



Subject	Total Mobility wheelchair hoist flat rate payments – change from per trip to per passenger
Circulation	Regional and Local Authority Transport Officers Regional Authority Total Mobility Coordinators Local Government New Zealand Taxi Federation Planning and Investment Managers Audit New Zealand
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## Purpose

To notify approved organisations and other stakeholders of a change to the NZ Transport Agency (NZTA) policy for Total Mobility wheelchair hoist \$10 payments to be on a per passenger basis rather than a per trip basis from the date of this General Circular.

## Background

In 2007 Land Transport NZ introduced a “total mobility flat rate payment” to compensate operators of vehicles fitted with wheel chair hoists for the time and costs associated with the hoist use. That decision was promulgated through General Circular 07/03 and came into effect on 1 July 2007. In 2008 the Planning, Programming and Funding Manual, (First Edition, Amendment 0, effective from 1 August 2008) described the total mobility flat rate payment as being available for each trip, irrespective of the number of passengers carried, rather than for each passenger requiring the use of the wheelchair hoist.

NZTA has reviewed the policy regarding flat rate payments for wheelchair hoist use, in response to a concern raised by a regional authority about the basis of payment in the case of vehicles carrying more than one passenger using a wheelchair hoist. The original intent of the flat rate payment was to compensate operators for higher operating costs associated with increased unpaid time travelling between fares, loading and unloading passengers in wheelchairs and depreciation and maintenance of hoist mechanisms.

## Policy change to W/C 521: Total Mobility wheelchair hoist use payments

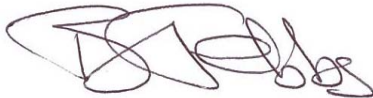
NZTA has amended the total mobility flat rate payments policy to clarify that one payment may be claimed for each Total Mobility Scheme member that uses a wheelchair hoist, rather than for each trip of the hoist vehicle. The example of qualifying activities for Work category 521: Total mobility wheelchair hoist use payments, will be amended from “*only one payment may be claimed per wheelchair hoist trip (the payment is per trip, not per passenger)*” to “*only one payment may be claimed for each trip taken by a Total Mobility scheme member using the wheelchair hoist (the payment is for each passenger carried per trip)*”. The payment can be claimed for people who use wheelchairs, Zimmer frames or other mobility devices who reasonably require the use of a hoist to get in and out of the vehicle.

The NZTA expects regional authorities to have suitable systems to gather evidence to support funding claims for multiple use.

NZTA will consider claims for retrospective payments if an operator is able to produce evidence of multiple passengers using a wheelchair hoist on trips made between 1 July 2008 and the present time, where a single flat payment was made. While NZTA recognises that in most cases there will not be documentation available or the administrative effort may not be worth it. However, the NZTA has chosen to accept such claims in the interests of partnership and good faith.

## Further information

If you require further information please contact your NZTA regional program advisor or Helen Chapman on [helen.chapman@nzta.govt.nz](mailto:helen.chapman@nzta.govt.nz) or 04 894 6483.

A handwritten signature in black ink, appearing to read 'Barbara Tebbs', with a stylized, cursive script.

**Barbara Tebbs**

National Manager Public Transport