

# MINUTES

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## Minutes of the COVID 19 CPVV Industry Update Meeting

**Date:** 13 May 2020

**Time:** 02:00pm – 02:35pm

**Location:** Microsoft Teams Video Conference

### Attendees

Al Martin (CPVV), Jonathan Anderson (CPVV), Michelle Thomas (CPVV), Siena Rossi (CPVV), Val McFarlane (CPVV) Greg Kazuro (CPVV), Ian Matthews (CPVV), Crown Cabs, Ali Warsame, Alice Suchit, Anita Jenson, Greg Hardeman, Colin Wells, Darryl Marks Traralgon, Guy Ragen, Isaac (Ola), Jenn Ashton, John Lobwein, Maria Silos, Peter Valentine, Russel (Evoke), Toni Peters, Stephen Armstrong, Thinkh Nguyen.

### 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.

- AM advised that CPVV's FAQs were updated today to reflect the recent changes to the restrictions; changes are minor and are time stamped to clearly show updates. CPVV is seeking clarification from DHHS around driving instructors; information should be updated by COB 13 May 2020.
- Announced the approval of policy change for medical assessments; implementation begins on 13 May 2020. Further information will be available on CPVV website from COB 13 May 2020.
- Announced the operational procedures and guidelines for transporting COVID-19 positive passengers developed by the Cross-Industry Taskforce have been approved and will be made available on CPVV's website by COB 14 May 2020. AM encouraged attendees to review the guidelines even if they do not intent to transport COVID19 positive passengers as the information provided may still be of use to some BSPs.
- AM advised that as Victoria continues to move towards the easing of COVID-19 isolation restrictions, it is essential the CPV industry focus on building community confidence in CPV services as clean and safe modes of transport to ease customer concerns around cleanliness and safety of public transport reported in government surveys.
- Am advised CPVV will take regulatory action against service providers who undermine community confidence through non-compliance with necessary hygiene standards.
- CPVV continues to work with relevant stakeholders to recommend how potential controls can be operationalised and the impact that any controls may have on the CPV industry. CPVV will enforce the controls as community safety and public health is the priority and will ensure industry is well informed.
- AM discussed collecting BSP trip data for the 2019-20 financial year CPVV will continue with the collection of this data as it is essential for community safety.
- AM also advised trip data could be used as a potential COVID-19 control to support safety and public health. The control would require trip data to be recorded for every CPV trip to support contact tracing activities.

- Economic impact survey recommenced from 11 May 2020. AM thanked all who provided responses and encouraged all to participate and provide feedback for CPVV to continue to understand what is happening within the industry and to provide the information to government and key stakeholders.
- Shared MPTP statistics for week 19 2020:
  - MPTP trips are 68% lower when compared with the same week last year with a 1.3% increase on week 18 2020.
- Advised non-MPTP trips multiple data sources are suggesting a slight increase in trip numbers in recent weeks.
- 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 understanding the potential controls and how they will impact the industry.
- CPVV also continues to work with the cross-industry taskforce and continues to make specific recommendations on how industry can be engaged as a part of the COVID-19 response.
- Reconfirmed CPVV fees remain on hold.
- CPVV has commenced reviewing risk registers and pandemic plans to ensure BSPs are meeting their safety duty obligations within a COVID-19 environment. Thanked those who have already provided requested information and advised those who have not yet received a request to begin preparing.
- Advised 2020-21 notification of trip data requirements will be released no later than June 2020.
- CPVV continues to work with a range of technology companies for the specific purpose of identifying low cost technology solutions to assist small and regional BSPs in achieving their data collection and reporting obligations under legislation.
- Reminded attendees to regularly check CPVV's FAQs as they are updated as changes are made. Attendees were also advised to direct any further questions not covered in the FAQs to the Safety Inbox

## Questions from industry:

1. BSP sought clarity on when PPE will be available in line with the guidelines around transporting high risk and COVID19 positive patients.
  - CPVV reply – AM advised there are no changes to what the cross-industry task force has made available to industry. Advised the guidelines provide minimum requirements on what needs to occur from a safety perspective and advised they are intended for all parties to address and inform. The expectation is that if a health facility is asking for a patient to be transported, that they would make that PPE available.
2. BSP asked how to address data that is incomplete and incorrect eg: for taxi rank and hail passengers or passengers inputting incorrect details for numerous reasons, in regard to BSP trip data becoming a potential control.
  - CPVV reply – AM advised if this control is to be put in place, it would require behavioural change from both customers and industry. CPVV is making sure key stakeholders are informed of these challenges and are exploring potential solutions to ensure behavioural changes and correct data.
3. Attendee asked how CPVV will be able to enforce independents to comply with the accurate collection of BSP trip data becoming a potential control.

- CPVV reply – AM clarified the importance of collecting BSP trip data as it allows CPVV to identify independent drivers and vehicles. Clarified that the purpose of discussing these potential controls is to allow industry to start thinking about the challenges but also to give industry confidence that opinions are not being taken from uniformed positions. CPVV is informing key decision makers of these challenges. AM reconfirmed that the success of the control would require behavioural change from both parties and CPVV will deal with non-compliance on a case by case basis.
  - AM also added that CPVV are currently reviewing and preparing their enforcement strategy plans and are taking many factors into consideration to be able to enforce directions effectively within industry.
4. Attendee asked for an update on MPTP fraud.
- CPVV reply – AM was unable to provide a further update.
5. BSP sought clarity on COVID-19 controls that may be implemented.
- CPVV reply – AM clarified that BSP trip data is being discussed as a potential control to improve community safety to perform contact tracing. Public health experts believe they will be able to encourage people to use public transport, specifically CPV's, if controls such as contact tracing are in place. AM encouraged attendees to use the government's COVIDSafe App to assist with contact tracing within the CPV industry and the wider community.
6. BSP asked if DJPR has an indicative timeframe for the safe transport from quarantine operation.
- CPVV reply – AM advised there are multiple factors that are taken into consideration however the arrangement will continue to align with the federal government restrictions on international travel. AM advised he understands the arrangement is going well however DJPR are the decision makers.
7. BSP asked how others are dealing with the reduced take outweighing expensive and supporting driver do to lack of work.
- CPVV reply – AM acknowledged the economic and social challenges faced by the industry and encouraged the attendee to consult CPVV's FAQs and the government resource service links provided online to assist with dealing with both those challenges. AM will provide further insights.
8. BSP asked how to gain access to the economic impact survey.
- CPVV reply – AM advised that survey is sent out via email - CPVV team will ensure BSP is included.
  - AM referred to question raised in the industry meeting on 6 May 2020 in regard to recommencing a forum, other than this COVID-19 specific forum, for industry to come together to discuss broader issues. AM advised the CPVV Communication and Engagement team will reach out to seek feedback on what organisations feel is necessary and appropriate considering the current environment and to identify any key topics or matters that organisations would like to discuss.
  - 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.