

VTA Industry Day

12 September 2017



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Meeting Overview

Commercial Passenger Vehicle Industry Act 2017

Reform Implementation:

- Transition Assistance
- Licence Conversions
- Low Cost Licences
- Booking Service Providers

New Initiatives

TSC Compliance Strategy

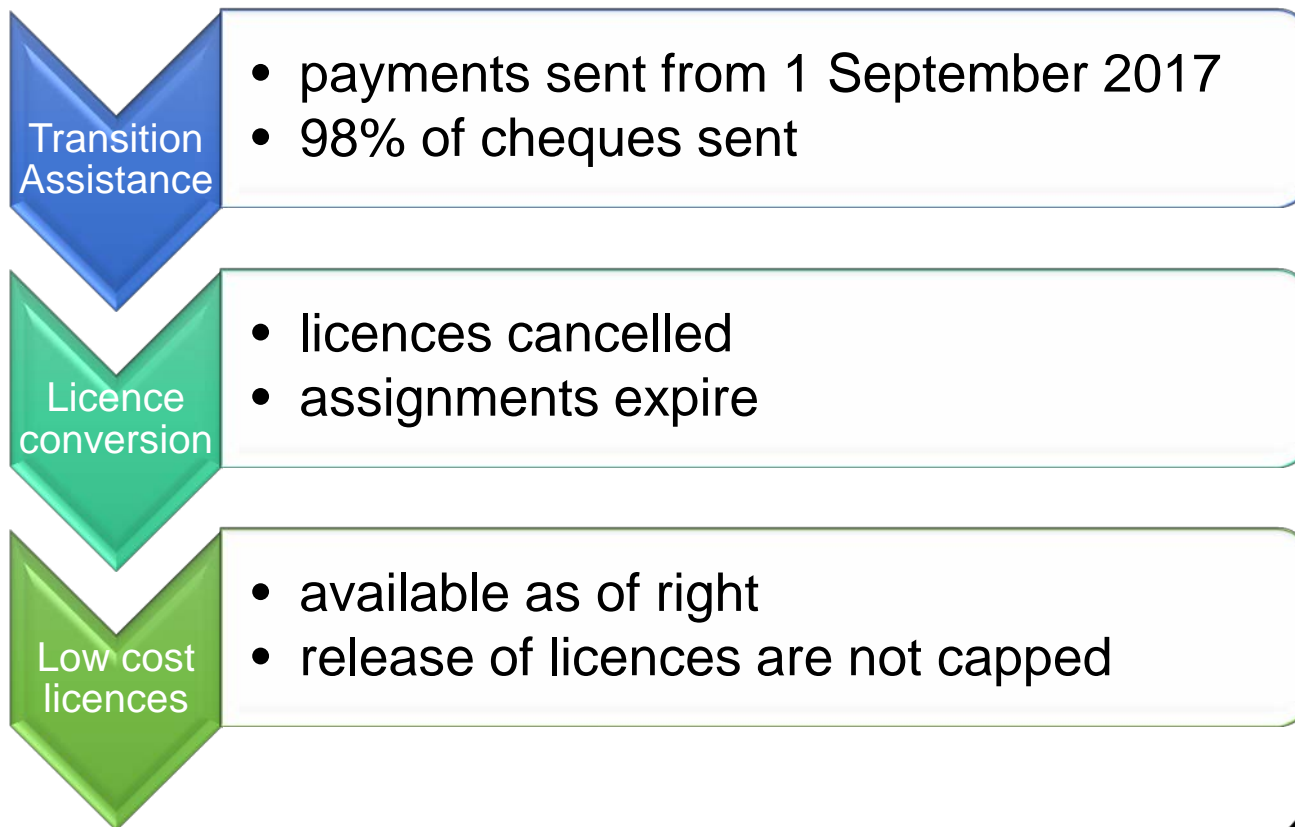
Road Ahead

Questions

Commercial Passenger Vehicle Industry Act 2017

- Introduces low cost taxi and hire car licences.
- Removes special purpose (SV's) & restricted hire (RH) vehicles.
- Abolishes perpetual and fixed term taxi licences.
- Grants licences to operators and assignees of perpetual and fixed term taxi licences.
- Creates trip levy framework.
- Establishes Booking Service Providers (BSP's).

