

**Submission
No 10**

**INQUIRY INTO REMOVING OR REDUCING STATION
ACCESS FEES AT SYDNEY AIRPORT**

Name: Dr Peter Hales

Date received: 25/10/2013

1. The current cost of the service is reasonable in world terms, however the extra funds paid by the public above what the fare would be were it not a "special airport rail service" should transparently be seen to go back in to funding improvements and advertising the airport rail service to attract better patronage.
2. The service is very poorly advertised-there should be much better marketing and liaison with all domestic and overseas airlines to publicize the rail service.
3. There should be very large signs in the arrival halls, luggage carousels and corridors of domestic and international terminals to advertise the service. The service is currently almost invisible.
4. There must be proper luggage racks on trains to the airport.
5. The best trains need to be put on the service. Currently they are often the worst.
6. The web site and the on line purchasing of tickets is woeful. Why does one have to buy on line tickets in bulk instead of just one or two tickets? Why is there such a short expiry date of tickets-surely the expiry date should be several years especially if one cannot buy just one or two tickets on line.
5. Why have the manned booths that were once at the domestic and international terminal been so downgraded-surely you should be encouraging patronage, not making the service invisible.
6. Every city railway station should have lifts- fancy arriving at Museum station with much luggage and then having to climb multiple stairs with no lifts: no repeat custom from a passenger who encountered that.
7. Equalize the fare for domestic and international tickets: it is nonsense to have different fares and it certainly discourages buying tickets in bulk on line.