



**The Hon. Andrew Constance MP** Minister for Transport and Roads  
**The Hon. Paul Toole MP** Minister for Regional Transport and Roads

Ref: BN21/00187

Mr Anthony Wing  
Point to Point Transport Commissioner  
241 O'Riordan Street  
MASCOT NSW 2020

### **Statement of Expectations: *Point to Point Transport (Taxis and Hire Vehicles) Act 2016***

Dear Commissioner

We are pleased to provide you with this Statement of Expectations (SOE) for your service delivery priorities as the Point to Point Transport Commissioner (Commissioner), as required by section 139(3) of the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* (Act).

As Minister for Transport and Roads and Minister for Regional Transport and Roads, we are responsible for administering the Act. This SOE should be read within the context of the objectives, functions and powers set out in the Act, the *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* and any other legislation that prescribes functions and powers in relation to you as Commissioner.

#### **Safety and compliance**

With safety as your top priority, we expect you to 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.

Specifically, we expect you to continue reinforcing safety standards through an appropriate mix of compliance and education, including through safety auditing, advisory visits, education campaigns, on-road compliance and investigations.

As the circumstances relating to the COVID-19 pandemic evolve, your safety focus will also need to continue to include public health. We anticipate you will work with partner agencies, as well as industry participants, to support industry and ensure point to point transport services remain available, particularly for essential workers, vulnerable people and others who rely on point to point transport services.

#### **Effective and consistent regulation**

In administering the authorisation, taxi licensing and passenger service levy schemes, we expect you to collaborate with relevant areas of Transport for NSW and the NSW Government more broadly to find new and better ways of working. This includes, where possible, streamlining and reducing duplication of administrative processes and consumer facing services relating to these schemes.

This also includes improving access to information for industry and transport customers, and supporting the continued delivery of point to point transport services across regional NSW. We expect you will continue to work with the NSW Government and industry partners to ensure adequate access to services is provided for people requiring wheelchair accessible vehicles.

## **Independent review of the point to point transport industry**

The report detailing the independent review of the point to point transport industry, conducted in 2020 by Ms Sue Baker-Finch, was published on 24 February 2021 (the report). The report's recommendations are aimed at creating and supporting a more competitive taxi industry, while also ensuring point to point transport services remain accessible across the state.

The recommendations include freeing the supply of taxi licences, removing the regulation for maximum rank and hail fares – except at airports and for Taxi Transport Subsidy Scheme trips – and creating a more level playing field for providers when it comes to road and kerbside access.

The report's recommendations also include consideration of the needs of people experiencing transport disadvantage. Central to the NSW Government's consideration of this matter is making sure those members of the community who need services are able to access them. This applies especially to customers with disabilities across the state and people in regional areas who rely on these services to get around.

The NSW Government has responded to the report's recommendations – along with those of the Portfolio Committee No. 6 – Transport and Customer Service's report relating to the inquiry into the operation of point to point legislation, which was tabled on 8 December 2020. We anticipate you will work with Transport for NSW, other relevant NSW Government agencies and the industry to support the implementation of the NSW Government's response to the recommendations contained in both reports.

## **Statutory review of the Act**

Section 160 of the Act requires a review to be undertaken to determine whether the policy objectives of the Act remain valid and whether the terms of the Act remain appropriate for securing those objectives. This review is to be undertaken as soon as possible after the period of five years from the date of assent to the Act.

The Act was assented to in 2016. Accordingly, Transport for NSW expects to commence the statutory review in late 2021 following the development of reforms arising from the NSW Government's response to the report. Given your statutory responsibilities under the Act, we expect you to contribute to this review to ensure the Act and its associated regulations continue to provide an effective regulatory framework for point to point transport.

## **Future Transport**

The NSW Government's transport strategies, including *Future Transport 2056, Connecting with the Future: Our 10 Year Blueprint*, and the *Future Transport Technology Roadmap 2021-2024*, recognise that existing and emerging technologies are likely to have a role to play in the future of transport in NSW.

These and other types of technological advancements also have the potential to change the nature of the point to point industry work, including by way of greater consumer choice, improved products and services and productivity benefits. As Commissioner, you will have an important role to play in relation to the potential adoption of these changes for the point to point transport industry. We expect you to stay abreast of developing technology and its possible application to the transport sector, and to provide advice relating to any implications for regulatory frameworks.

We look forward to receiving your response, outlining your approach to administering and enforcing point to point transport law and your objectives for the next year. We anticipate you will publish your response to this SOE and information about your ongoing activities on your website and in the Transport for NSW annual report.

Yours sincerely

A handwritten signature in blue ink that reads "A Constance". The signature is fluid and cursive.

**The Hon. Andrew Constance MP**  
Minister for Transport and Roads

A handwritten signature in black ink that reads "Paul Toole". The signature is cursive and includes a horizontal line under the name.

**The Hon. Paul Toole MP**  
Minister for Regional Transport and Roads