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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 27 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), Greg Kazuro (CPVV), Crown Cabs, Ali Warsame, Alice Nguyen, Andre Baruch, Anita Jenson, Brendan O'Sullivan, Catherine McKenzie, Greg Hardeman, Colin Wells, Guy Ragen, Isaac (Ola), John Lobwein, Maria Silos, Paulina Bartnikiewicz, Peter Valentine, Russel (Evoke), Toni Peters, Stephen Armstrong, Darryl Marks Traralgon.

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 will be updated by COB 28 May 2020 with information that provides clarity on how vehicles should be cleaned to meet the requirements.
- CPVV is working with key stakeholders on appropriate messaging and controls. BSP messaging should continue to align with government messaging about building community confidence.
- Shared MPTP statistics for week 21 2020:
 - MPTP trips are 62% lower when compared with the same week last year with a 2% increase on week 20 2020.
- Advised MPTP and non-MPTP trips are continuing to grow slightly in trip numbers in recent weeks as we move towards
- Advised that CPVV's priority is to continue to support the whole-of-government response to COVID-19 with focus on the potential controls and long-term management of health and safety in the services the industry provide.
- Reconfirmed CPVV fees remain on hold.
- CPVV continues to audit risk registers to ensure BSPs are meeting their safety duty obligations within a COVID-19 environment.
- Reiterated the importance of the collection of BSP trip data for the 2019-20 financial year as it is critical to inform key stakeholders of what is happening in the industry and remains essential for community safety for potential contact tracing. CPVV will continue to work with BSPs who are having challenges with providing the data noting the technical issues that some BSPs may have experienced with GoFex.
- Reassured attendees that the GoFex system itself does not have any issues; they are primarily around the resetting of passwords. CPVV acknowledges these issues and has communicated with effected organisations and adjusted submission dates accordingly.
- Reminded attendees to only use GoFex to submit data as this protects the security of the information.

- Advised a few people from CPVV briefed the CPV Advisory Panel.
- Advised attendees to ensure that each organisation has contact details for DHHS on hand and conversely, systems in place/point of contact for DHHS to contact BSPs in the event that they become aware of an infected customer/s.
- Discussed the requests CPVV has received to change the MPTP rules where members do not have to physically be in the vehicle for the trip to be delivered. Advised no changes to have been made to the rules and that these requests are still being considered by key stakeholders.
- AM advised he will be meeting with national regulators on 28 May 2020 to have a discussion with them about a broad range of issues including looking at what other jurisdictions have done in response to COVID19 and to provide feedback to government and other key stakeholders on the successes and challenges that some jurisdictions have had in relation to the response.

Questions from industry:

1. BSP asked for AM to advise what the CPVV officials discussed with the CPV Advisory Panel.
 - CPVV reply – AM advised that there were a broad range of discussions with the CPV Advisory Panel and they showed enthusiasm in ensuring the right mechanisms are in place to support our industry's economic recovery as quickly as possible. The CPV Advisory Panel will communicate their recommendations to government.
2. BSP asked if the Andrew's Government is considering support schemes for the Victorian taxi industry as other states have recently announced.
 - CPVV reply – AM advised he is unable to comment on behalf of the Andrew's government but confirmed that CPVV is being asked to provide a broad range of information and figures for government and key stakeholders to review what is happening in the industry.
3. Attendee asked if it was possible for guests to attend the State Regulator meeting on 28 May 2020.
 - CPVV reply – AM advised that guests are unable to attend.
4. BSP asked if there is concern about a second wave as CPVs may be labelled as likely super-spreaders by virtue of nature of industry.
 - CPVV reply – AM advised there is genuine concern surrounding the likelihood of a second wave and advised CPVV is reinforcing the message on following correct cleaning procedures as this is critical to building community confidence and ensuring CPV's are clean and safe.
5. BSP asked if the CPV Advisory Panel would be taking feedback from industry.
 - CPVV reply – AM advised in reading the terms of reference (shared with industry on 6 May 2020) he understands there is a requirement for the Panel to consult with industry however CPVV has no information on how the Panel will do this. Advised CPVV was asked to provide BSP details to the advisory panel.
6. BSP asked for clarity on the meaning of 'national regulator' in reference to AM's meeting with them on 28 May 2020.
 - CPVV reply – AM confirmed regulators are state based however clarified in this context 'national regulators' refers to the quarterly meeting where representatives from each state come together to share insights between industries across the country.
7. BSP asked if there will be a need for driver screens in the event of a second wave.

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- CPVV reply – AM advised screens are being discussed however are not a priority control such as hygiene, cleaning and social distancing. Advised if screens are being installed, they need to be installed correctly and must ensure they do not pose risk of injury to passengers or drivers. AM confirmed CPVV does not have a list of approved providers as screens are not a prescribed piece of equipment.
- Confirmed a survey will be issued by COB 29 May 2020 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; encouraged all to respond.
- Acknowledged for the past couple of weeks the minutes for this meeting have been uploaded to the website later than anticipated. The CPVV team will continue to aim for these to be uploaded by the end of each week as previously committed.
- Reminded attendees to read the updated FAQs on cleaning advice and communicate these to drivers and broader networks.
- 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.