

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Road submissions
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Committee Secretary
Transport and Public Works Committee

As a business that operates interstate and local transport company on Brisbane's North side Tolls have become a huge financial burden on our operating costs. We have tried adding into our pricing structure but clients do not want to pay anymore for freight movement than they have to. With the increasing costs over the transport industry we will soon be unable to operate. So staff lose there jobs and puts more people out of work.

With Toll roads we need to address the following

- 1 - Cost for large vehicles forced to use toll roads with the amount of times we have to use these roads we should be some discounts offered. It just seems to be a cash grab
- 2 - Toll prices between smaller commercial and private vehicles and smaller trucks (not charge as heavy vehicle \$12.05) Should be the same price for all similar vehicles.
- 3 – No store front so you are able to business direct, like there was previously it is either by email, phone and you have to post tags back which is another cost. Hard to do business when you are unable to talk to a person face to face
- 4 – Video charges when you have a pre-paid account and are in credit including top up fees and now 0.52% card fees. They just want access to your bank account for direct debit. Which I refuse to do. Toll Companies hold a huge amount of money in credit from customers and they obtain interest on this money and we get nothing back.
- 5 – Penalties attached to non- payment of tolls. We pay enough in registration why do we need toll roads? When they are car parks in the morning and afternoon.
- 6 – Toll should be one price and should not increase yearly.

There are a lot of people and some companies (e.g. Road Transport) are doing it hard at the moment with the increase in prices and the government is aware of this but they are doing nothing to protect either party. We just can not keep going like this.

Thanks for your time

Regards
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