

TCO REVIEW

1 September 2013 – 28 February 2014

**Michael Arnold
Tolling Customer Ombudsman**

TOLLING CUSTOMER OMBUDSMAN REVIEW

1 SEPTEMBER 2013 – 28 FEBRUARY 2014

Introduction

There have been a number of tolling road operational changes by different operators since the last Review that need noting.

Queensland Motorways – Expansion of toll road network

Following the signing of agreements with the receivers of RiverCity Motorways (RCM) for the acquisition of Brisbane's CLEM7 tunnel, Queensland Motorways expanded its toll road network.

The addition of the CLEM7 tunnel will expand and diversify the growing Queensland Motorways portfolio of toll roads, which currently includes the Gateway, Gateway Extension and Logan motorways, and the Go Between Bridge. The Legacy Way Tunnel will follow on completion of construction in mid-2015.

This positions Queensland Motorways to further consolidate the Brisbane toll road network in the future and will provide it with a platform to work with Brisbane City Council and the State Government to improve the Brisbane road network over the longer term.

The change in ownership should be seamless for toll road users and should not present any difficulty in managing their tolling payment requirements.

The Tolling Customer Ombudsman (TCO) notes, Queensland Motorways has experience and expertise in tolling, road operations and customer service and that its aim is to ensure motorists enjoy a consistent, integrated, reliable and convenient customer experience. It is expected that such a service will carry over with its new acquisitions.

Motorcycle tolling on CityLink

CityLink, which has been the only toll road operator in Australia not tolling motorcycles, began tolling motorcycles using its roads in Melbourne on 1 January 2014. This change was allowed under its contract with the Victorian State Government.

CityLink has adopted new technology as part of a major upgrade of the road's tolling and customer management services. The advanced technology incorporates video imaging designed to accurately toll motorcycles.

The options for motorcyclists choosing to travel on CityLink are:

- If their motorcycle is already registered on an EastLink account then they are automatically covered for travel on CityLink.
- If they have a CityLink account for other vehicles, the motorcycle registration number needs to be added to this existing account prior to travel.
- They can set up a new CityLink account if they expect to be a regular user of the toll road.
- They can purchase a one-off casual user product such as a CityLink Pass for CityLink only or a Melbourne Pass for both CityLink and EastLink.

After 1 January 2014, motorcyclists who use CityLink but have not made arrangements, like all other travellers, will receive late toll invoices. Further information on motorcycle tolling can be accessed at www.citylink.com.

ConnectEast assisted Transurban in raising awareness that CityLink would begin tolling motorcycles on 1 January 2014. ConnectEast included this as an item in its monthly newsletter on two occasions (monthly distribution to approximately 280,000 customers) and followed this up with a dedicated email to its entire customer base announcing the change on 15 October 2013. A further email was sent to all EastLink customers with a motorcycle registered to their account in late December 2013. In addition to this, the information was uploaded to the home page of www.EastLink.com.au throughout November and December 2013. The total number of website visits during that time was 291,000.

Motorcyclists will have the same access to the TCO as other toll road users.

Sydney toll roads

Issues have been raised by motorists who live outside of Sydney but who travel from time to time on the Sydney toll road system. Questions have been raised about differing tolling and billing arrangements and the lack of efficiency in relation to same. Suggestions have been made about a single toll process rather than separate and differing tolls and billing arrangements.

The TCO understands this complaint but there is a need for flexibility for those who have different travel patterns or usage of the toll roads.

There are options available, such as Visitor Passes, which can be obtained by telephone or internet applications prior to trips being made from outside Sydney. Tolling operators, such as Roam, Roam Express and RMS, have useful information relating to toll roads and Sydney motorways which can assist motorists. The more information available, the better it is for road users.

The issue of the understanding of the operation of toll roads outside the greater metropolitan area in all States has been raised before, therefore state-wide publicity is important on a regular and ongoing basis.

Signage

The positioning and clarity of toll road signage is a matter that is regularly raised. Customers continue to make allegations of poor signage placement and insufficient pricing information.

This is an issue that should be monitored in conjunction with State Governments and motoring associations to ensure road users' expectations continue to be met.

Interoperability

By way of late breaking news, the TCO has been granted recognition as an external dispute resolution body for the purposes of breaches of the Privacy Act by any toll road operator.

The TCO understands that all toll operators are aware of their obligations under the Privacy legislation and that they will abide with same.

Below is a table of complaints and outcomes for the reporting period.



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AirportlinkM7
CityLink
EastLink
Go Via
Roam
Roam Express

Category	Sept 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14
Account Management		2	1			
	8	12	13	9	15	12
	2	1	5	5	3	3
	14	25	25	16	13	13
	3	1	3	3	5	7
	1			1	1	2
Billing/Tolling	7	7	11	2	5	4
	6	6	5	4	17	7
	2	3	4	1	2	5
	14	5	16	8	15	12
	3		2		3	2
	6	3	1	1	1	1
Service						
	1		2		2	1
					1	
				1	1	
Damage to Vehicle		1				
Infrastructure/ Traffic Management				1		
Vehicle Classification				1		
			1			
Website						
Enquiry/Copy to TCO only						

Category	Sept 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14
TOTAL	7	9	12	2	5	4
	15	19	20	15	34	20
	4	4	9	6	6	8
	28	30	42	25	29	25
	6	1	5	3	8	9
	7	3	1	2	2	3
Resolved/Closed by Customer Resolutions	7	9	12	2	5	4
	15	19	20	15	34	19
	4	4	9	6	6	8
	28	30	42	25	29	25
	6	1	5	3	8	9
	7	3	1	2	2	3
Pending						
						1