



The Hon Andrew Constance MP  
Minister for Transport and Roads  
Level 17, 52 Martin Place  
SYDNEY NSW 2000

The Hon Paul Toole MP  
Minister for Regional Transport and Roads  
Level 17, 52 Martin Place  
SYDNEY NSW 2000

Dear Ministers

I refer to your joint letter of January which outlined your Statement of Expectations for my service delivery priorities as the Point to Point Transport Commissioner for the next year.

***Point to Point Transport Commissioner's Statement of Intent 2020-2021***

With safety as my top priority, I will continue to promote a culture of accountability within the NSW point to point transport industry and ensure service providers understand and comply with their obligations under the law. I will deliver effective and consistent regulation, supported by targeted communication with industry and the broader community.

As the COVID-19 pandemic continues to evolve my team and I will maintain a strong focus on safety – including public health – while working to support industry and ensure point to point transport services remain available, particularly for essential workers and vulnerable people.

Staff of the Point to Point Transport Commission will continue to work with partner agencies including Transport for NSW, Revenue NSW, Service NSW, NSW Treasury and the NSW Police Force.

**Safety Standards and Compliance Activity**

As the point to point transport industry matures and service providers develop a deeper understanding of their obligations under the Act, my approach to compliance will continue to evolve with an ongoing focus on those activities that pose higher risk.

Using a mix of compliance and education and based on the Commission's experience this year in audit and oversight of the industry, my areas of focus are targeted on identified higher-risk areas under point to point law including driver on-boarding, safety management systems, preventative vehicle maintenance, illegal and unsafe driver behaviour and public health.

The Commission's in-house audit team regularly undertakes safety audits to ensure service providers are complying with point to point transport law. The team offers advisory visits prior to audits and follows up with service providers on their audit results. Compliance actions are taken as appropriate, including issuing improvement notices.

Compliance activities are underpinned by robust intelligence and data analytics, supported by investment in technology to ensure we remain in step with industry advances. Recently we trialled the use of CCTV at a taxi rank located at the Central Station Grand Concourse to understand how artificial intelligence might help improve safety and compliance at taxi ranks. The trial will be extended to secure ranks in greater metropolitan Sydney and regional NSW. We will continue to identify and implement technology to support our risk-based compliance programs.

### **Effective and Consistent Regulation**

I will administer and enforce legislation relating to taxis and hire vehicles – including ride share – consistently and effectively. This includes managing licensing schemes, administering the passenger service levy, and enforcing and recommending safety standards for the point to point industry to ensure safer services for people across NSW.

COVID-19 has forced businesses to rethink the way they do things and has brought about significant advances in the use of technology and online tools. This provides the Commission with the opportunity to explore new and different ways of delivering services and information to the industry.

Online transactions for authorisation, licensing and passenger service levy schemes are fully developed and operational. My team is continuing to roll out online education and safety tools – including webinars and self-assessment guides – making it easier for service providers to comply with the law and run their businesses in NSW.

Wheelchair accessible taxis (WATs) ensure vulnerable members of the community have transport for important trips such as medical appointments and I will continue to monitor the numbers of WATs in service and work with industry and government to ensure that sufficient levels of these critical services are maintained.

Industry has been impacted significantly by COVID-19 and the 2019/20 bushfire season. I will continue to consider the specific challenges faced by industry alongside appropriate options to support industry and ease pressure on affected service providers, in line with NSW Government policy and in consultation with partner agencies.

My team will continue to provide industry with information and tools to help them manage the safety risk of COVID-19. In particular, we will work in partnership with the Transport for NSW COVID-19 taskforce to ensure sanitisation stations – a free resource for industry – are provided both in Sydney and across regional NSW.

### **Streamlining Government Services**

NSW Treasury is calling for regulatory reform to unlock innovation and investment, and has identified point to point transport as a model. As the Transport Cluster evolves I will continue to work with relevant areas of Transport and government more broadly to streamline services and reduce duplication.

This includes exploring opportunities to better support the continued delivery of point to point transport services in regional locations, and implementing the “Tell Us Once” NSW government initiative, which aims to ensure people and businesses only need to provide key information once across a broad range of transactions.

### **Future Transport for NSW**

As outlined in the *Future Transport 2056* strategy, the point to point transport industry will continue to be affected by change. New personalised mobility solutions, like demand responsive transport and ‘Mobility as a Service’ are predicted to reshape the transport

landscape, the relationships between the various players and what customers expect from point to point transport.

I will continue to engage with Transport for NSW and industry to ensure the regulatory framework remains fit-for-purpose as new technologies and services emerge. My team and I will continue to contribute to various Transport for NSW initiatives relating to connected and automated vehicles, electric vehicle charging infrastructure and Mobility as a Service.

Noting the independent review into point to point transport and the parliamentary inquiry into the operation of point to point transport law are currently underway, I will work with Transport for NSW and industry to implement any applicable findings or recommendations.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Anthony Wing', is positioned above a faint, light blue rectangular stamp.

Anthony Wing  
Point to Point Transport Commissioner

Date: 17/09/2020