



Ministry for Cities, Environment, Regions & Transport

Total Mobility update – Review completed and next steps agreed

August 2026

The Government has decided to progress a package of improvements to the Total Mobility scheme. These will give disabled people more transport choices over time and provide greater national consistency.

The decisions follow public consultation on six proposals for Total Mobility. Consultation was open from 16 December 2025 to 22 March 2026.

The Government has decided to:

- introduce a national purpose statement to help guide how Total Mobility works
- ask the New Zealand Transport Agency (NZTA) to review funding for wheelchair accessible vehicles. This includes the payment made for each wheelchair accessible trip, which has not changed since 2005
- ask NZTA to review the standards and safeguards for Total Mobility providers. This will help decide whether more types of providers, such as ride-hail services, could take part in the scheme
- ask officials to do more work on a proposal for a national public transport discount for Total Mobility users. This includes looking at free travel for a companion.

This work will happen in stages over time and will progress through into 2027. It will start with the purpose statement, followed by work on wheelchair accessible vehicles, public transport discounts, and provider standards.

The Government has decided not to continue with proposals to require more evidence of impairment, reassessments or introduce trip caps. Feedback from consultation was clear that these proposals could add costs and barriers for disabled people, assessors and public transport authorities.

The Government's decisions after public consultation and the previous December 2025 funding changes together complete the review. The review of Total Mobility is now closed.

You can read previous content about the Total Mobility Review, including a summary of submissions at <https://www.transport.govt.nz/area-of-interest/strategy-and-direction/review-of-the-total-mobility-scheme> and <https://tinyurl.com/y2vj7cvh>.

You can also read the Transport Minister's media statement at the Beehive website: <https://www.beehive.govt.nz/>.

Please note: The Transport Minister's media statement is not available in alternate formats.