

The Chairman and Members

Total Mobility Management Subcommittee

NOTICE IS GIVEN that the next meeting of the **Total Mobility Management Subcommittee** will be held in **Amora 1, Amora Lake Resort, Okawa Bay, 366 State Highway 33, Rotorua** on:

EMBARGOED

Until 2 working days before meeting on:

Wednesday, 24 August 2011

commencing at 1.00 p.m.

(or at the conclusion of the Public Transport Subcommittee Meeting, whichever is earlier)

Mary-Anne Macleod
Chief Executive

17 August 2011



Total Mobility Management Subcommittee – Terms of Reference

Delegated Function

To monitor the performance of the Council's Total Mobility Scheme.

Membership

In the past the Competitive Pricing Procedure (CPP) from Land Transport New Zealand required the Committee to consist of suitable persons, appointed by the relevant Regional Council, to represent the three groups participating in the Total Mobility Scheme. The Subcommittee consists of nine members.

The groups represented are:

- The Regional Council (three Councillors)
- Transport operators
- People who use the scheme and that:
- At least one representative of each of the three groups shall be present at any meeting.
- The Council shall select and appoint the members and chairperson of the Committee.

Term of the Committee

For the period of the 2010/2013 Triennium unless discharged earlier by the Parent Committee or the Regional Council.

Specific Responsibilities and Delegated Authority

The Total Mobility Management Subcommittee is delegated the power of authority to:

- 1 Recommend to the Operations, Monitoring and Regulation Committee, on issues relating to the operation of the Total Mobility Scheme.

Note:

- *The Total Mobility Management Subcommittee does not have any financial delegations.*
- *The Total Mobility Management Subcommittee reports to the Operational Monitoring and Regulation Committee.*

Public Forum

1. A period of up to 15 minutes shall be set aside near the beginning of the meeting to enable members of the public to make statements about any matter on the agenda of that meeting which is open to the public, but excluding any matter on which comment could prejudice any specified statutory process the council is required to follow.
2. The time allowed for each speaker will normally be up to 5 minutes but will be up to the discretion of the chair. A maximum of 3 public participants will be allowed per meeting.
3. No statements by public participants to the Council shall be allowed unless a written, electronic or oral application has been received by the Chief Executive (Governance Team) by 12.00 noon of the working day prior to the meeting and the Chair's approval has subsequently been obtained. The application shall include the following:
 - name of participant;
 - organisation represented (if any);
 - meeting at which they wish to participate; and matter on the agenda to be addressed.
4. Members of the meeting may put questions to any public participants, relevant to the matter being raised through the chair. Any questions must be asked and answered within the time period given to a public participant. The chair shall determine the number of questions.

Committee Membership

Chairman: L Thurston

Councillors: T Marr, D Owens

Appointees: D Jager (Home Instead), J Moore (Alzheimers Society), K Simpson (Rotorua Taxi Society)

Secretary: M McLaren

Recommendations in reports are not to be construed as Council policy until adopted by Council.

Agenda

1 Apologies

2 General Business and Tabled Items

Items not on the agenda for the meeting require a resolution under section 46A of the Local Government Official Information and Meetings Act 1987 stating the reasons why the item was not on the agenda and why it cannot be delayed until a subsequent meeting.

3 Reports

Total Mobility Scheme Performance Report

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4 Consideration of General Business

Reports

File Reference: 2.00046
Significance of Decision: Receives Only - No Decisions



Report To: Total Mobility Management Subcommittee
Meeting Date: 24 August 2011
Report From: Garry Maloney, Transport Policy Manager

Total Mobility Scheme Performance Report

Executive Summary

The purpose of this report is to update the Committee on the achievements of the scheme for the twelve month period ending 30 June 2011.

