

Kāpiti Coast
Older Persons' Council
A Voice For Our Community

INFORM - ADVOCATE - EMPOWER

Paraparaumu Taxis Ltd
P O Box 106
Paraparaumu

Dear Paraparaumu Taxis,

Recently some questions have been in relation to the taxi service, and we would like to offer you the opportunity to respond.

1. Who is the operator, and where is the business based?
2. Where is the Call Centre based?
3. Where is the Taxi signage at the Paraparaumu and Waikanae railway stations?
4. How can a customer, particularly a senior citizen/superannuitant who may part of the Total Mobility scheme, call for a taxi if they do not have cash or a mobile telephone?
5. The taxi phone at Countdown supermarket in Paraparaumu has been out of order for some weeks. Supermarket staff obligingly push the “request” button, but this results in no communication. When will this service be restored?
6. Does a contract exist between the taxi company and the supermarket?
7. If so, is there a requirement for servicing of the taxi phone in relevant job descriptions?
8. Are there any plans for improving the taxi waiting area outside that mall? At present there is no signage, little shelter and minimal lighting – posing potential risks especially at night.

Yours sincerely