

December
2022

Point to Point Transport
Commissioner's

Annual review 2021–22

pointtopoint.nsw.gov.au



Point to Point
Transport Commissioner



Contents

From the Commissioner	2	Further industry reforms	15
Key statistics as at 30 June 2022	4	Taxi operating area changes	16
Industry and compliance statistics as at 30 June 2022	5	Digital taxi registration renewal	16
Targeted compliance focusing on higher risk areas	10	Streamlined taxi plate management	16
Targeted compliance approach	10	Streamlining services and reducing duplication	17
Compliance activity	10	Driver Vehicle Dashboard	17
Audits and advisory visits	10	Extension of authorisation term	17
On street operations	11	Educational tools	18
Public facing campaigns	12	Educational videos	18
Wheelchair Accessible Taxis	12	Website	18
Secure taxi ranks	13	Toolkits and checklists	18
Commissioner's regional presence	14	Harnessing technology and data	20
Joint operations with Transport for NSW and NSW Police	15	Smart CCTV Cameras	20
Airport taxi ranks	15	Regulatory technology review	20
Availability of point to point transport services throughout regional NSW	15		

From the Commissioner

I am pleased to present the Commissioner's annual review for 2021-22.



In 2021/2022, our data shows that the point to point transport industry continues to grow steadily with the number of passenger trips being provided nearing pre-pandemic levels.

Illegal and unsafe driver behaviour

As industry continues to recover, we have also seen an increase in illegal and unacceptable driver behaviour, including touting and taxi drivers failing to turn on the meter or refusing trips unless passengers agree to a fixed fare.

My compliance officers routinely undertake both highly visible and covert, plain clothes operations across NSW. They are currently targeting fare related issues and are out in force issuing fines at major events, Sydney Airport, and at selected CBD ranks. I'm calling on all parts of industry to do their part to stamp out this illegal and unacceptable behaviour.

I am also focused on identifying ways to improve the safety of women using point to point transport, especially when travelling at night.

My compliance team are ensuring service providers are appropriately and consistently managing passenger complaints regarding misconduct by drivers.

Our social media campaigns aim to further improve the safety of women by offering tips on travel-safe behaviours such as matching the ride number plate with the booking app, and the dangers of accepting rides from drivers who approach them and offer illegal services – a practice known as touting.

And we're installing smart CCTV cameras at selected taxi ranks across NSW, to detect and deter unsafe and illegal behaviour.

This is in addition to our secure ranks, which improve safety around late night venues by placing security guards at identified taxi ranks.

Smart cameras have already helped my compliance team to investigate complaints at taxi ranks. In the future, they will also identify peak times for taxis and passengers.

Safety management systems

One of my priorities is to ensure we are properly overseeing the full range of businesses in this industry, up to global rideshare companies with tens of thousands of drivers in NSW and who use extensive advanced technology in their operations.

Last year I issued Uber with 13 improvement notices and approximately \$200,000 in fines following an audit of its safety systems.

Uber has since paid its fine and made changes to improve systems and processes, in line with my directions. This includes establishing dedicated Safety Officer roles to investigate and respond to serious incidents in NSW and ensuring greater consistency in how incidents and complaints are managed.

This audit was a significant evolution of our audit process and resulted in the development of a framework for my compliance team to use during audits of large high-tech companies into the future – both rideshare and taxi companies.

My team and I are continuing to focus on ensuring our compliance approach keeps pace with industry developments. In particular, that we have the necessary high-tech expertise to properly interrogate these increasingly sophisticated systems.

Wheelchair accessible passenger services

Most wheelchair accessible passenger services provided in NSW are safe, however I am aware of incidents where a passenger has fallen because they were not properly secured in the vehicle. I have also received reports of wheelchairs not being securely restrained and of wheelchair accessible taxis carrying passengers in personal mobility devices – which is a breach of the law.

While these incidents represent a small proportion of the number of trips made in wheelchair accessible vehicles, I take any breach of our safety laws seriously.

We will work with industry and government partners to explore options to improve the safety of these services, focusing on driver training, safety campaigns and equipment design – reinforced by my team's ongoing compliance operations.

Like other states, we are seeing a shortage of drivers – particularly those trained to provide passenger services in wheelchair accessible taxis.

I am continuing to work with industry and government partners to support an increase of passenger services for people in wheelchairs, and I welcome the recent announcement that Transport for NSW will increase driver subsidies and provide additional interest-free loans for wheelchair accessible taxis.

