

19 July 2023

File Ref: OIAPR-1274023063-3622

[REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2023-164**

I refer to your request for information dated 20 June 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 20 June 2023. You have requested the following:

*“Funding to Public Transport Authorities (PTAs), including regional councils, to support operators participating in Total Mobility to install new/replace old wheelchair hoists is provided by Waka Kotahi through the National Land Transport Programme (NLTP). As part of developing the three yearly NLTP, PTAs develop their public transport programme for inclusion in the NLTP. In preparing their public transport programmes, PTAs decide the size of their budget for hoist replacement and in approving the NLTP, Waka Kotahi decides what level of co-investment in that activity it will approve.*

*Information provided by Waka Kotahi shows the funds allocated to Greater Wellington Regional Council as a PTA to install new/replace old wheelchair hoists for the period between July 2021 – June 2024 was \$132,116.00. It also shows for the period July 2021 – May 2023 \$12,567.00 has been allocated (10%).* 1) As a Public Transport Authority what was the budget for the Total Mobility Scheme to install new/replace old wheelchair hoists for the 2021 -2024 NLTP?

2) Was the full requested budget approved by Waka Kotahi as shown the NLTP?

3) Do you believe the remaining allocation will be used by the 31st June 2024?

4) Participants in the Total Mobility scheme can apply for a subsidy to install new/replace old wheelchair hoists. The subsidy is set at 60% of the total costs. The Waka Kotahi Funding Assistance Rate (FAR) paid to the PTA is 60 percent. Please clarify does Greater Wellington Regional Council make any financial contribution in the co-investment arrangement to install new/replace old wheelchair hoists?

5) What is the process that a participant in the Total Mobility Scheme must go through to receive the subsidy;

- a) *Can an application be fully approved prior to the vehicle being purchased and the hoist fitted?*
- b) *If the subsidy is approved when is the funding released to the operator?*
- c) *Is the operator or the vehicle contracted to the region for a specific time period and if yes what is that time period?*
- d) *Does the vehicle model need to be approved and if so, what vehicle models are approved?*
- 6) *Have any of the participants been declined the subsidy and if so on what grounds?*
- 7) *As a Public Transport Authority have you surveyed the effectiveness of the Total Mobility service in particular wheelchair users? If yes please provide the results.*
- 8) *Does Greater Wellington Regional Council have complaints register to record complaints regarding transport service for the public who are mobility challenged? If there is a register how many complaints have been received in the last 5 years?*
- 9) *Has Greater Wellington Regional Council provided any funding to install new/replace old wheelchair hoists to organisations who are not an approved Total Mobility provider, but however carry mobility challenged persons e.g., Rest Homes, Community Groups?"*

**Greater Wellington's response follows:**

1. *As a Public Transport Authority what was the budget for the Total Mobility Scheme to install new/replace old wheelchair hoists for the 2021 -2024 NLTP?*

The total budget for hoists for the 2021- 2024 Triennium was \$220,193 with Funding Assistance Rate of 60% from Waka Kotahi for \$132,116; the remaining 40% (\$88,077) local share is budgeted to be funded by Greater Wellington through rates.

This is exclusive of GST.

2. *Was the full requested budget approved by Waka Kotahi as shown the NLTP?*

We confirm that \$132,116 (GST exclusive) was approved by Waka Kotahi for their portion in the Triennium.

3. *Do you believe the remaining allocation will be used by the 31st June 2024?*

No, there are no outstanding applications from transport providers for funding.

4. *Participants in the Total Mobility scheme can apply for a subsidy to install new/replace old wheelchair hoists. The subsidy is set at 60% of the total costs. The Waka Kotahi Funding Assistance Rate (FAR) paid to the PTA is 60 percent. Please clarify does Greater Wellington Regional Council make any financial contribution in the co-investment arrangement to install new/replace old wheelchair hoists?*

Greater Wellington contributes \$5,000 (GST exclusive) towards the purchase of or modification of a vehicle for wheelchair accessibility. 60% of that cost is claimed back from Waka Kotahi.

5. *What is the process that a participant in the Total Mobility Scheme must go through to receive the subsidy;*

- a. *Can an application be fully approved prior to the vehicle being purchased and the hoist fitted?*

Yes, all applications are processed as received either prior to or post purchase.

- b. *If the subsidy is approved when is the funding released to the operator?*

Immediately, on receipt of an invoice and inspection of the vehicle. Please see below regarding certification.

- c. *Is the operator or the vehicle contracted to the region for a specific time period and if yes what is that time period?*

No, not in respect to the funding (there is no bonding in respect to the funding).

- d. *Does the vehicle model need to be approved and if so, what vehicle models are approved?*

All vehicles must have a Low Volume Vehicle Certificate as issued by VTNZ. This is a lawful requirement not specific to Total Mobility.

6. *Have any of the participants been declined the subsidy and if so on what grounds?*

No participants have been declined the subsidy. All applicants meeting the above criteria have been approved. All applicants to date have also been contracted Total Mobility providers.

7. *As a Public Transport Authority have you surveyed the effectiveness of the Total Mobility service in particular wheelchair users? If yes please provide the results.*

Please refer to **Attachment 1** which contains a report on the Total Mobility survey dated 2021-2022. You may be particularly interested in section 4 (pages 16 - 18) regarding wheelchair accessible services.

We also run annual Customer Satisfaction Surveys which are available here: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/customer-satisfaction-survey/> Please note results of this year's survey will be released in August.

8. *Does Greater Wellington Regional Council have complaints register to record complaints regarding transport service for the public who are mobility challenged? If there is a register how many complaints have been received in the last 5 years?*

We completed a search on our customer relationship management system (CRM) which holds the feedback received from all customers, as opposed to only those who are mobility challenged. The search included dates between 1 January 2018 and 5 July 2023. The system returned a total of 961 complaints, out of 10,000, which relate to the accessibility of our services of which:

- 235 of these complaints regarded physical accessibility of our services and includes guide dogs not being accepted by taxi companies, Total Mobility card holders being rejected by taxis, and feedback about proposed upgrades of stations (bus stops, train stations, ferry terminals, and vehicles).
- 726 complaints related to conduct of our drivers towards passengers with disabilities (conduct, failed to pick up, failed to stop or let down, and passenger interaction). Most complaints about Total Mobility card pricing, damaged Total Mobility cards, and complaints about taxi operators and companies were excluded from this total.

9. *Has Greater Wellington Regional Council provided any funding to install new/replace old wheelchair hoists to organisations who are not an approved Total Mobility provider, but however carry mobility challenged persons e.g., Rest Homes, Community Groups?*

No, noting there have been no applications from unapproved Total Mobility providers.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



**Samantha Gain**

Kaiwhakahaere Matua Waka-a-atea | Group Manager Metlink

A photograph showing the interior of a van. A person with grey hair, wearing a dark jacket and a red, white, and blue striped scarf, is seated in a wheelchair. A driver with a grey beard and glasses, wearing a blue long-sleeved shirt, is seated in the driver's seat, holding the steering wheel. The van's interior is visible, including the dashboard, a red fire extinguisher, and a sign on the window that reads "Health and Beauty" and "ph: 233 0802". The text "Total Mobility Survey" is overlaid in large white letters across the center of the image.

# Total Mobility Survey

**2021-2022 Report**

**August 2022**

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# 1. Introduction and Methodology

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## 1.1 Introduction

The Total Mobility service provides subsidised door-to-door transport services by taxi or other specialist transport operators for people who are unable to use regular public transport, due to a permanent disability. In the Greater Wellington region, the Total Mobility service serves more than 14,000 permanently disabled customers, 13% of whom require the use of wheelchair accessible vehicles. Total Mobility provides a subsidy of 50% the total fare, up to a maximum of \$40.00 per trip, with the remainder paid by the customer.<sup>1</sup>

A random sample of active Total Mobility customers is surveyed annually to assess their satisfaction with the service. This report provides the results of a postal survey of n=306 active registered Total Mobility users conducted in July 2022.

## 1.2 Methodology

Consistent with previous years, Total Mobility user feedback was collected via a mail out/post back survey to a random selection of active customers identified by Greater Wellington Regional Council. The method used was self-completion, where respondents were mailed out a paper questionnaire and asked to complete it themselves then post the survey form back.

The option to complete the survey online has been available since 2016. There are instructions on how to do this on the front page of the mailed-out questionnaire. Respondents are also given the option to complete the survey by phone or to email in a scanned copy of their completed questionnaire.

To boost the response rate, follow up calls were made to those customers who had not yet responded, either by mail or online, two weeks after the questionnaires were mailed out; 357 call attempts were made to users, with 63 successfully reminded and/or completing the survey over the phone with an interviewer.

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<sup>1</sup> Waka Kotahi, NZ Transport Agency (2022). Total Mobility around New Zealand.

### 1.3 Questionnaire

The questionnaire is based on those used in previous years.

Questions on the impact of COVID-19 were added in 2020. In 2022, questions were added to help understand users' awareness and perceptions of sustainability and the importance they place on this in regards Total Mobility vehicles.

#### Rating scales

As part of the change to an Easy Read format<sup>2</sup>. in 2018, the following rating scale was adopted:

2018-present	 VERY BAD	 BAD	 GOOD / SATISFIED	 VERY GOOD	 EXCELLENT
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### 1.4 Sample

The questionnaire was sent to n=800 active registered Total Mobility users on 4<sup>th</sup> July 2022. Questionnaires provided freepost details to return the form for free or the option to complete online, with instructions on how to do this. Paper questionnaires returned were checked for completeness and entered into a database. To encourage participants to take part in the questionnaire, a prize draw for one of five \$50 grocery vouchers was offered.

Friday 5<sup>th</sup> August 2022 was the final day for accepting questionnaires. A total of 306 completed questionnaires were received. This equates to a response rate of 40% - up from 35% last year.

