

Monday 27 April 2020

Dear all Point to Point Transport Taxi Service and Booking Service Providers,

This email contains important industry information for Point to Point Transport drivers and service providers.

CCTV Technology Safety Trial at Central Station

Last week the Point to Point Transport Commissioner Anthony Wing, in collaboration with Transport for NSW, Sydney Trains and Cisco launched a CCTV technology trial at the taxi rank at the Grand Concourse at Central station in Sydney.

The aim of the trial is to understand the capabilities of artificial intelligence technology and how it can monitor the rank while providing critical data to compliance officers to improve safety at taxi ranks.

Taxi ranks are for use by taxis only and no other point to point vehicles, including hire vehicles and rideshare services, should be using them. Over the trial period, taxi rank activity will be monitored and analysed to provide information around rank use patterns as well as provide data to identify taxis and non-taxis using the taxi rank.

No penalty notices will be issued during the trial however, warning letters may be issued.

Update on the Public Health COVID-19 order -Spitting and Coughing

The recent Public Health Order amendment protects all point to point transport drivers and service providers providing passenger services in NSW.

Under clause 5 - spitting or coughing on public official or other worker

(1) The Minister directs that a person must not intentionally spit at or cough on any of the following persons in a way that would reasonably be likely to cause fear about the spread of COVID-19—

- (a) a public official,
- (b) another worker while the worker is—
 - (i) at the worker's place of work, or

(ii) travelling to or from that place of work.

If a point to point transport driver is spat or coughed on and feels immediately threatened they should contact 000.

If a driver is comfortable dealing with the immediate threat, point to point drivers can report an incident by calling 13 14 44. Drivers and service providers can also report an assault in person at their local police station.

Point to point transport drivers and service providers who have been spat on or coughed on are encouraged to follow current state and federal health guidelines. These links can be found on the [COVID-19 section](#) of the Commissioner's website. They may be required to receive a COVID-19 medical test.

Any assault or other intimidation associated with a passenger service is also notifiable by the service provider to the Point to Point Transport Commissioner in the usual way.

[Download ammended Public Health Order](#)

Vehicle Sanitisation Station Trial

A trial point to point transport vehicle sanitisation station has been launched at the TAXITECH facility in Alexandria. The initiative was developed by the Point to Point Transport Commissioner and Transport for NSW and is funded by NSW government.

Point to point transport vehicles operating outside of the Sydney region are welcome and eligible for the complimentary vehicle sanitisation services during this trial period.

Vehicle sanitisation includes the disinfection of outside and inside door handles, boot handle, window controls, steering wheel, visors, centre console, gear stick, handbrake, grip handles, glove box, dashboard, seatbelts, seats, headrests, mobile phone holders, cup holders, meters payment equipment, fuel door and petrol cap. This is not a car wash and this does not replace normal vehicle hygiene practices.

The trial service is in response to the Coronavirus outbreak and how it is effecting the point to point transport industry, allowing them to continue to provide the safest passenger services across NSW. Transport for NSW and the Point to Point Transport Commissioner are exploring areas of Sydney and regional NSW for additional potential trial site locations.

Drivers will be asked to provide some voluntary personal information including their full name, email address and phone number which will be collected by Transport for NSW to send drivers a satisfaction survey via SMS following their



visit. This information may be used to consider the expansion of the vehicle sanitisation program in NSW during the Coronavirus outbreak.

For further information of vehicle sanitisation and good vehicle hygiene practices please visit the Coronavirus web page on the [Point to Point Transport Commissioner's website](#).

Industry information from Centrelink

There has been a number of questions asked by industry in relation to income support, JobKeeper payments and industry assistance.

The Point to Point Transport Commissioner has been liaising with Centrelink to provide industry with the most up to date information on payments and support.

Information relating to income support assistance is available through [Services Australia](#).

Information relating to the JobKeeper Payment:

- <https://www.ato.gov.au/general/JobKeeper-Payment/>
- <https://treasury.gov.au/coronavirus/jobkeeper>
- <https://www.servicesaustralia.gov.au/individuals/news/jobkeeper-payment-supports-australian-businesses-impacted-coronavirus-covid-19>

Point to Point Transport compliance activity update

The Point to Point Transport Commissioner and staff are working hard to adapt to changes in the working environment, and continue with business as usual.

With a nationwide decline in major events and in and out bound domestic and international travel being put on hold, there is less of a need for large-scale Compliance activities.

As you are likely aware, point to point transport drivers and service providers providing passenger services, are essential for NSW communities. The Commissioner's compliance team are patrolling high use areas to deter unsafe behaviour.

Complete statistics for the month of April will be published in early May 2020 on the [Industry Statistics page](#) on the Point to Point Transport website.

Latest COVID-19 related resources

We are regularly updating our [website](#) with industry related information on the Coronavirus outbreak.

The latest resources include:



1. [Safe Travel Tips infographic](#) – information for drivers to have in their vehicles about keeping safe on a journey
2. [Managing well-being document](#) – information for service providers on managing driver well-being.

We also encourage you to follow the Commissioner's [LinkedIn](#) for regular updates.