Earlier this year I announced a temporary change to driver eligibility requirements to support an increase of all passenger services.

In 2022 an "Assistance animals in point to point transport" toolkit was shared by interstate regulators as an example of best practice. It includes a podcast and videos featuring members of the community living with a disability,

and assistance animal educators and trainers – to educate the industry on their obligations relating to assistance animals, including guide dogs.

Easier industry services

This year we reached a significant milestone with 100 million checks run on our Driver Vehicle Dashboard since it was launched in 2017. This innovative online tool allows service providers to run regular checks on drivers and vehicles, making it easier to run their businesses safely.

We're continuing to work with industry to further improve the Driver Vehicle Dashboard, to allow service providers to automate these checks at a time that suits them.

Digital registration renewals and streamlined plate management are making it quicker and easier to get taxis on the road and keep them there – safely.

And we're working with Service NSW to introduce a digital taxi licence and NSW Digital ID, providing an easier way to securely verify our industry customers.

Transition to the new licensing system

My team are working with Transport for NSW and Service NSW to ensure a smooth transition to the new taxi licensing system, announced by the NSW Government as part of a package of reforms.

We are continuing to educate and hold industry to account for their safety obligations, which will not change as a result of these reforms.

The Commission's regulatory reach extends throughout NSW. I now have 14 permanent team members based in Grafton, Dubbo and Wagga Wagga.

To embed our regulatory reach in regional NSW, my team and I have conducted regular industry information sessions for service providers, including taxis, rideshare, tourist operators and community transport. Driver pop ups have also been provided to educate drivers on their specific safety obligation. To date, my team and I have been to Dubbo, Orange, Ballina, Wagga Wagga and Armidale. These engagements will continue in the future.

Anthony Wing

Point to Point Transport Commissioner

Key statistics as at 30 June 2022

Point to Point Transport

Industry landscape

\$259 million Passenger service levy collected Source: Revenue NSW	48.5 million Trips Source: Revenue NSW website FY2022	32 million Driver & vehicle checks in DVD FY2022	
137,000* Drivers with a PT licence code TfNSW website Source: Revenue NSW	62,000 Visits to the Industry Portal FY2022	6,625 Total taxi licences 984 accessible taxi licences (Subset of total licences)	1,900 Authorised service providers

*PT licence code is a code on a NSW driver licence that identifies drivers who meet licence and medical standards required to drive a point to point vehicle. Not all drivers may be active.

Industry and compliance statistics as at 30 June 2022

Key statistics 2021-22

Vehicle compliance checks	Notices
Taxi 945	Improvement 313
Hire vehicle 1,250	Prohibition 119
Total 2,195	
Audits/ investigations	Penalty infringements
Audits – safety 31	Number of penalty infringements by P2P & NSW Police 1,178
Passenger Service Levy Review 34	
Advisory visits 166	



Working together to
achieve safer point to point
transport in NSW

About Us

The Point to Point Transport Commissioner — supported by the Point to Point Transport Commission — administers and enforces point to point transport law to achieve safer point to point transport in NSW. In doing so, the Commissioner contributes to the creation of a more adaptive, innovative and competitive market for the whole industry.

The Commissioner is responsible for managing authorisation and 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.

As required by 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), the Commissioner ensures industry complies with the law through education and enforcement, providing services for industry participants, and information for passengers, government agencies and the general public.

Staff of the Point to Point Transport Commission work with partner agencies including Transport for NSW, Revenue NSW, Service NSW and the NSW Police Force to assist the Commissioner in delivering these functions.

Use the links below to learn more about the role and functions of the Commissioner and access the Act and Regulation.

[Commissioner's functions and priorities](#)

[The Act and Regulation](#)

Commissioner's Regulatory Approach

The Commissioner's regulatory approach, strategic directions and focus priorities build on our vision for safer point to point transport in New South Wales and reflect the increasing maturity of the point to point transport industry in New South Wales. They are based on our experience in regulating the industry and the insights we gather, and they guide our regulatory activity.



