



Point to Point
Transport Commissioner

Point to Point Transport Commission

Strategic Directions 2018 - 2021



From the Point to Point Transport Commissioner

I commenced as regulator of the NSW point to point transport industry on 1 November 2017 when the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016 (the Act)* and the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation) took effect. I am appointed by the Minister for Transport and Infrastructure under the Act which also establishes my functions. The Point to Point Transport Commission assists me with those functions.

The new point to point transport laws have opened the market to new booking technologies, and make it easier for industry to meet the changing expectations of their customers. Importantly, the new laws strengthen the safety obligations on the industry. The flexibility of the new laws also creates room for competition, meaning more services and more ways of providing customers with point to point transport services. I've been heartened by how willing traditional and newer industry participants have been to make the most of these opportunities, to work with Commission staff to meet the new safety requirements, and to adapt to the Commission's online service delivery model.

The industry will continue to be affected by change. New personalised mobility solutions, like demand responsive transport and 'Mobility as a Service', will reshape the transport landscape, the relationships between the various players and what customers expect from point to point transport. While the timeframe for full automation is uncertain, vehicles will become more and more autonomous. Our access to data and how we apply it to the transport network and services will be critical.

The regulatory framework provides room for this future. It lets industry make the most of new technologies and shape their offerings to meet the needs and expectations of customers. It gives service providers flexibility to tailor their safety management systems in ways that are most appropriate for their individual businesses.

I look forward to working with Commission staff on the commitments and goals outlined in this document. Over the next three years, the Commission will further embed the new law across industry through information, education and advisory services and it will improve online services to make working and communicating with industry easier. The Commission will also underpin its risk-based approach to compliance with robust intelligence and analytics.



Barbara Wise



Point to Point Transport Commission

Staff of the Point to Point Transport Commission are employees of Transport for NSW and assist the Commissioner with her work. Roads and Maritime Services, Revenue NSW, Service NSW and the NSW Police Force also assist the Commissioner deliver services to industry and with compliance.

Taxi and booking service providers are legally responsible for the safety of their services. The Point to Point Transport Commissioner promotes a culture of industry accountability for safety and transparency in pricing of services. Our services are designed to make it easy to do business in NSW and comply with the law. We engage with industry in a way that is aimed at making them confident and capable in knowing how to meet their legal obligations. Our approach is based on assessing risk and we tailor our regulatory responses to the circumstances of each safety issue or incident.

Our goals are to:

- protect passengers, drivers and others from harm
- be a model regulator by being clear and consistent in the regulation of point to point transport across NSW
- make sure the industry complies with the point to point transport law
- ensure transparent pricing of services



“Working together to achieve safer point to point transport in NSW”

Our People and Values

Commission staff engage with industry to inform them of their obligations and to promote compliance. They understand and effectively apply the law and our compliance approach, responding appropriately to breaches of the law. Staff are flexible and work collaboratively, including with our partner agencies.

We:

- embed diversity for a productive, resilient and representative workforce
- ensure a healthy and safe workplace culture and drive continuous improvement
- apply a customer focus to our engagement with industry
- solve problems and show initiative
- are responsive and accountable
- train and develop staff to match the skills, knowledge and capabilities needed to administer the law, and to foster career advancement



Strategic Directions 2018-2021

Our Strategic Directions 2018-2021 will guide us over the next three years as we work to achieve our objectives

Our Strategic Priorities

To achieve our objectives in a way that is consistent with those of the NSW Government, we will direct our effort to three strategic areas.

Effective and consistent regulation

Our approach to compliance is based on the assessment of risk. The Commission works with industry to promote compliance and accountability for safety. We provide advice, audit services and, where necessary, enforce the law.

We will:

- find the best ways of proactively and responsively engaging with the point to point transport industry
- inform the way we approach compliance by monitoring trends in industry safety and building our intelligence and analytics function
- respond proportionately to the seriousness of the risk, injury or illness and breach of the law
- be consistent, fair and clear, and explain our actions and decisions – including those to do with enforcement – and advise of rights of appeal or review
- conduct joint operations with our compliance partners
- regularly review our practice to improve efficiency through innovation
- work with Transport for NSW to ensure regulatory frameworks are fit for purpose
- identify and recognise industry best practice

Easy to use online and information services

Our online services make it easy to do business and help industry comply with the law. Information is on our website and help is also available from our Industry Contact Centre. Most routine regulatory transactions are available on the Commission's industry portal, and in time all transactions will be available online. Our Driver and Vehicle Dashboard provides up-to-date information on driver eligibility and vehicle registration status to assist authorised Taxi and Booking Service Providers meet their safety obligations.

We will:

- use a range of educational tools and web-based resources to meet the needs of a diverse, large and evolving industry
- update online information to make it easy to read and understand
- design online services to be more user friendly and easier to use on a mobile device
- involve industry in changes to our online services
- increase online interactions and transactions
- establish robust arrangements with our partner agencies to make sure our online services are reliable
- ensure the messaging with our partner agencies is consistent
- publish a service commitment

Efficient and accurate administration of regulatory schemes

The Commission administers the authorisation of taxi and booking service providers and the licensing of taxis, including payment of licence fees, licence transfers and, as determined by Transport for NSW each year, tenders for new or replacement taxi licences. We also work with Revenue NSW to administer the Passenger Service Levy.

We will:

- process and give updates on complete applications for authorisation and taxi licence transactions, as well as Passenger Service Levy matters, in a timely manner
- inform applicants of the expected timeframe for resolving complex matters
- advise industry of the requirements for the authorisation and licensing schemes
- clearly explain the reasons for our decisions with reference to the law and, inform them of their review and appeal rights
- give accurate and up-to-date information to support the Industry Contact Centre to respond to industry enquiries
- respond promptly to matters referred from the Industry Contact Centre

Our indicators of success:

- point to point transport is safer
- fewer complaints about pricing
- reliable and robust services provided with our partner agencies, that are delivered in line with requirements and as planned
- Improved user experience of online services
- an engaged and high performing workforce

Challenges and Opportunities:

- measuring improvements to safety
- increasing the use of online services
- providing online regulatory services that are easy to use
- instilling public confidence in the Commission
- ensuring our compliance effort is based on the assessment of risk
- delivering effective industry information services, engagement and education strategies
- ensuring that our regulatory services and approach keeps pace with business and technological change
- working with our partner agencies effectively
- building a workforce that is high performing, flexible and adaptable



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