

How can we best support our community through the Total Mobility Scheme?

The Total Mobility Scheme provides accessible transport for those in our community with mobility restrictions. Invercargill City Council administers the scheme on behalf of the wider Southland region, including Gore and Southland districts.

During the past few years participation in the scheme has grown, which has led to significant unbudgeted expenditure.

We are reviewing the scheme, with the intention of finding solutions that allow us to continue to run the scheme in a sustainable way that provides a consistent transportation option for those that need it. We are committed to working with those in our community who have mobility restrictions, and depend on accessible transportation options, service providers and assessing agencies, as well as friends and whanau and others who support current users.

Options we are considering:

- Reducing the subsidy level from 75 percent to 50 percent, which we recently consulted on through the Regional Public Transport Plan
- tightening up rules around user contributions (fares) where these have fallen under the current 25 percent level
- limiting the number of uses per cardholder.

We want to hear what you think of these proposals, as well as any other ideas you have for how we can operate the scheme in a financially-sustainable way, that best supports the users who rely on it.

Scan the QR code to learn more.



Your feedback

letstalk.icc.govt.nz 

Share your thoughts on the Total Mobility Scheme

Personal details

Full name: _____ (Required)

Email: _____ (Required)

Contact Phone: _____ (Required) Postcode: _____ (Required)

Which District do you live in? ☐ Southland ☐ Gore ☐ Invercargill



What is your current relationship to the Total Mobility Scheme?

☐ Card Holder ☐ Friend or Whanau of Card Holder ☐ Support Worker of Card Holder/s
☐ Operating Agency (Taxi Company) ☐ Assessing Agency (Total Mobility Card Issuer)

If you have identified yourself as a card holder how often do you use the scheme currently?

☐ Daily ☐ Weekly ☐ Several times a week ☐ Monthly ☐ Several times a month
☐ Other (please specify)

What is your feedback back on the proposal included in the Regional Public Transport Plan to drop the subsidy per trip from 75% to 50%, capped at maximum \$50 contribution per trip?

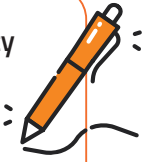
Please attach extra sheets of paper if required.



Scan the QR code to learn more
Submissions close 5pm 4 July 2025.



Council has become aware that some operators are not charging the agreed user portion of Total Mobility Scheme fees (currently 25% of the fare) and intends to close this loophole in contracts.
Do you have any comments on this?



Do you have any other ideas for how we can make the scheme more financially sustainable, i.e. limiting number of trips allocated per person?

Is there anything else you would like to tell us?

Please attach extra sheets of paper if required.



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