Point to Point Transport Commissioner's Strategic directions

Our vision is for safer point to point transport in New South Wales



REGULATORY APPROACH

How we work as a modern regulator

- Working in partnership to deliver effective and consistent regulation
- Targeted compliance focusing on higher risk areas
- Streamlining services and reducing duplication
- Harnessing technology and data

STRATEGIC DIRECTIONS

The outcomes we strive to deliver

Safe journeys available for all <ul style="list-style-type: none"> Working with industry and government to ensure the availability of safe journeys for all, including for women (especially at night) people with disability. 	Ensuring industry compliance <ul style="list-style-type: none"> Holding all service providers to account for their safety obligations—regardless of their business model, size or geographic location. Promoting industry-led solutions that address and manage cross-platform issues including fatigue. 	Easier industry services <ul style="list-style-type: none"> Reducing red tape and streamlining services to make it easy for industry to run their businesses safely. Enhancing services by improving customer experience and increasing the range of services offered online. Enhancing digital capability. 	Future readiness <ul style="list-style-type: none"> Ensuring our regulatory framework remains fit for purpose and ready for new technology and business models. Advising on the regulation of new technology and business models.
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FOCUS PRIORITIES

Where we focus our efforts to deliver the greatest impact

Industry service and advice	Safety management systems	Transition to new licensing system	Illegal and unsafe driver behaviour	Wheelchair accessible services
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HOW WE DO THIS

Our targeted, risk-based activities

Our regulatory reach extends throughout NSW. Based on intelligence and analysis, our teams target high risk areas using a mix of: Audits | Advisory visits | Covert operations | On street presence | Investigations | Prosecutions | Education | Safety campaigns | Industry safety tools | Online courses and tool kits | Driver Vehicle Dashboard | CCTV

Targeted compliance focusing on higher risk areas

The Point to Point Transport Commissioner ensures safer transport in rideshare, taxis, traditional hire cars, tourist services and other point to point transport using a mix of compliance and education.

Targeted compliance approach

As the point to point transport industry matures and service providers develop a deeper understanding of their obligations under the Act, the Commissioner’s compliance approach continues to evolve with an ongoing focus on risk based activities.

We target high-risk areas using a mix of safety audits, advisory visits, covert operations, visible on-street presence, investigations and prosecutions –supported by the Driver Vehicle Dashboard and other online safety tools, smart CCTV, education, safety campaigns, online courses and tool kits.

Compliance activity

To ensure service providers are meeting their safety obligations the Commissioner’s authorised officers regularly undertake:


- audits and advisory visits
- vehicle inspections and fleet inspections
- covert on street compliance operations
- highly visible operations to deter illegal and unsafe driver behaviour
- joint operations with the NSW Police and Transport for NSW
- investigations and prosecutions.

Audits and advisory visits

The Commissioner’s inhouse audit team undertakes safety audits of taxi, hire vehicle, rideshare and similar service providers to ensure they are complying with point to point transport law.

The team carries out advisory visits on newly authorised service providers and follows up with service providers on their audit results. During an advisory visit, the compliance team provides information to service providers on their safety obligations including the requirement to maintain a compliant safety management system, manage risks, carry out preventative vehicle maintenance and undertake driver and vehicle checks.

Where service providers breach their obligations, we take enforcement action as appropriate, including issuing improvement and prohibition notices, issuing penalties, prosecution and taking action against authorisations and licences, which may include imposing conditions or cancellation.



In focus: safety management systems

A safety audit of Uber resulted in 13 improvement notices and approximately \$200,000 in fines last year.

Uber has since paid its fine and undertaken changes to improve systems and processes, as directed by the Commissioner. This includes establishing dedicated Safety Officer roles to investigate and respond to serious incidents in NSW and ensuring greater consistency in how incidents and complaints are managed.

This audit was a significant evolution of our audit process and resulted in the development of a framework for my compliance team to use during audits of large high-tech companies into the future –both rideshare and taxi companies.

On street operations

The Commissioner’s onstreet compliance team conduct overt and covert operations across NSW to detect and prevent breaches of point to point transport law.

Taxi drivers failing to use meter

Drivers must use the taxi meter during a rank and hail trip. They cannot negotiate or demand a fare that is different to the metered fare (with the exception to tolls where applicable) or refuse a fare. A fine of \$300 applies for failure to use the meter.

Touting and soliciting at the airport

Touting or soliciting of passengers is a breach of point to point transport law. If caught, an individual can be issued a fine of up to \$550 or up to \$5,500 if the offence is committed within the Sydney Airport precinct – a high traffic area where people are particularly vulnerable to being touted.



