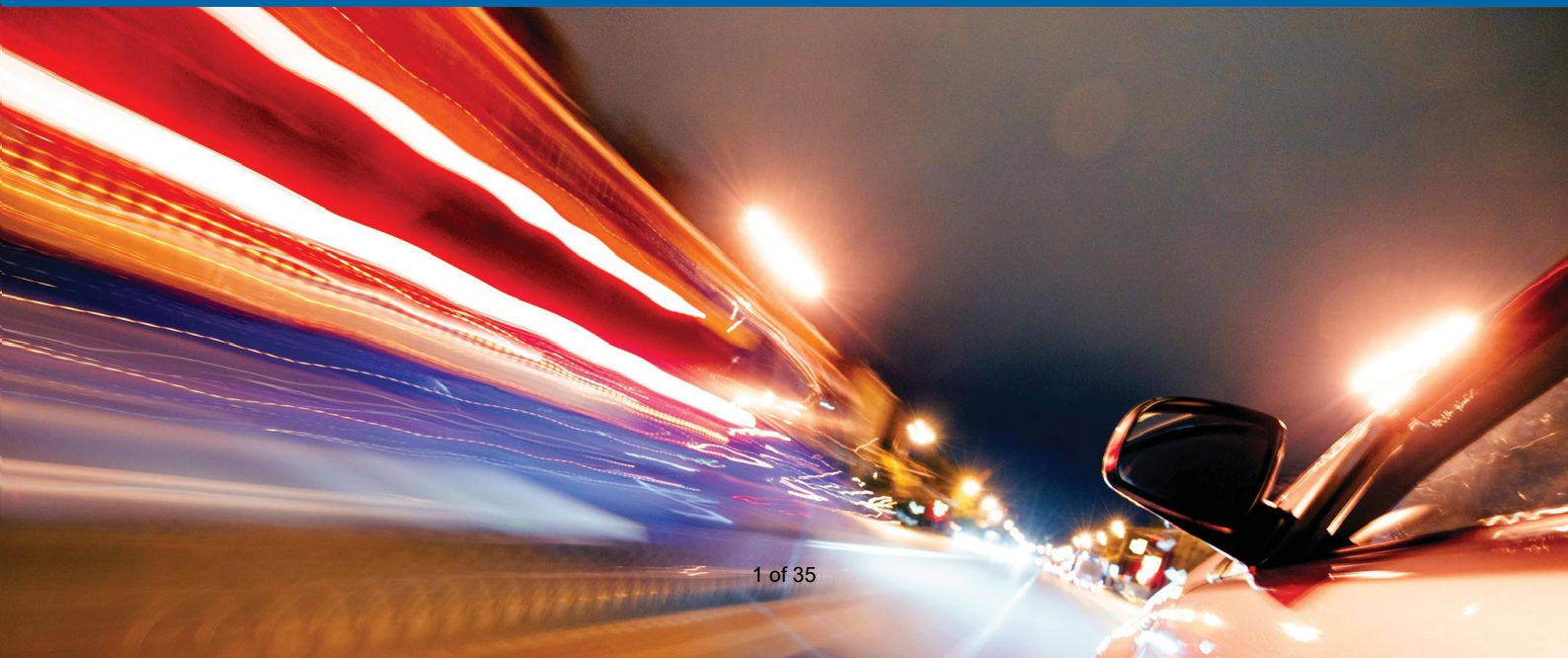


CPVV Submission to the Victorian Parliamentary Inquiry into the Commercial Passenger Vehicle Industry Act 2017 reforms

COMMERCIAL
PASSENGER
VEHICLES
VICTORIA



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1 Introduction

Commercial Passenger Vehicles Victoria (CPVV) is the regulator of the commercial passenger vehicle industry in Victoria. This industry includes unbooked services (taxi rank and hail) and booked services (taxis, hire cars and rideshare vehicles). CPVV also issues driving instructor authorities. CPVV is the agency responsible for implementing the key legislative changes and supporting regulations which have transformed the commercial passenger vehicle industry.

CPVV's purpose statement is:

A commercial passenger vehicle industry that is safe, accessible, customer-focused and competitive.

The strategic objectives are:

- **Safe.** Ensure the commercial passenger vehicle industry is committed to safety and fosters community confidence in its services.
- **Accessible.** Ensure the commercial passenger vehicle industry is committed to diversity and accessible services.
- **Customer-Focused.** Create a regulatory environment that encourages customer-focused commercial passenger vehicle services.
- **Competitive.** Create a regulatory environment that facilitates competition, innovation and encourages diverse services.
- **Effective Regulator.** Be efficient, adaptive, and aligned with Victoria's transport system objectives.

CPVV is pleased to make this submission to the Victorian Parliamentary Inquiry into the Commercial Passenger Vehicle Industry Act 2017 reforms.

This submission is divided into eight sections, with a glossary provided at the end to assist the reader with industry terminology.

Sections 1 and 2 provide a summarised history of the reforms and key events leading up to the introduction of the *Commercial Passenger Vehicle Industry Act 2017* (CPVI Act).

Section 3 provides an overview of the changes introduced by the two sets of CPVI legislative change. The first CPVI Act took effect on 9 October 2017. The CPVI Amendment (Further Reforms) Act 2017 took effect on 2 July 2018.

Section 4 explains how CPVV implemented the CPVI Act 2017 and supporting government policy. This section has been divided into nine key themes followed by a timeline of reform events and activities.

Sections 5 and 6 cover the preliminary changes in and outcomes for the industry and information on the changes made in addition to those required under legislation.

The final two sections describe the approach of CPVV to embed the reforms and enhance its operations. It covers continued monitoring, data collection and industry engagement, and ongoing activities to refine and improve our regulatory model and experience for the industry and its customers.

Please note:

The name of the regulator was changed from the Taxi Services Commission to the Commercial Passenger Vehicle Commission with the commencement of CPVI Amendment (Further Reforms) Act 2017 in July 2018. The Commission made the decision to trade as Commercial Passenger Vehicles Victoria (CPVV). For simplicity, the regulator will be referred to as CPVV in this submission regardless of the time period.

2 Regulatory reforms and implementation

2.1 Summary

Since 2011, the Victorian taxi and hire car industry has been the subject of a number of inquiries and extensive reforms. This section provides a summarised history of reforms and key events leading to the *Commercial Passenger Vehicle Industry Act 2017*.

2.1.1 Taxi Industry Inquiry (2011-2012)

In 2011, the Victorian government announced an inquiry into the taxi and hire car industry, led by Prof Allan Fels AO. The Taxi Industry Inquiry (TII) final report *Customers First—Service, Safety, Choice* was handed down in September 2012 and tabled in Parliament in December 2012. The majority of recommendations (138 out of 139) were supported by the government in full or in part.

2.1.2 Implementing TII recommendations (2013-16)

From 1 July 2013, CPVV was tasked with implementing the TII reforms and a suite of foundation reforms came into effect on 30 June 2014.

Some of the key TII recommendations included simplifying taxi operating zones; improving working conditions and remuneration for taxi drivers; making taxi licences available as-of-right; and capping the non-cash payment surcharge. Fare setting flexibility was also introduced with operators in regional and country Victoria permitted to set their own fares.

2.1.3 Emergence of rideshare (2014-16)

In late 2012, Uber launched its UBER Black service in Victoria. At launch, this service used licensed hire cars and accredited drivers. In early 2014, Uber introduced its UberX offering. This service initially made use of private vehicles and unaccredited drivers.

In April 2014, CPVV commenced a targeted compliance and enforcement strategy against UberX vehicle owners and drivers for operating unlicensed commercial passenger vehicles and driving without accreditation. Infringement Notices were issued to both owners and drivers of UberX vehicles through covert and overt compliance activities. CPVV issued fines totalling approximately \$988,000 to UberX owners and drivers.

In September 2014, CPVV escalated its enforcement approach and filed charges against 12 UberX drivers for operating unlicensed commercial passenger vehicles and driving without accreditation.

Given all 12 matters were of a similar nature and in the interests of case management by the Court, one matter proceeded as a 'test case'.

On 4 December 2015, the Melbourne Magistrates Court found the UberX driver guilty of operating an unlicensed commercial passenger vehicle and driving without accreditation. The driver appealed the decision to the County Court.

