

Total Mobility in the Waikato

Collaborating on Improvement

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Healthy environment

Strong economy

Vibrant communities



What is Total Mobility?

- Assists people with impairments to become more mobile and active in their community
- Receive 50% discount on taxi fares
- TM Criteria
- WRC delivers the TM scheme within the Waikato region
- TM currently offered in Hamilton, Tokoroa and Taupo

Total Mobility P0-P1-P2

- MOT review 2005
- TDG Engagement
- Most significant changes to the Waikato are:
 - Extension of the scheme to qualifying children
 - Extension of the scheme to those in rest homes
 - Extension of the scheme to those with temporary impairments
 - Removal of the town boundary restriction
 - Addition of a maximum fare subsidy

Project Collaboration

- NZTA
- WRC
- South Waikato District Council
- Taupo District Council
- Transport Providers



The Review Process

Initial Consultation



Second Round of Consultation



Final Feedback / Next Steps



Presentation of the Implementation Plan

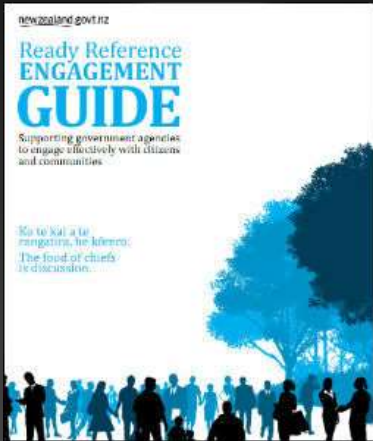


External Research

- Reasons for research:
 - To see what others are doing in this area
 - To see what we did well / could have done better
 - Improve our techniques for the implementation stage



Community Engagement



Ready Reference Engagement Guide - Supporting Government Agencies To Engage Effectively With Citizens And Communities

- Building Relationships
- Project Planning
- Stakeholder Identification



How to Turn Resistance into Support

- Three Levels of Resistance to Change:
- Level 1 – I Don't Get It
- Level 2 – I Don't Like It
- Level 3 – I Don't Like You



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take **RESPONSIBILITY**



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Key Learnings

- How to Turn Resistance into Support
 - Resistance to WRC
 - Create a Positive Environment
 - Clear Goals and Responsibilities
- Potential Increase in Eligibility



Barriers and what didn't go so well

- Consultation Letters
- Cultural Differences



What would we do different next time?

- Circulation of Notes
- Follow Up Letters
- Real Life Examples
- Face to Face Meetings
- Build Relationships

Recommendations

- **Step One** - Identify All Stakeholders and Give Early Information
- **Step Two** - Consult with Key Stakeholders
- **Step Three** - Collaborate and Make Decisions
- **Step Four** - Support Decisions and Resolve Issues



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Questions?



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