Year	Sample size
2022	306
2021	269
2020	391
2019	275
2018	363

<sup>2</sup> <https://www.odi.govt.nz/guidance-and-resources/a-guide-to-making-easy-read-information/>

## Response Rate By Region

Region	2021	2022
Upper Hutt City	23%	49%
Kapiti Coast	35%	44%
Wellington	40%	38%
Hutt City	28%	36%
Wairarapa	39%	33%
Porirua	37%	32%
<b>Total response rate</b>	<b>35%</b>	<b>40%</b>

Open-ended responses were coded into categories, allowing key themes to be grouped, and therefore to be easily identified, reported, and tracked over time.

## 2. Total Mobility Use

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### 2.1 Summary

Use of the Total Mobility service continues to be most common in Wellington, Hutt City, and Kapiti Coast. Currently Hutt City (26%) and Kapiti Coast (26%) are the areas in which Total Mobility is used the most, with use of the service on the Kapiti Coast having increased significantly over the last 12 months (from 6% to 26%). In contrast, over the last two years there has been a decrease in use of the service in Wellington City, with 2022 seeing a significant decrease from 12 months ago (from 32% to 23%).

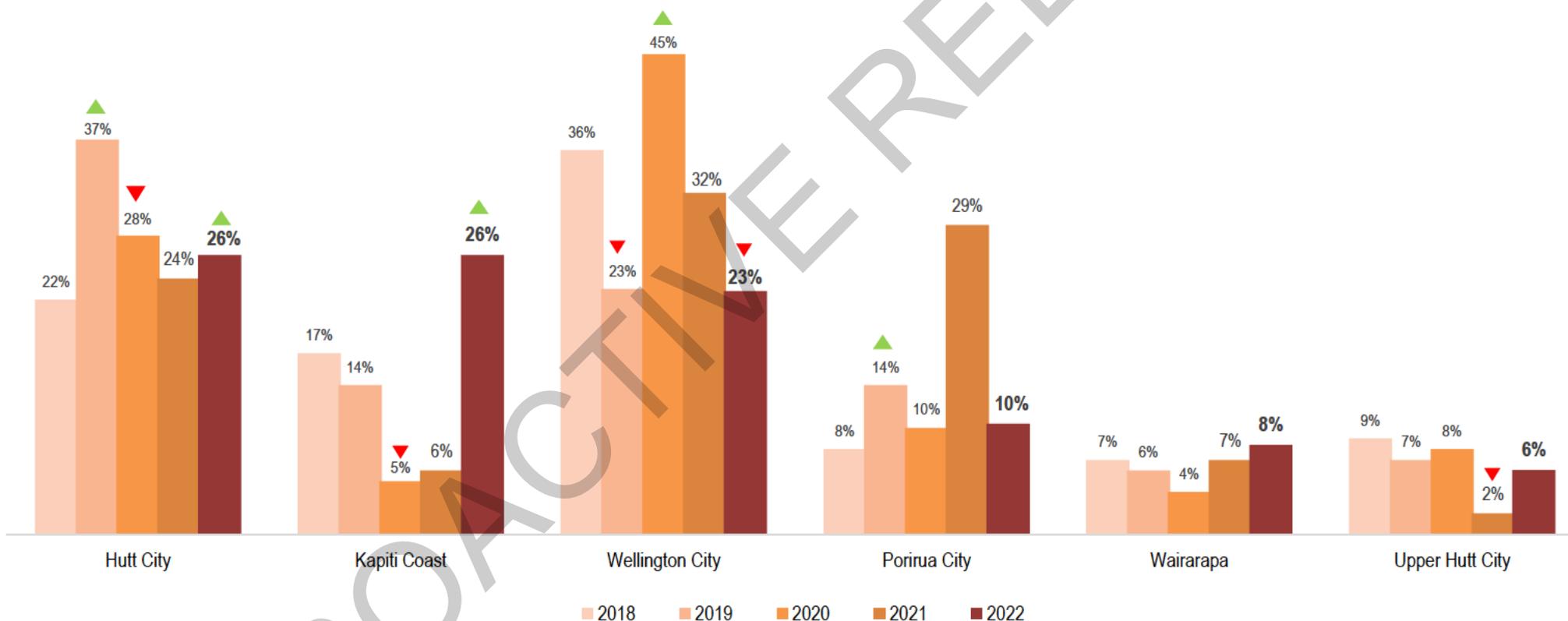
Reflective of the areas of travel, use of Hutt and City Taxis is most common, followed by Paraparaumu Taxis and Wellington Combined Taxis. With a decrease in travel in Wellington City, use of Wellington Combined Taxis has also declined. Similarly, use of Porirua Taxis decreased significantly due a significant decline in service use in the area generally.

Reasons for using Total Mobility are similar to previous years, with travel for medical reasons being most common (84%), followed by trips for shopping (67%) and social and entertainment trips (49%). The shares of customers using the service for different trip types has remained stable from 12 months ago.

## 2.2 Total Mobility Use

Customers surveyed use Total Mobility most often in Hutt City (26%), Kapiti Coast (26%) and Wellington City (23%). This year, the share of customers using the service in Kapiti Coast has increased significantly (from 6% to 26%). In contrast use of the service in Porirua City and Wellington City has experienced a significant decrease, Porirua dropping 19 percentage points and Wellington City dropping 9 percentage points from 2021.

### The one area where you travel the most?

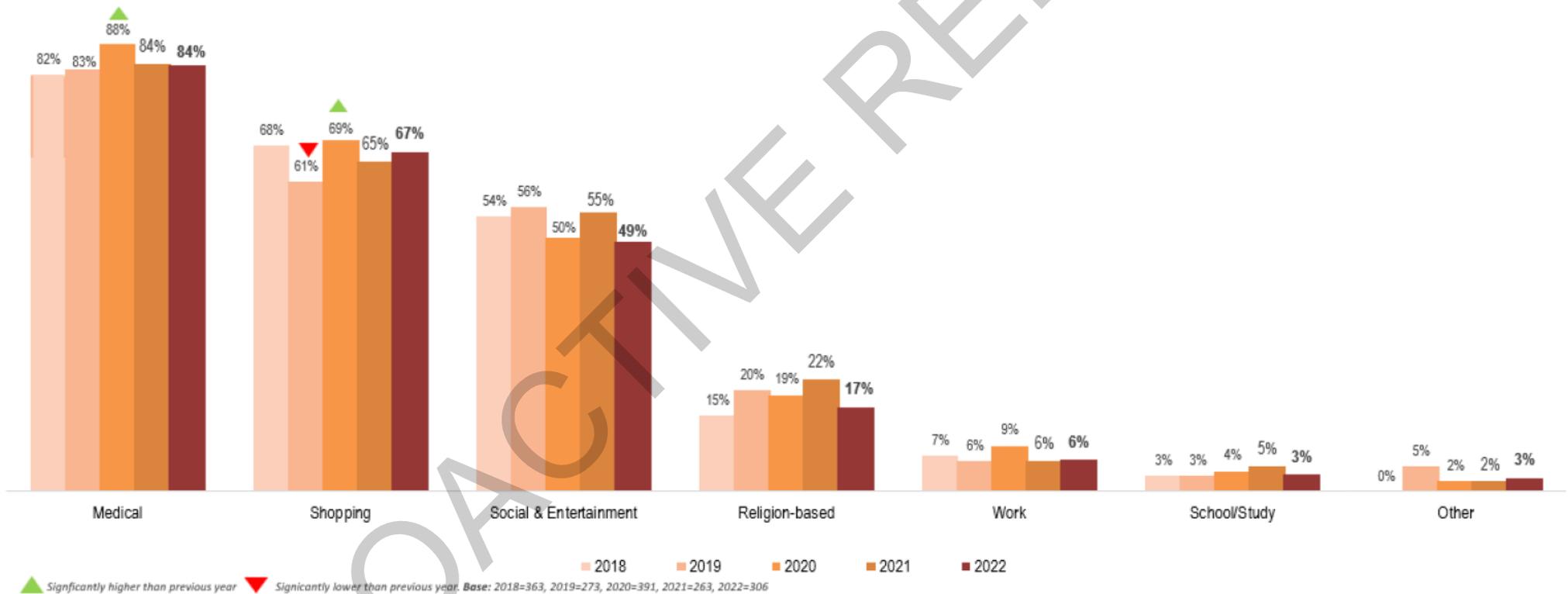


Significantly higher than previous year. Significantly lower than previous year. Base: 2018=363, 2019=273, 2020=391, 2021=263, 2022=306

### 2.3 Reasons for Total Mobility Use

Users of Total Mobility continue to use the service most often for medical appointments (84%), shopping (67%) or entertainment (49%). Reasons for using the Total Mobility service have remained stable over the last 12 months.

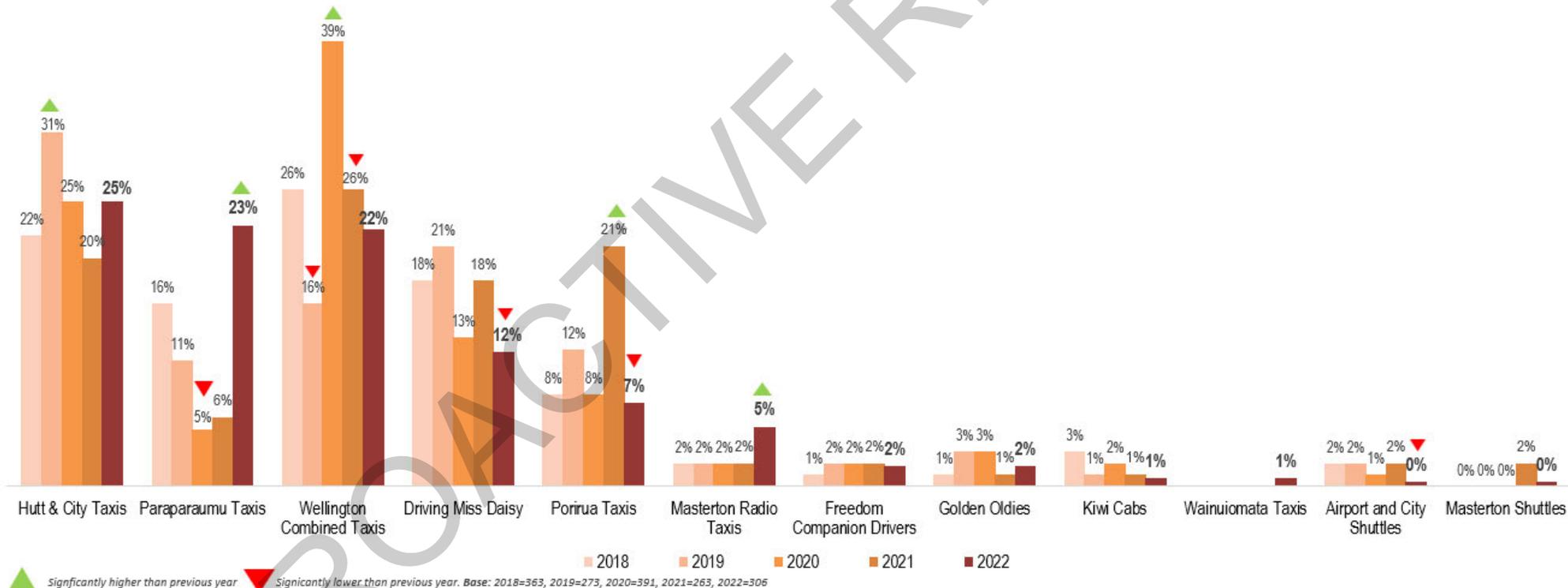
#### What type of trips do you use your Total Mobility Card for?



