

Date: Monday 5 May 2025
Time: 12.00pm
Meeting Room: Room 1, Level 26
Venue: Te Wharau o Tāmaki - Auckland House
 135 Albert Street
 Auckland

Te Rōpū Kaitohutohu Take Kaumātua / Seniors Advisory Panel

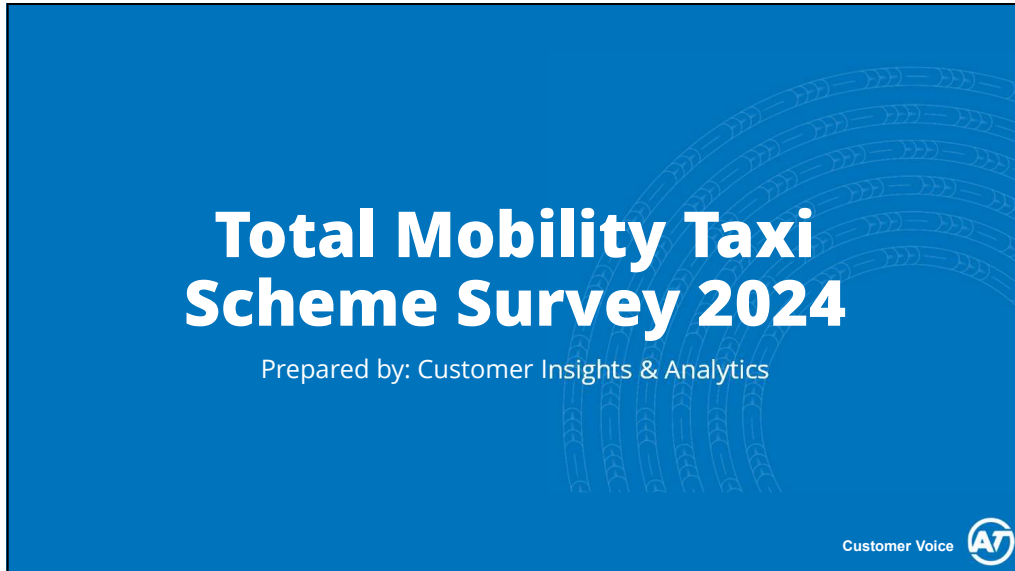
OPEN MINUTE ITEM ATTACHMENTS

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Note: The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.

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<h3>Background</h3> <p>The Total Mobility Scheme is intended to complement public transport services and ensure people with impairments can meet their daily needs in a safe and dignified manner. It is open to people with a permanent, temporary or fluctuating disability that prevents them from travelling on buses, trains or ferries, or getting to or from where the public transport starts or ends.</p> <p>As of 2024, those who are eligible get a subsidised rate (a 75% discount, up to a maximum subsidy of \$80 per trip) on contracted taxis for door-to-door transport, and an accessible concession loaded on a Total Mobility AT HOP card used to pay for discounted travel on public transport.</p> <p>This report will look at the experiences of Total Mobility members who use the taxi service, and what can be done to address any pain points of their experience.</p> <p>It will also explore members' public transport usage, experience and understand the specific challenges that Total Mobility members may face when using the network.</p>	
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Objectives





Organisational Objective

- Auckland Transport manages and operates the Total Mobility Scheme in the Auckland region. AT seeks regular feedback to check if it's meeting the needs of intended users and to continuously improve.


Research Objectives

- Determine satisfaction level of Total Mobility Scheme users in Auckland and what needs are being satisfied / not satisfied.
- Identify areas that are working (must continue doing), not working (areas to improve on) and needs that are not being met (for consideration).

Methodology (2024)

-  Total Mobility members were invited to participate via a link in the monthly Total Mobility newsletter. Additionally, 8,000 SuperGold card / accessible card holders were invited to participate via email.
-  238 participated in this survey were either a Total Mobility member and/or have a disability that affects their transport needs.
-  Fieldwork was conducted between November 19–December 19, 2024.
-  Respondents took part in an online survey of 10–15 minutes. They were also given the option to complete the survey over the phone (with support from GravitasOPG).

Notes:
Significance testing has been carried out at 95% confidence. Red / green indicates significantly lower / higher than 2023 figures unless stated otherwise.

