

**Claudia Droulias**  
27/03/2006

Fare increase

To whom it may concern

On behalf of my two daughters and myself I hereby strongly object to an increase in rail fares.

Travelling daily (incl. weekends and off peak) on the Illawarra line we have to take at least one service earlier in order to arrive at work/uni on time, many times even that will get us there delayed.

We have been using that line for 8 years and noticed that the unreliability of services and the overcrowding have been deteriorating drastically, especially over the past 3 years.

Announcements and customer service generally are often more than poor. Also the new timetable leaves much to be desired for.

Therefore, increased ticket prices are totally unjustified.

Three frustrated city rail customers

Claudia, Angelique and Georgia Droulias