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Minutes of the CPV Industry Support Package

Date: 29 July 2020

Time: 9:30am – 10:15am

Location: Microsoft Teams Video Conference

Attendees

Peter Bon (DoT), Adam Dearing (DoT), Aaron de Rozario (CPVV), Al Martin (CPVV), Siena Rossi (CPVV), Ian Matthews (CPVV), Melissa O'Brien (CPVV), Michelle Thomas (CPVV), Ali, Alice Nguyen, Andre Baruch, Anita Jenson, Balvinder, Brendan, Catherine, Cauley Beetham, Colac Taxis, Colin Wells, Damian Murphy, Darryl Mark Traralgon, David Dezic, David Manson, David O'Donoghue, David Samuel, Double Black Alpine, Echuca Moana Taxis, Greater Shepperton Taxis, Greg Hardeman, Guy, Hardev Singh, Harry Katsiabanis, Isaac (Ola), John Lobwein, Karen Downie, Khai Ming Toh, Macedon Taxi Services, Maria Silos, Max, Mcavey, Mike, Mildura Taxis, Navpreet Dhanoa, Paulina, Peter Valentine, Rajesh, Rehman Habib, Rick Jones, Rob Brewer, Rob Whykes, Sam, Stephen Armstrong (VTA), Syeda Fatima, Toni Peters, Trevor, Tuna Guclu.

Discussion on CPV Industry Support Package – Peter Bon Department of Transport

- Peter Bon (PB) from the Department of Transport welcomed all in attendance and displayed presentation for discussion.
- PB made the following comments:

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

- On Friday, 24 July 2020 the government announced a \$22 million commitment to support the CPV industry through the pandemic period.
- The Government, including Department of Transport, worked with the Minister's Advisory Panel – Rod Barton MP and Steve Dimopoulos MP – in developing these initiatives.
- The support package includes:
 - A refund of levies paid for the June quarter – this will be implemented by the State Revenue Office.
 - Temporary increases to the MPTP user subsidy and lifting fee – to be implemented by Commercial Passenger Vehicles Victoria (CPVV).
 - Three grants programs – to be delivered by Department of Transport (DoT).
- Advised aspects of the support package will be rolled out from early August, with other components requiring a longer lead time.
- To support the cleaning and sanitisation of CPV's there will be some new cleaning standards which will be developed by CPVV.
- The first grant program is a 'Driver Depot Fee Subsidy' (\$6.3 million) and includes:
 - Subsidising Booking Service Provider fees for drivers that provide wheelchair accessible services for each 'active' vehicle associated in their fleet.

- Support the cost of monthly depot/association fees for vehicles, up to \$250 per vehicle for a three-month period, conditional on depot fees not being increased to ensure drivers receive the benefit.
- Subsidy will be effective 1 August, applied retrospectively and paid monthly.
- Expectation that eligible BSPs will assist in targeting communication to drivers.
- The second grant program is a 'Cleaning Grant' (\$3.5 million) and includes:
 - Grants to BSPs to support increased cleaning and sanitation of CPVs, supported by enforceable cleaning standards based of DHHS' public health advice.
 - Intend to scale payments proportionate to the size of each BSP fleet, and subject to audit.
 - Grants will be paid in one or two tranches depending on the size of the BSP.
- The benefits of the cleaning grants will be subject to major BSPs signing up to a Memorandum of Understanding to ensure levy relief is passed on to drivers.
- The third grant program is a 'Regional Essential Service Fund (\$1 million) and includes:
 - Essential service fund to support BSPs in regional communities where the local community relies on CPV operators.
 - Focus is on ensuring customers in regional towns – including elderly or people living with a disability – do not lose access to services.
- Advised next steps are:
 - DoT will develop eligibility criteria in consultation with the Government's Advisory Panel and refine industry data requirements for each initiative - DoT will provide further information in the coming weeks.
 - Advised CPVV will implement the MPTP changes from 4 August 2020.
 - Advised DoT and CPVV will confirm new cleaning standards and regulations.

Questions from industry:

1. Attendee asked who is responsible for monitoring and enforcing the cleaning standards.
 - DoT reply – PB advised the intent is for CPVV to monitor and enforcing the cleaning standards as they will be developed into a new regulation which will be consistent with any new/current advice issued through DHHS.
2. Attendee asked for clarification on how the grants are received.
 - DoT reply – PB advised DoT will provide further information on the distribution of the grants and noted that DoT's objective is to prioritise and facilitate these grants as soon as possible.
3. Attendee asked if the depot fee subsidy will be added to what BSPs are currently charging or if the expectation is that the subsidy comes off the depot fee meaning there is more money in the operator's pocket and no change to the BSP cashflow.