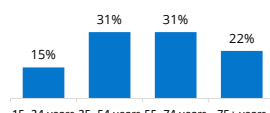
Customer Voice 

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Sample information (2024) – Total Mobility members

n=238
Total Mobility members and / or have a disability that affects their transports needs

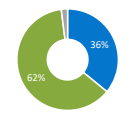
Which age group do you belong to?



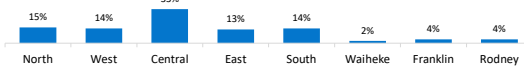
Which ethnic group(s) do you belong to?

NZ European	80%
Māori	6%
NETT Pasifika	5%
Chinese	2%
Indian	4%
Other	7%

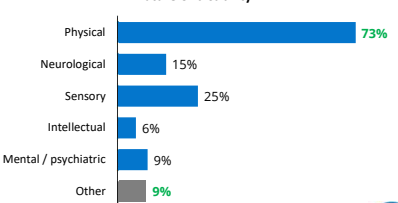
What gender do you identify with?




Which part of Auckland do you live in?

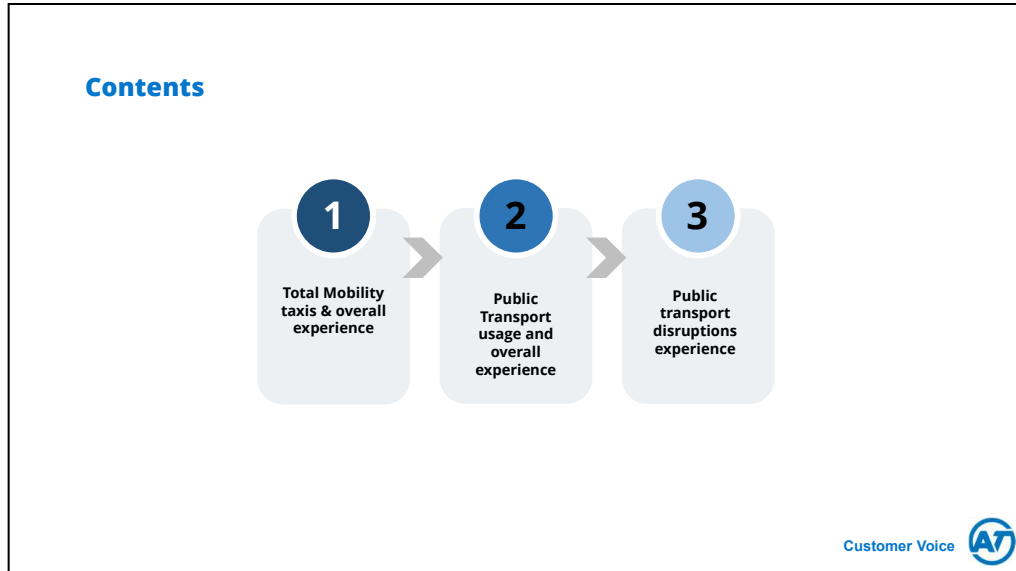


Nature of disability

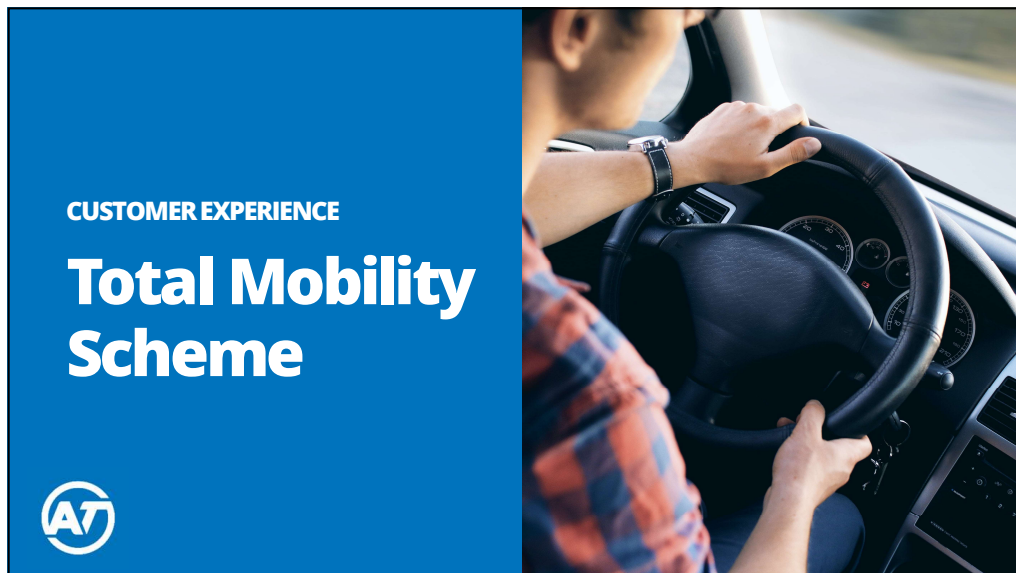


Customer Voice 

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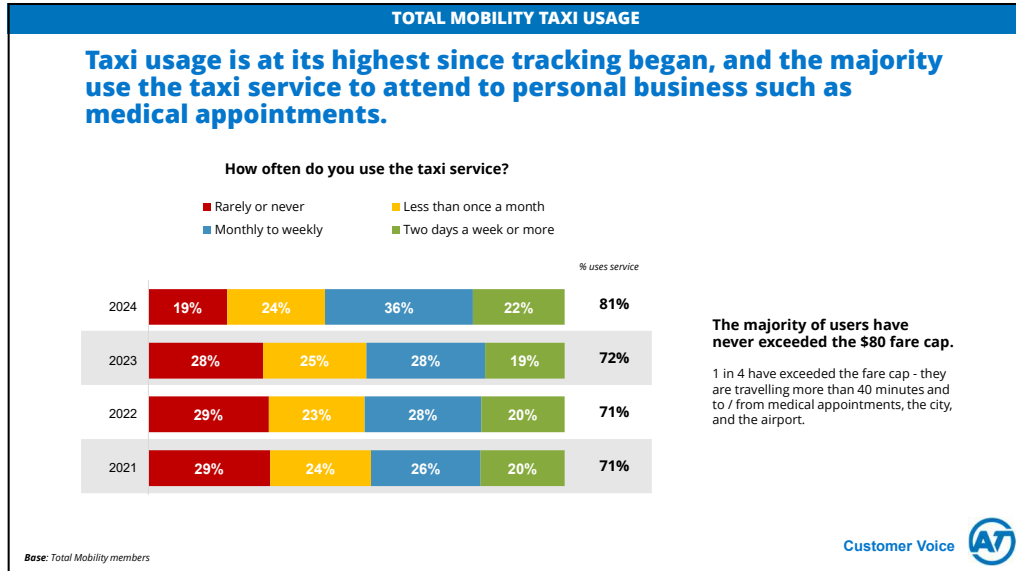


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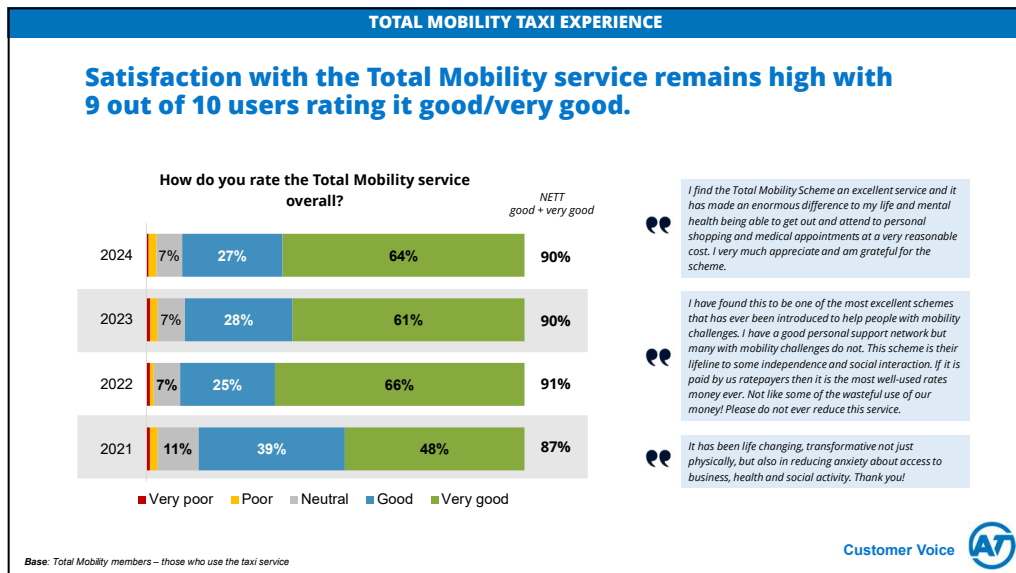


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Do you have any comments or suggestions about the Total Mobility Scheme?

