

## INQUIRY INTO NSW TAXI INDUSTRY

**Organisation:** Sydney Airport  
**Name:** Mr Russell Balding AO  
**Position:** Chief Executive Officer  
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21 December 2009

The Director  
Select Committee on the NSW Taxi Industry  
Legislative Council  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000

Dear Director

***Inquiry into the NSW Taxi Industry***

Sydney Airport is Australia's major gateway to the world. Servicing 44 airlines and with 45% of all Australia's international airline passengers arriving in Sydney, it is our nation's busiest airport. In 2008, Sydney Airport saw 32.9 million passengers pass through its terminals (an average of 90,000 per day) and accommodated just under 299,000 aircraft movements. As outlined in the approved Sydney Airport Master Plan 2009<sup>1</sup>, this level of aviation activity is forecast to grow over the next 20 years as follows:

- passengers by 4.2% per year to 78.9 million in 2029; and
- aircraft movements by 2% per year to 427,400 in 2029.

The significant and growing level of aviation activity underpins Sydney Airport's role as an employer and economic driver of state and national importance. Sydney Airport today makes a direct contribution of \$8 billion to NSW Gross State Product. With flow-on impacts taken into account, the airport's economic contribution increases to \$16.5 billion and is forecast to rise to more than \$27 billion by 2015/16. This is equivalent to 6% of the NSW economy and 2% of the Australian economy. Around \$7.4 billion is also contributed directly to household incomes every year – that is, more than \$142 million is injected into family budgets each and every week.<sup>2</sup>

**Sydney Airport's role as a transport interchange**

In 2008, Sydney Airport handled an average of more than 90,000 airline passengers each day, or 32.9 million passengers for the year. As the graph below shows, in terms of passenger throughput, this makes Sydney Airport busier than CityRail's top

<sup>1</sup> Sydney Airport, *Master Plan 2009*, 2009

<sup>2</sup> URS Australia Pty. Ltd., *The Economic Impact of Growth at Sydney Airport*, 2008.

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Corporation Limited**  
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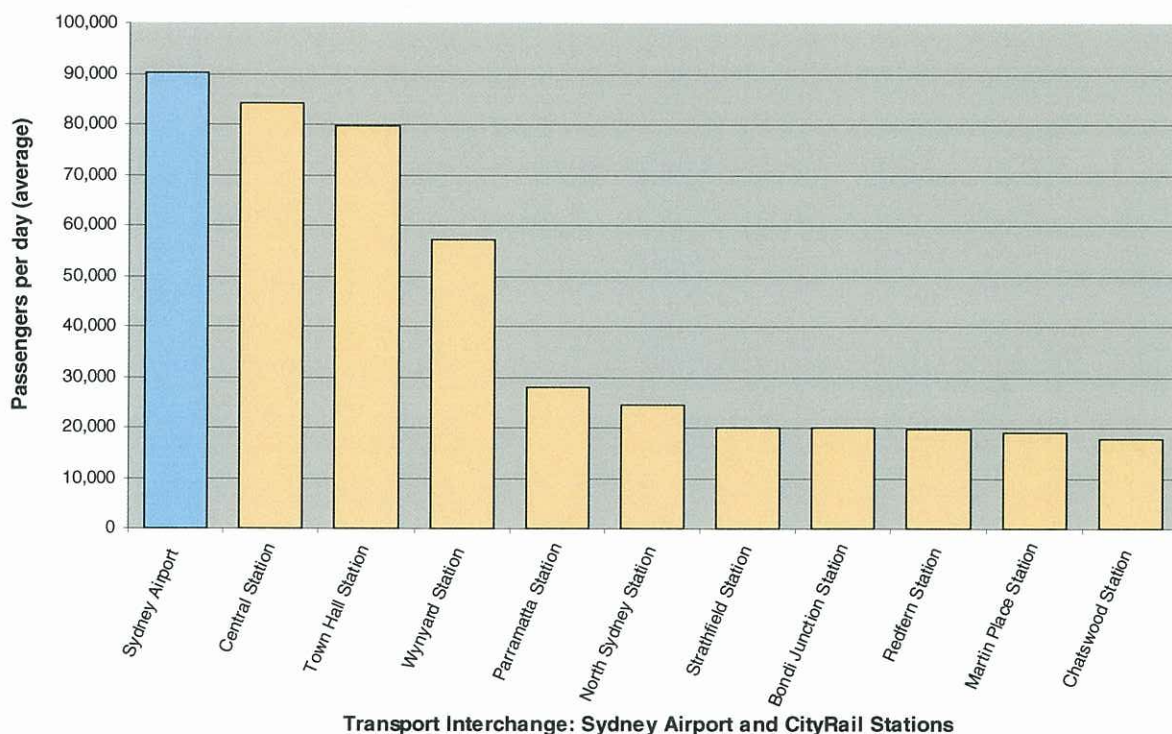
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10 busiest stations.<sup>3</sup> Sydney Airport is therefore the busiest and most important transport interchange in NSW. Further, in addition to passengers, Sydney Airport hosts tens of thousands of meeters, greeters and farewellers each day.

**Major Transport Interchanges in Sydney: Passenger throughput in 2008**



As an inter-modal transport interchange, these people use a variety of public and private transport options including train, taxis, bus and shuttle bus services, limousine services, rental cars, private coaches, airport and off-airport parking, and private vehicle pick-ups and drop-offs. Further, a total of 16,000 airport workers are estimated to be employed within the airport site, with a maximum daily population of 12,000. These workers also use a variety of transport options to travel to and from work.

