

Point to Point Transport  
Commissioner's

# Annual Review 2022–23

[pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au)



Point to Point  
Transport Commissioner





The Commissioner's Authorised Officers ensuring people ride with pride at Sydney's World Pride event in 2023.

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# From the Commissioner



With safety as our priority, my team and I continue to hold all the industry –including rideshare, taxi and hire car –to account for their safety and administrative obligations, and to make it easier for service providers to run their businesses to ensure a safer industry.

We have seen a return to pre-pandemic service levels, with more than 68 million point to point trips undertaken in the 2022-23 financial year –a significant increase compared with the 48.5 million trips the previous year.

Our data shows an increase in rideshare trips and we're also seeing renewed confidence in the taxi industry –not just in Sydney but across NSW –with approximately 5% growth in licenced taxis on the road since 1 August 2023.

These numbers indicate steady growth –with taxis returning to the road after stopping during the pandemic, and new entrants to the industry following the changes to the licensing system.

Last year my on street compliance team undertook 3271 checks of hire vehicles – including ride share – and 2220 taxi compliance checks and across metropolitan and regional NSW over the last financial year.

## **Wheelchair accessible taxi services**

While we have seen some new wheelchair taxis in Sydney, we are seeing a decline in the availability of wheelchair accessible services across NSW.

The Minister for Transport recently convened a Roundtable to hear from people with disability, industry and disability groups about their experiences and ideas to address this decline.

I am continuing to work with these groups – alongside the Minister and Transport for NSW –to look at ways to support the availability of safe wheelchair accessible services.

My team recently released an industry toolkit to help providers and drivers of these services better understand their obligations.

## **Taxi licence transition**

New licensing laws are making it easier to become a taxi operator, with annual licences now available online.

Operating area restrictions have been lifted, meaning taxis are now able to provide taxi services anywhere in NSW.

My team managed the transition to the new framework –with around 99 per cent of existing taxi licence holders transitioned before the new scheme went live.

We are continuing to educate and hold industry to account for their safety obligations, which have not changed as a result of the reforms.

### Driver shortage

Industry representatives continue to report a shortage of drivers throughout NSW, and I am continuing to consider initiatives to support driver availability.

Last year, around 1000 drivers returned to the industry following a change to eligibility requirements.

### Ensuring industry compliance

My team and I take a balanced, risk-based approach when carrying out compliance activities of taxi, hire vehicles and rideshare services.

Our ongoing focus is on ensuring we properly oversee the full range of businesses in this industry – from global rideshare companies with tens of thousands of drivers in NSW, to ‘mum and dad’ owner-operators.

Service providers must ensure vehicles are appropriately registered and safe to be driven on the road and drivers must clear a series of background checks before they can provide passenger services.

Our Driver Vehicle Dashboard makes it easier for service providers to meet these requirements, with around 70 million driver and vehicle checks undertaken last financial year.

We’re ensuring also new entrants to the industry understand their safety obligations. Applicants are now asked to complete our new pre-authorisation course and must declare they understand their obligations.

### Safety audits

We regularly undertake safety audits of taxi, rideshare, hire vehicle and similar service providers.

Most recently, my team finalised audits of DiDi and 13cabs. And we are continuing to ensure Uber maintains improvements to their safety processes, in line with directions I previously issued.

Safety audits include checks on drivers, oversight of vehicle maintenance, notification of incidents and consistent follow up on the safety reports service providers receive from drivers and passengers.

When necessary, we take enforcement action including the issue of improvement and prohibition notices, investigations and prosecutions.

To help service providers meet their safety obligations, we are developing materials to support the implementation of safety management systems and working with industry representatives to establish fatigue guidelines.



### **Levy investigations**

My Sanctions team runs checks to ensure service providers are paying the passenger service levy for each trip they undertake. Through their investigations they found more than 1 million trips had not been reported.

We are working to recover these outstanding payments and ensure service providers understand their administrative obligations.

### **On street compliance operations**

My Authorised Officers conduct a mix of highly visible and covert, plain clothes operations targeting illegal and unsafe driver behaviour throughout NSW.