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- DoT reply – PB advised the government subsidy would come off the current fee. For example, if your fees are \$300, the government pays \$250 and the driver/vehicle owners pays the other \$50. The idea is allow drivers to remain in the industry and to maintain the cashflow for BSPs.
4. Attendee asked if the CPVV levy for June has been paid to the State Revenue Office, will it be adjusted, or will there be no action.
 - DoT reply – PB advised the fee will need to be paid and the State Revenue Office will then issue a refund.
 5. Attendee asked is the levy refund for both drivers and BSPs?
 - DoT reply – PB advised the benefits of the grants are subject to major BSPs signing up to a Memorandum of Understanding (MOU) to ensure the levy relief is passed on to drivers. Whereas the other grants are targeted at the BSP level.
 6. Attendee asked to clarify the levy relief process.
 - DoT reply – PB confirmed the BSP waits for the notice from the State Revenue Office in terms of how much of the levy will be refunded which is based on the number of trips that the BSP has conducted. Then it is up to the BSP to refund the levy received through to their drivers.
 7. Attendee asked when a notice will be received from the State Revenue Office.
 - DoT reply – PB advised the State Revenue Office will need to follow their processes and is unable to provide a timeframe.
 8. Attendee asked when the new cleaning and sanitisation standards regulations will come into effect.
 - CPVV reply – AdR advised CPVV will be working on implementing these as soon as possible. AM further advised the current advice from DHHS will be used and is available through the CPVV website.
 9. Attendee asked if there is a provision for different circumstances in relation to the relief levy.
 - DoT reply – PB advised DoT will ensure the government's intent of the levy relief being passed through to drivers is achieved and will address different circumstances as they develop the MOU.
 10. Attendee stated there is no allowance for depots to move depot fees back to a sustainable levy prior to the BSPs discounting them whilst waiting for a package.
 - DoT reply – PB advised the expectation is for the depot fee is to remain reduced to support drivers and BSP cashflows.
 11. Attendee asked how the levy is to be paid to the driver.

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- DoT reply – PB advised the State Revenue Office provides the rebate to the BSP in which it is then up to the BSP to refund the levy back to the driver.
- PB emphasised DoT's intention is to work with industry in obtaining information to ensure quick delivery of the support programs.
- PB thanked attendees for their time in attending today's briefing on CPV Industry Support packages and advised more information will become available over the coming weeks.

Discussion on MPTP Changes – Aaron de Rozario Commercial Passenger Vehicles

- Aaron de Rozario (AdR) from Commercial Passenger Vehicles commenced discussion regarding the temporary increase to the MPTP user subsidy and lifting fee.
- AdR made the following comments:

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

- Advised the changes have been announced for an initial 3-month period – from 4 August 2020 to 3 November 2020 – and include:
 - Increasing the MPTP subsidy to 70 percent.
 - Doubling the wheelchair lifting fee for WAVs to \$42.20.
 - Changes to the overall MPTP business rules.
- Further discussed the MPTP business rule changes noting:
 - MPTP subsidy to be based on price charged to MPTP member – this is no longer linked to regulated fare determination.
 - \$60 per trip cap is unchanged.
 - Individual member caps are unchanged.
 - Partial lifting fee for conventional vehicles carrying a fold-up wheelchair (presently country only) to be expanded to all commercial passenger vehicles.
- Price charges eligible for MPTP subsidy include:
 - Booking fees
 - Flagfall
 - Fare
 - Levy recovery charges
 - High occupancy charges
 - Late night or holiday fees
 - Tolls
 - Airport charges
- Price charges not eligible for MPTP subsidy include:
 - Non-cash payment surcharge

- Any fee charged that is not in relation to the CPV trip (e.g. tolls incurred on the way to collect a passenger; cleaning fees; return of personal items etc)
- Advised any discounts applied by the service provider must be applied prior to the MPTP subsidy discount being applied.
- CPVV will be communicating the changes to active MPTP users from Friday, 31 July 2020.
- Target implementation of the MPTP changes will begin at 3am on Tuesday, 4 August 2020.

Questions from industry:

12. Attendee asked for further information on the cleaning and sanitisation regulations that will be implemented by CPVV.
 - CPVV reply – AdR advised the regulation will be based on the current information provided by DHHS – reminded attendees the cleaning and sanitation information is available on the CPVV website. AM further advised BSPs and drivers need to keep accurate cleaning records to ensure the cleaning is occurring and standards are being adhered to as this will likely form part of the enforcement component.
13. Attendee asked if the ‘Regional Essential Service Fund’ program is only for the 3-month period or will it be ongoing.
 - CPVV reply – AdR advised the package has been approved for the 3-month period but may be reviewed for an extension.
14. Attendee asked if there was a reason the lifting fee was increased when most wheelchair clients are not demanding transport due to the current situation.
 - CPVV reply – AdR advised the initiative is designed so that wheelchair accessible vehicle drivers have a further incentive to prioritise wheelchair accessible vehicle trips over conventional trips and to ensure people are aware of a form of transport they can access if they need to make essential/critical trips.
15. Attendee asked if the expanding the MPTP subsidy program to accept deliveries is being considered.
 - CPVV reply – AdR advised CPVV is unable to comment if this is being considered and advised that it hasn’t been incorporated in this particular package.
16. Attendee asked if there were any changes to the \$60 cap.
 - CPVV reply – AdR advised the \$60 cap remains in place.
17. Attendee asked to clarify how the \$60 cap applies with the MPTP changes.
 - CPVV reply – AdR advised the MPTP subsidy has increased to 70 percent at a cap of \$60 per trip.

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- AM and AdR advised further information will be available on the CPVV website shortly.
- AdR thanked attendees for their time in attending the CPV Industry Support Package Brief.
- Meeting closed.