MINISTRY OF TRANSPORT
TE MANATŪ WAKA

OC260358

26 June 2026

[redacted]

Tēnā koe [redacted]

I refer to your email dated 1 May 2026 requesting the following under the Official Information Act 1982 (the Act):

> *"All briefings, regulatory impact assessments, or policy advice papers prepared for Ministers since December 2025 relating to the Total Mobility scheme, including any advice prepared in response to consultation submissions received up to 22 March 2026.*
>
> *All documents, spreadsheets, or analytical models used to calculate the forecast funding shortfall of $236 million between 2025–2030, including assumptions about demand growth, subsidy rates, and cost-sharing between Crown, NZTA, and regional councils.*
>
> *All final reports, draft reports, and data produced by MRCagney under their consultancy engagement for phases two and three of the Total Mobility review, including any unpublished findings."*

On 29 May 2026, we advised you that due to consultations necessary to make a decision on your request, a proper response could not reasonably be made within the original time limit. We advised that we would extend the due date on your request by up to 20 working days.

We have now completed the necessary consultations.

There are ten documents within the scope of your request which are released with some information withheld or refused.

The document schedule attached as Annex 1 outlines how the documents have been treated under the Act. Certain information is withheld or refused under the following sections of the Act:

9(2)(a)	to protect the privacy of natural persons
18(d)	the information requested is or will soon be publicly available

With regard to the information that has been withheld under section 9 of the Act, I am satisfied that the reasons for withholding the information at this time are not outweighed by public interest considerations that would make it desirable to make the information available.

Please note that MRCagney were engaged by the Ministry of Transport in 2023 to deliver a public discussion document to support consultation on two parts of the Total Mobility review: *Area 2 - how*

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aspects of Total Mobility could be made more accessible for disabled people, and *Area 3 - How aspects of Total Mobility's operations could be improved*.

MRCagney produced two draft versions of a public discussion document. The contract concluded in June 2024, and the discussion document was not progressed at that point. In August 2024, the Terms of Reference (scope) of the review were revised and the Ministry of Transport then progressed all four areas of the review, including a revised discussion document to support consultation. The Ministry built on the work commenced under the previous Terms of Reference, including content from MRCagney's draft discussion documents.

If you would like to discuss this decision with us, please do not hesitate to contact us at OIA@transport.govt.nz.

You have the right to seek an investigation and review of this response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website www.ombudsman.parliament.nz.

The Ministry publishes our Official Information Act responses and the information contained in our reply to you may be published on the Ministry's website. Before publishing we will remove any personal or identifiable information.

Nāku noa, nā

Marian Willberg
Manager, Maritime, Freight and Access

Annex 1: Document Schedule

Doc #	Date	Title of Document	Decision on request
1	02/02/2024	Email from Bridget Doran (MRCagney) to Whitney Adam, Dmitry Mitenkoff and Alex Voutratzis (the Ministry) Subject: Total Mobility, Discussion paper for Ministry of Transport review Attachment: Total Mobility discussion paper draft V1	Released with some information withheld under section 9(2)(a).
2	23/02/2024	Total Mobility discussion paper draft V2	Released in full.
3	28/07/2025	Options to Manage Total Mobility Funding Pressures V1.1	Released in full.
4	28/08/2025	Graphs for Total Mobility: Sheet 1: As from Adam Sheet 2: Danny revision Sheet 3: Graph Sheet 4: All shares shortfall	Released in full.
5	9/09/2025	Total Mobility funding estimates: Sheet 1: 65 percent scenario Sheet 2: 70 percent scenario Sheet 3: Phased approach	Released in full.
6	9/09/2025	Total Mobility phasing scenarios	Released in full.
7	7/10/2025	Email from Mike Webster (NZTA) to Adam Lawrence (NZTA) and Danny Eyre (the Ministry) Subject: RE: Updated numbers	Released with some information withheld under section 9(2)(a).
8	26/02/2026	Email from: Danny Eyre (Ministry of Transport) to Emma Wardle (Office of Hon Chris Bishop) Subject: ATTN Emma: OC260048 Meeting with Blake Forbes about Total Mobility Attachment: Meeting with Blake Forbes about Total Mobility	Released with some information withheld under section 9(2)(a).
9	26/03/2026	Excerpt from Transport Portfolio Weekly Report – Week commencing 23 March 2026	Released in full.
10	15/04/2026	OC260180 - Briefing: Minister response to the Petition of Nick Ruane: Increase funding for Total Mobility Scheme Attachment: Draft Minister of Transport Response to the Petition of Nick Ruane: Increase funding for Total Mobility Scheme	Released with some information withheld under section 9(2)(a). Annex 1 is refused under section 18(d), as the response is available online: https://bills.parliament.nz/v/4/e582cc2c-50fd-4fc2-2e1e-08deabb698e0?lang=en.

Breanne Dirk

From: Bridget Doran s 9(2)(a) [redacted]
Sent: Friday, 2 February 2024 9:14 am
To: Whitney Adam; Dmitry Mitenkoff; Alex Voutratzis
Cc: Jo Gascoigne; Amber Carran-Fletcher
Subject: Total Mobility, Discussion paper for Ministry of Transport review
Attachments: 20240202 Total Mobility discussion paper draft V1.docx

Good morning,
Attached is our first draft discussion paper for discussion with you, and for your review.

Here is the Executive Summary of the discussion paper attached.

Executive Summary
Total Mobility is a government-subsidised transport scheme. Qualifying people who cannot easily use public transport all of the time can access subsidised taxis, and in some cases other forms of transport. The purpose of this discussion paper is to share our review of the Total Mobility scheme, to explain some problems with it, and to suggest some options to change it.
MRCagney was commissioned by the Ministry of Transport to review two aspects of the Total Mobility scheme: How the scheme can be more accessible for disabled people, and how aspects of the scheme's operations can be improved. To complete the review, we have examined what Total Mobility customers have told us before about their experiences with the scheme. We have also reviewed reports and literature from New Zealand and around the world, concerning Total Mobility and other, similar schemes. We have then described the current situation as experienced by disabled people and present our thoughts on what could be done to improve their experiences. We have also discussed ways to improve the government's operation of Total Mobility.
This discussion paper is presented for public feedback. Throughout, we have posed several specific questions that we invite feedback on, and open questions where people can comment on any other matters they consider relevant. The questions will be available in a survey. This discussion paper and surveys will be open for feedback and available on the Ministry of Transport's website from March until May 2024.
The paper has 11 sections. The introduction is followed by eight sections describing different aspects of the Total Mobility journey:

- awareness of Total Mobility
- eligibility
- assessment
- booking a trip
- booking a wheelchair-accessible trip
- taking a trip
- paying for a trip
- feedback and complaints.

Finally, we discuss some systemic issues that go beyond the details of Total Mobility journeys. We describe challenges and opportunities for the transport system to become more inclusive. With more investment in other parts of the system, we suggest that expensive taxi journeys need not be the only way that the government provides transport that everyone can access. The report concludes with a description of what will happen after public engagement on this discussion paper has finished.

—

For your information there are two aspects of our scope that are not covered in this discussion paper, and some that are covered in general but not specifically. The reason for that is that we did not consider them useful to include in the context of this discussion paper for different reasons. I'll send some notes for discussion before our next meeting (not today's meeting). We will of course cover all aspects of the scope in our final report, due in July, including rationale for our recommendations.

Best regards,

Bridget Doran (She/Her)
Principal Researcher
MRCagney

s 9(2)(a)

Document 1
Attachment 1

MRCagney
BETTER TRANSPORT • BETTER PLACES • BETTER CHOICES

Total Mobility Discussion Paper

Draft

Prepared for: Ministry of Transport

Prepared by: MRCagney (NZ) Ltd

Document Information

Project Name	Total Mobility Review
Status	Draft
Client	Whitney Adam, Ministry of Transport
Client Reference	
MRC Reference	NZ3367

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Quality Assurance Register

Issue	Description	Prepared by	Authorised by	Assured by	Date
1	Draft Report	BD	ACF	PM	2 February 2024

Executive Summary

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Contents

1 Introduction

Background to this Review

Total Mobility is a government-subsidised transport scheme. Qualifying people can access subsidised taxis, and in some cases other forms of transport. The Ministry of Transport is reviewing the Total Mobility scheme in 2024. The scope of the review was defined by the Ministry of Transport and it has four components:

Item 1: The purpose of the Total Mobility scheme

Item 2: How the Total Mobility scheme can be more accessible for disabled people

Item 3: How aspects of the Total Mobility scheme's operations can be improved

Item 4: Funding mechanisms for the Total Mobility scheme

This report addresses Items 2 and 3 only, which are essentially about disabled people's experiences of Total Mobility, and opportunities to improve it. Item 1 (The purpose of Total Mobility) and Item 4 (Funding mechanisms) are being reviewed separately by the Ministry of Transport.

This report is a discussion paper to share with the public. Anyone interested in the Total Mobility review, particularly Items 2 and 3, may give feedback on this paper.

What we know so far and what we would like feedback on

The broader purpose of government investment in Total Mobility is to meet legal obligations to ensure that nobody is disadvantaged by the transport system.

The discussion paper has been created based on the views of thousands of people in New Zealand, including many hundreds who use Total Mobility. Our previous research into transport experiences of disabled people in New Zealand included thousands of survey responses[1]. We also talked to people in-person at workshops around the country about their transport experiences. As well as research with disabled people, we have reviewed reports including academic research from New Zealand and around the world, that discuss Total Mobility and other schemes like it.

This review has had input from a workshop with the Disabled People's Organisations' Coalition and feedback from individual Disabled People's Organisations. We have also met with staff in public transport authorities who administer the Total Mobility scheme.

We know that most Total Mobility customers value the scheme highly. It is a useful, appreciated scheme that helps a lot of people access what they need in an affordable, dignified and convenient way. Research on disabled people's travel shows that most people who are happy with Total Mobility make few trips; are flexible with their travel times and can therefore travel outside of peak times – that is, most of their travel is plannable, and discretionary.

However, we also know that across New Zealand the scheme is not universally available, accessible, affordable, reliable, or dignified. Many people who report problems with Total Mobility want to travel like most working-aged people in this country: they need to get to places at specific times; their travel times are not necessarily flexible, or discretionary, and/or they make frequent, regular trips in peak times.

We know that Total Mobility exists to fill a gap that is not clearly defined, or precisely definable. That is because its stated purpose (currently under review) is related to an individual's difficulty using public transport. The challenge for government providing a service that aims to meet the needs of people who cannot easily access public transport exists because 'ease of access' is subjective. It depends on the interaction of a person's momentary abilities and resources, with the form and function of the world they live in. In New Zealand all Total Mobility customers have unique lived experiences. Historically therefore it has been unclear how to construct a system of transport that meets the needs of all (and only) those who cannot "easily" access public transport.

[1] https://www.nzta.govt.nz/resources/research/reports/690/

Because of these nuances, we are including insights beyond Total Mobility itself. That is because there are inevitable overlaps between Total Mobility, and other ways for people to access the travel they need. Indeed, government guidance for authorities suggests that Total Mobility ought to align with public transport[2]. We agree that Total Mobility ought to be considered in the context of all of the transport choices that people do (or do not) have access to.

Structure of this discussion paper and accompanying surveys

This discussion paper has an introduction, eight sections discussing different components of a Total Mobility journey, a section discussing other transport and government policy matters that affect disabled people's journeys, and a conclusion.

We are releasing two surveys for the public at the same time as this discussion paper. The first is for anyone who would like to report their experiences of Total Mobility, who has not shared them with us before, or who feels that they have more to add. This first survey is about people's experiences, good and bad, with the current Total Mobility scheme.

The second survey is for anyone who would like to give feedback on the way that Total Mobility is run, and the broader transport and other policy matters that affect disabled people's journeys. This second survey is about what the government should do, whether that is the same as they do now, or different.

The surveys will be available on the Ministry of Transport website, and they will be shared through social media and in particular, by the members of the Disabled People's Organisations' Coalition.

We are seeking feedback from March until the end of May 2024. Then we will collate and consider that feedback and write a recommendations report for the Ministry of Transport. Our recommendations report is due with the Ministry of Transport in July 2024.

[2] https://www.nzta.govt.nz/resources/total-mobility-council-guide/

2 Awareness of Total Mobility

There are a lot of potential Total Mobility customers who do not know about the scheme. Awareness depends on an eligible customer and/or their family finding out about it, usually by word of mouth, from a doctor, other health professional, disability service provider, or through their own inquiries. Some health clinics, hospitals and other services have posters and/or pamphlets about Total Mobility. Some local authorities advertise it in different ways. Overall though, someone who is not already a Total Mobility customer, or knows someone who uses it, is unlikely to know about it.

One of the ways that people find out about Total Mobility is through a community transport provider. Community transport is a term to describe not-for-profit transport services that involve volunteer drivers, and that operate on donations rather than fares. There are dozens, if not hundreds of community transport providers around New Zealand. Most of them provide trips for specific reasons, such as to take people in remote or rural towns to hospital appointments in a larger centre. Many community transport providers give trips to people who are eligible for Total Mobility. However, most community transport operators are not Total Mobility providers.

What people have told us

Total Mobility is not advertised as widely as it could be. Some government staff have told us that they are reluctant to advertise the scheme because if too many people become Total Mobility customers, their local authority will not be able to afford it.

What we think about the awareness of Total Mobility

Affordability constraints are likely impacting how well the scheme is publicised. If fears about whether the scheme can meet demand are limiting advertising, then the public's awareness of Total Mobility will be lower than it could be, with more advertising. We believe that without some major changes to transport (including Total Mobility and other forms of transport), the scheme will continue to face challenges of affordability for government. Those challenges are linked to a broader transport system – footpaths, road crossings, cycleways and public transport services – that has many barriers for many people, and is therefore disabling. The consequence of broader transport system inaccessibility results in a Total Mobility scheme that has arbitrary, but constrained budgets that councils are struggling to grow alongside increasing demand. The increases in demand come from the correlation of impairment with age, our ageing population, and an ongoing lack of demonstrable progress to make other transport choices more inclusive.

Awareness of Total Mobility is affected by broader system challenges in transport which we discuss in Section 9. Meanwhile, we think that Total Mobility should be advertised more broadly so that people who would benefit from it are accepted into the scheme. We believe that the scheme should be advertised more widely in, for example, hospitals and medical centres, WINZ offices, community centres, and at tertiary education providers.

We also think that more promotion of community transport, and support for it by government, could help to meet many people's needs for transport, that are not typically covered by Total Mobility. In particular, long trips for specific purposes such as healthcare could be met with increased awareness of, and support for community transport.

Discussion questions: Awareness of Total Mobility

These questions are included in the survey that accompanies this discussion paper.

- Do you think there is enough advertising of Total Mobility?
- Do you have any feedback about the role of community transport in New Zealand's transport system?
- Do you have any other feedback related to how the government promotes awareness of the Total Mobility scheme?

3 Eligibility

Eligibility for Total Mobility is defined in guidance for local authorities as follows[3]:

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*

The eligibility criteria are broad. Impairment includes any psychological, psychiatric, physical, neurological, intellectual, sensory or other impairment that affects an individual's ability to make a journey. It includes fluctuating impairments. The interpretations of 'safe' and 'dignified' are subjective, with a lot of room for interpretation.

What people have told us

Disabled people have *not* told us of significant issues related to the eligibility criteria in terms of how it affects individuals. People who know about the scheme and who qualify do not tend to be rejected based on the eligibility criteria.

Some people have suggested that the eligibility criteria could be more specific. They think that there are too many Total Mobility customers, leading to a shortage of taxis. They think that it would be better if there were levels of eligibility based on need. Some people suggest that eligibility could be linked to different caps on numbers of journeys, or to journey length. That is, if someone has a very high level of difficulty using public transport, some people think they should qualify for more and/or longer trips.

What we think about eligibility for Total Mobility

Based on consideration of feedback to date from disabled people and people working in transport, we think that the eligibility criteria are fit for purpose. The criteria make sense because the purpose of Total Mobility (subject to review) is to provide journeys for people who cannot easily use their local public transport services.

The eligibility criteria are necessarily subjective. That is because an individual's impairment is unique to them, and the journeys they can or cannot make by public transport are also unique depending on the local context.

We think that there would be new problems introduced if there were different levels of eligibility. We think that it would be too difficult to define levels of need beyond the current criteria.

There are some aspects of local authority guidance on Total Mobility that we think could be changed[4]:[5]

The fact that a person may be able to undertake all five journey components some (but not all) of the time does not therefore affect their eligibility. However, this will affect their level of need for Total Mobility trips, which will logically be less than if they were unable to use bus, train or ferry services at any time. Where practical, a scheme user should be encouraged to use public transport.

We do not think that it is useful for scheme users to be encouraged to use public transport as part of their assessment process. We think that other transport system responses are the best way to encourage all people

[3] https://www.nzta.govt.nz/resources/total-mobility-council-guide/, p5

[5] https://www.nzta.govt.nz/resources/total-mobility-council-guide/, p5

to use public transport as much as they can, and we discuss those opportunities in Section 10. The New Zealand Transport Agency (NZTA) Waka Kotahi guide alludes to those transport system opportunities[6]:

Total Mobility should be aligned to the wider public transport approach. The promotion of accessible public transport (ie kneeling buses) as an alternative to using Total Mobility should be explored by local authorities.

We think that there is a lot more that the transport sector can do to make public transport more inclusive, as discussed in Section 10.

We think that there are other systemic issues that could be addressed to improve disabled people's mobility instead of restricting eligibility or introducing more complicated criteria to the Total Mobility scheme.

We believe that there should be more overlap in policy between Total Mobility and public transport. We discuss those issues in Section 9 later in this discussion paper.

Discussion questions: Eligibility

These questions are included in the survey that accompanies this discussion paper.

- Are the Total Mobility eligibility criteria fit for purpose?
- Do you have any other feedback related to Total Mobility eligibility criteria?

[6] https://www.nzta.govt.nz/resources/total-mobility-council-guide/, p8

4 Assessment

Across New Zealand different transport authorities use different organisations to assess clients for inclusion in the Total Mobility scheme. Some of these organisations charge for assessment whilst others provide it for free. Some assessment agencies have two prices: one for their members and one for non-members.

There is a wide range of costs faced by people being assessed for Total Mobility. These can include the assessment fee, obtaining an identification photograph and identification card, and appointment costs if a medical professional completes the assessment. Some organisations charge different assessment fees depending on whether or not the person being assessed is a member of their organisation.

Criteria for conducting the assessment are set by local authorities, and the process is therefore not consistent across the country. Some people are assessed in their home or a venue of their choice, while others must travel to a specific place for an assessment.

What people have told us

The inconsistency between regions, authorities and organisations can lead to confusion about who is eligible for Total Mobility. Concerns related to assessment can be off-putting to new customers.

Some assessment providers have told us that they struggle to prioritise Total Mobility assessments. This is because their core function is not transport, or Total Mobility specifically. That means that it can be hard to justify staff time and effort towards assessing customers, even though the individuals completing assessments appreciate the value of Total Mobility for people's lives. Not-for-profit organisations do not always recoup enough money to pay for their staff time, particularly when they travel to someone's home for the assessment.

Some agencies absorb the cost entirely and do not pass it on to customers, while others charge customers, with the fee varying a lot around the country. The highest fee we have heard of is $170 for a Total Mobility assessment.

What we think about assessment for Total Mobility

We think that Total Mobility would be better if there were more consistency in assessment, while allowing for individual and local differences. The important consistencies are in the fee charged to customers, the considerations that affect someone's eligibility, and whether or not potential customers have the option of being assessed in their home.

We think assessment could be centralised, so that a single agency, or small number of agencies, could provide dedicated staff to assessing people for Total Mobility. A central agency would provide more consistent assessment. A central agency could also collate feedback more easily on how eligibility and assessment processes are working. They could develop consistent ways to interpret the eligibility rules.

We think that there should be a consistent cost to the individual for a Total Mobility assessment, wherever they are in the country. We think that it is appropriate to have a cost, but it should be affordable, and comparable to the cost of (for example) an application for a Mobility Parking permit[7].

Discussion questions: Assessment

These questions are included in the survey that accompanies this discussion paper.

- Do you think that there should be a cost for someone to be assessed for Total Mobility?
- We have suggested that some of the problems with Total Mobility assessment might be removed if there were a central agency, or small number of nationwide agencies, that completed assessments. What do you think about that?
- Do you have any other feedback related to assessment for Total Mobility?

[7] https://www.ccsdisabilityaction.org.nz/mobility-parking

5 Booking a trip

Most Total Mobility trips must be booked in advance. There is a known shortage of services, particularly during evenings, on weekends, and around school drop-off and pickup times.

In addition to all passenger service rules, Total Mobility drivers are required to be trained as follows[8]:

The transport operator will ensure that all drivers have been trained in:

• NZQA unit standard 1748 (Passenger service: demonstrate skills required to assist passengers with special needs), and/or

• a council-approved training course to an equivalent standard.

The supply of Total Mobility services is not consistent across the country, and often is not reliable for users. This is particularly true for Total Mobility customers who live rurally or who need to make use of specialist equipment, such as hoists or mobility vans. Inconsistency exists both between providers, and between local government areas– meaning Total Mobility can be difficult or impossible to use when people travel out of their home region.

There are different ways that people book a trip in different parts of the country, and with different trip providers. However, a Total Mobility card, once obtained, is valid nationwide.

What people have told us about booking a trip

People report a lot of problems booking a trip, mostly related to the lack of spontaneity and flexibility in planning their travel. The problems are worst for customers whose travel is not flexible or regular. For example, many customers report that difficulties booking Total Mobility trips around school hours mean that many meetings involving disabled people are intentionally scheduled to start and finish outside of school pickup and drop-off times. If they were not scheduled this way, many disabled people would have no way to get to the meeting.

In smaller New Zealand centres, there are fewer (and sometimes no) taxi services, meaning there is a limited or non-existent pool of services for Total Mobility. In other situations, people needing specialist equipment need to book Total Mobility journeys long in advance, sometimes weeks in advance, to guarantee a trip. At some times of the day, this equipment is entirely unavailable due to factors like driver hours being maxed out for the day, or long-standing bookings from other services like health service providers or schools. This lack of availability prevents Total Mobility customers from making last-minute or unplanned trips, or making changes to their schedule, such as taking on an extra work shift.

Total Mobility customers also report trouble booking short trips because some drivers are less willing to take short trips. This is despite guidance[9] suggesting that there is no minimum trip length for Total Mobility.

Long-distance trips are also difficult to book. One of the significant barriers to disabled people's travel that Total Mobility is not addressing is long distance and inter-regional travel. There are very few accessible inter-regional transport services in New Zealand. Most of them are coaches and aeroplanes, run by private sector operators with no subsidies for disabled people. There are no wheelchair-accessible inter-regional buses in New Zealand, and air travel is prohibitively expensive for many people.

People report that the mechanism for booking Total Mobility can be difficult compared to booking a non-Total Mobility trip with a rideshare app such as Uber. The advantages of app-based booking include knowing where the driver is (and therefore having confidence that they will show up) and being able to book without talking to someone. There are other advantages of app-based ride services unrelated to booking, including knowing the fare in advance, not having to deal with cards or cash in the vehicle, having receipts automatically available, and transparent feedback ratings for drivers.

[8] https://www.nzta.govt.nz/assets/resources/total-mobility-council-guide/Total-mobility-scheme-local-authorities.pdf, p16

[9] Total mobility scheme: policy guide for local authorities – July 2023 edition (nzta.govt.nz)

People have also reported difficulties using their Total Mobility card in a region that is different from where it was issued. That is, when people travel away from their home, they sometimes have trouble having their card accepted for taxi trips in different locations.

What we think about booking a trip

Many of the problems related to booking a trip are problems of undersupply of Total Mobility services, both overall, and at certain times of the day, week and year. The nature of the scheme means most customers use it rarely (once or twice per week or less), but in flexible and reliable ways. Providers need to be sure of revenue to run their business, so do not put on taxis at times where that revenue is not as certain for them. These factors mean that customers become frustrated when they cannot book a ride.

Some of these problems could be reduced if there were more Total Mobility providers, with more vehicles dedicated to Total Mobility.

We think that some of the problems getting a trip, being able to travel spontaneously, with booking options such as apps, and with challenges people have using their Total Mobility card in different regions could be removed if the Total Mobility scheme were run by not-for-profit provider or providers, rather than being run for-profit. A single not-for-profit provider could provide drivers according to needs of passengers, rather than according to market demands. Some community transport providers operate this way in New Zealand already, but they are not typically funded by government to meet people's needs for all kinds of trips.

We think that another advantage of Total Mobility being run by a small number of not-for-profit organisations is that data could be collected about where people do, and do not travel to. There is no incentive for private providers to feedback data from passengers to inform policy or funding. Those incentives could be built into government contracts with not-for-profit organisations to deliver Total Mobility.

Discussion questions: Booking a trip

These questions are included in the survey that accompanies this discussion paper.

- Do you think there should be more incentives for taxi operators to become Total Mobility providers?
- Do you have any thoughts about Total Mobility being run by one or more not-for-profit organisations?
- Do you have any other feedback related to Total Mobility policy and booking a trip?

6 Booking a wheelchair-accessible trip

People who need to book a wheelchair-accessible taxi typically need to book further in advance than people who do not use a wheelchair. People who cannot transfer from their wheelchair to another seat need to travel in a vehicle with a wheelchair hoist, that is, a secure system that lifts or pulls a person and their wheelchair into the vehicle.

When someone who needs a hoist uses a Total Mobility taxi, the provider can claim a payment from the government as a contribution towards their trip. The payment is currently $10 per trip, per passenger using the hoist. There are conditions related to claiming the wheelchair hoist payment, including that the taxi meter cannot be running while the passenger is getting into and out of the vehicle.

Taxi providers can access funding to purchase wheelchair-accessible vehicles, including to modify a vehicle to install a hoist.

Drivers of wheelchair-accessible vehicles must be trained as follows[10]:

The transport operator will ensure that all drivers of wheelchair accessible vehicles are trained in:

• NZQA unit standard 1748 (Passenger service: demonstrate skills required to assist passengers with special needs), and

• NZQA Unit Standard 15165 (Transport passengers in wheelchairs using Total Mobility vehicles equipped with hoist or ramp), or

• Regional council-approved training courses to an equivalent standard)

What people have told us about booking a wheelchair-accessible trip

Problems related to booking a trip are worse for people who use a wheelchair. There is a shortage of wheelchair-accessible taxis, they are often booked out at school pick up and drop-off times, and they are rarely available later in the evening and at night. There are serious implications for the lack of wheelchair-accessible taxis, because people who rely on them cannot simply book and pay for another taxi service, nor can they ask someone they know for a ride. We have been told stories of people stranded for hours because taxis are unavailable. Some people report that the only accessible way to get home from a night out in much of New Zealand is by ambulance. The lack of alternatives is why the issue of wheelchair-accessible transport is so important.

Feedback from taxi providers suggests that the grants to purchase wheelchair-accessible vehicles do not cover the cost. Feedback from disability advocates suggests that the grants are not sufficient in amount per vehicle, or overall, based on reports of difficulties booking a wheelchair-accessible trip.

What we think about booking a wheelchair-accessible trip

We think that there need to be more incentives for taxi providers to own and operate more wheelchair-accessible vehicles.

In addition to supply problems, the issue of wheelchair-accessible transport might be helped if Total Mobility were delivered by not-for-profit group or groups. Supply could then be managed as-required to deliver on the scheme's objectives.

The issues related to wheelchair-accessible trips intersect with issues of transport inaccessibility by other modes, most obviously by public transport, and by using footpaths. The system challenges and opportunities related to wheelchair-accessible travel are discussed in Section 10.

Discussion questions: Booking a wheelchair-accessible trip

These questions are included in the survey that accompanies this discussion paper.

[10] https://www.nzta.govt.nz/assets/resources/total-mobility-council-guide/Total-mobility-scheme-local-authorities.pdf, p16

Do you think that there need to be more incentives for taxi providers to purchase and operate wheelchair-accessible vehicles?

Do you have any feedback about impacts to customers who use wheelchairs, of Total Mobility being run by one or more not-for-profit groups?

Do you have any other feedback related to Total Mobility policy and booking wheelchair-accessible trips?

7 Taking a trip

The Total Mobility journey is typically a door-to-door service. Trained drivers meet the passenger. The passenger gets into the vehicle, they travel to the destination, and the passenger pays for the trip and gets out.

What people have told us about making a trip

The main challenges people report about making a trip are related to the experience of being picked up and dropped off. Some people need to be collected at a specific place that is accessible to them. Some people cannot easily change their pickup location – for example, a blind person cannot see if a driver is waiting across the street, and a person using a wheelchair cannot always cross grass or gravel to get to a parked taxi.

One of the challenges with taxi services is that they are often 'kerb to kerb' rather than 'place to place'. Some people would benefit from being met inside a building or at the front door, rather than in a driveway or on the street. Equally, some people benefit from being accompanied into a building at their destination, rather than being dropped off on the kerb.

A significant problem with Total Mobility trips is that some people are refused a ride at the point where the driver sees them (see Section 9, Feedback and Complaints). Denying a passenger because they have a guide dog, or use a wheelchair, for example, are breaches of human rights legislation. Nevertheless, disabled people report that these kinds of experiences are not uncommon.

What we think about making a trip

Some of the challenges associated with accessible pickup (and drop off) locations could be solved with more use of technology by Total Mobility providers. Some customers report that for some trips, they prefer to pay for Uber instead of Total Mobility because of the certainty of knowing where they might be picked up, as well as having accessible ways to communicate with their driver.

