

Economic Regulation of Airport Services

Productivity Commission

GPO Box 142 8

Canberra City . ACT 2601.

25th February, 2011.

Dear Commission Members,

I wish to lodge a submission to the Productivity Commission regarding airport car parking, in the hope that it will provide useful information in your deliberations on airport services, in particular, the exorbitant cost of airport car parking.

This incident happened at Melbourne Airport between 26th – 28th December, 2010 and is outlined in the attached letter to airport authorities.

My main concern is that car parking is not being provided to the public at reasonable and competitive rates.

I live at Emerald in the Dandenong Ranges, and to catch a plane at Melbourne Airport we have limited choices. If we choose not to use our car to drive to the airport, we must :

- Firstly walk or catch a taxi into Emerald**
- Catch a bus from Emerald to Belgrave to access rail services**
- Rail to Southern Cross Station, then...**
- Catch the Sky Bus or a taxi out to the airport**

As you can see, taking our car to the airport is our preferred option. I believe we are initially disadvantaged by our location in relation to the airport and then we are further disadvantaged by bringing our car to the airport , leaving it in the long term car park.

All I ask is that we be charged a reasonable rate for long term parking. I do not consider \$139 for 2 days, 1 hour, 21 minutes to be a reasonable charge.

I would also like to point out that I have directly voiced my concerns in a letter to the Car Park Operations Manager, and to this point in time, I have not received any acknowledgement of my letter, or any attempt to address my concerns. To me this indicates a scant regard by management of Car Park Operations, for my concerns, no matter how minor they may be in the overall scheme of management of an international airport.

I believe that the airport adopt this attitude because they are not put under competitive pressure for my business and do not have to justify the prices they charge. Once I decide to park at the airport, they have the upper hand, can charge outrageous prices and then disregard customer complaints.

I urge your commission to consider the plight of the ordinary person who finds themselves quite powerless and at the mercy of big business, in this, and countless other situations .

As part of a revision of long term car parking rates, I believe that pro rata rates should apply to that part of a car parking charge that is less than one full day. In my case, this would mean that I am not charged for an extra full day for 1 hour and 21 minutes.

Thank you for considering my concerns.

Yours sincerely,

William (Bill) Tyrrell