

PENRITH CITY COUNCIL

| | |
|----------------------|---|
| Document tendered by | <i>Cr John Thain</i> |
| Received by | <i>S. Galbreath</i> |
| Date: | <i>12/04/17</i> |
| Resolved to publish | <input checked="" type="radio"/> Yes / <input type="radio"/> No |

INFORMATION TO BE TABLED

Parliamentary Inquiry into Road Tolling

Wednesday 12 April 2017

CASE STUDY 1:

Sole trader

Daniel*, a local tradesman and former owner-operator of a small business, says tolls were the main reason he was forced to take up a job working for someone else.

Daniel is a 22-year-old landscaper from South Penrith who started his own business in 2015 when he just 19.

Keen to make a go of his business, Daniel was willing to travel wherever it took to get jobs, with the majority of his work on the North Shore, a fair way from his home. He'd often incur multiple tolls in a day, trying to fit in the most quotes and jobs in as short a time as possible. Without realising, he'd accumulated almost 500 toll charges worth over \$2,000. Unable to pay the majority of these tolls while managing cash flow and establishing his business, many of the charges became overdue, and he is now facing a bill of over \$6,000 with added administration fees (see attached).

For Daniel, living out of home and trying to start his own business without a dependable income, these toll charges were one more expense that he couldn't afford. He has since put his own business on hold to work for someone else so he has a reliable income to help pay these debts and, his employer now covers his toll charges.

"I was taking work where I could get it but the tolls got quickly out of hand," Daniel said. "I had to keep working but that meant more tolls and taking non-toll roads simply isn't an option - I had to get to different jobs on time - who would employ someone who was two hours late?"

The toll charges that Daniel has received are for journeys along the Westlink M7, Eastern Distributor, the Hills M2 Motorway and the Lane Cove Tunnel. However, Daniel estimates he uses the M4 Motorway more than he uses all other motorways in Greater Sydney combined.

"You can just imagine what it will be like for me when the tolls along the M4 are reintroduced," Daniel said. "If I have 500 toll charges now, it will definitely be over 1,000 then. I'll never be able to look at running my own business. That initial beginning of a business, where I'm not making enough to pay my expenses, will be enough to kill my business a second time."

*Name changed upon request and confidentiality assured.

Trip Payments

| Pay Now | Rego | Toll Notice Number | Trip Date/Time | Motorway | Current Trip Status | Administration Charge | Toll |
|--------------------------|------------|---|----------------|----------|---------------------|-----------------------|------------|
| <input type="checkbox"/> | [REDACTED] | 5 unpaid toll(s) have been found for trip(s) by this vehicle on the Westlink M7. To avoid a Penalty Notice being issued tick Pay Now to pay these outstanding toll(s). | | | | \$3.75 | \$34.09 |
| <input type="checkbox"/> | [REDACTED] | 186 unpaid toll(s) have been found for trip(s) by this vehicle on the Westlink M7 where a Toll Notice (2B) has been posted to the vehicle owner. To view the Toll detail you will need to enter the Toll Notice Number(s) as found on the letter(s). To avoid any further Administration Fees tick Pay Now to pay these outstanding Toll(s). | | | | \$3,720.00 | \$948.20 |
| <input type="checkbox"/> | [REDACTED] | 14 unpaid toll(s) have been found for trip(s) by this vehicle on the Eastern Distributor where a Toll Notice (2B) has been posted to the vehicle owner. To view the Toll detail you will need to enter the Toll Notice Number(s) as found on the letter(s). To avoid any further Administration Fees tick Pay Now to pay these outstanding Toll(s). | | | | \$280.00 | \$93.49 |
| <input type="checkbox"/> | [REDACTED] | 19 unpaid toll(s) have been found for trip(s) by this vehicle on the Hills M2 Motorway where a Toll Notice (1B) has been posted to the vehicle owner. To view the Toll detail you will need to enter the Toll Notice Number(s) as found on the letter(s). To avoid any further Administration Fees tick Pay Now to pay these outstanding Toll(s). | | | | \$190.00 | \$112.65 |
| <input type="checkbox"/> | [REDACTED] | 2 unpaid toll(s) have been found for trip(s) by this vehicle on the Lane Cove Tunnel where a Toll Notice (1B) has been posted to the vehicle owner. To view the Toll detail you will need to enter the Toll Notice Number(s) as found on the letter(s). To avoid any further Administration Fees tick Pay Now to pay these outstanding Toll(s). | | | | \$20.00 | \$9.64 |
| <input type="checkbox"/> | [REDACTED] | 210 unpaid toll(s) have been found for trip(s) by this vehicle on the Westlink M7 where a Toll Notice (1B) has been posted to the vehicle owner. To view the Toll detail you will need to enter the Toll Notice Number(s) as found on the letter(s). To avoid any further Administration Fees tick Pay Now to pay these outstanding Toll(s). | | | | \$2,100.00 | \$1,021.60 |
| <input type="checkbox"/> | [REDACTED] | | | | | \$40.00 | \$6.38 |
| <input type="checkbox"/> | [REDACTED] | 61 trip(s) by this vehicle on the Lane Cove Tunnel are at your request under investigation. No payment is require at present. You will be advised when the final status of these trip(s) has been determined. | | | | \$1,220.00 | \$254.42 |
| <input type="checkbox"/> | [REDACTED] | | | | | \$20.00 | \$7.71 |

