



## **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 2021:

### **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:

1. Continue the initiative to support responsible transport businesses through the efficient provision of licensing services by implementing a target for OTC staff that there will be no applications outstanding for more than six months from the date of receipt, where that delay is in the control of the OTC.

We will implement review processes at regular intervals to monitor and drive down the numbers of outstanding applications so that the average processing times of applications for new licences and applications for a major variation to an existing licence are processed in an average of 35 working days by 31 March 2021. This is reliant upon the DVSA properly resourcing the traffic commissioner service.

2. Prepare for Great Britain leaving the European Union so that disruption to services can be minimised and can continue to be provided to agreed standards. We will do this by:
  - Reviewing guidance available to industry to ensure that it reflects the legal position;
  - The Senior Traffic Commissioner providing updated Statutory Documents;
  - Engaging with the Secretary of State and the Upper Tribunal to support the development of legislation and case law during the period of transition;
  - Supporting the development of Tribunal Rules that assist operators in the tribunal process;
  - Providing relevant support to the competent authority in the issuing of road freight permits;
  - Providing a single point of contact within the OTC for issues related to exiting the EU.
3. Review the capability of the Office of the Traffic Commissioner to support and deliver the statutory functions of traffic commissioners and to establish whether it is properly resourced by reference to:

- the standard of evidence provided to it in targeting non-compliant operators;
  - the licensing function for the processing of applications and maintaining licence records;
  - the compliance function for the preparation of tribunal casework and ensuring that non-compliant applicants and operators are held to account.
4. Improve the transparency of the income and expenditure of the fees generated by the operator licensing system so that the income can be properly accounted for and used in the improvement of the service.

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

We will:

1. Reduce the time taken for cases to be allocated a first hearing date at public inquiry by:
  - ensuring that all cases listed for a hearing before a traffic commissioner are allocated a first hearing date within 12 weeks, save where the interests of justice require it;
  - developing a mechanism to facilitate the transfer of cases between offices to enable the 12 week target to be met, whilst maintaining access to justice.
2. Seek an analysis of industry segmentation to enable traffic commissioners to more effectively target communication and educational resources to specific service users, particularly directed at those operators who do not already enjoy access to relevant information or organisations to assist them with compliance.
3. Revitalise the mechanisms for the communication of relevant information to traffic commissioners by enforcement agencies and other stakeholders.
4. Ensure that the tribunal facilities are fit for the purposes of a modern regulatory tribunal so that they:
  - are appropriately staffed and resourced;
  - comply with Article 6 of the European Convention on Human Rights and allow for fair proceedings and convey the independence of the traffic commissioners;
  - comply with the Equality Act 2010 and are therefore accessible for public transport users;
  - provide an appropriate level of security to all tribunal users;
  - can accommodate public hearings, whilst allowing adequate privacy for tribunal users and their representatives;
  - are compliant with all regulations relating to the storage and handling of personal data;
  - we will also investigate the viability of technology to enable virtual interlocutory hearings and report back by April 2020.
5. Review and modernise the methods used to measure the performance of local bus services through engagement with the industry and other stakeholders and issuing updated Senior Traffic Commissioner guidance to traffic commissioners and stakeholders.