Review of tow truck fees and regulation

Based on IPART Issues Paper – Review of maximum towing fees (light and heavy vehicles)
27 May 2014

IPART is currently reviewing the maximum fees for accident-related towing services (accident towing, salvage, storage and subsequent towing). We are to recommend new fees and arrangements that recover the costs of providing these services.

We are also reviewing the other licence conditions for the tow truck industry (operator licences, driver certificates and towing authorisation forms). We are to investigate changes to these licences to reduce ‘red tape’ for operators while still protecting consumers.

We are seeking input from tow truck operators and drivers to help assess the costs you incur and identify which licence conditions you find difficult or expensive to comply with.

This fact sheet outlines how you can have your say, and the information we are seeking.

1.1 How can you have your say?

You can provide input to the review in several ways:

1. Make a submission. We have put out an issues paper that explains the review, how we plan to approach it, and the main issues we will consider. All stakeholders are invited to make written submissions in response to this paper. Both the paper and information on how to make a submission are available on our website (www.ipart.nsw.gov.au).

2. Respond to this fact sheet or fill in a questionnaire. We are collecting information from operators and drivers to help us assess the efficient costs of accident towing and identify areas for improvement with the licence conditions. The areas where we are seeking your input are listed below. You can send your responses to towtrucks@ipart.nsw.gov.au or by completing the questionnaire online at http://www.ipart.nsw.gov.au/home/Tow_Truck_Operators_Questionnaire.
3. **Come to a workshop.** We will hold a workshop in October to give stakeholders another opportunity to express their views on the licence conditions for the industry and maximum fees for accident towing services. Details on this workshop will be available on our website later this year.

IPART is seeking submissions to the Issues Paper and responses to the questionnaire before 30 June 2014.

### 1.2 What information are we seeking?

We are seeking your response to the following questions:

1. Are you a tow truck operator or tow truck driver?
2. Where do you tend to do most of your towing? Sydney metropolitan area or other areas (please specify)?
3. How many tow trucks do you mostly use for towing light vehicles (gross vehicle mass up to and including 4.5 tonnes)? How many trucks do you mostly use for towing heavy vehicles (gross vehicle mass more than 4.5 tonnes)?
4. Which tow truck licence conditions are the biggest burden on your business and why (eg, requirements around record keeping or holding yards)?
5. In a *typical week*, how many of the following would you do:
   a) Light vehicle accident tows?
   b) Heavy vehicle accident tows?
   c) Subsequent tows of the accident vehicle?
   d) Recovery tows (stolen recovery)?
   e) Trade tows (eg, breakdowns, vehicle transfers)?
6. How long do you *typically* store a vehicle that has been involved an accident – not at all, 1 day, 2-3 days, more than 3 days?
7. *Typically* how full is your storage yard - less than 25%, 25-50%, 50-75%, more than 75%?
8. Do you usually charge less for trade tows than accident tows? Why?
9. What would you typically charge for a trade tow of a light vehicle up to 20 km?
10. Are there any other comments you would like to make?