On 18 May 2016, the presiding County Court Judge held that section 159 of the *Transport (Compliance and Miscellaneous) Act 1983* (TCM Act) provided a defence to both charges and, accordingly set aside the orders of the Magistrates Court and substituted a finding that the charges be dismissed.

Given the decision in the County Court, all 11 remaining matters in the Melbourne Magistrates Court were withdrawn by CPVV.

Section 159 of the TCM Act was subsequently repealed by the Victorian Parliament on 15 June 2016.

2.1.4 Commercial Passenger Vehicle Industry Act 2017 (2016-2018)

On 23 August 2016, the Government announced that a single commercial passenger vehicle industry would be established (**Reform Announcement**). This reform would replace the existing licencing system with a single registration system for taxis, hire cars and rideshare. The announcement also included:

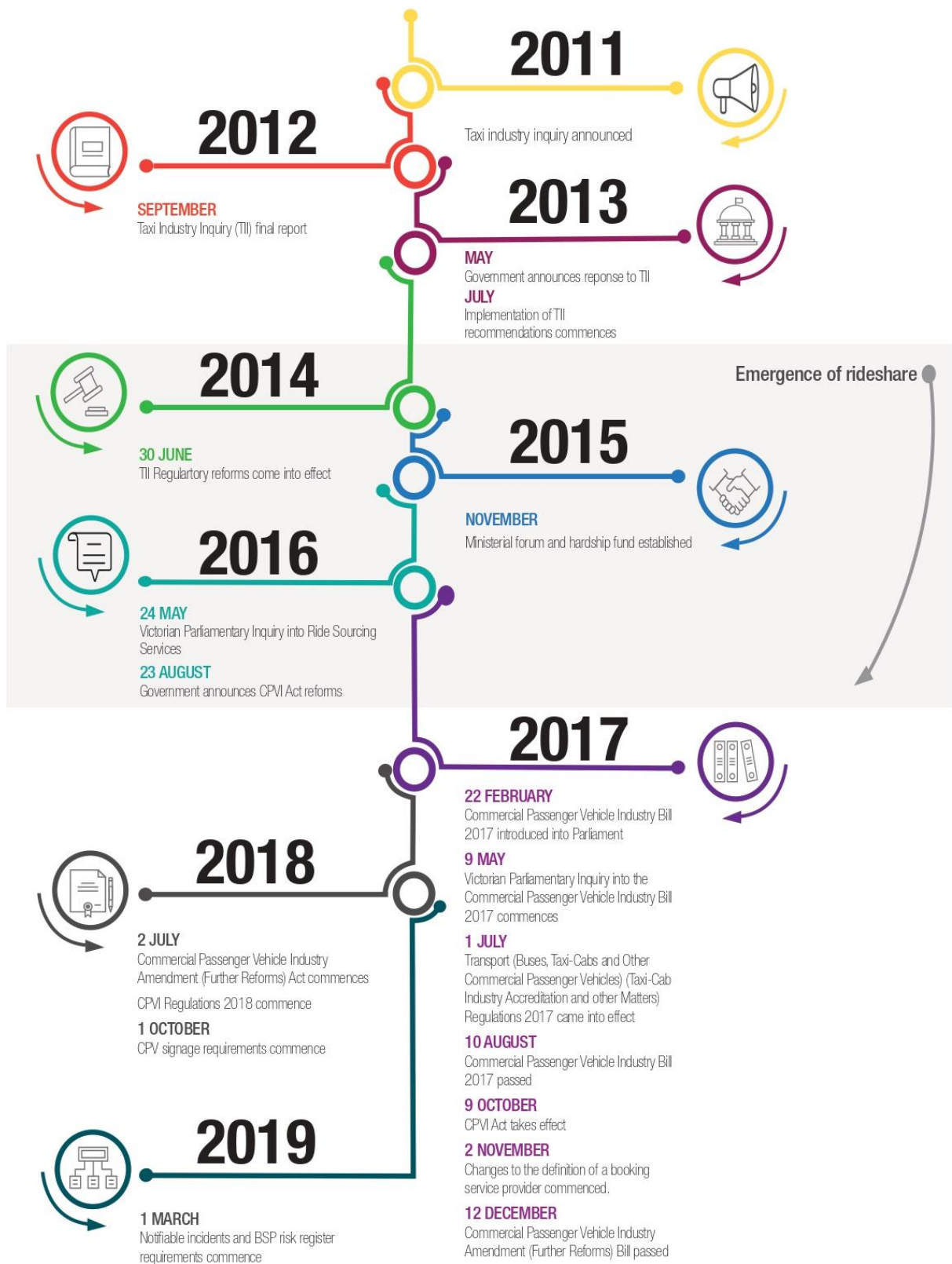
- funds to assist licence holders to transition to the new system;
- a Fairness Fund for those that may experience financial hardship;
- a Disability Commissioner to be appointed to CPVV;
- \$25 million allocated to improve access to convenient, reliable point-to-point transport for people with a disability;
- a levy on each trip to fund the transition assistance package;
- deregulation of fares to drive competition;
- the abolition of the Knowledge test for drivers of conventional vehicles; and
- retention of driver accreditation standards and safety requirements for vehicles that undertake rank and hail work.

The changes were delivered in two stages. The first tranche of legislation— the *Commercial Passenger Vehicle Industry Act 2017 (CPVI Act 2017)*—took effect from 9 October 2017.

During the development and debate on that Bill, the Economy and Infrastructure Committee conducted two inquiries, the *Victorian Parliamentary Inquiry into Ride Sourcing Services* and the *Victorian Parliamentary Inquiry into the Commercial Passenger Vehicle Industry Bill 2017*.

The second Bill, the *Commercial Passenger Vehicle Industry Amendment (Further Reforms) Act 2017*, amended the CPVI Act 2017 and commenced operation on 2 July 2018.

2.1.5 Summary of reform changes



3 Summary of CPVI legislation

This section provides an overview of the changes introduced by the CPVI Act 2017.

3.1 Commercial Passenger Vehicle Industry Bill 2017

The Commercial Passenger Vehicle Industry Bill 2017 (**First CPVI Bill**) made preliminary but important changes to legislation governing the regulation of the industry. The Bill was introduced into Parliament on 22 February 2017 and passed on 10 August 2017. The key changes introduced by the legislation were:

- a range of different taxi and hire car licences, including perpetual taxi licences, were converted into one category of hire car licence and one category of taxi licence;
- low cost taxi and hire car licences were made available;
- the concept of a Booking Service Provider was introduced, replacing the taxi-specific Network Service Provider. This broadened regulatory coverage to entities taking bookings for rideshare and hire cars; and
- a commercial passenger vehicle levy framework was introduced, commencing on 1 July 2018.

3.2 Commercial Passenger Vehicle Industry (Further Reforms) Amendment Bill 2017

The Commercial Passenger Vehicle Industry Amendment (Further Reforms) Bill 2017 (**Second CPVI Bill**) amended the CPVI Act 2017. It was introduced into Parliament on 19 October 2017 and passed 19 December 2017.

The amendments to the CPVI Act 2017 took effect from 2 July 2018 and comprised the following key changes:

- commercial passenger vehicle licensing was replaced with a vehicle registration system. The concepts of 'taxis' and 'hire cars' were removed and vehicles are either registered to provide only booked services (those booked through a Booking Service Provider) or both booked and unbooked services (such as rank and hail);
- zones restricting the geographical operation of registered vehicles were removed, allowing all commercial passenger vehicles to operate across Victoria;
- fare flexibility was introduced for all booked trips across the State (maximum fares continue to apply for unbooked services in metropolitan and urban and large regional zones); and
- safety duties were introduced for industry participants.

4 Implementing the Commercial Passenger Vehicle Industry Act 2017

4.1 Introduction

This section explains how CPVV implemented the CPVI Act 2017 and associated government policy. The section has been divided into the following key themes:

- Driver accreditation;
- Streamlining vehicle licensing;
- Transition assistance payments;
- Low-cost vehicle licences;
- Commercial passenger vehicle registration;
- Booking Service Provider accreditation and registration;
- Notifiable incidents;
- Accessibility initiatives; and
- Industry engagement.

