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| Report No.                              | 20-08 |
| Information Only - No Decision Required |       |

## REPORT ON TOTAL MOBILITY SCHEME ACTIVITIES FOR 2018-19 AND 2019-20 (6 MONTHS)

### 1. PURPOSE

- 1.1. This report provides passenger numbers and expenditure figures for the 2018-19 financial year and for the first six months of 2019-20, up to 31 December 2019.
- 1.2. This report will also provide a Concessionary Fare Scheme update, an update on the implementation of Ridewise 2 and an explanation of how Total Mobility is connected to the **MOT (Ministry of Transport) / NZTA (New Zealand Transport Agency)** Action Plan.

### 2. RECOMMENDATION

That the Committee recommends that Council:

- a. receives the information contained in Report No. 20-08.

### 3. FINANCIAL IMPACT

- 3.1. The cost of passenger transport services was accounted for in the 2018-19 and 2019-20 budgets. All prices quoted in this report are GST exclusive unless otherwise stated. The cost for Total Mobility services, referred to throughout this report, is comprised of 60% NZTA subsidy for standard trips and 100% for hoist trips.

### 4. COMMUNITY ENGAGEMENT

- 4.1. No community engagement is required as a result of this report.

### 5. SIGNIFICANT BUSINESS RISK IMPACT

- 5.1. There are no significant business risks.

### 6. TOTAL MOBILITY SCHEME OVERVIEW

- 6.1. The Total Mobility Scheme is available in 5 districts in our region, where there are Transport Operators prepared to support the scheme. All Transport Operators must apply to council to be part of the scheme and fit the criteria stipulated by NZTA.
- 6.2. For a client to be eligible for the scheme, they must complete an assessment process, coordinated by the Total Mobility Coordinator and they must be managing a disability or have a condition that impacts their ability to mobilise.

## 7. TOTAL MOBILITY SCHEME PASSENGER NUMBERS AND EXPENDITURE

### 7.1. Passenger numbers 2018-19 FY (First 6 months)

| District     | Jul           | Aug           | Sep           | Oct           | Nov           | Dec           | Total         |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| P Nth        | 5,839         | 9,359         | 5,433         | 6,227         | 6,719         | 4,800         | <b>38,377</b> |
| Whang        | 3,837         | 3,798         | 3,113         | 3,812         | 3,849         | 3,896         | <b>22,305</b> |
| Levin        | 3,344         | 3,154         | 2,680         | 2,820         | 3,006         | 3,022         | <b>18,026</b> |
| Feilding     | 1,365         | 1,804         | 1,262         | 926           | 1,389         | 1,309         | <b>8,055</b>  |
| Marton       | 420           | 413           | 261           | 300           | 281           | 231           | <b>1,906</b>  |
| <b>TOTAL</b> | <b>14,805</b> | <b>18,528</b> | <b>12,749</b> | <b>14,085</b> | <b>15,244</b> | <b>13,258</b> | <b>88,669</b> |

### 7.2. Passenger numbers 2018-19 FY (Second 6 months)

| District     | Jan           | Feb           | Mar           | Apr           | May           | Jun           | Total         |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| P Nth        | 5,762         | 5,464         | 6,364         | 6,348         | 6,944         | 6,147         | <b>37,029</b> |
| Whang        | 3,732         | 3,775         | 4,146         | 4,051         | 4,329         | 4,024         | <b>24,057</b> |
| Levin        | 2,845         | 2,926         | 3,276         | 3,300         | 3,472         | 3,104         | <b>18,923</b> |
| Feilding     | 1,175         | 1,247         | 1,260         | 1,218         | 1,473         | 1,193         | <b>7,566</b>  |
| Marton       | 233           | 246           | 242           | 204           | 254           | 206           | <b>1,385</b>  |
| <b>TOTAL</b> | <b>13,747</b> | <b>13,658</b> | <b>15,288</b> | <b>15,121</b> | <b>16,472</b> | <b>14,674</b> | <b>88,960</b> |

