



ERL Fare Revision

Effective January 2016

Express Rail Link Sdn Bhd (ERL) will be revising its fares effective **1st January 2016**.

This is the first revision since ERL commenced operations almost 14 years ago. The revision was approved by the Government through Suruhanjaya Pengangkutan Awam Darat (SPAD) in accordance with Section 120 of the Land Public Transport Act 2010.

Passengers will have several options to save when they travel.

Your Questions Answered

1. When was the last fare increase?

- Since the train services started in 2002, the fares for both the KLIA Ekspres and KLIA Transit have never been increased.

2. Why are fares being revised now?

- In line with the Government's effort to improve public transportation, the fares of all rail operators including ERL have increased this year.
- ERL needs to remain sustainable in the face of rising operating costs. We are also looking at building capacity to improve our services for our customers.

3. How did you arrive at these new fares?

- The approved fare is RM64 for the KL Sentral-KLIA/KLIA2 sector according to our Concession Agreement.
- We are offering a promotional fare of RM55 until the end of 2016.

4. What improvements are you planning for the service?

- We have purchased new trains that will increase our current capacity by 50%. They will be progressively delivered, starting from May 2016 and will be ready for service from January 2017.
- Over the past 13 years, although we have not increased our fares, we have continued to provide improvements to our customers.
 - Train services now start at 4:33am to cater to early morning commuters and additional frequencies during peak hours were introduced for KLIA Transit
 - Free WiFi service onboard our trains
 - Upgraded our ticketing system from magnetic strip tickets to contactless smartcard tickets, enhanced our online ticketing and launched mobile app ticketing
 - Extended both KLIA Ekspres and KLIA Transit services to KLIA2
 - Replaced all our train seat covers and carpets

5. Will there be promotional fares available?

- Yes, passengers will have new options to save when they travel.
- For KLIA Ekspres:
 - Travellers can save RM10 by purchasing return tickets between KL Sentral and the airport.
 - 10% discount for tickets purchased online, mobile app and kiosks.
 - Discounts up to 20% are available when using certain credit cards and Touch 'n Go card.
- For KLIA Transit,
 - The KLIA Transit TravelCard fares will be adjusted accordingly and commuters can still enjoy the same substantial discounts over the Standard One-Way fares.
 - Senior citizens and OKU card holders will continue to enjoy 30% discount off one-way fares. Students with KADS1M who register with ERL can also get the 30% discount.

6. Can TravelCards purchased in December be used next year?

- Yes, Travel Cards bought in December can still be used up to the card's validity expiry.
- Please ensure you use up all the trips or the TravelCard validity has expired before switching to the new 44-trip TravelCard. No need to pay another RM10 for a new smart card.

7. Can I carry forward unutilised trips on my TravelCard after it expires?

- TravelCards offer huge discounts unlike stored value cards like Touch 'n Go. Hence, all trips must be used within the validity period.

For the full fare details, visit www.KLIAekspres.com.

For further enquiries, email to CustomerEnquiry@KLIAekspres.com.