

**From:** [REDACTED]  
**To:** [Tollroads](#)  
**Subject:** TOLL INFRASTRUCTURE ENQUIRY RECOMMENDATIONS  
**Date:** Monday, 6 August 2018 11:26:35 AM

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

Dear Sir/Madam

I ask that the State Government of Queensland enforce the following conditions upon all current and future toll road operators in Queensland.

1. That all interest and compounding interest on all toll fares not to be allowed on all toll fares for the first four (4) weeks after the fare has occurred. If the fare or fares are paid in full within the first four weeks then no additional fees should apply.
2. If all outstanding fares and interest charged that amount to \$500 or above are paid in full then a discount of 10% should apply to the total amount as an incentive for customers to finalise outstanding accounts.
3. If a toll road or toll tunnel customer does not have a toll "tag" or toll account then a hotline should be provided from 8.00am to 8.00pm seven days per week where the toll customer can quickly pay their fares and all fees over the phone without having to set up a toll account.
4. A flat fee of only 0.65% maximum should apply to all credit card payments however no credit card fees should apply to pensioners if they provide a legitimate and up to date pensioner card number or veteran's card number.
5. Once an alleged toll customer provides a statutory declaration stating they were not the driver of a vehicle and also provide the name and details of the person who was driving the vehicle that incurred a toll fee, then all action and fees and fines should be suspended for two (2) months pending an investigation by the toll company.
6. Once a toll road, toll bridge or toll tunnel has been paid off by toll users and tax payers then that facility should revert back to the people of Queensland as toll free facility. Toll infrastructure should not indefinitely be charged to tax payers.
7. For all current and future toll companies they should pay a bond of no less than 5% of the total toll infrastructure cost of the toll infrastructure that are operating to the Queensland Government and this bond is forfeited to the Queensland Government if the toll company becomes bankrupt or becomes unable to fulfil all of its obligations in operating the toll infrastructure. It is completely unacceptable that State Governments continue to "bail out" toll companies that become bankrupt.
8. All toll infrastructure should be free to use for all Queensland private use registered vehicles on Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Monday and Anzac Day. It would be an honourable demonstration of grace by the toll companies to wave toll fees in this manner so that Queensland tax payers can receive temporary and immediate benefits from what they originally helped to pay for when the infrastructure was built.
9. The above points are aimed at building a "partnership" between the people of Queensland and the toll companies.

I ask that you confirm your receipt of this email and write to me to confirm the outcome of all of my above recommendations and of all changes that will occur as a result of the toll infrastructure enquiry. You are welcome to contact me should you require any further information.

Yours faithfully

Mr Robin Wolski  
B Bus, Grad Dip (FET), Grad Cert (ITD), Advanced Dip (Proj Man),  
Cert IV (Assess & Train), M Ed, Reg Teacher, JP (Qual)