

## National Passenger Survey Spring 2012

### Pre-release access list – Exceptional circumstances list

a) The following Passenger Focus post holders are given pre-release access in excess of 24 hours in advance of publication for quality control purposes. Statistical / research staff at Passenger Focus are excluded from this list:

- Chief Executive
- Chairman
- Three Board members
- Passenger Team Director
- Passenger Managers (2)
- Passenger Executive
- Communications team Proof Reader

b) The following post holders are given pre-release access in excess of 24 hours in advance of publication to **summary results for their own Train Operating Company (TOC) only** for quality control purposes and operational planning:

- Senior Management Team at Arriva Trains Wales
- Yield & Data Analyst, Arriva Trains Wales
- Senior Management Team at c2c
- Head of Customer Experience, c2c
- Senior Management Team at Chiltern Railways
- Head of Communications, Chiltern Railways
- Senior Management Team at CrossCountry
- Head of Communications, CrossCountry
- Senior Management at East Midlands Trains
- Business Excellence Manager, East Midlands Trains
- Senior Management Team at First Capital Connect (FCC)
- Customer Services Manager, FCC
- Senior Management Team at First Great Western
- Senior Insights Manager, First Great Western
- Senior Management Team at ScotRail
- Research & Pricing Manager, ScotRail
- Senior Management Team at First TransPennine Express
- Community and Business Improvement Manager, First TransPennine Express
- Senior Management Team at Heathrow Express
- Internal Communications Specialist at Heathrow Express
- Senior Management Team at London Midland Trains
- Revenue Analysis Manager, London Midland Trains
- Senior Management Team, London Rail Development, London Overground Rail Operations Ltd (LOROL)
- Principal Planner - Forecasting, London Rail Development, Transport for London (TfL)
- Forecasting and Business Analysis Manager, TfL
- Chief Operating Officer, TfL
- Deputy Operations Director, TfL
- Head of Planning, TfL
- Director of Operations, Overground and Crossrail, TfL
- London Rail Communications, TfL
- Retail and Commercial Manager, TfL
- Head of Concession Management, TfL
- Senior Management Team, Merseyrail
- Head of Strategic Development and Concession Management, Merseyrail
- Senior Management Team, Northern Rail

- Business Analyst, Northern
- Senior Management Team at Greater Anglia
- Customer Information Manager, Greater Anglia
- Senior Management Team at East Coast
- Retention & Insight Manager, East Coast
- Senior Management Team at Directly Operated Railways
- Senior Management Team at Southeastern
- Passenger Services Planning Manager, Southeastern
- Head of Customer Services, South West Trains
- Senior Group Communications Manager, South West Trains
- Managing Director, South West Trains
- Customer Service Data Analyst, South West Trains
- Customer Service Director, South West Trains
- Head of Information and Customer Experience, South West Trains
- Senior Management Team at Southern Railway
- Senior Management Team at Virgin Trains
- Research and Insight Manager, Virgin Trains
- Head of Insight and Planning, Virgin Trains
- Senior Management Team at First Hull Trains
- Sales and Marketing Manager, First Hull Trains
- Programme Manager, Arriva UK Trains
- Managing Director, Arriva UK Trains
- Policy Director, Arriva UK Trains
- Head of UK Rail Division, FirstGroup
- UK Rail Finance Director, FirstGroup