



# Te Hunga Whaikaha Total Mobility

A Metlink service

Customer Name

Address

1 November 2024

Kia ora

You have received this letter because you have a Te Hunga Whaikaha Total Mobility card.

We want to let you know we have updated the list of approved taxi companies. There are also new rules for these companies.

They must now:

- Be available to book trips 7 day a week
- Have wheelchair accessible services readily available
- Be available in the evening and on weekends, including wheelchair accessible services
- Not include wait time in the fare amount subsidised by Te Hunga Whaikaha Total Mobility

There is no change to the way you book a trip or the maximum subsidy amount.

If you have any questions or feedback, please call us on 0800 801 700 or email [Info@metlink.org.nz](mailto:Info@metlink.org.nz).

Ngā mihi nui,

**Te Hunga Whaikaha Total Mobility Team**

### **Add your email**

To get newsletters and updates faster, contact us to add an email address to your details. It could be yours, a family member, or a trusted friend's email address.

### **Your card could expire**

Your card will expire if it is not used within 3 years with one of our approved taxi companies. Using Metlink bus or rail services does not meet this requirement.

### **Wheelchair Accessible Vehicle booking**

If you have trouble booking a wheelchair accessible vehicle, please let us know the day, time, and taxi company.

### **Card no longer needed**

If you or a family member are a card holder and no longer require this card, please let us know and we can remove you from our database.



**Te Hunga Whaikaha  
Total Mobility**  
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## Approved Taxi Companies

Wellington Combined Taxis	04 384 4444
Porirua Taxis	04 237 6099
Paraparaumu Taxis	04 296 1111
Masterton Shuttles	06 377 1923
Masterton Radio Taxis	06 378 2555
Hutt & City Taxis	04 570 0057
Golden Oldies Upper Hutt	04 528 2868
Freedom Companion Drivers	0800 956 956
Driving Miss Daisy	0800 948 432



All Approved Taxi Companies must be available to book trips 7 days per week including evenings

You can pre-book wheelchair accessible services for trips after 7pm Monday to Saturday or all-day Sunday and public holidays

November 2024

## Contact Metlink to:

- Replace damaged or lost cards
- Update address or contact details
- Change or add an email address
- Let us know if there is a change to your mobility or wheelchair use
- Check to see if your card is active
- Add an alternative contact person
- Request a copy of your trip records
- Update your photo
- Give feedback about your trips
- Talk to Metlink about public transport

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Email: **info@metlink.org.nz**

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Phone: 0800 801 700

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Web: [www.metlink.org.nz](http://www.metlink.org.nz)

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The Metlink Contact Centre is open from 8am to 8pm every day except Christmas Day.