Challenges related to customers being denied a trip could be addressed with stronger feedback loops through complaints to providers, to councils and to NZTA Waka Kotahi. However they could also be addressed by Total Mobility being delivered by a not-for-profit agency. Advantages of a smaller number of contracted agencies that do not operate for profit could include more awareness among the drivers of people's needs, more consistency of training, and clearer feedback processes. Not-for-profit providers are more likely to be able to meet a passenger where it suits them, and accompany them into a building at their destination if that is required. Contracted not-for-profit services could also include feedback to councils so that issues such as the need for accessible pickup and drop off locations in towns and cities could be communicated to transport infrastructure planners.

Some Total Mobility services include accompanied trips, where passengers can be met where it suits them and dropped off inside a building. However, they are usually cost a customer more than an equivalent taxi trip that is kerb to kerb.

Discussion questions: taking a trip

These questions are included in the survey that accompanies this discussion paper.

Do you think that Total Mobility providers should be incentivised to make more use of app-based technologies?

What do you think could be the impacts, positive and negative, of a not-for-profit agency running Total Mobility on customers' journey experiences?

Do you have any other feedback on Total Mobility policy related to making a trip?

8 Paying for a trip

Total Mobility currently costs passengers 75% of the regular taxi fare, up to a fare cap, and 100% of any fare that exceeds the cap. The 75% subsidy was increased from 50% in 2021.

The cap varies around New Zealand, from a cap of $15 in Tokoroa, to $80 in Auckland. Approximately 14% of trips currently exceed the fare cap.

Passengers usually pay at the end of their trip, with cash or a bank card.

What people have told us about paying for a trip

Customers overwhelmingly appreciate the 75% subsidy.

Despite the 75% subsidy, Total Mobility costs are a barrier for many disabled people, with some describing them as the main barrier to using Total Mobility. Many customers say that cheaper fares would mean they would use Total Mobility more (bearing in mind that the average customer uses Total Mobility once per week).

Although cost is not the only barrier to using Total Mobility, it is a significant part of the reason some people do not use the service. Disabled people have, on average, lower incomes than other groups, with transport costs making up a bigger proportion of day-to-day expenses.

What we think about paying for a trip

It is clear that customers value the Total Mobility service and most accept that it has a cost. We believe that the 75% subsidy is appropriate. It makes Total Mobility trips reasonably affordable for most customers. It also recognises that the door-to-door service provided by Total Mobility is more valuable than an equivalent public transport trip.

Affordability cannot be divorced from people's ability to afford access to what they need. A 75% subsidy remains more expensive than the equivalent bus fare. In conjunction with a continued 75% Total Mobility subsidy for taxis, we recommend a universal (nationwide) free accessibility concession for public transport for all Total Mobility customers, and a companion.

Some regions already operate accessibility concessions for mainstream public transport. Waikato and Bay of Plenty Regions have full concessions for disabled people. This means that buses (and the Te Huia train in Waikato) are free for qualifying passengers, and in some cases an accompanying person[11],[12]. There is a 50% discount for disabled people to use public transport in Wellington[13], and a concession of at least 40% in Auckland[14].

There are three advantages of providing an accessibility concession for disabled people using public transport. First, it makes public transport a more attractive, affordable option than subsidised taxis for people who can use it at least some of the time. Second, it is more affordable for government to promote mainstream public transport services that are inclusive of as many people as possible, than it is to subsidise taxi trips for individuals. Third, the data provided by an accessibility concession can be used to improve understanding of who does, and does not make trips by public transport; the nature of those trips; and therefore to identify where accessibility barriers might be. We discuss issues related to data and public transport system improvements further in Section 10.

Discussion questions: Paying for a trip

These questions are included in the survey that accompanies this discussion paper.

- Do you think that a 75% fare subsidy is reasonable?
- What do you think about a nationwide public transport accessibility concession?

[11] https://www.busit.co.nz/fares/accessibility-concession/

[12] https://faqs.baybus.co.nz/hc/en-nz/articles/360003899635-Accessibility-and-plus-one-concession

[13] https://www.snapper.co.nz/accessible-concessions/

[14] https://at.govt.nz/bus-train-ferry/at-hop-card/card-concessions-discount-fares/accessible-concession

- Do you think that the fare cap should be consistent nationwide?
- Do you think that the fare cap should be removed?
- Do you have any other feedback related to Total Mobility affordability for customers?

9 Feedback and complaints

Councils manage feedback and complaints related to customers' experiences of Total Mobility.

What people have told us about feedback and complaints

Satisfaction with the scheme is high on average, but there are some serious issues that have not been resolved. Most people who use Total Mobility do not have many other choices for travel, so when they have a problem, it is hard for them to simply choose a different travel mode.

Some problems with Total Mobility reported by customers include

- Blind customers being overcharged, either by drivers traveling further than necessary, or simply charging customers more than the meter display
- Customers being refused pickup because they have a guide dog, mobility or service dog
- Customers being refused pickup because they use a wheelchair, even when they can self-transfer from the wheelchair to the passenger seat
- Drivers not showing up, despite rides being booked well in advance
- The overall unreliability and inflexibility of Total Mobility taxis

What we think about feedback and complaints

We recommend that the mechanisms for complaints and feedback are elevated within government, so that they are part of NZTA Waka Kotahi planning and reporting on Total Mobility. One way to do that would be a centralised Total Mobility complaints contact service, where feedback could be collected in accessible ways, and reported back so that individual and systemic issues could be addressed.

One of the main problems with the Total Mobility scheme is that it seems to exists outside of mainstream transport planning, and separate from public transport planning and operations. The staff who administer the scheme on behalf of councils are not equipped to make system-level changes that could address problems and improve the experience of customers. We discuss this issue further in Section 10.

Discussion questions: Feedback and complaints

These questions are included in the survey that accompanies this discussion paper.

- Do you think that a central complaints and feedback system would be good?
- Do you have any other comment about the Total Mobility complaints and feedback process?

10 System challenges and opportunities

Some of the problems with Total Mobility are really problems with the broader transport system. Total Mobility exists for people who do not have other accessible transport options. The problems are hidden by the transport sector's failure to measure and value people's access to what they need to live well. These challenges, and opportunities to address them, are summarised here.

System challenges

Challenge 1. Total Mobility exists because public transport is inaccessible, in unknown ways

Total Mobility provides for people who cannot use mainstream public transport services. They cannot use those services because they cannot get to the stop, get on the bus or train, get to their seat, know when to get off, disembark, and reach their destination. All of those journey components have been studied and accessibility standards exist. But the relative importance of different components, and of different locations within a town or city, are not known. This is what we mean by transport being inaccessible in 'unknown ways'.

In short, there is no useful measurement of people's access to what they need. That means people working in government do not see the differences in access that different people have. It makes it impossible to know where to invest to improve people's access.

Challenge 2. We do not know where the gaps are in accessible journeys because historically, transport policy has focused on non-disabled people

It is uncontroversial to state that transport policy favours non-disabled people. People with the most choices are those who do not face barriers to travel.

Transport economics, used to guide most major investment, does not yet mention or value disabled people's access in any measurable way. There are words about equity and inclusion in national, regional and local policies, but they are not backed up with data, priorities, investment, or action. There are not yet any measurable goals to do with disabled people's access. Some councils have goals or targets associated with accessibility of infrastructure. But the lack of a vision for inclusion of disabled people means that there is no way of knowing whether the infrastructure investment has achieved anything for the people it is intended to help.

Challenge 3. Total Mobility costs to government will increase if nothing changes

On a per-trip bases, Total Mobility is an expensive way for people to move. The Total Mobility population is set to increase, because the impairments that interact with inaccessible transport are strongly positively correlated with age, and we have an ageing population. That means that the population of potential Total Mobility customers is rising faster than the population as a whole, resulting in increased demand, and increased costs to government.

Issues of affordability and the need for providers to make a profit are being exacerbated by growing inequality. Total Mobility customers, providers, and governments all have decreasing ability to pay for a service facing increasing demand. Raising the payments to providers is not likely to be affordable for councils or NZTA Waka Kotahi. Providers cannot reasonably reduce their margins, and raising the contribution from passengers is not affordable for them, given cost of living pressures.

System opportunities

Opportunity 1. The government can spend less on Total Mobility if public transport is more inclusive

To reduce financial pressure, we need to enable more journeys for more people, in more affordable ways than Total Mobility. The scheme guidance recommends that Total Mobility and public transport should be considered together. We agree. We believe that alignment with the wider public transport approach means that gaps in people's journeys should be measured, and the impact on that lack of access should be valued in dollars. Then, transport planners can decide whether it is worth spending the next dollar on expanding the Total Mobility scheme, improving access to public transport, or some other intervention that improves people's access to activities.

For example, it may be that a significant number of public transport journeys could be enabled if an accessible road crossing is installed near a school, shopping area, community facility, or health clinic. Over the lifetime of that infrastructure investment, more journeys could be enabled than the equivalent investment in Total Mobility trips. The more that we can identify gaps in accessible journeys with precision, the better we can make trade-offs to otherwise arbitrary decisions, such as how much to fund Total Mobility.

Opportunity 2. Improving the prominence of inclusive access will save money and improve equity of participation

Making disabled people's travel more prominent within the transport sector is important. One way to improve its prominence is to spend less on taxi trips, by investing more on understanding why those trips are necessary – that is, to understand where to target investments in footpaths, road crossings and public transport that are inclusive of all people.

Opportunity 3. Changes to Total Mobility can address some of its challenges in the meantime

As well as some specific interventions to improve supply of Total Mobility vehicles and to improve customer experience, the prominence of Total Mobility coordinators in councils could be improved. Total Mobility coordinators have responsibility for many important aspects of travel, for the people with the most transport challenges in their communities. However, these roles are typically low-level roles within regional councils and other public transport authorities. Increasing the numbers of inclusive transport specialists at principal or leadership roles in transport governance in New Zealand would help to fill the gaps in policy, to enable more accessible journeys.

Opportunity 4. Working across different sectors with effective policy change can be win-win

Many accessibility interventions can bring savings to sectors other than transport. For example, health services might see a reduction in 'Did Not Attend' hospital appointments when transport barriers are removed. Improved access to tertiary education could result in more people, including disabled people, being trained and qualified to contribute to economic productivity. More staff working across different sectors would help to identify these opportunities, and to quantify them in dollars so that investment in solutions can be shared.

Meanwhile, more advertising of Total Mobility across education, health, and social services sectors in particular could help to make those services more accessible for more people.

We conclude that the challenges disabled people face moving around could be addressed with systemic policy and practice change.

Discussion questions: System challenges and opportunities

These questions are included in the survey that accompanies this discussion paper.

Do you have any feedback on how Total Mobility is resourced in government?

Do you have any feedback on defining barriers to accessible journeys?

Do you have any feedback on the ways that the transport sector measures inclusion or exclusion?

Do you have any feedback on the economics of disabled people's participation?

Do you have any other feedback on system challenges and opportunities?

11 Next steps

We are now collating feedback from those who have received this discussion paper on its content and the questions it poses.

A plain English summary of this discussion paper is available. Accessible formats of this discussion paper and the plain English summary are available, or in development.

Public feedback on this discussion paper and the broader Total Mobility review is being sought until mid-May 2024. Surveys to gather feedback are available, and are also being translated into accessible formats.

We look forward to hearing from you.

MRCagney

Document 2

MRCagney

BETTER TRANSPORT • BETTER PLACES • BETTER CHOICES

Total Mobility Discussion Paper

Draft

Prepared for: Ministry of Transport

Prepared by: MRCagney (NZ) Ltd

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Executive Summary

Total Mobility is a government-subsidised transport scheme. Qualifying people who cannot easily use public transport all of the time can access subsidised taxis, and in some cases other forms of transport. The purpose of this discussion paper is to share our review of the Total Mobility scheme and to suggest some options to improve it.

MRCagney was commissioned by the Ministry of Transport to review two aspects of the Total Mobility scheme: How the scheme can be more accessible for disabled people, and how aspects of the scheme's operations can be improved. To complete the review, we have examined what Total Mobility customers have told us before about their experiences with the scheme. Most of the evidence comes from a research report of which MRCagney staff were the lead authors: *Disabled People's Experiences of Transport in Aotearoa New Zealand* (NZTA, 2022). In that research, thousands of New Zealanders provided their views on Total Mobility and other aspects of transport.

We have also reviewed other reports and literature from New Zealand and around the world, concerning Total Mobility and other, similar schemes. Those sources are within an as-yet unpublished research report, *Subsidised Mobility Services: International Review* (Ministry of Transport, publication pending).

We have described the current situation as experienced by disabled people and present our thoughts on what could be done to improve their experiences. We have also discussed ways to improve the government's operation of Total Mobility.

This discussion paper is presented for public feedback. The public can provide feedback on each aspect of the review through public engagement. There will be a survey, the opportunity for feedback outside of the bounds of the survey, and online and in-person workshops. We have included some of the survey questions here in this document, but the survey itself is separate. This discussion paper and surveys will be open for feedback and available on the Ministry of Transport's website from March until May 2024.

This paper has 11 sections. The introduction is followed by eight sections describing different aspects of the Total Mobility journey:

- awareness of Total Mobility
- eligibility
- assessment
- booking a trip
- booking a wheelchair-accessible trip
- taking a trip
- paying for a trip
- feedback and complaints.

Finally, we discuss some aspects of the transport system that contribute towards people taking trips with Total Mobility, but which are outside of the specific scope of this review. However, they may be addressed in the longer term, so feedback is invited.

The report concludes with a description of what will happen after public engagement on this discussion paper has finished.

Contents

Glossary

Term	Meaning
Community Transport	Volunteer-based transport services, operated by not-for-profit groups to meet specific needs within a community. Community Transport exists in many cities, towns and rural parts of New Zealand. Common trip purposes are health trips, to hospital appointments; collecting children for early childhood education or school; and transport associated with clubs or church groups.
Fare cap	Total Mobility customers receive a discount on taxi journeys but the discount is limited in each region of New Zealand. This means that when the limit is reached, customers do not receive any discount on the amount of the fare that is higher than the cap. So in Auckland, where the fare cap is \$80, a trip where the taxi meter reads \$80 will cost the Total Mobility customer \$20, which is a 75% discount. A trip where the taxi meter reads \$100 will cost a customer 25% of \$80 plus 100% of the remaining \$20, which comes to \$40 in total.
Total Mobility	Government-funded subsidy scheme, where eligible people receive a card that qualifies them for discounted taxi trips.
Wheelchair-accessible taxi	A taxi that contains a hoist and secure area within the vehicle so that a passenger can travel in the taxi while seated in their wheelchair.

1 Introduction

Background to this Review

Total Mobility is a government-subsidised transport scheme. Qualifying people can access subsidised taxis, and in some cases other forms of transport. The Ministry of Transport is reviewing the Total Mobility scheme in 2024. The scope of the review was defined by the Ministry of Transport and it has four components:

Item 1: The purpose of the Total Mobility scheme

Item 2: How the Total Mobility scheme can be more accessible for disabled people

Item 3: How aspects of the Total Mobility scheme's operations can be improved

Item 4: Funding mechanisms for the Total Mobility scheme

This report addresses Items 2 and 3 of the government's Review of Total Mobility:

- Item 2: How the Total Mobility scheme can be more accessible for disabled people
- Item 3: How aspects of the Total Mobility scheme's operations can be improved

Item 1 (The purpose of Total Mobility) and Item 4 (Funding mechanisms) are being reviewed separately by the Ministry of Transport.

This report is a discussion paper to share with the public. Anyone interested in the Total Mobility review, particularly Items 2 and 3, may give feedback on this paper.

What we know so far and what we would like feedback on

Total Mobility exists to provide transport and access for people who cannot easily use public transport because it is not accessible for them.

This discussion paper is informed by the experiences of people who have difficulty using public transport. It includes research into the experiences of many thousands of people who use Total Mobility[1]. We have reviewed reports including academic research from New Zealand and around the world, that discuss Total Mobility and other schemes like it.

This review has had input from a workshop with the Disabled People's Organisations' Coalition and feedback from individual Disabled People's Organisations. We have also met with staff in public transport authorities who administer the Total Mobility scheme.

We know that most Total Mobility customers value the scheme highly. It is a useful, appreciated scheme that helps a lot of people access what they need in an affordable, dignified and convenient way. Research on disabled people's travel shows that many Total Mobility customers are happy with the scheme. However, there are also many improvements that could be made. This discussion paper describes some of the challenges people have and lists potential improvement areas for discussion with the public.

Barriers to journeys other than by Total Mobility are outside of the scope of this review. However, some people might experience barriers to public transport and other journeys which mean that they use Total Mobility more frequently than they otherwise would. We therefore welcome feedback on other parts of the transport system. Although outside of the scope of this review, that feedback may inform future transport policy.

[1] https://www.nzta.govt.nz/resources/research/reports/690/

Structure of this discussion paper and accompanying surveys

This discussion paper has an introduction, eight sections discussing different components of a Total Mobility journey, a section discussing related transport matters that are outside of the scope of this review, and a conclusion.

We are releasing two surveys for the public at the same time as this discussion paper. The first is for anyone who would like to report their experiences of Total Mobility, who has not shared them with us before, or who feels that they have more to add. This first survey is about people's experiences with the current Total Mobility scheme.

The second survey is for anyone who would like to give feedback on the way that Total Mobility is run, and specifically to provide commentary on potential changes to the scheme. That survey will include the questions listed throughout this discussion paper. Your feedback will help us to advise the government on the relative importance, or urgency of reviewing different aspects of the scheme. They also provide an opportunity for the public to have their say on anything else we should consider in writing recommendations for the review of Total Mobility.

The surveys will be sent to registered Total Mobility customers with an email address. They will also be available on the Ministry of Transport website, and they will be shared through social media, including by the member organisations of the Disabled People's Organisations' Coalition.

We are seeking feedback from March until the end of May 2024. Then we will collate and consider that feedback and write a recommendations report for the Ministry of Transport. Our recommendations report is due with the Ministry of Transport in July 2024.

2 Awareness of Total Mobility

There are a lot of potential Total Mobility customers who do not know about the scheme. Awareness typically depends on an eligible customer and/or their family finding out about it, usually by word of mouth, from a doctor, other health professional, disability service provider, or through their own inquiries. Some health clinics, hospitals and other services have posters and/or pamphlets about Total Mobility. Some local authorities advertise it in different ways. Overall though, someone who is not already a Total Mobility customer, or knows someone who uses it, is unlikely to know about it.

One of the ways that people find out about Total Mobility is through a community transport provider. Community transport is a term to describe not-for-profit transport services that involve volunteer drivers, and that operate on donations rather than fares. There are community transport providers in most New Zealand communities. Most of them provide trips for specific reasons, such as to take people in remote or rural towns to hospital appointments in a larger centre. Some community transport providers give trips to people who are eligible for Total Mobility. However, most community transport operators are not Total Mobility providers.

What people have told us

Customers have told MRCagney that Total Mobility is not advertised as widely as it could be. Some government staff who administer the scheme on behalf of Public Transport Authorities have said that they are reluctant to advertise the scheme because if too many people become Total Mobility customers, they may exceed the available budget for Total Mobility trip subsidies.

What we think about the awareness of Total Mobility

We think that Total Mobility should be advertised more broadly so that people who would benefit from it are accepted into the scheme. We believe that the scheme should be advertised more widely in, for example, hospitals and medical centres, WINZ offices, community centres, and at tertiary education providers. We also think that it would be good to advertise Total Mobility in accessible ways, including information about it in accessible formats on a Total Mobility website.

Awareness of Total Mobility might be affected by broader systemic challenges in transport which are outside of the scope of this review, although we discuss these briefly in Section 9.

Survey questions: Awareness of Total Mobility

Do you think that awareness of the scheme should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about awareness of Total Mobility?

3 Eligibility

Eligibility for Total Mobility is defined in guidance for local authorities as follows[2]:

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*

The eligibility criteria are broad. Impairment includes any psychological, psychiatric, physical, neurological, intellectual, sensory or other impairment that affects an individual's ability to make a journey. It includes fluctuating impairments. The interpretations of 'safe' and 'dignified' are subjective, with a lot of room for interpretation.

What people have told us

Disabled people have *not* told us of significant issues related to the eligibility criteria in terms of how it affects individuals. People who know about the scheme and who qualify are usually deemed eligible.

Through previous engagement with disabled people we have heard that some people think that the eligibility criteria could be tighter, leading to fewer people qualifying for a Total Mobility card. They think that the number of Total Mobility customers affects demand for taxis and contributes towards a shortage of taxis. Some people suggest that eligibility could be linked to different caps on numbers of journeys, or to journey length. That is, if someone has a very high level of difficulty using public transport, some people think they should qualify for more and/or longer trips.

What we think about eligibility for Total Mobility

Based on consideration of feedback to date from disabled people and people working in transport, we think that the eligibility criteria are fit for purpose. The criteria make sense because the purpose of Total Mobility (subject to review) is to provide journeys for people who cannot easily use their local public transport services.

The eligibility criteria are necessarily subjective. That is because an individual's impairment is unique to them, and the journeys they can or cannot make by public transport are also unique depending on the local context.

We think that there would be new problems introduced if there were different levels of eligibility. We think that it would be too difficult to define levels of need beyond the current criteria.

We think that there could be more alignment between the Total Mobility eligibility and assessment processes and understanding barriers to accessing public transport. We think that the conversations between Total Mobility customers and assessors could be used to identify improvement options for public transport. The New Zealand Transport Agency (NZTA) Waka Kotahi guide alludes to those transport system opportunities[3]:

Total Mobility should be aligned to the wider public transport approach. The promotion of accessible public transport (ie kneeling buses) as an alternative to using Total Mobility should be explored by local authorities.

Eligibility for Total Mobility is related to the accessibility of public transport. We think that public transport could be more inclusive, as discussed in Section 10.

Survey questions: Eligibility for Total Mobility

[2] https://www.nzta.govt.nz/resources/total-mobility-council-guide/, p5

[3] https://www.nzta.govt.nz/resources/total-mobility-council-guide/, p8

Do you think that eligibility should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about eligibility for Total Mobility?

4 Assessment

Across New Zealand transport authorities use different organisations to assess people for inclusion in the Total Mobility scheme.

Criteria for conducting the assessment are set by local authorities, and the process is therefore not consistent across the country. Some people are assessed in their home or a venue of their choice, while others must travel to a specific place for an assessment.

There can be a wide range of costs faced by people being assessed for Total Mobility. These can include the assessment fee, obtaining an identification photograph and identification card, and appointment costs if a medical professional completes the assessment. Some organisations charge different assessment fees depending on whether or not the person being assessed is a member of their organisation.

What people have told us

The inconsistency between regions, authorities and organisations can lead to confusion about who is eligible for Total Mobility. Concerns related to assessment can be off-putting to potential new customers.

Some assessment providers have told us that they do not complete as many Total Mobility assessments as they are asked to. This is because their core function is not transport, or Total Mobility specifically. That means it can be hard to justify staff time and effort towards assessing customers, even though the individuals completing assessments appreciate the value of Total Mobility for people's lives. Not-for-profit organisations do not always recoup enough money to pay for their staff time, particularly when they travel to someone's home for the assessment.

Some agencies absorb the cost entirely and do not pass it on to customers, while others charge customers, with the fee varying a lot around the country. Most charge a fee of approximately $25 to $50. The highest fee we have heard of is $170 for a Total Mobility assessment.

What we think about assessment for Total Mobility

We think that Total Mobility would be better if there were more consistency in assessment, while allowing for individual and local differences. The important consistencies are in the fee charged to customers, the considerations that affect someone's eligibility, and whether or not potential customers have the option of being assessed in their home.

In the short term we think that there could be more guidance and support for organisations providing Total Mobility assessments. Given that many providers are not for profit organisations, it is not straightforward to define the true 'cost' of a Total Mobility assessment to an organisation. However, we think that there should be a consistent cost to the individual for a Total Mobility assessment, wherever they are in the country. We think that it is appropriate to have a cost, but it should be affordable, and comparable to the cost of (for example) an application for a Mobility Parking permit[4].

In the longer term we think assessment could be centralised, so that a single agency, or small number of agencies, could provide dedicated staff to assessing people for Total Mobility.

Survey questions: Assessment for Total Mobility

Do you think that assessment should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about assessment for Total Mobility?

[4] https://www.ccsdisabilityaction.org.nz/mobility-parking

5 Booking a trip

Most Total Mobility trips must be booked in advance. Based on feedback from customers all over New Zealand, it appears that there is a shortage of services everywhere. Data about unmet need for Total Mobility is not collected. However, in places that have Total Mobility, customers have told us that supply is lowest during evenings, on weekends, and around school drop-off and pickup times.

In addition to all passenger service rules, Total Mobility drivers are required to be trained as follows[5]:

The transport operator will ensure that all drivers have been trained in:

• NZQA unit standard 1748 (Passenger service: demonstrate skills required to assist passengers with special needs), and/or

• a council-approved training course to an equivalent standard.

The supply of Total Mobility services is not consistent across the country, and often is not reliable for users. This is particularly true for Total Mobility customers who live rurally or who need to make use of specialist equipment, such as hoists or mobility vans. Inconsistency exists both between providers, and between local government areas– meaning Total Mobility can be difficult or impossible to use when people travel out of their home region. That means that a Total Mobility card issued in one part of the country might be refused when a customer tries to use it in another region, even though the rules state that this should not happen.

There are different ways that people book a trip in different parts of the country, and with different trip providers. However, a Total Mobility card, once obtained, is valid nationwide.

What people have told us about booking a trip

People report a lot of problems booking a trip, mostly related to the lack of spontaneity and flexibility in planning their travel. The problems are worst for customers whose travel is not flexible or regular. For example, many customers report that difficulties booking Total Mobility trips around school hours mean that many meetings involving disabled people are intentionally scheduled to start and finish outside of school pickup and drop-off times. If they were not scheduled this way, many disabled people would have no way to get to the meeting.

In smaller New Zealand centres including rural areas, there are fewer (and sometimes no) taxi services, meaning there is a limited or non-existent pool of services for Total Mobility. In other situations, people needing specialist equipment need to book Total Mobility journeys long in advance, sometimes weeks in advance, to guarantee a trip. At some times of the day, this equipment is entirely unavailable due to factors like driver hours being maxed out for the day, or long-standing bookings from other services like health service providers or schools. This lack of availability prevents Total Mobility customers from making last-minute or unplanned trips, or making changes to their schedule, such as taking on an extra work shift.

Total Mobility customers also report trouble booking short trips because some drivers are less willing to take short trips. This is despite guidance[6] suggesting that there is no minimum trip length for Total Mobility.

Long-distance trips, over an hour in duration within a large city, or between centres such as from a satellite town to a larger city, are also difficult to book. One of the significant barriers to disabled people's travel that Total Mobility is not addressing is long distance and inter-regional travel. There are very few accessible inter-regional transport services in New Zealand. Most of them are coaches and aeroplanes, run by private sector operators with no subsidies for disabled people. There are no wheelchair-accessible inter-regional buses in New Zealand, and air travel is prohibitively expensive for many people.

People report that the mechanism for booking Total Mobility can be difficult compared to booking a non-Total Mobility trip with a rideshare app such as Uber. The advantages of app-based booking include knowing where the driver is (and therefore having confidence that they will show up) and being able to book without talking to someone. There are other advantages of app-based ride services unrelated to booking, including

[5] https://www.nzta.govt.nz/assets/resources/total-mobility-council-guide/Total-mobility-scheme-local-authorities.pdf, p16

[6] Total mobility scheme: policy guide for local authorities – July 2023 edition (nzta.govt.nz)

knowing the fare in advance, not having to deal with cards or cash in the vehicle, having receipts automatically available, and transparent feedback ratings for drivers.

People have also reported difficulties using their Total Mobility card in a region that is different from where it was issued. That is, when people travel away from their home, they sometimes have trouble having their card accepted for taxi trips in different locations.

What we think about booking a trip

Many of the problems related to booking a trip are problems of undersupply of Total Mobility services, both overall, and at certain times of the day, week and year. The nature of the scheme means most customers use it rarely (once or twice per week or less), but in flexible and reliable ways. Customers become frustrated when they cannot book a ride.

Some of these problems could be reduced if there were more Total Mobility providers, with more vehicles dedicated to Total Mobility. More use of technology by Total Mobility providers would be useful for the practical aspects of booking a trip. Customers appreciate being able to see where their driver is, and to have the accessibility features that technology provides (such as audible information or print and images on a device that has been set up to be accessible for them, for example).

We think that Total Mobility providers should be supported to provide travel that suits the needs of all customers. We think that this issue relates to feedback (see Section 9) because providers and government do not necessarily hear about the challenges that customers have with booking a trip. We think that there should be accountability for providers to report on their hours of operation, on requests for trips that are not delivered, and on unmet demand more broadly so that providers can be better supported to meet customers' needs for mobility.

In the longer term we think that the Total Mobility scheme might be more accessible if it were run by not-for-profit provider or providers, rather than being run for-profit. A single not-for-profit provider could provide drivers according to needs of passengers. Some community transport providers operate this way in New Zealand already, but they are not typically funded by government to meet people's needs for all kinds of trips. More flexibility in the kinds of organisations that can receive Total Mobility funding might help to improve the accessibility of long-distance and inter-regional travel in New Zealand.

Survey questions: Booking a Total Mobility trip

Do you think that issues related to booking a trip and availability of taxies should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about booking a Total Mobility trip?

6 Booking a wheelchair-accessible trip

People who need to book a wheelchair-accessible taxi typically need to book further in advance than people who do not use a wheelchair. People who cannot transfer from their wheelchair to another seat need to travel in a vehicle with a wheelchair hoist, that is, a secure system that lifts or pulls a person and their wheelchair into the vehicle.

When someone who needs a hoist uses a Total Mobility taxi, the provider can claim a payment from the government as a contribution towards their trip. The payment is currently $10 per trip, per passenger using the hoist. There are conditions related to claiming the wheelchair hoist payment, including that the taxi meter cannot be running while the passenger is getting into and out of the vehicle.