## 2.4 Company Used Most Often

Of the 12 approved Total Mobility transport operators, customers report using Hutt & City Taxis most often (25%), this share stable from 2021. Overall, the most notable increase in the use of transport companies is Paraparaumu Taxis at 23% - compared with just 6% 12 months ago. In contrast the most significant decrease in the use of transport companies is Porirua Taxis, down from 21% in 2021 to 7% in 2022.

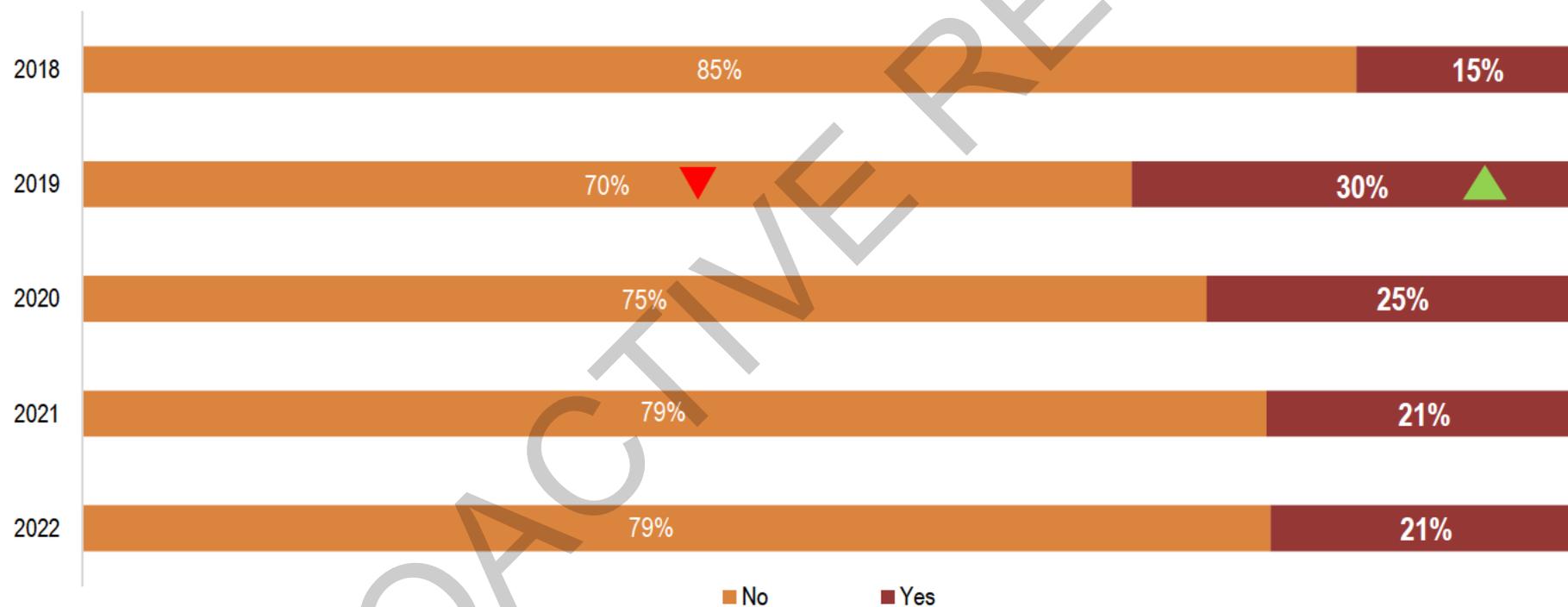
### Which transport company do you use most?



## 2.5 Additional Transport Companies Required

Consistent with 2021, four out of five (79%) feel that the number of operators available is sufficient, this share statistically higher among New Zealand Europeans (82%). Twenty-one percent would like to see additional provider options included, with a desire more transport companies significantly more likely to be mentioned by those travelling in the Kapiti Coast area (28%).

### Should any other transport company be included in Total Mobility?



▲ Significantly higher than previous year ▼ Significantly lower than previous year. **Base:** 2021=221, 2022=217. All respondents excluding 'dont know' responses

## 3. Quality of Service

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### 3.1 Summary

Overall, 97% of those surveyed feel positively about the Total Mobility service, including 42% who gave an excellent rating. This compares with 94% last year. Only 3% gave less favourable ratings, including 2% who said the service is bad (a decrease from 5% last year) and 1% who said it is very bad.

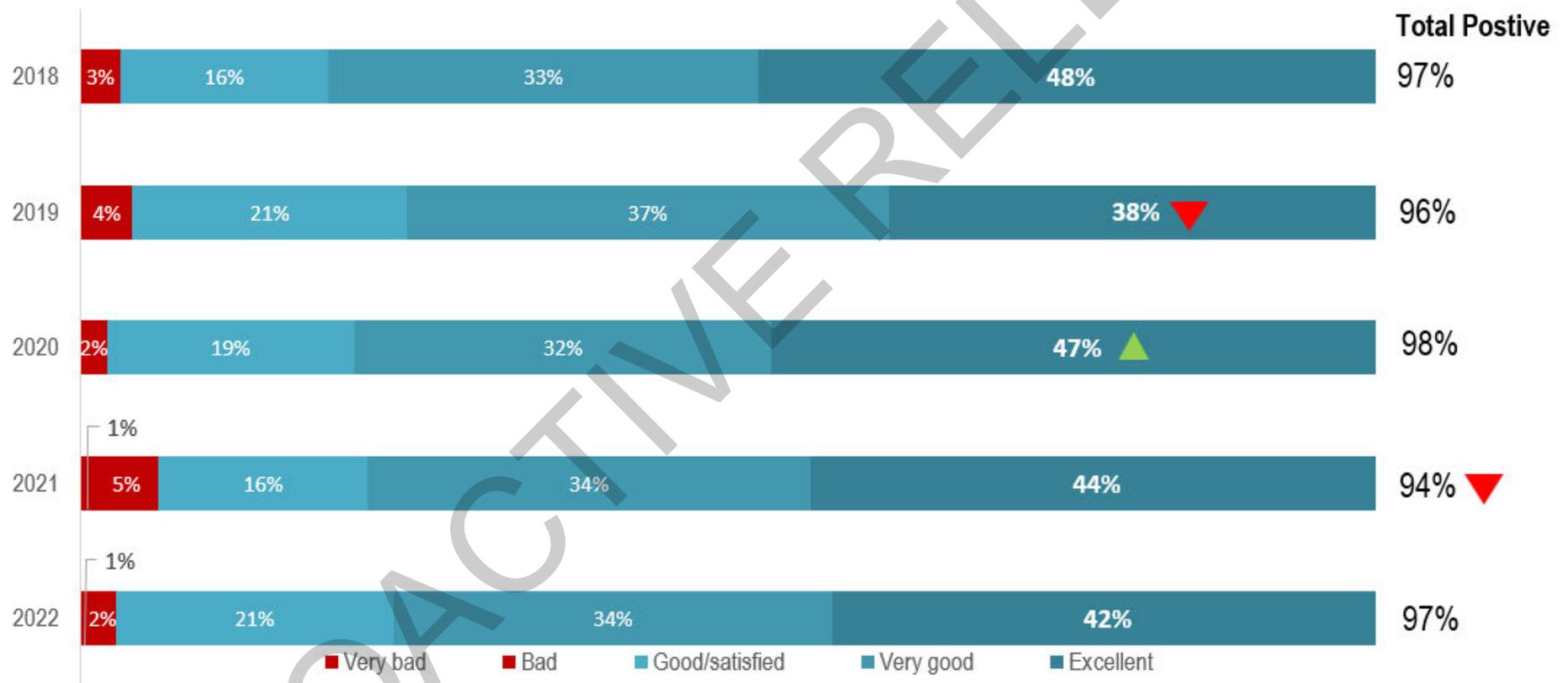
Positive responses are significantly more common among those using Hutt & City Taxis (97% overall positive), Paraparaumu Taxis (96% overall positive) and Wellington Combined Taxis (100% overall positive). Sixty-two percent of customers who use Driving Miss Daisy rated the service as excellent compared to 44% overall. Negative responses are significantly more common among those using Porirua Taxis (10% feel it is bad compared with 3% overall). *Note however, that due to a small proportion for Porirua Taxis stating their overall satisfaction (n=20), we recommend caution when interpreting results.*

Total Mobility users were most positive about the quality and comfort of the vehicles they use (99%). Safety and security (98%) and cost of using the service are both rated at 98%. Quality and comfort and safety and security ratings have stayed the same since 2021. However, satisfaction with the cost aspect has slightly increased (94% in 2021). Notably, this increase could be influenced by the Government's 2022 roll out of half price public transport.