They maintain a regular presence at Sydney airport, where we have caught and prosecuted hire vehicle drivers for offences such as touting and soliciting.

The team conduct operations at busy CBD locations and during popular events – such as World Pride, Vivid Sydney and FIFA Women's World Cup. They also target music festivals and sporting events throughout NSW.

Our social media campaigns offer passenger tips such as matching the car registration details to the booking, check the driver's name and photo and the dangers of accepting rides from drivers who approach them and offer illegal services.

### **Safer taxi ranks**

We launched new secure taxi ranks on Clarence Street in Sydney's CBD, Taylor Square in Darlinghurst and Phillip Street in Parramatta. Security guards are on duty on weekends and during major events at these, and 56 other secure taxi ranks around NSW.

### **Illegal and unsafe behaviour at taxi ranks**

I'm continuing to work with industry to remind service providers of their obligation to ensure their drivers are doing the right thing.

New powers to conduct undercover operations during rank and hail trips mean that any taxi drivers breaking the rules during rank and hail trips won't know if their next passenger is one of my Authorised Officers.

The minority of drivers now risk a fine of \$1000 for each fare related offence – increased from \$300 earlier this year. Over the past year, my team has issued more than 500 fines to drivers.

### **Taxi Fare Hotline – 1800 500 410**

Since the Taxi Fare Hotline was established in November 2022, we have passed on more than 2300 complaints – with around 90 per cent of these resolved.

Many passengers have received refunds from taxi companies, and drivers face disciplinary action such as warnings, retraining or removal from the company's platform.

We have issued more than 30,000 hotline stickers which must be displayed in and on taxis – to ensure passengers are aware of rank and hail rules and can easily make a complaint.

### **Anthony Wing**

Point to Point Transport Commissioner



Anthony Wing



# Industry landscape

## Key statistics as at 30 June 2023

**148,822\***

Drivers with a  
PT licence code

TfNSW website

**\$327.7**  
million

Passenger  
service  
levy collected

Source:  
Revenue NSW  
website FY2023

**6541**

Total  
taxi licences

**917**

Wheelchair  
accessible  
taxi licences

(Subset of total  
licences)

**68.4**  
million

Trips

Source:  
Revenue NSW  
website FY2023

**2092**

Authorised  
service providers

**70.3**  
million

Driver & vehicle  
checks in DVD

FY2023

\*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.



# 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.

The Commissioner's regulatory approach, strategic directions and focus priorities build on our vision for safer point to point transport in NSW and reflect the increasing maturity of the point to point transport industry in NSW.

They are based on our experience in regulating the industry and the insights we gather, and they guide our regulatory activity.

Visit our website or 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](#)

## Acknowledgement of Country

The Point to Point Transport Commissioner acknowledges the traditional custodians of the land on which we work and live. We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW. The Point to Point Transport Commissioner and his staff are committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society



# Point to Point Transport Commissioner's Strategic directions

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

## REGULATORY APPROACH



Working in partnership to deliver effective and consistent regulation



Targeted compliance focusing on higher risk areas

## STRATEGIC DIRECTIONS

### 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.

## FOCUS PRIORITIES



Industry service and advice



Safety management systems



Transport licenses

## HOW WE DO THIS

Our regulatory reach extends throughout NSW. Based on intelligence and analysis, our tools include: On street presence | Investigations | Prosecutions | Education | Safety campaigns | Industry



### How we work as a modern regulator

- ✓ Streamlining services and reducing duplication
- ✓ Harnessing technology and data

### The outcomes we strive to deliver

#### 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.

### Where we focus our efforts to deliver the greatest impact

Transition to new  
licensing system



Illegal and unsafe  
driver behaviour



Wheelchair  
accessible services

### Our targeted, risk-based activities

**Teams target high risk areas using a mix of:** Audits | Advisory visits | Covert operations |  
Safety tools | Online courses and tool kits | Driver Vehicle Dashboard | CCTV



# 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) and people with disability.



## Wheelchair accessible vehicle safety

The Commission is continuing to consult with people with disability, industry, disability groups, and government.

We have identified improvement initiatives focusing on driver training and targeted safety campaigns.

