

# **The Satisfaction Of Airport Rail Link**

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## **Abstract**

At present, there are many ways to travel the work whether it be by bus, by van , or by private car. The Airport Rail link is the one way is interested because have clearly schedule and fast . You can go to work on time because you will not encounter traffic jam or car's problem.

The Airport rail link is an express and commuter rail in Bangkok, Thailand. The line provides an airport rail link from Suvarnabhumi Airport, via Makkasan Station, to Phaya Thai station in central Bangkok. Most of the line is on a viaduct over the main eastern railway.

Nowadays, The Airport link is comfortable for people who want to go to Airport but have many problem for example, there are few trips round not enough for people who used the Airport Link that made people to be crowded and inadequate for each round.

Therefore, there are pros and cons of airport rail link and how to improve passenger advantage in each round of travel.

## **Introduction**

Airport Link is the Mass Public Transit System. Each station has a distance between 700-1,000 m. Speed is 160 km/hr . And it's Commuter Rail that about bringing passenger from outskirts such as Lat Krabang, or Ban Thap Chang come into city such as Phraya Thai (near siam ). Almost people work around this area. Airport Link still suitable with people who want to travel by aircraft, and who work at the airport as well

Besides, the price of Airport Link is between 15-45 Baht . It's not too much when you can know the real time of arrivals and departure. Nowadays you can check time in application Airport Link . It's comfortable because this app will show both arrival and departure time that make you can manage your time to be the best value .

You will get the exact time and do not waste the time like when you go by bus , or you no need to worry about traffic jam, car problem ,or Taxi is not accepted.

# Objective

To find the solution of loads more passenger

To find advantages for passengers

- promotion

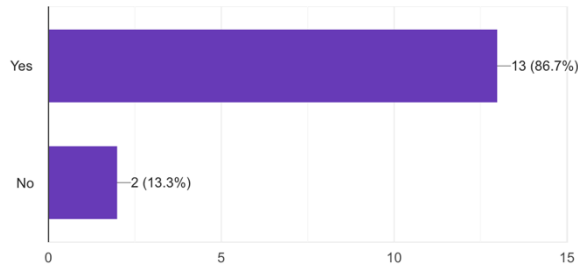
- increase station

# Research Methodology

Have you ever used The Airport Link?



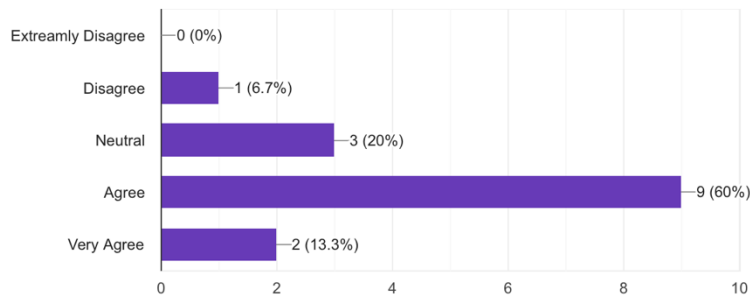
15 responses



Do you think price suit to each station?



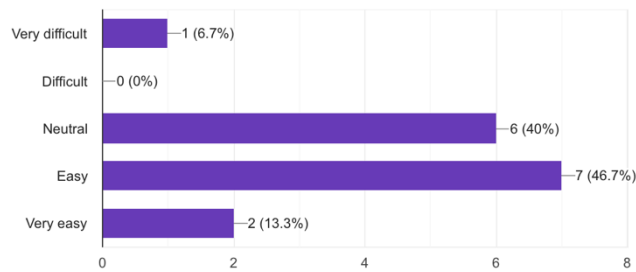
15 responses



Do you think about payment system is comfortable to use?



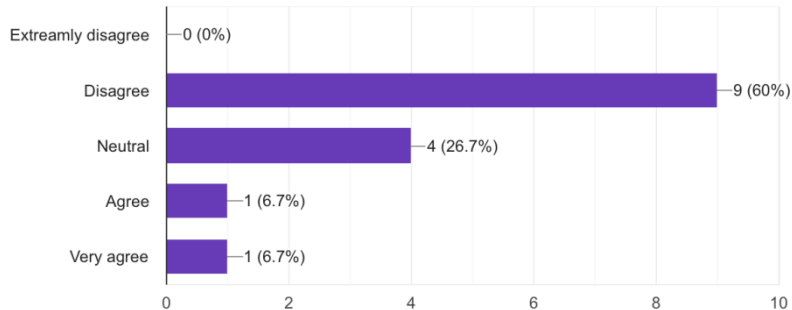
15 responses



### How do you think if Airport Link have no seat for can load passenger more than have a seat?



15 responses



### What do you something new in the future?

15 responses

- add more seats
- Adjust the seat more comfortably
- Add seats to passengers and expand routes
- Add membership cards and improve seats for more.
- Expand the seat of pax
- Increase the number of trips
- Add more seats for the passengers.
- Expand the route to be more convenient for travel.
- Add seats and expand routes
- No
- Reducing the electric system problem or other
- Now it's ok to use.

From the survey, it can be show almost people have experience in using the Airport Link. Most people are agree with the price per station. Don't think it's too expensive. And the payment is also easy for them. What people still do not agree is to bring the chair out of the train for containing more people. And for want to be in the future is a chair in the train and outside the train To be comfortable to wait around the train And adding more stations.

## **Conclusion**

In the present, Airport Link have a problem is traffic load can't enough for passengers but have the solution by increase round in the morning for people who go to work and increase round in the evening for people who finished work.

For people who used Airport Link every day can buy Smart Pass that divided into three groups

- 1) Adult Card is distance based full fare rate
- 2) Student Cars have 20% discount from full fare . For student whose age is not over 23 years old is studying in an institution of Thailand
- 3) Senior Card have 50% discount from full fare .

For person who is Thai nationality and 60 years old up

At present, there are construction projects for extension of both underground and elevated routes. From the west side (Phaya Thai Station) to Bang Sue Transport Center and Don Mueang Airport And from the east side (Lat Krabang Station) to Chachoengsao Province, Chonburi Province And travel to U-Tapao Airport As part of the high-speed rail project connecting 3 airports

## **Recommendation**

In my opinion, Airport Link should have promotion for ordinary person such as set the trip in 1 month or the more you travel the cheaper you get it .And increase round more than present Because nowadays people choose to use a lot more airport links. And May be have more station in the future

## Reference

Sniper, V. (2018, December 28). รถไฟฟ้าเชื่อมท่าอากาศยานสุวรรณภูมิ. Retrieved March 1, 2019, from <https://th.m.wikipedia.org/wiki/รถไฟฟ้าเชื่อมท่าอากาศยานสุวรรณภูมิ>