### 7.3. Expenditure 2018-19 FY (First 6 months)

| District     | Jul              | Aug              | Sep              | Oct              | Nov              | Dec              | Total             |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| P Nth        | 28,425.16        | 46,805.61        | 29,500.80        | 33,496.21        | 35,576.97        | 32,420.37        | <b>206,225.12</b> |
| Whang        | 21,113.17        | 19,984.01        | 17,597.22        | 21,454.62        | 22,123.10        | 22,344.41        | <b>124,616.53</b> |
| Levin        | 14,942.17        | 13,722.59        | 11,944.43        | 12,805.43        | 13,644.39        | 13,586.22        | <b>80,645.23</b>  |
| Feilding     | 4,985.04         | 6,678.93         | 3,722.55         | 3,328.12         | 4,900.68         | 4,977.38         | <b>28,592.70</b>  |
| Marton       | 1,466.35         | 1,486.89         | 1,129.13         | 1,296.52         | 1,207.83         | 958.70           | <b>7,545.42</b>   |
| <b>TOTAL</b> | <b>70,931.89</b> | <b>88,678.03</b> | <b>63,894.13</b> | <b>72,380.90</b> | <b>77,452.97</b> | <b>74,287.08</b> | <b>447,625.00</b> |

### 7.4. Expenditure 2018-19 FY (Second 6 months)

| District     | Jan              | Feb              | Mar              | Apr              | May              | Jun              | Total             |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| P Nth        | 30,404.18        | 29,944.64        | 35,377.06        | 35,235.35        | 38,940.73        | 34,772.86        | <b>204,674.82</b> |
| Whang        | 21,120.21        | 21,562.17        | 23,719.30        | 23,158.13        | 24,903.17        | 22,590.56        | <b>137,053.54</b> |
| Levin        | 12,840.52        | 13,024.30        | 14,370.57        | 14,694.74        | 15,441.00        | 14,317.52        | <b>84,688.65</b>  |
| Feilding     | 4,272.78         | 4,513.20         | 4,636.83         | 4,465.88         | 5,334.47         | 4,267.17         | <b>27,490.33</b>  |
| Marton       | 966.00           | 1,029.57         | 1,019.57         | 862.17           | 1,063.61         | 868.26           | <b>5,809.18</b>   |
| <b>TOTAL</b> | <b>69,603.69</b> | <b>70,073.88</b> | <b>79,123.33</b> | <b>78,416.27</b> | <b>85,682.98</b> | <b>76,816.37</b> | <b>459,716.52</b> |

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## 7.5. Passenger numbers July-December 2019

| District     | Jul           | Aug           | Sep           | Oct           | Nov           | Dec           | Total         |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| P Nth        | 6580          | 6633          | 6450          | 6784          | 5972          | 4953          | <b>37,372</b> |
| Whang        | 4416          | 4774          | 4467          | 4793          | 4740          | 4927          | <b>28,117</b> |
| Levin        | 3162          | 3355          | 3114          | 3372          | 3059          | 3291          | <b>19,353</b> |
| Feilding     | 1590          | 1360          | 1349          | 1462          | 1218          | 1252          | <b>8,231</b>  |
| Marton       | 261           | 227           | 213           | 257           | 174           | 217           | <b>1,349</b>  |
| <b>TOTAL</b> | <b>16,009</b> | <b>16,349</b> | <b>15,593</b> | <b>16,668</b> | <b>15,163</b> | <b>14,640</b> | <b>94,422</b> |

