



# THE WEST COAST REGIONAL COUNCIL

## **MEDIA RELEASE – 9 April 2020**

### **Total Mobility fare reduction during lockdown**

Changes to the Total Mobility scheme while New Zealand is at COVID-19 pandemic response levels 3 and 4 will make the service fare-free for eligible users up to the regional fare subsidy cap (this is up to a value of \$30 for the West Coast).

“Reducing fares for Total Mobility services is a great way to help ensure that our Total Mobility clients can access essential services, and for any who may be essential service workers, to get to work,” said Allan Birchfield, Chair of the West Coast Regional Council.

The fare reduction will take place from 12.01am Tuesday 14 April 2020 and remain in place while New Zealand is at COVID Levels 3 and 4, up until 30 June 2020. This may be reviewed earlier if the COVID-19 alert level is reduced to Levels 1 or 2.

“This is not about encouraging more trips during lockdown,” said Mr Birchfield. “We need to ensure that we follow the Alert Level guidelines and while in Level 4, stay home to save lives.”

Police have provided clear messaging that small passenger services, including taxis, are to refuse clients undertaking trips for non-essential travel – this includes Total Mobility trips.

There will not be any change to a client’s experience. A voucher will still require to be filled out for a trip as per normal. The majority of trips throughout each of the districts are already less than the regional cap of \$30. If for any reason, a trip fare is greater than the \$30 regional fare cap, then the client will need to pay this amount.

Total Mobility clients who find that they run out of vouchers while in lockdown can call the civil defence assistance number 03 900 9329 to access a new booklet.

More information can be found at [www.wcrc.govt.nz](http://www.wcrc.govt.nz) following the links to Total Mobility page.

ENDS -

---

Media contact

Nichola Costley | Manager Strategy and Communications | West Coast Regional Council | 021 168 6987

### **Further Information**

The Total Mobility scheme is part of New Zealand’s public transport system and is designed to be used for those who would be unable to use standard public transport services – if such services were available on the West Coast. It provides door to door transport for those with long term impairments. Access to the Total Mobility scheme is by an eligibility assessment undertaken through the local medical practices.