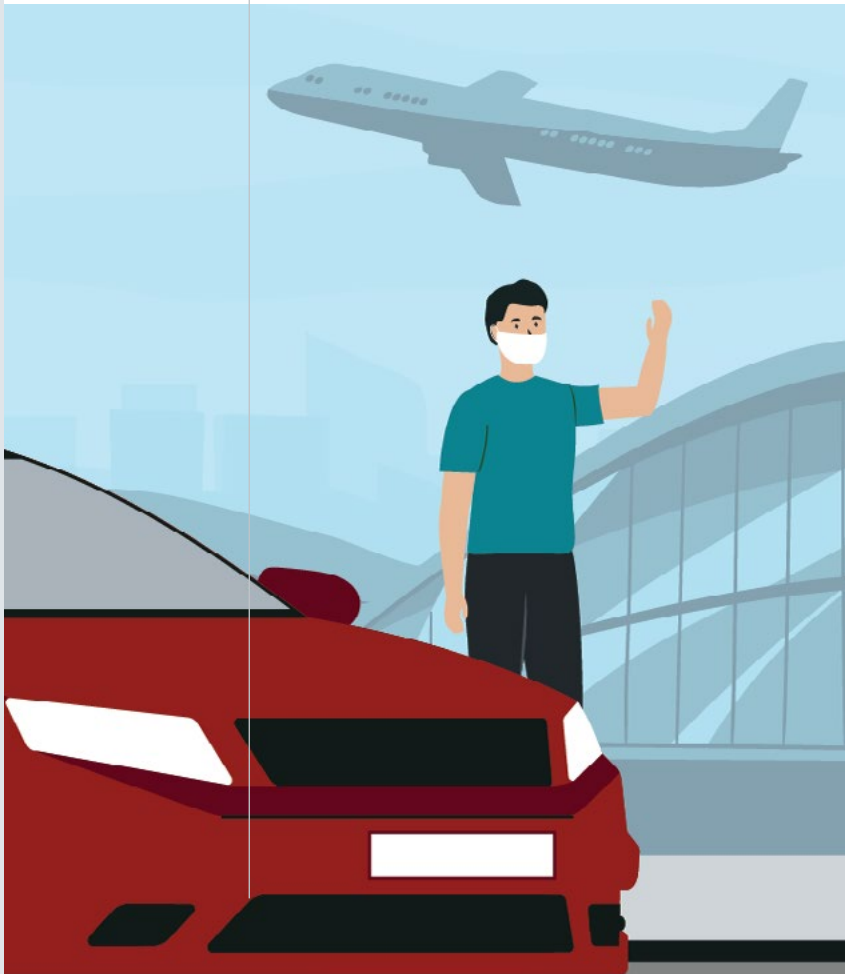
Public facing campaigns

Public campaigns combining education, advice and enforcement improve the safety of point to point transport.

Social media campaigns offer tips on travel-safe behaviours such as matching the ride number plate with the booking app, and the dangers of accepting rides from drivers who approach them and offer illegal services – a practice known as touting.

‘Let’s make every ride a safe ride’ provided tips on travel-safe behaviours such as telling a friend you’re on your way, matching the ride number plate with the booking app, waiting in a well-lit area or at a taxi rank where possible. This campaign was promoted on the back of taxis, at Sydney airport, and online.

‘Don’t get taken for a ride’ educated people about touting and highlighted the dangers of accepting a ride from a driver who approaches them illegally. This campaign was promoted on the back of taxis, at metro and regional airports, and online.



Wheelchair Accessible Taxis

Providers of wheelchair accessible taxis services have a primary duty of care to ensure the safety of their services. They also have an obligation to ensure all wheelchair accessible taxi drivers can demonstrate competence in the safe loading, restraint, carriage and unloading of a customer in a wheelchair.

Wheelchair accessible taxi vehicle owners are responsible for ensuring wheelchair accessible taxi vehicles have appropriate safety restraints and meet the minimum cabin measurement requirements.

Wheelchair accessible taxi drivers must prioritise bookings from passengers travelling in a wheelchair under the Point to Point Transport Commission’s Wheelchair Accessible Taxi Preferential Hiring Compliance Procedure.



Safe journeys for all

Working with industry and government to ensure the availability of safe journeys for all, including for women (especially at night), and people with disability

Service providers and taxi licence holders are responsible for ensuring bookings can be obtained through the approved centralised booking service operated by Spinal Cord Injuries Australia (SCIA) and called Wheelchair Book and Ride.

