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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 06 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), Crown Cabs, Ali Warsame, Andre Baruch, Brendan O'Sullivan, Greg Hardeman, Catherine McKenzie, Colin Wells, Darryl Marks Traralgon, Guy Ragen, Jenn Ashton, John Lobwein, Maria Silos, Paulina Bartnikiewicz, Peter Valentine, Russel (Evoke), Toni Peters, Stephen Armstrong, Thinh 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 DHHS is still the primary source for information/contact on COVID 19 advice - there are no new sources this week.
- Advised there is no update on the potential policy change for medical assessments raised at the last meeting on 29 April 2020.
- The operational procedures and guidelines for transporting COVID-19 positive passengers developed by the Cross Industry Taskforce are now with DHHS for endorsement. Guidelines anticipated for release by mid next week, CPVV will advise when documentation is available.
- CPVV is aware of consumers concerns about the cleanliness and safety of public transport in a COVID-19 environment, this includes CPVs. As Victoria moves towards the easing of COVID-19 isolation restrictions it is essential the CPV Industry turns its efforts to enhancing community confidence in CPV services as clean and safe modes of transport.
- CPVV will be taking all opportunities to reinforce community confidence in the CPV Industry as a clean and safe mode of transport however it was noted BSPs have a much higher level of engagement with consumers.
- Advised Government has established the CPV Advisory Panel. The purpose of the CPV Advisory Panel is to provide advice to the Minister for Public Transport (the Minister) on potential measures to support the CPV industry to mitigate the adverse impact of the coronavirus pandemic and on implementation of mitigation measures that the Government has adopted.
- DoT, CPVV and a range of other stakeholders will continue to advise the Minister and industry are encouraged to continue to raise concerns and share information on the impact of COVID-19 with CPVV. The CPV Advisory Panel terms of reference are attached to these minutes.
- Advised economic survey was paused for the past couple of weeks however will recommence from 11 May 2020. Encouraged all to participate and provide feedback for CPVV to continue understanding what is happening within the industry and to provide the information to government.

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- Shared MPTP statistics for week 18 2020:
- MPTP trips are 68% lower when compared with the same week last year
 - conventional trips having decreased 66%
 - wheelchair trips having decreased 76%.
- CPVV is monitoring available accessible services and vehicles to ensure that those with mobility restrictions are not disproportionately affected by the pandemic. Encouraged BSPs to share their activity on reductions or increases for accessible services with CPVV.
- 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.
- Advised the Taskforce and CPVV have had a focus on planning for the potential lifting of COVID19 isolation restrictions and an increase in the movement of people. CPVV is working with relevant stakeholders to understand the potential operational impact of any additional controls and to ensure industry is well informed.
- Reconfirmed CPVV fees remain on hold.
- CPVV will commence reviewing risk registers and pandemic plans to ensure BSPs are meeting their safety duty obligations within a COVID-19 environment in the coming weeks.
- CPVV confirmed it has been advising two Victorian Government departments on engaging the CPV Industry. Should these opportunities progress it is likely to result in a tender process for a panel of service providers to service both metro and regional areas.
- Reminded attendees to send operational questions around safety to the Safety Inbox.

Questions from industry:

1. BSP provided feedback for AM to relay through his role on the cross industry taskforce panel to recommend that hospitals obtain a protocol on transporting infected passengers to eliminate the risk of spreading infection. BSP referred to a recent local incident.
 - CPVV reply – AM advised the guidelines that have been developed by the Cross Industry Taskforce, which are currently being reviewed by DHHS, will be shared across the Department of Health. AM advised he will recommend these also be shared with hospitals, both regional and metropolitan. AM further advised that BSPs should continue to do their own risk assessment and ensure drivers' safety.
2. BSP asked for clarification on support AM is providing to the two government departments in engaging CPVs.
 - CPVV reply - AM advised that CPVV is only involved in discussing and promoting the use of CPVs and the capability of the CPV industry. AM further advised that these opportunities are currently in the planning stage and are likely to result in a tender process. CPVV will communicate further details to industry if the opportunity comes to fruition.
3. BSP asked if CPV advisory panel was implemented in relation to COVID19 alone or for broader industry?
 - CPVV reply – AM advised Terms of Reference for the panel will be shared online along with the minutes of this meeting. AM advised the panel was implemented to provide support to the entire industry during and post COVID19.
4. Attendee referred to recent social media posts on promoting MPTP compliance and asked if the MPTP fraud has reduced over the past couple of weeks.

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- CPVV reply – AM was unable to provide a comment on this issue matter.
- 5. Attendee referred to picture in CPVV social media post on MPTP and asked if ‘spotto’ (featured in the picture) can take MPTP transactions or is it just a photograph?
 - CPVV reply – AM advised he will follow up and confirm with the communications team.
- 6. Attendee asked if CPVV was able to share the names of other BSPs that are trialling MPTP systems.
 - CPVV reply – AM advised that CPVV is unable to share that information however advised that there is a long list of organisations that are in different stages of discussions. AM further advised those organisations are a combination of individual companies that are looking to provide a solution for their own network and agnostic service providers.
- 7. Attendee asked why booked CPVs are not required to have tactile signage on their doors, unlike unbooked CPVs.
 - CPVV reply – AM advised he will follow up. BSP further advised tactile signage is required for unbooked vehicles as there is no audit trail unlike booked vehicles that are done through an app etc.
- 8. Attendee asked if about taxi plates and external signage requirements
 - CPVV reply – AM advised that he is able to follow up with the BSP’s enquiry however the forum is specifically focused on the COVID19 response and questions and safety issues. AM is Val and Sean to answer these questions.
- 9. 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.
- 10. Attendee referenced the IIG forum, noting that it is not running at the moment, and asked if the COVID19 Industry Update could extend into discussions not COVID19 related.
 - CPVV reply – AM advised he will provide feedback to the team regarding the IIG forum and that it was important to have an appropriate way to engage with industry in a meaningful way that adds value to all stakeholders.
- AM advised if there are any significant changes they will be communicated via email, social media or text message.
- Any further queries or feedback to be directed to Safety Mailbox.
- Feedback on the industry brief or suggestions on how to improve the industry brief are welcome at any time.
- Meeting closed.