To operate effectively and efficiently into the future – and to deliver the forecast growth in jobs and economic wealth described above – airline passengers and employees at Sydney Airport therefore rely to a significant extent on the quality of the ground transport connections that are provided to it: that is, it relies on the provision of efficient and effective road and other ground transport infrastructure and services.

<sup>3</sup> Based on 2008 data provided to Sydney Airport by CityRail via private communication on 2 September 2009.

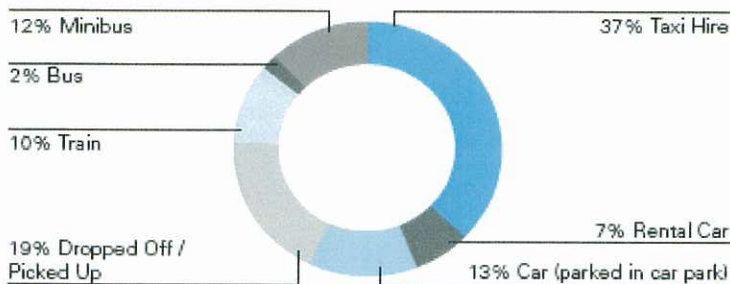


## **Airport Ground Travel Plan**

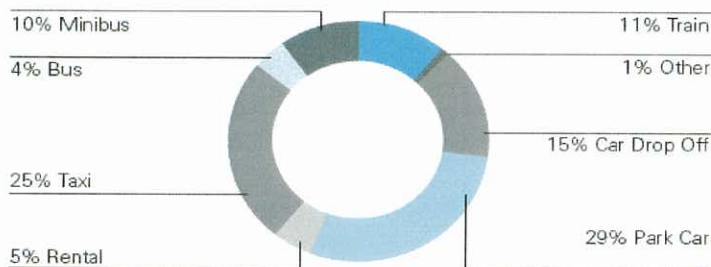
With the publication of the Airport Ground Travel Plan (AGTP) in 2006<sup>4</sup>, Sydney Airport demonstrated its commitment to exploring innovative ways to improve the sustainable transport options for passengers, airport staff and visitors traveling to and from Sydney Airport. The AGTP was the first ground transport statement from a major Australian airport and it aims to identify and target specific opportunities to promote non-car modes of access to and from Sydney Airport, and to encourage a shift to more sustainable transport modes.

Mode share proportions identified from research undertaken for the AGTP are shown in the figures below.

### **Passenger Mode Split**



### **Passenger, Employee, Meeter and Greeter Mode Split**



Taxi services represented the most popular transport mode for passengers travelling to and from Sydney Airport with 37% of passenger journeys made using taxis.

### **Improvements for taxi services at Sydney Airport**

The provision of safe, efficient and affordable taxi services is obviously important for the successful operation of the airport. Recognising the importance of taxi services,

<sup>4</sup> Sydney Airport. 2006 Airport Ground Travel Plan, 2006.



over recent years Sydney Airport has made substantial investments in upgrading the necessary supporting infrastructure for taxis and taxi drivers and supported this with the necessary operating resources to ensure the smooth operations of taxi services. An airport access fee of \$3 per pick-up is charged and passed on to passengers. There is no fee for drop-offs at the airport.

The following list of upgrades and enhancements have been made for taxi drivers and their passengers in recent years:

- Supervisors at the taxi ranks to ensure orderly management
- A larger and more efficient domestic taxi holding area located on commercially valuable airport land
- Expanded domestic terminal taxi ranks (representing a 66% increase in taxi capacity)
- Expanded international terminal taxi holding area located on commercially valuable airport land
- Drivers' facilities including doubling the amount of toilets, and meeting and prayer rooms
- A new food & beverage outlet for drivers
- New flight information display monitors
- A new Unigas fuel station at International in addition to the Unigas station in the Domestic precinct
- Shadecloth seating areas for taxi drivers at Domestic
- Chilled water dispensers
- Pre-booked taxi facilities including flight information displays
- An electronic taxi short fare priority return system to overcome the disincentives for drivers in accepting short fares
- Improvements to disabled access at taxi ranks
- Installation of public address systems at the T1 and T2 taxi ranks to assist in the management of taxi queues
- Upgraded the E-Tag equipment for taxi holding areas in domestic and international for the efficient payment of the taxi airport access fee.
- Painted new passenger and taxi directional ground markings at both domestic and international taxi ranks

Sydney Airport management meets regularly with the NSW Taxi Council to review issues, seek improvements and coordinate the provision of taxi services to our passengers. Any taxi related complaints received by Sydney Airport are addressed in a cooperative fashion with the NSW Taxi Council.

Sydney Airport also provides quarterly double page articles for the Taxi Council "Meter Magazine" about Sydney Airport taxi matters to assist in updating drivers about relevant information.

Finally, Sydney Airport is committed to continual improvement and has undertaken modifications to the domestic precinct roadways to improve traffic flow and reduce congestion. This year the modifications have included restricting the use of the u-turn from Shiers Avenue into Sir Reginald Ansett Drive to authorised vehicles (including taxis) only and extending the right turn bay in Sir Reginald Ansett Drive at

Ross Smith Avenue. The public pick-up area at T2 has been relocated to reduce congestion at the terminal frontage and so improving the access available for taxis to service both T2 and T3.



If further information is required, the contact officer for this submission is Michael Samaras, Manager Media and Communications, on 9667 6470.

Yours sincerely

Russell Balding AO  
Chief Executive Officer