To date, the Commission has issued 197 warning letters to taxi licence holders concerning their ability to obtain bookings from Wheelchair Book and Ride. Seven wheelchair accessible taxi licences have been permanently cancelled for not giving preference to customers in wheelchairs.



In focus: wheelchair accessible services

Wheelchair accessible taxis play an important role, providing safe passenger services for people with disabilities.

The Commissioner is working with Transport for NSW to support an increase of wheelchair accessible services across NSW.

And we are continuing to consult industry representatives, to better understand the reasons behind the ongoing drop in numbers of wheelchair accessible taxis.

We are also exploring options to further improve the safety of wheelchair accessible services.

Secure taxi ranks

Secure taxi ranks usually operate late on Friday and Saturday nights in busy locations across NSW. Security guards are on duty to help ensure a safe environment for both customers and drivers.

There are 56 secure taxi ranks across metropolitan Sydney and regional NSW.

During 2021-22 we established four temporary secure ranks. The two located in Baylis Street, Wagga Wagga and Market Street, Wollongong are now permanent secure ranks.



Commissioner's regional presence

The Commissioner's regulatory reach extends throughout NSW, with our team of authorised officers regularly conducting compliance activities in regional locations.

We are continuing to strengthen our presence across NSW, including employing regionally based authorised officers. The Commission now has 14 staff based in Grafton, Dubbo and Wagga Wagga. This includes 12 compliance staff and 2 service delivery and education and engagement officers.

These officers allow us to significantly ramp up on-street compliance activities and provide a permanent presence that will act to promote compliance and deter breaches of the law in these communities.

Our regional presence enables us to better engage with local Police and industry participants to increase understanding of, and compliance with, point to point transport law. Local insights gained from these connections inform and strengthen our regional compliance approach.



Commissioner's Strategic Direction: Ensuring industry compliance

- Holding all service providers to account for their safety obligations — regardless of their business model, size or geographic location.
- Promoting industry-led solutions that address and manage cross-platform issues including fatigue.
- Administering and auditing the passenger service levy.

Over the past year the Commissioner's team of authorised officers conducted compliance activities throughout regional NSW including at the Albury Races, Wagga Wagga Gold Cup, Coffs Harbour Races, Grafton Races, Bathurst 1000, Splendour in the Grass, and at Byron Bay during schoolies.

During 2021/22, the Commissioner also commenced a series of information sessions in regional NSW. The purpose of these sessions is to provide regional stakeholders with a relevant information on the Commissioner's role and functions, and support in complying with the law. The regional information sessions have two components – a two-hour information session led by the Commissioner for service providers, and a “drop in” station set up in a prominent location for drivers. The first of these was run in Dubbo and was very well received by service providers and drivers alike. These sessions have helped the regional service providers to see that the focus of the Commissioner is across the whole of NSW, both metro and regional, and that we are interested in working with them to address the challenges which are unique to regional service providers.

Working in partnership to deliver effective and consistent regulation

We work with our industry and government partners to deliver effective and consistent regulation of the point to point transport industry across NSW.

Joint operations with Transport for NSW and NSW Police

The Commissioner's authorised officers routinely conduct joint operations with both Transport for NSW and NSW Police.

These operations are highly effective compliance activities in which the safety requirements under the point to point transport law are enforced, and one of the many ways we work together to achieve safer point to point passenger services in NSW.

Compliance officers regularly engage with local police, most recently at Wagga Wagga, Albury, Coffs Harbour and Wollongong as well as providing lectures to highway patrol units and at the Police Academy in Goulburn.

Over the past year, we undertook seven joint operations with Transport for NSW and five with NSW Police.

Airport taxi ranks

Compliance officers have worked with Sydney Airport and regional airports such as Ballina and Albury to ensure that taxi ranks and nominated pick up and drop off areas conform with legislative requirements.

Availability of point to point transport services throughout regional NSW

The availability of point to point transport services across NSW remains a priority. The Commissioner's Operations and Education & Engagement teams continue to collaborate and work with TfNSW's Regional & Outer Metropolitan and Customer Strategy & Technology Divisions to understand current service levels, across all modes of transport in the regions, and identify opportunities to support service availability.