Reform Implementation



Transition Assistance

- Subject to strict audit controls.
- Transition Assistance process and exceptions managed by TSC.
- Seek independent financial advice.
- Calculations based on four most valuable licences.
- For more information refer: DEDJTR website
<http://economicdevelopment.vic.gov.au/transport>

Licence Conversions

- Commence following Transition Assistance payments being made.
- New taxi and hire car licence operating conditions will apply.
- Owner operators and assignees will automatically be issued with a new annual taxi licence.

Licence Conversions (cont'd)

Current licence category	New licence category
Urban Fixed Term (UF), Urban Taxi prior 2003 (UT)	Urban Taxi Annual (UTA)
Urban WAT Fixed Term (UF5), Urban Taxi WAT Fixed Term (UT5F), Urban Taxi WAT (UT5)	Urban Taxi WAT Annual (UTA5)
Regional Taxi Fixed Term (RTF), Regional Taxi prior 2003 (RT)	Regional Taxi Annual (RTA)
Regional WAT Fixed term (RT5F), Regional WAT Taxi (RT5)	Regional Taxi WAT Annual (RTA5)
Country Taxi Fixed Term (CTF), Country Taxi (CT)	Country Taxi Annual (CTA)
Country Wheelchair Taxi Fixed Term (C50F), Country Wheelchair Taxi (C50)	Country Taxi WAT Annual (CTA5)
Metropolitan Fixed term (MF), Metro Taxi (MT), Peak Service (PS)	Metro Taxi Annual (MTA)
Metropolitan WAT Fixed term (MF5), Metro Taxi WAT (M50, M51, M80)	Metro Taxi WAT Annual (MTA5)
Country Hire (CH), Metropolitan Hire (MH)	Victorian Hire Car
Restricted Hire (RH), Special Purpose (SV)	

Low Cost Licences

- Moving to an online application process.
- Available as of right.
- Specific requirements for taxis to remain.
- Opportunity to supplement existing fleet.
- Process to be streamlined.