### 3.2 Total Mobility Service Overall

Overall user satisfaction with Total Mobility remains high, with 97% giving a positive rating of good, very good or excellent. Results are stable from 12 months ago.

Rate the overall service you receive from the transport company you use the most



▲ Significantly higher positive/lower negative than previous year  
 ▼ Significantly lower positive/higher negative than previous year.  
 Base: 2018=363, 2019=273, 2020=391, 2021=263, 2022=306

### 3.3 Total Mobility Service Overall – By Subgroup

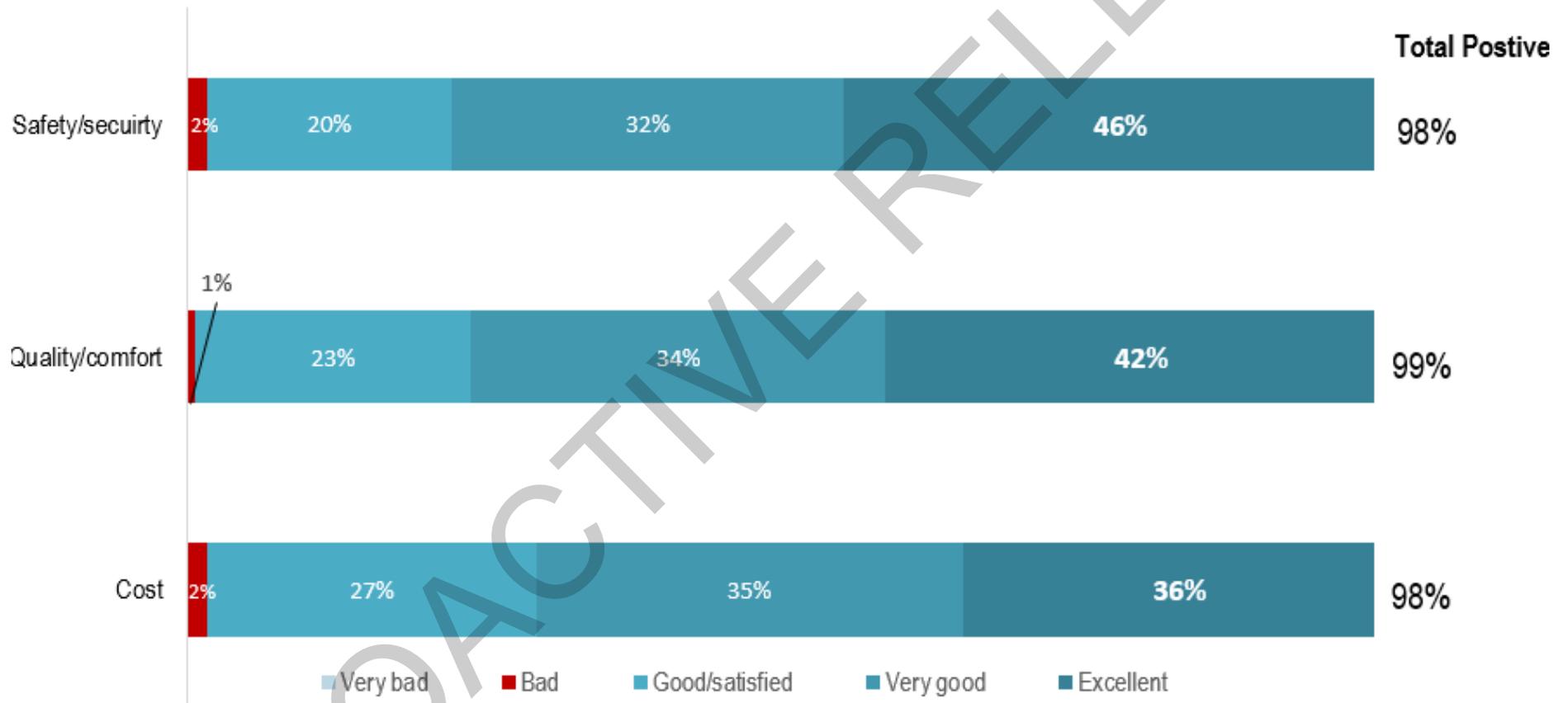
		Total positive	Total excellent
Area travelling in most	Wairarapa	100%	36%
	Hutt City	99%	35%
	Wellington City	98%	50%
	Kapiti Coast District	96%	44%
	Upper Hutt City	94%	56%
	Porirua City	93%	30%
Reason for trip	School	100%	60%
	Entertainment	99%	43%
	Medical	98%	42%
	Shopping	97%	40%
	Religious activity	98%	41%
	Work	94%	39%
Age	Younger than 65 years	94%	28%
	65-74 years	96%	44%
	75-84 years	100%	45%
	85 years +	98%	49%
Company used most	Wellington Combined Taxis	100%	44%
	Masterton Radio Taxis	100%	33%
	Driving Miss Daisy	97%	62%
	Hutt & City Taxis	97%	38%
	Paraparaumu Taxis	96%	42%
	Porirua Taxis	90%	20%
Wheelchair vehicles	Non-wheelchair accessible vehicle user	97%	41%
	Wheelchair accessible vehicle user	97%	46%
Ethnicity	Asian	100%	0%
	Māori	100%	27%
	New Zealand European	97%	46%
	Pacific	95%	20%
Income source	Investments	98%	47%
	NZ Super/Vet. Pension	98%	46%
	WI benefits/allowances	94%	29%

Base: n=266. All respondents. \*Base sizes under n=30 are generally indicative only and should be treated with caution. Table provides results for subgroups with a sample size of n=10 or more only

### 3.4 Perceptions of Quality of Service Received

All three aspects of the Total Mobility service were rated highly, with at least 98% providing a positive response.

Rate the safety and security/quality and comfort/cost of your Total Mobility trips



Base: 2022=306

### 3.5 Perceptions of Quality of Service Received – Over Time

Compared with last year, the share of positive ratings has remained the same for comfort (99%) and safety (98%), however there has been an increase in positive ratings for cost (from 94% to 98%). All three aspects have experienced an increase in excellent ratings from the previous year, including significant increases for quality/comfort and cost.

	Total positive (Good, very good & excellent / rating of 6-10)					Total excellent (rating of 9-10)				
	2018	2019	2020	2021	2022	2018	2019	2020	2021	2022
	(n=363)	(n=273)	(n=384)	(n=268)	(n=306)	(n=363)	(n=273)	(n=384)	(n=268)	(n=306)
<b>Quality/ Comfort</b>	99%	98%	99%	99%	<b>99%</b>	40%	32%	40%	36%	<b>▲ 42%</b>
<b>Safety/ Security</b>	99%	97%	98%	98%	<b>98%</b>	50%	41%	48%	44%	<b>46%</b>
<b>Cost</b>	97%	96%	97%	94%	<b>98%</b>	29%	22%	34%	24%	<b>▲ 36%</b>

▲ Significantly higher positive/lower negative than previous year ▼ Significantly lower positive/higher negative than previous year.

## 4. Wheelchair Accessible Vehicles

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### 4.1 Summary

The share of service users who said they use wheelchair accessible vehicles for themselves (64%), has significantly decreased since 2021 (83%). The remainder use wheelchair accessible vehicles either because they have other difficulties getting in and out of a car (22%, a statistically significant increase from the previous year, 10%) or they travel with someone else who uses a wheelchair (6%). This year 6% reported that using a wheelchair accessible vehicle because they travel with a walker.

Of those who use wheelchair accessible vehicles, over half (56%) prefer a van over a car (44%).

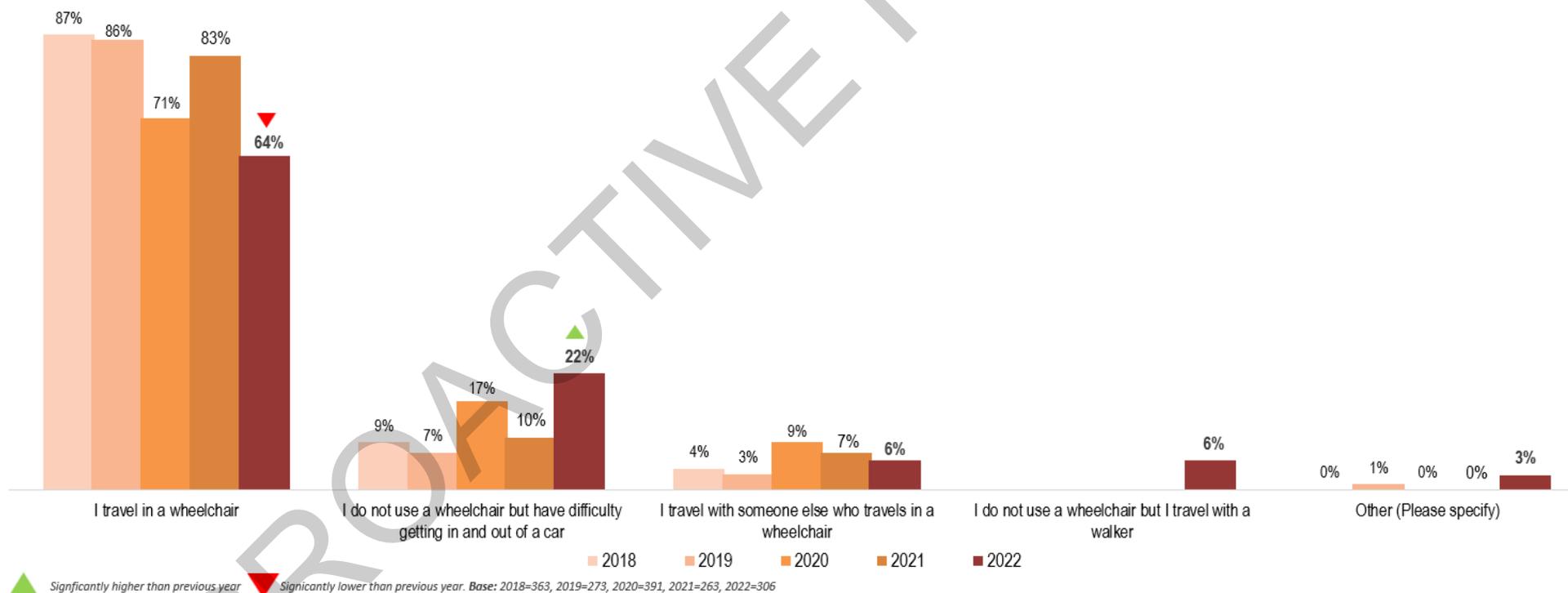
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## 4.2 Use of Wheelchair Accessible Vehicles

Of those surveyed, 13% said they use a wheelchair accessible vehicle when travelling using the Total Mobility Card – compared with 30% last year. Wheelchair accessible vehicle users are significantly more likely to use Driving Miss Daisy (35%) or Paraparaumu Taxis (21%) and significantly less likely to be travelling in Porirua (11%) or Upper Hutt City (11%).

