


From: 
To: [Tollroads](#)
Subject: Toll Road submission
Date: Monday, 6 August 2018 8:52:46 PM

Dear Sir or Madam,

I had an experience approximately two weeks ago (on Saturday July 21st) when I travelled from Ipswich to the Domestic Airport via the Logan and Gateway toll roads. I experienced severe traffic congestion near the roadworks at the Eight Mile Plains interchange. Traffic came to a standstill for about 15 minutes and overall the congestion added 30 minutes to my trip to the airport. This was infuriating given that I could have got to my destination faster and not been charged the four separate tolls had I been given enough warning. There should be advisory signs advising motorists the amount of time various routes will take; this then allows the motorists to get to their destinations in a timely manner and without incurring additional costs (tolls) for services that aren't being provided. When a motorist pays a fee to use a toll road then I think it's perfectly reasonable to expect that the road journey will be quicker and with fewer hassles. When extensive roadworks are being undertaken, and journey times are increased, the tolls should be waived. I really don't understand how toll road operators are allowed to charge a fee when the service is not being provided. Under Australian consumer law any other company that fails to deliver goods/services is brought to account. Toll road operators should be held to these same standards.

On my return journey from the airport I was determined not to use the reciprocal route as other extensive roadworks are happening in that direction also. Previously, vehicles that were southbound on the Gateway Motorway could exit before the Gateway Bridge in the vicinity of the Queensland Golf Club and travel via Eagle Farm to the city. I found the the off-ramp is now closed and all southbound traffic is forced to continue over the bridge and pay tolls. This practice of closing free routes and forcing motorists to use a toll road is scandalous and leads you to wonder if there is some form of official corruption going on here.

Dr Chris O'Donnell

