

INQUIRY INTO ROAD TOLLING REGIMES

Name: Name suppressed

Date Received: 4 July 2021

Partially
Confidential

I am a resident of Austral and my family use toll roads (M7 - M5 - M2) frequently. The cost is negatively impacting our budget. Our salaries have hardly moved over the past 10 years yet tolls have risen with no improvement of the customer experience. In peak hours traffic is often at a stand-still. We are paying for a service which we are not receiving. The promise of quicker and easier transport has not been delivered. The sale of our roads to corporations by government, has merely turned into a money making exercise at our expense, rather than an improved transport and logistics plan that cheaply gets people around and into the city. If you want to improve this you need to lower tolls at peak times, require of the corporations the constant movement of traffic. Any holdup should cost the corporation, not the customer in time and money lost. Zero movement of traffic at all, should equal zero toll.