4.2 Driver accreditation

Consistent with pre-reform requirements, drivers must be accredited under the CPVI Act to provide commercial passenger vehicle services.

To become an accredited driver, an applicant is subject to:

- full criminal history check;
- medical check; and
- driver history check.

In the period leading up to the Reform Announcement on 23 August 2016, CPVV averaged approximately 100 driver accreditation applications per week. Prospective drivers could apply for accreditation in-person; via mail; or by e-mailing a scanned copy of their application. All data entry and processing activities were undertaken manually.

To address the expected increase in driver accreditation applications following the Reform Announcement, particularly from rideshare drivers, CPVV commenced moving the driver accreditation process online.

4.2.1 Continuing paper-based applications

In September 2016, taxi driver applications greatly increased with 2300 driver accreditation applications received; the equivalent of almost five months of pre-reform activity. These applications were all paper-based (in-person, mailed, scanned and emailed).

To manage the increased demand, CPVV engaged additional resources for data entry and application assessment. However, the volume of applicants applying in person regularly

exceeded the capacity of CPVV's customer service centre and on numerous occasions the centre was forced to limit queues and/or reduce operating hours to manage demand.

4.2.2 Bulk e-mail capability

To manage the large volume of unaccredited, rideshare drivers, CPVV developed a workflow that enabled Uber to scan and e-mail up to 50 applications per day, along with a single daily payment covering all submitted applications. Uber prioritised accrediting their high-volume drivers (i.e. drivers who undertook the most trips), increasing the rate at which rideshare trips were being completed by accredited drivers. Uber also performed some quality assurance checks on the scanned application forms, reducing errors and expediting the accreditation process.

The bulk e-mail process was discontinued when the electronic transfer process was introduced (see 4.2.3)

4.2.3 Electronic Transfer of applications

To increase productivity, CPVV designed an electronic transfer process for booking service providers to submit driver accreditation applications. The system allowed application data along with supporting documentation to be imported directly into CPVV's systems removing the need for manual data entry.

Electronic transfer enabled CPVV to increase processing capability to 100 applications per working day (submitted in single batches of 500 per week), or more when capacity allowed.

The Electronic transfer system was discontinued when the online driver accreditation form was introduced (see 4.2.4).

4.2.4 Online driver accreditation

CPVV partnered with Australia Post to develop an online application process for driver accreditation. The online form was officially launched on 13 November 2017, enabling prospective drivers to complete their application and provide supporting documents online. Further internal system enhancements improved productivity and increased processing capacity.

CPVV worked closely with industry to test and promote the online driver accreditation process and the system received over 12,000 applications in its first three months of operation.

4.2.5 Driver Accreditation conditions

A standard set of driver accreditation conditions were imposed on drivers by CPVV. Conditions include the requirement to notify CPVV of changes in reportable medical conditions, requirements for properly administering Multi Purpose Taxi Program subsidies, and requirements for operating a wheelchair accessible vehicle.

4.3 Streamlining vehicle licensing

On 9 October 2017, the provisions of the CPVI Act 2017 introduced by the First CPVI Bill commenced, which included the streamlining of vehicle licences.

4.3.1 Rebate for annual fees (taxis)

A rebate was made available to fixed term licence holders for fees payable to CPVV after 1 July 2016.

4.3.2 Licence conversions

A range of pre-existing taxi and hire car licences transitioned to new annual taxi and hire car licences, as shown in Table 1 below. All licences were converted on a 1:1 basis and overall licence numbers did not increase as a result of the licence conversion process. As part of the transition, zones restricting the geographical operation of vehicles were removed from hire car licences.

Current licence to be revoked	Licence changes to	Replacement licence to be issued
MF - Metropolitan Fixed Term MT - Metropolitan Taxi PS - Peak Service	⇒	MTA - Metropolitan Taxi Annual
MF5 - Wheelchair Accessible Taxi Metropolitan Fixed Term M50, M51, M80 - Metropolitan Taxi Wheelchair Accessible Taxi	⇒	MTA5 - Metropolitan Taxi Wheelchair Accessible Taxi Annual
CTF - Country Taxi Fixed Term CT - Country Taxi	⇒	CTA - Country Taxi Annual
C50F - Country Wheelchair Accessible Taxi Fixed Term C50 - Country Wheelchair Accessible Taxi	⇒	CTA5 - Country Taxi Wheelchair Accessible Taxi Annual
RTF - Regional Taxi Fixed Term RT - Regional Taxi	⇒	RTA - Regional Taxi Annual
RT5F - Regional Wheelchair Accessible Taxi Fixed Term RT5 - Regional Wheelchair Accessible Taxi	⇒	RTA5 - Regional Taxi Wheelchair Accessible Taxi Annual
UF - Urban Fixed Term UT - Urban Taxi	⇒	UTA - Urban Taxi Annual
UF5, UT5F - Urban Wheelchair Accessible Taxi Fixed Term UT5 - Urban Taxi Wheelchair Accessible Taxi	⇒	UTA5 - Urban Taxi Wheelchair Accessible Taxi Annual
CH - Country Hire* MH - Metropolitan Hire* RH - Restricted Hire SV - Special Purpose	⇒	Victorian Hire Car

Please note: There was no change to the current licence category of annual taxi licence.

*hire car licences were not revoked, but new licence conditions were issued

Table 1 Licence conversion

4.3.3 Treatment of assigned licences

Prior to 9 October 2017 certain taxi-cab licence types were permitted to be assigned to accredited operators and CPVV maintained records on those assignment arrangements. As part of the licensing changes the licences of assignors were revoked and a new annual taxi-cab licence was issued in the name of the assignee.

4.4 Transition Assistance Payments

Transition Assistance was a key part of the government's financial support package for the commercial passenger vehicle industry.

4.4.1 Policy Overview

The Government set the overarching policy for transition assistance payments to licence holders. This included:

- amounts payable for each licence type; and
- amounts payable for the first, second, third and fourth licences.

Taxi licence types	Expiry	Zone	First licence	Second, third and fourth licence
M50 – Metropolitan Taxi Wheelchair Accessible	Perpetual	Metropolitan	\$100,000	\$50,000
M51 – Metropolitan Taxi Wheelchair Accessible	Perpetual	Metropolitan	\$100,000	\$50,000
M80 – Metropolitan Taxi Wheelchair Accessible	Perpetual	Metropolitan	\$100,000	\$50,000
MT – Metropolitan Taxi	Perpetual	Metropolitan	\$100,000	\$50,000
UT – Urban Taxi	Perpetual	Urban	\$100,000	\$50,000
UT5 – Urban Taxi Wheelchair Accessible Taxi	Perpetual	Urban	\$100,000	\$50,000
RT – Regional Taxi	Perpetual	Regional	\$50,000	\$25,000
RT5 – Regional Wheelchair Accessible Taxi	Perpetual	Regional	\$50,000	\$25,000
C50 – Country Wheelchair Accessible Taxi	Perpetual	Country	\$15,000	\$7,500
CT – Country Taxi	Perpetual	Country	\$15,000	\$7,500
MF – Metropolitan Fixed Term	Fixed Term	Metropolitan	\$33,750	\$16,875
UF – Urban Fixed Term	Fixed Term	Urban	\$33,750	\$16,875
Hire car licence types	Expiry	Zone	First licence	Second, third and fourth licence
MH – Metropolitan Hire Car Licence	Perpetual	Metro/Urban	\$25,000	\$12,500
CH – Country Hire Car Licence	Perpetual	Regional/Country	\$12,500	\$6,250
SV – Special Purpose Vehicle Licence	Perpetual	NA	\$1,250	\$625

Table 2 Transition assistance payments by licence type

4.4.2 Transition Assistance calculation and auditing

CPVV was responsible for making transition assistance payments in accordance with the Government's policy.

The process developed by CPVV relied upon two separate data algorithms designed to implement the business rules and extract final payee details from the CPVV database and calculate payments. The process performed included independent cross-referencing checks against the final data results to identify possible errors.

This validation process was reviewed by an independent auditor before being approved by the CPVV Commission and the Minister.

The Victorian Auditor-General's Office performed an independent review of CPVV's accounting treatment of the transition assistance payments in 2016/17 and a review of the payments themselves in 2017/18 (including associated accounting treatment).