Further industry reforms

Since 2015, reforms to point to point transport have contributed to the creation of a more adaptive, innovative and competitive market across the industry, providing customer and safety benefits.

Last year, the NSW Government announced further reforms intended to deliver more choice for customers by freeing up the supply of taxi licences. These reforms will remove the limits on numbers of licences and make new annual licences available for an administrative fee via the Commission's Industry portal.

Transitional arrangements will be put in place to ensure those affected by the reforms have sufficient time to adjust to the changes.

Anyone who currently operates a taxi – whether they own or lease – can transition to the new licensing system at no cost.



In focus:
Transition to new licensing system

We are working closely with Transport for NSW to ensure a smooth transition to the new taxi licensing system. We will also support Transport for NSW to verify any applications for assistance.

Service providers will still need to meet their existing safety obligations, which will not change as a result of these reforms.

We will continue to educate and hold industry to account for their safety obligations.

Existing taxi licences will be cancelled – either when a new licence is issued or when the transitional period ends. Current licence holders will be able to retain their vehicle’s number plate.

Taxi operating area changes

Reforms will also be introduced to change operating area restrictions so taxis can offer rank and hail services anywhere in NSW. Operators transitioned to the new licensing system will be subject to existing areas of operation during the transition period.

A taxi licence will still be required for anyone wishing to offer rank and hail services. Vehicles offering rank and hail services will still need to comply with all relevant safety, security and signage requirements.

Digital taxi registration renewal

In July 2022, almost 5,000 taxi operators were for the first time able to renew their taxi registration online via the Service NSW website.

Previously, taxi service providers and taxi vehicle owners were required to attend a Service NSW centre and present documents in person to renew their taxi registration.

We listened to industry feedback and as a result of this change, taxi owners and operators can now renew their registration in a way that is most convenient to them.

As with anyone renewing online, taxi operators are required to complete their Compulsory Third Party Insurance and eSafety inspection report where required before renewing their taxi registration online.

Streamlined taxi plate management

We have significantly reduced the time spent on transactions relating to taxi plate management through a new streamlined process.

Taxi service providers and affiliates can now generate an automated letter through the Industry Portal to complete a taxi plate transaction.

The new taxi plate management process reduces the time required to obtain multiple documents relating to the taxi licence and vehicle being registered and means taxis can be used to provide passenger services quickly and efficiently.



In focus:
Customer Service and Advice

We are partnering with Transport for NSW and Service NSW to streamline business transactions for the point to point transport industry.

Digital registration renewals and streamlined plate management are making it quicker and easier to get taxis on the road and keep them there – safely.

Streamlining services and reducing duplication

Making it easier for industry to run their businesses safely, by reducing red tape, streamlining services and improving customer experience.

The Point to Point Transport Commissioner strives to promote a culture of accountability by ensuring industry understand and comply with their obligations under the law.

We keep industry members informed of their legal obligations and work to ensure participants have the knowledge, capability and confidence to meet those requirements.

Our industry services are designed to make it easy for service providers to comply with the law and run their businesses in NSW.

Driver Vehicle Dashboard

We have made it easier for the point to point transport industry to do business by providing them with a tool – the Driver Vehicle Dashboard (DVD) – which enables them to run ongoing checks on drivers and vehicles in NSW.

Service providers check driver licensing, vehicle registration, serious driving offences and other safety offences in one easy search.

Work has begun to allow authorised service providers to schedule regular driver and vehicle checks to occur at a time convenient to them, such as each morning at 3am.

Since 2017 there have been over 100 million online checks, with more than 19 million checks run on drivers during 2021-22 and more than 12.8 million on vehicles.

Industry portal

Our Industry Portal – accessed via the Commissioner website – is also mobile friendly, eliminating the need to have a desktop computer and allowing smaller service providers to access the Industry Portal while they’re on the move.

Extension of authorisation term

The Commissioner has approved the extension of the authorisation term from five years to ten years, reducing the regulatory burden for service providers and reducing the cost of being authorised.

All taxi service providers and providers of booked passenger services in NSW are required by law to be authorised by the Point to Point Transport Commissioner. This change means service providers only need to renew their authorisation every ten years, rather than twice every ten years.

Service providers who are currently authorised have had their authorisation term extended by another five years. This includes service providers who were transitioned to the current point to point transport regulatory framework on 1 November 2017, whose authorisation is now due to expire 1 November 2027.



