

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Road Inquiry Submission
Date: Friday, 6 July 2018 8:13:52 AM

Hello,

I Would like to provide my input in relation to the State's toll roads.

- I believe the cost of our tolls is extraordinarily high. My husband travels from Boronia Heights to Murarrie for work each day, and using the Kuraby toll costs us almost \$100 per fortnight. It is one of our biggest expenses.

- The ongoing roadworks from the Logan Enhancement Project often means the traffic is crawling along the Gateway Motorway. On several occasions I've heard the toll buzzer beep as I'm doing ~ 20km/hr. I believe that the tolls should be waived or reduced significantly during major roadworks.

- My family purchased a new car earlier this year. We moved the toll buzzer from our old car to the new one, and my husband then had to leave for work in the new car. He found the toll buzzer did not beep when he drove through the toll. When he arrived home he updated the Govia account with the new vehicle and requested a new buzzer for the faulty one. We then received an invoice in the mail from Go Via. It was for the toll that was missed (even though we have an account with them), a photo reading fee, plus an \$8.50 fee for missing the toll. I contacted them and they happily waived the \$8.50 fee. It upsets me that if I hadn't called them, they would have pocketed the extra \$8.50. The toll was only approximately \$2.60.

I understand the necessity for private businesses to run toll roads, as this is a huge expense for governments. But the tolls are excessive, and Go Via are unpleasant to deal with.

Kind Regards,
Amanda Stinson

[REDACTED]