Process	Performed By	Comments
Initial Payments - Approvals	CPVV Audit and Risk Management Committee	Reviewed RSM assurance report (Phase 1) noting there were no issues identified and recommended report be accepted.
	CPVV Commission	Reviewed RSM assurance report (Phase 1) and TSC Audit and Risk Management Committee recommendation and endorsed payment of final initial list to the Minister for Public Transport.
	Minister for Public Transport	Reviewed CPVV Commission's endorsement and approved payment of final initial list.
Initial Payments - Payment Process	CPVV, RSM	Cheques and letters printed and internally processed for mailing, including quality assurance checking of process by CPVV and RSM.
Cheque Presentation Tracking	PVV	Monitoring of cheques being presented to the bank on daily basis as part of the bank reconciliation process.
Quality assurance of data extraction - exception payments	CPVV performed cross referencing checks within two areas of CPVV	Two separate data algorithms developed and validated independently to determine draft and final exceptions payment list.
Payment Process - Audit	RSM	Tested controls and provided assurance against final exception payment list and provided an assurance report

		(Phase 2). There were no issues identified.
Exception Payments - Approvals	CPVV Audit and Risk Management Committee	Reviewed RSM assurance report (Phase 2) noting there were no issues identified and recommended report be accepted.
	CPVV Commission	Reviewed RSM assurance report (Phase 2) and TSC Audit and Risk Management Committee recommendation and endorsed payment of final exception list to the Minister for Public Transport.
	Minister for Public Transport	Reviewed TSC Commissions endorsement and approved payment of the final exception list.

Process	Performed By	Comments
Exception Payments - Payment Process	CPVV, RSM	Cheques and letters printed and internally processed for mailing, including quality assurance checking of process by TSC.
Cheque Presentation Tracking	CPVV	Monitoring of cheques being presented to the bank on daily basis as part of the bank reconciliation process.
Final Internal Audit Review	RSM	Final report of CPVV control environment produced by RSM in relation to Transition Assistance Payments (Phase 3). There were no issues identified.
Final Internal Audit Review - Report	CPVV Audit and Risk Management Committee and CPVV Commission	Final report of CPVV control environment produced by RSM in relation to Transition Assistance Payments (Phase 3) provided to CPVV Audit and Risk Management Committee for consideration and to CPVV Commission through Committee meeting minutes.

External Audit FY 2017/18	Victorian Auditor-General's Office	Independent review of the CPVV accounting treatment in 2017/18, testing of management judgement when applying conditions to licence holder circumstances and testing of CPVV processes followed.
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Table 3 sets out the assurance process followed by CPVV.

Process	Performed By	Comments
Process development	CPVV	Initial process developed including identification of data extraction, algorithms and payment methodologies to be used.
Process refinement	CPVV, Merlo Consulting and Ernst & Young	Initial process refined after fraud assessment and process review conducted and reports provided. This validated the use of cheques for making payments.
Quality assurance of data extraction	CPVV performed cross referencing checks within two areas of CPVV	Two separate data algorithms developed and validated independently to determine draft and final initial payment listing.
External Audit FY 2016/17	Victorian Auditor-General's Office	Independent review of the TSC accounting treatment in 2016/17 of Transition Assistance Payments.
Payment Process - Audit	CPVV internal auditors (RSM)	Tested controls and provided assurance against final initial payment list and provided an assurance report (Phase 1). There were no issues identified.

Process	Performed By	Comments
Initial Payments - Approvals	CPVV Audit and Risk Management Committee	Reviewed RSM assurance report (Phase 1) noting there were no issues identified and recommended report be accepted.
	CPVV Commission	Reviewed RSM assurance report (Phase 1) and TSC Audit and Risk Management Committee recommendation and endorsed payment of

		final initial list to the Minister for Public Transport.
	Minister for Public Transport	Reviewed CPVV Commission's endorsement and approved payment of final initial list.
Initial Payments - Payment Process	CPVV, RSM	Cheques and letters printed and internally processed for mailing, including quality assurance checking of process by CPVV and RSM.
Cheque Presentation Tracking	PVV	Monitoring of cheques being presented to the bank on daily basis as part of the bank reconciliation process.
Quality assurance of data extraction - exception payments	CPVV performed cross referencing checks within two areas of CPVV	Two separate data algorithms developed and validated independently to determine draft and final exceptions payment list.
Payment Process - Audit	RSM	Tested controls and provided assurance against final exception payment list and provided an assurance report (Phase 2). There were no issues identified.
Exception Payments - Approvals	CPVV Audit and Risk Management Committee	Reviewed RSM assurance report (Phase 2) noting there were no issues identified and recommended report be accepted.
	CPVV Commission	Reviewed RSM assurance report (Phase 2) and TSC Audit and Risk Management Committee recommendation and endorsed payment of final exception list to the Minister for Public Transport.
	Minister for Public Transport	Reviewed TSC Commissions endorsement and approved payment of the final exception list.

Process	Performed By	Comments
Exception Payments - Payment Process	CPVV, RSM	Cheques and letters printed and internally processed for mailing, including quality assurance checking of process by TSC.

Cheque Presentation Tracking	CPVV	Monitoring of cheques being presented to the bank on daily basis as part of the bank reconciliation process.
Final Internal Audit Review	RSM	Final report of CPVV control environment produced by RSM in relation to Transition Assistance Payments (Phase 3). There were no issues identified.
Final Internal Audit Review - Report	CPVV Audit and Risk Management Committee and CPVV Commission	Final report of CPVV control environment produced by RSM in relation to Transition Assistance Payments (Phase 3) provided to CPVV Audit and Risk Management Committee for consideration and to CPVV Commission through Committee meeting minutes.
External Audit FY 2017/18	Victorian Auditor-General's Office	Independent review of the CPVV accounting treatment in 2017/18, testing of management judgement when applying conditions to licence holder circumstances and testing of CPVV processes followed.

Table 3 Transition assistance assurance processes

4.4.3 Transition Assistance Payment outcomes

Payments totalling \$329,461,250 were made to 4,139 licence holders.

4.4.4 Fairness Fund

Transition Assistance payments were not affected by Fairness Fund applications.

4.5 Low-cost vehicle licences

A key part of the reforms was the introduction of new low-cost vehicle licences. This, along with the improved processes detailed below helped to reduce barriers for people wanting to enter the market. To buy a licence, an applicant first needed to hold operator accreditation or be an accredited driver.

4.5.1 Paper process

With the commencement of low-cost licences on 9 October 2017, CPVV continued with its existing paper-based process for licence applications.

4.5.2 Online form

An online licence application form was introduced in early December 2017 which allowed for online applications for a taxi or hire car licence.

Since this time, the online application form has been enhanced to meet the requirements of the vehicle registration scheme (see Section 4.6.2).

4.5.3 Vehicle licensing conditions

CPVV reviewed and consolidated the broad range of licence conditions and imposed one set of standard conditions for taxis and another for hire car licences. In determining the new conditions, CPVV considered the key differences between the old and new licence types, identifying conditions that were still relevant and those that were not, and made clear distinctions between requirements for taxis and hire cars.

4.6 Vehicle registration

4.6.1 Differences between vehicle licensing and registration

The amendments to the CPVI Act 2017 introduced by the Second CPVI Bill replaced vehicle licensing with vehicle registration. It also removed the requirement for operator accreditation, licence assignments and transfers, so that each change to permission holder or vehicle now only requires a simple new online registration.

4.6.2 Implementing vehicle registration

CPVV has established a registration system for all commercial passenger vehicles (CPVs) that allows vehicle owners to register a vehicle for booked and/or unbooked CPV services. The scheme's purpose is to record details about those vehicles used to provide CPV services and establish who uses the vehicle to provide CPV services for the purposes of compliance and enforcement. Improvements have been made to the registration process to reduce the likelihood of duplicate registrations and incorrect unbooked vehicle registrations.

4.6.3 Vehicle registration conditions

Under s.43 of the CPVI Act, 2017, CPVV imposed standard conditions on registered commercial passenger vehicles.