Customers express high satisfaction with the Total Mobility service, appreciating its role in maintaining their independence and facilitating access to medical appointments, shopping, and social activities.

Many users state that the service is essential & life-changing.

- The fare subsidy is highly valued by customers, particularly those on tight budgets. Many users emphasise the **importance of the subsidy in making the service affordable and accessible.**
- Many customers stress the importance of continuing the Total Mobility service, fearing that its discontinuation would significantly impact their mobility and independence. **They express gratitude for the service and urge for its maintenance and improvement.**

In terms of improvements:

- Some customers report issues with service quality**, such as drivers not swiping cards before trips, and poor cleanliness and tidiness of taxis. There are also concerns about drivers' reliance on GPS and lack of English proficiency.
- Several customers **suggest improvements such as removing subsidy caps, extending the scheme to Uber, improving driver training, and making it easier to get a card.**

The scheme works well. I am not sure if all Taxi companies use it? I haven't seen an updated list of Transport providers in a while. I also enjoy that it's a National scheme.

I am enjoying the subsidy increase and it makes a difference with needing regular transport. Be great if operators were more keen on small trips being worth their while, otherwise we feel like we should travel by footpath rather than bother them for a short ride.

It is a wonderful service. I have stopped driving a car and find the service cheaper than car registration, insurance, WOF, maintenance and petrol.

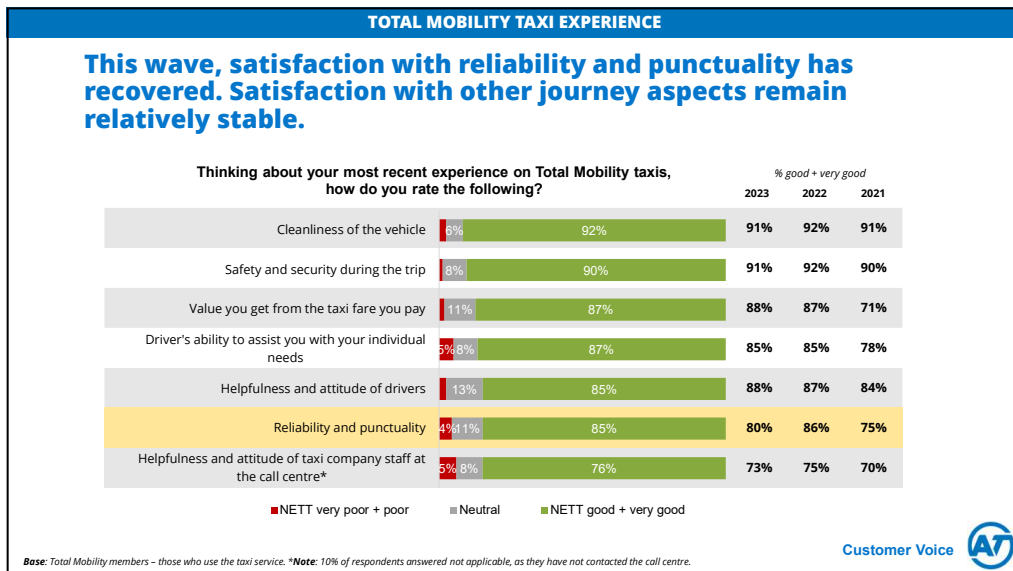
Having the TM card is very helpful in our daily lives moving forward in trying to normalise our everyday life. TM CARD helps us in our travel to and fro works when using it, after a very hard and tiring day at work, going by taxi helps relax me when going back home. Thank you so much.

Very thankful that this system is available. Having given up driving I would be stuck without this assistance.

It has been life changing, transformative not just physically, but also in reducing anxiety about access to business, health and social activity. Thank you!

I have found this to be one of the most excellent schemes that has ever been introduced to help people with mobility challenges. I have a good personal support network but many with mobility challenges do not. This scheme is their lifeline to some independence and social interaction. If it is paid by us rate-payers then it is the most well-used rates money ever. Not like some of the wasteful use of our money! Please do not ever reduce this service.

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