Taxi providers can access funding to purchase wheelchair-accessible vehicles, including to modify a vehicle to install a hoist.

Drivers of wheelchair-accessible vehicles must be trained as follows[7]:

The transport operator will ensure that all drivers of wheelchair accessible vehicles are trained in:

• NZQA unit standard 1748 (Passenger service: demonstrate skills required to assist passengers with special needs), and

• NZQA Unit Standard 15165 (Transport passengers in wheelchairs using Total Mobility vehicles equipped with hoist or ramp), or

• Regional council-approved training courses to an equivalent standard)

What people have told us about booking a wheelchair-accessible trip

People who use a wheelchair report more problems, with more serious consequences, than people who do not use a wheelchair. There is a shortage of wheelchair-accessible taxis, they are often booked out at school pick-up and drop-off times. They are rarely available later in the evening and at night, because many operators choose not to run at those times. People who need a wheelchair-accessible taxi are least likely to have other choices for the way they move around. We have been told stories of people stranded for hours because taxis are unavailable. Some people report that the only wheelchair-accessible way to get home from a night out in much of New Zealand would be by ambulance. There is no evidence to suggest that this is occurring, however, the feedback demonstrates the severely limited transport choices available to people in wheelchairs. The lack of alternatives is why the issue of wheelchair-accessible transport is so important.

There are very few wheelchair-accessible taxis in rural areas. Some small towns have wheelchair-accessible community transport options, but they are not widespread. Therefore, people who use wheelchairs, and live in remote or rural parts of New Zealand, tend to have very limited transport choices.

Feedback from taxi providers suggests that the grants to purchase wheelchair-accessible vehicles do not cover the cost. The grants differ around the country. Feedback from disability advocates suggests that the grants are not sufficient in amount per vehicle, or overall, because if they were, then there would be more wheelchair-accessible taxis in operation and customers would not report so many problems booking a wheelchair-accessible trip.

What we think about booking a wheelchair-accessible trip

We think that in the short term, more financial incentives for taxi providers to own and operate more wheelchair-accessible vehicles would help to increase their supply. More wheelchair-accessible vehicles would improve travel choice for people who use a wheelchair. We think that the grants that are available to providers to purchase wheelchair-accessible vehicles, and the grant to provide a trip for someone who uses a wheelchair, should reflect the actual costs. The grants should also be indexed to inflation.

In the longer term, more support for community transport could help to address supply problems. People who use wheelchairs often have few choices because other transport modes (including footpaths and road

[7] https://www.nzta.govt.nz/assets/resources/total-mobility-council-guide/Total-mobility-scheme-local-authorities.pdf, p16

crossings, and public transport) are not accessible for them. These issues are out of the scope of this review although they do affect demand for Total Mobility. The system challenges and opportunities related to wheelchair-accessible travel are discussed in Section 10.

Survey questions: Booking a wheelchair-accessible trip

Do you think that issues related to booking a wheelchair-accessible trip should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about booking a wheelchair-accessible trip?

7 Taking a trip

The Total Mobility journey is typically a door-to-door service. Trained drivers meet the passenger. The passenger gets into the vehicle, they travel to the destination, and the passenger pays for the trip and gets out.

What people have told us about taking a trip

The main challenges people report about making a trip are related to the experience of being picked up and dropped off. Some people need to be collected at a specific place that is accessible to them. Some people cannot easily change their pickup location – for example, a blind person cannot see if a driver is waiting across the street, and a person using a wheelchair cannot always cross grass or gravel to get to a parked taxi.

One of the challenges with taxi services is that they are often 'kerb to kerb' rather than 'place to place'. Some people would benefit from being met inside a building or at the front door, rather than in a driveway or on the street. Equally, some people benefit from being accompanied into a building at their destination, rather than being dropped off on the kerb. In some cases, people will travel with someone else to help them travel right to their destination, but not everyone has that option all of the time.

A significant problem with Total Mobility trips is that some people are refused a ride, at the point where the driver sees them (see Section 9, Feedback and Complaints). Denying a passenger because they have a guide dog, or use a wheelchair, for example, are breaches of human rights legislation. Nevertheless, disabled people report that these kinds of experiences are not uncommon.

Another aspect of taking a trip that people have told us about is the environmental impact of being driven, in contrast to the environmental benefits of making a trip by mainstream, scheduled public transport services. Some customers report that they would prefer to take their trips in more sustainable ways, but accessibility barriers mean that for some trips, Total Mobility is their only choice.

What we think about taking a trip

Some of the challenges associated with accessible pickup (and drop off) locations could be solved with more use of technology by Total Mobility providers. Some customers report that for some trips, they prefer to pay for Uber instead of Total Mobility because of the certainty of knowing where they might be picked up, as well as having accessible ways to communicate with their driver.

Challenges related to customers being denied a trip could be addressed with stronger feedback loops through complaints to providers, to councils and to NZTA Waka Kotahi. Accountability for customer satisfaction and information about trips that people make could be reported and collated to be analysed at a national level. Surveys of customers could be used to understand when they do not make a trip, and whether anything about the Total Mobility scheme made their travel difficult, or impossible.

Some Total Mobility services include accompanied trips, where passengers can be met where it suits them and dropped off inside a building. However, they usually cost a customer more than an equivalent taxi trip that is kerb to kerb. Equally, there is a cost to individuals and families where a family member (or in some cases, a paid carer) travels with someone on their Total Mobility trip. The more inclusive and accessible Total Mobility is, the fewer customers will need to have someone accompany them on a trip.

Survey questions: Taking a trip

Do you think that issues related to taking a trip should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about taking a Total Mobility trip?

8 Paying for a trip

Total Mobility currently costs passengers 75% of the market taxi fare, up to a fare cap, and 100% of any fare that exceeds the cap. The 75% subsidy was increased from 50% in 2021.

The cap varies around New Zealand, from a cap of $15 in Tokoroa, to $80 in Auckland. Approximately 14% of trips currently exceed the fare cap.

Passengers usually pay at the end of their trip, with cash or a bank card.

What people have told us about paying for a trip

Total Mobility customers are a very diverse group. Some customers report that affordability is not an issue for them. However, those customers are in the minority. Customers overwhelmingly appreciate the 75% subsidy. It has made transport more affordable for many people.

Despite the 75% subsidy, Total Mobility costs are a barrier for many disabled people, with some describing them as the main barrier to using Total Mobility. Many customers say that cheaper fares would mean they would use Total Mobility more (bearing in mind that the average customer uses Total Mobility once per week).

Although cost is not the only barrier to using Total Mobility, it is a significant part of the reason some people do not use the service. Disabled people have, on average, lower incomes than other groups, with transport costs making up a bigger proportion of day-to-day expenses.

What we think about paying for a trip

It is clear that customers value the Total Mobility service and most accept that it has a cost. We believe that the 75% subsidy is appropriate. It makes Total Mobility trips reasonably affordable for most customers. It also recognises that the door-to-door service provided by Total Mobility is more valuable than an equivalent public transport trip.

Affordability cannot be divorced from people's ability to afford access to what they need. A 75% subsidy remains more expensive than the equivalent bus fare. In conjunction with a continued 75% Total Mobility subsidy for taxis, we recommend that public transport authorities consider the accessibility and affordability of public transport in their regions, particularly for disabled people.

Some regions already operate accessibility concessions for mainstream public transport. Waikato and Bay of Plenty Regions have full concessions for disabled people. This means that buses (and the Te Huia train in Waikato) are free for qualifying passengers, and in some cases an accompanying person[8],[9]. There is a 50% discount for disabled people to use public transport in Wellington[10], and a concession of at least 40% in Auckland[11].

Survey questions: Paying for a trip

Do you think that issues related to the cost to customers of Total Mobility, that is, paying for a trip, should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about paying for a Total Mobility trip?

[8] https://www.busit.co.nz/fares/accessibility-concession/

[9] https://faqs.baybus.co.nz/hc/en-nz/articles/360003899635-Accessibility-and-plus-one-concession

[10] https://www.snapper.co.nz/accessible-concessions/

[11] https://at.govt.nz/bus-train-ferry/at-hop-card/card-concessions-discount-fares/accessible-concession

9 Feedback and complaints

Feedback and complaints about Total Mobility are collected by regional public transport authorities (including regional councils, unitary authorities, and Auckland Transport). Some feedback is collected by individual taxi operators or even drivers. There is no known central collation of feedback of complaints.

What people have told us about feedback and complaints

Satisfaction with the scheme is high on average, but there are some serious issues that have not been resolved. Customers report that it is not always clear how to give feedback about the scheme. Some customers do not know that the scheme is administered by a public transport authority. Feedback that is given directly to Total Mobility providers is not necessarily reviewed by the relevant public transport authority.

Most people who use Total Mobility do not have many other choices for travel, so when they have a problem, it is hard for them to simply choose a different travel mode. Some problems with Total Mobility reported by customers include:

- Blind customers being overcharged, either by drivers traveling further than necessary, or simply charging customers more than the meter display
- Customers being refused pickup because they have a guide dog, mobility or service dog
- Customers being refused pickup because they use a wheelchair, even when they can self-transfer from the wheelchair to the passenger seat
- Drivers not showing up, despite rides being booked well in advance
- The overall unreliability and inflexibility of Total Mobility taxis

What we think about feedback and complaints

We recommend that the mechanisms for complaints and feedback are elevated within government, so that they are part of NZTA Waka Kotahi planning and reporting on Total Mobility. One way to do that would be a centralised Total Mobility complaints contact service, where feedback could be collected in accessible ways, and reported back so that individual and systemic issues could be addressed.

We also think that Total Mobility providers could be required to report on feedback that they receive, including compliments, so that the scheme can continue to be improved.

We think that one of the problems with the Total Mobility scheme is that it seems to exist outside of mainstream transport planning, and separate from public transport planning and operations. The staff who administer the scheme on behalf of councils are not equipped to make system-level changes that could address problems and improve the experience of customers. We discuss this issue further in Section 10.

Survey questions: Feedback and complaints

Do you think that issues related to feedback and complaints should be one of the most important areas of focus for the Total Mobility scheme review?

Do you have any other comments about Total Mobility feedback and complaints processes?

10 System challenges and opportunities

Transport options other than Total Mobility are outside of the scope of this review. However, if other transport choices were more accessible, people would rely less on Total Mobility. Therefore, demand for Total Mobility is affected by the availability, accessibility, affordability and reliability of other choices.

We recommend that stakeholders focus their contributions to Total Mobility itself, as described in the previous sections of this document. However, any feedback that the public have on transport other than Total Mobility will be received and reported on.

Some other areas of transport that affect people's travel, and therefore demand for Total Mobility, include:

Walking, including with mobility aids: Access to footpaths and road crossings is necessary for many journeys, including to access public transport. We know that footpaths and road crossings are not universally accessible, and that more could be done to prioritise improving them.

Cycling and micromobility: For many people, including many disabled people, cycles and scooters are a valued transport mode. We know that our networks of cycle paths and other infrastructure are not comfortable or inclusive of everyone.

Public transport: Buses, trains and ferries are a crucial transport service for many people, but they are not always available. When they are available, they are not always accessible, reliable, affordable or dignified modes of transport. More could be done to identify barriers to people's use of public transport.

Community transport: Volunteer-based driver schemes exist throughout New Zealand and are the only option that many people have to access important trips, such as long distance trips to hospital appointments. Government support for community transport varies around the country and could be improved to meet many people's needs for important travel. People living in remote or rural places benefit particularly from community transport, but it is also an important part of the transport system in towns and cities.

Parking: Accessible pickup and drop off is one reason that some people use Total Mobility, because if they cannot rely on an accessible car park, they cannot make the trip. Many people, including a high proportion of disabled people, rely on car travel, either as a driver or passenger. Travel by car requires accessible parking. Many disabled people need a car park close to their destination. There are a lot of challenges with mobility parking, including variable supply and quality in terms of who can use the parking spaces.

Transport policy challenges: Many of these issues relate to each other. These problems highlight gaps in delivering an inclusive transport system that meets all people's needs for how they want and need to travel around. A stronger focus on inclusive access in transport policy could help to deliver a better return on the government's investment in transport, by giving all people options that are cost-effective both for them, and for government.

A related policy issue is the overlap of inclusive and sustainable transport policy. Increasingly, people would like to travel in sustainable ways, including walking, cycling and using public transport. Total Mobility is not the most environmentally sustainable way to move individuals around, so more investment in inclusive walking, cycling and public transport could improve both the affordability, and sustainability of transport as a whole.

11 Next steps

We are now collating feedback from those who have received this discussion paper on its content and the questions it poses.

A plain English summary of this discussion paper is available. Accessible formats of this discussion paper and the plain English summary are available, or in development.

Public feedback on this discussion paper and the broader Total Mobility review is being sought until mid-May 2024. Surveys to gather feedback are available, and are also being translated into accessible formats.

We look forward to hearing from you.

MRCagney

Document 3

Options to manage Total Mobility funding pressures

28 July 2025

V1.1

More information

NZ Transport Agency Waka Kotahi
July 2025

If you have further queries, call our contact centre on 0800 699 000 or write to us:

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Wellington 6141

This document is available on NZTA's website at www.nzta.govt.nz

Contents

1 Introduction

1.1 Purpose

The purpose of this report is to provide evidence-based data projections to help Public Transport Authorities (PTAs) manage current Total Mobility (TM) funding pressures.

1.2 Scope

The following options have been identified for analysis.

- **Level of subsidy** - identify potential cost savings for each PTA due to changes in demand resulting from reduced subsidy levels (e.g. 75% to 50%)
- **Trip caps** - identify potential cost savings for each PTA from different trip capping scenarios, including feasibility to implement trip capping (noting that 75% of funding is used by 20% of the users).
- **Fare caps** - identify potential cost savings for each PTA from different maximum fare levels (fare caps), including impact on demand.

This analysis has not considered client assessments. Further work is required for this option to identify any opportunities for PTAs to manage assessments and the number of users entering and remaining in the scheme.

The analysed options focus on potential funding impacts and the feasibility of implementing changes within existing policies and systems.

While the outcome of each option analysed may result in reduced demand due to increased cost to the user, no analysis has been conducted to determine the benefit-cost ratio of the current TM scheme, impact on users or whether the benefits outweigh the increasing costs.

2 Background

The Total Mobility (TM) scheme assists eligible people with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation. This assistance is provided in the form of subsidised door to door transport services in locations where the scheme has TM transport providers. The scheme is currently funded by NZTA, PTAs and the Crown (Community Connect).

The subsidy in place is currently 75% of a fare, up to a fare cap determined by each region. The 75% subsidy is currently made up of 50% from the NLTF and local share (split 60:40) and 25% from Crown appropriation (Community Connect). Users pay the remaining balance of the fare.

In 2023/24 FY there were:

- 107,000 registered Total Mobility users
- 2.6 million Total Mobility trips across New Zealand.
- 270,922 Total Mobility wheelchair accessible trips were made.

The number of users increased 40 percent over the last five years, and this growth is expected to increase with our ageing population and associated age-related impairments. This level of demand will outstrip current and projected levels of funding. For those regions that have a shortfall in 2024-25 FY alone this is projected at $10 million (table 2) from the NLTF and local share combined. As a consequence the analysis in this report considers options to help manage increasing funding pressures.

2.1 What is causing cost pressures?

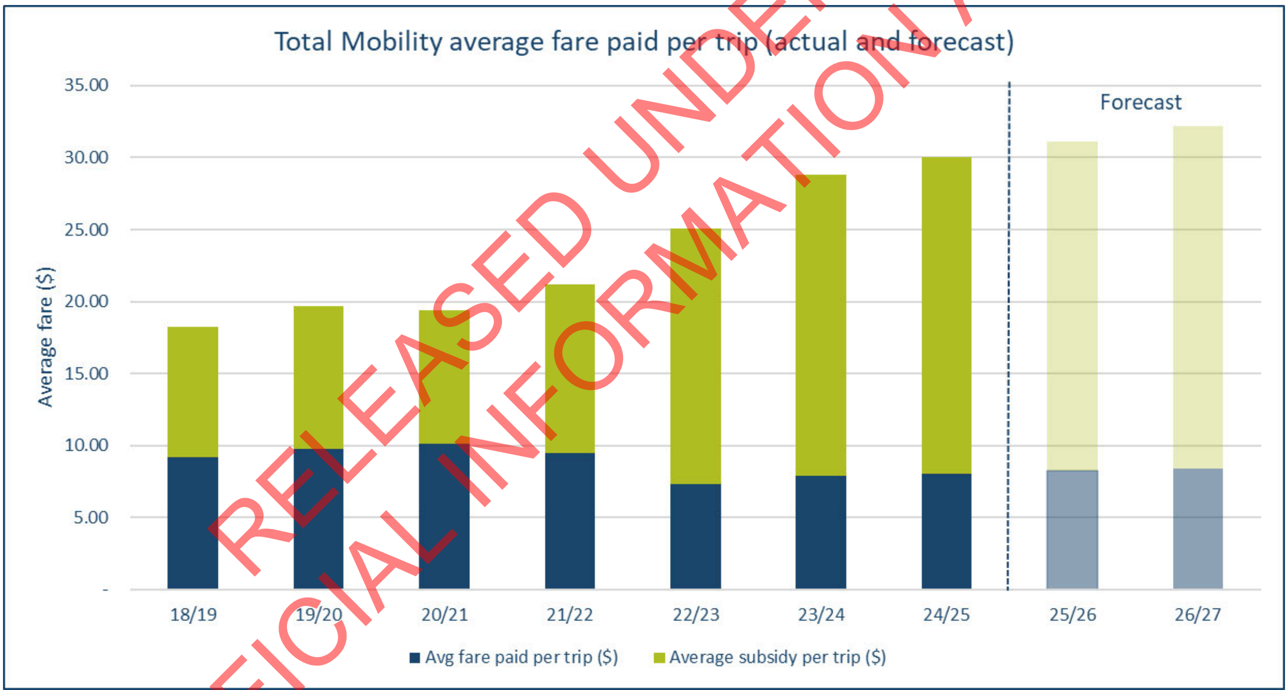
The Total Mobility scheme is facing increasing cost pressures due primarily to increasing **transport costs** (including increased fuel costs and distance travelled) and a significant increase in **user demand** from historic levels.

Transport costs

Starting with the introduction of half-price fares in April 2022 (increasing the discount from 50% to 75%), the average price of trips increased from around $20.00 (in 2021/22) to $30.00 (in 2024/25) a rise of 50% over a 3-year period, or 15% annual average growth in prices, well above inflation.

While the price of a trip has increased, the average fare paid by users per trip has not materially changed given the increase in discount in 2022/23; growth in total average fare since then appears to be entirely due to a higher average subsidy paid per trip.

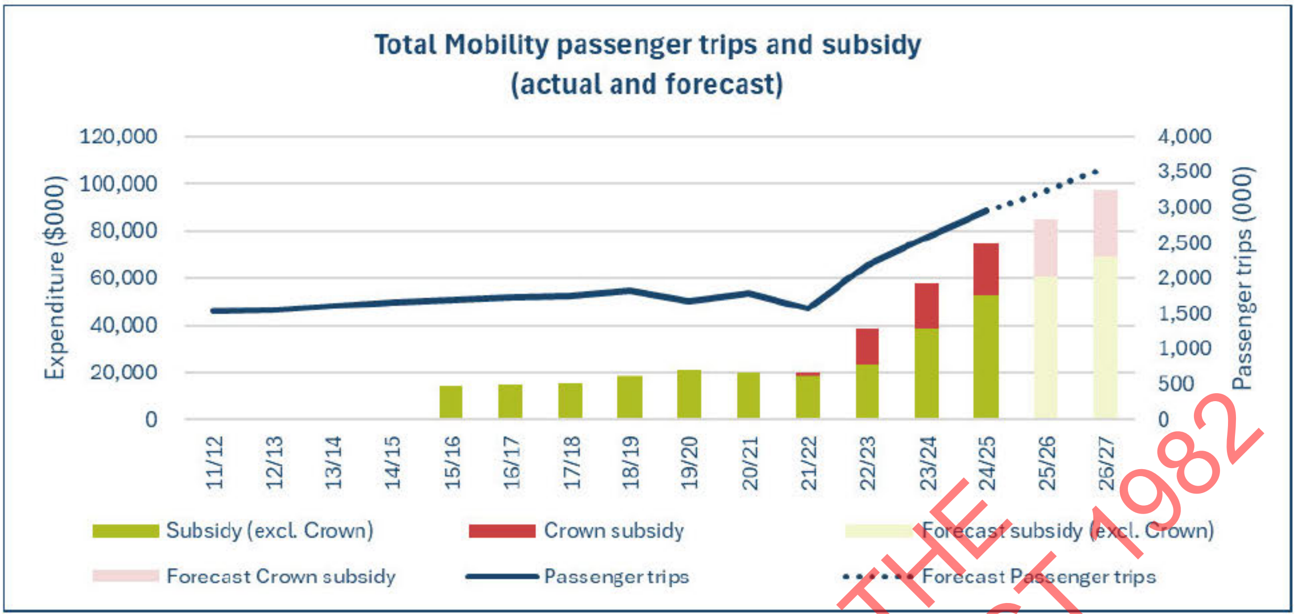
Figure 1: Total Mobility average fare paid and subsidy per trip (actual and forecast)



User demand

The increase in demand corresponds with the government introduction of half-price fares in April 2022. Demand has increased from 1.8 million trips in 2018/19 (the last full year before covid) to 2.6 million trips in 2023/24. This an increase of 8.3% per annum over this period, compared to 2.3% per annum for the same period up to 2018/19.

Figure 2: Total Mobility passenger trips and subsidy (actual and forecast)



The Crown funded portion (the 25% additional subsidy) has driven considerable growth in demand from 2022/23, which has subsequently created significant increases in NLTF and local share costs to a level that is unsustainable at current and increasing rates of demand for TM.

The NLTF and local share components are expected to be over budget by more than $10 million for 2024/25 FY alone.

In the event that no changes to system settings are made, and at current levels of demand, TM would require an additional $60 million over existing budgets from NLTF, local share and Crown funding combined, over the next 3 years.

2.2 How are cost pressures impacting regions?

Table 1 provides a summary of forecast expenditure for the 2024/25 financial year by public transport authority.

Table 1: Forecast expenditure by region for 2024/25

		Forecast expenditure					
	Passenger trips (000)	Fare revenue ($000)	Fare subsidies ($000)	Overheads ($000)	Total subsidy ($000)	Total expenditure ($000)	Private revenue ratio (%)
Auckland	760	9,400	24,201	3,630	27,831	**37,231**	25.2%
Canterbury	538	4,439	14,383	2,157	16,540	**20,980**	21.2%
Wellington	436	2,977	8,090	1,214	9,304	**12,280**	24.2%
Horizons	269	1,307	2,693	404	3,097	**4,404**	29.7%
Hawkes Bay	153	900	2,615	392	3,007	**3,908**	23.0%
Otago	140	988	2,843	427	3,270	**4,258**	23.2%
Waikato	139	859	2,005	301	2,305	**3,165**	27.2%
Invercargill	106	473	1,625	244	1,869	**2,343**	20.2%
Bay of Plenty	143	934	2,640	396	3,036	**3,969**	23.5%
Taranaki	65	375	986	148	1,133	**1,509**	24.9%
Nelson-Tasman	60	329	841	126	967	**1,297**	25.4%
Northland	48	301	824	124	948	**1,248**	24.1%
Marlborough	44	157	433	65	498	**655**	24.0%

West Coast	23	94	338	51	389	**483**	19.4%
Gisborne	19	233	100	15	115	**348**	67.0%
	2,943	**23,767**	**64,616**	**9,692**	**74,309**	**98,076**	**24.2%**

As per Table 2, forecasts show seven regions with a funding shortfall in 2024/25 of greater than 5% across the NLTF and local funding share, with a shortfall nationally of up to $10 million. This shortfall is split 60:40 between the NLTF and local government share. The most significant funding gaps are in Auckland, Canterbury, Wellington, Otago and Bay of Plenty.

Table 2: Forecast demand and expenditure by region for 2024/25

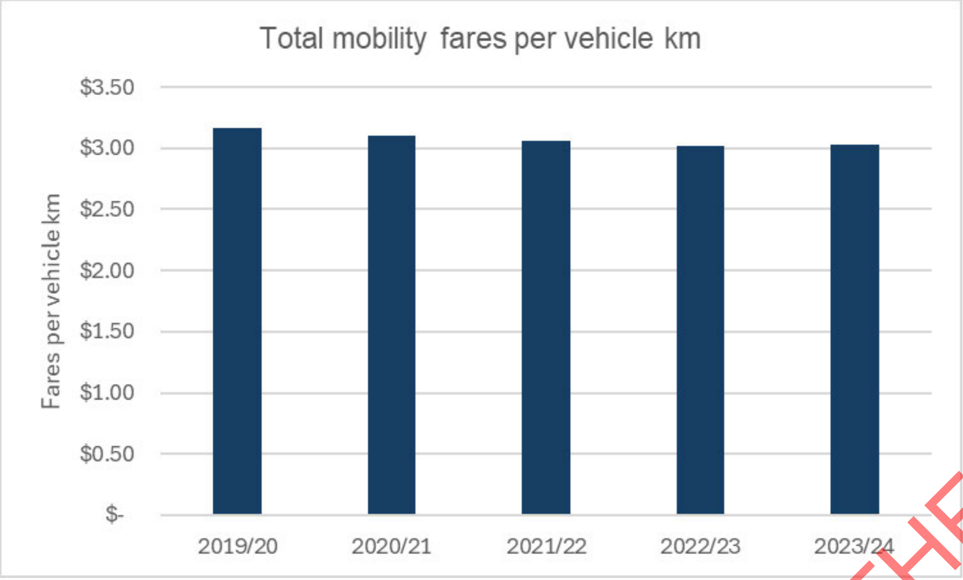
Region	Crown funding					NZTA + Local share					Total shortfall
	Budget	Forecast	Diff #	Diff %	Shortfall	Budget	Forecast	Diff #	Diff %	Shortfall	
Auckland	9,350	8,067	-1,283	-13.7%	-	15,956	19,764	3,808	23.9%	3,808	3,808
Canterbury	4,672	4,794	123	2.6%	123	8,837	11,746	2,909	32.9%	2,909	3,032
Wellington	2,928	2,697	-232	-7.9%	-	5,032	6,607	1,575	31.3%	1,575	1,575
Horizons	947	898	-49	-5.2%	-	2,095	2,199	104	5.0%	104	104
Hawkes Bay	833	872	39	4.7%	39	2,601	2,136	-466	-17.9%	-	39
Otago	928	948	20	2.2%	20	1,431	2,322	891	62.3%	891	911
Waikato	768	668	-100	-13.0%	-	1,721	1,637	-84	-4.9%	-	-
Invercargill	539	542	3	0.6%	3	1,146	1,327	182	15.9%	182	185
Bay of Plenty	782	880	98	12.6%	98	1,672	2,156	484	28.9%	484	582
Taranaki	434	329	-105	-24.2%	-	888	805	-83	-9.4%	-	-
Nelson-Tasman	249	280	31	12.4%	31	786	687	-99	-12.6%	-	31
Northland	290	275	-16	-5.4%	-	657	673	16	2.5%	16	16
Marlborough	185	144	-41	-22.1%	-	300	353	53	17.8%	53	53
West Coast	124	113	-12	-9.4%	-	263	276	13	5.0%	13	13
Gisborne	95	33	-62	-65.0%	-	212	82	-131	-61.6%	-	-
Total	**23,124**	**21,539**	**- 1,585**	**-6.9%**	**314**	**43,597**	**52,770**	**9,173**	**21.0%**	**10,036**	**10,350**

2.3 What is happening with costs?

We expected to see increasing costs (fares) per kilometre over time, reflecting increasing operating costs for the Total Mobility scheme. This does not appear to be the case, with little to no change in fare per km. This would suggest that all of the pressure in costs is coming from increasing volumes of users, rather than higher operating costs. Ongoing work will be undertaken to validate this in the future.

At a regional level, the results are more nuanced, with some regions showing increases and others decreases. Regional measures, including costs, are presented in more detail in Appendix A of this report.

Figure 3: Total Mobility passenger fares per vehicle kilometre



2.4 What is happening with demand?

Elasticity of demand refers to the sensitivity of users to changes in prices. High elasticity, or elastic demand, suggests that a small change in price will lead to a large change in usage, while low elasticity, or inelastic demand, suggests that demand will remain stable despite price changes.

In the case of Total Mobility, the subsidy change in April 2022 reduced prices for users by effectively 50%. Comparing the number of total mobility trips for the year ended March 2022 with the year ended March 2023, there was a 37% increase in trips. If we assume that all of that change in trips was due to the subsidy, this implies an elasticity of 0.7.

This number is indicative only. There are a few reasons why the true elasticity of total mobility users is harder to pin down:

- In 2022 it is likely that COVID was still affecting Total Mobility, which may have made an impact on user demand separate from the subsidy effect. Likewise, this scheme was introduced alongside half price public transport fares, which also shifted the public transport landscape at this time.
- Other factors, such as seasonal, holiday or weather effects could be affecting the number of trips, and these haven't been analysed or accounted for.
- Historical data is messy due to long-term quality issues which makes trends difficult to interpret.

That said, our initial analysis suggests that elasticity for total mobility users is likely to be slightly inelastic, somewhere between 0.5 and 1.0. This would mean a 50% fall in prices would lead to a corresponding 25% to 50% increase in user volumes; and a 50% rise in prices would lead to a corresponding 25% to 50% fall in user volumes.

