



HOW NSW IS MAKING TAXI AND RIDE SHARE SERVICES SAFER

WITH ARXXUS

As ride share services and technology shake up the market, Transport NSW is sharpening its focus on safety with a new self-service portal

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“Passengers and drivers should always feel safe using point to point transport. Our serious incident and accident reporting tool plays a critical role in enabling us to ensure all service providers have systems in place for managing safety and complying with the NSW point to point transport law.”

Anthony Wing
Point to Point Transport Commissioner

PRODUCTS USED



Community Cloud



Service Cloud



EVERY RIDE A SAFE RIDE

The rapid rise of the ride sharing economy in NSW has created far greater choice in how people get from point to point. As many embrace the new systems, services and competitive fares, the NSW Government has responded to the changes by introducing industry reforms with a renewed focus on safe travel.

With a new government act and regulation in place, Transport for NSW is ushering in a new era of point to point travel centred around customer choice and convenience, greater industry autonomy and stronger safety standards.

REDUCING AND PREVENTING SAFETY ISSUES

Ensuring service providers meet their safety obligations under point to point transport law is the key focus of Point to Point Transport Commissioner Anthony Wing, the regulator for taxis and hire vehicles in NSW.

"The safety and welfare of passengers is my absolute priority," said Anthony. "It's critical that service providers meet their safety obligations under the law, to maintain customer confidence in the industry. Under the law, service providers are obligated to notify me as soon as possible of certain kinds of serious incidents and accidents that occur in the provision of their services including injuries requiring an ambulance or hospital treatment, major collisions,

police complaints alleging assault, or a driver being charged with a major offence while driving.

"To improve safety standards for passengers, it is vital that I not only understand these issues but also ensure the industry makes changes for the better."

360 DEGREE VISIBILITY

Taxis, hire vehicles and booking service providers are required to report certain accidents or incidents associated with their operations – referred to as 'notable occurrences' – to the Commissioner. To capture this information, the Commissioner has implemented a fast, simple and easy-to-use notable incidences reporting tool via the [Point to Point Transport industry portal](#).

With extensive experience in cloud-based solutions for government, Transport for NSW selected Arxxus to build a solution that offered 360 degree visibility – a self-service portal to give transport operators the ability to report accidents and incidents and improve their own safety; and a console to give the Commissioner a birds-eye view of all point-to-point transport.

FASTER, EASIER CAPTURING OF DATA

Arxxus built the self-service portal using the industry-proven Salesforce Community Cloud platform, simplifying business processes that would previously require contact with multiple government departments, such as the Roads and

Maritime Authority, Revenue NSW and Police NSW.

Using the portal, taxis, hire vehicles and booking service providers users can register, report trips, pay the Passenger Services Levy, provide feedback, report accidents and incidents in detail and even perform safety checks on their drivers and vehicles – all in the one place. Arxxus customised another self-service portal for taxi license owners, giving them the ability to easily renew taxi licenses, apply for new licenses and manage taxi license agents.

At the other end, this activity is monitored by the Commissioner via a console built using the industry-leading customer service platform, Salesforce Service Cloud. It gives staff a single view of all industry participants, allowing them to manage compliance issues, stay across notifiable occurrences and manage feedback, such as around the new Passenger Services Levy.

"With this system, we can seamlessly manage service processes end-to-end, as well as collect crucial data on Notifiable Occurrences for better safety planning," said Anthony. "It also gives the industry fast access to vital safety information, allowing them to check both drivers and vehicles before putting them on the road."