Written evidence submitted by Mr Dan Morgan (RTC0008)

Personal Experience of Rail Timetable Changes

Route: Royston – King’s Cross, Great Northern

Until the timetable changes in May this year, I was happy enough with Great Northern’s service from Royston to King’s Cross to buy a flat in the town, and essentially base my working life around GN’s ability to service that line.

Since the timetable change, I have been caused the greatest level of personal stress and upset that I have ever experienced in my career. Not knowing whether I will make it to work on time (if at all), no matter how early I leave, and having to explain the situation to my colleagues in the office is a daily worry. Having to squeeze into already packed trains, with no compensation offered for the discomfort that causes, adds insult to the injury of only being compensated a tiny proportion of the money I pay each month if the train is actually delayed.

I constantly feel undervalued and uncared-for by the company that I pay more money to than any other. The fact that it took over a month for GN to declassify 1st Class, despite the obvious overcrowding that was occurring every single day after May 26th, to reduce the amount of compensation they had to pay out is a disgrace and illustrates the lack of real compassion or contrition felt by those in charge.

Finally, an unwillingness to admit the human cost of GN’s mismanagement is hurtful on a profound level. We all go to work in order to afford to enjoy where we live, see our friends, celebrate our anniversaries etc., and the result of this chaos has been for all of us affected to enjoy the lives that we commute and work to support significantly less.

I sincerely hope that those responsible for this episode, at every single level, are held accountable, and made aware just what a heavy price we the consumers are paying.

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