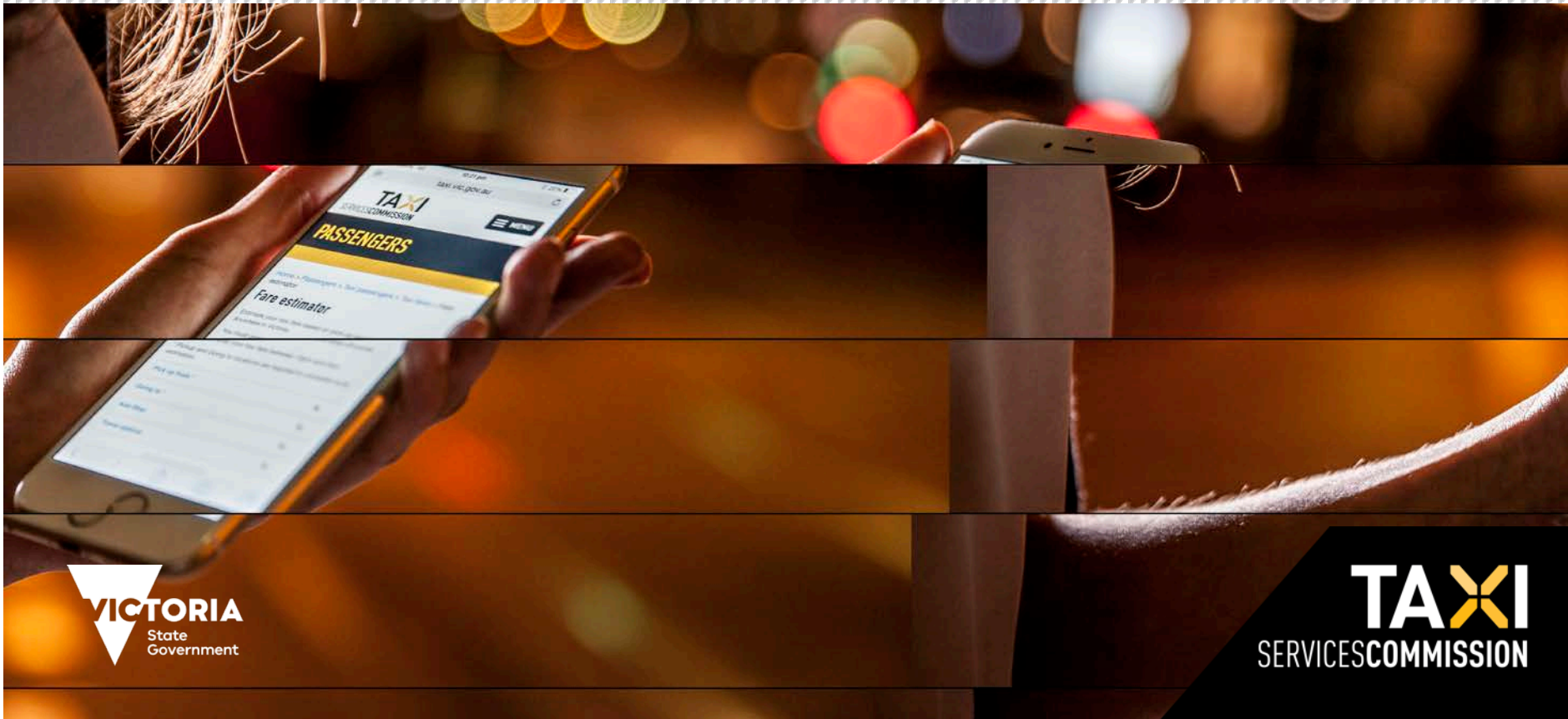
Taxi & Hire Car Licence Conditions

- Specific requirements for taxis to remain.
- Licence conditions consolidated.
- Obligations continue in respect to vehicle inspections (inspected in last 12 months / must always be roadworthy).
- Obligations on licence holder to advise TSC of changing circumstances.

Booking Service Providers

- Existing Network Service Providers (NSP's) to be deemed Booking Service Providers (BSP's).
- No change to current requirements.
- TSC will accredit new BSP's over time.

New Initiatives



New Initiatives



Online driver accreditation applications:

- user acceptance testing (IIG)
- rollout



THESE ARE DOCUMENTS YOU NEED TO UPLOAD

Step 1:
Add documents to your upload list

-  Add Medical Certificate
-  Add Proof of Identity Document(s)
-  Add Name Change Document(s)
-  Add Driving History Document(s)

1. Personal details 2. Address details 3. Driver licence details 4. Identity document 5. Declaration & consent 6. Review your application 7. Payment

Payment

Application for driver accreditation \$73.20

Order Total \$73.20
GST \$0

Card number
XXXXXX XXXX XXXX XXXX

Expiry date MM / YY CVN (1) XXX

[Previous](#) [Pay now](#)

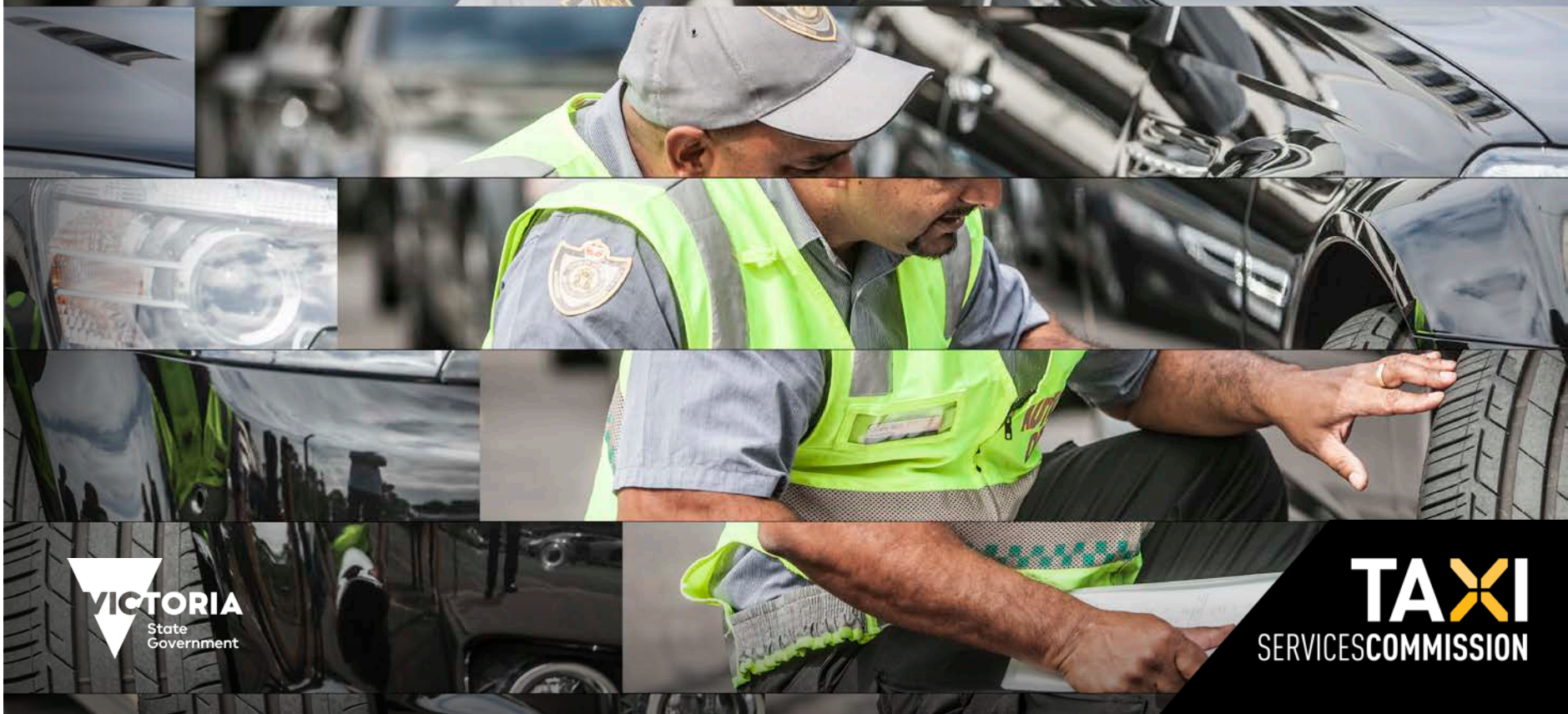
New Initiatives (cont'd)