2.5 How have demand and costs been affected by the change in subsidy?

Demand for the scheme has increased substantially from historic levels following the increased subsidy level. Since 2018/19 demand and costs have increased over 8% per annum compared to just over 2% per annum for the same number of years up to 2018/19.

3 Funding levers

We have explored the potential impact of three different levers on current funding pressures. We have sought to identify for each region the extent of change each lever can create to the required funding vs current budget.

- **Level of subsidy** - identify potential cost savings for each PTA due to changes in demand resulting from reduced subsidy levels
- **Trip caps** - identify potential cost savings for each PTA from different trip capping scenarios, including feasibility to implement trip capping
- **Fare caps** - identify potential cost savings for each PTA from different maximum fare levels (fare caps), including impact on demand

There are other potential levers, such as managing client assessment, that have not been analysed at this time. We have also not looked at levers associated with the wider policy settings of the scheme as these would need to be considered in the context of the Ministry of Transport review.

Our analysis shows that the most feasible lever in the shorter term that would impact on current funding pressure is reducing the level of subsidy.

Note on Modelling:

The potential impact of levers was modelled through data from two sources:

- summary data entered as part of a monthly data collection from PTAs
- detailed reporting of data claimed in the RideWise system.

The quality of the data from both sources has raised concerns and we consider that neither source is a perfectly accurate depiction of reality. This has made modelling the impacts of changes to funding levers difficult. Where possible we have drawn inferences from broad trends rather than specific years or results. Consequently any published data below as indicative rather than definitive.

Further work is required to better understand and rectify errors and inconsistencies identified in the data.

3.1 Level of subsidy

The level of subsidy refers to the discount each client received. Prior to April 2022 the discount was 50% of the fare up an a regionally specified limit. The discount was increased to 75% in April 2022 (as part of the half price scheme).

3.1.1 Analysis

This lever is projected to have the biggest impact on managing ongoing NLTF and local share costs i.e. is to reduce the overall subsidy level from the current 75%.

The TM subsidy increased from 50% to 75% of a fare cap in April 2022. The impact of the additional discount had a significant impact on demand and cost, with an essential halving of fares

- this allows passengers to travel twice as much for the same cost to themselves. Based on the increase in demand this appears to be what has occurred.

3.1.2 Scenarios

Reducing the subsidy will affect TM in two ways:

- By reducing overall costs by lowering the total outlay of fare subsidies
- By increasing the costs of trips and hence dampening demand for TM services.

We have run three scenarios to reflect potential demand elasticities, at 0.3, 0.5 and 0.7, and present results in a range.

For all scenarios, modelling the potential impacts of reverting the subsidy back to 50% shows that the significant reduction in the amount of subsidy paid (and consequent increase in fare prices) will greatly reduce the number of trips and more than balance overall funding – more than what is needed. As such, we have looked at alternative subsidy levels and their impacts at a regional basis.

The full findings of the scenario analysis is presented in Appendix B.

3.1.3 Feasibility

Changing the level of subsidy for all PTAs at the same time would take 3-4 months to implement and approximately $10,800.00 plus GST in development costs. In this scenario all regions have the same level of subsidy.

To enable the implementation of different discounts however is more complex and would cost approximately $100,000 and take up to 6 months to implement. In this scenario for example, region A may be at 50% and region B at 75%.

The earliest that any development could commence would likely be in quarter two of the 2025-26 financial year leading to an implementation date no earlier than January 2026.

3.1.4 Impact

Based on current PTA budgets the level of discount doesn't need to reduce all the way to 50% to manage funding pressures. The following table shows the level of discount that would be required for each region to set the funding shortfall seen in current budgets to zero. As noted above however any change will require resources to implement.

Table 3: Potential target subsidy ranges by region

Region	Potential target subsidy range
Auckland	66% - 69%
Canterbury	70% - 72%
Wellington	66% - 69%
Horizons	61% - 66%
Hawkes Bay	75%[1]
Otago	62% - 67%
Waikato	75%[1]
Invercargill	75%[1]
Bay of Plenty	65% - 69%
Taranaki	75%[1]
Nelson-Tasman	75%[1]
Northland	75%[1]
Marlborough	71% - 72%
West Coast	75%[1]
Gisborne	45%[2]- 57%[2]

1 Where there is no current regional funding shortfall, potential target subsidy is set to 75% (no change).

2 Gisborne's result need to be treated with caution, as there are data quality issues to be resolved.

Full regional summaries of a range of potential subsidy rates (50%, 65% and 70%) for the three elasticity scenarios are presented in Appendix B.

3.2 Trip caps

Trip caps refer to the limiting the number of trips that can be undertaken during a particular time-period, e.g. daily, weekly or monthly. Trips caps are not currently implemented, although clients are asked to estimate their usage when being assessed for access to the TM scheme.

3.2.1 Analysis

As mentioned above, note that there are identified inconsistencies in the data which makes modelling challenging. Consequently the results below are indicative rather than definitive.

Capping the number of trips a TM client can take in any given day, week or month is an option available to PTAs, however this has not been implemented, as doing so may be perceived as contradicting the intentions of the scheme.

On an annual basis, for the year ended February 2025, clients took 51.2 trips on average. However, there is a small group of frequent users.

Table 4 shows that the 20% of highest-use clients account for around 75% of the total subsidy of the scheme. These are the use group that trip caps would most likely target.

It is likely that these users are utilising mobility services at a greater volume because they have higher needs. Any implementation of a trip cap will disproportionately affect this group. Getting the balance between meeting the needs of clients and managing funding pressures is a fine one.

Figure 4: Cumulative subsidy for Total Mobility, with clients ranked from most to least trips per day

Overall though, high-frequency users make up a relatively small part of all users.

- In 92% of cases, no more than 2 trips occurred in a day.
- In 87% of cases, no more than 6 trips occurred in a week.
- In 84% of cases, no more than 20 trips occurred in a month (representing 2.5 return trips a week).

3.2.2 Scenarios

We consider a range of different scenarios, applied on the 2024/25 financial year, with estimates of the effects on trips and fares, and the affected funding shortfall.

The scenarios used include:

- A cap on trips per day (2,4)
- A cap on trips per week (6,8,10,14)
- A cap on trips per month (20,30.40)

Note that modelling did not consider any substitution effect, for example clients redistributing their existing trips to meet trip cap limits over time. This will have the impact of raising costs and partially mitigating any savings effects.

3.2.3 Feasibility

The current TM administration system does not support the introduction or enforcement of trip capping. The current system relies on the bulk uploading of transactions on a daily basis and therefore would not support daily caps without significant changes to the in-vehicle systems and administration system. There could be the potential for weekly and/or monthly caps with changes to the configuration of the TM administration system but therefore would be a cost and timeframe associated with this. It is recommended that any changes to trip caps be included in the renewed system and therefore completion would not be possible prior to July 2026.

Implementing a trip cap per person would require significant system change and investment from PTAs to facilitate this parameter within the existing TM administration system, requiring 4-6 months led in time.

3.2.4 Impact

The evidence suggests that projected savings from implementing this option would not significantly impact demand for most users and does not significantly affect expenditure or reduce budget deficits.

National estimates are presented by the type of cap (day, week or month) below:

Table 4: Trip Caps, day cap scenarios

Measures	2024/25 estimate	Scenario, 2 max trips a day		Scenario, 4 max trips a day	
		Result	% diff from 2024/25	Result	% diff from 2024/25
Number of trips (000)	2,901	2,806	-3.3%	2,894	-0.2%
Fare subsidy ($m)	$ 64.2	$ 62.0	-3.4%	$ 64.0	-0.3%
Fare paid ($m)	$ 23.4	$ 22.7	-3.1%	$ 23.4	-0.2%
Fare subsidy per trip ($)	$ 22.1	$ 22.1	-0.1%	$ 22.1	-0.1%
Fare paid per trip ($)	$ 8.1	$ 8.1	0.2%	$ 8.1	0.0%
Total subsidy shortfall ($m)	-$ 10.36	-$ 5.30		-$ 7.57	

Note: excludes Gisborne and West Coast.

Table 5: Trip Caps, week cap scenarios

Measures	2024/25 estimate	Scenario, 6 trips a week		Scenario, 8 trips a week		Scenario, 10 trips a week		Scenario, 14 trips a week	
		Result	% diff from 2024/25	Result	% diff from 2024/25	Result	% diff from 2024/25	Result	% diff from 2024/25
Number of trips (000)	2,901	2,765	*-4.7%*	2,835	*-2.3%*	2,867	*-1.2%*	2,890	*-0.4%*
Fare subsidy ($m)	64.2	$ 60.6	*-5.5%*	$ 62.4	*-2.7%*	$ 63.2	*-1.5%*	$ 63.8	*-0.6%*
Fare paid ($m)	23.4	$ 22.3	*-4.7%*	$ 22.9	*-2.2%*	$ 23.2	*-1.1%*	$ 23.4	*-0.4%*
Fare subsidy per trip ($)	$ 22.1	$ 21.9	*-0.9%*	$ 22.0	*-0.5%*	$ 22.1	*-0.3%*	$ 22.1	*-0.2%*
Fare paid per trip ($)	$ 8.1	$ 8.1	*0.0%*	$ 8.1	*0.0%*	$ 8.1	*0.0%*	$ 8.1	*0.0%*
Total subsidy shortfall ($m)	-$ 10.36	-$ 3.71		-$ 5.77		-$ 6.69		-$ 7.33	

Note: excludes Gisborne and West Coast.

Table 6: Trip Caps, month cap scenarios

Measures	2024/25 estimate	Scenario, 20 trips a month		Scenario, 30 trips a month		Scenario, 40 trips a month	
		Result	% diff from 2024/25	Result	% diff from 2024/25	Result	% diff from 2024/25
Number of trips (000)	2,901	2,735	*-5.7%*	2,835	*-2.3%*	2,872	*-1.0%*
Fare subsidy ($m)	64.2	$ 59.8	*-6.8%*	$ 62.4	*-2.8%*	$ 63.3	*-1.4%*
Fare paid ($m)	23.4	$ 22.1	*-5.8%*	$ 22.9	*-2.3%*	$ 23.2	*-1.0%*
Fare subsidy per trip ($)	$ 22.1	$ 21.9	*-1.2%*	$ 22.0	*-0.6%*	$ 22.0	*-0.4%*
Fare paid per trip ($)	$ 8.1	$ 8.1	*0.0%*	$ 8.1	*0.0%*	$ 8.1	*0.0%*
Total subsidy shortfall ($m)	-$ 10.36	-$ 2.75		-$ 5.68		-$ 6.77	

Note: excludes Gisborne and West Coast.

Even with the strictest scenario (20 trips a month cap), overall savings would not be sufficient to reduce costs enough to make a significant long-term impact (subsidy costs reduce by approximately 7% at a national level). That said, some regions, such as Canterbury and Invercargill, may be more greatly affected, as shown in Table 8.

Table 7: Trip Caps scenarios, impact on trips and subsidy, by region

Region	Cap 2/day		Cap 4/day		Cap 6/week		Cap 8/week		Cap 10/week		Cap 14/week		Cap 20/month		Cap 30/month		Cap 40/month	
	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy	% ch in trips	%ch in subsidy
Auckland	-2.4%	-2.4%	-0.1%	-0.2%	-4.6%	-5.1%	-2.0%	-2.3%	-0.9%	-1.1%	-0.2%	-0.4%	-5.8%	-6.5%	-2.1%	-2.4%	-0.8%	-1.0%
Canterbury	-4.4%	-5.8%	0.4%	-0.6%	-6.5%	-9.1%	-3.5%	-5.2%	-2.1%	-3.2%	-0.9%	-1.6%	-7.8%	-11.0%	-3.7%	-5.6%	-1.9%	-3.3%
Wellington	-2.7%	-2.2%	-0.1%	-0.1%	-3.4%	-3.1%	-1.6%	-1.3%	-0.8%	-0.6%	-0.2%	-0.2%	-4.0%	-3.7%	-1.5%	-1.3%	-0.6%	-0.5%
Horizons	-4.3%	-4.2%	-0.3%	-0.[illegible]%	-5.2%	-5.1%	-2.6%	-2.5%	-1.3%	-1.3%	-0.4%	-0.4%	-6.3%	-6.3%	-2.5%	-2.5%	-1.1%	-1.1%
Hawkes Bay	-3.5%	-3.0%	-0.2%	-0.2%	-4.4%	-3.8%	-2.0%	-1.5%	-1.0%	-0.6%	-0.3%	-0.2%	-5.3%	-5.0%	-2.0%	-1.6%	-0.8%	-0.6%
Otago	-2.4%	-2.2%	-0.1%	-0.1%	-2.9%	-2.8%	-1.2%	-1.2%	-0.5%	-0.5%	-0.1%	-0.1%	-3.6%	-3.7%	-1.2%	-1.2%	-0.4%	-0.3%
Waikato	-4.0%	-4.7%	-0.3%	0.3%	-4.4%	-5.1%	-1.9%	-2.3%	-0.9%	-1.1%	-0.2%	-0.3%	-5.1%	-6.1%	-1.7%	-2.1%	-0.6%	-0.7%
Invercargill	-5.3%	-6.5%	-0.6%	0.8%	-7.6%	-8.8%	-4.1%	-5.0%	-2.4%	-3.0%	-0.9%	-1.2%	-9.1%	-10.3%	-4.1%	-5.1%	-2.1%	-2.6%
Bay of Plenty	-2.7%	-2.0%	-0.1%	-0.1%	-3.8%	-3.1%	-1.8%	-1.3%	-0.9%	-0.6%	-0.3%	-0.2%	-4.5%	-3.8%	-1.8%	-1.5%	-0.8%	-0.6%
Taranaki	-2.9%	-2.6%	-0.1%	-0.1%	-3.2%	-3.0%	-1.3%	-1.4%	-0.5%	-0.6%	-0.1%	-0.1%	-3.9%	-3.5%	-1.2%	-1.4%	-0.4%	-0.5%
Nelson-Tasman	-2.4%	-2.4%	-0.1%	-0.1%	-3.3%	-2.9%	-1.4%	-1.2%	-0.6%	-0.5%	-0.1%	-0.1%	-4.0%	-3.4%	-1.3%	-1.1%	-0.4%	-0.4%
Northland	-2.4%	-1.1%	-0.1%	0.0%	-2.5%	-1.7%	-1.1%	-0.6%	-0.5%	-0.2%	-0.1%	0.0%	-3.0%	-2.8%	-1.0%	-0.5%	-0.4%	-0.1%
Marlborough	-3.3%	-3.4%	-0.1%	-0.1%	-5.0%	-5.1%	-2.3%	-2.3%	-1.1%	-1.0%	-0.2%	-0.2%	-5.9%	-6.0%	-2.3%	-2.2%	-0.9%	-0.7%
Total	**-3.3%**	**-3.4%**	**-0.2%**	**-0.3%**	**-4.7%**	**-5.5%**	**-2.3%**	**-2.7%**	**-1.2%**	**-1.5%**	**-0.4%**	**-0.6%**	**-5.7%**	**-6.8%**	**-2.3%**	**-2.8%**	**-1.0%**	**-1.4%**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Regional breakdowns of the above scenarios are presented in Appendix C of this report.

3.3 Fare caps

Fare caps refer to limiting the discount for each trip to a certain value. Fare caps are currently entered as maximum fares and vary by region. Fare caps are set by each region and vary across the country, ranging from $12.00 in Gisborne to $80.00 in Auckland and Wellington. Current NZTA guidance requires PTAs to reassess their fare caps at least every 3 years to address trip costs such as fuel increases. The guidance does not currently mention fare cap changes as a tool to manage funding pressures.

Table 8: Current regional fare caps

Region / Service Area	Max contribution	Max fare
Northland	$ 45.00	$ 60.00
Auckland	$ 60.00	$ 80.00
Bay of Plenty	$ 37.50	$ 50.00
Waikato – Hamilton	$ 22.50	$ 30.00
Waikato – Taupo	$ 18.75	$ 25.00
Waikato – Tokoroa	$ 11.25	$ 15.00
Waikato – Waipa	$ 18.75	$ 25.00
Waikato - Matamata-Piako	$ 60.00	$ 80.00
Waikato - Thames-Coromandel	$ 22.50	$ 30.00
Waikato - Waikato District	$ 75.00	$ 100.00
Hawke's Bay	$ 37.50	$ 50.00
Gisborne	$ 9.00	$ 12.00
Horizons	$ 15.00	$ 20.00
Taranaki	$ 30.00	$ 40.00
Wellington	$ 60.00	$ 80.00
Nelson/Tasman	$ 22.50	$ 30.00
Marlborough	$ 22.50	$ 30.00
West Coast	$ 22.50	$ 30.00
Canterbury	$ 52.50	$ 70.00
Otago	$ 37.50	$ 50.00
Invercargill	$ 37.50	$ 50.00

3.3.1 Analysis

For this modelling, we used a sample of 30,000 trips per region to estimate the impact of this potential lever. As mentioned above, there are identified inconsistencies in the data which makes modelling challenging. Consequently, the results below are indicative rather than definitive.

Most trips on average, (75% of trips) are under the fare cap, though this varies significantly by region. For example, in Auckland, 44% are above the fare cap, while in Wellington, it is just 7%. Regions can set their own fare cap freely, meaning that the extent to which they use it to influence demand and reduce costs is an internal policy decision. How exactly regions are setting maximum fares – whether it is to manage costs or other policy regions is beyond the scope of this paper.

Table 9: Regional fare caps, % of trips over cap, 2023/24

Region	Estimated % over cap
Auckland	44%
Canterbury	22%
Wellington	7%
Bay of Plenty	18%
Hawke's Bay	41%
Horizons	50%
Invercargill	5%
Marlborough	10%
Nelson-Tasman	33%
Northland	10%
Otago	22%
Taranaki	17%
Waikato	49%
National average	**25%**

Note: based on a sample of 30,000 trips per region

3.3.2 Scenario

Based on the initial analysis, we have developed one indicative scenario for fare caps, a blanket 10% reduction of all fare caps across all regions. In this scenario the current shortfall would change from $10.36 million to $0.9 million.

We have the assumption of a price elasticity effect of 0.7 to reflect people who will be disincentivised in using the scheme due to the higher prices.

3.3.3 Feasibility

Changing fare caps is a straightforward exercise for PTAs and could be implemented within a few months as the national TM Administration system can facilitate this at no additional cost or development effort. Communications from PTAs would need to be undertaken with their TM clients and operators which would take some time.

3.3.4 Impact

The evidence suggests that this policy could be effective in managing costs, with a 10% reduction in the maximum contribution paid in each region leading to a near balance for the scheme. However, any major changes will potentially have an impact on equity, and the parameters of the scheme.

Reducing maximum fare caps mean that people travelling longer distances will be more adversely affected compared to those travelling shorter distances – for example those in rural areas.

Table 11 shows the national picture of savings and demand changes from reducing fare caps by 10%.

Table 10: Fare caps, 10% reduction scenario

Measures	Scenario, 10% reduction in fare caps 2024/25 estimate		Result		% diff from 2024/25
Number of trips (000)		2,901		2,725	-6.1%
Fare subsidy ($m)	$	64.2	$	58.2	-9.3%
Fare paid ($m)	$	23.4	$	23.9	1.9%
Fare subsidy per trip ($)	$	22.1	$	21.4	-3.5%
Fare paid per trip ($)	$	8.1	$	8.8	8.5%
Total subsidy shortfall ($m)	$	10.36	-$	0.9	

Regional breakdowns of the above scenarios are presented in Appendix D of this report.

4 Conclusion

4.1 Impact of levers

The lever that is feasible in the shorter term and with greatest impact on current funding pressure is reducing the level of subsidy. Demand for the scheme has increased substantially from historic levels following the increased subsidy level. Since 2018/19 demand and costs have increase over 8% per annum compared to just over 2% per annum for the same number of years up to 2018/19.

Trips caps can have an impact, although this might be more useful for managing demand in the future. Setting trip caps would need to ensure they are high enough to work for both high demand users and address the fact that the 20% of highest users account for 75% of the subsidy.

Most clients only travel a small number of times per day, week or month. This might reflect a low level or need but this would need to be considered as part of wider policy settings. Trip caps would be managing the higher usage, for example people travelling more than twice a day (i.e. return trip). A cap of two trips per day would affect 3.3% of trips nationally, while a cap of four trips per day would affect just 0.2% of trips. It is noted, however, that some regions have a larger proportion of high-use clients, so trip caps may be a more effective tool for them.

Lowering fare caps (maximum fares) are currently possible and can be very effective, though it is very region dependent about what constitutes an appropriate fare. Setting fare caps low impacts those that need to travel further and may result in increased isolation for such clients.

The following table shows the impact of levers for each region, presenting the range of all scenarios analysed for each lever. The change in subsidy is most effective of the levers in reducing subsidy costs (based on the scenarios analysed).

For example, a change in subsidy to a 50% subsidy for Auckland could result in an estimated reduction of 77% in the amount that PTAs and NZTA spend on total mobility subsidy.

Table 11: Summary table of impact of levers on subsidy level by region

Region	Selected scenarios effect on subsidy level				
	Change in subsidy		Trip cap		Fare cap
	50% subsidy	65% subsidy	max 2 trips/day	max 20 trips/month	10% cap reduction
Auckland	-77%	-27%	-2%	-7%	-12%
Canterbury	-81%	-42%	-6%	-11%	-7%
Wellington	-78%	-31%	-2%	-4%	-3%
Horizons	-71%	-9%	-4%	-6%	-11%
Hawkes Bay	-79%	-36%	-3%	-5%	-36%
Otago	-79%	-35%	-2%	-4%	-7%
Waikato	-74%	-20%	-5%	-6%	-10%
Invercargill	-83%	-45%	-6%	-10%	-2%
Bay of Plenty	-79%	-34%	-2%	-4%	-6%
Taranaki	-77%	-29%	-3%	-3%	5%
Nelson-Tasman	-77%	-27%	-2%	-3%	-8%
Northland	-78%	-32%	-1%	-3%	-3%
Marlborough	-78%	-32%	-3%	-6%	-2%
Total	**-78%**	**-32%**	**-3%**	**-7%**	**-9%**

Note: all scenarios use a 0.7 elasticity assumption where relevant. If actual elasticity is lower, the estimated fall in subsidy will be lower than that presented.

4.2 Feasibility to implement

Subsidy change would take 3-4 months and $10,800 plus GST in software development to implement should all regions change to the same subsidy at the same time.

Changing the subsidy to different levels however across regions would take 4-6 months to implement and approximately $100,000.00 plus GST in development costs.

Changing the level of subsidy to 65% nationally would address the funding pressures compared to current budgets for all PTAs. Reverting the subsidy back to 50% would generate a greater saving and create headroom for potential growth in costs at current funding levels. Either scenario would require agreement from the Ministry of Transport to change the parameters of the scheme and time and resource to implement.

Trip caps would not have a meaningful impact on funding pressures. Further work would also be required to scope the resource and development time required.

Fare caps are a lever available to implement in the short-term which would take a few months with no development costs to implement. This option would have a meaningful impact on funding pressures but not be as great as a subsidy change.

Appendix A Regional Summary Data

This Appendix provides summary tables of key metrics from the RideWise system by region and financial year. It is provided as an evidence base for PTAs for use while assessing policy options outlined in this paper.

Table 12: Gross cost (total fare paid + subsidy) by region

	Gross cost (total fare paid + subsidy)				
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	12,965,788	10,662,079	20,873,819	28,029,517	31,937,820
Canterbury	6,349,607	5,939,225	9,199,075	13,489,015	17,260,308
Wellington	5,917,416	4,904,403	7,417,578	9,639,622	11,203,575
Horizons	2,212,023	2,111,187	2,989,237	3,481,432	4,046,846
Hawkes Bay	-	-	1,434,488	2,721,585	3,335,425
Otago	1,787,195	1,619,962	2,162,282	2,867,686	3,609,284
Waikato	1,074,946	907,323	1,632,804	2,310,425	3,106,815
Invercargill	801,124	782,624	1,332,841	1,775,401	2,609,744
Bay of Plenty	1,083,732	1,054,325	1,584,251	2,320,260	3,035,372
Taranaki	709,918	624,673	866,485	1,209,356	1,360,424
Nelson-Tasman	562,097	547,651	796,923	937,931	1,062,115
Northland	522,698	485,663	761,482	1,066,489	1,180,476
Marlborough	278,723	264,489	387,826	483,797	593,096
West Coast	-	-	-	-	-
Gisborne	-	-	-	-	-
Total	**34,265,267**	**29,903,604**	**51,439,088**	**70,332,513**	**84,341,300**

Source: Ridewise

Table 13: Total vehicle trips by region

	Total vehicle trips				
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	405,629	305,702	497,286	646,440	760,193
Canterbury	294,444	264,605	342,835	446,724	543,780
Wellington	319,199	266,808	346,554	397,009	434,416
Horizons	184,545	168,139	213,332	239,199	269,300
Hawkes Bay	-	-	82,463	135,300	152,730
Otago	107,437	91,972	106,414	121,101	140,288
Waikato	65,591	54,644	87,172	116,735	146,448
Invercargill	61,758	57,850	86,840	104,406	128,765
Bay of Plenty	62,037	58,315	77,908	104,705	130,728
Taranaki	51,849	43,619	52,141	61,980	66,238
Nelson-Tasman	42,443	36,945	48,124	53,723	60,403
Northland	35,533	31,331	37,154	47,423	48,724
Marlborough	22,841	22,086	31,275	37,468	43,694
West Coast	-	-	-	-	-
Gisborne	-	-	-	-	-
Total	**1,653,306**	**1,402,016**	**2,009,498**	**2,512,213**	**2,925,707**

Source: Ridewise

Table 14: Total vehicle hours by region

	Total vehicle hours				
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	132,530	97,189	157,174	217,495	265,412
Canterbury	65,056	58,184	83,415	116,174	142,621
Wellington	54,217	44,192	59,052	69,016	72,672
Horizons	21,838	18,896	24,135	26,534	29,713
Hawkes Bay	-	-	10,631	17,646	23,268
Otago	17,586	16,063	17,934	22,574	25,476
Waikato	9,711	8,057	14,006	19,343	24,684
Invercargill	7,869	7,550	11,408	14,225	19,267
Bay of Plenty	11,617	11,271	14,096	19,294	24,212
Taranaki	7,140	5,950	7,439	9,496	10,762
Nelson-Tasman	6,320	6,078	7,754	9,481	10,604
Northland	5,536	5,001	5,889	7,585	7,766
Marlborough	2,791	2,659	3,505	4,551	5,279
West Coast	-	-	-	-	-
Gisborne	-	-	-	-	-
Total	**342,212**	**281,091**	**416,438**	**553,414**	**661,736**

Source: Ridewise

Table 15: Total vehicle kms by region

	Total vehicle kms				
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	4,138,598	3,587,299	7,067,037	9,469,663	10,549,158
Canterbury	2,061,817	1,950,335	3,065,601	4,465,900	5,236,245
Wellington	2,016,408	1,657,651	2,572,536	3,405,605	3,261,774
Horizons	684,002	523,982	696,002	748,309	867,158
Hawkes Bay	-	-	466,547	872,736	1,017,973
Otago	544,565	507,518	713,613	971,929	1,162,223
Waikato	326,905	271,983	525,242	783,999	935,798
Invercargill	263,790	253,656	433,417	589,564	847,912
Bay of Plenty	395,985	377,415	566,751	799,269	922,135
Taranaki	225,439	192,238	277,438	393,367	413,807
Nelson-Tasman	180,609	176,235	260,955	307,901	307,850
Northland	159,264	144,845	213,420	284,577	300,723
Marlborough	86,357	81,000	121,466	158,256	178,870
West Coast	-	-	-	-	-
Gisborne	-	-	-	-	-
Total	**11,083,738**	**9,724,157**	**16,980,025**	**23,251,074**	**26,001,626**

Source: Ridewise

Table 16: Gross cost per vehicle trip by region

	Gross cost per vehicle trip					Annual change			
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	31.96	34.88	41.98	43.36	42.01	9.1%	20.4%	3.3%	-3.1%
Canterbury	21.56	22.45	26.83	30.20	31.74	4.1%	19.5%	12.5%	5.1%
Wellington	18.54	18.38	21.40	24.28	25.79	-0.8%	16.4%	13.4%	6.2%
Horizons	11.99	12.56	14.01	14.55	15.03	4.8%	11.6%	3.9%	3.2%
Hawkes Bay	-	-	17.40	20.12	21.84	-	-	15.6%	8.6%
Otago	16.63	17.61	20.32	23.68	25.73	5.9%	15.4%	16.5%	8.6%
Waikato	16.39	16.60	18.73	19.79	21.21	1.3%	12.8%	5.7%	7.2%
Invercargill	12.97	13.53	15.35	17.00	20.27	4.3%	13.5%	10.8%	19.2%
Bay of Plenty	17.47	18.08	20.33	22.16	23.22	3.5%	12.5%	9.0%	4.8%
Taranaki	13.69	14.32	16.62	19.51	20.54	4.6%	16.0%	17.4%	5.3%
Nelson-Tasman	13.24	14.82	16.56	17.46	17.58	11.9%	11.7%	5.4%	0.7%
Northland	14.71	15.50	20.50	22.49	24.23	5.4%	32.2%	9.7%	7.7%
Marlborough	12.20	11.98	12.40	12.91	13.57	-1.9%	3.5%	4.1%	5.1%
West Coast	-	-	-	-	-	-	-	-	-
Gisborne	-	-	-	-	-	-	-	-	-
Total	**20.73**	**21.33**	**25.60**	**28.00**	**28.83**	**2.9%**	**20.0%**	**9.4%**	**3.0%**