Terms of Reference

Background

The Victorian Government is working to support businesses across the State in response to the coronavirus pandemic, including supporting the State's public transport industry, passengers and related businesses.

To further support the Government's consideration of industry impacts on the Commercial Passenger Vehicle (CPV) industry, the Government is establishing a CPV Advisory Panel to advise on the development and implementation of options to support the CPV industry to mitigate the adverse impact of the coronavirus pandemic.

Purpose

The purpose of the CPV Advisory Panel is to provide advice to the Minister for Public Transport (the Minister) on potential measures to support the CPV industry to mitigate the adverse impact of the coronavirus pandemic and on implementation of mitigation measures that the Government has adopted. The Panel will also provide advice to the Minister on implementation of the recommendations of the Economy and Infrastructure Committee Inquiry into the Commercial Passenger Vehicle that the Government has accepted.

The CPV Advisory Panel will be expected to consult, as appropriate, with stakeholders on policy options and implementation issues. The CPV Advisory Panel will not be formally appointed, and its members will not be remunerated for their role, nor required to present reports to the Minister or the State Government.

Role and function

The CPV Advisory Panel key responsibility is to provide informed advice to the Minister for Public Transport regarding support options for the CPV industry to mitigate the adverse impacts of the coronavirus pandemic.

In this context, working with the Department of Transport (the Department), the Advisory Panel will provide advice to the Minister on the development and implementation of CPV industry support options.

The CPV Advisory Panel may undertake engagement with the CPV industry to test options and ideas with stakeholders to inform its advice to the Minister.

The CPV Advisory Panel will also advise on the implementation of the recommendations supported by the Government in relation to the Economy and Infrastructure Committee Inquiry into the Commercial Passenger Vehicle reforms.

In providing advice and options to the Minister, the CPV Advisory Panel is expected to:

- provide advice within the existing legislative and regulatory framework
- take into account the views and consider the impact of its advice on all parts of the CPV industry
- take into account the safety of CPV industry and its passengers
- provide advice which provides a fair and equitable outcome for all participants in the CPV industry

The Minister is not obliged to accept the advice of the CPV Advisory Panel.

The CPV Advisory Panel acknowledges that the Secretary to the Department of Transport and the Department has overarching policy accountability for matters relating to the transport system and that Commercial Passenger Vehicles Victoria (CPVV) has overarching responsibility for regulating the industry.

Membership

Membership of the CPV Advisory Panel has been identified based on knowledge of the CPV industry and small business, a willingness to engage constructively and objectively with the CPV industry and understand the needs of its passengers.

Membership of the CPV Advisory Panel is:

- Rod Barton, MP
- Steve Dimopoulos, MP

At the discretion of the Minister, other relevant persons may also be invited to represent on the CPV Advisory Panel.

Frequency of meetings

The frequency of Panel Meetings of the CPV Advisory Panel will be determined by the Minister and/or the Minister's Office and informed by the Department.

Panel Meetings may occasionally include the Minister (with attendance to be at the discretion of the Minister), representatives from the Minister's Office and representatives from the Department, where relevant, to enable members, the Minister, the Minister's Office and the Department to discuss options and implementation issues.

Term of involvement

The CPV Advisory Panel has been established for up to 12 months from the date of establishment (from the date the Minister has written to its members).

The Minister may extend the duration of the term of the CPV Advisory Group, in writing.

Remuneration

Membership of the CPV Advisory Panel is voluntary. No remuneration, sitting fees or reimbursement of expenses will apply.

Conflict of interest

If a member believes he or she may have a conflict of interest in relation to a particular issue or item of discussion, the member should make this position clear to all CPV Advisory Panel members. Members will then determine an appropriate course of action based on the conflict.

Confidentiality and media

CPV Advisory Panel members may be provided with information that is confidential. In such circumstances, all members are required to sign the Victorian Government's Confidentiality Deed. Documents that are confidential will be marked accordingly.

Members must not make any media comment relating to matters discussed during the CPV Advisory Panel meetings unless first receiving approval from the Minister.

Decision making

Members of the CPV Advisory Panel will not have decision making powers but will have the opportunity to present their views and opinions to the Minister regarding the options developed by the Department to support the CPV industry to mitigate the adverse impact of the coronavirus pandemic.

It is acknowledged that the CPV Advisory Panel members may hold a range of perspectives on an issue and at times opposing views. Where possible, the Advisory Panel should aim to reach a consensus on the matters being put forward to the Minister.

Privacy

The name of CPV Advisory Panel may be made available by the Minister, on the CPVV or DoT website or other appropriate forums.

Names of members will be released only upon the agreement of the member.

Review

These Terms of Reference will be reviewed if they are found to require further updates to enable the CPV Advisory Panel to undertake its role.