

Traffic Commissioner Objectives 2026 – 2029

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

Delivering a Better Service for Users

1. **To continue our work with DVSA to deliver a licensing service, which is properly resourced and delivers the agreed service to our users.**
2. **To work with stakeholders to better understand the service required by the communities of Great Britain.**
3. **Ensure that the users of our services can access clear guidance so that all information required for consideration can be provided at the first attempt.**

What success looks like:

- Determining goods and standard public service vehicle applications within an average of 35 working days.
- Determining applications for Section 19 and Section 22 permits within an average of 35 working days.
- Ensuring applications to register, vary or cancel a local bus registration service are processed or referred to a Traffic Commissioner within 10 working days of receipt of the complete information.
- Achieving a target for public inquiry cases to be listed for hearing within 12 weeks.
- Achieving a target for driver hearings to be listed for a date within 10 weeks of a Traffic Commissioner's decision to call that hearing, with a view to reducing this to 6 weeks by May 2029.



- Ensuring that clear and understandable support and guidance is available to users throughout the application process so that the need for additional processing is minimised.
- Identifying opportunities for the improved use of IT to streamline quality processes and working with DVSA in support of a modern tribunal function.



Engagement



4. Strengthen industry engagement to support compliance and promote road safety.

How we will deliver this:

- Work with transport consultants on the expectations of Traffic Commissioners so that they can offer the best possible service to their clients.
- Explore alternative methods of communication that further improves engagement with those who use our services.
- Continue working with stakeholders on improving the guidance available to operators in the voluntary sector.
- To ensure that our policies and understanding are informed from the perspective of the victims of road incidents to give us the best understanding of risk.
- Identify data that is already held within Government which could enable improvements in service provision or regulatory benefits.

A Traffic Commissioner Service Fit for the Future



5. Working with Government to ensure that the Traffic Commissioner function remains modern and sustainable driving future road safety and regulatory efficiency.

How we will deliver this:

- Support the Government's Road Safety Strategy by using our expertise to inform policy development and a clear definition of the traffic commissioner role.
- Work with the Department for Transport to create a modern working environment that attracts and retains the best quality candidates into traffic commissioner and deputy roles.
- Work with industry stakeholders and Government to advocate for legislative reform that reduces unnecessary administrative burden and cost, while maintaining robust road safety standards.

Drivers

6. Supporting drivers through guidance, engagement and fair regulation while championing their welfare.

How we will deliver this:

- Continue to promote the benefits of driver welfare, their health and their safety and to embed these considerations within the guidance provided to operators and transport managers.
- Assess the effectiveness of the current starting points adopted following disqualification and identify opportunities for improvement.
- Strengthen engagement with drivers through modern, responsive and accessible communication methods.
- Work with the Sentencing Council to enhance understanding of the Traffic Commissioner's role in regulating professional drivers and promoting compliance with industry standards.



Inter-dependencies

Traffic Commissioners regulate the lorry and bus industries, in accordance with the legislation. Their approach is restricted to what the law allows, and any changes may impact on our ability to deliver those functions.



Traffic Commissioners work closely with policy officials in central Government and are highly reliant on the support and resource provided by the Department for Transport and the Driver and Vehicle Standards Agency.