1 Recommendations

That the Total Mobility Management Subcommittee under its delegated authority:

- 1 Receives the report, Total Mobility Scheme Performance Report.**
- 2 Seeks three suitable non-councillor representatives for the Total Mobility Management Subcommittee from the current Total Mobility assessing agencies for a period that ends in September 2014.**
- 3 Seeks three suitable non-councillor representatives from the Total Mobility Management Subcommittee from the current Total Mobility transport providers for a period that end in September 2014**

2 End of financial year update

2.1 Patronage

For the twelve months of the 2010/2011 financial year the total number of trips taken on the Total Mobility scheme was 84,908 shown in Figure 1 below. Compared to the same period in 2009/2010, the number of trips taken using the Total Mobility scheme has decreased by 10%

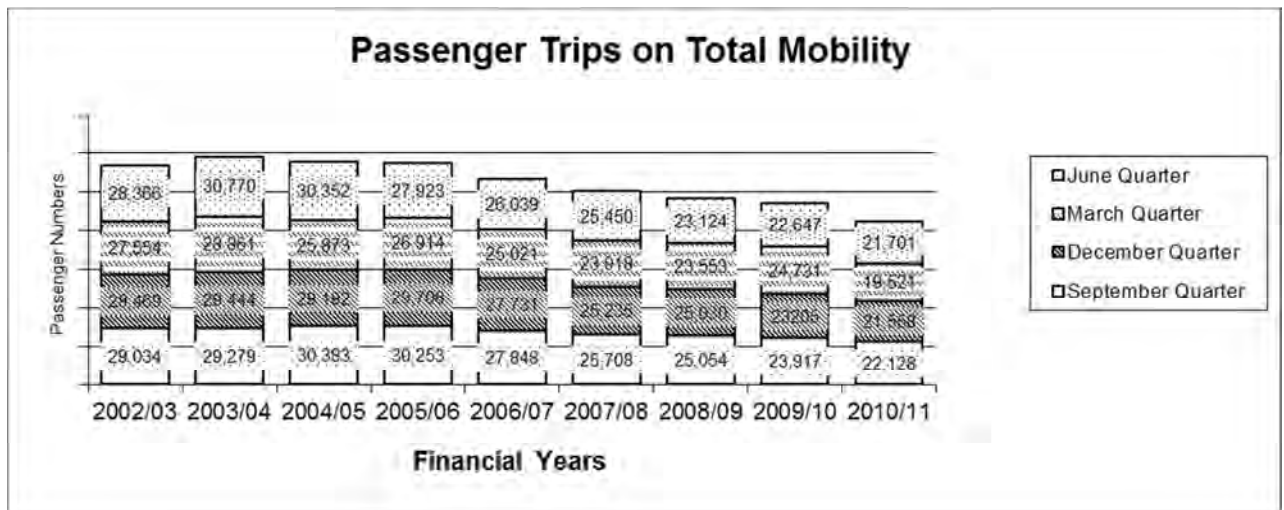


Figure 1 Passenger Trips on Total Mobility

2.2 Expenditure

Total expenditure on the Total Mobility scheme (excluding hoist replacements and the \$10 hoist trip payment) for the twelve months of the 2010/2011 financial year was \$382,400 (excluding GST) shown below in Figure 2 and funded by;

- NZ Transport Agency share (\$191,200)
- Bay of Plenty Regional Council share (\$191,200)

Compared to the same period in 2009/2010, expenditure on the Total Mobility scheme has decreased by 10%

Dividing the total expenditure by the total number of trips equates to an average total subsidised cost per trip of \$4.50 the same as in 2009/2010 and \$4.66 in 2008/2009.