## 7.6. Expenditure July-December 2019

| District     | Jul              | Aug              | Sep              | Oct              | Nov              | Dec              | Total             |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| P Nth        | 37,872.87        | 38,808.55        | 37,257.98        | 41,018.46        | 35,151.88        | 34,722.87        | <b>224,832.61</b> |
| Whang        | 24,742.00        | 27,602.41        | 26,218.17        | 27,660.91        | 27,532.54        | 28,424.17        | <b>162,180.20</b> |
| Levin        | 14,972.74        | 15,995.96        | 15,057.82        | 16,413.17        | 15,253.35        | 16,227.61        | <b>93,920.65</b>  |
| Feilding     | 5,668.52         | 5,353.39         | 4,853.31         | 5,807.18         | 4,461.17         | 4,786.78         | <b>30,930.35</b>  |
| Marton       | 1,089.13         | 954.35           | 916.96           | 1,112.17         | 755.22           | 940.00           | <b>5,767.83</b>   |
| <b>TOTAL</b> | <b>84,345.26</b> | <b>88,714.66</b> | <b>84,304.24</b> | <b>92,011.89</b> | <b>83,154.16</b> | <b>85,101.43</b> | <b>517,631.64</b> |

7.7. On 1 September 2018, the Horizons' Total Mobility Scheme transitioned from a paper based system to an electronic card system. Information regarding this transition was mailed to all clients in the months prior, advising of the upcoming changes, and in the process creating an increased awareness in the Scheme overall. This increased awareness was not only experienced by those currently using the Scheme, but also by those who were part of the Scheme who had either lost their vouchers or had forgotten about it. It also increased the awareness of supporting agencies and community groups in general. The August 2018 increase in trips (passenger numbers) and expenditure reflects this rise in awareness.

7.8. The then decrease in numbers the following month is reflective of the system implementation and some of the teething problems experienced through service provider issues, transport operator issues, taxi driver issues and the need to continue to provide a service with as little inconvenience to our clients, as possible.

7.9. Also at this time the Driving Miss Daisy and Cosycar Companion Services had joined the Scheme and were building up their clientele. This was a result of the Small Passenger Services deregulation which enabled companion services and other small passenger operators to apply to join the Scheme.

7.10. At the end of the 2018-19 financial year the Total Mobility Scheme was showing an overspend of \$93,691.00.

Contributing factors for this overspend were:

- Increased awareness of the scheme;
- NZTA deregulation of current legislation to provide an even playing field for all small passenger services, (introduction 6 new services);
- An aging population;
- National growth.

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7.11. Despite being granted extra funding from NZTA, growth has continued into the 2019-20 financial year, largely we believe for the reasons above with a current 12 month forecast predicting an over spend of \$117,840.00 (\$47,000 net cost to HRC).

7.12. Hoist Expenditure 2018-19 FY (First 6 months)

| District     | Jul              | Aug              | Sep              | Oct              | Nov              | Dec              | Total             |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| P Nth        | 12,790.00        | 17,230.00        | 12,810.00        | 14,240.00        | 13,270.00        | 13,120.00        | <b>83,460.00</b>  |
| Whang        | 3,870.00         | 3,310.00         | 3,520.00         | 4,080.00         | 4,600.00         | 4,640.00         | <b>23,840.00</b>  |
| Levin        | 3,690.00         | 4,020.00         | 3,370.00         | 3,500.00         | 3,670.00         | 4,030.00         | <b>22,280.00</b>  |
| Feilding     | 820.00           | 2,410.00         | 1,200.00         | 1,240.00         | 1,540.00         | 1,350.00         | <b>8,560.00</b>   |
| <b>TOTAL</b> | <b>21,170.00</b> | <b>26,790.00</b> | <b>20,900.00</b> | <b>23,060.00</b> | <b>23,080.00</b> | <b>23,140.00</b> | <b>138,140.00</b> |

