



# Welcome to 2024 Transcript

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Hello, I'm Anthony Wing, the Point to Point Transport Commissioner. Welcome to 2024.

Last year we saw significant growth in the industry, with over 68 million point to point transport trips, which is a substantial increase from the previous year. Taxi licensing changes also led to a 5% growth in licenced taxis since the 1st of August.

My compliance team take a balanced, risk-based approach when undertaking compliance activities of taxi, rideshare and other services. Last year, my on street compliance team undertook more than 5400 vehicle checks across NSW, and over the recent holiday period I had more authorised officers on street than ever before; conducting a mix of both covert and overt operations. It is clear it is the minority who choose to do the wrong thing. My team will continue to provide education and enforcement to ensure safe journeys for all.

The point to point transport law has strong safety standards to ensure the safety of passengers and drivers. Anyone driving a hire or rideshare vehicle, or a taxi, must clear a series of background checks before they can provide passenger services. Also, service providers must meet vehicle standards to ensure vehicles are appropriately registered and safe to be driven on the road. I am pleased to report that approximately 70 million driver and vehicle checks were done last financial year by service providers through my Driver Vehicle Dashboard, providing an additional safety measure to assess ongoing driver eligibility and vehicle safety.

Since the Taxi Fare Hotline was established in November 2022, we have passed on more than 2300 complaints to service providers. Pleasingly, around 90% of these have been resolved. I would like to acknowledge the work that taxi companies have done to action these calls and seek resolution quickly. We know it's a minority of drivers involved, but we will continue to clamp down on this behaviour.

And while we have seen some new wheelchair accessible vehicles in Sydney and across the state, which is good, it is true that wheelchair accessible vehicles have not come back on the road in as greater a number as other vehicles. I will continue to work with people with disability, industry and disability groups 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 to better understand their safety obligations. We ran the first in a series of community stakeholder events in Dubbo.

Engaging with stakeholders and the industry is something I value as it provides me with an opportunity to listen and understand each location's unique situation. Over the past 12 months, my team and I have visited numerous locations across NSW. This year I once again look forward to talking and listening to the industry.

Safety is my top priority. I'd like to thank everyone in the industry for their commitment to safety. I am confident that this year will be another successful year working towards safer point to point transport in NSW.

Thank you.