

# Top End Commercial Passenger Vehicles Forum

## MINUTES

Thursday 12 April 2018 – TIME 2:00 pm to 3:00 pm

Karlu Room, Level 2, Energy House, 18 – 20 Cavenagh Street, Darwin

### 1. Welcome

#### Present

|                            |  |
|----------------------------|--|
| Pete Heffernan             | City of Darwin   |
| Des Crowe                  | Australian Hotels Association                            |
| Ali Rkein                  | Industry Representative – Taxi Council NT                |
| Ron Fleming                | Industry Representative – Private Hire Car and Limousine |
| Ross Robertson (Chair)     | Industry Representative – Motor Omnibus                  |
| Glenn Murray               | Industry Representative – Motor Omnibus                  |
| Greg Turner                | Department of Infrastructure, Planning and Logistics     |
| Simon Gillam               | Department of Infrastructure, Planning and Logistics     |
| Shoma Moreau (Secretariat) | Department of Infrastructure, Planning and Logistics     |

#### Apologies

|                |  |
|----------------|--|
| Kais Alseltawi | Industry Representative – Taxi (Gove)                |
| Melina Pachos  | Industry Representative – Taxi (Darwin)              |
| Bernie Ingram  | Department of Infrastructure, Planning and Logistics |
| Bill Piantoni  | Industry Representative – Minibus (Darwin)           |
| Trevor Cox     | Tourism Top End                                      |
| David Hannon   | Industry Representative – Motor Omnibus              |
| Sarah Andrews  | Australian Hotels Association                        |

### 2. General Business

#### 2.1 Confirm Minutes from Previous Meeting 27 November 2017

Mr Ross Robertson (Chair) welcomed all present, and an introduction of members was conducted. An opportunity for the group to comment on the previous meeting minutes was provided. The group confirmed and accepted the minutes from the November 2017 meeting.

#### 2.2 Previous Action Items

##### 3.1 Taxi Industry Representative – Taxi Council of the NT and Katherine Region

**Action Item:** The Department to contact Katherine and Gove taxi networks and the Taxi Council to discuss representatives.

Mr Turner advised that some members have been finding it difficult to attend meetings, or are no longer in a position to attend meetings. Question was raised whether or not the Taxi Council should represent the absent networks. All agreed that the Taxi Council should not be representing the Taxi industry and that a representative from the networks should be included.

**Action item:** DIPL to recontact absent Taxi Networks to discuss representation.

#### □ 4.3 Number of CPV Compliance (Officers)

**Action Item:** The Department advised that it would be raised with the Executive Director.

Please refer to agenda item 3.4.

### 3. New Business

#### 3.1 New Taxi Industry Representatives

Mr Turner initiated discussion in regards to the make-up of the group.

The group agreed that an invite should be extended to representatives from the Rideshare networks and Darwin International Airport (DIA), as their input would be valued.

**Action item:** DIPL to extend invitation to Rideshare networks and Darwin International Airport.

#### 3.2 New fines introduced and penalties increased

The group discussed the introduction of new and increased on the spot fines for regulatory offences.

Mr Simon Gillam informed that the fines and penalties have increased as a result of the new regulatory model and Government's refocusing on safety outcomes. Fares and fines were reviewed, and considerable increases were made where appropriate to deliver real deterrents.

The increases include such things as:

- Operators failing to maintain their vehicles;
- Drivers failing to display their ID card; and
- Failing to provide services to wheelchair dependent persons.

The Department conducted a thorough education campaign with industry prior to the commencement of enforcement of the new penalties. This included issuing written warnings through the 'Driver / Vehicle Compliance Record' (D/VCR) process. A D/VCR is a record issued to CPV drivers and operators, and records details of identified non-compliances. The introduction of the new and increased penalties has encouraged improvement in compliance.

Mr Turner added that there is also a new regulatory offence for operating or driving an unsafe vehicle. For which both the driver and operator are held accountable.

Mr Ali Rkein suggested that a document should be created, to provide clarification and guidance on what is classified as an unsafe vehicle.

**Action item:** DIPL to consider publishing a guide on what constitutes an unsafe vehicle

#### 3.3 Forum actions arising from PAC recommendations

Excerpt from the Public Accounts Committee Report into the Taxi Industry (2017) - *Public Accounts Committee (PAC) Recommendation 9: The Committee recommends that the Department and the Department of Tourism and Culture work collaboratively with the industry to enhance the role of taxis in providing tourist services.*

Mr Turner advised that focus has been broadened to point to point to support tourism. Discussion was held on how to better improve the forum to assist with recommendation 9.

