**Written evidence submitted by Joanna Allen (RTC0064)**

I am providing this written submission as evidence of the personal impact that the recent rail timetable changes have had for my family and myself. My regular commute is Harpenden to London Blackfriars and I am a Thameslink annual train ticket holder.

Since the changes to the rail timetable (both original and temporary) have been implemented, there have been significant negative impacts on my family and my own quality of life. I have summarised these negative impacts as follows:

- The service quality and the frequent cancellations/delays have meant that instead of reliably being able to return home following a full business day in central London in order to see my children for the only time in the day for bathtime and bedtime routines has resulted in me frequently being late or missing that experience altogether. My children have consequently become highly anxious about my presence which has caused them and me emotional stress.
- The service quality & frequent cancellations/delays have also impacted my ability to do my job and have resulted in me frequently missing meetings and/or having to complete further work in the evenings to compensate for the lack of time I am spending at my place of work.
- The risk of overcrowding on platforms and on trains has meant that I am frequently concerned and experience anxiousness ahead of my journey and during my journey.
- The environmental impact of the changes and the lack of reliability of the service have meant that on more than one occasion I have chosen to drive into central London to ensure I am able to attend events and meetings on time.

I hope that through this inquiry due consideration is placed on the personal impact of what can only be described as appalling service levels from the train operators. If the businesses were not in the public sector, the management team would surely have already been removed and replaced with a team clearly more capable.

*September 2018*