Our latest industry toolkit will help providers of wheelchair accessible services better understand their safety obligations. The toolkit is intended to be shared with drivers to support their competency in loading, restraining and unloading passengers travelling in a wheelchair, and contains fact sheets, driver checklists, quick reference guides and videos.

To further support our work to improve the safety of wheelchair accessible services, the Commission is running a series of public facing safety-focused information sessions.

These sessions will be an important part of our ongoing efforts to support people travelling in and associated with wheelchair accessible taxis to gain a better understanding of safety standards.

We are also working with industry representatives to look at ways to improve the availability of driver training across NSW.

## Taxi drivers failing to use the meter

Taxi drivers offering rank and hail passenger services must use the meter. Further, they cannot refuse a fare if the passenger doesn't agree to a fixed fare or is going a short distance, negotiate a fare, or demand a fare other than the one displayed on the meter.

The Commissioner's compliance team of Authorised Officers regularly conducts compliance operations to deter illegal and unsafe driver behaviour (such as taxi drivers demanding flat fares or refusing fares) at targeted locations and major events.

In November 2022, point to point transport law was amended giving Authorised Officers increased powers to conduct plain clothes compliance activities during rank and hail trips.

These plain clothes operations complement the work already being done by the Commissioner's Authorised Officers, including undercover operations targeting touting and soliciting.

To further deter drivers, in June 2023 the fines for fare-related offences were increased to \$1000 for each offence.

We are continuing to work with the taxi industry to remind them of their obligation to ensure their drivers are doing the right thing.

# Wheelchair accessible vehicle safety



## Taxi Fare Hotline – 1800 500 410

The Commissioner's Taxi Fare Hotline, established in November 2022, is a centralised platform for passengers to report complaints of driver misconduct in relation to rank and hail fares.

Complaints are directed to the relevant taxi service provider to apply sanctions and disciplinary actions to drivers, such as suspension, further training or removal from the company's platform.

## Taxi Fare Hotline stickers

In November 2022, approximately 20,000 Taxi Fare Hotline stickers were sent out across metropolitan Sydney to be displayed in and on taxis. The stickers educate passengers, and prospective passengers, about the rules for rank and hail trips, and make it easy to lodge a complaint.

The Hotline phone number and a QR code are displayed on the sticker. Scanning the code with a phone makes calling easy.

Stickers also remind passengers that the meter must always be on during a rank or hail trip, and to record at least the taxi's number plate if they experience a taxi fare-related issue.

Fact sheets and videos are available to help taxi service providers, licence holders and affiliates understand where to place the Hotline stickers, how to order them and how to respond to passenger complaints received by the Taxi Fare Hotline.



## Illegal and unsafe driver behaviour

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 \$5500 if the offence is committed within the Sydney Airport precinct – a high traffic area where people are particularly vulnerable to being touted.

The Commissioner's Authorised Officers routinely undertake both highly visible and covert, plain clothes operations targeting this illegal behaviour throughout NSW.

## Safer 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 passengers and drivers.

There are 56 secure taxi ranks across metropolitan Sydney and regional NSW, with new secure taxi ranks established in Clarence Street in Sydney CBD and Philip Street in Parramatta in response to increased night-time activity in these areas. A third new taxi rank recently began operating at Taylor Square in Darlinghurst.



# Safer taxi ranks





## Smart CCTV

We are continuing to work with Transport for NSW to run a trial of Smart CCTV cameras at up to 100 sites throughout metro and regional NSW.

Through the trial, we are increasing our data analytics capabilities while harnessing artificial intelligence and machine learning to monitor vehicle behaviour at ranks, informing our on street compliance activities.

The CCTV trial continues to capture information on:

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

To date, we have installed 64 CCTV cameras at 35 locations in the Sydney CBD, Greater Sydney, Newcastle and Albury.

We are continuing to work with local councils, law enforcement, industry and community members to address any concerns.

CCTV data has already been able to assist our investigations, and we are continuing to explore ways this technology can support our targeted compliance activities.

