



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 changes introduced by the Act and the Regulation accommodated new booking technologies and changing customer expectations, while strengthening the safety obligations on industry. In so doing they provided scope for increased competition enabling new entrants to the industry and new models of service. I've been heartened by the willingness of traditional and newer industry participants to embrace these opportunities, to work with Commission staff to prepare for and meet the new safety requirements, and to adapt to the Commission's on-line model of service for regulatory transactions and interactions.

Change will continue to affect the industry. New personalised mobility solutions, like demand responsive transport and mobility as a service, are emerging. They will reshape the transport landscape, the relationships between the various players and customer expectations. Though the timeframe for full automation is uncertain, vehicles will progressively become more autonomous. Data, access to it and its application to the transport network and services will be critical.

The regulatory framework provides room for this future. It enables industry to take advantage of new and emerging technologies and to shape their offerings to meet customer needs and expectations. It allows service providers flexibility to build safety management systems tailored to suit the risks of their businesses.

I look forward to working with Commission staff to implement the commitments and goals outlined in this strategic directions document. Over the next three years, the Commission will further embed the new law across industry through information, education and advisory services. The Commission will improve online services to enable easier interaction with industry and to aid regulatory transactions. The Commission's risk-based compliance effort will be underpinned by 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 the administration of her functions. Roads and Maritime Services, Revenue NSW, Service NSW and the NSW Police Force also assist the Commission with delivery of services to industry and with compliance.

Taxi and booking service providers are responsible for the safety of their services. The focus of the Point to Point Transport Commission's efforts is to promote a culture of industry accountability for safety and ensure transparent pricing of services. Our services are designed to make it easy to do business in NSW and comply with the law. We provide information and advice to industry about the legal obligations of participants and work with them to build their knowledge, capability and confidence to meet those requirements. We take a risk-based approach and our regulatory response matches to the circumstances.

Our goals are to:

- Protect passengers, drivers and others from harm
- Be a model regulator by demonstrating consistency and transparency in the regulation of point to point transport across NSW
- Secure compliance with and enforcement of the Act and regulations
- 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
- Provide staff with training and development opportunities 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 sets out the priorities that will guide us over the next three years as we work to achieve our objectives. These priorities are consistent with those of the state government and Transport for NSW.

Effective and consistent regulation

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

We will:

- Establish arrangements for proactive and responsive engagement with the point to point transport industry
- Monitor trends in industry safety and build our intelligence and analytics function to inform our compliance effort
- Respond proportionately to the seriousness of the risk, injury or illness and breach of the law
- Be consistent, fair and transparent and explain our actions and decisions including those to do with enforcement, and advise of rights of appeal or review
- Agree arrangements for 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 on-line and information services

Our on-line services are designed to make it easy to do business and assist industry to comply with the law. Easy to understand and accessible information is available on our website and from our Industry Call Centre. Many routine regulatory transactions can be undertaken on the Commission's industry portal; in time all transactions will be available on-line. 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:

- Employ a range of educational tools and web-based resources to meet the needs of a diverse, large and evolving industry
- Update on-line information to make it easy to read and understand
- Design on-line services to be more user friendly and optimised for mobile device use
- Involve industry in changes to our on-line services
- Increase on-line interactions and transactions
- Establish robust arrangements with our partner agencies to support the reliability of our on-line services
- Ensure consistent messaging with our partner agencies
- 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 licence holders' 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:

- Swiftly process complete applications for authorisation, taxi licence and passenger service levy matters and promptly advise of the outcomes
- Inform applicants of expected time frame for resolution of complex matters
- Advise industry of the requirements relating to the various schemes
- Clearly explain the reasons for our decisions with reference to the law and, where they apply, advise of review and appeal rights
- Provide accurate and up-to-date information to support the Industry Contact Centre respond to industry inquiries
- Respond promptly to matters referred from the Industry Contact Centre

Challenges and Opportunities

- Measuring improvements to safety
- Increasing the utilisation of on-line services
- Providing easy to use, on-line regulatory services
- Instilling public confidence in the Commission
- Ensuring our compliance effort is risk-based
- Delivering effective industry information services, engagement and education strategies
- Keeping pace with industry developments, business and technological change and the implication for point to point transport services, our regulatory approach and the services we provide
- Working effectively with our partner agencies

Our indicators of success

- Point to point transport is safer
- Complaints about information on pricing decline
- The services provided with our partner agencies are reliable and robust, are delivered according to requirements and as planned.
- Industry experience of on-line services improves
- An engaged and high performing workforce



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