

Terms and Conditions of Use

- The Total Mobility Scheme in the Bay of Plenty region is funded by the New Zealand Transport Agency (NZTA) and the Bay of Plenty Regional Council (the Council) to provide transport options to people with disabilities or mobility issues.
- By accepting and using the Total Mobility (TM) card you are agreeing to the Terms and Conditions of Use (T&Cs) set by the Council and as amended from time to time. Please read these T&Cs carefully before using your TM card.
- If you fail to adhere to these T&Cs, knowingly provide misleading or false information, or fail to notify the Council of any misuse, you risk cancellation of access to TM and, at the discretion of the Council, legal action.
- The information you provided during the assessment is used to establish eligibility for TM and for statistical and research purposes which will not identify you as an individual. Information may be shared with the New Zealand Transport Agency or Audit New Zealand for audit purposes.
- Under the Privacy Act 1993, you have the right to access and correct information held about you by the Council. The Council employees, agencies and assessors can access your information. Information will be held securely and protected against loss, unauthorised access or misuse.

Conditions of Use

1. You must be a registered TM customer and your contact details must be current.
2. You must not allow anyone else to use your TM card for any purpose whatsoever and take all practicable steps to protect your TM card from theft or fraudulent use.
3. You must not leave your TM card with a driver or any other person at any time. Your TM card is your responsibility.
4. If your TM card is lost or stolen you must report it to the Total Mobility Coordinator at the Council as soon as possible. There is a \$5.00 fee for a replacement card
5. You must arrange transport through an approved TM transport operator to claim the subsidy. If you use another transport service operator you will not be eligible to claim the subsidy and will be required to pay the full fare. You must advise the transport operator that you are a TM client at the time of arranging your travel.
6. You must show your TM card to the driver at the start of every trip. Failure to do so will result in being charged the full fare. No refund will be made. The Council currently pays 50 percent of the total fare up to a maximum of \$50.00 per trip but this subsidy value is subject to change at the Council sole discretion. This means the maximum Council will currently pay is \$25.00 per trip and then you must pay the remainder of the fare.



7. As the eligible TM client you must travel in the vehicle to claim your subsidy. You cannot ask a driver to collect goods, or other passengers, and use TM to pay for the service.
8. You must notify the Council if there are any changes that may affect your eligibility.
9. Transport requiring a wheelchair accessible vehicle should be booked in advance wherever possible.
10. You may travel with companions (family, friends, caregivers, etc.) provided you remain in the vehicle with them for the entire trip duration.
11. You must not use your TM card for services provided by a driver who is a family member or close associate. For example; if your husband or family friend is a taxi driver and you travel in their taxi, you cannot use your TM card to reduce the amount of any fare charged. If you wish to use your TM card you must use a different driver who is not a family member or close associate.
12. You must remain in the vehicle for the entire duration of the trip, except where you have asked the driver to briefly wait for you (no more than 5 minutes).
13. You must not ask the driver to wait more than a total of 5 minutes, over the duration of a trip. Your TM card may be cancelled if you fail to adhere to this requirement.
14. The Council may change, at any time and without prior notice, these T&Cs, the TM subsidy amount or eligibility criteria. The current version of the T&Cs will be maintained on our website.
15. You may use your TM card in other regions without prior notice. You may not use your TM card for inter-regional travel.
16. You must use TM in a responsible manner including taking the most efficient route and minimising use where possible.
17. TM is for personal travel only and may not be used for travel that is (or should be) partially or fully paid for by another organisation, such as ACC, an employer or rest homes. Contact the Council for further clarification of this condition before travelling.

Need more information?

Contact Bay of Plenty Regional Council on 0800 884 880
and ask for the Total Mobility Coordinator or visit
www.boprc.govt.nz/living-in-the-bay/getting-around/total-mobility/

