

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

- 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

- 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


- 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


- 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.


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

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