4.6.4 Vehicle registration plates

Taxi plates

CPVV retained (through licence conditions) the plate system that previously applied to taxis for unbooked commercial passenger vehicles, as the identification of vehicles via those plates is an important safety aspect of unbooked services. Additionally, the current administration systems for the Multi Purpose Taxi Program rely on the plate configurations.

The demand for unbooked vehicle registrations was initially higher than anticipated and plates were unavailable for a period, resulting in a delay for some vehicles to be able to operate.

Hire car plates

CPVV did not retain the plate system (VH plates) that previously applied to hire cars for booked commercial passenger vehicles. The projected volumes meant that the retention of plate requirements for all booked vehicles was not feasible and would have caused significant delays to vehicle registration applications. An additional consideration was that VH plated vehicles are permitted to access emergency lanes and if the number of vehicles with those plates were to significantly increase, there is a risk the lanes may become congested.

4.7 Booking Service Provider accreditation and registration

The CPVI Act 2017 replaced taxi-specific *Network Service Providers* with vehicle-agnostic *Booking Service Providers*. All existing Network Service Providers automatically transitioned to become Booking Service Providers.

The legislative changes also introduced the concept of ‘fit and proper’ person for directors and owners of booking service providers and introduced greater accountability for service provision.

Owners of two or less commercial passenger vehicles who manage their own bookings are exempt from the requirement to be registered. This exemption expires on 1 July 2020 (the original expiry date was 1 July 2019).

4.8 Notifiable incidents

In accordance with the CPVI Regulations, industry participants are required to report certain incidents to CPVV (‘notifiable incident’). Notifiable incidents occur where, in relation to the provision of a commercial passenger vehicle service, someone dies or is seriously injured, and/or police or health professionals attend.

To facilitate reporting, CPVV developed an online form and guidance for industry on when to report a notifiable incident. In response to industry feedback, CPVV also allows booking service providers to report on behalf their drivers and vehicle owners.

To 15 June 2019, CPVV has received 126 reports from a range of industry participants (see section 5.1.2 for more information).

4.9 Accessibility initiatives

As part of the commercial passenger vehicle reforms, a number of government policy changes and CPVV initiatives have been enacted to support accessible services.

4.9.1 Disability Commissioner

Ms Colleen Furlanetto was appointed as the inaugural CPVV Disability Commissioner on 1 January 2018. The Disability Commissioner provides a dedicated focus on ensuring inclusive and accessible commercial passenger vehicle services for all Victorians.

4.9.2 Increase in lifting fee

The Victorian Government supports the availability of wheelchair accessible travel by paying a lifting fee to commercial passenger vehicle drivers and owners when transporting an eligible Multi Purpose Taxi Program passenger. The fee acts as an incentive to encourage the operation of wheelchair accessible vehicles.

On 23 August 2016, the government announced that the wheelchair lifting fee would be increased from \$16.70 to \$20 for trips in a Wheelchair Accessible Vehicle with eligible MPTP members in a wheelchair; and from \$8.35 to \$10 for trips in non-WAV vehicles where eligible MPTP members are using a foldable wheelchair (regional and country areas only).

The lifting fee increases took effect on 1 October 2016 and are indexed annually (currently \$20.80 and \$10.40).

4.10 Industry engagement

CPVV hosted monthly meetings of the Industry Implementation Group (which includes representatives from traditional taxi networks, industry representatives and new booking service provider entrants) throughout the reform period. The meetings provided a forum for information sharing between CPVV and industry and have continued post reform.

CPVV also continues to engage with industry through multiple platforms, including consultation on key CPVV initiatives, such as the Victorian Commercial Passenger Vehicle Code of Practice; information sharing through online mediums; and providing opportunities for industry groups and booking service providers to meet with senior CPVV representatives.

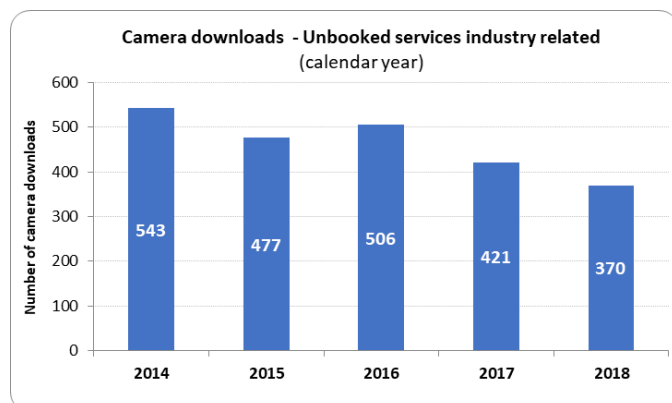
5 Impact of reforms on the Commercial Passenger Vehicle services

Following implementation of government reforms, CPVV has been monitoring and developing new metrics for the CPV industry on safety, accessibility, competition and customer service. The following key statistics provide an overview of changes within the industry since the CPVI Act was implemented.

5.1 A Safe Industry

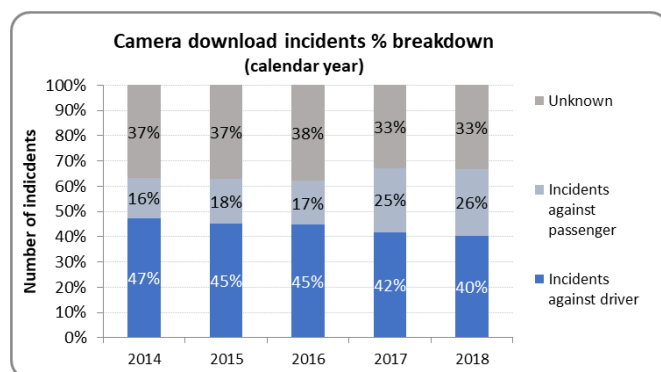
CPVV monitors industry safety in a number of ways including data sharing with Victoria Police, VicRoads and the Australian Criminal Intelligence Commission; in addition to data on safety related incidents through in-vehicle camera information and notifiable incident reporting.

5.1.1 In-Vehicle Camera Download Requests



Graph 1 Camera download requests

In-vehicle camera data relates only to vehicles authorised to accept unbooked fares.



Graph 2 Camera download incidents

In-vehicle camera data relates only to vehicles authorised to accept unbooked fares.

The above two tables illustrate the number and category type of incidents which have resulted in Victoria Police requesting a download of footage captured on an in-vehicle camera between 2014 and 2018. The number of industry related incidents (those that occurred in the normal course of unbooked vehicle operations) have been trending down over recent years.

5.1.2 Notifiable incidents

The CPVI Regulations 2018 introduced the requirement for booking service providers, vehicle owners, drivers, equipment and service providers as well as those with control over the provision of a commercial passenger vehicle service to report notifiable incidents to CPVV. Notifiable Incidents occur where, in relation to the provision of a commercial passenger vehicle service, someone dies or is seriously injured, and/or police or health professionals attend.

The Notifiable Incident requirement came into effect on 1 March 2019. As at June 2019 the amount of data available is too small to identify significant safety trends within the industry. CPVV will

continue to monitor notifiable incident occurrences with the intent of developing appropriate strategies to enhance safety within the industry.

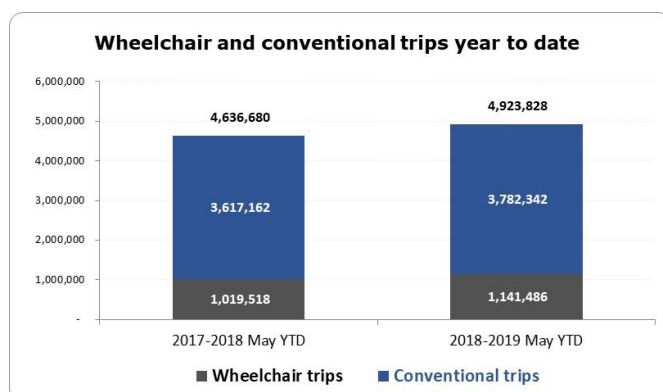
5.2 An Accessible Industry

CPVV continues to administer the Multi Purpose Taxi Program (MPTP) which has experienced consistent growth over the previous five years, including an accelerated level of growth since the 2017-2018 financial year as illustrated in the below table.