Online vehicle licence applications:

- similar process
- no need to visit TSC (individual applicants)
- larger fleets to work with TSC



TSC Compliance Strategy



Compliance Pyramid

Behaviour/Attitude

We believe that you do not want to comply or are wilfully negligent

We believe you do not want to comply but will if we pay attention

We believe you genuinely try to comply but do not always succeed

We believe you are willing to comply

Compliance

We use the full force of the law

We deter non-compliance through detection

We assist you to comply

We make compliance as simple & straightforward as possible, & supply guidance & advice when required

How we might respond

Prosecution, licence suspension or cancellation, fines & pecuniary penalties

Auditing, intelligence, inspections, monitoring, formal warnings, infringement notices & fines

Guidance, information, templates, codes of practice, simplified compliance & notices

Providing guidance, online services, longer licensing, compliance cooperation agreements & collaborative initiatives



We encourage, support and promote excellence & responsibility that goes beyond just complying with the law

We use regulatory tools to sustain downward pressure to increase compliance & discourage non-compliance

Compliance Approach

Public safety

- public safety is a priority
- risk to public / risk based approach

Safe
accessible
disability
transport

- ensure safe and accessible disability services
- safe-guards for this sector (including fraud)

Consumer
protection

- service provisions/agreements
- communication/calculation of correct fares, fees and charges

Technical /
operational
responsibilities

- ensuring taxi's meet technical, equipment or other requirements (specific to operating within a zone)

What are we doing now?

- Primary focus on safety and risk to the public.
- Ongoing monitoring and education approach supporting voluntary compliance.
- On-road compliance activities and actions (as appropriate) being undertaken.
- TSC working with new market entrants regarding industry compliance and obligations.

What are we doing now? (cont'd)

- Regular commercial passenger vehicle driver checks and vehicle inspections being conducted (Airport, CBD, metropolitan area).
- **508** unlicensed commercial passenger vehicle driver interventions undertaken (late August / early September 2017).
- **76%** possess current driver accreditation with 4% (applications pending).
- If vehicle unsafe and driver has previously had their accreditation cancelled - then full weight of the law will be applied.
- Unsafe vehicle penalty (**\$396**) / unauthorised operating (**\$1903**).

Road Ahead



Road Ahead

- Abolish vehicle licensing and replace with a vehicle registration system.
- Introduce fare flexibility in metropolitan/urban taxis.
- Removal of zones across Victoria.
- Introduce consumer protections.
- Driver protections.

Road Ahead (cont'd)

- TAC premiums.
- Easy transition from taxi to hire car (if majority of work pre-booked).
- Flexibility in business model, service offerings, fares and operations.
- Not locked in to just taxi or hire car.
- Open market to best meet demand and the needs of the travelling public (seasonal, events etc).

Questions



Thank you

