



MINISTRY OF TRANSPORT

TE MANATŪ WAKA

Feedback Form

The Ministry of Transport is consulting on proposals to make the Total Mobility scheme stronger for the people who use it and the people who fund it.

We welcome your feedback and comments on six proposals that are set out in the Total Mobility Discussion Document, available at: <https://www.transport.govt.nz/consultations/proposals-to-strengthen-total-mobility> and <https://tinyurl.com/3nhj2z2s>.

You should read that document alongside this feedback form.

There are five sections in this form. You can complete the whole form or the sections that are of most interest to you. Please complete section 1: About you.

Once you have completed the form please:

- email to TotalMobilityReview@transport.govt.nz
- post to: Total Mobility Consultation
Ministry of Transport
PO Box 3175
Wellington 6140

Section 1: About You

1. Are you submitting this feedback on behalf of yourself, another person, a group, or an organisation? (Please circle the option that applies):
 - Yourself
 - Someone else
 - A group
 - An organisation
2. If representing a group or organisation, what is the name of the group or organisation you are submitting feedback on behalf of? (please write your response below)
3. What is your connection to Total Mobility? (Circle all that apply):
 - I use Total Mobility services
 - I help someone who uses Total Mobility services
 - I am a Total Mobility service provider
 - I am a local council
 - I am a representative for a community group or advocacy organisation
 - Other (please specify): _____

Please complete the following questions as though you are the person you are completing the form for.

4. Do you identify as a disabled person? (Circle the option that applies)
 - Yes
 - No

5. Do you identify as tāngata whaikaha Māori? (Circle the option that applies):
- Yes
 - No
6. Which impairment type(s) apply to you/your lived experience? (Circle all the options that apply)
- Physical
 - Hearing or auditory
 - Visual
 - Speech
 - Learning, cognitive or neurological
 - Other:
 - None
 - Prefer not to say
7. Are you a carer or family member of a disabled person? (Circle the option that applies):
- Yes
 - No
8. What is your age group? (Circle the option that applies):
- Under 15 years
 - 15–29 years
 - 30–44 years
 - 45–64 years
 - 65–74 years
 - 75 years or over
9. What is your gender? (Circle the option that applies):
- Male
 - Female
 - Another gender
 - Prefer not to answer

10. Which ethnic group(s) do you belong to? (Circle all the options that apply):
- New Zealand European
 - Māori
 - Samoan
 - Cook Islands Māori
 - Tongan
 - Niuean
 - Chinese
 - Indian
 - Other:
11. What part of the country do you live in most of the time? (Circle all the options that apply):
- Northland
 - Auckland
 - Waikato
 - Bay of Plenty
 - Gisborne
 - Hawke's Bay
 - Taranaki
 - Manawatu-Whanganui
 - Wellington
 - Nelson
 - Marlborough
 - West Coast
 - Canterbury
 - Otago
 - Southland

Section 2: Proposals to clarify the purpose of Total Mobility and make assessments more consistent

This section asks questions about our proposals on the purpose of Total Mobility and making assessments fair and consistent. We are **not** changing who can get Total Mobility.

Proposal 1: A clear purpose statement

The current definition is:

“assist eligible people, with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation.”

The **proposed new purpose** is:

“to provide subsidised mobility services to disabled people who are unable to access public transport because of an impairment, to support them to live their lives.”

Questions:

12. Do you support the proposed new purpose statement? (Circle the option that applies)
 - Yes, strongly support
 - Yes, support
 - Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know

13. Is there anything you would change about the purpose statement?

Proposal 2: Make assessments fair and consistent

There are two proposals which could make the assessment process to be a Total Mobility user fairer and more consistent.

Proposal 2A: Show evidence of your impairment

Currently, there is no requirement to provide documents to support the assessment process. We are thinking about whether we should require everyone applying for Total Mobility to provide proof of the impairment that prevents them from using public transport, such as:

- a medical certificate
- a report from an occupational therapist or psychologist.

Proposal 2B: Regular Reassessments

Currently, there is no requirement to be reassessed for Total Mobility. We are also thinking about whether we should require people to be reassessed for Total Mobility eligibility every few years to make sure users still qualify.

