



Key Strategic Objectives of the Traffic Commissioners for Great Britain

As independent specialist regulators we promote safe, fair, efficient and reliable passenger and goods transport through effective and efficient licensing and regulation of the commercial vehicle industry. We want to be recognised by our stakeholders as proportionate, accountable, consistent and transparent in our approach.

To achieve these goals, we have set two key strategic objectives taking us through to April 2019:

- **Objective 1: Deliver a modern, effective operator licence regime that ensures operators are fit to hold a licence whilst minimising the regulatory burden on the compliant.**

We will focus on:

1. A value for money licensing process.
2. Faster processing of applications.
3. The development of process improvements to ensure that only compliant applicants gain entry to the licence regime.
4. A modern licensing regime aligned with the “digital by default” intentions.
5. Working with DfT on the removal of the legislative barriers to faster application processing.
6. Working with DVSA to review operator licence fees in line with the Motoring Services Agencies Strategy 2016-2020.
7. Understanding user needs.

We will deliver:

1. Quarterly publication of application processing times by December 2016.
2. Implementation of a joint SLA with DVSA for the service provided to the industry by April 2017.
3. Decisions on applications by compliant operators reduced to 7 weeks by April 2017.
4. Decisions on applications by compliant operators reduced to 4 weeks by April 2019.
5. All operator licensing functions digitally by April 2019.

- **Objective 2: Promote a safe road transport industry which supports compliance, fair competition and protects the environment.**

We will focus on:

1. Working with other enforcement agencies to target and remove the seriously and serially non-compliant drivers and operators (defined at Annex A) from the operator licensing regime.
2. Taking proportionate regulatory action against non-compliant operators and drivers.
3. Maintaining clear statutory guidance on what traffic commissioners expect of operators and drivers.
4. Developing data sharing processes to support effective use of information with other enforcement agencies.
5. Greater transparency with regard to our decision making.

6. Maximising the effectiveness of our decisions by communicating common themes to drivers and industry.

We will deliver:

1. Online publication of our written decisions by April 2017.
2. A review of TC sanction effectiveness, completed by October 2017.
3. By July 2017 Public Inquiries will be listed for a full hearing within 12 weeks of being referred by the traffic commissioner.
4. Implementation of an enforcement SLA with DVSA by October 2017.

Strategic Challenges

The stated objectives rely upon the service provided to TCs by DVSA and the support of the Department for Transport. For this reason, we highlight that the delivery of these objectives faces three key challenges:

- Fee reformation: - fee reform is required in order to support the necessary investment in the IT infrastructure to deliver up-to-date services and ensure that the cost of the regime is proportionate to the burden operators and applicants place upon it.
- Recruitment: - The current recruitment process causes substantial delays in the employment of skilled and knowledgeable staff and undermines the resilience of the Offices of the Traffic Commissioner.
- Legislative reform: - A number of improvements to the regulatory approach can only be delivered through legislative change and we will continue to engage with the Department for Transport to emphasise the need for these reforms in order to allow us to modernise the regulatory regime.

We will keep our objectives under review and we will work together with stakeholders on this challenging agenda because we recognise that effective collaboration can help us perform as specialist independent regulators and deliver efficient, effective and consistent regulation.

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Annex A: Definition of Seriously and Serially Non-compliant

The DVSA and TC Enforcement Liaison Group agreed the following definition for a seriously and serially non-complaint operator.

An operator that demonstrates:

- A pattern of extremely dangerous offending;
- Which indicates an increased and imminent risk to other road users; and/or
- Compromises the integrity of the Operator Licence regime.