Easier industry services

- Reducing red tape and streamlining services to make it easy for industry to run their businesses safely.
- Enhancing services by improving customer experience and increasing the range of services offered online.
- Enhancing digital capability.

Educational tools

We continue to roll out educational tools to help service providers understand their obligations and equip them with knowledge to ensure they have the appropriate safety policies, procedures and systems in place. This includes online courses, instructional videos, fact sheets, interactive checklists, toolkits, infographics and podcasts.

Our online training courses help industry members better understand their obligations and can be accessed through our website or via a mobile phone application. There are currently six online courses made up of 22 separate lessons and include topics such as disqualifying offences, the passenger service levy, and information on becoming a taxi or booking service provider, affiliated provider obligations, secure camera specifications and driver management. An increasing number of individuals are completing the courses and new courses are planned.

Educational videos

Educational videos can be accessed via the website. These include how to report a notifiable occurrence, wheelchair accessible taxi driver and assessor competency self-assessment guide, QR codes in taxi, and safety and hygiene tips for point to point transport drivers, assistance animals vox pops, and driver safety and on-boarding videos.

Website

Our mobile friendly website is easy to use and accessible. Our online Learning Centre offers resources and tools to help industry members comply with the law.

Toolkits and checklists

There are now interactive toolkits and checklists available for download from the website covering driver on boarding and management, safety audits, fatigue management, registration and insurance, reporting, and wheelchair accessible vehicle driver competency.

Interactive toolkits contain resources that service providers can share with their drivers, such as fact sheets, social media posts, newsletter copy, website articles, posters, email signatures, videos and other easily shared resources.

Drivers providing passenger services in a taxi or hire vehicle (including rideshare) cannot refuse to transport a passenger with an assistance animal or an assistance animal in training.

Our “Assistance animals in point to point transport” toolkit educated the industry on their safety obligations relating to assistance animals.

A user-friendly toolkit comprised a fact sheet, downloadable assets including copy and images, and videos featuring members of the community living with a disability, and assistant animal educators and trainers, and most recently a podcast consisting of a range of industry panellists and passengers who travel with assistance animals.

The videos have had more than 2000 views and toolkit has received 170 unique pageviews and 60 fact sheet downloads.

Our assistance animals toolkit was shared by interstate regulators as an example of best practice.



Harnessing technology and data

We are continuing to identify and implement technology to support the Commissioner’s regulatory functions and risk based compliance programs.

The Commissioner’s regulatory activities are underpinned by robust intelligence and data analytics, supported by investment in technology to ensure we remain in step with industry advances.

Smart CCTV Cameras

We are continuing to work with Transport’s Customer Strategy and Technology to run a trial of Smart CCTV Cameras at up to 100 sites throughout metro and regional NSW, following the success of a CCTV proof of concept at Central Station.

The trial aims to increase our data analytics capabilities and harness artificial intelligence and machine learning to monitor vehicle behaviour at ranks, informing our on-street compliance activities.

The CCTV trial will capture information on:

- the number of taxis and non-taxis using taxi ranks.
- wheelchair accessible taxi availability.
- unsafe behaviours at taxi ranks.
- numbers of passengers waiting or length of queues at ranks
- vehicle complying with vehicles standards whilst providing a passenger service.
- rank usage patterns.

We have worked with local councils, law enforcement, industry and community as part of our engagement strategy to address any concerns and have recently installed 60 CCTV cameras at 34 locations in Sydney CBD, Greater Sydney, Newcastle and Albury.

In addition, high and low capacity times and passenger numbers and wait times will be offered to Transport data services to inform customer choice.

The information collected will provide insight into industry activity and will inform future initiatives like the NSW Government’s 24-hour Economy Strategy.

CCTV data has been able to assist compliance teams investigate complaints of fare refusal involving assistance animals.

Regulatory technology review

During 2022, the Commissioner undertook a regulatory technology market review to understand technologies being used to help safety regulators monitor the industries they regulate, in several countries including USA, UK and the Asia Pacific region.

The review identified the Point to Point Transport Commissioner is already leading many other jurisdictions with technology being considered, in development or previously implemented. Insights gained from the review will inform our technology strategy.



Future readiness

- Ensuring our regulatory framework ready for new technology and business models.
- Advising on the regulation of new technology and business models.
- Working with government to prepare for changes impacting our regulatory framework.



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