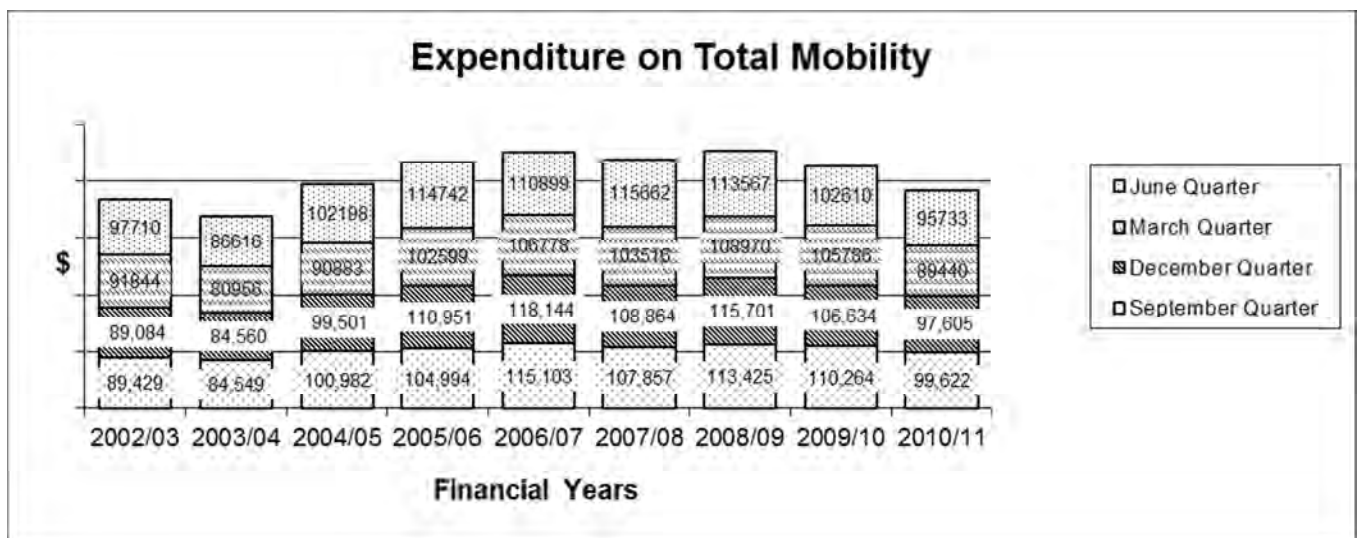


Figure 2 Total Mobility Expenditure

The average total cost per trip of \$4.50 means that;

- The full fare for an average taxi trip for a Total Mobility scheme member during the 2010/2011 financial year was \$9.00;
- Council Total Mobility scheme subsidy of 50% reduced the cost to Total Mobility scheme members to \$4.50; and
- New Zealand Transport Agency (NZTA) reimbursement to Council reduced the cost to Council to \$2.25 per trip.

To enable the Sub-Committee to compare the patronage and expenditure trends during the last twelve months, the graph in Figure 3 below combines both sets of data.