Among those using a wheelchair accessible vehicle, the share that use a wheelchair themselves (64%), has significantly decreased since 2021 (83%). In contrast the share of those who use wheelchair accessible vehicles because they have other difficulties getting in and out of a car (22%) increased significantly from the previous year, 10%. This year 6% reported that using a wheelchair accessible vehicle because they travel with a walker.

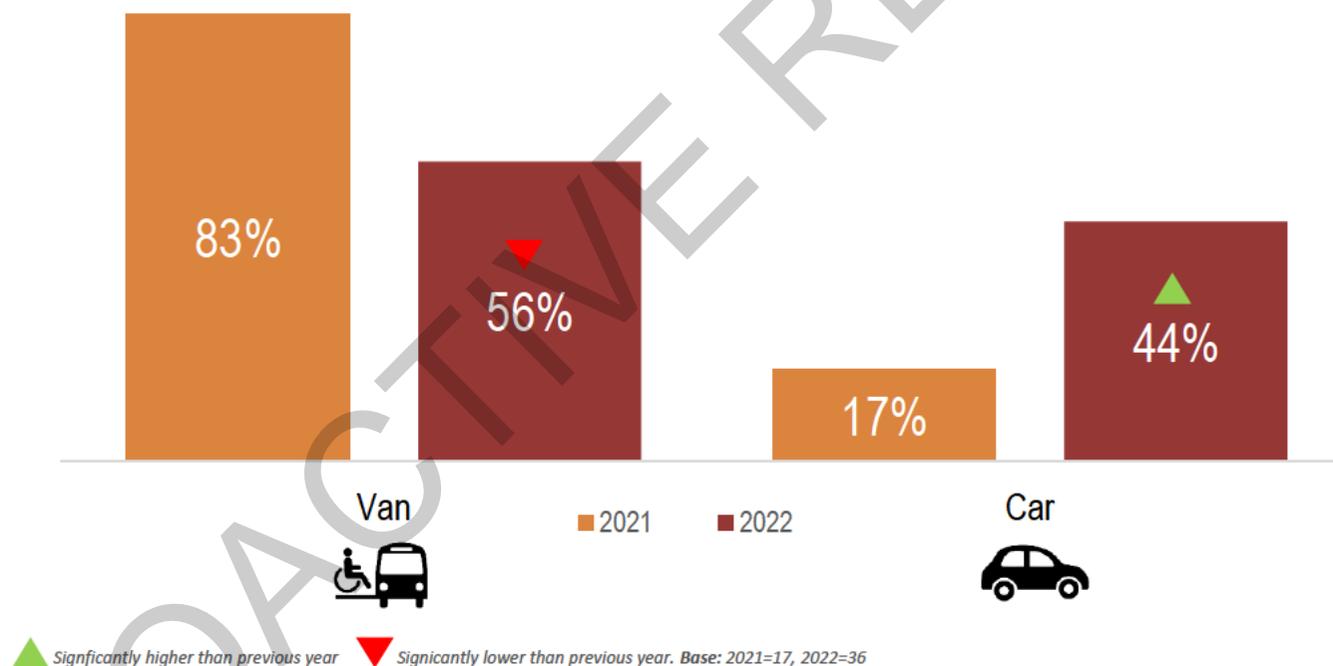
### What is the main reason for using wheelchair accessible vehicles?



### 4.3 Preferred Wheelchair Accessible Vehicle

Wheelchair vehicle users were asked their preference of vehicle type. In response, 56% said they prefer to use vans, 44% prefer cars. The results represent a significant change from last year where 83% said they prefer to use vans, 17% prefer cars. *Note that due to small sample sizes this result should be considered indicative only.*

What type of wheelchair accessible vehicles do you prefer?

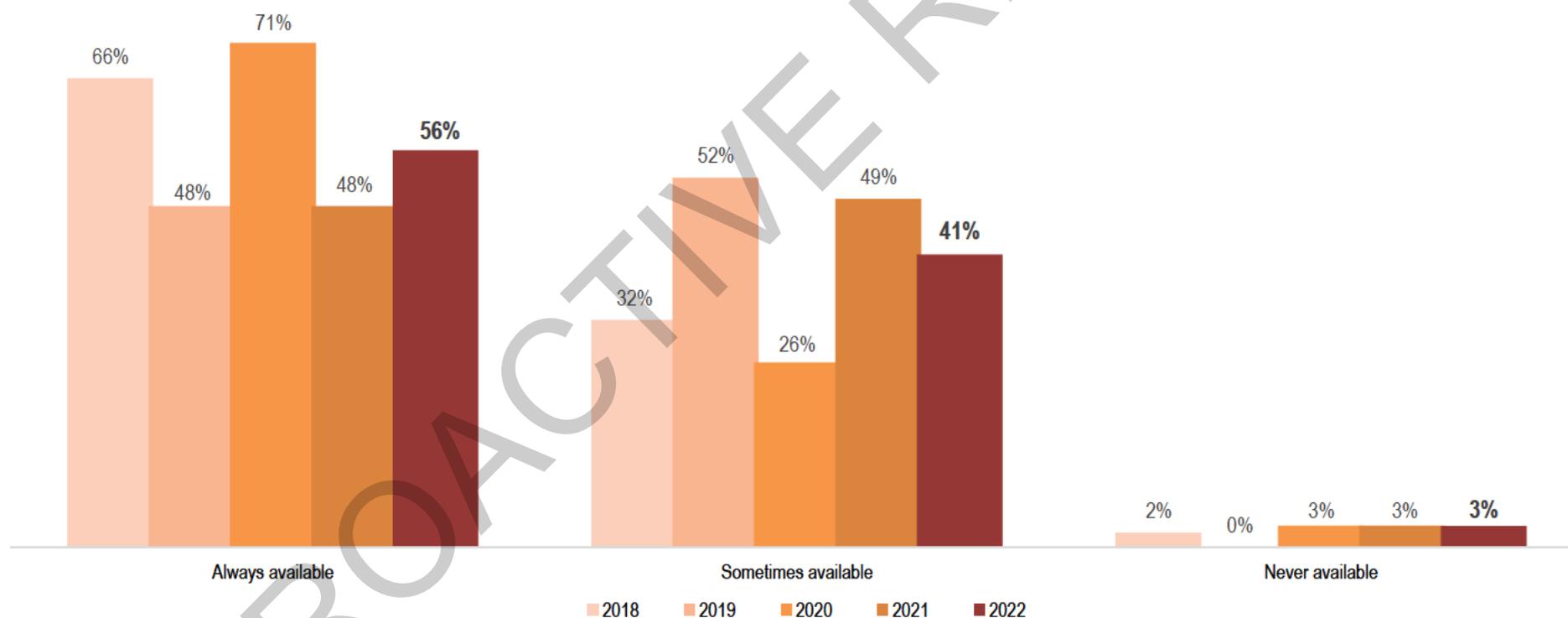


#### 4.4 Availability of Wheelchair Accessible Vehicles

There has been an increase this year (56%, up from 48%) in the share of wheelchair accessible vehicle users who feel that suitable vehicles are always available when needed. Forty-one percent feel that wheelchair accessible vehicles are sometimes available when needed; 3% perceive that they are never available when needed.

*Note: The more positive ratings for vehicle availability in 2020 will be at least partly due to the reduction in demand for taxi services generally during COVID-19 restrictions in the first half of last year.*

**Are wheelchair accessible vehicles available when you need them?** *Note that due to small sample sizes this result should be considered indicative only.*



Base: 2018=105, 2019=106, 2020=35, 2021=71, 2022=34

#### 4.5 Which Times Are Wheelchair Accessible Vehicles Not Available?

Wheelchair accessible vehicle availability is most problematic between 6:00am-9:29am, 2:30pm-3:59pm and 11:00pm-5:59am, particularly on weekdays. Thursdays between 6:00am-9:29am and between 2:30pm-3:59pm appear particularly problematic.

