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**From:** Colin Gwyther  
**Sent:** Thursday, 29 August 2019 7:42 AM  
**To:** Tow Truck Industry Regulation 2019  
**Subject:** HPE CM: TTA REVIEW

Thank for the opportunity to respond to the Tow Truck Industry Review

- 1) The major issue we find is that it take 2 – 3 months for a driver to obtain a Driver’s Certificate so he has to stay on unemployment benefits for that time.  
10 years ago this process used to take 3 – 7 working days .
- 2) Changing business hours . 7am – 7pm would incur extra costs which most smaller operators could not carry or would only pass on to the customer. After 5.00pm all Insurers are closed anyway so we don’t see why a change , which would create more costs is needed.
- 3) The most major problem is that the Tow Truck Industry Operators have no input into the Tow Truck Industry . The most successful method of dealing with issues in the past was a board of Operators in conjunction with the TTA with which we achieved results, but when we had a change of Government, the whole method of the TTA changed and Tow Truck Operators were excluded from any input and we appear to have gone backwards. e.g. We have tried to initiate driver training programs, which the Government does not seem to support. e.g Tow Truck Authority books are \$500.00 per book and then cannot be obtained from the RMS when needed. Perhaps a pre-order system may work here.
- 4) The whole Fee structure needs to be looked at as an Operator in the country holding yards are far cheaper than costs to an operator in Sydney Metro yet storage fees are the same. E.g \$23.00 per day ( out of that , admin costs , council rates , insurance, waste removal , ) Costs are not covered when similar parking costs in Sydney City are around \$80.00 per day.
- 5) Tow Truck drivers and Operators who mislead customers, stressed from being involved in accidents by claiming to be from another towing company or agent of an insurer should be dealt with. Current regulation regarding this seems to be either non-existent or of no interest to the TTA.

Regards