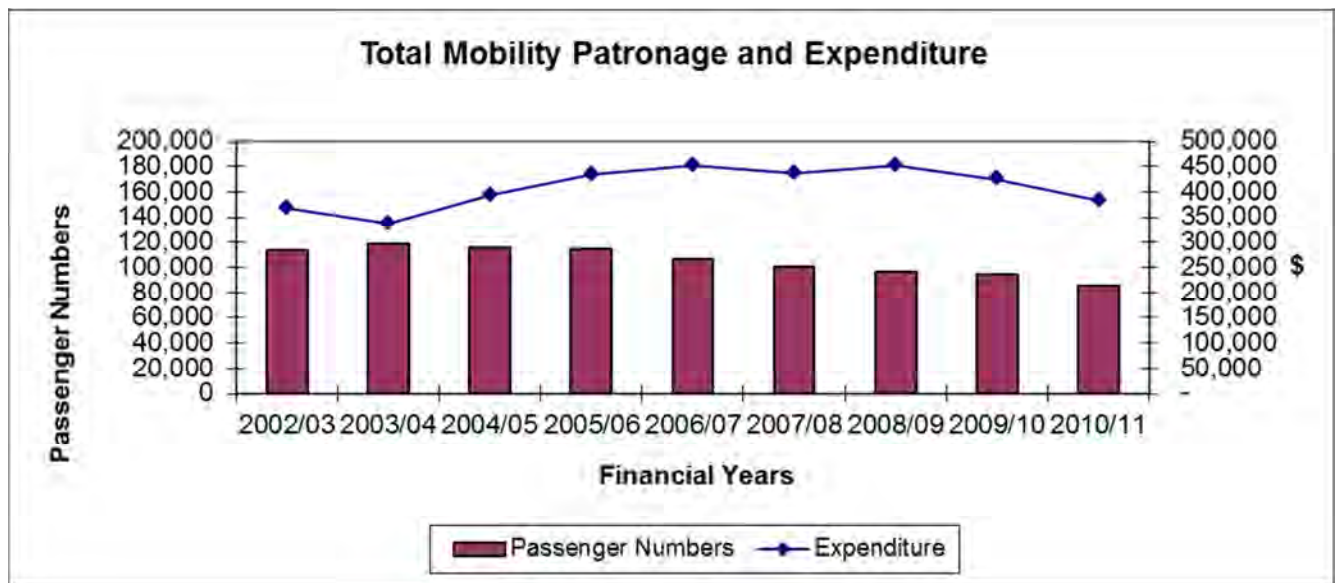


Figure 3 Total Mobility Patronage and Expenditure

2.3 Sub regional information

Each year the Regional Council provides Total Mobility scheme information by sub-regions to the NZTA. At the end of the financial year a summary of the information collected is made available to Council as shown in Table 4 below.

At a regional level the information in the table supports the data provided earlier in this report. It is interesting to note that Rotorua recorded the biggest percentage variation compared to 2010/2011 figures; there were fewer trips made and the largest drop in expenditure (fares) was recorded in Rotorua. Anecdotal feedback suggests that the reduction in trips and expenditure may reflect the continuing effect of the economic downturn however no research has been undertaken to support this.

Bay Of Plenty Regional Council

Year	Total mobility			
	Return 2009/10 (year end)	Forecast 2010/11 (year start)	Return 2010/11 (year end)	Variation from previous year (%)
Population				
Total number of persons registered in the scheme				
Target community: Rotorua	1,101		997	-9.4
Target community: Tauranga	2,880		2,363	-18.0
Target community: Whakatane	452		424	-6.2
Total	4,433		3,784	-14.6
Total mobility trips				
Total mobility trips (total number of subsidised mobility trips)				
Target community: Rotorua	21,735		17,068	-21.5
Target community: Tauranga	63,315		59,784	-5.6
Target community: Whakatane	9,450		8,056	-14.8
Total	94,500	86,884	84,908	-10.2
Wheelchair hoists (the number of wheelchair hoists in operation)				
Target community: Rotorua	3		4	33.3
Target community: Tauranga	4		5	25.0
Target community: Whakatane	1		1	0.0
Total	8		10	25.0
Financial information (GST exclusive)				
FARES (fares received by operator/s for Total mobility trips)				
Target community: Rotorua	195,636		171,652	-12.3
Target community: Tauranga	569,894		514,196	-9.8
Target community: Whakatane	85,058		78,952	-7.2
Total	850,588	898,200	764,800	-10.1

Figure 4 End of Year Summary

2.4 Additional payment to hoist operators

The total amount paid to taxi operators for the 2010/2011 financial year amounted to \$92,093 compared to \$124,417 in 2009/2010. This amount is fully funded by the New Zealand Transport Agency (NZTA).

3 Hoist replacements

In the 2010/2011 financial year Council provided financial assistance of \$17,500 to assist with the installation of a new wheelchair hoist into a van operated by a Tauranga based Total Mobility scheme transport provider. There are now 5 Total Mobility scheme vans fitted with a wheelchair hoist operating in Tauranga, 4 in Rotorua and 1 in Whakatāne.

