

# Accident towing fees review 2021

## Submission to consultation paper received through Engage Victoria

**Date submitted: 7 July 2021**

**Submission written by Anonymous 2**

From 6 July 2021 to 6 August 2021, we accepted submissions on our Accident towing fees review 2021: Consultation paper via Engage Victoria ([www.engage.vic.gov.au](http://www.engage.vic.gov.au)). On this website, people were given the opportunity to provide their views on accident towing, storage and salvage pricing matters in Melbourne. We also provided questions from the consultation paper which stakeholders could respond to.

### What best describes you?

Victorian consumer

### Are you making a submission on behalf of your organisation?

No

### Your feedback on our consultation paper

I feel that the current charges in place show a marked rise over the past decade for the additional costs involved such as cost per KM transported and storage as opposed to a gradual rise for the base cost. I find this to be curious as the cost of transportation and storage does not appear to have a logical reason why this is occurring with the cost of running modern vehicles actually decreasing over time not increasing and the cost of storage of a vehicle again would not have increased by more than 100%. It seems to me that these prices have been allowed to increase at a greater rate than the base cost for not logical reason other than to maybe make some in the industry happier at the regulated costs they they might prefer not be in place.

Similarly, whilst I can understand to some degree that there is an after hours cost, in this day and age it is understood that Melbourne like most large cities around the world is a 24hr city and as such having after hours fees to reimburse a company for working outside normal standard business hours should no longer really apply. As vehicles use the roads at all hours, it is normal to expect that any services to allow those vehicles to use the roads at all hours should also be naturally available including traffic lights, night time street lights, petrol stations, police patrols, Vic Roads emergency vehicles, ambulances, fire engines and of course tow trucks. The way I see it,

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you only pay a specific price for Ambulance membership or non membership transport no matter what time of the day it is, and the Police do not charge you to attend your home burglary at 3am in the morning differently that 3pm in the afternoon and they will still attend a car accident in the middle of the night just as they would during the day, and likewise the fire brigade and Ambulance. We don't ask people who drive at night to pay a surcharge road usage fee because they are getting the benefit of an expensive light street lighting system that those during the day are not needing or required to use. similarly, as traffic is on the road at night, it should be understood that accidents will occur at night and as such, the towing of a vehicle is expected to be needed during the night, so a surcharge should not be acceptable because of this.

My suggestion would be to look at the figures for day and night accident towing numbers and work out what percentage is used at night and adjust the base rate accordingly to encompass an appropriate addition to that base rate that takes in any additional costs involved in night operations and have that adjusted base rate only and drop the night surcharge. I think you will find that the number of night tows is tiny in comparison to day tows and a small increase in the base charge will easily make up for those additional night costs and having it buried within the base charge no one using the system will care or complain about it.

One final point, whilst this review can not look at the charges outside of the Melbourne area, it does not say you can not look at the boundaries of the areas. As per my comments above, Melbourne is a huge city on the world scale and whilst Geelong is it's own city, I am constantly amused that Melbourne and metro can go right down to Point Nepean more than 100km down the Nepean Highway but cant take in Geelong less than 75km away. There comes a time when we need to look at Melbourne Metro as a whole and not a divided area and take in Geelong as well. A person from Moorabbin can have a car accident in Geelong and still need a tow home just as much as a person from Geelong might need a tow back from Ringwood. I personally know a number of people who commute to Melbourne every day by car from Geelong for reasons that prevent them using the train. More than a handful in fact. If they breakdown in peak hour traffic or have an accident on the West gate bridge, they should be able to have a consistency of coverage home again and not have to worry about 2 separate systems and 2 separate costs. We WANT people from Geelong to work in the city and put a lot of money into the roads and public transport. The least we can do is to treat them as one of the rest of us. We need to ditch the 2 systems for a single system.