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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 20 May 2020

Time: 02:00pm – 02:45pm

Location: Microsoft Teams Video Conference

Attendees

Al Martin (CPVV), Jonathan Anderson (CPVV), Michelle Thomas (CPVV), Siena Rossi (CPVV), Greg Kazuro (CPVV), Ian Matthews (CPVV), Crown Cabs, Ali Warsame, Alice Nguyen, Anita Jenson, Brendan O'Sullivan, Greg Hardeman, Colin Wells, Guy Ragen, Isaac (Ola), Maria Silos, Paulina Bartnikiewicz, Peter Valentine, Russel (Evoke), Toni Peters, Stephen Armstrong.

Discussion

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

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

- Advised that DHHS is still the primary source for information/contact on COVID 19 advice - there are no new sources this week.
- Advised that CPVV's FAQs were last updated on 15 May 2020.
- Confirmed the correct terminology for the medical self-declaration policy change process that was implemented 13 May 2020.
- Based on feedback from industry, CPVV is working with the Cross-Industry Taskforce to distribute the guidelines for transporting COVID-19 positive passengers to broader Victoria.
- Advised it is not the intent for CPVV to provide training or PPE to industry on the guidelines, this is the responsibility of BSPs and their partners. CPVV's role is to work with DHHS, health care facilities and industry to ensure awareness of the minimum health and safety requirements and that service can be delivered safely and without posing a risk to drivers or the community.
- Reinforced the importance of building community confidence as it plays an important role to the industry recovering effectively from the COVID-19 pandemic. CPVV is aware of consumers concerns about the cleanliness and safety of public transport in a COVID-19 environment, this includes CPVs.
- Advised another potential control in addition to the trip data control discussed last week would consist of mandatory hand sanitiser for vehicles available for passengers and drivers.
- Discussed consistency of cleaning across industry; CPVV will provide strengthened communications on cleaning procedures. Suggested for BSPs to consider cleaning of high touch point areas after each trip in addition to daily deep cleans for best practice. Acknowledged majority of the industry is doing an excellent job and advised CPVV will take regulatory action against service providers who undermine community confidence through non-compliance with necessary hygiene standards.
- Shared MPTP statistics for week 20 2020:
 - MPTP trips are 66% lower when compared with the same week last year with a 6% increase on week 19 2020.

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- Advised non-MPTP trips multiple data sources are suggesting a slight increase in trip numbers in recent weeks.
- Provided update on MPTP fraud; CPVV has increased resources in the investigations team and has several active investigations ongoing.
- Discussed CPVV's changes to the management of camera downloads prior to the COVID-19 pandemic. During the pandemic, CPVV's compliance officers have restricted camera download activities to category 1 offences. Changes have been made in conjunction with Victoria Police to ensure all camera downloads are managed appropriately.
- Advised CPVV as an organisation will take a deliberate and staged return to our office at the appropriate time, details will be shared with industry as plans are developed. Invited attendees to provide feedback if there have been/are any issues with contacting CPVV whilst we work remotely.
- Confirmed a survey will be issued toward the end of next week to obtain feedback on the commencement of a broader forum, not COVID-19 related, where industry is able to come together to discuss wider issues.
- 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 COVID-19 response with focus on the potential controls and long-term management of health and safety in the services the industry provides.
- Reconfirmed CPVV fees remain on hold.
- Advised the collection of BSP trip data for the 2019-20 financial year will continue as it is essential for community safety in addition to being a potential control. CPVV will continue to work with BSPs who are having challenges with providing the data noting that CPVV is working towards 100% percent compliance.
- Discussed CPVV's role in facilitating collaboration and enforcement of COVID-19 management strategies.
- AM referenced the commencement of a potential broader forum and discussed CPVV's role as a regulator in those forums.

Questions from industry:

1. BSP sought clarity on CPVV's role on providing guidance in forums on specific issues for example. pandemic plans.
 - CPVV reply – AM advised that depending on the intent of the forum, it may not be appropriate for CPVV to attend. CPVV will support BSPs directly on matters such as risk registers and pandemic plans as CPVV is not able to share a BSP's information with other BSPs.
2. BSP referred to NSW's trailing of 'Sanitation Stations' for CPV's and asked if similar process will be adopted in Victoria.
 - CPVV reply – AM advised CPVV has been working with all jurisdiction regulators to share information and processes. CPVV is currently discussing with key decision makers the best approach in ensuring vehicle sanitation and will provide industry with more information when available.
3. Attendee asked how CPVV will be able to monitor cleanliness of independents and those who don't report to a BSP.
 - CPVV reply – AM clarified CPVV use several mechanisms to monitor independents including compliance officers, the CPVV complaints framework and the BSP trip data.

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4. Attendee asked CPVV to provide the percentage of independents in the industry to those that belong to a BSP.
 - CPVV reply – AM advised that from the total number of registered vehicles in Victoria, now in excess of 85,000 vehicles, only a small percentage of these operate independently however this figure changes monthly.
5. BSP asked if there were any other recommendations that BSPs can use to reduce risk in vehicles e.g. installing plastic shields between the driver and passengers, using masks/gloves, disinfecting spray, etc.
 - CPVV reply – AM advised there is a broad range of options available with many different combinations being used around the world. AM confirmed CPVV will be taking its advice from DHHS in Victoria. AM provided some information on plastic screens and reinforced that whatever COVID-19 specific safety measures were used they also needed to meet other vehicle safety standards such as not becoming a hazard in a collision. CPVV will continue to update its FAQs and share safety information as this information develops.
6. BSP asked how the proposed mandatory sanitisation would work.
 - CPVV reply – AM advised CPVV will monitor and enforce all safety requirements however discussions around the introduction of potential controls are still ongoing. AM reinforced that along with compliance and behavioural change by consumers, there are a number of measures/tools such as auditing, complaints from consumers and the use of CPVV's safety enforcement and compliance officers that can be used to ensure compliance. CPVV will also take regulatory action against those industry participants that don't comply.
7. BSP asked if CPVV has a list of accredited safety screen providers.
 - CPVV reply – AM will take this question on notice.
 - Any further queries or feedback to be directed to Safety Mailbox.
 - AM advised if there are any significant changes they will be communicated via email, social media or text message.
 - Feedback on the industry brief or suggestions on how to improve the industry brief are welcome at any time.
 - Meeting closed.