*Note however, that due to a small proportion saying that wheelchair accessible vehicles are not always available (n=23), we recommend caution when comparing results with previous years.*

##### Morning-afternoon availability:

	6:00am – 9:29am					9:30am – 2:29pm					2:30pm – 3:59pm*				
	'18	'19	'20	'21	'22	'18	'19	'20	'21	'22	'18	'19	'20	'21	'22
Monday	33%	39%	60%	28%	17%	19%	24%	0%	11%	13%	36%	33%	40%	39%	22%
Tuesday	28%	38%	60%	28%	17%	14%	17%	0%	11%	9%	33%	31%	40%	39%	22%
Wednesday	25%	41%	60%	25%	17%	17%	14%	0%	20%	13%	31%	28%	40%	40%	22%
Thursday	25%	37%	60%	25%	22%	17%	13%	20%	20%	9%	31%	30%	40%	40%	26%
Friday	25%	40%	60%	23%	17%	19%	17%	20%	27%	13%	33%	23%	40%	32%	22%
Saturday	17%	26%	60%	33%	4%	17%	30%	80%	22%	9%	19%	22%	60%	22%	13%
Sunday	28%	36%	60%	26%	4%	28%	39%	80%	32%	9%	31%	25%	60%	32%	9%

##### Afternoon-late evening availability:

	4:00pm – 6:29pm					6:30pm – 10:59pm					11:00pm – 5:59am				
	'18	'19	'20	'21	'22	'18	'19	'20	'21	'22	'18	'19	'20	'21	'22
Monday	17%	24%	20%	39%	9%	25%	36%	80%	28%	4%	36%	42%	60%	50%	13%
Tuesday	14%	28%	40%	39%	4%	22%	41%	80%	28%	4%	33%	48%	60%	50%	13%
Wednesday	14%	31%	40%	35%	4%	22%	41%	80%	25%	4%	33%	48%	60%	45%	17%
Thursday	11%	27%	40%	35%	4%	22%	43%	80%	25%	4%	33%	47%	60%	45%	13%
Friday	11%	30%	40%	32%	4%	22%	40%	80%	23%	4%	33%	47%	60%	41%	13%
Saturday	19%	26%	80%	39%	4%	22%	70%	100%	33%	4%	36%	74%	80%	56%	17%
Sunday	28%	21%	80%	42%	4%	31%	61%	100%	26%	4%	42%	61%	80%	47%	13%

Base: n=23. All respondents. \*Base sizes under n=30 are generally indicative only and should be treated with caution.

## 5. Impact Of COVID-19

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### 5.1 Summary

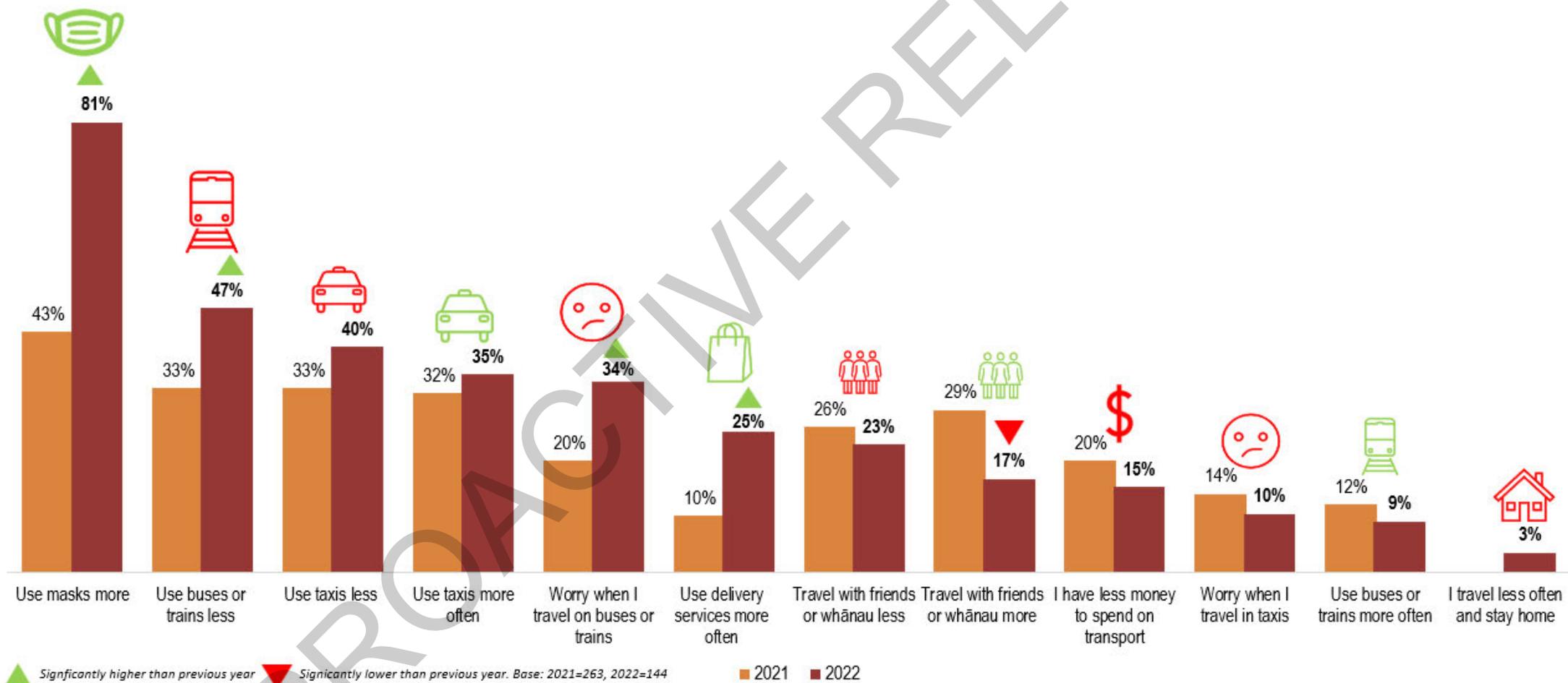
Total Mobility users were asked if and how their travel has changed due to COVID-19. More than half the Total Mobility users (51%) agree that their travel has changed, the most common change being that they are now using a face covering (81%). This represents a significant increase from 2021 (43%).

In terms of travel modes, since COVID-19 there has been significant increases for users travelling **less** on public transport (47% currently, previously 33% in 2021) and in taxis (40% currently, previously 33% in 2021). This year, there has been higher concern among users travelling on buses and trains, a significant increase from 20% to 34%. In contrast to this, there has been a slight decrease in concern in regard to travelling in taxis (14% to 10%). There has been a statistically significant increase in the share using delivery services (25%, up from 10% last year). The share of users travelling with family or whanau more has declined over the last 12 months - from 29% to 17%.

## 5.2 Travel Change Due To COVID-19

This year, users were asked if and how their travel has changed as a result of COVID-19. Half of the respondents agree that their travel has changed. The most common change is using face coverings more when travelling (81% - up from 43% last year).

**How has your travel changed because of COVID-19? (Among those who reported a change)**



Public transport has seen the largest decrease in use since the outbreak of COVID-19, with 47% saying they are using this less. In contrast, 9% report using public transport more. This represented a net decline of 38 percentage points. This will be partly due to health concerns which are highest for public transport users - 34% concerned about their health when catching public transport.

COVID-related travel changes in relation to taxis also show a net decrease from 12 months ago, with 40% using them less and 35% using them more. Health concerns were not as common among those using taxis (10%). Increased taxi use was significantly more common among those travelling for shopping (47%), medical reasons (38%), and social reasons (36%).

There has been a significant increase in the use of deliver services this year (25%, compared with 10% last year). New Zealand Europeans are significantly more likely to be using delivery services more (26%).

**Mode changes due to COVID-19**

	Using less		Using more		Worry about my health more when using	
	2021	2022	2021	2022	2021	2022
Bus/train	33%	<b>47%</b>	12%	<b>9%</b>	20%	<b>34%</b>
Taxi	33%	<b>40%</b>	32%	<b>35%</b>	14%	<b>10%</b>
Travel with friends/family	26%	<b>23%</b>	29%	<b>17%</b>		

## 6. Sustainability

### 6.1 Summary

This year a new section was added to the Total Mobility questionnaire to measure perceptions in relation to sustainability.

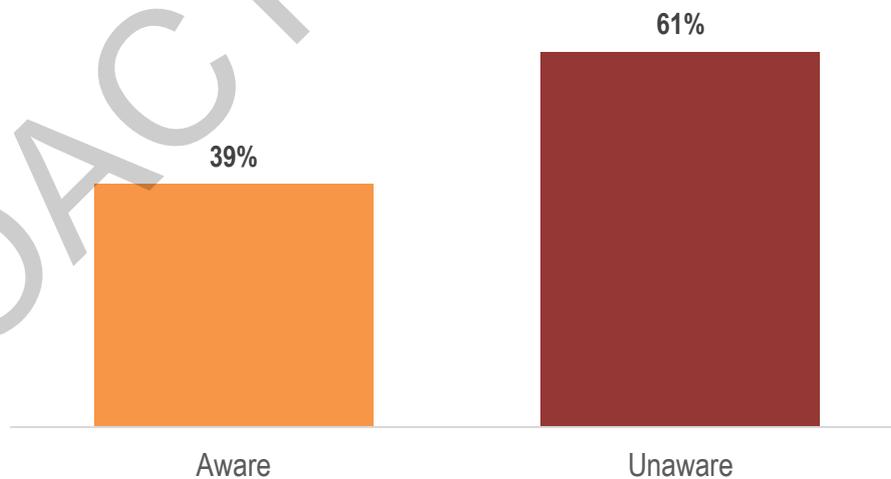
Overall, four out of five Total Mobility customers express that climate change is important to them and their whānau (82%). Sixty-one percent were not aware that many of the Total Mobility vehicles are electric/hybrid. More than half (53%) would like to know when they are travelling in environmentally friendly vehicles.

### 6.2 Climate Change Importance and Awareness

Eight out of 10 Total Mobility users (82%) agree that climate change is important to them and their whānau.

More than half of Total Mobility customers (61%) were unaware that Total Mobility fleet are environmentally friendly.

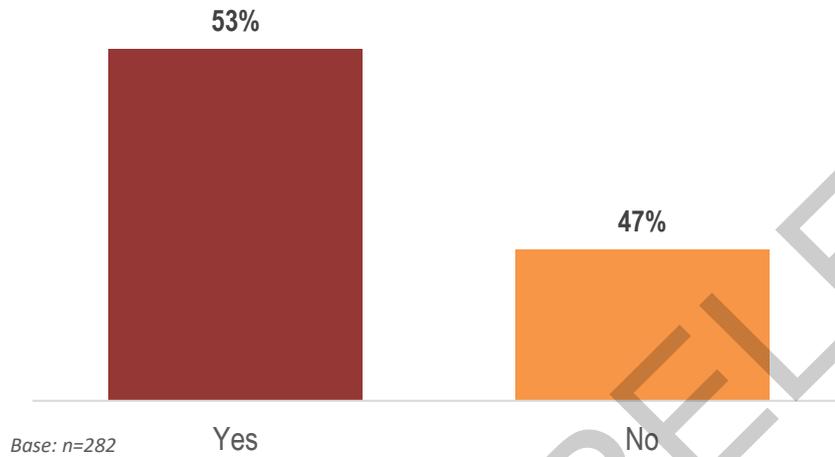
**Do you know that many of our current Total Mobility fleet are electric or hybrid vehicles?**



Base: n=295

More than half (53%) would like to know that they are travelling in environmentally friendly vehicles.

