

To Whom It May Concern:

I am writing in response to your review of accident towing & storage charges, my name is Jimmy Goumas own depot 711 in conjunction with Goumas Smash Repairs at [REDACTED], we operate 7 accident towing licenses and have done so for over 30yrs, the work shop for much longer as it is a family business.

I have received the survey from PriceWaterhouseCoopers and refuse to complete it because it requires private & confidential information that I wish not to disclose and besides that it would take a full day to complete it as it is 50 pages long and have no time to do so, having said that here are some point that I can help you with that I think need to be changed to make to towing industry more efficient and beneficial to all parties.

From all the points the essential services commission has raised I think the most important one is whether those boundaries should still be applicable? Should they? Yes they should but they need a full make over, they have not been changed since the allocation system came out in the 80's. Since then Melbourne has grown dramatically on the outer suburbs so the depots that serviced that area back then they have a much bigger grid now then back then, doing two things, making them take longer to reach a accident that has happened in suburbs that never existed back in the 80's but at the same time they still service the same area which they originated from, the allocation system was brought out to be a fare system for towing depots to tow the same amount of accidents as each other so there was no trouble between them, so please tell me how it is a far system when the depots on the outer suburbs have a much bigger grid compared to the depots in the metro area such as myself and approx 5 other depots around me? We are jammed in the middle of a jigsaw puzzle that nobody wants to fix, over the years more and more licenses have been allowed into the metro area from outer suburbs when it is already overcrowded, the ratio is 5 allocations per 1 tow licenses per month in the metro area and in the outer suburbs it reaches as high as 13 per 1 tow license per month, this can be viewed on the Vic roads website and I have towing allocation sheets going back the last ten years to prove it, I will use my depot for example back to JAN 2001 depot 711 averaged 10 allocations per license per month, JAN 2003 8 allocations per licenses per month JAN 2006 7 allocations per license per month and finally it has fallen to 5 allocations per license per month the end result is that back then depot 711 would average 100 allocations per month, its dropped to 35 per month. I have raised this issue for years now with back then the Tow Truck Directorate and the now Vic Roads whom takes care of all the towing issues now with no response and nobody seems to care, the hole grid needs to be re-drawn so that it is once again a far system because right now it is not, my surrounding depots and I all pay the same fees to operate towing depots but yet the metro depots do a quarter of the allocations of a depot in the outer suburbs, all we have gotten over the years is more rules and regulation over the years making it harder and harder to make ends meet as prices of every day living has gone up and towing charges has not. I have spoken to a towing operator in QLD and they get an increase every year due to inflation maybe we can do the same and review it yearly.

Towing charges should be varied because not every accident scene is the same so it should be up to the towing operators to make that decision once the tow has been completed.

Should towing operators charge for cleaning the accident scene? I don't think its necessary, we pay rates already to the councils they already clean our roads if there's a big mess maybe make it compulsory for the council to attend scenes instead of passing on another fee to insurance companies and our government.

Should we get paid for tows which cars are abandoned? Yes there should be some sort of system which we can get paid because we sill tow the vehicles, store them and get stuck with them or give depots the power to dispose of the vehicle after a certain amount of days if we have had no luck in contacting the owners.

To clear an accident scene quickly to improve traffic conditions tow truck should have priority on our roads just lick a police car or ambulance with sirens and flashing lights, I drive myself and in the metro area some times it is so hard when traffic builds up and with lights changing so frequently to clear the road quickly so traffic flows again.

In my opinion the major issue is the boundaries if anybody would like a more detailed explanation I would be more than happy to help as it's my livelihood at stake, I can be contacted on [REDACTED], thank you for the opportunity to hear what we have to say and hopefully we can resolve these issues I will look forward to hearing from somebody soon.

Regards,

Jimmy Goumas

DEPOT 711.