**Total Mobility in the Waikato**
Collaborating on Improvement

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**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

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**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

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**Project Collaboration**
- NZTA
- WRC
- South Waikato District Council
- Taupo District Council
- Transport Providers

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**The Review Process**
- Initial Consultation
- Presentation of the Implementation Plan
- Second Round of Consultation
- Final Feedback
- Next Steps

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**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

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
Questions?

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