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

The information collected will also provide insight into industry activity and will inform future initiatives like the NSW Government's vibrancy reforms, which aim to strengthen the night-time economy and make improvements for people who work late or go out at night.

## Public facing campaigns

The Commissioner delivered two successful public advertising campaigns this year. The campaigns, Let's make every ride a safe ride and Don't get taken for a ride, combined education and advice to support safe travel in point to point transport vehicles. These campaigns ran in late 2022, over the festive period when more people were out and about celebrating and using point to point transport.

The 'Let's make every ride a safe ride' campaign aimed to help people feel safer –especially women travelling alone –by providing tips on travel-safe behaviours, such as telling a friend you're on your way, matching the vehicle's number plate with the booking app and waiting in a well-lit area or at a secure taxi rank where possible.

This campaign was promoted on the back of taxis, on the sides of buses travelling on popular routes, at Sydney airport, in hotels and entertainment venues, and through wide reaching digital and social media in a range of different languages.

The 'Don't get taken for a ride' campaign educated people about touting and fare-related taxi issues. The campaign highlighted the dangers of accepting rides from drivers who approach people at airports and off the street, offering an unauthorised illegal service.

The Taxi Fare Hotline was also promoted through this campaign, with a strong focus at airports. This campaign was promoted on the back of taxis, at metro and regional airports, and through digital and social platforms.

# Case study

## Secure Taxi Rank, Clarence Street, Sydney CBD



As a part of the Commissioner's vision for safer point to point transport in NSW, and the 24-Hour Economy Commissioner's YCK Purple Flag pilot, the Commissioner launched a new secure taxi rank located on Clarence Street between Market and King Street in Sydney's CBD on Friday 26 May 2023 during Sydney's Vivid festival.

The Clarence Street Secure Taxi Rank has proven popular due to the rank's location in a well-lit area and the presence of guards who help provide a safe and well-managed passenger pick up area.

The secure rank was established in collaboration with the Office of the 24-Hour Commissioner, NSW Taxi Council, City of Sydney, Transport for NSW and NSW Police.

The Clarence Street Secure Taxi Rank has security guards on duty every Friday and Saturday night from 10pm to 5am, with times and days often being extended during popular events and holidays. Secure ranks are available across the state with security guards on duty at select locations at peak times to ensure driver and passenger safety.

The Commissioner works with industry and government to ensure safe journeys for all, including helping women travelling at night feel safe.



# Public facing campaigns

Catch  
or ride

Make sure  
**YOUR RIDE**  
matches  
your booking

Let's n  
ride a



Point to Point  
Transport Commission



...ning a taxi  
...deshare?