4 **Total Mobility Scheme Annual Survey**

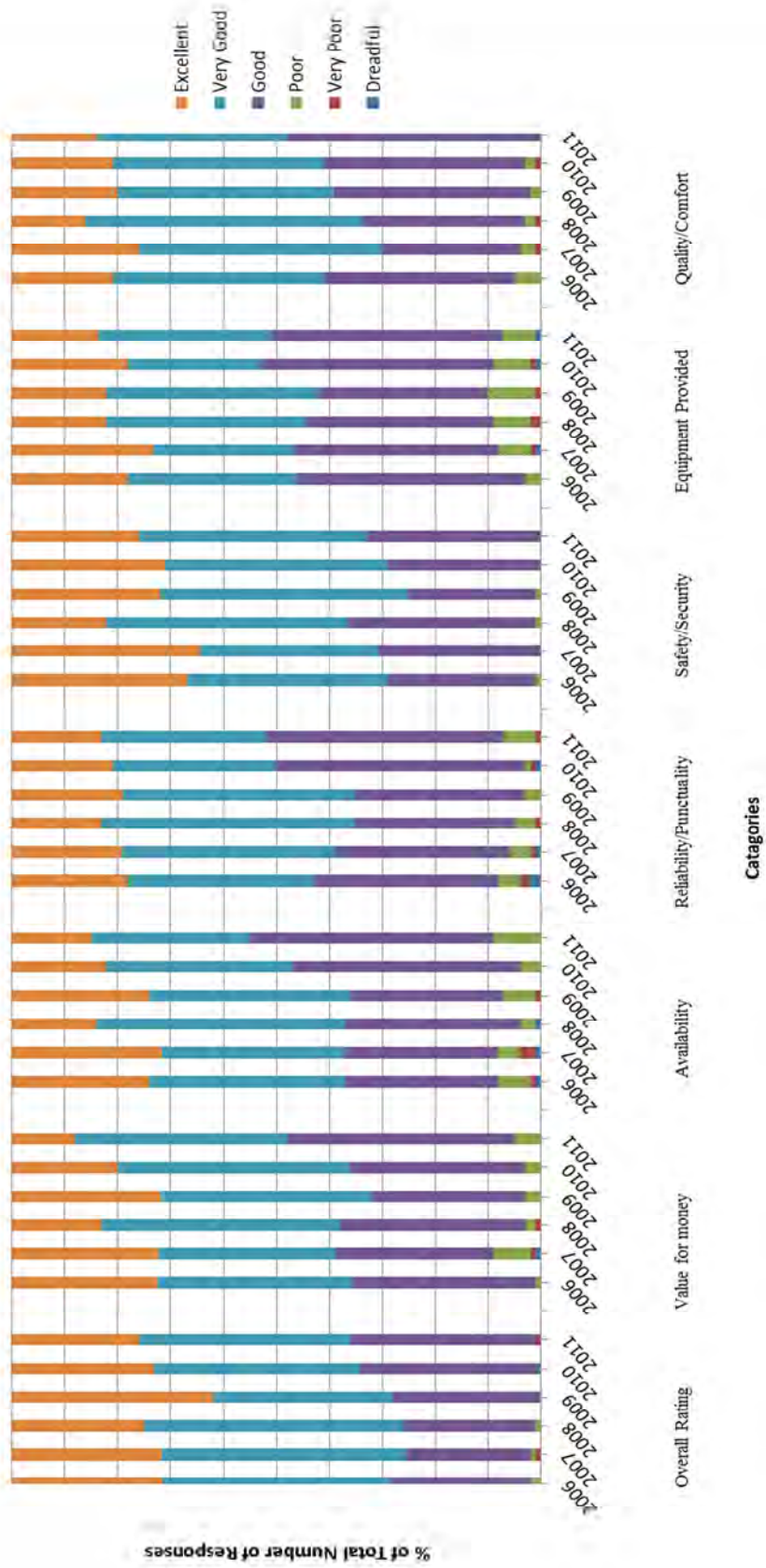
The survey involved sending out 292 survey forms to people registered as scheme users (a sample size of about 10%) and collating their feedback.

Participants were chosen at random from Council's Total Mobility Scheme database.

4.1 **Survey summary**

Although there have been variations from year to year in the rating of different aspects of the scheme the majority of respondents (more than 99% in the 2011 survey) consistently rate each service aspect as good, very good or excellent. The 2011 survey showed reduced levels of satisfaction with aspects of the scheme as detailed below, with the exception of Safety and Security which increased slightly. Overall the majority of respondents continued to rate the scheme well as shown in the graph below.

