



Total Mobility

User guide

Please read this guide carefully before using Total Mobility.

Agency

Phone

WHAT IS TOTAL MOBILITY?

Total Mobility makes it easier for people who can't drive to get out and about in the Whangārei district.

If you're unable to use public transport, you may be eligible to receive a 50% subsidy (up to a maximum of \$30) on door-to-door transport with one of our approved transport operators.

The scheme uses an electronic swipe card system.

If you:

- » have a lasting impairment (six months or more) and
- » live in the Whangārei district.

You may be eligible for Total Mobility assistance.

Total Mobility Whangārei is administered by Northland Regional Council, with funding from the Whangārei District Council and Waka Kotahi (NZ Transport Agency).



WHERE CAN I GO?

In Northland, the Total Mobility card can only be used for travel within the Whangārei district.

You may be able to use your card in other parts of New Zealand where there is a Total Mobility Scheme. Contact us or your agency if you'd like more information about this.

HOW DO I USE THE TOTAL MOBILITY CARD?

- » when arranging transport, let the phone operator know if you need a wheelchair hoist,
- » show your card to the driver and swipe it at the start of every trip to receive your **50% discount** (otherwise you'll have to pay the full fare),
- » pay the driver your 50% share of the fare when your ride has ended.

LEVEL OF SUBSIDY

While the scheme aims to provide a subsidy of 50% per trip, this covers only actual travel time. Waiting time is not subsidised.

GETTING A TOTAL MOBILITY CARD

You need a current Total Mobility card to qualify for the 50% subsidy. To get a card, you need to be assessed by an approved agency, and then provide a recent photograph and your contact details, so a card can be produced for you.

If you lose your Total Mobility card, report it to your agency as soon as possible.

OTHER CONDITIONS OF USE

A caregiver/support person can travel with the holder of the card if s/he so wishes. No one else is entitled to use the card.

The card can be used seven days a week, 24 hours a day.

YOUR LOCAL TRANSPORT OPERATORS

You can use your Total Mobility card with the following transport operators

A1 Cabs	438 3377
Driving Miss Daisy	430 8091
Freedom Drivers	430 0139
Kiwi Cabs	438 4444

NEED MORE INFORMATION?

If you have any questions about Total Mobility, please contact your agency or the Total Mobility Coordinator at the Northland Regional Council on **0800 002 004** or visit **www.nrc.govt.nz/totalmobility**