Source: Ridewise

Table 17: Gross cost per vehicle hour by region

	Gross cost per vehicle hour					Annual change			
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	97.83	109.70	132.81	128.87	120.33	12.1%	21.1%	-3.0%	-6.6%
Canterbury	97.60	102.08	110.28	116.11	121.02	4.6%	8.0%	5.3%	4.2%
Wellington	109.14	110.98	125.61	139.67	154.17	1.7%	13.2%	11.2%	10.4%
Horizons	101.29	111.73	123.86	131.21	136.20	10.3%	10.9%	5.9%	3.8%
Hawkes Bay	-	-	134.94	154.23	143.35	-	-	14.3%	-7.1%
Otago	101.62	100.85	120.57	127.03	141.68	-0.8%	19.6%	5.4%	11.5%
Waikato	110.70	112.62	116.57	119.45	125.86	1.7%	3.5%	2.5%	5.4%
Invercargill	101.81	103.66	116.83	124.80	135.45	1.8%	12.7%	6.8%	8.5%
Bay of Plenty	93.29	93.54	112.39	120.26	125.37	0.3%	20.2%	7.0%	4.2%
Taranaki	99.42	104.98	116.48	127.36	126.41	5.6%	11.0%	9.3%	-0.7%
Nelson-Tasman	88.93	90.11	102.78	98.93	100.17	1.3%	14.1%	-3.7%	1.2%
Northland	94.42	97.12	129.30	140.60	152.00	2.9%	33.1%	8.7%	8.1%
Marlborough	99.87	99.47	110.64	106.31	112.36	-0.4%	11.2%	-3.9%	5.7%
West Coast	-	-	-	-	-	-	-	-	-
Gisborne	-	-	-	-	-	-	-	-	-
Total	**4.83**	**4.99**	**4.83**	**4.54**	**4.42**	**3.2%**	**-3.3%**	**-5.9%**	**-2.6%**

Source: Ridewise

Table 18: Gross cost per vehicle km by region

	Gross cost per vehicle km					Annual change			
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	3.13	2.97	2.95	2.96	3.03	-5.1%	-0.6%	0.2%	2.3%
Canterbury	3.08	3.05	3.00	3.02	3.30	-1.1%	-1.5%	0.7%	9.1%
Wellington	2.93	2.96	2.88	2.83	3.43	0.8%	-2.5%	-1.8%	21.3%
Horizons	3.23	4.03	4.29	4.65	4.67	24.6%	6.6%	8.3%	0.3%
Hawkes Bay	-	-	3.07	3.12	3.28	-	-	1.4%	5.1%
Otago	3.28	3.19	3.03	2.95	3.11	-2.7%	-5.1%	-2.6%	5.3%
Waikato	3.29	3.34	3.11	2.95	3.32	1.5%	-6.8%	-5.2%	12.7%
Invercargill	3.04	3.09	3.08	3.01	3.08	1.6%	-0.3%	-2.1%	2.2%
Bay of Plenty	2.74	2.79	2.80	2.90	3.29	2.1%	0.1%	3.9%	13.4%
Taranaki	3.15	3.25	3.12	3.07	3.29	3.2%	-3.9%	-1.6%	6.9%
Nelson-Tasman	3.11	3.11	3.05	3.05	3.45	-0.2%	-1.7%	-0.3%	13.3%
Northland	3.28	3.35	3.57	3.75	3.93	2.2%	6.4%	5.0%	4.7%
Marlborough	3.23	3.27	3.19	3.06	3.32	1.2%	-2.2%	-4.3%	8.5%
West Coast	-	-	-	-	-	-	-	-	-
Gisborne	-	-	-	-	-	-	-	-	-
Total	**3.09**	**3.08**	**3.03**	**3.02**	**3.24**	**-0.5%**	**-1.5%**	**-0.1%**	**7.2%**

Source: Ridewise

Table 19: Average vehicle hours per trip by region

	Average vehicle hours per trip					Annual change			
	12-mth to Apr-21	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25	12-mth to Apr-22	12-mth to Apr-23	12-mth to Apr-24	12-mth to Apr-25
Auckland	10.20	11.73	14.21	14.65	13.88	15.0%	21.1%	3.1%	-5.3%
Canterbury	7.00	7.37	8.94	10.00	9.63	5.3%	21.3%	11.8%	-3.7%
Wellington	6.32	6.21	7.42	8.58	7.51	-1.6%	19.5%	15.6%	-12.5%
Horizons	3.71	3.12	3.26	3.13	3.22	-15.9%	4.7%	-4.1%	2.9%
Hawkes Bay	-	-	5.66	6.45	6.67	-	-	14.0%	3.3%
Otago	5.07	5.52	6.71	8.03	8.28	8.9%	21.5%	19.7%	3.2%
Waikato	4.98	4.98	6.03	6.72	6.39	-0.1%	21.1%	11.5%	-4.9%
Invercargill	4.27	4.38	4.99	5.65	6.58	2.7%	13.8%	13.1%	16.6%
Bay of Plenty	6.38	6.47	7.27	7.63	7.05	1.4%	12.4%	4.9%	-7.6%
Taranaki	4.35	4.41	5.32	6.35	6.25	1.4%	20.7%	19.3%	-1.6%
Nelson-Tasman	4.26	4.77	5.42	5.73	5.10	12.1%	13.7%	5.7%	-11.1%
Northland	4.48	4.62	5.74	6.00	6.17	3.1%	24.3%	4.5%	2.9%
Marlborough	3.78	3.67	3.88	4.22	4.09	-3.0%	5.9%	8.8%	-3.1%
West Coast	-	-	-	-	-	-	-	-	-
Gisborne	-	-	-	-	-	-	-	-	-
Total	**6.70**	**6.94**	**8.45**	**9.26**	**8.89**	**3.5%**	**21.8%**	**9.5%**	**-4.0%**

Source: Ridewise

Appendix B Subsidy change scenarios

The following tables show the number of trips and estimated expenditure for a range of scenarios reflecting changes to the Total Mobility subsidy from the existing 75% applied to the 2024/25 base scenario (50%, 65% and 70%). Each subsidy scenario has three elasticities presented in different tables (0.3, 0.5 and 0.7). This is due to the uncertainty of elasticities for Total Mobility users and provides a range of potential results.

These findings should be considered indicative, rather than definitive.

Table 20: Base scenario – 2024/25 estimated expenditure vs budget by region

Region		Client travel	Forecast expenditure					Forecast subsidy (WC517)				Funding gap			
	Average fare paid	Client trips (000)	Fare paid ($000)	Fare subsidy ($000)	Fare total ($000)	Estimated admin overheads	Total expenditure	Crown ($000)	NZTA ($000)	Local ($000)	Forecast subsidy ($000)	Crown($000)	NZTA ($000)	Local ($000)	Total subsidy ($000)
Auckland	12.36	760	9,400	24,201	33,601	3,630	37,231	8,067	11,858	7,906	**27,831**	-1,283	1,307	2,501	2,525
Canterbury	8.24	538	4,439	14,383	18,822	2,157	20,980	4,794	7,048	4,698	**16,540**	123	1,319	1,590	3,032
Wellington	6.83	436	2,977	8,090	11,067	1,214	12,280	2,697	3,964	2,643	**9,304**	-232	945	630	1,343
Horizons	4.86	269	1,307	2,693	4,000	404	4,404	898	1,320	880	**3,097**	-49	-24	128	55
Hawkes Bay	5.88	153	900	2,615	3,515	392	3,908	872	1,281	854	**3,007**	39	-279	-186	-427
Otago	7.06	140	988	2,843	3,832	427	4,258	948	1,393	929	**3,270**	20	535	357	911
Waikato	6.19	139	859	2,005	2,864	301	3,165	668	982	655	**2,305**	-100	-51	-34	-184
Invercargill	4.46	106	473	1,625	2,099	244	2,343	542	796	531	**1,869**	3	36	146	185
Bay of Plenty	6.55	143	934	2,640	3,573	396	3,969	880	1,293	862	**3,036**	98	199	285	582
Taranaki	5.73	65	375	986	1,361	148	1,509	329	483	322	**1,133**	-105	-71	-12	-188
Nelson-Tasman	5.50	60	329	841	1,170	126	1,297	280	412	275	**967**	31	-59	-40	-68
Northland	6.32	48	301	824	1,125	124	1,248	275	404	269	**948**	-16	10	6	1
Marlborough	3.57	44	157	433	590	65	655	144	212	141	**498**	-41	24	29	12
West Coast	4.04	23	94	338	432	51	483	113	166	110	**389**	-12	8	5	1
Gisborne	12.50	19	233	100	333	15	348	33	49	33	**115**	-62	-82	-49	-193
Total	**8.08**	**2,943**	**23,767**	**64,616**	**88,383**	**9,692**	**98,076**	**21,539**	**31,662**	**21,108**	**74,309**	**-1,585**	**3,816**	**5,357**	**7,588**

Table 21: 50% subsidy scenario, 0.5 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	380	-50%	$ 9,400	-61%	$ 9,400	0%	$ 24.73	-22%	$ 24.73	100%	-$ 14,496
Canterbury	269	-50%	$ 4,439	-69%	$ 4,439	0%	$ 16.49	-38%	$ 16.49	100%	-$ 8,404
Wellington	218	-50%	$ 2,977	-63%	$ 2,977	0%	$ 13.66	-26%	$ 13.66	100%	-$ 4,537
Horizons	134	-50%	$ 1,307	-51%	$ 1,307	0%	$ 9.72	-3%	$ 9.72	100%	-$ 1,539
Hawkes Bay	77	-50%	$ 900	-66%	$ 900	0%	$ 11.76	-31%	$ 11.76	100%	-$ 2,399
Otago	70	-50%	$ 988	-65%	$ 988	0%	$ 14.11	-30%	$ 14.11	100%	-$ 1,222
Waikato	69	-50%	$ 859	-57%	$ 859	0%	$ 12.37	-14%	$ 12.37	100%	-$ 1,501
Invercargill	53	-50%	$ 473	-71%	$ 473	0%	$ 8.93	-42%	$ 8.93	100%	-$ 1,140
Bay of Plenty	71	-50%	$ 934	-65%	$ 934	0%	$ 13.10	-29%	$ 13.10	100%	-$ 1,380
Taranaki	33	-50%	$ 375	-62%	$ 375	0%	$ 11.47	-24%	$ 11.47	100%	-$ 890
Nelson-Tasman	30	-50%	$ 329	-61%	$ 329	0%	$ 11.00	-22%	$ 11.00	100%	-$ 657
Northland	24	-50%	$ 301	-64%	$ 301	0%	$ 12.63	-27%	$ 12.63	100%	-$ 601
Marlborough	22	-50%	$ 157	-64%	$ 157	0%	$ 7.14	-27%	$ 7.14	100%	-$ 304
Total	**1,451**	**-51%**	**$ 23,440**	**-64%**	**$ 23,440**	**-1%**	**$ 16.16**	**-5%**	**$ 16.16**	**100%**	**-$ 39,069**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 22: 50% subsidy scenario, 0.3 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	532	-30%	$ 13,160	-46%	$ 13,160	40%	$ 24.73	-22%	$ 24.73	100%	-$ 10,172
Canterbury	377	-30%	$ 6,215	-57%	$ 6,215	40%	$ 16.49	-38%	$ 16.49	100%	-$ 6,362
Wellington	305	-30%	$ 4,167	-48%	$ 4,167	40%	$ 13.66	-26%	$ 13.66	100%	-$ 3,168
Horizons	188	-30%	$ 1,830	-32%	$ 1,830	40%	$ 9.72	-3%	$ 9.72	100%	-$ 937
Hawkes Bay	107	-30%	$ 1,260	-52%	$ 1,260	40%	$ 11.76	-31%	$ 11.76	100%	-$ 1,985
Otago	98	-30%	$ 1,383	-51%	$ 1,383	40%	$ 14.11	-30%	$ 14.11	100%	-$ 768
Waikato	97	-30%	$ 1,203	-40%	$ 1,203	40%	$ 12.37	-14%	$ 12.37	100%	-$ 1,106
Invercargill	74	-30%	$ 663	-59%	$ 663	40%	$ 8.93	-42%	$ 8.93	100%	-$ 922
Bay of Plenty	100	-30%	$ 1,307	-50%	$ 1,307	40%	$ 13.10	-29%	$ 13.10	100%	-$ 950
Taranaki	46	-30%	$ 526	-47%	$ 526	40%	$ 11.47	-24%	$ 11.47	100%	-$ 717
Nelson-Tasman	42	-30%	$ 461	-45%	$ 461	40%	$ 11.00	-22%	$ 11.00	100%	-$ 506
Northland	33	-30%	$ 421	-49%	$ 421	40%	$ 12.63	-27%	$ 12.63	100%	-$ 463
Marlborough	31	-30%	$ 220	-49%	$ 220	40%	$ 7.14	-27%	$ 7.14	100%	-$ 232
Total	**2,031**	**-31%**	**$ 32,817**	**-49%**	**$ 32,817**	**38%**	**$ 16.16**	**-5%**	**$ 16.16**	**100%**	**-$ 28,287**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 23: 50% subsidy scenario, 0.7 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	228	-70%	$ 5,640	-77%	$ 5,640	-40%	$ 24.73	-22%	$ 24.73	100%	-$ 18,820
Canterbury	162	-70%	$ 2,664	-81%	$ 2,664	-40%	$ 16.49	-38%	$ 16.49	100%	-$ 10,446
Wellington	131	-70%	$ 1,786	-78%	$ 1,786	-40%	$ 13.66	-26%	$ 13.66	100%	-$ 5,906
Horizons	81	-70%	$ 784	-71%	$ 784	-40%	$ 9.72	-3%	$ 9.72	100%	-$ 2,140
Hawkes Bay	46	-70%	$ 540	-79%	$ 540	-40%	$ 11.76	-31%	$ 11.76	100%	-$ 2,813
Otago	42	-70%	$ 593	-79%	$ 593	-40%	$ 14.11	-30%	$ 14.11	100%	-$ 1,677
Waikato	42	-70%	$ 516	-74%	$ 516	-40%	$ 12.37	-14%	$ 12.37	100%	-$ 1,896
Invercargill	32	-70%	$ 284	-83%	$ 284	-40%	$ 8.93	-42%	$ 8.93	100%	-$ 1,358
Bay of Plenty	43	-70%	$ 560	-79%	$ 560	-40%	$ 13.10	-29%	$ 13.10	100%	-$ 1,809
Taranaki	20	-70%	$ 225	-77%	$ 225	-40%	$ 11.47	-24%	$ 11.47	100%	-$ 1,063
Nelson-Tasman	18	-70%	$ 197	-77%	$ 197	-40%	$ 11.00	-22%	$ 11.00	100%	-$ 808
Northland	14	-70%	$ 180	-78%	$ 180	-40%	$ 12.63	-27%	$ 12.63	100%	-$ 740
Marlborough	13	-70%	$ 94	-78%	$ 94	-40%	$ 7.14	-27%	$ 7.14	100%	-$ 377
Total	**870**	**-70%**	**$ 14,064**	**-78%**	**$ 14,064**	**-41%**	**$ 16.16**	**-5%**	**$ 16.16**	**100%**	**-$ 49,852**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 24: 65% subsidy scenario, 0.5 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	608	-20%	$ 19,552	-19%	$ 10,528	12%	$ 32.15	1%	$ 17.31	40%	-$ 2,821
Canterbury	431	-20%	$ 9,234	-36%	$ 4,972	12%	$ 21.43	-20%	$ 11.54	40%	-$ 2,890
Wellington	349	-20%	$ 6,192	-23%	$ 3,334	12%	$ 17.76	-4%	$ 9.56	40%	-$ 840
Horizons	215	-20%	$ 2,720	1%	$ 1,464	12%	$ 12.64	26%	$ 6.81	40%	$ 85
Hawkes Bay	122	-20%	$ 1,873	-28%	$ 1,008	12%	$ 15.29	-10%	$ 8.23	40%	-$ 1,281
Otago	112	-20%	$ 2,055	-28%	$ 1,107	12%	$ 18.34	-10%	$ 9.88	40%	$ 5
Waikato	111	-20%	$ 1,787	-11%	$ 962	12%	$ 16.08	11%	$ 8.66	40%	-$ 434
Invercargill	85	-20%	$ 985	-39%	$ 530	12%	$ 11.61	-24%	$ 6.25	40%	-$ 552
Bay of Plenty	114	-20%	$ 1,942	-26%	$ 1,046	12%	$ 17.03	-8%	$ 9.17	40%	-$ 220
Taranaki	52	-20%	$ 781	-21%	$ 420	12%	$ 14.91	-1%	$ 8.03	40%	-$ 424
Nelson-Tasman	48	-20%	$ 685	-19%	$ 369	12%	$ 14.30	2%	$ 7.70	40%	-$ 248
Northland	38	-20%	$ 625	-24%	$ 337	12%	$ 16.42	-5%	$ 8.84	40%	-$ 228
Marlborough	35	-20%	$ 327	-24%	$ 176	12%	$ 9.28	-6%	$ 5.00	40%	-$ 109
Total	**2,321**	**-21%**	**$ 48,756**	**-25%**	**$ 26,253**	**10%**	**$ 21.01**	**23%**	**$ 11.31**	**40%**	**-$ 9,956**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 25: 65% subsidy scenario, 0.3 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	669	-12%	$ 21,507	-11%	$ 11,581	23%	$ 32.15	1%	$ 17.31	40%	-$ 573
Canterbury	474	-12%	$ 10,157	-29%	$ 5,469	23%	$ 21.43	-20%	$ 11.54	40%	-$ 1,828
Wellington	384	-12%	$ 6,811	-16%	$ 3,667	23%	$ 17.76	-4%	$ 9.56	40%	-$ 128
Horizons	237	-12%	$ 2,992	11%	$ 1,611	23%	$ 12.64	26%	$ 6.81	40%	$ 398
Hawkes Bay	135	-12%	$ 2,060	-21%	$ 1,109	23%	$ 15.29	-10%	$ 8.23	40%	-$ 1,065
Otago	123	-12%	$ 2,261	-20%	$ 1,217	23%	$ 18.34	-10%	$ 9.88	40%	$ 242
Waikato	122	-12%	$ 1,966	-2%	$ 1,059	23%	$ 16.08	11%	$ 8.66	40%	-$ 228
Invercargill	93	-12%	$ 1,083	-33%	$ 583	23%	$ 11.61	-24%	$ 6.25	40%	-$ 439
Bay of Plenty	125	-12%	$ 2,136	-19%	$ 1,150	23%	$ 17.03	-8%	$ 9.17	40%	$ 3
Taranaki	58	-12%	$ 859	-13%	$ 462	23%	$ 14.91	-1%	$ 8.03	40%	-$ 334
Nelson-Tasman	53	-12%	$ 753	-10%	$ 406	23%	$ 14.30	2%	$ 7.70	40%	-$ 169
Northland	42	-12%	$ 688	-17%	$ 370	23%	$ 16.42	-5%	$ 8.84	40%	-$ 156
Marlborough	39	-12%	$ 360	-17%	$ 194	23%	$ 9.28	-6%	$ 5.00	40%	-$ 71
Total	**2,553**	**-13%**	**$ 53,632**	**-17%**	**$ 28,879**	**22%**	**$ 21.01**	**23%**	**$ 11.31**	**40%**	**-$ 4,349**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 26: 65% subsidy scenario, 0.7 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	547	-28%	$ 17,597	-27%	$ 9,475	1%	$ 32.15	1%	$ 17.31	40%	-$ 5,070
Canterbury	388	-28%	$ 8,310	-42%	$ 4,475	1%	$ 21.43	-20%	$ 11.54	40%	-$ 3,952
Wellington	314	-28%	$ 5,572	-31%	$ 3,001	1%	$ 17.76	4%	$ 9.56	40%	-$ 1,552
Horizons	194	-28%	$ 2,448	-9%	$ 1,318	1%	$ 12.64	26%	$ 6.81	40%	-$ 227
Hawkes Bay	110	-28%	$ 1,685	-36%	$ 908	1%	$ 15.29	-10%	$ 8.23	40%	-$ 1,496
Otago	101	-28%	$ 1,850	-35%	$ [illegible]	1%	$ [illegible]	-10%	$ 9.88	40%	-$ 231
Waikato	100	-28%	$ 1,609	-20%	$ 866	1%	$ 16.08	11%	$ 8.66	40%	-$ 639
Invercargill	76	-28%	$ 886	-45%	$ 477	1%	$ 11.61	-24%	$ 6.25	40%	-$ 665
Bay of Plenty	103	-28%	$ 1,748	-34%	$ 941	1%	$ 17.03	-8%	$ 9.17	40%	-$ 443
Taranaki	47	-28%	$ 703	-29%	$ 378	1%	$ 14.91	-1%	$ 8.03	40%	-$ 513
Nelson-Tasman	43	-28%	$ 616	27%	$ 332	1%	$ 14.30	2%	$ 7.70	40%	-$ 327
Northland	34	-28%	$ 563	-32%	$ 303	1%	$ 16.42	-5%	$ 8.84	40%	-$ 300
Marlborough	32	-28%	$ 294	-32%	$ 158	1%	$ 9.28	-6%	$ 5.00	40%	-$ 147
Total	**2,089**	**-29%**	**$ 43,881**	**-32%**	**$ 23,628**	**-1%**	**$ 21.01**	**23%**	**$ 11.31**	**40%**	**-$ 15,563**

Note: numbers will not align with other scenarios due to methodology and data difference Gisborne and West C ast are excluded due to lack of data.

Table 27: 70% subsidy scenario, 0.5 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from bas	($000)	% d ff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	684	-10%	$ 23,688	-2%	$ 10,152	8%	$ 34.62	9%	$ 14.84	20%	$ 1,935
Canterbury	485	-10%	$ 11,187	-22%	$ 4,794	8%	$ 23.08	-14%	$ 9.89	20%	-$ 644
Wellington	392	10%	$ 7,501	-7%	$ 3,215	8%	$ 19.12	3%	$ 8.20	20%	$ 666
Horizons	242	10%	$ 3,295	22%	$ 1,412	8%	$ 13.61	36%	$ 5.83	20%	$ 747
Hawkes Bay	138	-10%	$ 2,269	-13%	$ 972	8%	$ 16.47	-4%	$ 7.06	20%	-$ 825
Otago	126	10%	$ 2,490	-12%	$ 1,067	8%	$ 19.75	-3%	$ 8.47	20%	$ 505
Waikato	125	-10%	$ 2,165	8%	$ 928	8%	$ 17.32	20%	$ 7.42	20%	$ 1
Invercargill	95	-10%	$ 1,193	-27%	$ 511	8%	$ 12.50	-18%	$ 5.36	20%	-$ 312
Bay of Plenty	128	-10%	$ 2,353	-11%	$ 1,008	8%	$ 18.33	-1%	$ 7.86	20%	$ 252
Taranaki	59	-10%	$ 946	-4%	$ 405	8%	$ 16.06	7%	$ 6.88	20%	-$ 234
Nelson-Tasman	54	-10%	$ 829	-1%	$ 355	8%	$ 15.40	10%	$ 6.60	20%	-$ 82
Northland	43	-10%	$ 758	-8%	$ 325	8%	$ 17.68	2%	$ 7.58	20%	-$ 76
Marlborough	40	-10%	$ 396	-8%	$ 170	8%	$ 10.00	2%	$ 4.28	20%	-$ 29
Total	**2,611**	**-11%**	**$ 59,070**	**-9%**	**$ 25,316**	**7%**	**$ 22.62**	**32%**	**$ 9.70**	**20%**	**$ 1,905**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 28: 70% subsidy scenario, 0.3 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	715	-6%	$ 24,740	2%	$ 10,603	13%	$ 34.62	9%	$ 14.84	20%	$ 3,146
Canterbury	506	-6%	$ 11,684	-19%	$ 5,007	13%	$ 23.08	-14%	$ 9.89	20%	-$ 72
Wellington	410	-6%	$ 7,835	-3%	$ 3,358	13%	$ 19.12	3%	$ 8.20	20%	$ 1,050
Horizons	253	-6%	$ 3,441	28%	$ 1,475	13%	$ 13.61	36%	$ 5.83	20%	$ 915
Hawkes Bay	144	-6%	$ 2,370	-9%	$ 1,016	13%	$ 16.47	-4%	$ 7.06	20%	-$ 709
Otago	132	-6%	$ 2,601	-9%	$ 1,115	13%	$ 19.75	-3%	$ 8.47	20%	$ 633
Waikato	131	-6%	$ 2,262	13%	$ 969	13%	$ 17.32	20%	$ 7.42	20%	$ 112
Invercargill	100	-6%	$ 1,246	-23%	$ 534	13%	$ 12.50	-18%	$ 5.36	20%	-$ 251
Bay of Plenty	134	-6%	$ 2,457	-7%	$ 1,053	13%	$ 18.33	-1%	$ 7.86	20%	$ 373
Taranaki	62	-6%	$ 988	0%	$ 423	13%	$ 16.06	7%	$ 6.88	20%	-$ 185
Nelson-Tasman	56	-6%	$ 866	3%	$ 371	13%	$ 15.40	10%	$ 6.60	20%	-$ 39
Northland	45	-6%	$ 791	-4%	$ 339	13%	$ 17.68	2%	$ 7.58	20%	-$ 37
Marlborough	41	-6%	$ 414	-4%	$ 177	13%	$ 10.00	2%	$ 4.28	20%	-$ 9
Total	**2,727**	**-7%**	**$ 61,695**	**-5%**	**$ 26,441**	**11%**	**$ 22.62**	**32%**	**$ 9.70**	**20%**	**$ 4,924**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 29: 70% subsidy scenario, 0.7 elasticity, by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	654	-14%	$ 22,635	-6%	$ 9,701	3%	$ 34.62	9%	$ 14.84	20%	$ 724
Canterbury	463	-14%	$ 10,690	-26%	$ 4,581	3%	$ 23.08	-14%	$ 9.89	20%	-$ 1,216
Wellington	375	-14%	$ 7,168	-11%	$ 3,072	3%	$ 19.12	3%	$ 8.20	20%	$ 283
Horizons	231	-14%	$ 3,148	17%	$ 1,349	3%	$ 13.61	36%	$ 5.83	20%	$ 579
Hawkes Bay	132	-14%	$ 2,168	-17%	$ 929	3%	$ 16.47	-4%	$ 7.06	20%	-$ 941
Otago	120	-14%	$ 2,380	-16%	$ 1,0[illegible]0	3%	$ 19.75	-3%	$ 8.47	20%	$ 378
Waikato	119	-14%	$ 2,069	3%	$ 887	3%	$ 17.32	20%	$ 7.42	20%	-$ 110
Invercargill	91	-14%	$ 1,140	-30%	$ 489	3%	$ 12.50	-18%	$ 5.36	20%	-$ 373
Bay of Plenty	123	-14%	$ 2,248	-15%	$ 964	3%	$ 18.33	-1%	$ 7.86	20%	$ 132
Taranaki	56	-14%	$ 904	-8%	$ 387	3%	$ 16.06	7%	$ 6.88	20%	-$ 282
Nelson-Tasman	51	-14%	$ 793	6%	$ 340	3%	$ 15.40	10%	$ 6.60	20%	-$ 124
Northland	41	-14%	$ 724	-12%	$ 310	3%	$ 17.68	2%	$ 7.58	20%	-$ 115
Marlborough	38	-14%	$ 379	-12%	$ 162	3%	$ 10.00	2%	$ 4.28	20%	-$ 50
Total	**2,495**	**-15%**	**$ 56,445**	**-13%**	**$ 24,1[illegible]1**	**2%**	**$ 22.62**	**32%**	**$ 9.70**	**20%**	**-$ 1,114**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Appendix C Trip cap scenarios

We considered a range of different scenarios, applied on the 2024/25 financial year, with estimates of the effects on trips and fares, and the affected funding shortfall.