The group decided it would be beneficial to create a subcommittee to primarily focus on enhancing driver knowledge and their interactions with customers.

**Action item:** DIPL to invite members to create subcommittee.

Members of the group raised concerns that since the broader industry (such as all operators) has been given the authority to sign off ID cards, the quality of drivers has reduced.

**Action item:** DIPL to provide statistics on new ID card entrants.

### 3.4 CPV Compliance officers in Darwin

During the previous meeting, members acknowledged that they believe there needs to be an increase in the number of compliance officers, as two inspectors cannot fulfil auditing needs.

Mr Turner advised that the Department requested additional resources as part of the introduction of the new regulatory model, however this was not approved by Government. Industry's concerns would again be provided to the Executive Director of Transport Services and Safety for consideration. To assist with better enforcement, training has commenced to upskill transport inspectors in the area of Commercial Passenger Vehicles, with the expectation that they will have more of a role in compliance audits of industry.

Mr Rkein queried if it would be possible to retrieve statistics, in regards to the number of audits conducted for different categories.

**Action item:** DIPL to present audit data at the next meeting.

### 3.5 MPT Working Group re-established

Mr Turner provided an overview of the Multi-Purpose Transport Working Group, which has been renamed to 'The Accessible Point to Point Transport Working Group'.

This group examines and addresses issues around the provision of point to point transport services delivered to people in wheelchairs. This forum delivered sound outcomes in its previous form while in operation up until 2012. The group has been re-established in response to complaints of falling transport standards being delivered to passengers in wheelchairs.

Mr Robertson queried if there have been many complaints brought to the attention of the group.

Mr Turner responded, that the most common complaint, which is made territory wide, is in regards to wait times for wheelchair dependent customers.

Mr Rkein queried the number of wheelchair dependent people in the Northern Territory.

**Action item:** DIPL to provide a report on Northern Territory Transport Subsidy Scheme (NTTSS) members assigned to the wheelchair category B-MPV.

**Action item:** DIPL to request additional data and statistics from the Department of Health and National Disability Services.

## 4. Other Business

Mr Des Crowe brought to the group's attention information regarding the new alcohol reforms and how it may affect relevant industries.

The group decided it would be beneficial to call on the appropriate policy officer within the NT Police, to attend a future meeting, to educate members on the effects the reform will have.

**Action item:** DIPL to arrange brief by NT Police Policy Officer.

## **5. Next Meeting**

The next meeting date is yet to be finalised, although is expected to occur sometime in August or September.

Chair for the next meeting has not been confirmed. However, Mr Crowe volunteered to act as chair, on the condition he is available for the next meeting.

**MEETING CLOSED: 3:17 PM**

## Top End Commercial Passenger Vehicles Forum Action List

| Date Raised | Agenda Number | Action Item  | Action Officer | Status as at October 2018 |
|-------------|---------------|--|----------------|---------------------------|
| April 2018  | 2.2           | <b>Previous Action Items:</b><br>DIPL to recontact absent Taxi Networks to discuss representation.   | DIPL           | Complete                  |
| April 2018  | 3.1           | <b>New Taxi Industry Representatives:</b><br>DIPL to extend invitation to Rideshare networks and Darwin International Airport.                             | DIPL           | Complete                  |
| April 2018  | 3.2           | <b>New fines introduced and penalties increased:</b><br>DIPL to consider publishing a guide on what constitutes an unsafe vehicle                          | DIPL           | Complete                  |
| April 2018  | 3.3           | <b>Forum actions arising from PAC recommendations:</b><br>DIPL to invite members to create subcommittee.   | DIPL           | Complete                  |
| April 2018  | 3.3           | <b>Forum actions arising from PAC recommendations:</b><br>DIPL to provide statistics on new ID card entrants.  | DIPL           | Complete                  |
| April 2018  | 3.4           | <b>CPV Compliance officers in Darwin:</b><br>DIPL to present audit data at the next meeting.   | DIPL           | Complete                  |
| April 2018  | 3.5           | <b>MPT Working Group re-established:</b><br>DIPL to provide a report on NTTSS members assigned to B-MPV.   | DIPL           | Complete                  |
| April 2018  | 3.5           | <b>MPT Working Group re-established:</b><br>DIPL to request additional data and statistics from the Department of Health and National Disability Services. | DIPL           | Complete                  |
| April 2018  | 4             | <b>Other Business:</b><br>DIPL to arrange brief by NT Police Policy Officer.   | DIPL           | Complete                  |