

From: [REDACTED]
To: [Tollroads](#)
Subject: submission to toll road inquiry
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To:
Committee Secretary
Transport and Public Works Committee
Parliament House
George Street
Brisbane Qld 4000

From:
Nathaniel Fitzgerald-Hood

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Thank you for the opportunity to provide a submission from my perspective as a road user.

I've been a Brisbane resident for 6-7 years, previously living in Central Queensland. I've mostly lived around the areas serviced by the M7 tunnel, often commenting that it services the 3 key areas of Brisbane I frequented, but at an ever growing price. Now I live on the southside and more frequently use or skip the Clem7 tunnel.

My 3 areas of concern over the toll roads/tunnels are:

1. price - I find the price of the tolls is simply too high and rising too rapidly. Lack of off-peak discount or other incentives don't encourage use
2. congestion and bottlenecks at exits/egress roads often negate the cost/benefit of using the toll road
3. customer service has improved - much better, it was woeful before Transurban (ie the failing tags denial issue)

Congestion:

In the north particularly, the exits from the tunnels suffer from bottlenecks and congestion nixing the time saving.

Every morning inbound, Airport Link has congestion warnings and very long wait times to exit. Montpelier road can't empty fast enough and at 9am becomes single lane exacerbating the issue. It feels like a waste of a toll (and \$1B investment) to have the tunnel end like this. I've timed trips on Sandgate Road and while they take longer, I get to the destination quicker because you can't get out of the tunnel in the morning. Montpelier intersecting with Breakfast Ck Rd is already overloaded, once the Kingsford Smith Drive upgrade is complete I don't think there's any room for increased traffic flows anywhere in that area.

Likewise M7 Stafford Rd to Nundah (an expensive, short trip) often leaves you waiting nearly 3 minutes at a red light turning left onto Sandgate Rd. In this case the tunnel's net time saving is as little as 1-2 minutes. If the original forecast of ~100k users was reached on M7 I have no doubt the feeder roads would not be able to service the tunnel.

Price:

But for me and friends, the high price is simply not worth it (especially at night time, etc). Once you tack together M7+Clem7 it's an unclaimable \$11+ one way, that adds up quickly. Once upon a time the "it's just a cup of coffee" line was thrown about, but after

several years of price rises it's just plain expensive. Surely it's recognised there are few more powerful signals to consumers than price.

I often think if the tolls in off peak times and weekends were half or less (or really, around \$2-2.50), it would keep traffic moving by reducing load on other roads and keep the usage of the assets up. During the reduced toll periods and free-toll periods usage of all the tunnels was quite high. Once the price kicked in the results speak for themselves.

I've been a long time shareholder of Transurban so I've personally benefited from their rise. However, on the ground the cost of use is too high for the often-diminishing overall trip time saved. I'd like to see more effort and investment increasing the areas serviced by affordable, rapid public transport rather than the continued growth of roads between bottlenecks.

Regards,

- Nathaniel