



Traffic Commissioner Objectives 2021 – 2023

Our vision is to champion safe, fair, and reliable transport for passengers and goods

Our objectives

To deliver a modern and effective operator licensing regime that ensures operators are fit to hold a licence whilst minimising the regulatory burden on the compliant.

To promote and develop a safe road transport industry, which delivers compliance, fair competition and protects the environment.



Our priorities

Business Recovery

1. To ensure that the new relationship with DVSA delivers a licensing service, which is properly resourced to deliver the agreed performance levels.
2. To work with stakeholders to rebuild services in support of communities across Great Britain.

How we will deliver this:

- Developing the new working relationship with DVSA to ensure effective support and the efficient delivery of services.
- By promoting the target set by Ministers to determine applications within an average of 35 working days and for public inquiry cases to be listed for hearing within 12 weeks.
- Identify opportunities for the improved use of IT to streamline quality processes.
- Ensure that the tribunal facilities are fit for the purposes of a modern regulatory tribunal reflecting the efficiencies and new working practices developed during the coronavirus (COVID-19) pandemic.
- To seek a review of fees to ensure that a structure is in place where the burden is proportionate to the size of business and level of service received and to investigate how that might be used to deliver environmental targets.



Legislative Change

3. Seek legislative change for the benefit of the operator licensing system.

How we will deliver this:

- Investigate opportunities within the licensing system for reform which will contribute towards removing the cost of entry to the transport industry.
- Working with stakeholders to minimise the burden on responsible businesses on the integration of Light Goods Vehicles and 'longer semi-trailers' into the operator licensing system.
- Support innovation in the operator licensing system to prepare for future means of transport, such as autonomous and electric vehicles.



Local Bus Services

4. Support the delivery of improved local bus services and better journeys.



How we will deliver this:

- Integrate changes brought about by the National Bus Strategy.
- Review how performance of local bus services is measured by engaging with the industry and other stakeholders and promoting updated statutory guidance.
- Using the opportunities arising from the Bus Open Data service to improve local services.

Better Targeted Regulation

5. Ensuring the efficient use of resources to deliver compliance across all sectors.

How we will deliver this:

- Identify opportunities for the improved use of IT to assist with taking responsive action against the non-compliant.
- Helping the DVSA to deliver the high standards it has committed to deliver to our service users.
- Using our experience to assist in developing a risk-based management approach to enforcement.



Helping Compliant Businesses

6. We will support those we regulate, to comply and grow; making engagement accessible so that operators and drivers are provided with the information they require to manage their licences and meet safety standards.

How we will deliver this:

- Continuing our efforts to effectively target our communication and educational resources at service users, particularly those who do not already enjoy access to relevant information or other advice and to assist them with compliance.
- Improving the guidance available to operators and developing channels for engagement
- Ensuring fair competition through checks on the eligibility and the main operation of licence holders.
- Improving the transparency of the reasons for decisions in our publications.



Inter-dependencies

Traffic Commissioners do not operate in a vacuum. They are highly reliant on the support provided by the Department for Transport, the devolved administrations, the Driver and Vehicle Standards Agency and our stakeholders.

For this reason, we highlight that the delivery of these measures faces key challenges to ensure that the service is appropriately resourced and staffed, so it can function effectively. This requires a flexible and responsive approach from those we rely on.

Legislative change may also impact on our ability to deliver our functions. In this period we will work with stakeholders to mitigate the impact of the Mobility Package on our day to day services.