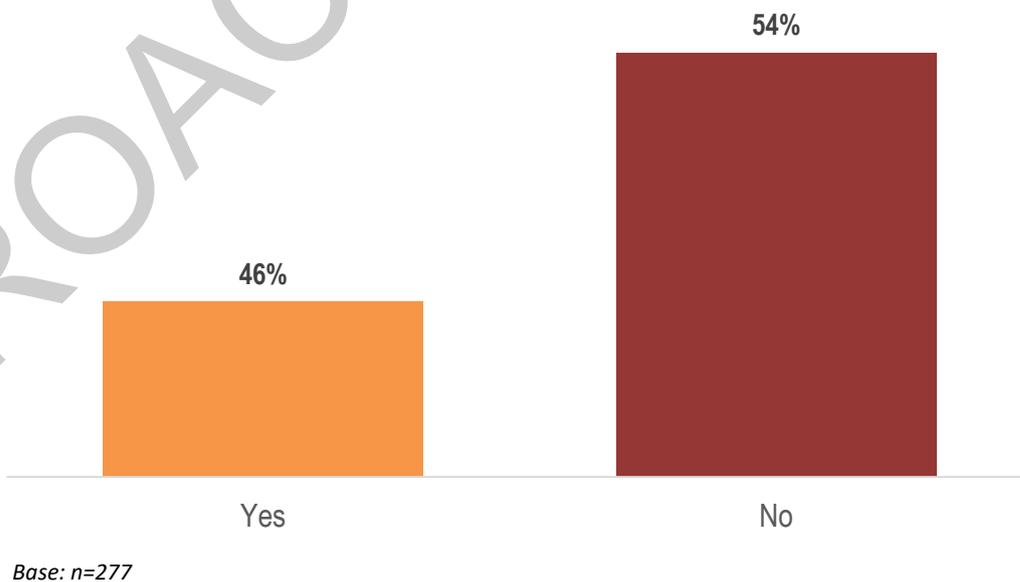
**Would you like to know when the Total Mobility vehicle you are travelling in is more environmentally friendly?**



### 6.3 Preference for Travelling in Total Mobility Fleet That are Electric/Hybrid

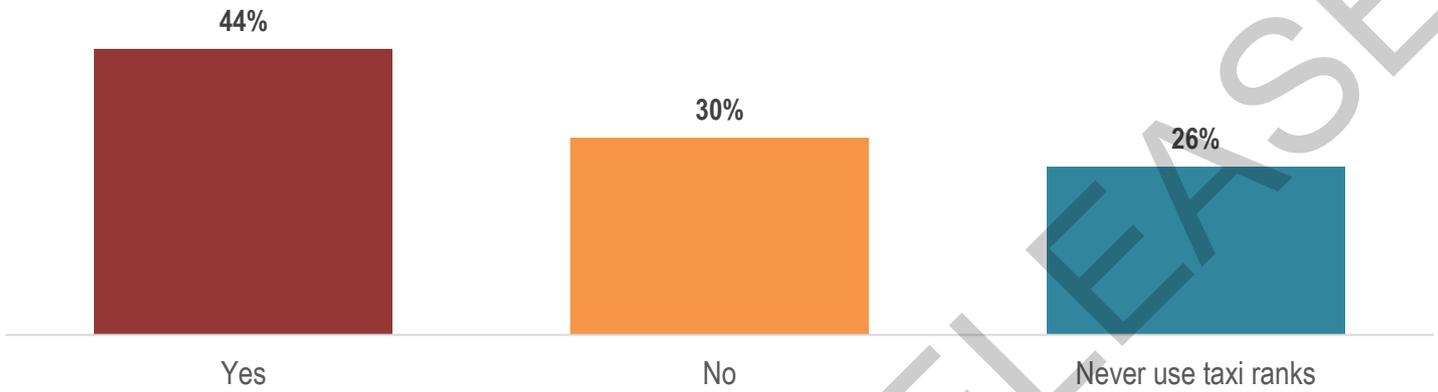
When asked if users would choose a Total Mobility transport operator based on it having a fleet of electric and hybrid vehicles, the greatest share (54%) said that they wouldn't. For some users, availability, safety, comfort and familiarity are more important criteria when selecting a service; for other users a concern is expressed that providers using electric/hybrid vehicles may charge more.

**Preference for transport operator that has electric or hybrid vehicles.**



Forty-four percent of users are more like to choose environmentally vehicles from a taxi rank if they could easily identify it as electric/hybrid.

**Preference for environmentally friendly vehicles at taxi ranks**



Base: n=287

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## 7. Additional Feedback on Total Mobility

When given the opportunity to provide feedback on the Total Mobility service overall, the most common comments were positive, with n=48 providing general positive comments about the service, including n=12 saying they are grateful for the service, or it is life changing for them. Among those who provided suggestions for improvements, the most common was to continue the subsidised public transport fares. Other suggestions include ensuring taxis arrive on time to Total Mobility users and for taxis to improve their customer service and/or ability to support the user with mobility issues. A small portion (n=3) would find it valuable if the Total Mobility card worked in other towns/cities.

Is there anything else you would like to tell us?

		Number of respondents (n)				
		2018	2019	2020	2021	2022
Positive comments	General positive comment/thanks	59	23	40	25	36
	Valuable/life-changing service	5	11	16	4	12
	Drivers are helpful	8	5	6	4	1
Improvements suggested	Improve accessibility	-	-	-	8	-
	Improve availability (e.g. on weekend /more vehicles in general)	7	4	5	7	2
	Improve	-	6	7	6	3
	Improve reliability	-	-	-	3	2
	Integrate public transport into Total Mobility/improve public transport	-	-	-	3	-
	Increase subsidy/currently too expensive/should be free	5	6	7	2	-
	Deliver new cards faster	-	-	-	1	-
Make paying easier	-	-	-	1	-	

<b>Changes suggested</b>	Continuation of Government half price fares	-	-	-	-	<b>9</b>
	Flexibility - Allow caregivers to use card	-	-	-	1	-
	Technology - Non-card/app based system	-	-	-	1	-
	Expand - Available nationwide	-	-	-	1	<b>3</b>

**Is there anything else you would like to tell us? – Quotes**

**Positive comments:**

*Total Mobility allows me more freedom and safety options for travelling.*

*I think the half price fares (on top of the existing half price mobility fare) are amazing and were the nudge I needed to use public transport more after Covid 19 arrived in NZ about 2 years ago.*

*I find Total Mobility very helpful, and I am so grateful. It enables me to move around with what I want to do in the community and attend my doctors and medical care.*

*Total Mobility has been a great help to me since I have had it. Family has been supportive of me having it. I've recommended it to other family members.*

**Areas for enhancement:**

*When ordering a taxi away from your home, e.g., shopping mall, would it be possible to be given an approximate waiting time before pick-up? Recently I spent just over 15 minutes outside a shop waiting for my taxi to arrive. It was a cold, windy day and if I had known it would be such a long wait, I would have chosen a more sheltered place to wait.*

*When ordering a taxi, it's important they arrive as arranged, able to fold my wheelchair and store it in their boot. And reassemble it and have it ready for me to use. This service is far more important to me than climate change and sustainability of the vehicle. It's extremely important for me to get to my destination safely.*

*Taxicab drivers NEVER ensure that a passenger's seat belt is secure before taking off.*

*Paraparaumu Taxis have so few taxis on Sunday evenings that it's a long wait in the cold and dark.*

*Most wheelchair taxis are booked to do school drop offs and pickups, so it is very difficult to travel at those times - which also coincide with my work end times, so I have to wait after work about 1 1/4 hours for a taxi.*

*Would like to be able to use Total Mobility card in other cities*

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## 8. Focus on Māori and Pasifika

The 2022 sample included n=20 Pasifika and n=22 Māori service users. Below are the results for service satisfaction, changes due to COVID, wheelchair accessible users and opinions on sustainability for these groups in comparison to the total population.

*Note that, due to smaller sample sizes, results throughout the survey were not statistically significant from the total population for either ethnic group. As sample sizes are small, results below should be considered indicative only.*

Change due to COVID (% 'yes' this happened to me)	2022 n=144	Māori n=22	Pasifika n=20
I use taxis less often	40%	29%	31%
I use taxis more often	35%	64%	38%
I use buses or trains less often	47%	21%	69%
I use buses or trains more often	9%	36%	8%
I travel with friends or whānau less often	23%	36%	31%
I travel with friends or whānau more often	17%	14%	31%
I have less money to spend on transport	15%	14%	31%
I always wear a face covering when travelling	81%	86%	77%
I feel worried when I travel in taxis	10%	7%	15%
I feel worried when I travel on buses or trains	34%	43%	31%
I use delivery services more often e.g. supermarket, chemist	25%	21%	23%
Other (Please specify)	3%	0%	0%
I travel less often and stay home	3%	14%	8%

Base: Those who changed their travel behaviour as a result of COVID-19 n=144

Total positive (% good/very good/excellent)	2022 Total n=306	Māori n=22	Pasifika n=20
Overall satisfaction	97%	100%	95%
Quality/comfort	99%	100%	100%
Safety/security	98%	95%	95%
Cost	98%	100%	100%

Wheelchair accessible vehicles	2022 Total n=283	Māori n=22	Pasifika n=20
Yes, I use wheelchair accessible vehicles	13%	14%	15%
I travel in a wheelchair	64%	67%	67%
I do not travel in a wheelchair but have mobility issues	22%	33%	0%
I travel with someone else who travels in a wheelchair	6%	0%	33%

