

National Rail Passenger Survey Spring 2014 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
- Board member (1)
- Passenger Team Director
- Passenger Managers (2)
- Passenger Executive
- Head of Passenger Issues
- 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 & Capacity Analyst, Arriva Trains Wales
- Senior Management Team at c2c
- Head of Customer Experience, c2c
- Senior Management Team at 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)
- Head of Communications, FCC
- Senior Management Team at First Great Western
- Senior Insights Manager, First Great Western
- Senior Management Team at ScotRail
- Head of Revenue Development, ScotRail
- Senior Management Team at First TransPennine Express
- Community and Business Improvement Manager, First TransPennine Express
- Senior Management Team at Grand Central
- Interim Customer Experience Manager, Grand Central
- 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)
- Director of Operations, Crossrail, TfL
- Rail Development Manager, TfL
- London Rail Communications, TfL
- Principal Planner – Network Development, TfL
- Deputy Operations Director, TfL
- Head of Transport Planning, TfL
- Retail and Commercial Manager, TfL
- Acting Director of London Rail, TfL
- Director, London Rail, TfL
- Director, Overground, TfL

- Senior Press Officer, TfL
- Head of Concession Management, TfL
- Senior Management Team, Merseyrail
- Head of Strategic Development and Concession Management, Merseyrail
- Senior Management Team, Northern Rail
- Senior Management Team at Greater Anglia
- Customer Communications Manager at 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
- Senior Management Team at South West Trains
- Customer Service Advisor, South West Trains
- Senior Management Team at Southern
- Senior Management Team at Virgin Trains
- Research and Insight Manager, Virgin Trains
- Senior Management Team at First Hull Trains
- Managing Director, Arriva UK Trains
- Senior Management Team (Rail), FirstGroup
- Research Specialist, Network Rail
- Group Corporate Communications Director, Go Ahead