

28 October 2008

Subject: Cityrail proposed fare increase

To Whom It May Concern:

I would like to lodge my complaint after reading of the proposed 25% increase to City Rail train fares in MX on 15<sup>th</sup> October 2008.

There is no justification to increase the cost of a train fare as the service supplied by City Rail has decreased substantially in the past three years. There are currently less trains running on the time table than there where in 2004. In addition, the number of spare seats has rapidly decreased forcing commuters to stand for long periods of time. The air-conditioning in most trains is non existent, leading to an increase in the smell and stuffy nature of trains. In addition, the speed of trains has also slowed increasing the time of each journey on the train.

All of these factors clearly state that the level of service has dropped since 2004 – therefore there is no justification for a fare increase.

I hereby submit my complaint against the proposed fare increase and in addition request that the cost of City Rail train tickets be reduced until such time that the level of service is increased.

Regards,

D Belzer.