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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 22 April 2020

Time: 02:00pm – 02:30pm

Location: Skype Video Conference

Attendees

Al Martin (CPVV), Val McFarlane (CPVV), Michelle Thomas (CPVV), Siena Rossi (CPVV), Ali Warsmae, Brendan O’Sullivan, Paulina Bartnikiewicz, Thanh Nguyen, Greg Hardeman, Colin Wells, Jenn Ashton, Steve Armstrong, Toni Peters, Catherine McKenzie, Isaac Jeffrey, John Lobwein, Maria Silos, Crown Cabs, Andre Baruch.

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.

- Confirmed there are no new sources and that DHHS is still the primary source for information/contact on COVID 19 advice.
- Advised CPVV is observing a steady increase in social media followers.
- Reconfirmed all CPVV’s recurring fees for BSP’s are currently on hold and that discussions around long term decisions for those fees are still occurring.
- Clarified invoices issued after the state of emergency was declared in Victoria are also on hold. Advised this will be further communicated by CPVV more broadly over the coming week.
- Announced request order form for the cross-industry taskforce supply chain for sanitising and cleaning products is live and can be downloaded on CPVV website – AM acknowledged there was a delay in providing the form.
- Acknowledged positive feedback on the request order form for the cross-industry taskforce supply chain for sanitising and cleaning products. Confirmed only supply available at the moment is hand sanitiser - CPVV will update the form when as more products become available.
- Reconfirmed 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 BSPs should continue to do their own risk assessment and ensure drivers’ safety.
- DHHS and Victoria Police legal teams confirmed CPVV’s initial advice on the above point and advised CPVV is happy to facilitate passing on infringement notices to Victoria Police for review from drivers who were issued notices relating to the matter.
- AM reiterated that the stay at home orders do not prohibit more than one passenger in vehicles and that there is no liability on the driver whether the passengers are complying with that requirement or not.
- Thanked those who have been providing feedback through the CPVV weekly survey and reassured BSPs that the information is being shared appropriately with key stakeholders in assessing what measures can be put in place to support industry as a result of COVID19.

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- Advised CPVV has identified accounts of MPTP fraud in which the compliance and legal teams will pursue. AM encouraged BSPs who are supporting the program to monitor trends and advised CPVV will continue to monitor and take action where required.
- Shared statistics on CPVV's COVID19 FAQs page and advised we will continue to ensure relevant information for industry is provided; page has had in excess of 110,000 visits with the average visit time is 5min and 36 secs.
- Advised that CPVV's priority is to continue work on contingency planning and directing their efforts, along with all government department agencies, towards supporting the COVID19 response. CPVV also continues to work with the cross-industry taskforce and continues to make specific recommendations on how industry can be engaged to support ongoing contingency planning.
- Provided update on DJPR support program on transportation of the quarantined international travellers. Confirmed program has been successful and has expanded, more BSPs have been invited to support the work.
- Confirmed CPVV is continuing work on policy changes to support the industry on the COVID19 response; CPVV is preparing a range of policy options for the government to consider.
- AM reminded attendees to contact safety inbox for any questions or concerns and to visit CPVV FAQs and social media channels for any updates. Also reminded attendees that our contact centre is working as a call back system and will respond to enquires as soon as possible.

Questions from industry:

1. BSP asked AM to expand on CPVV's work on proposed policy changes.
 - CPVV reply – AM advised CPVV is continuously providing updates, data and statistics on what is happening in the industry to support decisions. Advised that a broad range of options are being considered and key decision makers are looking at what is appropriate for Victoria.
 2. BSP asked if any drivers have been reported with coronavirus and will BSPs be informed.
 - CPVV reply - AM confirmed drivers have been reported and advised as part of CPVV's process for those confirmed or suspected of being infected with COVID19, drivers accreditations are suspended and removed from the public register for the period of their quarantine. AM advised CPVV will not be announcing drivers who have been removed.
 3. BSP asked to elaborate on DJPR support program on transportation of the quarantined international travellers being opened to more BSPs.
 - CPVV reply – AM confirmed that DJPR has asked a number of BSPs who have been assessed as having the capability to support the work, given the specific requirements and volumes of work, in which they are looking to confirm a number of new provides to support that work within the next 24 hours.
 4. BSP asked if it was possible for CPVs who are transferring passengers in isolation to invoice the CPVV or Government instead of accepting CabCharge payments.
 - CPVV reply – AM confirmed that the intent is to provide an account model however a last minute operation requirement meant an interim solution via CabCharge until DHHS and DJPR were ready to transition to the account model.
- Any further queries or feedback to be directed to Safety or Customer Service Mailbox.
 - Meeting closed.