7.13. Hoist Expenditure 2018-19 FY (Second 6 months)

| District     | Jan              | Feb              | Mar              | Apr              | May              | Jun           | Total             |
|--------------|------------------|------------------|------------------|------------------|------------------|---------------|-------------------|
| P Nth        | 10,920.00        | 12,000.00        | 13,920.00        | 14,060.00        | 16,000.00        | 13,270.00     | <b>80,170.00</b>  |
| Whang        | 3,830.00         | 3,850.00         | 5,320.00         | 4,270.00         | 4,650.00         | 4,030.00      | <b>25,950.00</b>  |
| Levin        | 3,260.00         | 3,660.00         | 3,070.00         | 3,030.00         | 3,400.00         | 3,370.00      | <b>19,790.00</b>  |
| Feilding     | 1,160.00         | 1,230.00         | 1,210.00         | 1,250.00         | 1,310.00         | 1,080.00      | <b>7,240.00</b>   |
| <b>TOTAL</b> | <b>19,170.00</b> | <b>20,740.00</b> | <b>23,520.00</b> | <b>22,610.00</b> | <b>25,360.00</b> | <b>21,750</b> | <b>133,150.00</b> |

7.14. Hoist Expenditure 2019-20 FY (First 6 months)

| District     | Jul              | Aug              | Sep              | Oct              | Nov              | Dec              | Total             |
|--------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| P Nth        | 13,990.00        | 14,010.00        | 13,070.00        | 12,890.00        | 12,820.00        | 12,610.00        | <b>79,390.00</b>  |
| Whang        | 4,240.00         | 4,960.00         | 4,870.00         | 5,070.00         | 4,430.00         | 4,680.00         | <b>28,250.00</b>  |
| Levin        | 3,020.00         | 3,220.00         | 3,000.00         | 3,030.00         | 3,100.00         | 3,040.00         | <b>18,410.00</b>  |
| Feilding     | 1,100.00         | 1,060.00         | 960.00           | 1,010.00         | 740.00           | 850.00           | <b>5,720.00</b>   |
| <b>TOTAL</b> | <b>22,350.00</b> | <b>23,250.00</b> | <b>21,900.00</b> | <b>22,000.00</b> | <b>21,090.00</b> | <b>21,180.00</b> | <b>131,770.00</b> |

7.15. It should be noted that passenger trip figures for hoists are accounted for in the overall passenger trip figures. Growth has also been seen in the hoist expenditure figures, with a 12-month over-spend projection of \$20,540.00 at the end of December 2019. The current number of clients on the Total Mobility Scheme across the region is 5423, of whom 1,365, are also hoist users.

7.16. Scheme growth continues to be monitored with further explanation following in this report.

7.17. Trip Figures for 2018/19 FY (Nationally)

|                    |         |
|--------------------|---------|
| Auckland           | 451,213 |
| Wellington         | 332,213 |
| Christchurch       | 281,049 |
| Manawatu/Whanganui | 177,629 |
| Otago              | 119,923 |
| Hawkes Bay         | 96,921  |
| Bay Of Plenty      | 71,796  |
| Waikato            | 62,238  |
| Taranaki           | 55,762  |
| Invercargill       | 53,838  |
| Nelson             | 45,439  |
| Northland          | 34,879  |
| Marlborough        | 19,457  |
| West Coast         | 17,973  |
| Gisborne           | 9,347   |

7.18. Growth of the Total Mobility Scheme has been acknowledged by NZTA as a result of increasing demand although this growth is not necessarily trending in unison across all regions. The table above shows trips taken within each region for the financial year 2018/19. The Horizons region is sitting in 4<sup>th</sup> place for numbers of trips taken, directly under the 3 main cities.

