

# Total Mobility Otago

## Frequently Asked Questions

### What is Total Mobility?

Total Mobility is a nationwide scheme funded by the government and run by regional councils that provides subsidised travel to help people stay connected within their community.

If you have a disability that prevents you from using public transport, you could be eligible for a 50% subsidy ([terms and conditions](#) apply) with approved taxi and rideshare operators to help you travel around parts of Otago.

In Otago, the scheme is currently available in Dunedin, Oamaru, Queenstown and Wanaka and run by the Otago Regional Council (ORC).

### Am I eligible and how can I be assessed?

To work this out, you will need to be assessed by one of our approved [assessment agencies](#).

To qualify for assessment, you must:

- Reside in Otago (either permanently or on a long-term basis).
- Have a permanent impairment that lasts as least 6 months and prevents you from undertaking any of the following five aspects of a public transport journey in a safe and dignified manner:
  - Getting to the bus stop
  - Getting on to the bus
  - Riding securely
  - Getting off the bus
  - Getting to the final destination point

Contact an [assessing agency](#) directly. The assessor will be able to advise whether you are eligible as soon as they have completed the assessment. The ORC cannot assess you for eligibility.

### What does the assessment involve?

The assessment usually takes 20-30 minutes and will include taking a photo of you for your Total Mobility swipe card. The assessment usually takes place at the agency office however some agencies can arrange a home visit.

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## How much is the subsidy?

The subsidy is 50% of the fare, up to a maximum of \$25. If the total fare is more than \$50 the client must meet the additional cost.

### Example 1:

A \$20 trip would cost you, the client, \$10 (50% discount). The remainder is charged to the Otago Regional Council.

### Example 2:

A \$60 trip is over the maximum threshold of \$50. Therefore, \$25 will be charged to the ORC and the remaining amount of \$35 would be charged to you, the client.

Please note that the level of subsidy is not fixed and may vary in the future.

## Does the subsidy cover the hoist use for my wheelchair?

If your assessing agency has noted in your eligibility assessment that you are a hoist user, you should not be charged the time it takes to hoist and remove your wheelchair. In other words, the meter will start when the driver starts driving.

If your situation changes over time (you may not have needed hoist assistance when you were first given a Total Mobility Card) contact your assessing agency who will update your information on your behalf.

## How do I use the Total Mobility Card?

Present your card at the beginning of the journey.

The driver will need to see your card to check your details and may need to swipe your card at the start of the trip, depending on the type of system they use.

At the end of the journey, the driver will stop the meter, swipe your card and calculate the subsidy.

You will need to pay the remaining taxi fare after the subsidy is deducted.

You will be issued a receipt for your trip.

A trip counts at every point you stop the car at a destination. See below for more information about trip eligibility.

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### Is there a limit on how many trips I can take each day?

Excessive use of the scheme or suspicious behaviour will be investigated, however the scheme is there to allow users to participate in their community in the same way a bus would have enabled.

A 'trip' or 'journey' is defined as traveling from Point A to Point B.

For example:

Point A (Home) to Point B (Shop) – the meter is stopped and the driver is paid.



A 'round trip' is defined as travelling from Point A, to Point B, to Point A with the meter running the entire time.

For example:

Home (Point A) to Shop (Point B) to Home (Point A)



**This is not valid and should be counted as 2 trips.**

**To get the subsidised fare, you must pay at the completion of each trip.**

### Can I travel with a companion, for example a caregiver?

Yes – however as the eligible Total Mobility user, you are required to remain in the vehicle for the entire duration that your companion travels.

Your caregiver may not use your card for their own travel.

If you stop at Point A and a caregiver collects goods or runs an errand on your behalf, this is regarded as a single trip. The meter should be stopped and the driver paid even if the caregiver is only a few minutes, even if the client does not get out of the vehicle. See above for more information about trip eligibility.

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### Do all taxis accept the Total Mobility Card?

Not all taxi and rideshare operators provide Total Mobility services. Please check at the time of booking that the transport operator is part of the Total Mobility scheme. A full list of operators can be found [here](#).

### Can I access Total Mobility outside of Otago Region?

Yes – other regions where you can use your TM Card are:

Southland, Canterbury, West Coast, Marlborough, Nelson City and Tasman, Wellington, Manawatu – Whanganui, Taranaki, Gisborne, Waikato, Bay of Plenty, Auckland and Northland.

Hawke's Bay still require paper vouchers – please contact the ORC customer service team at least 10 days before you travel to have 'out of town vouchers' posted to you.

Each region has its own subsidy amount – before you travel, contact the regional council you are traveling to, to find out what the subsidy is for that area.

### Who do I contact if something goes wrong?

If you lose an item, have queries about distances or times, check in with your operator.

If your situation changes, contact your Assessment Agency.

If you have concerns about an Agency or Operator, contact the Otago Regional Council.

### Useful links:

[Terms and Conditions of Use](#)

[Assessment Agencies](#)

[Transport Operators](#)

[Total Mobility Card](#)