The scenarios used include:

- A cap on trips per day (2,4)
- A cap on trips per week (6,8,10,14)
- A cap on trips per month (20,30.40)

Table 30: Base scenario – 2024/25 estimated expenditure vs budget by region

Region		Client travel	Forecast expenditure					Forecast subsidy (WC517)				Funding gap			
	Average fare paid	Client trips (000)	Fare paid ($000)	Fare subsidy ($000)	Fare total ($000)	Estimated admin overheads	Total expenditure	Crown ($000)	NZTA ($000)	Local ($000)	Forecast subsidy ($000)	Crown($000)	NZTA ($000)	Local ($000)	Total subsidy ($000)
Auckland	12.36	760	9,400	24,201	33,601	3,630	37,231	8,067	11,858	7,906	**27,831**	-1,283	1,[illegible]07	2,501	2,525
Canterbury	8.24	538	4,439	14,383	18,822	2,157	20,980	4,794	7,048	4,698	**16,540**	123	1,319	1,590	3,032
Wellington	6.83	436	2,977	8,090	11,067	1,214	12,280	2,697	3,964	2,643	**9,304**	-232	945	630	1,343
Horizons	4.86	269	1,307	2,693	4,000	404	4,404	898	1,320	88	**3,097**	-49	-24	128	55
Hawkes Bay	5.88	153	900	2,615	3,515	392	3,908	872	1,281	854	**3,007**	39	-279	-186	-427
Otago	7.06	140	988	2,843	3,832	427	4,258	948	1,393	92	**3,270**	20	535	357	911
Waikato	6.19	139	859	2,005	2,864	301	3,165	668	982	655	**2,305**	-100	-51	-34	-184
Invercargill	4.46	106	473	1,625	2,099	244	2,343	542	796	531	**1,869**	3	36	146	185
Bay of Plenty	6.55	143	934	2,640	3,573	396	3,969	880	1,293	862	**3,036**	98	199	285	582
Taranaki	5.73	65	375	986	1,361	148	1,509	329	483	322	**1,133**	-105	-71	-12	-188
Nelson-Tasman	5.50	60	329	841	1,170	126	1,297	80	412	275	**967**	31	-59	-40	-68
Northland	6.32	48	301	824	1,125	124	1,248	275	404	269	**948**	-16	10	6	1
Marlborough	3.57	44	157	433	590	65	655	44	212	14	**498**	-41	24	29	12
West Coast	4.04	23	94	338	432	51	483	113	66	110	**389**	-12	8	5	1
Gisborne	12.50	19	233	100	333	15	48	33	49	33	**115**	-62	-82	-49	-193
Total	**8.08**	**2,943**	**23,767**	**64,616**	**88,383**	**9,692**	**9[illegible]076**	**21,539**	**31,662**	**21,108**	**74,309**	**-1,585**	**3,816**	**5,357**	**7,588**

Table 31: 2 per day trip cap scenario by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	742	-2%	$ 23,621	-2%	$ 9,177	-2%	$ 31.82	0%	$ 12.36	0%	$ 1,858
Canterbury	515	-4%	$ 13,556	-6%	$ 4,245	-4%	$ 26.33	-1%	$ 8.24	0%	$ 2,080
Wellington	424	-3%	$ 7,913	-2%	$ 2,896	-3%	$ 18.66	1%	$ 6.83	0%	$ 1,140
Horizons	257	-4%	$ 2,579	-4%	$ 1,252	-4%	$ 10.02	0%	$ 4.86	0%	-$ 76
Hawkes Bay	148	-4%	$ 2,538	-3%	$ 869	-4%	$ 17.19	1%	$ 5.88	0%	-$ 516
Otago	137	-2%	$ 2,782	-2%	$ 965	-2%	$ 20.34	0%	$ 7.06	0%	$ 840
Waikato	133	-4%	$ 1,911	-5%	$ 825	-4%	$ 14.33	-1%	$ 6.19	0%	-$ 292
Invercargill	100	-5%	$ 1,520	-6%	$ 448	-5%	$ 15.15	-1%	$ 4.46	0%	$ 64
Bay of Plenty	139	-3%	$ 2,587	-2%	$ 908	-3%	$ 18.65	1%	$ 6.55	0%	$ 522
Taranaki	64	-3%	$ 960	-3%	$ 365	-3%	$ 15.10	0%	$ 5.73	0%	-$ 218
Nelson-Tasman	58	-2%	$ 821	-2%	$ 321	-2%	$ 14.05	0%	$ 5.50	0%	-$ 91
Northland	46	-2%	$ 815	-1%	$ 293	-2%	$ 17.55	1%	$ 6.32	0%	-$ 10
Marlborough	43	-3%	$ 418	-3%	$ 152	-3%	$ 9.81	0%	$ 3.57	0%	-$ 4
Total	**2,806**	**-3%**	**$ 62,021**	**-3%**	**$ 22,715**	**-3%**	**$ 22.10**	**0%**	**$ 8.09**	0%	**$ 5,298**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 32: 4 per day trip cap scenario by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	759	0%	$ 24,161	0%	$ 9,389	0%	$ 31.82	0%	$ 12.36	0%	$ 2,480
Canterbury	536	0%	$ 14,295	-1%	$ 4,420	0%	$ 26.67	0%	$ 8.24	0%	$ 2,931
Wellington	435	0%	$ 8,081	0%	$ 2,973	0%	$ 18.57	0%	$ 6.83	0%	$ 1,333
Horizons	268	0%	$ 2,684	0%	$ 1,303	0%	$ 10.01	0%	$ 4.86	0%	$ 44
Hawkes Bay	153	0%	$ 2,610	0%	$ 898	0%	$ 17.09	0%	$ 5.88	0%	-$ 433
Otago	140	0%	$ 2,840	0%	$ 987	0%	$ 20.29	0%	$ 7.06	0%	$ 907
Waikato	139	0%	$ 1,998	0%	$ 857	0%	$ 14.42	0%	$ 6.19	0%	-$ 191
Invercargill	105	-1%	$ 1,612	-1%	$ 471	-1%	$ 15.29	0%	$ 4.46	0%	$ 169
Bay of Plenty	142	0%	$ 2,638	0%	$ 932	0%	$ 18.53	0%	$ 6.55	0%	$ 580
Taranaki	65	0%	$ 984	0%	$ 375	0%	$ 15.06	0%	$ 5.73	0%	-$ 189
Nelson-Tasman	60	0%	$ 841	0%	$ 329	0%	$ 14.06	0%	$ 5.50	0%	-$ 69
Northland	48	0%	$ 824	0%	$ 300	0%	$ 17.33	0%	$ 6.32	0%	$ 0
Marlborough	44	0%	$ 432	0%	$ 157	0%	$ 9.82	0%	$ 3.57	0%	$ 12
Total	**2,894**	**0%**	**$ 64,000**	**0%**	**$ 23,391**	**0%**	**$ 22.11**	**0%**	**$ 8.08**	%	**$ 7,574**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 33: 6 per week trip cap scenario by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	726	-5%	$ 22,964	-5%	$ 8,971	-5%	$ 31.65	-1%	$ 12.36	0%	$ 1,103
Canterbury	504	-6%	$ 13,069	-9%	$ 4,152	-6%	$ 25.95	-3%	$ 8.24	0%	$ 1,521
Wellington	421	-3%	$ 7,836	-3%	$ 2,874	3%	$ 18.62	0%	$ 6.83	0%	$ 1,051
Horizons	255	-5%	$ 2,555	-5%	$ 1,239	5%	$ 10.03	0%	$ 4.86	0%	-$ 104
Hawkes Bay	146	-4%	$ 2,515	-4%	$ 860	-4%	$ 17.19	1%	$ 5.88	0%	-$ 542
Otago	136	-3%	$ 2,763	-3%	$ 960	-3%	$ 20.31	0%	$ 7.06	0%	$ 818
Waikato	133	-4%	$ 1,902	-5%	$ 822	-4%	$ 14.31	-1%	$ 6.19	0%	-$ 302
Invercargill	98	-8%	$ 1,483	-9%	$ 437	8%	$ 15.14	-1%	$ 4.46	0%	$ 21
Bay of Plenty	137	-4%	$ 2,558	-3%	$ 898	4%	$ 18.65	1%	$ 6.55	0%	$ 489
Taranaki	63	-3%	$ 956	3%	$ 363	-3%	$ 15.09	0%	$ 5.73	0%	-$ 222
Nelson-Tasman	58	-3%	$ 817	-3%	$ 318	-3%	$ 14.12	0%	$ 5.50	0%	-$ 96
Northland	46	-3%	$ 810	-2%	$ 293	-3%	$ 17.46	1%	$ 6.32	0%	-$ 15
Marlborough	42	-5%	$ 41	-5%	$ 149	-5%	$ 9.81	0%	$ 3.57	0%	-$ 13
Total	**2,765**	**-5%**	**$ 60,639**	**-6%**	**$ 22,338**	**-5%**	**$ 21.93**	**-1%**	**$ 8.08**	0%	**$ 3,710**

Note: numbers will not align with other scenarios due to methodology a d data differences. Gisborne and West Coast are excluded due to lack of data.

Table 34: 8 per week trip cap scenario by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	745	-2%	$ 23,647	-2%	$ 9,210	-2%	$ 31.74	0%	$ 12.36	0%	$ 1,888
Canterbury	519	4%	$ 13,636	-5%	$ 4,282	-4%	$ 26.26	-2%	$ 8.24	0%	$ 2,172
Wellington	429	2%	$ 7,981	-1%	$ 2,930	-2%	$ 18.60	0%	$ 6.83	0%	$ 1,218
Horizons	262	-3%	$ 2,626	-3%	$ 1,274	-3%	$ 10.02	0%	$ 4.86	0%	-$ 23
Hawkes Bay	150	-2%	$ 2,577	-1%	$ 882	-2%	$ 17.19	1%	$ 5.88	0%	-$ 471
Otago	138	-1%	$ 2,810	-1%	$ 977	-1%	$ 20.30	0%	$ 7.06	0%	$ 873
Waikato	136	-2%	$ 1,959	-2%	$ 843	-2%	$ 14.38	0%	$ 6.19	0%	-$ 236
Invercargill	102	-4%	$ 1,544	-5%	$ 454	-4%	$ 15.19	-1%	$ 4.46	0%	$ 91
Bay of Plenty	140	-2%	$ 2,605	-1%	$ 917	-2%	$ 18.60	0%	$ 6.55	0%	$ 542
Taranaki	65	-1%	$ 972	-1%	$ 371	-1%	$ 15.04	0%	$ 5.73	0%	-$ 204
Nelson-Tasman	59	-1%	$ 831	-1%	$ 325	-1%	$ 14.08	0%	$ 5.50	0%	-$ 80
Northland	47	-1%	$ 819	-1%	$ 297	-1%	$ 17.40	0%	$ 6.32	0%	-$ 5
Marlborough	43	-2%	$ 423	-2%	$ 154	-2%	$ 9.82	0%	$ 3.57	0%	$ 1
Total	**2,835**	**-2%**	**$ 62,428**	**-3%**	**$ 22,914**	**-2%**	**$ 22.02**	**0%**	**$ 8.08**	0%	**$ 5,767**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 35: 10 per week trip cap scenario by region

Region	Number of trips (000)	% diff from base	Fare subsidy ($000)	% diff from base	Fare paid ($000)	% diff from base	Fare subsidy per trip ($)	% diff from base	Fare paid per trip ($)	% diff from base	Total subsidy shortfall ($000)
Auckland	753	-1%	$ 23,934	-1%	$ 9,314	-1%	$ 31.77	0%	$ 12.36	0%	$ 2,218
Canterbury	527	-2%	$ 13,917	-3%	$ 4,346	-2%	$ 26.40	-1%	$ 8.24	0%	$ 2,496
Wellington	433	-1%	$ 8,041	-1%	$ 2,954	-1%	$ 18.59	0%	$ 6.83	0%	$ 1,286
Horizons	265	-1%	$ 2,659	-1%	$ 1,291	-1%	$ 10.02	0%	$ 4.86	0%	$ 16
Hawkes Bay	152	-1%	$ 2,600	-1%	$ 891	-1%	$ 17.16	0%	$ 5.88	0%	-$ 444
Otago	139	0%	$ 2,830	0%	$ 983	0%	$ 20.31	0%	$ 7.06	0%	$ 896
Waikato	138	-1%	$ 1,983	-1%	$ 852	-1%	$ 14.40	0%	$ 6.19	0%	-$ 209
Invercargill	104	-2%	$ 1,577	-3%	$ 462	-2%	$ 15.24	-1%	$ 4.46	0%	$ 130
Bay of Plenty	141	-1%	$ 2,624	-1%	$ 925	-1%	$ 18.58	0%	$ 6.55	0%	$ 564
Taranaki	65	-1%	$ 980	-1%	$ 373	-1%	$ 15.05	0%	$ 5.73	0%	-$ 195
Nelson-Tasman	59	-1%	$ 837	-1%	$ 327	-1%	$ 14.07	0%	$ 5.50	0%	-$ 73
Northland	47	0%	$ 822	0%	$ 299	0%	$ 17.36	0%	$ 6.32	0%	-$ 1
Marlborough	44	-1%	$ 428	-1%	$ 156	-1%	$ 9.83	0%	$ 3.57	0%	$ 8
Total	**2,867**	**-1%**	**$ 63,232**	**-1%**	**$ 23,173**	**-1%**	**$ 22.05**	**0%**	**$ 8.08**	**0%**	**$ 6,691**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 36: 14 per week trip cap scenario by region

Region	Number of trips (000)	% diff from base	Fare subsidy ($000)	% diff from base	Fare paid ($000)	% diff from base	Fare subsidy per trip ($)	% diff from base	Fare paid per trip ($)	% diff from base	Total subsidy shortfall ($000)
Auckland	759	0%	$ 24,111	0%	$ 9,379	0%	$ 31.79	0%	$ 12.36	0%	$ 2,422
Canterbury	534	-1%	$ 14,154	-2%	$ 4,400	-1%	$ 26.52	-1%	$ 8.24	0%	$ 2,769
Wellington	435	0%	$ 8,072	0%	$ 2,971	0%	$ 18.56	0%	$ 6.83	0%	$ 1,322
Horizons	268	0%	$ 2,683	0%	$ 1,303	0%	$ 10.01	0%	$ 4.86	0%	$ 43
Hawkes Bay	153	0%	$ 2,609	0%	$ 898	0%	$ 17.09	0%	$ 5.88	0%	-$ 434
Otago	140	0%	$ 2,841	0%	$ 987	0%	$ 20.30	0%	$ 7.06	0%	$ 908
Waikato	139	0%	$ 1,999	0%	$ 857	0%	$ 14.42	0%	$ 6.19	0%	-$ 191
Invercargill	105	-1%	$ 1,605	-1%	$ 469	1%	$ 15.28	0%	$ 4.46	0%	$ 162
Bay of Plenty	142	0%	$ 2,635	0%	$ 931	0%	$ 18.54	0%	$ 6.55	0%	$ 577
Taranaki	65	0%	$ 985	0%	$ 375	0%	$ 15.06	0%	$ 5.73	0%	-$ 189
Nelson-Tasman	60	0%	$ 840	0%	$ 329	0%	$ 14.06	0%	$ 5.50	0%	-$ 69
Northland	48	0%	$ 824	0%	$ 300	0%	$ 17.33	0%	$ 6.32	0%	$ 1
Marlborough	44	0%	$ 432	0%	$ 157	0%	$ 9.83	0%	$ 3.57	0%	$ 11
Total	**2,890**	**0%**	**$ 63,790**	**-1%**	**$ 23,356**	**0%**	**$ 22.07**	**0%**	**$ 8.08**	**0%**	**$ 7,333**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 37: 20 per month trip cap scenario by region

Region	Number of trips (000)	% diff from base	Fare subsidy ($000)	% diff from base	Fare paid ($000)	% diff from base	Fare subsidy per trip ($)	% diff from base	Fare paid per trip ($)	% diff from base	Total subsidy shortfall ($000)
Auckland	716	-6%	$ 22,625	-7%	$ 8,858	-6%	$ 31.58	-1%	$ 12.36	0%	$ 713
Canterbury	496	-8%	$ 12,797	-11%	$ 4,093	-8%	$ 25.78	-3%	$ 8.24	0%	$ 1,208
Wellington	418	-4%	$ 7,789	-4%	$ 2,857	-4%	$ 18.62	0%	$ 6.83	0%	$ 997
Horizons	252	-6%	$ 2,524	-6%	$ 1,225	-6%	$ 10.02	0%	$ 4.86	0%	-$ 140
Hawkes Bay	145	-5%	$ 2,485	-5%	$ 852	-5%	$ 17.15	0%	$ 5.88	0%	-$ 576
Otago	135	-4%	$ 2,738	-4%	$ 953	-4%	$ 20.28	0%	$ 7.06	0%	$ 791
Waikato	132	-5%	$ 1,882	-6%	$ 816	-5%	$ 14.27	-1%	$ 6.19	0%	-$ 325
Invercargill	96	-9%	$ 1,458	-10%	$ 430	-9%	$ 15.13	-1%	$ 4.46	0%	-$ 8
Bay of Plenty	136	-5%	$ 2,539	-4%	$ 891	-5%	$ 18.66	1%	$ 6.55	0%	$ 467
Taranaki	63	-4%	$ 951	-3%	$ 361	-4%	$ 15.12	0%	$ 5.73	0%	-$ 228
Nelson-Tasman	57	-4%	$ 813	-3%	$ 316	-4%	$ 14.15	1%	$ 5.50	0%	-$ 101
Northland	46	-3%	$ 801	-3%	$ 291	-3%	$ 17.36	0%	$ 6.32	0%	-$ 26
Marlborough	41	-6%	$ 407	-6%	$ 148	-6%	$ 9.81	0%	$ 3.57	0%	-$ 17
Total	**2,735**	**-6%**	**$ 59,809**	**-7%**	**$ 22,091**	**-6%**	**$ 21.87**	**-1%**	**$ 8.08**	**0%**	**$ 2,755**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 38: 30 per month trip cap scenario by region

Region	Number of trips (000)	Number of trips % diff from base	Fare subsidy ($000)	Fare subsidy % diff from base	Fare paid ($000)	Fare paid % diff from base	Fare subsidy per trip ($)	Fare subsidy per trip % diff from base	Fare paid per trip ($)	Fare paid per trip % diff from base	Total subsidy shortfall ($000)
Auckland	744	-2%	$ 23,628	-2%	$ 9,205	-2%	$ 31.74	0%	$ 12.36	0%	$ 1,866
Canterbury	519	-4%	$ 13,580	-6%	$ 4,276	-4%	$ 26.18	-2%	$ 8.24	0%	$ 2,108
Wellington	429	-1%	$ 7,985	-1%	$ 2,933	-1%	$ 18.59	0%	$ 6.83	0%	$ 1,223
Horizons	262	-2%	$ 2,626	-3%	$ 1,275	-2%	$ 10.01	0%	$ 4.86	0%	-$ 23
Hawkes Bay	150	-2%	$ 2,574	-2%	$ 882	-2%	$ 17.16	0%	$ 5.88	0%	-$ 474
Otago	138	-1%	$ 2,808	-1%	$ 977	-1%	$ 20.29	0%	$ 7.06	0%	$ 871
Waikato	136	-2%	$ 1,963	-2%	$ 844	-2%	$ 14.38	0%	$ 6.19	0%	-$ 232
Invercargill	102	-4%	$ 1,542	-5%	$ 454	-4%	$ 15.17	-1%	$ 4.46	0%	$ 90
Bay of Plenty	140	-2%	$ 2,601	-1%	$ 917	-2%	$ 18.58	0%	$ 6.55	0%	$ 538
Taranaki	65	-1%	$ 972	-1%	$ 371	-1%	$ 15.02	0%	$ 5.73	0%	-$ 204
Nelson-Tasman	59	-1%	$ 832	-1%	$ 325	-1%	$ 14.09	0%	$ 5.50	0%	-$ 78
Northland	47	-1%	$ 820	0%	$ 298	-1%	$ 17.41	1%	$ 6.32	0%	-$ 4
Marlborough	43	-2%	$ 423	-2%	$ 154	-2%	$ 9.83	0%	$ 3.57	0%	$ 1
Total	**2,835**	**-2%**	**$ 62,355**	**-3%**	**$ 22,910**	**-2%**	**$ 21.99**	**-1%**	**$ 8.08**	[illegible]%	**$ 5,682**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Note: excludes West Coast and Gisborne due to a lack of data.

Table 39: 40 per month trip cap scenario by region

Region	Number of trips (000)	Number of trips % diff from base	Fare subsidy ($000)	Fare subsidy % diff from base	Fare paid ($000)	Fare paid % diff from base	Fare subsidy per trip ($)	Fare subsidy per trip % diff from base	Fare paid per trip ($)	Fare paid per trip % diff from base	Total subsidy shortfall ($000)
Auckland	754	-1%	$ 23,966	-1%	$ 9,327	-1%	$ 31.77	0%	$ 12.36	0%	$ 2,255
Canterbury	528	-2%	$ 13,915	-3%	$ 4,353	-2%	$ 26.35	-1%	$ 8.24	0%	$ 2,494
Wellington	433	-1%	$ 8,049	-1%	$ 2,959	-1%	$ 18.58	0%	$ 6.83	0%	$ 1,296
Horizons	266	-1%	$ 2,665	-1%	$ 1,294	-1%	$ 10.01	0%	$ 4.86	0%	$ 22
Hawkes Bay	152	-1%	$ 2,601	-1%	$ 893	1%	$ 17.13	0%	$ 5.88	0%	-$ 443
Otago	139	0%	$ 2,834	0%	$ 984	0%	$ 20.32	0%	$ 7.06	0%	$ 901
Waikato	138	-1%	$ 1,990	-[illegible]%	$ 854	-1%	$ 14.41	0%	$ 6.19	0%	-$ 201
Invercargill	104	-2%	$ 1,584	3%	$ 464	-2%	$ 15.25	0%	$ 4.46	0%	$ 137
Bay of Plenty	141	-1%	$ 2,623	1%	$ 926	-1%	$ 18.55	0%	$ 6.55	0%	$ 563
Taranaki	65	0%	$ 980	-1%	$ 374	0%	$ 15.03	0%	$ 5.73	0%	-$ 194
Nelson-Tasman	60	0%	$ 838	0%	$ 328	0%	$ 14.07	0%	$ 5.50	0%	-$ 71
Northland	47	0%	$ 823	0%	$ 299	0%	$ 17.37	0%	$ 6.32	0%	-$ 0
Marlborough	44	-1%	$ 429	-1%	$ 156	-1%	$ 9.83	0%	$ 3.57	0%	$ 9
Total	**2,872**	**-1%**	**$ 63,299**	**-1%**	**$ 23,210**	**-1%**	**$ 22.04**	**0%**	**$ 8.08**	0%	**$ 6,768**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Appendix D Fare cap scenarios

We considered two different scenarios, applied on the 2024/25 financial year, with estimates of the effects on trips and fares, and the affected funding shortfall.

The scenarios used include:

- A 10% reduction in all regional fare caps
- Reducing all regional fare caps so that a minimum 25% of all trips are over the fare cap.

Table 40: 10% fare cap reduction scenario by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	702	-8%	$ 21,411	-12%	$ 9,630	2%	$ 30.51	-4%	$ 13.72	11%	-$ 684
Canterbury	514	-4%	$ 13,422	-7%	$ 4,511	2%	$ 26.09	-2%	$ 8.77	6%	$ 1,927
Wellington	426	-2%	$ 7,812	-3%	$ 3,003	1%	$ 18.34	-1%	$ 7.05	3%	$ 1,023
Horizons	252	-6%	$ 2,410	-11%	$ 1,336	2%	$ 9.58	-4%	$ 5.31	9%	-$ 271
Hawkes Bay	115	-25%	$ 1,679	-36%	$ 916	2%	$ 14.62	-14%	$ 7.98	36%	-$ 1,503
Otago	133	-5%	$ 2,631	-7%	$ 1,005	2%	$ 19.73	-3%	$ 7.54	7%	$ 667
Waikato	130	-6%	$ 1,801	-10%	$ 878	2%	$ 13.85	-4%	$ 6.75	9%	-$ 418
Invercargill	105	-1%	$ 1,600	-2%	$ 476	0%	$ 15.25	-1%	$ 4.53	2%	$ 155
Bay of Plenty	137	-4%	$ 2,482	-6%	$ 947	1%	$ 18.10	-2%	$ 6.91	5%	$ 401
Taranaki	64	-3%	$ 941	-5%	$ 380	1%	$ 14.81	-2%	$ 5.98	4%	-$ 240
Nelson-Tasm	57	-5%	$ 775	-8%	$ 335	2%	$ 13.61	-3%	$ 5.88	7%	-$ 144
Northland	47	-2%	$ 802	-3%	$ 303	1%	$ 17.15	-1%	$ 6.48	3%	-$ 25
Marlborough	43	-2%	$ 422	-2%	$ 158	1%	$ 9.74	-1%	$ 3.65	2%	$ 1
Total	**2,725**	**-6%**	**$ 58,187**	**-9%**	**$ 23,878**	**2%**	**$ 21.36**	**-3%**	**$ 8.76**	**8%**	**$ 890**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Table 41: 25% over fare cap scenario by region

Region	Number of trips		Fare subsidy		Fare paid		Fare subsidy per trip		Fare paid per trip		Total subsidy shortfall ($000)
	(000)	% diff from base	($000)	% diff from base	($000)	% diff from base	($)	% diff from base	($)	% diff from base	
Auckland	760	0%	$ 24,201	0%	$ 9,400	0%	$ 31.83	0%	$ 12.36	0%	$ 2,525
Canterbury	523	-3%	$ 13,753	-4%	$ 4,489	1%	$ 26.31	-2%	$ 8.59	4%	$ 2,307
Wellington	34	-21%	$ 5,646	-30%	$ 3,056	3%	$ 16.46	-11%	$ 8.91	30%	-$ 1,467
Horizons	269	0%	$ 2,693	0%	$ 1,307	0%	$ 10.01	0%	$ 4.86	0%	$ 55
Hawkes Bay	123	-19%	$ 1,872	-28%	$ 927	3%	$ 15.17	-11%	$ 7.51	28%	-$ 1,282
Otago	133	-5%	$ 2,608	-8%	$ 1,007	2%	$ 19.66	-3%	$ 7.59	8%	$ 641
Waikato	138	-1%	$ 1,976	-1%	$ 862	0%	$ 14.35	-1%	$ 6.26	1%	-$ 217
Invercargill	97	-8%	$ 1,427	-12%	$ 486	3%	$ 14.70	-4%	$ 5.00	12%	-$ 43
Bay of Plenty	134	-6%	$ 2,396	-9%	$ 953	2%	$ 17.87	-3%	$ 7.11	9%	$ 302
Taranaki	63	-3%	$ 935	-5%	$ 380	1%	$ 14.78	-2%	$ 6.01	5%	-$ 246
Nelson-Tasman	60	0%	$ 841	0%	$ 329	0%	$ 14.06	0%	$ 5.50	0%	-$ 68
Northland	43	-9%	$ 717	-13%	$ 309	3%	$ 16.53	-5%	$ 7.11	13%	-$ 122
Marlborough	42	-5%	$ 401	-7%	$ 160	2%	$ 9.57	-3%	$ 3.82	7%	-$ 24
Total	**2,728**	**-6%**	**$ 59,466**	**-7%**	**$ 23,664**	**1%**	**$ 21.80**	**-1%**	**$ 8.67**	**7%**	**$ 2,360**

Note: numbers will not align with other scenarios due to methodology and data differences. Gisborne and West Coast are excluded due to lack of data.

Document 4

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total	Shortfall
Base forecast - 75% discount								
Subsidies	61,898	74,375	84,875	97,125	111,125	126,875	**494,375**	
Overheads	8,843	10,625	12,125	13,875	15,875	18,125	**70,625**	
Total subsidy cost	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**635,625**	
Crown share	20,633	24,792	28,292	32,375	37,042	42,292	**164,792**	
NLTF share	30,065	36,125	41,225	47,175	53,975	61,625	**240,125**	
Local share	20,043	24,083	27,483	31,450	35,983	41,083	**160,083**	
Total subsidy	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**	
Subsidy reduced to 70% only		**Subsidy impact**	**-13.0%**					
Subsidies	53,852	64,706	73,841	84,499	96,679	110,381	**430,106**	
Overheads	7,693	9,244	10,549	12,071	13,811	15,769	**61,444**	
Total subsidy	**61,545**	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Crown share	15,386	18,488	21,098	24,143	27,623	31,538	**122,888**	
NLTF share	27,695	33,278	37,976	43,457	49,721	56,768	**221,198**	
Local share	18,463	22,185	25,317	28,971	33,147	37,845	**147,465**	
Total subsidy	**61,545**	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Change								
Crown share	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	**-25.4%**	
NLTF share	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	**-7.9%**	
Local share	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	**-7.9%**	
Total subsidy	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	
Fare caps reduced by 10% only		**Subsidy impact**	**-9.0%**					
Subsidies	56,328	67,681	77,236	88,384	101,124	115,456	**449,881**	
Overheads	8,047	9,669	11,034	12,626	14,446	16,494	**64,269**	
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**	
Crown share	18,776	22,560	25,745	29,461	33,708	38,485	**149,960**	
NLTF share	27,359	32,874	37,515	42,929	49,117	56,079	**218,514**	
Local share	18,239	21,916	25,010	28,620	32,745	37,386	**145,676**	
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**	
Change								
Crown share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**	
NLTF share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**	
Local share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**	
Total subsidy	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	

Year		Forecast Total Mobility passenger demand (000)	Forecast Total Mobility Crown funding requirement ($000)	Forecast Total Mobility subsidy including Crown + NLTF + Local ($000)	Crown subsidy	NLTF subsidy	Local subsidy	Total subsidy
21/22	Actual	1,561	2,063	20,366				
22/23	Actual	2,187	13,530	45,020				
23/24	Actual	2,591	12,313	50,936				
24/25	Actual	3,039	21,407	70,741	20,633	30,065	20,043	70,741
25/26	Forecast	3,200	24,500	85,000	24,792	36,125	24,083	85,000
26/27	Forecast	3,600	28,000	97,000	28,292	41,225	27,483	97,000
27/28	Forecast	3,900	32,500	111,000	32,375	47,175	31,450	111,000
28/29	Forecast	4,300	37,000	127,000	37,042	53,975	35,983	127,000
29/30	Forecast	4,700	42,500	145,000	42,292	61,625	41,083	145,000

	Reduction in trips	Reduction in subsidy
Crown subsidy to 70% (0.3 to 0.7 elasticity)	7% to 15%	5% to 13%
Trip caps set to 40 per	1%	1%
Fare caps reduced by	6%	9%
Overall impact	**14% to 22%**	**15% to 23%**

Trip caps set to 40 per month only — Subsidy impact: -1.0%

Subsidies	61,279	73,631	84,026	96,154	110,014	125,606	489,431
Overheads	8,754	10,519	12,004	13,736	15,716	17,944	69,919
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**
Crown share	20,426	24,544	28,009	32,051	36,671	41,869	**163,144**
NLTF share	29,764	35,764	40,813	46,703	53,435	61,009	**237,724**
Local share	19,843	23,843	27,209	31,136	35,624	40,673	**158,483**
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**
Change							
Crown share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**
NLTF share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**
Local share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**
Total subsidy	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**

Subsidy reduced to 70% + fare caps reduced 10% — Subsidy impact: -23.2%

Subsidies	47,557	57,142	65,209	74,621	85,377	97,478	**379,828**
Overheads	6,794	8,163	9,316	10,660	12,197	13,925	**54,261**
Total subsidy	**54,350**	**65,306**	**74,525**	**85,281**	**97,574**	**111,404**	**434,090**
Crown share	13,588	16,326	18,631	21,320	24,394	27,851	**108,522**
NLTF share	24,458	29,387	33,536	38,377	43,908	50,132	**195,340**
Local share	16,305	19,592	22,358	25,584	29,272	33,421	**130,227**
Total subsidy	**54,350**	**65,306**	**74,525**	**85,281**	**97,574**	**111,404**	**434,090**
Change							
Crown share	-34.1%	-34.1%	-34.1%	-34.1%	-34.1%	-34.1%	**-34.1%**
NLTF share	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	**-18.7%**
Local share	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	**-18.7%**
Total subsidy	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**

OLD

Scenario A - Subsidy 70%, fare cap reduce 10%							
Subsidy reduced to 70%							
fare cap reduce 10%							
trip cap 40 per month							
70% + 10%							This is the critical one to crack!!!!!'
Overall impact							
Crown	24,650	28,130	32,190	36,830	42,050	**163,850**	
NLTF	29,580	33,756	38,628	44,196	50,460	**196,620**	
PTA	19,720	22,504	25,752	29,464	33,640	**131,080**	
Total	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Scenario B - Subsidy 65%, fare cap reduce 10%							
Subsidy reduced to 65%							
fare cap reduce 10%							
Overall impact							
Crown	24,650	28,130	32,190	36,830	42,050	**163,850**	42,825
NLTF	29,580	33,756	38,628	44,196	50,460	**196,620**	
PTA	19,720	22,504	25,752	29,464	33,640	**131,080**	21,440
Total	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	-12,118
Scenario C - Subsidy 50%, fare cap reduce 10%							**-9,815**
Subsidy reduced to 50%							
fare cap reduce 10%							
Overall impact							28,020
Crown	24,650	28,130	32,190	36,830	42,050	**163,850**	
NLTF	29,580	33,756	38,628	44,196	50,460	**196,620**	8,560
PTA	19,720	22,504	25,752	29,464	33,640	**131,080**	
Total	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Appropriation	24,335	24,335	24,335	24,335	24,335	121,675	
Current Crown subsidy forecast	24,500	28,000	32,500	37,000	42,500	164,500	
With reduction to 70% subsidy change (NZTA data has a 13% decrease in the overall fare subsidy)	21,315	24,360	28,275	32,190	36,975	143,115	
Crown would decrease more, possibly 33%	16,317	18,648	21,645	24,642	28,305	109,557	
With reduction to 65% subsidy change (NZTA data has a 32% decrease in the fare subsidy)	16,660	19,040	22,100	25,160	28,900	**111,860**	
Crown would decrease more, possibly 57%							
With 10% fare cap (NZTA data has a 9% decrease)	22,295	25,480	29,575	33,670	38,675	149,695	
Combined 70% subsidy + 10% fare cap? (Assuming the 9% decrease from fares stacks on the 13% decrease from the subsidy... BIG ASSUMPTION)	19,396.65	22,167.60	25,730.25	29,292.90	33,647.25	130,234.65	
	24,500	28,000					

	Nominal cost sharing 75% Discount	70% Discount	70% Discount
Client	25%	30%	30%
Crown	25%	20%	20%
NZTA	30%	30%	30%
PTA	20%	20%	20%
	100%	100%	100%
Subsidy share			
Crown	33%	29%	29%
NZTA	40%	43%	43%

PTA	27%	29%	29%			
	100%	100%	100%			
			-13%		-9%	
Total subsidy 2025/26	#REF!	#REF!	#REF!	Saving	#REF!	
Crown	**#REF!**	**#REF!**	**#REF!**	#REF!	**#REF!**	#REF!
NZTA	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
PTA	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
	#REF!	#REF!	#REF!			

