

## Minutes Advisory Committee on SPSV's

### Hybrid meeting

Thursday 29<sup>th</sup> June 2023 10.30am

#### Present:

Chairperson	Mr. Cornelius O'Donohue
Representing SPSV and driver interests	Mr. John Murphy, Mr. Shajedul Chowdhury, Mr. Francis Doheny
Special interest or expertise	Mr. James O'Brien
Representing the interests of business	Ms. Ann Campbell
Representing the interests of consumers	Ms. Michelle Reid
An Garda Síochána	Superintendent Tom Murphy
Representing the interests of older persons	Ms. Mai Quaid
Representing special interest or expertise	Mr. Paul Gregan, Ms. Fiona Brady
Representing the interests of tourism	Mr. Paul Keeley

#### Apologies:

Representing the interests of persons with disabilities	Ms. Joan Carthy
Representing the interests of consumers	Mr. James Cawley
Representing the interests of Local Authorities	Mr. Brendan O'Brien
Representing special interest or expertise	Mr. Noel Ebbs

#### **NTA Staff in Attendance:**

Ms. Jackie Mullen (Secretary), Ms. Roisin Cullinan (Head of Licensing Regulation)

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#### **1. Minutes and Matters arising**

The minutes of the May meeting were approved with no amendment. The Chair informed the Committee that James Cawley had taken up a new position and role and due to increased work commitments he can no longer serve on the Committee. He will be writing to the Minister to formally resign his position on the Committee. The Chair thanked James for his service and valued contribution to the Committee.

**2. NTA Update**

The NTA update was previously circulated to the members. There were a number of queries raised and a written response will be circulated to all members. The Chair raised a query in relation to DAA permits. DAA have issued at least 2 permits to licence holders who are not licenced in the Dublin area. This is at odds with the DAA's own guidelines. Superintendent Tom Murphy undertook to raise the matter with the carriage office.

**3. Advice on cancelled bookings and the practice of "multi-apping"**

The Committee sought clarity from the NTA regarding the advice it is seeking on this issue. Roisin Cullinan said that the NTA do not have exact figures at the moment. The evidence is more anecdotal through the complaints system. The Committee expressed a view that the industry is experiencing difficulties on the customer side in particular younger customers booking through 3 or 4 apps at the one time.

**5. Data Capture / Technology**

The Chair stated that progress on this issue has stalled and the Committee have not been able to identify anybody who would be willing to give a presentation on the matter. The Committee agreed that it might be useful to reach out to the NTA who may have contacts in this area or perhaps they could appoint a trend scout to identify a number of useful benchmarks/ best in class examples. Superintendent Tom Murphy undertook to follow up on the Dubai model.

**4. Driver Guide Course for SPSV Drivers**

Paul Keeley stated that Failte Ireland have moved away from direct involvement in the provision of driver training courses and this role has largely been taken on by the ETB (education and training board) Failte Ireland do from time to time provide local expert courses locally around the country. It was agreed to discuss this item at a meeting of the sub-committee on driver training. Jackie to liaise with Paul Keeley's office regarding suitable dates for a meeting.

*NTA official leaves the meeting*

**5. AOB**

John Murphy raised a query in relation to the suitability fees. He agreed to send these queries to the Secretary who will pass them on to Roisin Cullinan for reply.

A query was raised in relation to the driver check app. The app provides information on the make and model of the car but not how many seats are available. Would it be possible to add this information to the app

**The next meeting of the Committee will be a hybrid meeting and will take place on Thursday 27<sup>th</sup> July.**

**Signed:**

**Dated:**