...make every  
...a safe ride



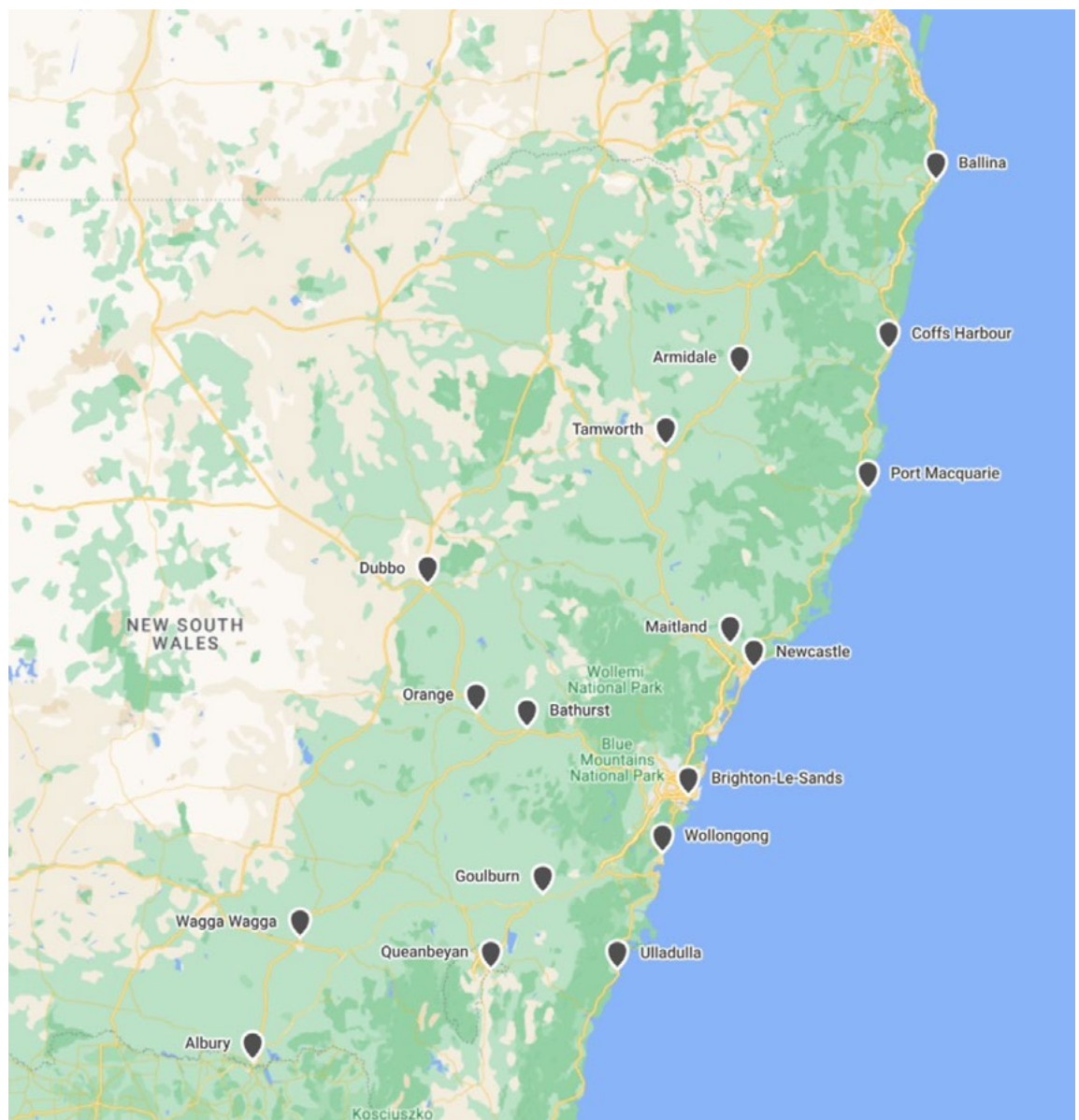
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# Working with industry

Engaging with stakeholders and the industry is something that provides the Commissioner and his team an opportunity to listen and understand each location's unique situation.

Over the past 12 months, the Commissioner and his team have visited numerous locations across NSW. Stakeholder events consisted of industry information sessions, one-on-one workshops, driver pop ups, conferences and meetings with local councils, police and other community organisations.





# Working with industry





# Coonamble NSW



# Case study

## Working with regional communities to support safe services and keep services on the road – Carol from Coonamble



In regional and remote towns in NSW, access to public transport options can be limited, especially compared to larger city centres, making the availability of safe point to point transport important to many communities.

The Commissioner is committed to ensuring regional areas have access to safe point to point transport services, and has staff based in Dubbo, Wagga Wagga and Grafton who travel widely across NSW. He and his team are also often on the road listening to regional communities to understand their often-unique needs.

This year, Commission staff heard about the work of Carol Stanley, a local Coonamble legend, who was providing booked services to local Coonamble residents in her 12-seater van.

Coonamble had no other point to point transport and Carol's transport service was vital for taking locals to doctors' appointments, shopping and to and from a night out on the town – payment being a voluntary donation. Due to the nature of Carol's services, she did not realise she needed to be authorised as a service provider under point to point transport law.

Anyone taking bookings for a fare must be authorised by the Commissioner and they must have systems and processes in place to ensure the safety of passengers, drivers and the public.

Carol was more than willing to become authorised, and the Commissioner wanted to support her to do so as efficiently as possible. The local community, local council and police were also keen to keep her on the road and doing what she loved.

