



7th August 2018

Submission: Limousine Action Group (Queensland) Inc.

Inquiry Into the operations of Toll Roads in Queensland

On 13 June 2018 the Legislative Assembly of the Queensland Parliament passed the following motion:

That the Transport and Public Works Committee inquire into and report to the Legislative Assembly by 13 September 2018 on the operations of toll roads in Queensland. In undertaking this inquiry, the committee should consider—

- (a) The operation of existing toll roads in South-East Queensland;*
- (b) Toll pricing and incentive options to deliver better outcomes for Queenslanders;*
- (c) The operation of the existing complaint process and current statistics;*
- (d) Possible measures to continue to improve customer service standards; and*
- (e) The existing relationship between the Tolling Customer Ombudsman and the Queensland Ombudsman.*

The Limousine Action Group (Queensland) Inc. is grateful for the opportunity to make the following submission for consideration of the Transport and Public Works Committee.

Who We Are

We are a large group of QLD Limousine Service Licence owners, operators and drivers.

Summary of our Submission

- Toll charges are having a significant effect on small business in QLD.
- Support is specifically required for business clients.
- An independent tolling ombudsmen, that is truly independent, is required.

OUR SUBMISSION

Pricing

(b) Toll pricing and incentive options to deliver better outcomes for Queenslanders;

Since the recent legislative changes in the QLD Passenger Transport Industry, operators have had to decrease fares considerably to be competitive. **Expenses have not decreased**, which is why so many Limousine and Taxi businesses have shut up shop or are struggling to keep the wheels rolling.

We are heavy users of the toll roads and are having to absorb these costs in order to be competitive in the current market. This is having a huge impact on Small and Medium business owners in QLD.

Transurban's business modelling, and consistent toll increases, do not take into consideration the wellbeing of small business in QLD.

A suggestion from one of our members:

HOW ABOUT THIS?

Halve the tolls, you'd get more than double the amount of cars using the toll roads, and we'd all be happy!!

The Current Complaint Process

(c) The operation of the existing complaint process and current statistics;

There are a large amount of overcharges and errors and operators are constantly hit with administration fees. The existing complaint process is inefficient and time consuming.

Customer Service

(d) Possible measures to continue to improve customer service standards

We would like to see a further support for business clients. This would include:

- A higher level of customer contact centre specifically for commercial clients, possibly based in Australia.
- Hardship Support policy for commercial clients
- Implementation of a business advisory focus group that gives feedback to Transurban on the customer service needs of businesses in QLD.

A Fully Independent Ombudsman

(e) The existing relationship between the Tolling Customer Ombudsman and the Queensland Ombudsman.

An ombudsman that is fully independent to Transurban or any other tolling company is the only option we consider to be a fair and reasonable dispute resolution service. This means that the ombudsman would not be directly funded by any tolling company.

The current service is not trusted by our members.

Thank you for your time and consideration of our submission.

Kind regards



Jacqui Shephard
Chairperson