MPTP trips by financial year				% Change	
Date	Wheelchair trips	Conventional trips	Total	Year on year	Cumulative
2014-2015	941,946	3,675,017	4,616,963	0.0%	0.0%
2015-2016	973,726	3,689,767	4,663,493	1.0%	1.0%
2016-2017	1,039,358	3,750,342	4,789,700	2.7%	3.7%
2017-2018	1,121,969	3,951,372	5,073,341	5.9%	9.9%
2018-2019 (estimate)	1,234,166	4,148,941	5,383,107	6.1%	16.6%

Table 4 MPTP trips by financial year

The MPTP subsidises travel in both Wheelchair Accessible Vehicles (WAV) and conventional vehicles for MPTP participants.



Graph 3 Wheelchair and conventional trips

The above graph provides a comparison of the total number of MPTP subsidised trips year to date, 2018 – 2019 financial year, compared to the same period for the 2017 – 2018 financial year. The number of MPTP trips in 2018 – 2019 represents a 6.2% increase from the previous year.

The total number of MPTP subsidised trip for the 2018 – 2019 financial year is likely to represent a greater than 16% increase since the 2014 – 2015 financial year. This equates to an additional 766,000 subsidised trips, including a 31% increase in the number of wheelchair trips.

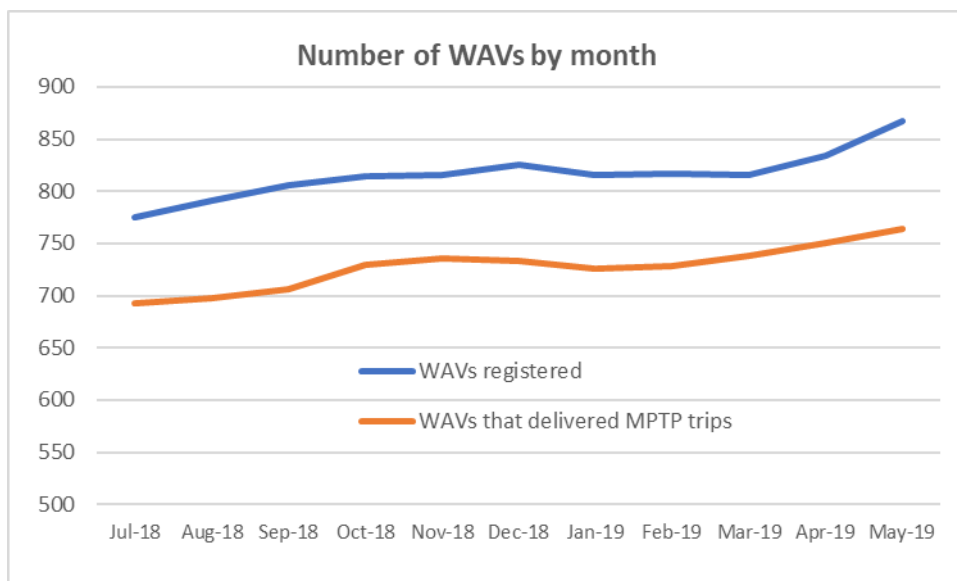
5.2.1 Wheelchair Accessible Vehicles

CPV registrations	Sep-17	May-19	Number	%
WAV	636	867	231	36%

Table 5 Wheelchair accessible vehicle registrations

Registrations for wheelchair accessible vehicles (WAVs) have increased since the introduction of low-cost driver accreditation and vehicle registrations in October 2017 as depicted in the above table.

5.2.2 Active Wheelchair Accessible Vehicles



Graph 4 Wheelchair accessible vehicles

Active WAVs shown above are vehicles that have recorded one or more MPTP trips in the month shown

The above chart illustrates the number of registered and active WAVs since July 2018. The numbers of both registered and active WAVs continue to increase.

5.3 A Competitive and Customer-Focused Industry

Competitive/ Customer-Focused			Change	
Industry participant	Oct-17	May-19	Number	%
CPV Drivers	62,076	96,362	34,286	55%
CPV registrations	8,460	66,894	58,434	691%
Booking Service Providers (BSPs)	129	201	72	56%

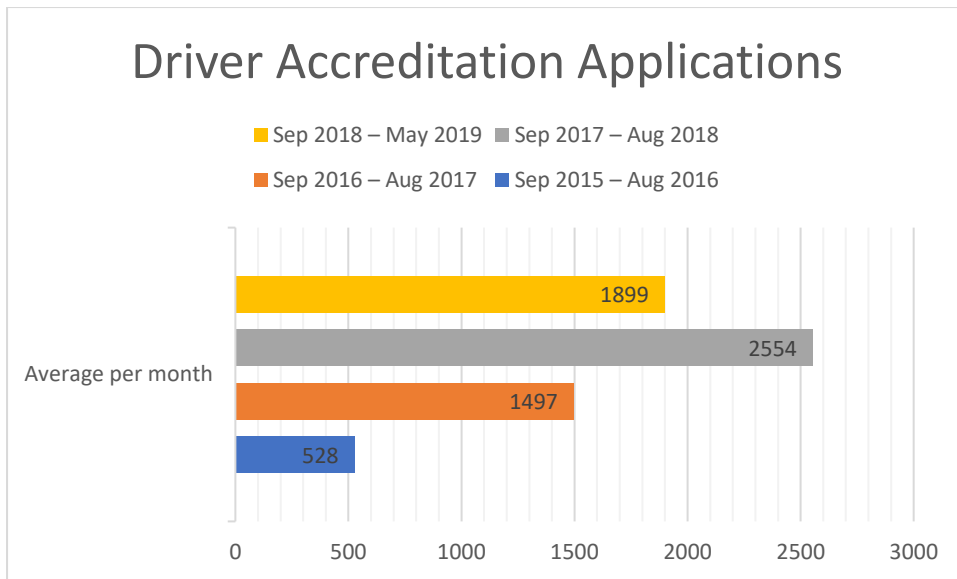
Table 6 Industry participants breakdown

Low cost CPV registrations became available from the government commencing 9 October 2017.

The above table illustrates the rapid growth the commercial passenger vehicle experienced following the release of low-cost vehicle registration.

Although the above table depicts consistent growth within the industry there is currently no data on the number of drivers or vehicles leaving the industry. The CPVI Act requires accredited drivers and registered vehicle owners to pay annual fees to maintain that accreditation or registration. CPVV has recently begun issuing those invoices and it is anticipated that the number of accredited drivers and registered vehicles will reduce as a result of participants that have left the industry not paying the applicable fee.

The increase in the number of booking service providers following the reform of the commercial passenger vehicle industry has seen a variety of multi-national and Australian owned organisations commence operating in Victoria. A number of these organisations have a unique value proposition designed to service a particular segment of the market including women and children, Melbourne CBD and those looking for low cost solutions through pooling or fare splitting.



Graph 5 Driver accreditations applications

Government announced the commercial passenger vehicle Industry reforms on 23 Aug 2016.

In the 12-month period following the announcement of the Commercial Passenger Vehicle industry reforms, driver accreditation applications increased by an average of 184% per month. The number of driver accreditation applications increased again the following year, Sep 2017 – Aug 2018, to an average monthly total equivalent to a 384% increase from pre-reform announcement numbers. Driver accreditation applications levels remain high in 2019, up 260% on pre-reform announcement numbers.

6 Reductions in red tape and compliance costs for industry

6.1 Reducing licence fees

Prior to October 2017, annual fees for taxi and hire car licences ranged from approximately \$53 up to \$23,000. In October 2017, low cost licensing was introduced. Today (June 2019), commercial passenger vehicle registration is \$53.80, payable annually. This applies to both unbooked and booked-only service providers. The reduction in regulatory costs have reduced barriers to entry and enable service providers to more easily scale according to their needs and provide a range of services in response to market demand.

6.2 Benefits of removing zones

Pre-reform, service providers could only operate in the geographical zone (metropolitan, urban, regional or country) in which they were registered. The CPVI Act 2017 removed these zones, enabling service providers to operate across Victoria and reducing regulatory compliance obligations.

6.3 Greater flexibility for vehicle inspections

CPVV requires that all commercial passenger vehicles undergo an annual inspection to ensure the vehicle is in a safe, fit and serviceable condition. Previously inspections had to be undertaken by a specialised, licensed taxi tester (unless none existed within 80 kilometres). CPVV removed that requirement.

