

From: [REDACTED]
To: [Tollroads](#)
Subject: SUBMISSION Inquiry into the operations of Toll Roads in Queensland
Date: Sunday, 5 August 2018 7:46:08 PM

Michael Lucas
[REDACTED]
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5 August 2018

Committee Secretary Transport and Public Works Committee
Parliament House
George Street
Brisbane Qld 4000

Dear Sir

Regarding the call for submissions for the Inquiry into operations of Toll Roads in Queensland, I would like to draw attention to the following issues; -

1. Toll operators do not display clear, transparent pricing at point of entrance to their toll points. Currently all that is displayed at the entrance to toll checkpoints is the cost per vehicle type, per trip between toll points. As all operators use electronic tolling, this does not inform the casual toll road user of the additional fees and charges incurred by making the trip. For motor vehicles without an electronic transponder (tag), this is a minimum of \$0.49 for video matching for travel between toll points (according to Linkt's website). As well as casual users, users of Linkt's mobile phone application are considered 'tagless', thus incur video matching fees.
2. Insufficient warning signage is placed along the road warning motorists of approaching toll points and exit points. The Go Between Bridge would be the worst example of this, as it is located in an area of high traffic congestion. Unless the motorist is familiar with the area and knows what the GBB markings mean, often traffic congestion boxes them into the lane leading directly to the bridge by the time they see any signage that reveals it to be a toll road.
3. Invoice issue fees are excessive. Linkt states on its website that issue of an invoice incurs an \$8.50 fee. This exceeds the cost of a single trip on most toll roads.
4. Account establishment for more frequent users is \$25. This is regardless of tag or tagless option. Linkt states that this money will be used for credit as the user makes their journeys. However, no reason is given as to why tag and tagless accounts incur the same fee. As there is no equipment required to be provided for a tagless account, logically it should be cheaper to establish. Linkt could easily mitigate profit losses by setting minimum top-up amounts. Given that a valid credit card is required to establish either type of account, there is no reason why casual and less frequent users can't be offered a lower priced option for peace of mind travel on toll roads, via the app.

Thank you for your consideration.

Yours Sincerely,

Michael Lucas