[View all pay notices](#)
 [Cancel all pay notices](#)
 [Clear search results](#)

Save money when you transfer outstanding toll notice trips to a tag account

An administration fee of \$10 (for a first notice) or \$20 (for a final notice) applies to each toll notice. Reduced admin fees apply when you charge these trips to a tag account. The discount varies depending on where and when you travelled. [Find out more](#)

Please select a payment method

- Charge selected trips to my tag account
- If no Toll Account**
- Credit Card

| | |
|-----------------------------|-------------------|
| Total Administration Fee | \$6,313.75 |
| Total Toll Amount | \$2,219.67 |
| Total Amount Payable | \$8,533.42 |

[Payment Details](#)

CASE STUDY 2:

Hix Group Pty Ltd

Lea Hicks, co-owner and General Manager of the Hix Group Pty Ltd, says tolls have a significant impact on their business and are a disadvantage for Western Sydney companies, trying to compete against other Sydney based businesses.

Hix Group was established more than 25 years ago in Penrith by Ian and Lea Hicks as a small, two-person operation. It has grown to encompass six business arms and employ more than 65 staff. Hix Group is a local success, but are feeling the disadvantage of their location now more than ever.

Hix Group, a trades services business, currently has many different contracts in place, some with Government departments including Sydney Trains and Roads and Maritime Services. These contracts see workers travel into the city via motor vehicle – with many different vehicles making their way to various jobs, sometimes multiple trips per day. These contracts were agreed to and signed before the reintroduction of tolling along the M4 was announced and, because Hix Group are legally obligated to meet the requirements of these contracts, their profit margins will be affected. “These new tolls will eat into our profit margins, and we have no opportunity to renegotiate,” Ms Hicks said. “The reintroduction of tolls along the M4 will mean that getting to and from work locations will incur an added expense for our business. And it’s in addition to other travel costs that already exist – like petrol, which is always rising, vehicle maintenance, and increased wages & salaries.”

The reintroduction of tolls on the M4 later this year will also cost their business with Hix Group having to factor these tolling expenses into their quotes, making their company less competitive and therefore less likely to win business. Ms Hicks said she posed the problem to former NSW Premier Mike Baird at a recent Chamber of Commerce meeting and he saw the tolls to be an opportunity to do more work because Hix Group would potentially save time getting into the city. “It doesn’t work like that,” Ms Hicks said. “We can only do what work we have and being less competitive doesn’t help this – we’re still quoting more expensive work & will not be able to compete as effectively nor make the profit margins we expected on current contracts.”