Now all commercial passenger vehicles must undergo an annual inspection to ensure they are roadworthy and provide a safe and comfortable experience for passengers.

Under vehicle registration conditions, vehicle owners are required to be able to produce:

- a current, annual Certificate of Roadworthiness for the licensed vehicle, or
- current evidence that the vehicle has passed a CPVV-approved inspection process.

The CPVV's *Commercial passenger vehicle inspection policy* sets out the safety standards expected of CPVV approved commercial passenger vehicle inspectors. To date, one provider has been approved by CPVV to perform commercial passenger vehicle inspections.

The policy is designed to ensure that safety outcomes for service providers and passengers are consistent whether vehicle owners choose:

- an annual roadworthy vehicle inspection based on requirements set out in the VicRoads document titled, *Vehicle Standards Information bulletin 26 (VSI 26)*, or
- a commercial passenger vehicle inspection process approved by CPVV.

An inspection provider approved by CPVV may inspect any commercial passenger vehicle except for wheelchair accessible vehicles, buses and stretch limousines. These modified vehicles must meet specific vehicle requirements relating to their size and function. For example, wheelchair accessible vehicles must have wheelchair accommodation, hoists and ramps, and restraint systems.

An inspector conducting commercial passenger vehicle inspections approved by CPVV must be an accredited Tester for that vehicle category under the VicRoads administered Licensed Vehicle Testers (LVT) scheme. CPVV require an applicant to provide copies of the authorisation to sign roadworthy certificates as evidence of each individual tester's LVT qualifications and provide consent for CPVV to validate LVT qualifications with VicRoads, as necessary.

CPVV may revoke approval under its policy at any time, for any reason or if it reasonably believes the approved commercial passenger vehicle inspection provider no longer complies with approval requirements or has breached a condition of its approval.

The change in inspection requirements has improved access and choice and reduced costs for industry participants. It has also enabled CPVV to obtain data regarding inspections from CPVV approved inspectors, which will be utilised to inform compliance and operational decision-making.

7 Regulatory model

7.1 Introduction

CPVV works in partnership with the commercial passenger vehicle industry to ensure services for consumers are safe and accessible. CPVV empowers commercial passenger vehicle service providers to take responsibility for their service offering and encourages innovation and the use of technology to achieve the best outcomes for the industry and the community.

Since the introduction of the CPVI Act 2017 CPVV has utilised a combination of engagement, education and direct action to enforce the law. This section outlines how CPVV regulates the commercial passenger vehicle industry.

7.2 A risk-based approach

CPVV utilises an evidence-based decision-making process to target risk within the commercial passenger vehicle industry with regulatory action reflecting the level of risk and the potential benefits to the community. Resources are allocated to the highest risks and to areas where CPVV's capacity to reduce risk can have the largest impact. In all cases CPVV will take the proportionate action necessary to achieve a regulatory outcome.

7.2.1 Monitoring, compliance and enforcement policy

CPVV's new monitoring, compliance and enforcement (MC&E) policy was published on 01 July 2019. The policy, which has been the subject of public consultation, sets out how CPVV will select and use proportionate, cost effective and efficient options for monitoring and promoting compliance with the law, and how it will undertake enforcement activity.

7.2.2 Using data for compliance action

CPVV's digital reform program of works has, and will continue to, enhance CPVV's data collection, management and analysis capability. Digital reform has been essential in supporting CPVV's evidence-based decision-making processes and for the purpose of undertaking effective regulatory activities.

In addition to data generated through commercial passenger vehicle industry related activities CPVV also utilises data from Victoria Police, the Australian Criminal Intelligence Commission and a range of other sources for regulatory purposes.

7.2.3 Testing the capability of the new laws

The CPVI Act 2017 introduced a range of new compliance and enforcement powers for the regulator. These powers include:

- **Prohibition Notice (s 183)** - CPVV may issue a notice prohibiting specified conduct or directing specific measures to be taken where CPVV believes that an activity is occurring or may occur in relation to commercial passenger vehicle services that involves or will involve an immediate risk to safety. Significant penalties of up to \$150,000 for an individual or \$1.5 million for a body corporate apply if a person fails to comply with a prohibition notice without reasonable excuse.
- **Injunction (s 196)** – CPVV may seek an injunction to compel compliance with, or restrain a contravention of, an improvement notice (a notice requiring a person to remedy or prevent a contravention of the law) or a prohibition notice. CPVV may also seek an

injunction to restrain a person from carrying on a business as an unregistered booking service provider.

- **New Safety Duties (ss 23 -27)** - Consistent with the new principle of shared responsibility, the CPVI Act imposes safety duties on industry participants ranging from a BSP, CPV driver to suppliers of services or equipment. Significant penalties of up to \$291,000 for an individual or \$1.4 million for a body corporate apply if a person is in breach of their safety duties.
- **Notifiable Incident (s 272)** - A safety duty holder faces penalties of up to \$8,000 if that person fails to notify CPVV of an incident that results in the death of, or serious injury to, any person, or attendance by a police officer or health professional.
- **Register of safety risks (Reg 5)** - All booking service providers must establish and maintain a register of safety risks associated with the provisions of CPV services by their associated drivers. The register of safety risks must be reviewed annually and where necessary, revised at regular intervals depending on the level of risk identified.
- **Complaints Handling (s 64 & Reg 24)** - All booking service providers must establish, implement and maintain a complaints management system to ensure prompt action is taken to address every relevant complaint. Significant penalties of up to \$19,000 for an individual or \$97,000 for a body corporate apply in the event of a breach. All providers of unbooked CPV services also have obligation to ensure prompt action is taken to address every relevant complaint.

While the enforcement and compliance powers contained in the CPVI Act 2017 are based on similar powers used in other industries, they are new to the commercial passenger vehicle industry and largely untested in this context and CPVV will be looking to test these powers.

7.2.4 Transparency in regulation

CPVV is committed to being transparent with respect to how and why regulatory activities are undertaken. Where appropriate CPVV intends to publish information on regarding regulatory activities and organisational performance, including:

1. Relevant Budget Paper 3 measures
2. Key compliance/disciplinary action taken by CPVV
3. Relevant 'work volumes' e.g. applications, complaints received, MPTP trips subsidised
4. Community engagement activities
5. Other key measures of progress against strategic objectives

8 Delivering on CPVV's Strategic Objectives

CPVV is working with all commercial passenger vehicle industry stakeholders to create a commercial passenger vehicle industry that is safe, accessible, customer-focused and competitive. CPVV recognises its role in supporting industry innovation, strengthening industry's commitment to safety and building the community's trust in point-to-point transport as a safe and reliable component of Victoria's public transport network.

CPVV has built a robust framework to engage with BSPs and key industry stakeholders to exchange ideas, discuss contemporary issues and identify opportunities for improvement. This collaborative approach has informed CPVV's development of a program of initiatives to deliver on its strategic objectives.

CPVV's program of initiatives demonstrates its commitment to meeting current and future challenges for the commercial passenger vehicle industry and to deliver on outcomes which will add the most value. The following initiatives have commenced or are scheduled to commence in 2019-2020.

8.1 Safe

Safe - ensure the commercial passenger vehicle industry is committed to safety and fosters community confidence in its service.

- **Safety for women and girls** – CPVV is actively engaged in whole of public transport discussions regarding the enhancement of safety for women and girls. In 2019 – 2020 CPVV intends to engage with industry directly on strategies specific to point-to-point transport.
- **Victorian Commercial Passenger Vehicle Code of Practice** – CPVV has undertaken significant industry consultation to produce an industry Code of Practice, Part 1. This document will be followed by a Code of Practice Part 2 and an online resource tool box in 2019.
- **Safe dispatching systems** – Driver distraction remains a significant issue on Victorian roads, as such CPVV intends to commence discussions on the design and implementation of safe dispatching practices.
- **Secondary networks** – CPVV will facilitate a series of discussions on how the legislation, particularly with respect to safety duties, applies in an environment where drivers and vehicles are working across multiple platforms and organisations.
- **Unbranded vehicles** - CPVV is presently undertaking an operation to identify unbranded vehicles to determine the degree to which those vehicles meet key standards in relation to security cameras, fare information and fare calculation devices as well as vehicle maintenance and safety standards.

