

National Passenger Survey Spring 2010 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
- Rail Passenger Director
- One Board member
- Head of Communications
- 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:

- Passenger Link Managers, Passenger Focus
- Senior Management Team at Arriva Trains Wales
- Data and Research Co-ordinator, Arriva Trains Wales
- Senior Management Team at c2c
- Customer Service Delivery Manager, c2c
- Senior Management Team at Chiltern Railways
- Product Development Manager, 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)
- Commercial Manager, FCC
- Senior Management Team at First Great Western
- Senior Insights Manager, First Great Western
- Senior Management Team at ScotRail
- Research and Pricing Manager, ScotRail
- Senior Management Team at First TransPennine Express
- Strategic Planning Manager, First TransPennine Express
- Community and Business Improvement Manager, First TransPennine Express
- Senior Management Team at Grand Central Railway Company
- Senior Management Team at Heathrow Express
- Personal Assistant 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)
- Planner, London Rail Development, Transport for London (TfL)
- Principal Transport Economist, TfL
- Chief Operating Officer, TfL

- Director, TfL
- External Communications Manager, TfL
- Retailing Manager TfL
- Principal Transport Economist, TfL
- Senior Management Team at Merseyrail
- Head of Strategic Development and Concession Management, Merseyrail
- Interim Managing Director, Northern
- Commercial Director, Northern
- Business Analyst, Northern
- Senior Management Team at National Express East Anglia (NXEA)
- Customer Services Director, NXEA
- Public Affairs Manager, NXEA
- Senior Management Team at East Coast
- Insight Manager, East Coast
- Senior Management Team at Directly Operated Railways
- Senior Management Team at Southeastern
- Customer Service Director, South West Trains
- Head of Customer Service, South West Trains
- Senior Management Team at Southern Railway
- Head of Customer Experience, Southern Railway
- Senior Management Team at Virgin Trains
- Research and Insight Manager, Virgin Trains
- Head of Insight and Planning, Virgin Trains
- Managing Director, Wrexham and Shropshire
- Marketing Director, Wrexham and Shropshire
- Sales and Marketing Manager, First Hull Trains
- General Manager, First Hull Trains
- Communications Advisor, First Hull Trains