

MINUTES

Central Australian Commercial Passenger Vehicles Advisory Committee (CACPVAC)

Tuesday, 20 August 2013

Time 9am – 11am

Greatorex Building, Alice Springs

1.1 Present/Apologies

Present: Chairperson
Private Hire representative
Tangentyere Council representative
Australian Hoteliers Association representative
Minibus representative –
13CABS representative
Eagle Training Services representative
Eagle Training Services representative
Department of Transport representative
Motor Vehicle Registry representative

Apologies:

Alice Springs Town Council representative
Tailormade Tours representative
Disability Advocacy Services representative

1.2 Confirm Minutes from previous meeting

Previous Minutes were accepted

2 General Business

Outstanding Actions

- 2.1** Flood marker signage to be re-installed. ASTC has allocated a budget against this project. The location of the markers will be 1 in front of the Library and 1 at the Roundabout, as per previous locations. **Action** ASTC to provide a progress report at the next meeting.
- 2.2** Jaclyn Thorne of Tourism Central Australia advised that Wayne Thompson, Australian Transport Group was recently elected as the new Chair of the TCA Transport Sector Group **Action** DoT to follow up at next Tourism Transport Sector meeting.
- 2.3** Alice Springs Railway Station have installed a combined CPV drop off and pick zone on the eastern side of the terminal. The combined rank and new signage is in place. Terminal management has requested that CPV drivers do not drop off and pick up passengers at the front (southern side) of the terminal.- **No further Action**
- 2.4** Forum to provide feedback on updating the information in the 'Getting Around Alice Springs' brochure. Further advice from DoT is that there is currently no funding for this project to be undertaken. Item to stay on the Agenda and be re-visited in the new financial year. **Action** DoT to confirm if funding for the project is now available.

2.5 Ranking Issues

Enforcement activity of CPV zones located at the front of Bojangle's and the Rock Bar by ASTC Rangers has highlighted that Security Personnel working in the area are parking their private vehicles in the CPV restricted zones. **Action** ASTC to send a letter to business's in the area reminding them of the restricted parking zones in place.

3. Other Business

3.1 Multi Purpose Taxis –Securing of Passenger and Availability

- DoT advised that a complaint had been received regarding the lack of MPT vehicles available on the weekends and of claims that some drivers were still not securing wheelchair passengers correctly. The Taxi Company concerned will be contacted as part of the CPV investigation and complaints resolution process. 13 Cabs advised that MPT's are available late night and on weekends for pre-booked fares.

3.2 CPV rank locations and signage

- DOT advised that the CPV informational totems project is now with DoI for construction and installation. Concerns were raised in regards to drivers illegally ranking and touting at the airport and other locations in Alice Springs. The committee agreed that the installation of the new totems and also the Touting signage at the airport will assist in addressing these matters. **Action** DOT to follow up with DoI and the CPV Unit in regards to progress on both projects.

3.3 13 CABS advised that drivers are experiencing difficulties locating the correct house numbers when responding to booked calls from residents of the Town Camps. Maps provided by Department of Lands, Planning and Environment only detail lot numbers. **Action Eagle Training Services agreed to contact the Ambulance Service and enquire where they source their detailed maps for the town camps.**

3.4 CPV Driver of the Year award

Tourism Central Australia has confirmed that the Central Australian CPV Driver of the Year award will again be included in the 2013 Central Australian Tourism awards program. TCA are in the process of updating the nomination form and flyer. **Action** – DoT to the arrange distribution of forms and flyer to all forum members. Forum members to promote the award to their respective CPV industry contacts and colleagues.

3.5 CPV Driver Training

Eagle Training Services (ETS) advised that demand for CPV driver training is decreasing and that frequency of courses may extend from current 6-8 weeks to 12 weeks. ETS are also conducting locality tests for new CPV drivers to the region. It was noted that CDU conduct an accredited LLN test in Darwin for new CPV ID Card applicants for a set fee. ETS conduct a free LLN test as a prerequisite for applicants wishing to undertake CPV driver training in Alice Springs.

3.6 It was reported that a number of CPV vehicles had been damaged recently by groups of adolescents throwing rocks. The incidents were primarily occurring at Amoonguna. Some Minibus operators are hesitant to travel into the community for fear of damage to their vehicles. Advice for drivers is to report the incidents to the staff working at the Community Centre as historically they have addressed the issues internally with reasonable success. The alternate is to contact the Police.

3.7 Security Cameras

Minibus representative enquired on who is now approved to install and maintain the CCTV cameras in vehicles. Operators feel that the cameras installed at the commencement of the project were of poor quality and that warranty for faulty

equipment was not adequate under the terms, conditions and installation arrangements at the time. **Action** DoT to request that CPV to contact Minibus representative and discuss the warranty issues and also provide information regarding approved installer/repair agent in Alice Springs.

3.8 Mbantua Festival

DoT advised that the Mbantua Festival is planned for 9-13 October. The festival will be held at the Old Telegraph Station. CPV drop off and pick up zones will be in place. **Action** DoT to provide information on the location of the CPV zones, including any road restrictions/traffic management plans closer.

4. Action List

Please refer to Attachment A.

5. Next meeting

9am -11am Tuesday 15 October 2013

Attachment A

Agenda No	Action	Action Officer
2.1	Installation of Flood marker signage –Locations to be in Library and at Roundabout as per previous locations. ASTC to provide a progress report at the next meeting.	ASTC
2.2	A new Tourism Representative to be nominated and invited to join. DoT to follow up at next Tourism Transport Sector meeting.	DoT
2.4	Forum to provide updating fare charges for inclusion in the 'Getting Around Alice Springs' brochure. DoT to confirm if funding for the project is now available.	DoT
2.5	Enforcement activity of CPV zones located at the front of Bojangle's and the Rock Bar by ASTC Rangers has highlighted that Security Personnel working in the area are parking their private vehicles in the CPV restricted zones. ASTC to send a letter to business's in the area reminding employees of the restricted parking zones in place.	ASTC
3.2	Claims of drivers touting, combined with ranking issues at the airport. Funding is available to install new CPV informational signage and CVP Totems. DOT to follow up with DoI and the CPV Unit in regards to progress on both projects.	DoT
3.3	Drivers are experiencing difficulties locating the correct house numbers when responding to booked calls from residents of the Town Camps. Eagle Training Services agreed to contact the Ambulance Service and enquire where they source	ETS

	their detailed maps for the town camps.	
3.4	Central Australian CPV Driver of the Year award. DoT to arrange distribution of forms and flyer to all forum members. Forum members to promote the award to their respective CPV industry contacts and colleagues.	DoT & All
3.7	CPV Operators believe that the cameras installed at the commencement of the project were of poor quality and that warranty claims were not actioned within the required timeframes due to issues with the provider and installer. CPV to contact Minibus representative and discuss the warranty issues and also provide information regarding approved installer/repair agent in Alice Springs.	DoT
3.8	Mbantua Festival is planned for 9-13 October. The festival will be held at the Old Telegraph Station. DoT to provide information on the location of the CPV zones, including any road restrictions/traffic management plans closer.	DoT