8.2 Accessible

Accessible – ensure the commercial passenger vehicle industry is committed to diversity and accessible services.

- **Accrediting wheelchair accessible vehicle drivers** – CPVV is exploring changes to the regime for issuing W endorsements, which permit a driver to drive wheelchair accessible vehicles.

- **MPTP expansion** – CPVV is working to expand the Multi-purpose Taxi Program so that members will soon be able to choose to utilise a wider variety of commercial passenger vehicle services including booked and unbooked services.
- **Accessibility forum** – CPVV has established an accessibility forum with a broad range of stakeholders to drive innovation, knowledge sharing and accessible service improvement within the industry.
- **State of the Industry Report: Accessibility** – CPVV's first State of the Industry Report will focus on accessibility within the Victorian commercial passenger vehicle industry and provide significant insight to assist in enhancing services and the administrative framework in the space.

8.3 Customer-Focused

Customer-Focused – create a regulatory environment that encourages customer-focused CPV services.

- **Customer experience** – As the commercial passenger vehicle industry in Victoria continues to grow CPVV is in the process of reconfiguring its customer-facing services to increase its ability to respond to telephone queries and manage processing.
- **Digital transformation** - CPVV will continue to simplify and enhance its digital platforms by improving on-line forms, streamlining digital processes and providing additional tools and ways of accessing information, such as customer centric portals.
- **Touting** - A series of discussions to better understand the prevalence and effects of touting; and exploring options for addressing touting if required. This will include discussing how a touting offence could be constructed and enforced.

8.4 Competitive

Competitive – create a regulatory environment that facilitates competition, innovation and encourages diverse services.

- **Boosting diversity and female participation** – CPVV proposes to discuss recruitment and retaining female drivers; providing a safe working environment for female drivers; and the general safety and comfort of all women – whether driving or riding – in commercial passenger vehicles.
- **Vehicle Inspections** - Urban Booking Service Providers have expressed a strong desire to make further progress towards self-regulation with respect to vehicle inspections. CPVV is supportive of transparent and auditable processes for maintaining vehicles and equipment in a safe and serviceable condition and will explore this opportunity.
- **Driver agreement provisions** - CPVV is presently working with a limited number of regional operators to consider opportunities to provide greater flexibility in the application of the driver agreement requirements.

8.5 Effective Regulator

Effective Regulator – be efficient, adaptive and aligned with Victoria's transport system objectives.

- **Responding to industry feedback** - CPVV will continue to respond to industry observations to quantify and understand any issue that may be emerging.
- **Understanding and applying the new regulatory framework** – Industry have expressed a strong desire to understand and apply the new regulatory framework, particularly in some of the more complex areas. CPVV will allocate resources to ensure industry understands its obligations.

9 Glossary

Active MPTP members means members of the Multi Purpose Taxi Program that have taken at least one commercial passenger vehicle trip and claimed the subsidy from the program in the last 12 months.

Booked only vehicle means a commercial passenger vehicle that is only authorised to provide services arranged by a Booking Service Provider.

Booked service means a commercial passenger vehicle service provided via a booking service.

Booking Service Provider means an entity that receives requests from passengers for a commercial passenger vehicle service and facilitates or arranges the acceptance of those requests by drivers. These providers may be more commonly known as taxi or rideshare companies.

Commercial Passenger Vehicle means a vehicle registered with CPVV to provide commercial passenger vehicle services. These vehicles may be more commonly known as taxi or rideshare vehicles.

Commercial Passenger Vehicle Service means the transport of a passenger(s) in a commercial passenger vehicle in Victoria in exchange for payment. These services may be more commonly known as taxi or rideshare services.

Commercial Passenger Vehicles Victoria or CPVV is the Victorian government body that regulates the commercial passenger vehicle industry.

Conventional vehicle means any commercial passenger vehicle that has not been modified to facilitate the transportation of passengers in a wheelchair.

Driver means a driver accredited by CPVV to provide commercial passenger vehicle services.

Multi Purpose Taxi Program or MPTP means the program administered by CPVV that provides subsidised commercial passenger vehicle fares to Victorians with a severe and permanent disability that experience financial hardship or require the use of a wheelchair.

Unbooked services means a commercial passenger vehicle service that is not provided via a booking service, such as a service hailed from the street or obtained from a rank.

Unbooked vehicle means a commercial passenger vehicle that may be used to provide rank and hail services as well as services arranged through a booking service provider.

WAV or Wheelchair Accessible Vehicle means a commercial passenger vehicle that has been modified to facilitate the transportation of one or more passengers in a wheelchair.

10 Abbreviations

ANCAP	Australian New Car Assessment Program	NEVDIS	National Exchange of Vehicle and Driver Information System
BSP	Booking Service Provider	PBBS	Performance Based Booking System
CEO	Chief Executive Officer	TII	Taxi Industry Inquiry
CPVV	Commercial Passenger Vehicle Victoria	TSC	Taxi Services Commission
DEDJTR	Department of Economic Development, Jobs, Transport and Resources	VTA	Victorian Taxi Association
IIG	Industry Implementation Group	VTMS	Victorian Taxi Management System
MPTP	Multi Purpose Taxi Program	WAT	Wheelchair Accessible Taxi
MUARC	Monash University Accident Research Centre		

11 Changes to terminology from 1 July 2018

Terminology to 30 June 2018	Terminology from 1 July 2018
Vehicles licensed as either taxis or hire cars must operate in the zone they nominated (where applicable).	Booked services are trips booked over via an application, or over the phone or website. Unbooked services are trips hailed from the street, hired from a recognised taxi rank or trips that have <i>not</i> been booked via an application, over the phone or website.
Taxis	Taxis re-classified as commercial passenger vehicles that provide booked and unbooked services.
Hire cars	Hire cars re-classified as commercial passenger vehicles that provide booked services only.
Wheelchair Accessible Taxi (WAT)	Wheelchair Accessible Vehicle (WAV)
Taxi Service Commission (TSC)	Commercial Passenger Vehicle Commission, trading as Commercial Passenger Vehicle Victoria (CPVV)

12 Timeline of reform events and activities

Date	Event	Comments
23 August 2016	Government announces CPVI Act reforms	
August 2016	Rebate made available to fixed term licence holders for fees payable to CPVV after 1 July 2016.	
August 2016	Driver testing requirements removed for drivers of conventional vehicles	
October 2016	Wheelchair lifting fee increased to \$20	
22 February 2017	CPVI Bill 2017 introduced to Parliament	
April 2017	Driver accreditation: bulk email capability developed	
June 2017	Driver accreditation: electronic transfer system developed	
10 August 2017	Commercial Passenger Vehicle Industry Bill 2017 passed by Parliament	Some sections had delayed commencement
4 September 2017	Transition Assistance payments commence	Support package delivered throughout September and October 2017
9 October 2017	Interim taxi and hire car licensing reforms commence Licence conversions Low cost licences available (\$52.90)	All existing perpetual or fixed term taxi licences converted to new annual taxi licences and special purpose and restricted hire licences converted to hire car licences
2 November 2017	Booking service provider registration commences	Allowing for accreditation of new entrants
13 November 2017	Online driver accreditation form launched	
December 2017	Online applications for taxi and hire car licences launched	
12 December 2017	Commercial Passenger Vehicle Industry Amendment (Further Reforms) Bill passed	Operational from 1 July 2018
1 January 2018	Appointment of Colleen Furlanetto as CPVV Disability Commissioner	

Date	Event	Comments
May 2018	CPVV Vehicle inspection approval policy, enables approval of alternative vehicle inspectors.	
1 July 2018	\$1 industry levy commences	
2 July 2018	Amendments to the CPVI Act as a result of the Second CPVI Bill commence	
2 July 2018	CPVI Regulations 2018 commence	Commencement of some regulations delayed
2 July 2018	Taxi Service Commission rebranded as Commercial Passenger Vehicles Victoria	
September 2018	RedBook Inspect Pty Ltd is authorised to inspect commercial passenger vehicles	
1 March 2019	Notifiable incidents and BSP risk register requirements commence	
1 March 2019	Notifiable incidents online form available	

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