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Memorandum on ways to improve KLIA operations

KUALA LUMPUR, Sun. - The Federal Territory Counselling and Community Service Organisation has submitted a 30-point memorandum to Prime Minister Datuk Seri Dr Mahathir Mohamad proposing various ways to improve airport operations at the Kuala Lumpur International Airport.

The memorandum, which was submitted yesterday, was the outcome of a survey conducted by its 50 members on 5,000 passengers and visitors to the airport between July 2 and 6.

The organisation's president P. Gunaseelan said today a copy of the findings would also be made available to airport operator Malaysia Airports Bhd tomorrow.

Among others, the organisation urged the Government to consider a reduction of taxi and bus fares from Jalan Duta to KLIA.

The higher fares, it said, would not only burden the low and middle income group, but also encourage taxi and bus operators elsewhere to raise their fares.

The authorities, it said, should also review the high parking fees at the airport's covered parking bay, in addition to increasing the number of paying machines at each parking level.

It also suggested that the relevant authorities consider introducing a special monthly toll rate for airport staff in view of the daily RM10 toll charge incurred by those travelling to work in their own cars.

"Transport Minister Datuk Seri Dr Ling Liong Sik will receive a copy of our findings," Gunaseelan told a Press conference on the post-mortem of KLIA operations.

He added the organisation hoped to carry out a more comprehensive study in due course.

"We will also arrange meetings with other service providers like the limousine drivers and Malaysia Airlines staff to listen to their views and grouses."

Other proposals in the memorandum are:

- * encouraging entrepreneurs to build affordable hotels, especially those which provide "bed and breakfast" accommodation;

- * urging the Government not to approve any commercial buildings between the KLIA and the toll plaza to preserve the greenery around the airport;

- * install street lamps and step up patrols by traffic police at night;

- * install a giant clock and other smaller clocks showing international times;

- * upgrade the service of the airport's information centre for passengers seeking directions;

- * provide airport staff with sufficient training to handle emergency situations, especially when there is a breakdown in the computer system;

- * set up low-cost eateries like canteens and cafeterias;

- * review the present rental rates of commercial premises which is the main reason for the high cost of food sold at the airport; and,

- * introduce "airport police" as guides to help passengers find the right direction.

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