



MARLBOROUGH
DISTRICT COUNCIL

Total Mobility Scheme



Who is responsible for the Total Mobility Scheme in Marlborough?

Marlborough District Council at 15 Seymour Street.
PO Box 443, Blenheim 7240.
Phone 03 520 7400

How do I contact the Regional Total Mobility Coordinator?

Phone 03 520 7400 during normal office hours or email total.mobility@marlborough.govt.nz

What is the purpose of the Total Mobility Scheme?

The purpose of the Total Mobility Scheme is to assist people with long term impairments to access appropriate transport to enhance their community participation. This assistance is provided in the form of subsidised door-to-door transport services by approved transport providers. Eligible participants receive a 75% discount on taxi fares, up to the Marlborough regional maximum of \$30 per trip.

Who is able to participate in the Scheme?

An eligible person will 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

Eligibility is determined on the basis that a public passenger transport system is available.

Eligible people include:

People with impairments who meet the criteria for the Scheme, and are able to use bus, train or ferry services some of the time, but not all of the time (eg; people with impairments such as epilepsy or arthritis).

People with impairments who meet the criteria for the Scheme and live in residential care, and have travel requirements outside those that are the responsibility of the rest home provider.

How do I join the Total Mobility Scheme?

Contact the Marlborough District Council, Ph (03) 520 7400. You will then be referred to a designated support agency to arrange for an eligibility assessment.

If you meet the eligibility criteria, arrangements will be made with Council to issue a photo ID swipe card to verify your participation in the Scheme.

What should I do?

- When you arrange your transport advise the taxi company that you are a Total Mobility client.
- Present your new swipe card to the driver at the beginning of the journey. The driver will check your photo and details, and then swipe the card through a terminal in their vehicle.
- At the end of the trip you will need to pay the balance of the remaining taxi fare. You should request a receipt from the driver as proof of payment.

Are there any restrictions on the purpose of the trip under the Total Mobility Scheme?

No. The purpose of travel is not limited in any way.

Where can I use my Photo ID swipecard?

- Anywhere within the Marlborough District, where transport providers operate.
- Nationally within New Zealand, however when travelling in other regions users should call ahead to confirm the acceptance of the swipecard in that region.

Is there a maximum contribution paid per Total Mobility trip by the Council?

The maximum contribution for a one way fare within Marlborough is limited to \$22.50. This maximum may vary from region to region.

Which transport operators will accept my Total Mobility cards in Marlborough?

Marlborough Taxis Ltd

Ph: 03 577 5511

MAXIS Shuttle and Wheelchair Lift*

Ph: 03 395 9295

Blenheim Cabs Limited

Ph: 03 777 1072

* offer wheelchair hoist services

Note: Please remember that pre-booking is requested for a Wheelchair Hoist Van.

Is there a minimum fare charged for using a Wheelchair Hoist Van?

No. Standard taxi fares apply to wheelchair hoist users. However an additional payment is made by the Government to the transport operator for each trip where a wheelchair hoist is used.

Are there any other restrictions to the Total Mobility Scheme in Marlborough?

- People whose impairment is expected to last less than six months are not eligible for the Scheme.
- Your new card does not have a limit, but usage will be monitored by the amount of trips stipulated through your assessment process.



Marlborough District Council

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