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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 08 April 2020

Time: 02:00pm – 02:45pm

Location: Skype Video Conference

Attendees

Al Martin (CPVV), Jonathan Anderson (CPVV), Michelle Thomas (CPVV), Siena Rossi (CPVV), Brendan Healy (CPVV), Brendan O'Sullivan, Thinh Nguyen, Greg Hardeman, Andre Baruch, Catherine McKenzie, Colin Wells, Guy Ragen, Jenn Ashton, John Lobwein, Maria Silos, Peter Valentine, Rajesh, Steve Armstrong, Toni Peters, Vijay, Pakenham Taxis, Numurkah Taxis.

Discussion

- Al Martin (AM) welcomed and displayed presentation for discussion and provided downloadable attachment for attendees.
- AM made the following comments:

Note: all comments made are true and correct as at this point in time.

- AM reiterated that DHHS is still the primary source for information/contact on COVID 19 advice.
- Stressed the importance of mental health during these circumstances and advised of links on CPVV's FAQs to access available support service providers.
- Announced that until further notice, all recurring fees for BSP's will be put on hold. Advised if further information is required to contact CPVV Customer Service Team via email or phone. Also advised that the FAQs will be updated with this information later today.
- Further advised that Public Transport and CPV services are still considered essential services in line with Stage 3 restrictions and are exempt from restrictions on passenger numbers; noting that some BSPs have done their own risk assessment and have put controls in place to protect their drivers.
- Advised the cross-industry taskforce has secured a supply chain for sanitising and cleaning products and have received some supplies; the aim is to distribute the goods as soon as possible but only to BSPs not drivers and vehicle owners.
- BSPs will fill out a form requesting products which will then be passed through to the task force to assess the request based on a variety of factors (eg. size of BSP, reasonable number of products requested, etc). CPVV aims to have the form available online by COB today.
- Confirmed that the taskforce will courier the goods and BSPs will be invoiced for the product and not the courier.
- Reminded BSPs the CPVV has no objections if they (BSPs) wish to recover costs but not to view the supply of products as a new revenue stream.
- Advised there are 5 weeks left of CPVV's weekly survey and encouraged all to participate and provide feedback for CPVV to continue understanding what is happening within the industry and to provide the information to government.
- Advised CPVV are continuing the trip data collection program and if anyone requires additional support to contact/respond to the data collection team. Stressed that the data is critical to assist in future planning.

- Advised that work on contingency planning is ongoing and across government; all government department agencies are directing their efforts towards supporting the COVID19 response.
- CPVV has made specific recommendations on how industry can be engaged to support ongoing contingency planning. Provided example where CPV's may be used over the Easter weekend to assist international travellers in moving to the next destination at the end of their quarantine arrangements – CPVV will provide more information if this occurs.
- Confirmed primary point of contact for COVID-19 information and queries is still DHHS. BSPs were also invited to contact the safety inbox if any concerns.
- Reported that there had been approx. 36,000 hits on CPVV's FAQs last week. CPVV will continue to update information daily to ensure it is useful to industry.

Questions from industry:

1. BSP asked to clarify if annual registration fees were being put on hold?
 - CPVV reply – AM confirmed all recurring fees are on hold.
2. BSP asked if cleaning supplies will be delivered by taxis or couriers.
 - CPVV reply - AM advised CPVV is not involved in this decision however, we can make a strong recommendation on what we should use.
3. BSP asked if there was any information or sources available for driver assistance packages.
 - CPVV reply – AM advised of information in FAQs and advised CPVV will provide links in a direct email to BSP.
4. BSP asked if supply chain process for sanitising and cleaning products could be more efficient or potentially be expedited?
 - CPVV reply – AM advised cross industry taskforce has taken up more time than anticipated however CPVV aim to have the form available online by today.
5. BSP asked if they were required to fill out the form as they had previously filled one out last week.
 - CPVV reply – AM advised the last form was not seen as a request, only a gauge for demand; BSPs will need to fill out new form for supply.
6. BSP sought clarity on when the form will be available.
 - CPVV reply – Confirmed CPVV team is working hard to make the form available today. AM advised notification – either via email or text – will be issued when form is available.
7. BSP asked how BSPs would be selected to transport those in quarantine to their next destination.
 - CPVV reply – CPVV has connected several BSPs with providers to support this program and has recommended that the work should be spread across the industry and across those organisations that have the capacity to support the work.
8. BSP asked if there are any plans to waive or defer the \$1 trip levy if drivers are struggling financially.
 - CPVV reply – CPVV are not responsible for regulation of the levy however BSPs are encouraged to fill out the survey with this feedback so CPVV can pass the information on directly to government.
9. BSP asked if there will be a specific location for supply chain distribution.
 - CPVV reply – Confirmed products will be distributed via a location only available to BSPs. Once BSPs receive their supply they are responsible for the distribution to their fleet.

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10. BSP asked if the COVID-19 Industry Update was recorded and available online.
 - CPVV reply – AM advised that we will not be recording these updates and if more information is required to check our FAQs or email the safety inbox.

11. BSP advised of delays for vehicle owners in securing payment terminals through CabCharge and asked if those owners can be exempted from the MPTP requirement.
 - CPVV reply – Confirmed it is a regulatory requirement to have a MPTP compliant terminal to operate as a taxi however if owners are experiencing issues they are invited to contact CPVV inbox and we will look into it on a case-by-case basis.

12. BSP asked for a copy of today's presentation.
 - CPVV team will issue after meeting has ended.

 - AM advised if there are any significant changes they will be communicated via email, social media or text message.
 - Any further queries or feedback to be directed to Safety Mailbox.
 - Meeting closed.