Commission staff explained to Carol what it meant to be an authorised service provider, how to apply for authorisation, and her safety obligations, including keeping a record of her bookings, having a Safety Management System and appropriate insurance. Due to the streamlined nature of this process, Carol was quickly authorised and soon back to providing safe services to everyone in Coonamble.

We also worked with Carol, Coonamble Council and Transport for NSW to help identify grants to support Carol's work.

The Commissioner appreciated Carol's willingness to become authorised and her co-operation in this process and was pleased to be able to work with the local community and Transport for NSW to support ongoing access to safe passenger transport in Coonamble.



# Ensuring industry compliance

Holding all service providers to account for their safety obligations – regardless of their business model, size or geographic location.

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. This is supported by the Driver Vehicle Dashboard and other online safety tools, smart CCTV, education, safety campaigns, online short courses and toolkits

With new taxi licensing laws coming into effect on 1 August 2023, the Commissioner is continuing to educate and hold industry to account for their safety obligations, which have not changed.

## 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
- highly visible on street operations to deter illegal and unsafe driver behaviour
- covert and plain clothes compliance operations
- joint operations with the NSW Police and Transport for NSW
- investigations and prosecutions.



# Compliance activity



## Notices

Improvement	852
Prohibition	119
Penalty Infringements	2249



The on street compliance team undertook 2220 taxi compliance checks and 3271 checks of hire vehicles – including rideshare – across metropolitan and regional NSW.

TRO  
ALTY







NO STOPPING

NO STOPPING

5491  
VEHICLE  
CHECKS

## Audits and advisory visits

Audits (safety)	36
Advisory visits	228

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.

Throughout 2022/23, the team carried out advisory visits on newly authorised service providers and followed up audit results with service providers.

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, the Commissioner takes 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.

## On street operations

The Commissioner's on street compliance team of Authorised Officers conduct highly visible and plain clothes operations across NSW to detect and prevent breaches of the point to point transport law.

These operations take place during major events such as World Pride 2023 and Vivid in Sydney and across the state at events such as Splendour in the Grass, Parkes Music Festival and the Wagga Wagga Gold Cup.

Authorised Officers also maintain a significant presence during major metropolitan sporting and music events, including the NRL, AFL, City 2 Surf, Harry Styles concert, Ed Sheeran concert,

along with targeting high traffic areas such as Sydney Airport. This year there has been a particular focus on fare-related breaches.



## Safety Management System

All service providers are required to have systems and processes in place to ensure journeys are as safe as possible for drivers, passengers and the public.

Before applying for authorisation, new applicants must complete a declaration that they have appropriate systems and policies in place.

Education materials are available through the Commissioner's website to help ensure individuals and businesses understand their obligations.

This includes a short online course for new applicants, which details the safety and administrative responsibilities of a service provider and any specified conditions.

The online course includes checks to ensure prospective service providers have a clear understanding of their safety obligations and legal responsibilities.

## 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.

Over the past year the Commissioner's team of Authorised Officers conducted compliance activities throughout regional NSW including at events such as the Autumn Racing Carnival, Tamworth Music Festival, Bathurst 1000, Newcastle 500, Albury Gold Cup and the Wagga Wagga Races.



## Commissioner's regional presence





## Body-worn cameras

Body-worn video cameras are known to provide safety benefits for law enforcement officers.

The Commissioner's Authorised Officers are trialling body-worn cameras during field compliance activities, to better understand the potential safety benefits.

We anticipate body-worn cameras will assist in de-escalating potential safety risks and support written records required by Authorised Officers, providing an additional source of information or evidence.

During the trial, Authorised Officers will seek the consent of the person being filmed, except in the circumstance where there is an immediate risk to health and safety.

## Joint Operations with NSW Police and Transport for NSW

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

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.

Authorised 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 NSW Police and Transport for NSW.

## Passenger service levy obligations

Taxi and booking service providers –including rideshare –are required to pay a levy for each passenger service transaction (trip) they carry out. Until 30 June 2023, the levy was \$1 per trip (increasing to \$1.20 from 1 July 2023).

Service providers must lodge a monthly levy return, which can be submitted easily through the Commissioner's Industry Portal.