	75% Discount	**65%**	**65%**	
Client	25%	35%	35%	
Crown	25%	15%	15%	
NZTA	30%	30%	30%	
PTA	20%	20%	20%	
	100%	100%	100%	
Subsidy share				
Crown	33%	23%	23%	
NZTA	40%	46%	46%	
PTA	27%	31%	31%	
	100%	100%	100%	
			-32%	
Total subsidy 2025/26	#REF!	#REF!	#REF!	Saving
Crown	**#REF!**	**#REF!**	**#REF!**	#REF!
NZTA	#REF!	#REF!	#REF!	#REF!
PTA	#REF!	#REF!	#REF!	#REF!
	#REF!	#REF!	#REF!	

	75% Discount	50%	50%	
Client	25%	50%	50%	
Crown	25%	0%	0%	
NZTA	30%	30%	30%	
PTA	20%	20%	20%	
	100%	100%	100%	
Subsidy share				
Crown	33%	0%	0%	
NZTA	40%	60%	60%	
PTA	27%	40%	40%	
	100%	100%	100%	
			-78%	elasticity 0.7 from table 23
Total subsidy 2025/26	#REF!	#REF!	#REF!	Saving
Crown	**#REF!**	**#REF!**	**#REF!**	#REF!
NZTA	#REF!	#REF!	#REF!	#REF!
PTA	#REF!	#REF!	#REF!	#REF!
Total	#REF!	#REF!	#REF!	

(This column (2024/25) not included in totals, as it is actuals, not forecast)

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total (2025/26-2029/30)	Shortfall
Base forecast - 75% discount								
Subsidies	61,898	74,375	84,875	97,125	111,125	126,875	494,375	
Overheads	8,843	10,625	12,125	13,875	15,875	18,125	70,625	
Total subsidy cost	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**	
Crown share	20,633	24,792	28,292	32,375	37,042	42,292	164,792	43,117
NLTF share	30,065	36,125	41,225	47,175	53,975	61,625	240,125	
Local share	20,043	24,083	27,483	31,450	35,983	41,083	160,083	
Total subsidy	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**	
Subsidy reduced to 70% only		Subsidy impact	-13.0%					
Subsidies	53,852	64,706	73,841	84,499	96,679	110,381	430,106	
Overheads	7,693	9,244	10,549	12,071	13,811	15,769	61,444	
Total subsidy	**61,545**	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Crown share	15,386	18,488	21,098	24,143	27,623	31,538	122,888	1,213
NLTF share	27,695	33,278	37,976	43,457	49,721	56,768	221,198	
Local share	18,463	22,185	25,317	28,971	33,147	37,845	147,465	
Total subsidy	**61,545**	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Change								
Crown share	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	
NLTF share	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	
Local share	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	
Total subsidy	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	
Fare caps reduced by 10% only		Subsidy impact	-9.0%					
Subsidies	56,328	67,681	77,236	88,384	101,124	115,456	449,881	
Overheads	8,047	9,669	11,034	12,626	14,446	16,494	64,269	
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**	
Crown share	18,776	22,560	25,745	29,461	33,708	38,485	149,960	28,285
NLTF share	27,359	32,874	37,515	42,929	49,117	56,079	218,514	
Local share	18,239	21,916	25,010	28,620	32,745	37,386	145,676	
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**	
Change								
Crown share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	
NLTF share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	
Local share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	
Total subsidy	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	

Year		Forecast Total Mobility passenger demand (000)	Forecast Total Mobility Crown funding requirement ($000)	Forecast Total Mobility subsidy including Crown + NLTF + Local ($000)	Crown subsidy	NLTF subsidy	Local subsidy	Total subsidy
21/22	Actual	1,561	2,063	20,366				
22/23	Actual	2,187	13,530	45,020				
23/24	Actual	2,591	12,313	50,936				
24/25	Actual	3,039	21,407	70,741	20,633	30,065	20,043	70,741
25/26	Forecast	3,200	24,500	85,000	24,792	36,125	24,083	85,000
26/27	Forecast	3,600	28,000	97,000	28,292	41,225	27,483	97,000
27/28	Forecast	3,900	32,500	111,000	32,375	47,175	31,450	111,000
28/29	Forecast	4,300	37,000	127,000	37,042	53,975	35,983	127,000
29/30	Forecast	4,700	42,500	145,000	42,292	61,625	41,083	145,000

	Reduction in trips	Reduction in subsidy
Crown subsidy to 70% (0.3 to 0.7 elasticity)	7% to 15%	5% to 13%
Trip caps set to 40 per	1%	1%
Fare caps reduced by	6%	9%
Overall impact	**14% to 22%**	**15% to 23%**

Trip caps set to 40 per month only | **Subsidy impact** **-1.0%**

Subsidies	61,279	73,631	84,026	96,154	110,014	125,606	**489,431**	
Overheads	8,754	10,519	12,004	13,736	15,716	17,944	**69,919**	
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**	
Crown share	20,426	24,544	28,009	32,051	36,671	41,869	**163,144**	**41,469**
NLTF share	29,764	35,764	40,813	46,703	53,435	61,009	**237,724**	
Local share	19,843	23,843	27,209	31,136	35,624	40,673	**158,483**	
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**	
Change								
Crown share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**	
NLTF share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**	
Local share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**	
Total subsidy	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	

Subsidy reduced to 70% + fare caps reduced 10% | **Subsidy impact** **-23.2%**

Subsidies	47,557	57,142	65,209	74,621	85,377	97,478	**379,828**	
Overheads	6,794	8,163	9,316	10,660	12,197	13,925	**54,261**	
Total subsidy	**54,350**	**65,306**	**74,525**	**85,281**	**97,574**	**111,404**	**434,090**	
Crown share	13,588	16,326	18,631	21,320	24,394	27,851	**108,522**	**-13,153**
NLTF share	24,458	29,387	33,536	38,377	43,908	50,132	**195,340**	
Local share	16,305	19,592	22,358	25,584	29,272	33,421	**130,227**	
Total subsidy	**54,350**	**65,306**	**74,525**	**85,281**	**97,574**	**111,404**	**434,090**	
Change								
Crown share	-34.1%	-34.1%	-34.1%	-34.1%	-34.1%	-34.1%	**-34.1%**	
NLTF share	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	**-18.7%**	
Local share	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	**-18.7%**	
Total subsidy	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	

OLD

Scenario A - Subsidy 70%, fare cap reduce 10%							
Subsidy reduced to 70%							
fare cap reduce 10%							
trip cap 40 per month							
70% + 10%							
Overall impact							
Crown	24,650	28,130	32,190	36,830	42,050	**163,850**	
NLTF	29,580	33,756	38,628	44,196	50,460	**196,620**	
PTA	19,720	22,504	25,752	29,464	33,640	**131,080**	
Total	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Scenario B - Subsidy 65%, fare cap reduce 10%							
Subsidy reduced to 65%							
fare cap reduce 10%							
Overall impact							
Crown	24,650	28,130	32,190	36,830	42,050	**163,850**	42,825
NLTF	29,580	33,756	38,628	44,196	50,460	**196,620**	
PTA	19,720	22,504	25,752	29,464	33,640	**131,080**	21,440
Total	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	-12,118
Scenario C - Subsidy 50%, fare cap reduce 10%							**-9,815**
Subsidy reduced to 50%							
fare cap reduce 10%							
Overall impact							28,020
Crown	24,650	28,130	32,190	36,830	42,050	**163,850**	
NLTF	29,580	33,756	38,628	44,196	50,460	**196,620**	8,560
PTA	19,720	22,504	25,752	29,464	33,640	**131,080**	
Total	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	
Appropriation	24,335	24,335	24,335	24,335	24,335	121,675	
Current Crown subsidy forecast	24,500	28,000	32,500	37,000	42,500	164,500	
With reduction to 70% subsidy change (NZTA data has a 13% decrease in the overall fare subsidy)	21,315	24,360	28,275	32,190	36,975	143,115	
Crown would decrease more, possibly 33%	16,317	18,648	21,645	24,642	28,305	109,557	
With reduction to 65% subsidy change (NZTA data has a 32% decrease in the fare subsidy)	16,660	19,040	22,100	25,160	28,900	**111,860**	
Crown would decrease more, possibly 57%							
With 10% fare cap (NZTA data has a 9% decrease)	22,295	25,480	29,575	33,670	38,675	149,695	
Combined 70% subsidy + 10% fare cap? (Assuming the 9% decrease from fares stacks on the 13% decrease from the subsidy... BIG ASSUMPTION)	19,396.65	22,167.60	25,730.25	29,292.90	33,647.25	130,234.65	
	24,500	28,000					

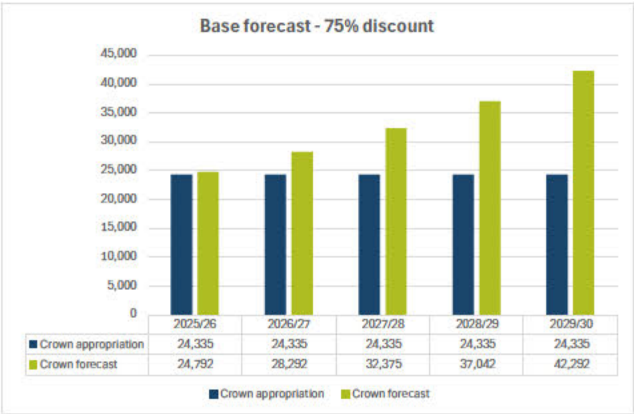
	Nominal cost sharing 75% Discount	70% Discount	70% Discount
Client	25%	30%	30%
Crown	25%	20%	20%
NZTA	30%	30%	30%
PTA	20%	20%	20%
	100%	100%	100%
Subsidy share			
Crown	33%	29%	29%
NZTA	40%	43%	43%

PTA	27%	29%	29%			
	100%	100%	100%			
			-13%		-9%	
Total subsidy 2025/26	#REF!	#REF!	#REF!	Saving	#REF!	
Crown	**#REF!**	**#REF!**	**#REF!**	#REF!	**#REF!**	#REF!
NZTA	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
PTA	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
	#REF!	#REF!	#REF!			

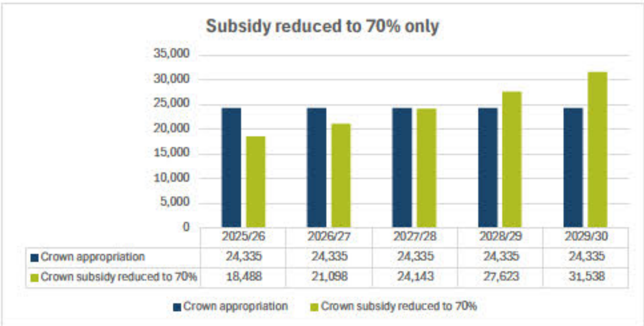
	75% Discount	**65%**	**65%**	
Client	25%	35%	35%	
Crown	25%	15%	15%	
NZTA	30%	30%	30%	
PTA	20%	20%	20%	
	100%	100%	100%	
Subsidy share				
Crown	33%	23%	23%	
NZTA	40%	46%	46%	
PTA	27%	31%	31%	
	100%	100%	100%	
			-32%	
Total subsidy 2025/26	#REF!	#REF!	#REF!	Saving
Crown	**#REF!**	**#REF!**	**#REF!**	#REF!
NZTA	#REF!	#REF!	#REF!	#REF!
PTA	#REF!	#REF!	#REF!	#REF!
	#REF!	#REF!	#REF!	

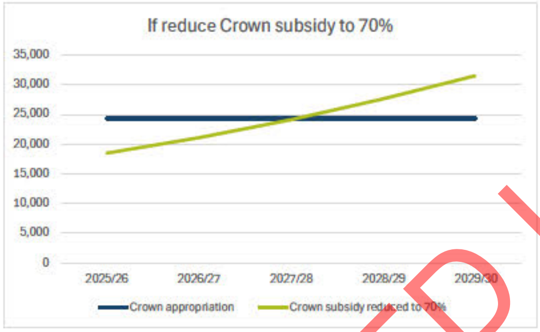
	75% Discount	50%	50%	
Client	25%	50%	50%	
Crown	25%	0%	0%	
NZTA	30%	30%	30%	
PTA	20%	20%	20%	
	100%	100%	100%	
Subsidy share				
Crown	33%	0%	0%	
NZTA	40%	60%	60%	
PTA	27%	40%	40%	
	100%	100%	100%	
			-78%	elasticity 0.7 from table 23
Total subsidy 2025/26	#REF!	#REF!	#REF!	Saving
Crown	**#REF!**	**#REF!**	**#REF!**	#REF!
NZTA	#REF!	#REF!	#REF!	#REF!
PTA	#REF!	#REF!	#REF!	#REF!
Total	#REF!	#REF!	#REF!	

	2025/26	2026/27	2027/28	2028/29	2029/30	Total
Crown appropriation	24,335	24,335	24,335	24,335	24,335	121,675
Crown forecast	24,792	28,292	32,375	37,042	42,292	164,792



	2025/26	2026/27	2027/28	2028/29	2029/30	Total
Crown appropriation	24,335	24,335	24,335	24,335	24,335	121,675
Crown subsidy reduced to 70%	18,488	21,098	24,143	27,623	31,538	122,888



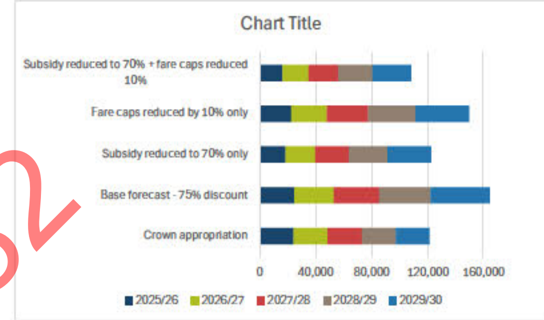


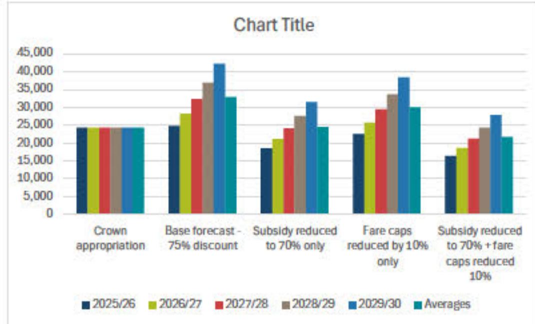
	2025/26	2026/27	2027/28	2028/29	2029/30	Total
Crown appropriation	24,335	24,335	24,335	24,335	24,335	121,675
Subsidy reduced to 70% + fare caps reduced 10%	16,326	18,631	21,320	24,394	27,851	108,522

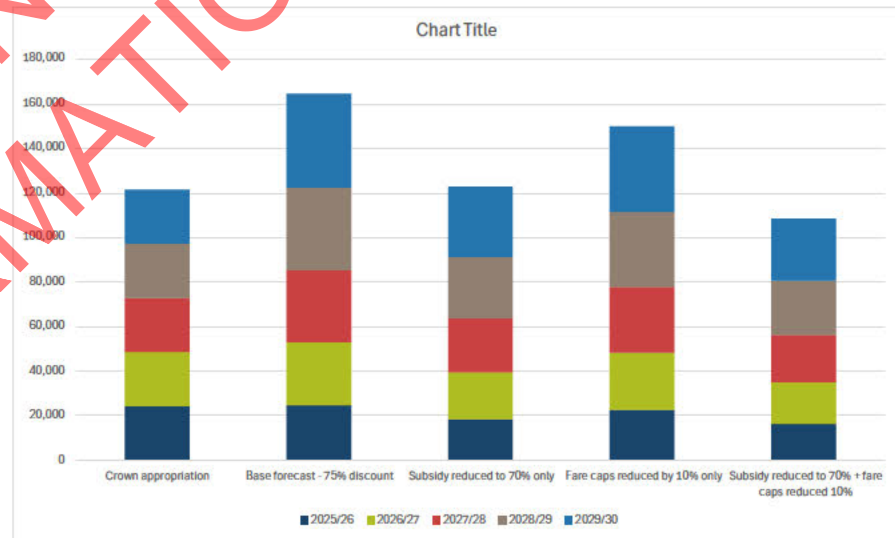
	Crown costs	NLFT-PTA shortfall
Current Crown appropriation	121,675	
Base forecast at 75% discount	164,792 -	193,021
Option 1: Subsidy reduced to 70%	122,888 -	161,476
Option 2: Regional fare caps reduced by 10%	149,960 -	157,003
Option 3: Trip caps to 40	163,144 -	189,019
Option 4: (1+2 combined) Subsidy reduced to 70% + regional fare caps reduced 10%	108,522 -	118,380
Option 5: Subsidy reduced to 65%	**77,579** -	99,434
Option 6: subsidy reduced to 65% + 10 fare cap reduction	64,025 -	45,866

	2025/26	2026/27	2027/28	2028/29	2029/30	Averages
Crown appropriation	24,335	24,335	24,335	24,335	24,335	24,335
Base forecast - 75% discount	24792	28292	32375	37042	42292	32,958
Subsidy reduced to 70% only	18,488	21,098	24,143	27,623	31,538	24,578
Fare caps reduced by 10% only	22,560	25,745	29,461	33,708	38,485	29,992
Subsidy reduced to 70% + fare caps reduced 10%	16,326	18,631	21,320	24,394	27,851	21,704

149,960

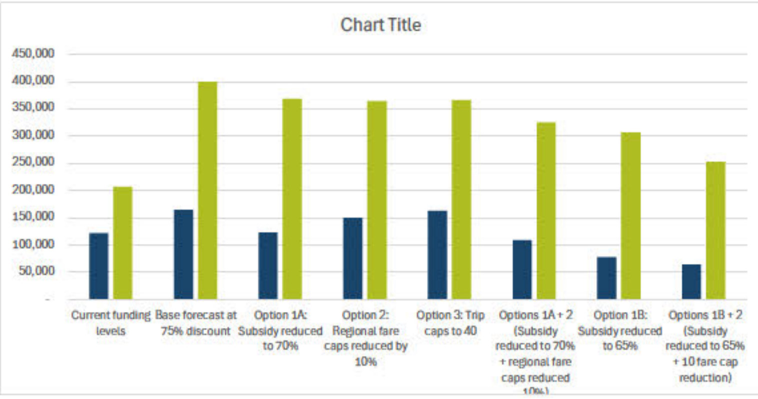


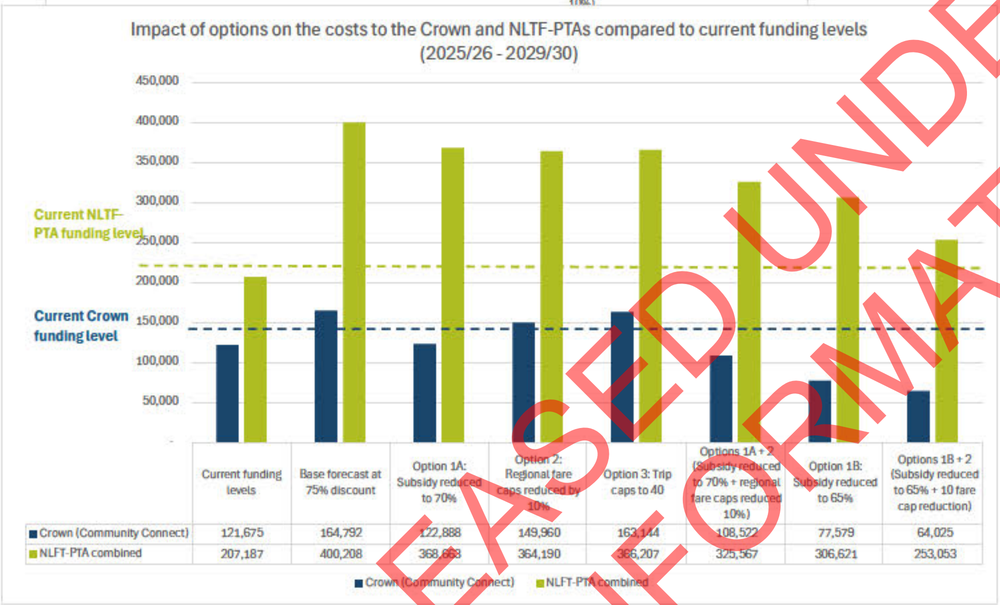




Crown costs 2025/26-2029/30	121,675	164,792	122,888	149,960	163,144	108,522	77,579	64,025
NLFT-PTA shortfall		-193,021	-161,476	-157,003	-189,019	-118,380	-99,434	-45,866

	Crown (Comr	NLFT-PTA combined
Current funding levels	121,675	207,187
Base forecast at 75% discount	164,792	400,208
Option 1A: Subsidy reduced to 70%	122,888	368,663
Option 2: Regional fare caps reduced by 10%	149,960	364,190
Option 3: Trip caps to 40	163,144	366,207
Options 1A + 2 (Subsidy reduced to 70% + regional fare caps reduced 10%)	108,522	325,567
Option 1B: Subsidy reduced to 65%	77,579	306,621
Options 1B + 2 (Subsidy reduced to	64,025	253,053





This worksheet looks at the funding impacts for all funders (Crown, NLTFL, local share) from the scenarios. It uses the current NLTF allocations for 2025/26 and 2026/27 only (as beyond this has not yet been allocated under the current NLTP).

		2025/26	2026/27	2027/28	2028/29	2029/30			
	Crown appropriation	24,335	24,335	24,335	24,335	24,335	121,675		
Budget	NLTP funding allocation for Tota	24,532	24,945	24,945	24,945	24,945	Funding not yet allocated for 2027/28 onward, as will be under GPS27 and next NTLP. On Adam's advice, have rolled over exisiting levels for 2027/28-2029/30		
	Local share	16,355	16,630	16,630	16,630	16,630			124,312
		40,887	41,575	41,575	41,575	41,575	207,187		
Status quo forecast	Crown share	24,792	28,292	32,375	37,042	42,292			
	NLTF share	36,125	41,225	47,175	53,975	61,625			
	Local share	24,083	27,483	31,450	35,983	41,083			
							Total difference between funding allocatiosand forecasts		
Status quo shortfall	Crown share	- 457	- 3,957	- 8,040	- 12,707	- 17,957	**43,117**		
	NLTF share	- 11,593	- 16,280	- 22,230	- 29,030	- 36,680	- **115,813**		
	Local share	- 7,728	- 10,853	- 14,820	- 19,353	- 24,453	- **77,208**		
Forecasts of reducing subsidy to 70%	Crown share	18,488	21,098	24142.5	27622.5	31537.5			
	NLTF share	33,278	37,976	43456.5	49720.5	56767.5			
	Local share	22,185	25,317	28971	33147	37845			
							Total difference between funding allocatiosand forecasts		
Shortfall of 70% scenario	Crown share	5,848	3,238	193	-3,288	-7,203	- **1,213**		
	NLTF share	-8,746	-13,031	-18,512	-24,776	-31,823	- **96,886**		
	Local share	-5,830	-8,687	-12,341	-16,517	-21,215	- **64,590**		
Forecasts for 70% subsidy + reducing regional fares by 10%	Crown share	16,326	18,631	21,320	24,394	27,851	**108,522**		
	NLTF share	29,387	33,536	38,377	43,908	50,132			
	Local share	19,592	22,358	25,584	29,272	33,421			
		48,979	*55,894*	*63,961*	*73,181*	*83,553*	**Total difference between funding allocatiosand forecasts**		
Shortfall for 70% subsidy + 10% regional fare	Crown share	8,009	5,704	3,015	- 59	- 3,516	**13,153**		
	NLTF share	- 4,855	- 8,591	- 13,432	- 18,963	- 25,187	- **71,028**		
	Local share	- 3,237	- 5,728	- 8,954	- 12,642	- 16,791	- **47,352**	325,567	
		- 8,092	- 14,319	- 22,386	- 31,606	- 41,978	- 118,380		

Year	NLTF share	Local share	net total cost
2024/25 actuals	26,024,497	17,349,663	43,374,160
2025/26 allocation	24,532,096	16,354,733	40,886,829
2026/27 allocation	24,945,207	16,630,139	41,575,346
2024-27	**75,501,800**	**50,334,535**	**125,836,335**

Document 5

							Total
Crown appropriation	24,335	24,335	24,335	24,335	24,335	24,335	121,675
NLTF funding allocation	26,024	24,532	24,945	24,945	24,945	24,945	124,312
Local share allocation	17,350	16,355	16,630	16,630	16,630	16,630	82,875
	50,359	**65,222**	**65,910**	**65,910**	**65,910**	**65,910**	**328,862**