Total Mobility Satisfaction Survey



4.1.1 **Socio-economic profile**

Taken from the total sample of Total Mobility Scheme user respondents:

- (73%) were women;
- (84%) were over the age of 65;
- (55%) had personal income between \$12,000 - \$24,999, and (30%) <\$12,000; and
- (95%) said they used the scheme as frequently as they did last year, which is a similar result to previous surveys (94%) in 2009, and (96%) in 2008.

4.1.2 **Overall service performance**

This year 63% (66%) rated overall service performance as very good or excellent. This compares to 66% in 2010, (72%) in 2009, and (74%) in 2008.

4.1.3 **Value for money**

Satisfaction with Value for money has dropped this year, with 52% of respondents rating Value for money as very good or excellent compared to (64%) in 2010 (68%) in 2009 and (66%) in 2008.

4.1.4 **Vehicle availability**

The proportion of respondents rating the Availability of vehicles as very good or excellent dropped (45%) in 2010 compared to (53%) in 2010, (64%) in 2009 and (63%) in 2008.

4.1.5 **Vehicle reliability/punctuality**

The proportion of respondents (47%) rated Vehicle reliability/punctuality as very good or excellent dropped significantly compared to (50%) in 2010, (68%) in 2009 and (65%) in 2008.

4.1.6 **Safety and personal security**

In keeping with previous year's survey results the majority of respondents (68%) rated Safety and personal security as very good or excellent compared to (71%) in 2010, (75%) in 2009 and (64%) in 2008.

4.1.7 **Equipment provided**

This year's survey showed that 50% of respondents rated Equipment Provided as very good or excellent, compared to (47%) in 2010, (58%) in 2009 and 2008. This is the only aspect of the survey that showed improvement

4.1.8 **Quality and comfort**

Respondent perception of Quality and Comfort has continued to decrease over the last three four years, with 54% of respondents rating the feature as very good or excellent compared to (59%) 2010, (61%) in 2009 and (67%) in 2008.

4.1.9 **Main purpose of travel**

Respondents were asked what the main purpose for their travel using Total Mobility was. The results indicate more respondents are using the scheme for visiting the doctor/hospital (41%), and shopping (38%), than for any other reason.

4.1.10 **Use of the scheme**

Scheme members were asked how many times a week they used the Total Mobility scheme to travel. Most respondents (42%), travelled less than once a week, 20% used it less than once a month. A slightly bigger proportion (22%), used the scheme between 2-4 times per week.

5 **Appointed members**

The non-councillor representatives on the Total Mobility Management Committee are appointed for a three year period. Historically the period has expired between council elections so that the committee is not made up of members who are all new to the job at the same time.

The Total Mobility Management Subcommittee consists of an equal number (three) representatives from the;

- Council;
- Transport Operators; and
- People who use the Total Mobility scheme or their representatives.

At the Total Mobility Management Committee meeting of 16 September 2011 it was agreed that 3 suitable non-councillor representatives be sought to fill the three vacancies on the Total Mobility Management Committee.

Nominations were received however formal appointment to the Total Mobility Management Committee has not been sought as the representation period ends in September 2011.

In line with past practice new nominations for the non-councillor representatives will be sought from all council accredited Total Mobility agencies and transport providers for a three year period ending September 2014.

Nominations will be considered by the Councillor representatives on the Total Mobility Management Subcommittee and the preferred candidates recommended for appointment by Council.

6 **Other matters of interest**

This part of the report contains information for Total Mobility Management Subcommittee members regarding matters of interest relating to the running of the Total Mobility scheme.

6.1 **Children on the Total Mobility Scheme**

Council recently received an application to include a child with severe physical and intellectual disabilities on the Total Mobility scheme for a child is not yet attending school.

The New Zealand Transport Agency (NZTA) provides some guidance regarding the inclusion of children in the Total Mobility scheme however the final decision is left to the discretion of each Council. Currently there are less than 20 children on the scheme in the Bay of Plenty.

Given the age of the child and the level of disability more information was required before a decision could be made about whether or not the application should be approved. After discussion with the child's family and the two disability support agencies representing the child it was decided to approve the application and allow them access to the Total Mobility scheme.