Service providers who do not keep records of bookings accepted and trips carried out risk penalties of up to \$110,000, while failure to pay the levy could result in the cancellation of a service provider's authorisation.

Recent changes to point to point transport law mean service providers will now also be liable to pay penalty tax and interest if they have underreported their liability.

Information to help service providers understand their obligations can be found on the Commissioner's website.

## Passenger service levy investigations

The Commissioner's Sanctions team conducted 49 passenger service levy investigations on taxi and booking service providers –including rideshare –during the 2022-23 financial year.

The Sanctions team conducts investigations to ensure service providers are lodging levy returns that accurately reflect the number of trips carried out each month.

These investigations found that more than 1 million trips had not been reported –amounting to more than \$1 million in outstanding levy liability payable to Revenue NSW.

# Joint operations





# Easier industry services



## Transition to new licensing system

New licensing laws are making it easier to become a taxi operator, with new annual taxi licences available upon application through the Commissioner's website or through a MyServiceNSW account.

Under these new laws, taxi licences can no longer be sold, transferred or leased, and the person or company who operates a taxi will need to have a taxi licence in their name.

From 1 February 2023 the Commission managed the transition to a new taxi licensing framework for operators of existing services and taxi licence owners who already had a registered vehicle on the road.

The transition ended in July 2023, with the new taxi licensing framework coming into effect on 1 August 2023.

Of the more than 5000 taxis operating in NSW as at 1 February and eligible to transition to a new licence in advance of 1 August, more than 99 per cent had done so by the end of the transition period.

## Supporting industry during the transition

The Commissioner communicated these changes to industry through direct email, informing them of the extensive library of materials on the Commissioner's website. This included fact sheets, Q and A documents, webinars, instructional videos and online short courses. Industry information sessions were held throughout regional and metropolitan NSW.

## Driver licence tenure exemption

Industry representatives continue to report a shortage of drivers here in NSW – as they are in other jurisdictions around Australia.

In response to an industry submission, and with consideration to road safety analysis undertaken by Transport for NSW, the Commissioner introduced a temporary change to driver licence tenure requirements in October 2022.

This change has made it easier for people who stopped driving during the pandemic to re-enter the industry – and around 1000 drivers have returned to industry since implementation.

The temporary Regulatory exemption is in place for 18 months until April 2024 and allows people who have held an unrestricted Australian driver licence for a period of 12 months in the previous 4 years to provide passenger services – rather than 12 months within the last two years.

# Transitioning to a new licensing system





The Commissioner continues to make industry services easier by improving customer experience and increasing the range of services offered online, as well as enhancing digital capability.

## NSW Digital ID

We're working with Service NSW to introduce simpler pathways to securely verify our industry customers.

From September 2023, taxi licence holders can manage an existing taxi licence or apply for new taxi licences through their MyServiceNSW account.

They will no longer need to upload proof of identity documents to identify themselves or remember a second set of login credentials for the Industry Portal.

This also means the Commission will no longer need to collect or store sensitive identity documents from these customers.

We will continue to work with Service NSW to broaden the range of services available to point to point businesses and individuals through a MyServiceNSW account.

Digital registration renewals streamline plate management and make it quicker and easier to get taxis on the road and keep them there. Digital ID and online taxi licensing make it easier to manage or apply for taxi licenses.



## Industry service and advice

The Commissioner's Industry Contact Centre (ICC), is a dedicated team of point to point transport specialists who are available to support the industry by answering questions and providing further information. The ICC assists everyone in the industry by supporting them to understand their safety obligations and manage their business requirements. This financial year the ICC received more than 16,500 enquiries.

## Driver Vehicle Dashboard

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

Service providers can 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 170 million online checks, with more than 35 million checks run on drivers during 2022-23 and more than 30 million on vehicles.

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.

# Industry service and advice





# Case study

Application programming interface (API) -making it easier for industry to run safety checks



In response to feedback from the industry, the Point to Point Transport Commissioner introduced an application programming interface (API) to improve the Driver and Vehicle Dashboard.

This new technology enables authorised users of the Dashboard to check driver and vehicle statuses via a securely automated request rather than manually logging into the portal each time.