Vehicles are always available	56%	33%	33%
Vehicles are sometimes available	41%	33%	67%
Vehicles are never available	3%	33%	0%

Prefer a wheelchair accessible van	56%	100%	67%
Prefer a wheelchair accessible car	44%	0%	33%

Do you know that many of our current Total Mobility fleet are electric or hybrid vehicles?	2022 Total n=306	Māori n=22	Pasifika n=20
Yes	39%	14%	32%
No	61%	59%	68%

Would you like to know when the Total Mobility vehicle you are travelling in is more environmentally friendly?	2022 Total n=306	Māori n=22	Pasifika n=20
Yes	53%	68%	61%
No	47%	32%	39%

Are you more likely to choose a Total Mobility transport operator that has a lot of electric or hybrid vehicles in their fleet?	2022 Total n=306	Māori n=22	Pasifika n=20
Yes	46%	62%	59%
No	54%	38%	41%

## 9. Appendix One: Respondent Profile

Age	2018	2019	2020	2021	2022
15-24 years	3%	3%	1%	2%	1%
25-34 years	2%	5%	3%	3%	2%
35-44 years	2%	6%	3%	2%	3%
45-54 years	7%	5%	9%	5%	6%
55-64 years	10%	9%	10%	15%	10%
65-74 years	16%	22%	16%	18%	16%
75-84 years	28%	25%	33%	35%	30%
85 years or older	32%	23%	26%	20%	30%
Not given	-	2%	-	-	2%
<i>Base</i>	363	275	391	269	306

Ethnicity	2021	2022
New Zealand European	76%	82%
Māori	7%	7%
Pacific	11%	7%
Asian	3%	3%
Middle Eastern/Latin American/African	1%	1%
Other European	7%	3%
<i>Base</i>	258	306

Main Source of Income	2021	2022
NZ Superannuation or Veterans Pension	75%	77%
Work and Income benefit	23%	21%
Investments	21%	20%
Part-time work	2%	3%
Full-time work	2%	3%
ACC	2%	1%
Other	1%	2%
<i>Base</i>	263	306

<b>Community card ownership</b>	<b>2021</b>	<b>2022</b>
Have a community services card	69%	72%
Don't have a community services card	31%	28%
<i>Base</i>	263	306

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## 10. Appendix Two: Survey Response

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Response rate	Number of respondents
<b>Total complete</b>	<b>306</b>
Paper	227
Online	40
Phone	39
<b>Refused</b>	<b>26</b>
<b>Not available ever</b>	<b>9</b>
Deceased	3
Health/sight/hearing issues	6
<b>Total sent</b>	<b>800</b>
<b>Response rate</b>	<b>40%</b>

# 11. Appendix Three: Questionnaire

Survey ID Number

## Total Mobility Survey 2022



This is a survey about Total Mobility  
We want to know what we are doing well and what we can do better



It will take you about 15 minutes to complete the survey



If you get the survey back to us by Tuesday 26 July you will go into a draw to win a \$50 grocery voucher



You can call Gravitas for free on 0508 7373 2724 if you need more information about this survey



Gravitas is doing this survey for Metlink

The survey closes on Tuesday 26 July

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Survey ID Number

## How to complete this survey



Fill in this form  
Fold it  
Post it back to us by **Friday 22 July**

Or



Go to our website at: [www.gravitasopg.co.nz](http://www.gravitasopg.co.nz)

Click on the **Total Mobility Survey** link and enter your **Survey ID Number**. This is the number at the top of this form

Complete the survey by **Tuesday 26 July**

Or



Fill in the form  
Scan and email it to [emilyh@gravitasopg.co.nz](mailto:emilyh@gravitasopg.co.nz) by **Tuesday 26 July**

Or



Call Gravitas for free on 0508 7373 2724 by **Tuesday 26 July**

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Survey ID Number

## 1. About the Total Mobility service

### 1.1 Circle the one area where you travel the most

	Circle ONE only
Wellington City	1
Hutt City	2
Upper Hutt City	3
Porirua City	4
Kapiti Coast District	5
Wairarapa	6

### 1.2 What type of trips do you use your Total Mobility card for?

	Circle ALL that apply
Doctor, hospital or other medical services	1
Shopping, WINZ, library etc	2
Social outings, visiting whānau or friends, group meetings and entertainment	3
Work	4
School or other place of study	5
Religious or cultural activities	6
Other:	

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Survey ID Number

1.3 Which transport company do you use most?

	Circle ONE only
Airport and City Shuttles	1
Driving Miss Daisy	2
Freedom Companion Drivers	3
Golden Oldies	4
Hutt & City Taxis	5
Kiwi Cabs	6
Masterton Radio Taxis	7
Masterton Shuttles	8
Porirua Taxis	9
Paraparaumu Taxis	10
Wainuiomata Taxis	11
Wellington Combined Taxis	12

1.4 Rate the overall service you receive from the transport company that you use the most:

Circle one face only



Survey ID Number

1.5 Rate the safety and security of your trips:

Circle one face only



1.6 Rate the quality and comfort of the vehicles used for your trips:

Circle one face only



1.7 Rate the cost of your Total Mobility trips:

Circle one face only



1.8 Should any other transport company should be included in Total Mobility?

	Circle ONE
Yes _____	1
No _____	2

Survey ID Number

2. About wheelchair accessible vehicles

2.1 Do you use wheelchair accessible vehicles?

	Circle ONE
Yes	1 <i>If yes, Go to Question 2.2</i>
No	2 <i>If no, Go to Question 3.1</i>

2.2 What is the main reason for using wheelchair accessible vehicles?

	Circle ONE
I travel in a wheelchair	1
I do not use a wheelchair but have difficulty getting in and out of a car	2
I travel with someone else who travels in a wheelchair	3 Is this person a Total Mobility customer? YES NO
Other: _____	

Survey ID Number

2.3 Are wheelchair accessible vehicles available when you need them?

	Circle ONE
Always available	1 Go to question 2.5
Sometimes available	2 Go to question 2.4
Never available	3 Go to question 2.5

2.4 What times are wheelchair accessible vehicles not available?

Tick all days and times that apply

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
6am to 9.29am							
9.30am to 2.29pm							
2.30pm to 3.59pm							
4pm to 6.29pm							
6.30pm to 10.59pm							
11pm to 5.59am							

2.5 What type of wheelchair accessible vehicle do you prefer?

	Circle ONE
Van	1
Car	2

Survey ID Number

3. Questions about Covid-19

3.1 Has your travel changed because of Covid-19?

Yes <i>If yes, go to next Question</i>	No <i>If no, go to Question 4</i>
---	--------------------------------------

3.2 How has your travel changed because of Covid-19?

	Circle any
I use taxis <b>less</b> often	1
I use taxis <b>more</b> often	2
I use buses or trains <b>less</b> often	3
I used buses or trains <b>more</b> often	4
I travel with friends or whānau <b>less</b> often	5
I travel with friends or whānau <b>more</b> often	6
I have <b>less</b> money to spend on transport	7
I always wear a face covering when travelling	8
I feel worried when I travel in taxis	9
I feel worried when I travel on buses or trains	10
I use delivery services more often eg. supermarket, chemist, meals	11
Other: _____	12

Survey ID Number

4. Questions about Sustainability

4.1 Is climate change important to you and your whānau?

Yes	No
-----	----

4.2 Do you know that many of our current Total Mobility fleet are electric or hybrid vehicles?

Yes	No
-----	----

4.3 Would you like to know when the Total Mobility vehicle you are travelling in is more environmentally friendly?

Yes	No
-----	----

4.4 Are you more likely to choose a Total Mobility transport operator that has a lot of electric or hybrid vehicles in their fleet?

Yes	No
-----	----

4.5 Would you be more likely to choose the most environmentally friendly vehicle from a taxi rank if you could easily identify it as an electric or hybrid vehicle?

Yes	No	Never use taxi ranks
-----	----	----------------------

4.6 Are there any other services or things Total Mobility could do to help improve sustainability?

Yes	No
-----	----

If yes, what? \_\_\_\_\_

Survey ID Number

## 5. Questions about you

### 5.1 What is your age group?

5-24 years	1	55-64 years	5
25-34 years	2	65-74 years	6
35-44 years	3	75-84 years	7
45-54 years	4	85 years or older	8

### 5.2 Do you have a Community Services Card?

Yes	No
-----	----

### 5.3 What are your sources of income?

	Circle any
NZ Superannuation or Veterans Pension	1
Work and Income benefit	2
Student Allowance	3
Part-time work	4
Full-time work	5
Investments, interest, dividends, rent etc	6
ACC	7
Other: _____	8

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Survey ID Number

### 5.4 What is your ethnicity?

	Circle any
Pakeha / European	1
Māori Iwi: _____	2
Pacific Island <input type="checkbox"/> Rotuman <input type="checkbox"/> Samoa <input type="checkbox"/> Kiribati <input type="checkbox"/> Cook Islands <input type="checkbox"/> Tonga <input type="checkbox"/> Tuvalu <input type="checkbox"/> Fiji <input type="checkbox"/> Niue <input type="checkbox"/> Tokelau <input type="checkbox"/> Other: _____	3
Asian	4
Indian	5
Middle Eastern / Latin American / African Other: _____	6

### 5.5 Can we call you to talk about your answers?

Yes	No
-----	----

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Survey ID Number

### 5.6 Would you like us to send you a summary of the survey results?

Yes <i>If yes, enter your contact details</i>	No
--	----

### 5.7 Do you recommend Total Mobility to your whānau or friends?

Yes	No
-----	----

### 5.8 Is there anything else you or your whānau would like to tell us?


### Would you like to enter the draw for 1 of 5 \$50 grocery vouchers?

Your survey must be received by **Tuesday 26 July** to be in the draw. GravitasOPG will call you if you are a winner.

Yes <i>If yes, enter your contact details</i>	No
--	----

### 5.9 Your contact details

	Please write clearly
Name	
Phone number	
Email	

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## Thank you

You have now finished the survey. Fold on the lines below then staple or tape it closed and post it so we receive it by **Friday 22 July**.