Encephalomyelitis or Chronic Fatigue Syndrome.

### WHERE CAN I USE IT

Nelson Tasman Total mobility scheme operates within the regions administrated by **Nelson City Council and Tasman District Council**. Northeast of Nelson City to boundary with Marlborough Council at the Rai Saddle, Nelson City and suburbs, south including urban and rural areas of Richmond, Hope, Brightwater and Wakefield to boundary with Buller Council south of Murchison, northwest to Mapua, Motueka and Golden Bay **WHEREVER THE FOLLOWING PARTICIPATING TRANSPORT SERVICES OPERATE.**

<b>NELSON CITY &amp; RICHMOND</b> including northeast of city, southwest of Richmond and Mapua.		
Nelson City Taxis	Ph. (03) 548 8225	(includes wheelchair hoist equipped vehicles)
Sun City Taxis	Ph. (03) 548 2666	
Nelson Bays Cabs	Ph. (03) 541 8294	
<b>MOTUEKA</b> includes the area north to Marahau and south to Mapua, Moutere valley and Motueka valley.		
Tasman Taxis	Ph. (03) 528 0202	(Motueka)
Motueka regional Ambulance	Ph. (03) 528 7645	(For people requiring wheelchair hoist vehicle only)
<b>GOLDEN BAY</b>		
Takaka Taxi Services	Free Ph. 0800 825 252	

## TOTAL MOBILITY USER REGISTRATION REQUIREMENTS

### ANY PERSON APPLYING TO BECOME A REGISTERED TOTAL MOBILITY USER MUST CONFIRM THAT:

1. They are resident of the Nelson City Council or Tasman District Council rating area;
2. They do not have regular access to a motor vehicle (**However, if they do have access to a car, consideration will be given to their circumstances by the assessor**);
3. **Reassessments maybe required every 36 months**, unless the disability is **TEMPORARY**. **A temporary disability is for a period less than 36 months** in which case, assessments will be required every 3 months, or before the cancellation date shown in the last assessment if extension of time is required for temporary membership.

### AGREES:

4. To register with only one Total Mobility agent and obtain vouchers from only this agent;
5. To inform the agent of any change to their circumstances that may affect the information contained in this document and/or their eligibility for access to the Total Mobility scheme;
6. To apply for a **Total Mobility Identity card if and when introduced by the Nelson Tasman Total Mobility Scheme and if the card is to contain photo ID supply a photo of the registered user. Once introduced the card must be carried or presented as required whenever a Total Mobility voucher is used as part or full payment** for a journey, to confirm the identity of the user;
7. That, for the purposes of the Total Mobility Scheme, a 'trip' is defined as a journey undertaken from one point of origin being the starting point to one destination being finishing point and the total fare includes only one flag-fall plus the fare for the total distance travelled.
8. The following variations are allowed as long as the total fare includes only one flag-fall and no more than five (5) minutes waiting time for the whole trip and the trip has been prearranged with the details of the journey listed on the voucher:
  - A trip with multiple destinations on route to the final destination, which can not be the point of origin. To allow other prearranged registered Total Mobility users to join the journey to a common destination or get off the taxi at points along the journey after starting from a common point of origin.
  - A round trip is where it has been prearranged for the passenger to travel to a destination such as a chemist for the purpose of a short stop of less than five (5) minutes to pickup a prescription that is ready. Such a journey may finish at the same point that it started;
9. To such other journeys as have been previously approved by the Nelson Tasman Total Mobility administrator as a trip suitable to be undertaken utilising the Total Mobility Scheme;
10. Not to use Total mobility vouchers for trips where the journey or part thereof is subsidised in any way by another scheme or organisation (excluding the Disability Allowance – see Acknowledges no. 18);
11. To confirm the acceptance of TM vouchers by unfamiliar transport operators before or immediately on entering the vehicle, therefore avoid unexpected costs note not all taxis operators are part of the scheme;
12. That only one TM voucher can be used per trip, and the registered user will ensure (to the best of his/her ability) that the trip is charged at the appropriate concessionary tariff;
13. To ensure that, any TM voucher used must be completed fully and accurately including the butt at the time of presentation to the driver;
14. To pay any agent registration / assessment fee or any membership subscription as set by the agent;
15. To return all used voucher butts to the agent when applying for additional supplies of vouchers;
16. As a person with a temporary membership to the Total Mobility Scheme to return all unused vouchers to the agency once the registration has expired;

**ACKNOWLEDGES:**

17. That Total Mobility vouchers cannot be used in any of the following circumstances:

- Trips that are undertaken by persons other than the registered user;
- Trips using taxi organisations that are not approved by the Total Mobility Committee;
- Trips that are undertaken during the registered user's paid employment;
- Trips that incur a large amount of waiting time in excess of five (5) minutes, the registered user becomes responsible for paying the total fee charged for waiting.

18. Trips which the registered user(s) receive assistance with the cost of travel from the following are not eligible to use Total Mobility vouchers for the same journey:

- Accident Compensation and Rehabilitation Insurance Corporation; (ACC)
- Work and Income New Zealand (excluding the Disability Allowance);
- Health Funding Authority or indirectly through a health service provider;
- Disability support service or agency;

19. The TM scheme is generally intended for local trips, see front page, 'WHERE CAN I USE IT';

20. When fares are more than the TM maximum fare for the region the registered user is responsible for paying the full fare less the eligible discount (check maximum fare with driver before starting trip);

21. The maximum fare cap maybe subject to change without notice. It is recommended that voucher use be on a conservative basis of one book per three week period;

22. There is no restriction on able-bodied caregivers accompanying the registered user;

23. Yellow TM vouchers can be used in other centres throughout New Zealand where TM operates. Detail on which centres operate TM Scheme can be obtained from your agent or the Nelson City Council;

24. Blue TM vouchers issued by agents operating under the Nelson Tasman TM scheme are not to be used in regions outside the Nelson City Council and Tasman District Council boundaries.

**PLEASE NOTE:**

That acceptance to the Total Mobility Scheme does not automatically guarantee access to vouchers. The Nelson City Council reserves the right to review the interpretation of Eligibility Criteria by agencies and/or access to the Scheme to meet budgetary or other constraints identified from time to time. Any review will follow a process of consultation with the Total Mobility Committee in the area of concern.

**RIGHT OF APPEAL:**

If a person is declined eligibility to the Total Mobility Scheme for any reason, they have the right to appeal the decision. Any appeal should be in writing and include supporting details. It should be addressed to the Nelson Tasman Total Mobility Committee.

The Nelson Tasman Total Mobility Committee in liaison with the agency will investigate any appeal. Where appropriate a review may be undertaken. Both parties will be notified in writing of the review findings and the decision reached shall be final.

<b>CONTACT DETAILS:</b>	<b>Nelson City Council</b> <b>P O Box 645</b> <b>Nelson</b>	<b>Attention: William Miles</b> <b>Telephone: 548-6603</b> <b>Facsimile: 548-6603</b> <b>Email: William.Miles@xtra.co.nz</b>
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**For more information or assistance contact the Total Mobility agent named below:**

Name of agent: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ **Next Assessment Due:** \_\_\_\_\_