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31 March 2025

Jennifer Vincent
Director, Pricing IPART
Level 16
2-24 Rawson Place
SYDNEY NSW 2000

via email: [REDACTED]

Dear Jennifer,

Re: IPART Draft Report on maximum fares for rank and hail taxi services

Sydney Airport (**SYD**) welcomes the opportunity to provide a submission to IPART's Draft Report on maximum fares for rank and hail taxi services (**Draft Report**).

SYD appreciates the opportunity to work with government to improve outcomes for the travelling public and supports IPART's recommendation for a 12-month trial of fixed fares from Sydney Airport to the Sydney CBD. The trial will provide passengers with clarity and certainty about their fares, and seeks to improve driver behaviour.

SYD's submission can be found at Attachment A. Please contact [REDACTED] if you require any further information, at [REDACTED]

Yours sincerely,

[REDACTED]

Attachment A

(a) Introduction – Sydney Airport

Sydney Airport is Australia's largest international gateway and our nation's busiest airport. In 2024, more than 41 million domestic and international passengers passed through Sydney Airport on nearly 310,000 flights—an average of nearly 120,000 passengers per day. Supporting these passengers are around 33,000 staff members across the airport precinct.

To accommodate the high volume of people entering and exiting the precinct, the airport is well equipped with the infrastructure to support various modes of ground transport. This includes public transport such as buses, trains, and shuttles, as well as private options such as car rentals, hire cars, rideshare services and taxis. Sydney Airport also offers more than 20,000 car parking spaces, valet services and complimentary pick up (for up to 15 minutes) for family and friends.

Taxis represent approximately 10-15% of Sydney Airport's ground transport mode share, with up to 5,000 taxis entering the airport precinct daily. With Sydney's CBD located only 8km from Sydney Airport, taxis offer a quick and convenient transport option for both business and leisure travellers. For many passengers, a taxi ride to the city may be their first encounter with Sydney, and even Australia, so a positive first experience is crucial. The short distance to the Sydney CBD means passengers typically expect reasonably priced fares. While most drivers provide a reliable service, a small minority have been identified as engaging in wrongful behaviour such as unreasonably rejecting a ride, overcharging or not using the meter. The convenience of Sydney Airport's location near the Sydney CBD should not be overshadowed by poor taxi driver behaviour.

SYD worked closely with IPART to help inform the Draft Report by providing data and commentary. SYD welcomes IPART's Draft Report and supports the recommendation for the NSW Government to trial a fixed fare for trips originating from Sydney Airport taxi ranks to destinations within the Sydney CBD. If the recommendation is accepted, SYD is committed to assisting IPART, the Point-to-Point Commission (**Commission**), and the NSW Government in implementing a trial that will ultimately provide certainty, transparency and an improved experience for the travelling public.

(b) SYD's response to the Draft Report recommendation 6.1

SYD acknowledges the NSW Government's concerns about the misconduct of a small number of taxi drivers, especially those who are not adhering to government mandated fare orders and are overcharging customers.¹

SYD supports the NSW Government's initiative to trial fixed fares for taxis departing from Sydney Airport taxi ranks. While taxis use Sydney Airport's infrastructure, and incur an airport access fee for this use, they are regulated by the NSW Government through Transport for NSW and the Commission, not by SYD. The pilot project will determine if a flat fare from Sydney Airport to the Sydney CBD for all passengers reduces fare-related misconduct by drivers. A fixed fare taxi trial has never been conducted in NSW and SYD looks forward to being at the forefront of this initiative.

¹ Transport for NSW (2024). *It's two strikes and you're out for rogue taxi drivers*. [online] NSW Government. Available at: <https://www.nsw.gov.au/media-releases/its-two-strikes-and-youre-out-for-rogue-taxi-drivers> [Accessed 11 Mar. 2025].

More broadly, SYD is supportive of the Commonwealth Government's focus on enhancing the passenger experience through the reforms set out in the Aviation White Paper.² The NSW Government's fixed fare initiative will complement the Commonwealth's efforts at the state level, by providing fare certainty, ultimately enhancing the passenger experience.

(c) Other ground transport at Sydney Airport

SYD collaborates closely with its ground transportation providers to create a quick, efficient and seamless journey for passengers. The following case studies illustrate how SYD invests in infrastructure and works with stakeholders, including the government, government agencies and regulatory bodies, to enhance travel connectivity for passengers.