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total	Shortfall	
Base forecast - 75% discount									
Subsidies	61,898	74,375	84,875	97,125	111,125	126,875	**494,375**		
Overheads	8,843	10,625	12,125	13,875	15,875	18,125	**70,625**		
Total subsidy cost	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**		
Crown share	20,633	24,792	28,292	32,375	37,042	42,292	**164,792**	-43,117	
NLTF share	30,065	36,125	41,225	47,175	53,975	61,625	**240,125**	-115,813	-193,021
Local share	20,043	24,083	27,483	31,450	35,983	41,083	**160,083**	-77,208	
Total subsidy	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**	**-236,138**	
Subsidy reduced to 65% only		**Subsidy impact**	**-32.0%**						
Subsidies	42,091	50,575	57,715	66,045	75,565	86,275	**336,175**		
Overheads	6,013	7,225	8,245	9,435	10,795	12,325	**48,025**		
Total subsidy	**48,104**	**57,800**	**65,960**	**75,480**	**86,360**	**98,600**	**384,200**		
Crown share	9,713	11,671	13,319	15,241	17,438	19,910	**77,579**	44,096	
NLTF share	23,034	27,677	31,585	36,143	41,353	47,214	**183,973**	-59,661	-99,434
Local share	15,356	18,452	21,056	24,096	27,569	31,476	**122,648**	-39,773	
Total subsidy	**48,104**	**57,800**	**65,960**	**75,480**	**86,360**	**98,600**	**384,200**	**-55,338**	
Change									
Crown share	-52.9%	-52.9%	-52.9%	-52.9%	-52.9%	-52.9%	**-52.9%**		
NLTF share	-23.4%	-23.4%	-23.4%	-23.4%	-23.4%	-23.4%	**-23.4%**		
Local share	-23.4%	-23.4%	-23.4%	-23.4%	-23.4%	-23.4%	**-23.4%**		
Total subsidy	**-32.0%**	**-32.0%**	**-32.0%**	**-32.0%**	**-32.0%**	**-32.0%**	**-32.0%**		
Fare caps reduced by 10% only		**Subsidy impact**	**-9.0%**						
Subsidies	56,328	67,681	77,236	88,384	101,124	115,456	**449,881**		
Overheads	8,047	9,669	11,034	12,626	14,446	16,494	**64,269**		
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**		
Crown share	18,776	22,560	25,745	29,461	33,708	38,485	**149,960**	-28,285	
NLTF share	27,359	32,874	37,515	42,929	49,117	56,079	**218,514**	-94,202	
Local share	18,239	21,916	25,010	28,620	32,745	37,386	**145,676**	-62,801	
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**	**-185,288**	
Change									
Crown share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**		
NLTF share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**		
Local share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**		
Total subsidy	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**		
Trip caps set to 40 per month only		**Subsidy impact**	**-1.0%**						
Subsidies	61,279	73,631	84,026	96,154	110,014	125,606	**489,431**		
Overheads	8,754	10,519	12,004	13,736	15,716	17,944	**69,919**		
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**		
Crown share	20,426	24,544	28,009	32,051	36,671	41,869	**163,144**	-41,469	
NLTF share	29,764	35,764	40,813	46,703	53,435	61,009	**237,724**	-113,412	
Local share	19,843	23,843	27,209	31,136	35,624	40,673	**158,483**	-75,608	
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**	**-230,488**	
Change									
Crown share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**		
NLTF share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**		
Local share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**		
Total subsidy	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**		
Subsidy reduced to 65% + fare caps reduced 10%		**Subsidy impact**	**-43.9%**	-41.0%					
Subsidies	34,737	41,739	47,632	54,507	62,363	71,202	**277,443**		
Overheads	4,962	5,963	6,805	7,787	8,909	10,172	**39,635**		
Total subsidy	**39,700**	**47,702**	**54,436**	**62,293**	**71,272**	**81,374**	**317,078**		
Crown share	8,016	9,632	10,992	12,578	14,392	16,431	**64,025**	57,650	
NLTF share	19,010	22,842	26,067	29,829	34,129	38,966	**151,832**	-27,520	-45,866
Local share	12,673	15,228	17,378	19,886	22,752	25,977	**101,221**	-18,346	
Total subsidy	**39,700**	**47,702**	**54,436**	**62,293**	**71,272**	**81,374**	**317,078**	**11,784**	
Change									
Crown share	-61.1%	-61.1%	-61.1%	-61.1%	-61.1%	-61.1%	**-61.1%**		
NLTF share	-36.8%	-36.8%	-36.8%	-36.8%	-36.8%	-36.8%	**-36.8%**		
Local share	-36.8%	-36.8%	-36.8%	-36.8%	-36.8%	-36.8%	**-36.8%**		
Total subsidy	**-43.9%**	**-43.9%**	**-43.9%**	**-43.9%**	**-43.9%**	**-43.9%**	**-43.9%**		
NLTF shortfall		1,690.08 -	1,121.66 -	4,883.86 -	9,183.51 -	14,020.63			

							Total		
Crown appropriation	24,335	24,335	24,335	24,335	24,335	24,335	121,675		
NLTF funding allocation	26,024	24,532	24,945	24,945	24,945	24,945	124,312		
Local share allocation	17,350	16,355	16,630	16,630	16,630	16,630	82,875	207,187	
							328,862		

	2024/25	**2025/26**	**2026/27**	**2027/28**	**2028/29**	**2029/30**	**Total**	**Shortfall**	
Base forecast - 75% discount									
Subsidies	61,898	74,375	84,875	97,125	111,125	126,875	**494,375**		
Overheads	8,843	10,625	12,125	13,875	15,875	18,125	**70,625**		
Total subsidy cost	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**		
Crown share	20,633	24,792	28,292	32,375	37,042	42,292	**164,792**	- 43,117	
NLTF share	30,065	36,125	41,225	47,175	53,975	61,625	**240,125**	- 115,813	- 193,021
Local share	20,043	24,083	27,483	31,450	35,983	41,083	**160,083**	- 77,208	
Total subsidy	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**	- **236,138**	

Subsidy reduced to 70% only — **Subsidy impact -13.0%**

Subsidies	53,852	64,706	73,841	84,499	96,679	110,381	**430,106**		
Overheads	7,693	9,244	10,549	12,071	13,811	15,769	**61,444**		
Total subsidy	**61,545**	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**		
Crown share	15,386	18,488	21,098	24,143	27,623	31,538	**122,888**	- 1,213	
NLTF share	27,695	33,278	37,976	43,457	49,721	56,768	**221,198**	- 96,886	- 161,476
Local share	18,463	22,185	25,317	28,971	33,147	37,845	**147,465**	- 64,590	
Total subsidy	**61,545**	**73,950**	**84,390**	**96,570**	**110,490**	**126,150**	**491,550**	- **162,688**	
Change									
Crown share	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	-25.4%	**-25.4%**		
NLTF share	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	**-7.9%**		
Local share	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	-7.9%	**-7.9%**		
Total subsidy	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**	**-13.0%**		

Fare caps reduced by 10% only — **Subsidy impact -9.0%**

Subsidies	56,328	67,681	77,236	88,384	101,124	115,456	**449,881**		
Overheads	8,047	9,669	11,034	12,626	14,446	16,494	**64,269**		
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**		
Crown share	18,776	22,560	25,745	29,461	33,708	38,485	**149,960**	- 28,285	
NLTF share	27,359	32,874	37,515	42,929	49,117	56,079	**218,514**	- 94,202	- 157,003
Local share	18,239	21,916	25,010	28,620	32,745	37,386	**145,676**	- 62,801	
Total subsidy	**64,374**	**77,350**	**88,270**	**101,010**	**115,570**	**131,950**	**514,150**	- **185,288**	
Change									
Crown share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**		
NLTF share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**		
Local share	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	-9.0%	**-9.0%**		
Total subsidy	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**	**-9.0%**		

Trip caps set to 40 per month only — **Subsidy impact -1.0%**

Subsidies	61,279	73,631	84,026	96,154	110,014	125,606	**489,431**		
Overheads	8,754	10,519	12,004	13,736	15,716	17,944	**69,919**		
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**		
Crown share	20,426	24,544	28,009	32,051	36,671	41,869	**163,144**	- 41,469	
NLTF share	29,764	35,764	40,813	46,703	53,435	61,009	**237,724**	- 113,412	- 189,019
Local share	19,843	23,843	27,209	31,136	35,624	40,673	**158,483**	- 75,608	
Total subsidy	**70,034**	**84,150**	**96,030**	**109,890**	**125,730**	**143,550**	**559,350**		
Change									
Crown share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**		
NLTF share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**		
Local share	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	-1.0%	**-1.0%**		
Total subsidy	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**	**-1.0%**		

Subsidy reduced to 70% + fare caps reduced 10% — **Subsidy impact -23.2%** — -22.0%

Subsidies	47,557	57,142	65,209	74,621	85,377	97,478	**379,828**		
Overheads	6,794	8,163	9,316	10,660	12,197	13,925	**54,261**		
Total subsidy	**54,350**	**65,306**	**74,525**	**85,281**	**97,574**	**111,404**	**434,090**		
Crown share	13,588	16,326	18,631	21,320	24,394	27,851	**108,522**	13,153	
NLTF share	24,458	29,387	33,536	38,377	43,908	50,132	**195,340**	- 71,028	- 118,380
Local share	16,305	19,592	22,358	25,584	29,272	33,421	**130,227**	- 47,352	
Total subsidy	**54,350**	**65,306**	**74,525**	**85,281**	**97,574**	**111,404**	**434,090**	- **105,228**	
Change									
Crown share	-34.1%	-34.1%	-34.1%	-34.1%	-34.1%	-34.1%	**-34.1%**		
NLTF share	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	**-18.7%**		
Local share	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	-18.7%	**-18.7%**		
Total subsidy	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**	**-23.2%**		

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total	Individual funder shortfall	Combined NLFT-PTA
Crown appropriation	24,335	24,335	24,335	24,335	24,335	24,335	121,675		
NLTF funding allocation	26,024	24,532	24,945	24,945	24,945	24,945	124,312		
Local share allocation	17,350	16,355	16,630	16,630	16,630	16,630	82,875		
							328,862		

Base forecast - 75% discount

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total	Individual funder shortfall	Combined NLFT-PTA
Subsidies	61,898	74,375	84,875	97,125	111,125	126,875	**494,375**		
Overheads	8,843	10,625	12,125	13,875	15,875	18,125	**70,625**		
Total subsidy cost	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**		
Crown share	20,633	24,792	28,292	32,375	37,042	42,292	**164,792**	- 43,117	
NLTF share	30,065	36,125	41,225	47,175	53,975	61,625	**240,125**	- 115,813	- 193,021
Local share	20,043	24,083	27,483	31,450	35,983	41,083	**160,083**	- 77,208	
Total subsidy	**70,741**	**85,000**	**97,000**	**111,000**	**127,000**	**145,000**	**565,000**	- **236,138**	

Phased approach (status quo until 30 June 2027; then 1 year of 70%; then 65% thereon...)

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total	Individual funder shortfall	Combined NLFT-PTA
		2025/26 and 2026/27 on status quo + Regional fare cap down 10%		2027/28 at 70% + Regional fare cap down 10%	2028/29 and 2029/30 at 65% + Regional fare cap down 10%				
Subsidies	61,898	67,681	77,236	84,499	75,565	86,275	391,256		
Overheads	8,843	9,669	11,034	12,071	10,795	12,325	55,894		
Total subsidy cost	**70,741**	**77,350**	**88,270**	**96,570**	**86,360**	**98,600**	**447,150**		
Crown share	20,633	22,560	25,745	24,143	17,438	19,910	109,796	11,879	
NLTF share	30,065	32,874	37,515	43,457	41,353	47,214	202,412	-78,100	**-130,167**
Local share	20,043	21,916	25,010	28,971	27,569	31,476	134,942	-52,067	
Total subsidy	**70,741**	**77,350**	**88,270**	**96,570**	**86,360**	**98,600**	**447,150**		

Phased approach (status quo until 30 June 2026; then 1 year of 70%; then 65% thereon...)

	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	Total	Individual funder shortfall	Combined NLFT-PTA
		75% subsidy + Regional fare caps down 10%	70% subsidy + Regional fare caps down 10%	65% subsidy + Regional fare caps down 10%					
Subsidies	61,898	67,681	65,209	54,487	62,341	71,177	320,896		
Overheads	8,843	9,669	9,316	7,784	8,906	10,168	45,842		
Total subsidy cost	**70,741**	**77,350**	**74,525**	**62,271**	**71,247**	**81,345**	**366,738**		
Crown share	20,633	22,560	18,631	12,574	14,386	16,425	84,577	37,098	
NLTF share	30,065	32,874	33,536	29,818	34,116	38,952	169,296	- 44,984	- **74,974**
Local share	20,043	21,916	22,358	19,879	22,744	25,968	112,864	- 29,989	
Total subsidy	**70,741**	**77,350**	**74,525**	**62,271**	**71,247**	**81,345**	**366,738**		

Subsidy reduced to 70% only	**Subsidy impact**	**-13.0%**
Fare caps reduced by 10% only	**Subsidy impact**	**-9.0%**
Subsidy reduced to 65% only	**Subsidy impact**	**-32.0%**
Subsidy reduced to 70% + fare caps reduced 10%	**Subsidy impact**	**-23.2%**
Subsidy reduced to 65% + fare caps reduced 10%	**Subsidy impact**	**-43.9%**

Scenario 1: No phasing

2026/27 onward: Reduce to 65%, with 10% reductions in regional fares caps

Funder	Total forecast cost (2025-2030)	Total funding shortfall (2025-2030)	Combined NLTF-PTA shortfall
Crown	64,025	(57,650)	
NLTF	151,832	27,520	45,866
PTAs	101,221	18,346	

Scenario 2: Phasing over 2 years

2025/26-2026/27 at 75%; 2026/27 at 70%; 2027/28 onward at 65%, with 10% reductions in regional fares caps

Funder	Total forecast cost (2025-2030)	Total funding shortfall (2025-2030)	Combined NLTF-PTA shortfall
Crown	84,577	(37,098)	
NLTF	169,296	44,984	74,974
PTAs	112,864	29,989	

Scenario 3: Phasing over 3 years

2025/26-2026/27 at 75% subsidy; 2027/28 at 70%; 2027/28 onward at 65%, with 10% reductions in regional fares caps

Funder	Total forecast cost (2025-2030)	Total funding shortfall (2025-2030)	Combined NLTF-PTA shortfall
Crown	109,796	(11,879)	
NLTF	202,412	78,100	130,167
PTAs	134,942	52,067	

Document 7

Breanne Dirk

From: Mike Webster <Mike.Webster@nzta.govt.nz>
Sent: Tuesday, 7 October 2025 3:54 pm
To: Adam Lawrence
Cc: Danny Eyre; Annette Meates
Subject: RE: Updated numbers

Hi Danny

I've had a look and I agree with your correction and explanation.

The new data you propose will assume no change for 25/26 and the 65% scenario (with lower fare caps) from 26/27.

I'm comfortable with the change.

Cheers

Mike

From: Adam Lawrence <Adam.Lawrence@nzta.govt.nz>
Sent: Tuesday, 7 October 2025 3:27 pm
To: Mike Webster <Mike.Webster@nzta.govt.nz>
Cc: David Eyre <d.eyre@transport.govt.nz>; Annette Meates <Annette.Meates@nzta.govt.nz>
Subject: FW: Updated numbers

Hi Mike,

Can you please have a look at this on my behalf and get back to Danny?

Ngā mihi
Adam

Adam Lawrence

Lead Advisor, Public Transport
Te Toki – Transport Services

NZ Transport Agency Waka Kotahi

From: Danny Eyre <D.Eyre@transport.govt.nz>
Sent: Tuesday, 7 October 2025 9:36 am
To: Adam Lawrence <Adam.Lawrence@nzta.govt.nz>
Subject: Updated numbers

Hi Adam

Coming back to updated cost numbers I have included in the cover briefing and Cab paper. I prepared a 'phasing scenarios' document for the Minister for his 10 Sep meeting. I used the existing Excel spreadsheet to create tables in the attached word document. I've pasted the first table in the attached below.

In the table below, you'll see it says it is 65% from 26/27 onward. However to get the number in the first column, I used the numbers from the 65% scenario that started in the 25/26 year by mistake. This is worksheet 1, rows 74-76. For the 25/26 year, I should have used D16-18 instead of D74-76.

You will see that D16-18 has the total subsidy for 25/26 as $85m. D74-76 has the total subsidy for 25/26 as $47m. So it is a $38m difference. In other words, I haven't changed the model at all, I just copy and pasted the wrong cells.

Scenario 1: No phasing

2026/27 onward: Reduce to 65%, with 10% reductions in regional fares caps

Funder	Total forecast cost (2025-2030)	Total funding shortfall (2025-2030)	Combined NLTF-PTA shortfall
Crown	64,025	(57,650)	
NLTF	151,832	27,520	45,866
PTAs	101,221	18,346	

The corrected table should have been:

Scenario 1: No phasing

2026/27 onward: Reduce to 65%, with 10% reductions in regional fares caps

Funder	Total forecast cost (2025-2030)	Total funding shortfall (2025-2030)	Combined NLTF-PTA shortfall
Crown	79,166	(42,509)	
NLTF	165,069	40,757	67,927
PTAs	110,046	27,171	

*This table was updated on 30 September, with revised numbers for the 2025/26 year kept at 75%.

Does that make sense? Happy to have a quick chat to clarify anything further.

Cheers

Danny

Danny Eyre (he / his / Mr)
Kaitohutohu Mātāmua | Principal Adviser
Maritime, Freight & Access
Te Manatū Waka Ministry of Transport
s 9(2)(a) E: d.eyre@transport.govt.nz | transport.govt.nz

Document 8

Harry Atkins

From: Danny Eyre
Sent: Thursday, 26 February 2026 2:08 pm
To: Ministers Office; Emma Wardle (Parliament)
Cc: OCU; Marian Willberg; Whitney Adam
Subject: ATTN Emma: OC260048 Meeting with Blake Forbes about Total Mobility
Attachments: OC260048 Meeting with Blake Forbes about Total Mobility.pdf; OC260048 Meeting with Blake Forbes regarding Total Mobility - Briefing - Meeting.docx

Kia ora Emma

Please find attached a briefing for Minister Bishop's meeting with Blake Forbes on 5 March. Marian will attend the meeting for MOT.

Warm regards

Danny

Danny Eyre (he / his / Mr)
Kaitohutohu Mātāmua | Principal Adviser
Maritime, Freight & Access
Te Manatū Waka Ministry of Transport
M: s 9(2)(a) [redacted] | E: d.eyre@transport.govt.nz | transport.govt.nz
My working days are Monday-Thursday.

TE MANATŪ WAKA MINISTRY OF TRANSPORT
Hāpaitia ana ngā tāngata o Aotearoa kia eke
Enabling New Zealanders to flourish

Document 8
Attachment

MINISTRY OF TRANSPORT
TE MANATŪ WAKA

26 February 2026 OC260048

Hon Chris Bishop
Minister of Transport

MEETING WITH BLAKE FORBES ABOUT TOTAL MOBILITY

Snapshot

You are meeting with Blake Forbes, a disability advocate and freelance journalist, to discuss the Total Mobility scheme. Blake may be accompanied by a support person, Nick Ruane, who is also a disability advocate.

Time and date	**11.00-11:30am, 5 March 2025**
Venue	Minister's Office, Room 6.3, Executive Wing
Attendees	Blake Forbes (and potentially Nick Ruane, a support person)
Officials attending	Marian Willberg
Agenda	The future of the Total Mobility scheme

Contacts

Name	Telephone	First contact
Marian Willberg, Manager – Maritime, Freight and Access	s 9(2)(a)	✓
Whitney Adam, Senior Advisor – Maritime, Freight and Access		

MEETING WITH BLAKE FORBES ABOUT TOTAL MOBILITY

Key points

- You are meeting with Blake Forbes, a disability advocate and freelance journalist, to discuss the future of the Total Mobility scheme. Blake strongly supports Total Mobility and publicly criticised last year's funding changes in mainstream media. He also promoted a recent petition to Parliament calling for increased funding for the scheme.

- You could explain the Government's changes to the funding settings by noting that Total Mobility is a demand-driven scheme, with costs rising unsustainably in recent years, and some public transport authorities were increasingly considering rejecting the Crown subsidy.

- You may wish to emphasise that the Government sought to strike a balance between minimising impacts on disabled people and ensuring Total Mobility remains sustainable over the long term.

- You could also note that consultation is open until 22 March 2026 on six proposals to strengthen the Total Mobility scheme and encourage Blake to submit feedback.

- Blake may be accompanied by Nick Ruane as a support person. Nick is a disability advocate and initiated the recent petition to increase Total Mobility funding.

Blake Forbes requested to meet with you after the Total Mobility funding changes were announced last year

1 Blake Forbes is a Total Mobility user and has described it as a "very important lifeline to the disability community". He wants to discuss with you the future of Total Mobility, in particular the decision to reduce the subsidy for Total Mobility users. His criticisms of the Government's changes to Total Mobility fund ng settings were covered in media reporting last year. He is likely to advocate for more funding for Total Mobility.

Why changes to Total Mobility funding were required

2 You may like to underline Total Mobility is an important part of the Government's support for better outcomes for disabled people, and for older people with age-related impairments. However, for Total Mobility to continue to be a reliable support for New Zealanders into the future, it needs to be funded sustainably. The scheme was at risk due to:

2.1 costs having risen rapidly since the 2022 subsidy increase from 50% to 75%

2.2 public transport authorities being under increasing cost pressure, with some increasingly considering rejecting the Crown's subsidy and reverting back to a 50% subsidy in their region. This would result in different subsidy levels between regions.

3 This led the Government to stabilise Total Mobility's funding settings by:

3.1 reducing the Total Mobility fare subsidy level from 75% to 65%, starting 1 July 2026

3.2 working with public transport authorities to lower the fare caps by about 10%

3.3 providing up to $10 million in quick relief to public transport authorities this financial year to keep them fully in the scheme, until the reduced subsidy takes effect from July next year.

4 You may like to stress that this decision sought to strike a balance between ensuring Total Mobility is affordable and sustainable for all funders, while minimising the impact on Total Mobility users. Of note, the subsidy will still be higher than pre-2022 (which was 50%) and Total Mobility users have more than six months' notice of changes to the scheme.

5 You may like to note that the Government recognises that most users are on fixed incomes, so fare increases will be felt, and there will be concerns about this impacting the mobility of people with disabilities. However, these proposals are designed to avoid further subsidy reductions or regional disparities that could arise if the scheme becomes unsustainable.

6 Blake may advocate for the Government to increase funding for Total Mobility. You may like to share that, as part of Budget 2025, the Government increased Total Mobility funding from $12m to $24m per annum (by reallocating funding from the Community Services Cardholders' public transport concessions, part of the same appropriation). This increase was not widely publicised, so may be news to Blake. However, the projected funding shortfall across all funders over the next five years was $236m; a substantial amount to fund.

You may like to encourage Blake to submit on the Total Mobility public consultation

7 The Government is also consulting on six proposals to strengthen Total Mobility. You may like to encourage Blake to submit on this consultation which will close on 22 March 2026. Any detailed feedback should be referred to the Ministry.

Blake comments widely on disability issues and may raise broader transport issues

8 Blake is an active public advocate on disability issues through *The BFG Podcast* and Facebook. Blake may raise that his Facebook account was closed by Facebook in November 2025, which he has speculated was linked to his political advocacy. At the time, your office advised media that neither you nor your office were involved in the removal of his account.

9 Blake is also running a petition to retain the Ministry of Disabled People's current role and Enabling Good Lives model. The petition closes on 28 February 2026. In the petition, Blake raises concerns about the lack of consultation on decisions relating to Disability Support Services. In August 2024, Disability Support Services was transferred to the Ministry of Social Development.

10 Blake may also raise broader transport issues commonly raised by disabled people, including:

- transport costs as a barrier to accessing services and community life
- limited availability of accessible public transport and wheelchair-accessible vehicles
- transport workforce capability affecting accessibility
- an inaccessible built environment making transport harder to use
- the absence of transport as a focus area in the New Zealand Disability Strategy released in late 2025.

11 You could note that some of these issues are being considered through the Total Mobility consultation, including options such as a public transport concession for disabled people and incentives for wheelchair-accessible vehicles.

12 You could also highlight that transport is one of priority four areas under Whaikaha's accessibility work programme, informed by its Accessibility Advisory Group.

Blake may be accompanied by Nick Ruane, who is also a disability advocate

13 Nick Ruane is a vocal disability advocate and author of the petition to increase funding for Total Mobility. The petition received 1,891 signatures and was presented to Parliament on 9 December 2025. It has been referred to you for a response, which must be presented to the House by 12 May 2026. The Ministry will provide a draft response by 15 April 2026.

Biographies

Blake Forbes

Blake Forbes is a disability advocate and freelance journalist. Blake hosts the *Behind the Walls* and *The BFG* podcast, which comment on disability issues. Blake publicly identifies as part of the disability community and has spastic cerebral palsy and ADHD. He is a member of the New Zealand Labour Party.

Nick Ruane (support person)

Nick Ruane is a disability advocate and a member of the National Executive Committee for the Disabled Persons Assembly. He is chair of Whaikaha's Accessibility Advisory Group and a board member of the New Zealand Riding for the Disabled Association. Nick is a member of the New Zealand Labour Party and was a Labour Party list candidate for the 2023 General Election.

Transport Portfolio Weekly Report Week commencing Monday 23 March 2026

Total Mobility Review consultation feedback

Consultation on the Total Mobility proposals closed on Sunday 22 March. We received 560 submissions, 408 submissions via the online survey, and 152 submissions via email. We are also expecting late submissions from five separate submitters this week.
 	
Broadly, the feedback we received through the online and in person sessions was constructive, informed and robust. We heard that Total Mobility is clearly an important and valued service for disabled people. While some people expressed disappointment and frustration at the pending changes to funding settings, most feedback focussed on the proposals we were consulting on.
 	
Some themes from the consultation meetings were:
• A clear purpose for Total Mobility was important for people but should be grounded in the United Nations Convention on the Rights of Persons with Disabilities.
• Proposals relating to assessments (requiring evidence of impairment and reassessment) as well as introducing trip caps were the most contentious.
    o Assessments - many people expressed concern at the cost, time and potential administrative burden of these options. People wanted fewer assessments, (which were described as traumatising for those with life-long disabilities), better use of existing evidence, clearer national guidance, and accessible, non-digital assessment options.
    o Trip caps - most people viewed the proposal to introduce trip caps as undermining participation in their communities and were concerned that it would oversimplify diverse needs and create inequities between different trip purposes.
• There was strong support for improving accessibility and supply of wheelchair accessible vehicles.
• People had polarised views on the introduction of ride hail operators to Total Mobility, centred primarily on expressed safety concerns or lower standards and, for those in support, greater choice and lower cost
• Introducing a national public transport concession for disabled people had wide support, with the view that it would help to make subsidised access to public transport for disabled people consistent across the country.
 	
We have received positive feedback on the accessibility of the public consultation. Specifically, the consultation material being made available in multiple accessible formats, the length of consultation, and multiple ways to give feedback.
 	
We are now progressing detailed analysis of the submissions. Following this, we will prepare a briefing which will include a more detailed summary of consultation and recommendations on proposals to progress further. This briefing is planned for May 2026.

Document 10

MINISTRY OF TRANSPORT
TE MANATŪ WAKA

15 April 2026 OC260180

Hon Chris Bishop **Action required by:**

Minister of Transport Monday, 4 May 2026

RESPONSE TO THE PETITION OF NICK RUANE TO INCREASE FUNDING FOR THE TOTAL MOBILITY SCHEME

Purpose

Seek your agreement to the proposed response to the *Petition of Nick Ruane: Increase funding for [the] Total Mobility Scheme*.

Key points

- On 9 December 2025, the *Petition of Nick Ruane: Increase funding for [the] Total Mobility Scheme* (**the petition**) was presented to Parliament. The petitioner requests *the House of Representatives urge the Government to increase funding of the Total Mobility Scheme so that the scheme meets the needs of everyone who delivers or uses it*.

- The Petitions Committee referred the petition directly to you for a response. Under Standing Order 380, a Minister's response is presented to the House as a parliamentary paper. You must present a response by 12 May 2026.

- On 16 December 2025, seven days after the petition was presented, you and the Minister for Disability Issues announced changes to funding settings for Total Mobility. This included reducing fare subsidies for users from 75 percent to 65 percent and a reduction in fare caps by 10 percent across the country from 1 July 2026. These changes are intended to stabilise escalating costs in the short term.

- You also launched public consultation on proposals to strengthen Total Mobility for users and all funders. These proposals seek to target services to people with the greatest need, promote innovation, and address longer-term funding challenges for Total Mobility. Consultation closed on 22 March 2026.

- We are considering the feedback received through public consultation and will provide you and the Minister of Disability Issues with further advice in June 2026. We are also considering the impact of the current fuel supply uncertainty and price increases, which could impact Total Mobility users and providers.

Response to the petition

- A draft response to the petition is attached as Annex 1. The response states that the Government is focussed on addressing funding challenges and ensuring Total Mobility is fair, consistent and will provide sustainable access to services for people with the greatest need. We propose that the concerns raised in the petition – funding pressures, increased demand growth, and regional inequity - are being addressed by ministerial decisions to adjust the funding settings and the consultation proposal, just not in the way requested by the petition. We have kept the response brief rather than trying to address each point in the petition evidence. We have consulted with Whaikaha – Ministry of Disabled People on the proposed response.

- The response excludes reference to the possible impact of current fuel supply uncertainty and price increases on Total Mobility users and providers. You may choose to acknowledge this in your response. We consider that the response to the petition does not need approval by the Cabinet Legislation Committee, as it does not suggest a change in Government policy or any new financial commitments. Instead, you must consult with the Leader of the House, and we recommend consulting with the Minister for Disability Issues on the proposed response.

- Subject to your agreement, and any change following ministerial consultation, we will work with your office to provide the petition response to the House Office for presentation by Tuesday, 12 May 2026.

Recommendations

We recommend you:

1	**consult** with the Minister for Disability Issues on the proposed response to the *Petition of Nick Ruane: Increase funding for Total Mobility Scheme*	Yes / No
2	**authorise** the attached response for presentation to the House by Tuesday 12 May 2026.	Yes / No

Marian Willberg **Manager, Maritime, Freight and Access** ...15/04/2026...	Hon Chris Bishop **Minister of Transport** ..... / ...... / ......

Minister's office to complete: ☐ Approved ☐ Declined

☐ Seen by Minister ☐ Not seen by Minister

☐ Overtaken by events

Comments

Contacts

Name	Telephone	First contact
Marian Willberg, Manager – Maritime, Freight and Access	s 9(2)(a)	✓
Whitney Adam, Senior Advisor – Maritime, Freight and Access		

ANNEX 1 MINISTER RESPONSE TO THE PETITION OF NICK RUANE: INCREASE FUNDING FOR TOTAL MOBILITY SCHEME

Annex 1 is refused under section 18(d), as the response is available online:

https://bills.parliament.nz/v/4/e582cc2c-50fd-4fc2-2e1e-08deabb698e0?lang=en