It is worth noting that approval to allow children on to the scheme varies from region to region, this means that families cannot be sure that their child's eligibility for Total Mobility will continue if they move to another region.

6.2 Approved taxi organisations as Total Mobility Scheme Transport Providers

During the last year Council has received a number of requests to include transport providers in the Total Mobility scheme who are not Approved Taxi Organisations (ATO's). The following comparisons are provided to enable Total Mobility Management Subcommittee members to gain some understanding of the differences between ATO's and other transport providers and why ATO's are the preferred choice of transport provider.

In the Bay of Plenty and throughout New Zealand, Total Mobility services have been historically and successfully provided by ATO's.

Currently the only Total Mobility Scheme transport providers in the Bay of Plenty are ATO's with the exception of Opōtiki and Kawerau where small sole operators provide a limited service because an ATO does operate in these areas.

6.2.1 What rules are there for approved Taxi Organisation?

Approved Taxi Organisations (ATOs) according to the NZTA website must follow these rules of Sections 30P and 30Q of the Land Transport Act 1998 and Section 8 of the Land Transport Operator Licensing Rule.

In summary;

- An ATO must have operating rules approved by NZTA and hold a Certificate of Knowledge of Law and Practice
- Unless exempted by NZTA, an ATO must provide a taxi service and take phone bookings 24 hours-a-day, seven-days-a-week
- Passenger Service Licences must be held by the ATO and all vehicle owners and drivers (unless the driver is on an hourly rate contract)
- Other rules apply regarding driver requirements, driver misconduct, driver hours, log books, vehicle signage, complaints register, record keeping, fare schedules, etc

ATO's have three tiers of controls – the drivers, the members, and the ATO's – each tier has rules that apply to it and must comply with the operating rules of the tier above.

6.2.2 **What other licences are available?**

The licence available to people who wish to provide a transport service but are not part of an ATO are Private Hire Licences (PHLs).

In summary Private Hire Licence holders must have;

- the fare agreed in advance
- the vehicle 'pre-booked' (i.e., no hail pick-ups at taxi ranks or other places).

In practice this means that PHL licence holders can operate using ordinary vans or cars and act like a chauffeur service. They charge per minute, not by the distance, travelled.

Private Hire Licence operators have less NZTA imposed 'checks and balances' than ATO's.

6.2.3 **What happens currently in this region?**

When requests are received from transport providers other than ATO's they are discussed amongst colleagues in the council Transport Section, with other regional Total Mobility co-ordinators and relevant disability support agencies.

To date all requests to include non ATO's however been carefully considered on a case by case basis with the preference being to continue to only allow ATO's to operate for the reasons outlined earlier in this report.

6.2.4 **What happens in other regions?**

A few other regions allow PHL's to operate, especially where there is a shortage of transport operators who can provide a transport service.

Community trust transport providers are included in the scheme in some regions and in major cities specialist wheelchair hoist equipped vehicles have also been included if there are inadequate vehicles to provide good coverage.

6.2.5 **Other considerations**

A company that co-ordinates Private Hire Licence holders under franchise is not answerable to NZTA in any way as they do not own the vehicles and do not hold a Passenger Service Licence as a company so they have no transport legislation controls over their franchisees (who are individual Passenger Service Licence (PSL) holders) although they are subject to franchise legislation which is not relevant to NZTA.

Most of the requests from non ATO transport providers have come from individuals or organisations that provide extra services in addition to a door to door transport service, for example attending doctor's appointments or assisting with shopping. Identifying the transport portion of the service provided is difficult because the vehicles do not contain fare meters to record the distance travelled.

NZTA regularly audits ATO's, but has limited resources to audit all of the PSL holders.

6.2.6 **Where to next?**

As part of the review of the Bay of Plenty Regional Passenger Transport Plan (RPTP) Council will provide details of the preferred choice for Total Mobility scheme transport provider. This wording will enable Council to formally accept or decline requests to be a Total Mobility transport provider. It is expected that the draft version of this document will be available for comment and submissions in September/October.

Mary McLaren
Total Mobility Coordinator

for Transport Policy Manager

17 August 2011