Case study: Sydney Gateway motorway

The new Sydney Gateway motorway (**Gateway**) is an example of how SYD has collaborated closely with the NSW Government to deliver improved connectivity for the travelling public. Getting in and out of Sydney Airport has become quicker and easier since the opening of Gateway in September 2024.³ Gateway delivers enhanced connection times to Sydney Airport from Western Sydney, with more than 5 kilometres of new roads and 19 new bridge connections providing for more than 100,000 vehicle movements per-day. For example, the travel time between Parramatta and Sydney Airport has been reduced by 40 minutes, meaning passengers are getting to and from the airport quicker. Depending on the time of day, it can now take as little as 20-25 minutes to travel between Parramatta and Sydney Airport.

Gateway has also returned capacity back to local and arterial roads in suburbs surrounding Sydney Airport. Reduced traffic volumes in areas like Mascot, Alexandria, and Port Botany have led to shorter travel times between the airport and these nearby high-density residential and business hubs. It is predicted that O'Riordan Street and Botany Road will carry 25 to 30 per cent less traffic in 2036 than they would have without Gateway.⁴

SYD thanks the NSW Government for their contribution to the Gateway project, which has greatly improved travel times and travel time reliability to and from Sydney Airport.

Case study: Uber kerbside

In response to a surge in passenger demand for rideshare services, SYD partnered with Uber to launch a kerbside pickup trial, facilitating quick access to rideshare options. Uber introduced a new kerbside pick-up zone at T1 International terminal, just 20 metres from the terminal doors. In a first for New South Wales, this zone features Uber's new PIN technology which provides a faster and more seamless experience for passengers.⁵ As there is now a dedicated holding area for Uber drivers closer to the terminal, the flow of taxis and rideshare vehicles has improved. This change also provides easier access to Ubers for passengers with

² Department of Infrastructure, Transport, Regional Development, Communications and the Arts (2022). *Aviation White Paper - Towards 2050*. [online] Available at: <https://www.infrastructure.gov.au/infrastructure-transport-vehicles/aviation/aviation-white-paper> [Accessed 11 Mar. 2025].

³ Sydney Airport Corporation Limited (2024). *Official opening of Sydney Gateway*. [online] Sydneyairport.com.au. Available at: <https://www.sydneyairport.com.au/corporate/planning-and-projects/gateway-gets-ready-to-open> [Accessed 14 Oct. 2024].

⁴ *ibid.*

⁵ Sydney Airport Corporation Limited (2024). *Uber launch new kerbside pick-up zone at Sydney Airport's T1 International terminal*. [online] Available at: <https://www.sydneyairport.com.au/corporate/media/corporate-newsroom/uber-launch-new-kerbside-pick-up-zone-at-sydney-airports-t1-international> [Accessed 11 Mar. 2025].

accessibility needs. This initiative was made possible with the support of the NSW Government, the Commission and Uber.

Case study – Integrating Assistance Animals in rideshare and taxis

SYD is leading initiatives in Australia to ensure all passengers travel comfortably, and with respect and dignity, regardless of their needs or ability. To reflect this, in 2024, SYD partnered with the Commissioner and Guide Dogs NSW/ACT to host an interactive driver education day.⁶ This allowed taxi and rideshare drivers to engage with passengers who travel with guide dogs and puppies in training.

The event educated drivers about their legal duty to accommodate assistance animals and the important role these animals play in supporting people with disabilities to travel independently.⁷ Despite this obligation, a minority of rideshare and taxi drivers still refuse or cancel trips for passengers with Assistance Animals.

SYD is committed to doing its part to educate both drivers and passengers about their legal responsibilities, as well as promoting ethical and respectful behaviour to ensure the rideshare and taxi industry remains accessible to all passengers.

⁶ Point to Point Commissioner (2024). *Taxi drivers get hands-on with Guide Dogs at Sydney Airport* [online] NSW Government. Available at: <https://www.pointtopoint.nsw.gov.au/news/taxi-drivers-get-hands-on-guide-dogs-at-sydney-airport> [Accessed 11 Mar. 2025].

⁷ Point to Point Commissioner (2022). *Assistance Animals*. [online] NSW Government. Available at: <https://www.pointtopoint.nsw.gov.au/learning-centre/fact-sheets/assistance-animals> [Accessed 11 Mar. 2025].