Requests made via the secure API return close to real-time responses, allowing the authorised users to integrate requests to the Dashboard with their own driver and vehicle databases. This new ability allows more frequent and consistent checking, increases efficiency and supports a safer point to point transport industry.

## Industry Portal

Our Industry Portal — accessed via the Commissioner’s 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.

## 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.

## 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 short courses, instructional videos, fact sheets, interactive checklists, toolkits, infographics and podcasts.

## Online short courses

Our online training courses help industry members better understand their obligations and are accessible anytime, anywhere, on any device.

There are currently six online courses made up of 22 separate lessons including topics such as disqualifying offences, the passenger service levy, and information on becoming a taxi or booking service provider.

A recent analysis of how the industry is using the short online courses shows people regularly log in to maintain an ongoing awareness of their safety obligations. This analysis will guide future updates to existing courses and the development of new courses.

## Educational videos

This year a suite of new videos was developed to help the taxi industry understand and transition to the new licensing scheme. This included a demonstration video on how to apply for a taxi licence, and a message from the Commissioner explaining the new taxi licensing laws.

## Toolkits and checklists

Interactive toolkits and checklists are available for industry to download from the Commissioner’s website, covering driver onboarding and management, safety audits, fatigue management, registration and insurance, reporting, and wheelchair accessible vehicle driver competency. These toolkits continue to remain popular across the industry, particularly the Assistance Animal Toolkit, which educates industry on their safety obligations relating to assistance animals.

## Podcasts

People can listen to podcasts on the go or watch them on a phone or desk top, making them an easy and effective way to learn more about industry obligations.

The Commissioner’s podcast series, Get to the Point, currently has two episodes available via the website – one on assistance animals and one on community transport. All podcasts feature industry representatives, such as drivers, service providers, and stakeholder organisations as well as subject matter experts. More podcasts will be available in early 2024.



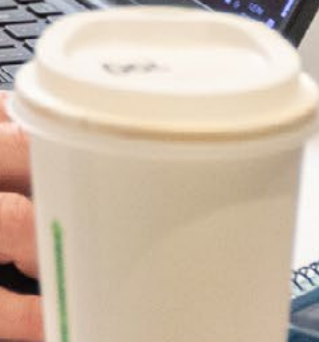
# Educational content





Meeting / together / to  
collaborate / work / together / to  
achieve / accomplish / to / better

We appreciate you being here  
today to discuss these important  
topics, particularly in the context  
of the Point to Point Transport





# Future readiness

Ensuring our regulatory framework remains fit for purpose and ready for new technology and business models.

## Changes to our regulatory framework

NSW Government reforms to point to point transport continue to contribute to the creation of a more adaptive, innovative and competitive market, providing benefits to both industry and passengers.

In November last year, NSW Parliament passed new laws intended to help the point to point transport industry provide more choice and availability of services for passengers.

This included removing limits on numbers of licences and making new annual licences available for an administrative fee via the Commission's Industry Portal.

The Commissioner will continue to work with our industry and government partners, and provide advice to the NSW Government, to ensure our regulatory framework remains relevant, fit for purpose and facilitates industry growth and development.

## Industry use of technology

Technology is changing rapidly and the point to point transport industry continues to evolve, with the trial or introduction of new businesses and business models.

New technology will continue to improve the safety of all vehicles and offer solutions to safety concerns, such as fatigue.

Advancements will deliver benefits to the entire point to point industry, including drivers and passengers.

For example, facial recognition and near field communications may offer solutions to make interactions between drivers and passengers safer by confirming the identity of the parties involved in a trip.

Connected and automated vehicle technology continues to advance and is already appearing in vehicles on the market today.

As vehicles progressively become more autonomous, these developments will bring safety benefits as well as risks that will need to be carefully managed.

The NSW Government is working with the state, territory and federal governments on reforms to achieve end-to-end regulation – enabling trials of this technology and preparing for a more automated future.

The Commissioner will continue to monitor developments in technology and regulatory reforms and work with our industry and government to ensure our regulatory framework is ready for new technology and business models.

# Industry use of technology













## Point to Point Transport Commissioner

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