Questions

14. Do you think the Government should require documentary evidence when people apply for Total Mobility? (Circle the option that applies)
 - Yes, strongly support
 - Yes, support
 - Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know

15. What do you see as the benefits of this proposal?

16. What do you see as the costs or challenges of this proposal?
17. Do you think the Government should require periodic reassessments for Total Mobility? (Circle the option that applies)
- Yes, strongly support
 - Yes, support
 - Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know
18. What do you see as the benefits of this proposal?
19. What do you see as the costs or challenges of this proposal?
20. If the Government were to require periodic reassessments, how often should this occur?

Section 3: Proposals on providing more targeted support for Total Mobility users

This section asks questions about proposals that aim to give more targeted support to Total Mobility users.

Proposal 3: Limit the number of trips

Currently, a Total Mobility user can use Total Mobility as much as they want as long as they pay their portion of the fare. However, as the costs and use of Total Mobility have gone up, the scheme is no longer sustainable.

We are thinking about whether we should introduce a limit to the number of subsidised trips that a person can use each month to help manage the costs.

We think this could be done in two different ways:

- **Option 3A:** Everyone gets the same number of subsidised trips regardless of personal circumstances (e.g., 30–40 trips per month).

OR

- **Option 3B:** Everyone gets the same initial number of subsidised trips but some people get additional subsidised trips if they need it for some activities, like for work, healthcare, education, or community activities (e.g. 10 trips additional per month for health, between 10-40 trips per month for study).

Questions:

21. To target support, do you think the Government should limit the number of subsidised Total Mobility trips a user can take? (Circle the option that applies)
 - Yes, strongly support

- Yes, support
 - Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know
22. If the Government were to target support by limiting the number of subsidised Total Mobility trips a user can take, which option do you think would be better? (Circle the option that applies)
- Flat trip cap (same number of trips for everyone)
 - Introduce a base allocation of trips, with additional trips available based on intended use
23. What do you see as the benefits of the proposal to introduce a flat trip cap?
24. What do you see as the costs or challenges of this proposal?
25. What do you see as the benefits of the proposal to introduce a base allocation of trips, with additional trips available based on intended use?

26. What do you see as the costs or challenges of this proposal?
27. Do you think any categories of additional trips are missing from the proposed list?

Proposal 4: More wheelchair-accessible trips

We are thinking about whether we should increase supports for more wheelchair accessible vehicles and trips. This could include increasing funding for Total Mobility providers to install wheelchair ramps and hoists in their vehicles or to raise the extra payment for wheelchair trips (currently \$10 per trip since 2005).

Questions:

28. Do you think the Government should increase incentives for wheelchair accessible vehicles? (Circle the option that applies)
 - Yes, strongly support
 - Yes, support
 - Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know
29. What do you see as the challenges to increasing wheelchair accessible vehicles?
30. What do you consider the best way to incentivise more wheelchair accessible vehicles?

Section 4: Proposals to promote better ways to operate Total Mobility

This section asks questions about proposals to promote better ways to operate Total Mobility.

Proposal 5: Allowing new providers

We are thinking about whether we should make it easier for ride-hailing, on-demand transport, and community transport to provide trips under Total Mobility. If we do so, we want to make sure it is still safe and easy for Total Mobility users to use these new providers.

Questions:

31. Do you think the Government should enable these new types of providers? (Circle the option that applies)

Ride-hail services

- Yes, strongly support
- Yes, support
- Neither support or oppose
- No, oppose
- No, strongly oppose
- I don't know

On-demand public transport

- Yes, strongly support
- Yes, support
- Neither support or oppose
- No, oppose
- No, strongly oppose
- I don't know

Community transport

- Yes, strongly support
- Yes, support

- Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know
32. What do you see as the benefits of enabling these new types of providers in Total Mobility?
33. What do you see as the costs or challenges of enabling these new types of providers in Total Mobility?
34. Are there any safeguards or supports that you think are needed to support Total Mobility users when enabling new types of providers in Total Mobility?

Proposal 6: National public transport discount

In some parts of New Zealand, disabled people can get a discount for public transport. Being eligible for using Total Mobility is sometimes used as criteria for this, pushing up Total Mobility numbers.

We are thinking about whether we should set up a national discount for disabled people on buses, trains, and ferries.

Questions:

35. Do you think the Government should introduce cheaper public transport fares for people with disabilities? (Circle the option that applies)
- Yes, strongly support
 - Yes, support
 - Neither support or oppose
 - No, oppose
 - No, strongly oppose
 - I don't know
36. What do you see as the benefits of this proposal?
37. What do you see as the costs or challenges of this proposal?
38. Do you think that introducing cheaper public transport fares for people with disabilities would change the demand for Total Mobility? If so, how?

