

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission into toll roads
Date: Monday, 6 August 2018 10:10:54 PM

I would like to forward my submission regarding this inquiry. My name is Janelle Harwood of [REDACTED]

I am a [REDACTED] of a state school located in [REDACTED] and travel from the Southside to the Northside (and return) of Brisbane via the Logan Motorway and Gateway Arterial on a daily basis.

I allocate \$400 a month to cover my travel to/from work and cover my 19 yo son's daily useage. I calculated that my cost to get to/from work is \$15 per day. Unfortunately I have no alternative option to use public transport or other free roads due to the unreasonable time it would take to get to/from work.

Here are my concerns:

- * Toll prices are too high - tax and car registration that is charged should already cover road infrastructure
- * Paying \$15 per day and personal time to sit in road-works, traffic congestion and road clean ups after an accident with no improvement in the short-term. A reduced price through tolls in roadwork areas should apply
- * frequent toll users should receive a discount just like people who use frequent public transport
- * the Linkt or Transurban operators are not customer focused or attempt to assist/educate new toll users with their auto top-up system. My 19 year old son had an account that he couldn't manage and subsequently ended up with an approximate \$350 debt from a \$2.64 toll. He didn't understand that by merely topping up his toll was not paying his overdue invoice because he like so many other teenagers, did not have sufficient funds in the account when an automatic top-up triggered. Customer service centre did not explain this correctly. He is now on a payment plan with a debt recovery facility at 19 year old. My son works in construction and was actively using free roads leaving for work at 4:30am in the morning to get to a job site near the Brisbane airport by 6:30am. I ended up putting my son on my account to make sure he didn't have to deal with this issues again. How many other parents are doing the same?
- * The "new" linkt account system is worse than govio. There is a statement on their website suggesting the account balance of a persons account may not be an accurate reading of their account. Lately, I have experienced their "technical issues" while paying money into my account. I do not rely on auto top-up due to the above instead allocate a fortnight budget to ensure my account is in credit at all time. I entered my payment details with the amount of \$200 and pressed submit and received this response :-

Technical Issue

We're currently experiencing technical issues. If this transaction includes a payment, please check your account balance before trying again. Your balance will already have been updated if the payment was successful.

I did check and my balance showing \$42 was still the same so I decided to try again thinking the payment was NOT processed. On my second attempt my payment went through receiving a receipt and acknowledgment and my account balance reflected a healthy \$442 credit. My first attempt actually did go through

but did not reflect the real balance causing me to make a double payment even though no receipt or acknowledgement for the first payment. Called linkt they accepted there was a technical issue and told me someone would get back to me within 3-7 working day. I then had to find \$200 elsewhere in my budget to feed my family until the money was returned 3 days later.

On another occasion, I found that due to technical issues they bulk processed 2 days worth of toll usage which caused an auto top-up trigger. When I heard the beeps I queried with a phone call and was advised by the consultant that linkt has technical issues and was bulk processing accounts two days later.

- * administration charges on overdue accounts should reflect the real cost. Just as the banks had to justify their charges, so too should linkt.
- * I personally have lost trust and faith that linkt or transurban have the consumers best interests in mind more so believing they're scamming customers through price gauging tactics. They are seemingly getting away with their practices and the Government is allowing them to do what they want.
- * the lack of future proofing from Governments and toll companies to ensure they keep up with the demands of road infrastructure
- * speed cameras and police presence along the toll roads could slow down traffic in and around road works preventing accidents. I observed many double bogey truck traveling speeds of up to 110km in 80km zones.
- * the off ramp onto the M1 causes major delays everyday of the week from 3:00pm. The upgrade seems to have made the bottle neck of for congestion worse and is now backing up to as far as Old Cleveland road.
- * the connection road from the Gateway to Logan Motorway after the Kuruby exit to Browns Plains exit can take up to 45 minutes in afternoon traffic. So bad, I now exit off at Stretton, down Gowan Road onto Illaween St onto Beaudesert Road to get onto Mt Lindsey to get home
- * the upgrade and road works to the on/off ramps of Mt Lindsey Highway is very dangerous especially heading south we're there is four cross over points in a 1 km stretch. I feel so unsafe merging on/off roads with high ratios of massive trucks
- * when I arrive to work in the morning, I count my blessings that I made it there alive. I do the same at night when I get home. Nobody should feel like they are taking a life risk by using these roads. Nobody!!

Please fix our road system and make the company who runs the toll roads more accountable. I will not vote for any party who continues to allow the toll road operators to function and profit without accountability. No party will get my vote to extend the existing toll road network by selling off public roads or bridges.

Thank you for the opportunity and I look forward to your findings.

Kind regards,
Janelle Harwood

[REDACTED]

[REDACTED]