7.19. Horizons Region 5 YR Expenditure Comparison

|              | 15/16             | 16/17             | 17/18             | 18/19             | 19/20 (12 month forecasted) | Growth % over past 5 years |
|--------------|-------------------|-------------------|-------------------|-------------------|-----------------------------|----------------------------|
| P NTH        | 347,023.10        | 351,166.10        | 366,743.78        | 410,899.94        | 449,665.22                  | 29%                        |
| WANG         | 213,124.29        | 229,243.36        | 241,193.96        | 261,670.07        | 324,360.40                  | 52%                        |
| LEVIN        | 126,413.82        | 136,693.91        | 154,646.85        | 165,333.88        | 187,841.30                  | 48%                        |
| FEILDING     | 68,350.30         | 66,286.80         | 65,334.04         | 56,083.03         | 61,860.70                   | NIL                        |
| MARTON       | 14,819.64         | 16,470.95         | 15,025.68         | 13,354.60         | 11,535.66                   | NIL                        |
| <b>TOTAL</b> | <b>769,731.15</b> | <b>799,861.12</b> | <b>842,944.31</b> | <b>907,341.52</b> | <b>1,035,263.20</b>         | <b>34%</b>                 |

7.20. National 5 YR Expenditure Comparison

|            | 15/16         | 16/17         | 17/18         | 18/19         | Growth % |
|------------|---------------|---------------|---------------|---------------|----------|
| Nationally | 12,525,038.00 | 11,605,139.00 | 13,920,141.00 | 16,942,979.00 | 35%      |

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- 7.21. As shown above, national growth within the Total Mobility scheme is sitting at 35% over the past 5 years which is consistent with the growth experienced in the Horizons region. There are options available to manage the TM budget which include:
- Reducing the current subsidies.
  - Capping the scheme membership (having a waiting list for those wanting to join once the cap has been reached).
  - Restricting the number of trips a client is able to take.
- 7.22. NZTA approval would be required to implement these changes and clients would be inconvenienced as a result and so no such measures are recommended at this time. Staff monitor and report on expenditure monthly and will continue to do so and over the past 6 months it appears from the figures that usage has flattened out.
- 7.23. Recent National Total Mobility forums have discussed funding options moving forward but no definitive direction has been provided from NZTA at this stage.
- 7.24. Despite the over spend, growth of this scheme is a positive in terms of reaching the people it was designed for and providing the disability sector with another transport option.

## **8. CONCESSIONARY FARE SCHEME (HEALTH SHUTTLES)**

- 8.1. The Concessionary Fare scheme provides funding to Health Shuttles and Community vans to ensure people have access to health services they would otherwise have difficulty attending. The funding is provided to the following areas:
- Taumarunui
  - St John Marton
  - Horowhenua Health Shuttle
  - St John Dannevirke
  - St John Feilding
  - St John Whanganui
  - St John Pahiatua
  - St John Waimarino (Ohakune)
- 8.2. The funding is provided annually at a capped amount. The shuttles/vans continue to provide transport services, and passenger numbers remain consistent.

## **9. RIDEWISE 2**

- 9.1. Ridewise is the online tool used by all Regional Councils in New Zealand to manage the coordination of the Total Mobility Scheme. It provides a database, an invoicing payment system and a variety of reports for capturing data.
- 9.2. Ridewise 2 is due to be rolled out in April 2020 and will have added security benefits and more efficient administration functions. Greater Wellington Regional Council will be the pilot Council for the changes and String TM have agreed to be the pilot Service Provider.

## **10. RENEWAL OF THE DISABILITY ACTION PLAN 2019-2022**

- 10.1. The MOT has received feedback regarding the effectiveness of the Total Mobility Scheme and that it may not be fit-for-purpose. This is mainly due to the lack of transport providers and accessible vehicles in the provincial areas and also the cost of the Scheme for those who need to use it on a daily basis, despite the discounted fare. The MOT acknowledges that reviewing the TM Scheme in isolation will not address all concerns raised from the disabled community. The MOT will therefore undertake a strategic assessment of provision

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of services for people with different transport needs in the 2020-21 financial year, including reviewing of the Total Mobility Scheme.

## 11. SIGNIFICANCE

11.1. This is not a significant decision according to the Council's Policy on Significance and Engagement.

Desley Monks  
**TOTAL MOBILITY CO-ORDINATOR**

Phil Hindrup  
**MANAGER TRANSPORT SERVICES**

## ANNEXES

There are no attachments for this report.