

National Rail Passenger Survey Spring 2016

Pre-release access list – exceptional circumstances list

A) The following Transport 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 Transport Focus who work on the National Rail Passenger Survey (NRPS) results are excluded from this list:

- Chief Executive
- Chairman
- Passenger Team Director
- Board member (1)
- Passenger Managers (3)
- Passenger Executive
- Head of Passenger Issues
- Proof Reader.

B) The following members of the NRPS Experts Group are given pre-release access in excess of 24 hours in advance of publication to NRPS spring 2016 pilot study findings that includes a subset of main survey findings for operational planning of the survey:

- Rail Statistician, Department for Transport
- Social Researcher, Department for Transport
- Senior Insight Advisor, Transport Focus
- Principal Research Officer, Transport Scotland
- Market Research Manager, Association of Train Operating Companies
- Independent Technical Expert, Richard Roberts Miller Associates
- Independent Technical Expert, Real Research Limited.

C) The following members of the Transport Focus Statistical Governance Group are given pre-release access in excess of 24 hours in advance of publication to NRPS spring 2016 pilot study findings that includes a subset of main survey findings for operational planning of the survey:

- Transport Focus Board members (x3).

D) The following members of the Transport Focus Insight team are given pre-release access in excess of 24 hours in advance of publication to NRPS spring 2016 pilot study findings that includes a subset of main survey findings for operational planning of the survey:

- Insight Manager
- Senior Insight Advisor (x3).

E) 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:

- Customer Service Director, Arriva Trains Wales
- Head of Customer Experience, Arriva Trains Wales
- Customer Insight Manager, c2c
- Managing Director, c2c
- Customer Services Director, Chiltern Railways
- Head of Marketing & Communications, Chiltern Railways
- Managing Director, CrossCountry
- Head of Communications, CrossCountry
- Managing Director, East Midlands Trains
- Head of Customer Experience Strategy, East Midlands Trains
- Head of Customer Experience, Govia Thameslink Railway
- Chief Executive Officer, Govia Thameslink Railway
- Managing Director, Great Western Railway
- Head of Insight, Great Western Railway
- Customer Service Director, ScotRail Alliance
- Business Analyst, ScotRail Alliance
- Commercial Director, TransPennine Express
- Customer Experience Manager, TransPennine Express
- Commercial Director, Grand Central
- Managing Director, Grand Central
- Business Lead, Heathrow Express
- Communications Manager, Heathrow Express
- Commercial Director, London Midland
- Senior Revenue Analysis Manager, London Midland
- Customer Services Director, London Overground Rail Operations Ltd (LOROL)
- Head of Customer Service Development, London Overground Rail Operations Ltd (LOROL)
- Principal Transport Planner, TfL
- Communications Manager, TfL
- Head of Strategic Development and Concession Management, Merseyrail
- Customer Services Director, Merseyrail
- Head of Customer Experience, TfL Rail
- Customer Experience Director, TfL Rail
- Managing Director, Northern Rail
- Customer & People Experience Director, Northern Rail
- Customer Service Director, Abellio Greater Anglia
- Managing Director, Abellio Greater Anglia
- Head of Customer Experience Projects, Virgin Trains East Coast
- Customer Experience Director, Virgin Trains East Coast
- Managing Director, Southeastern
- Passenger Services Director, Southeastern
- Customer Service Director, South West Trains
- Managing Director, South West Trains
- Executive Director of Communications, Virgin Trains
- Managing Director, Virgin Trains
- Commercial Manager, First Hull Trains
- Managing Director, First Hull Trains
- Commercial Director, High Speed 1
- HAL Insight and Research Manager, British Airports Authority
- Managing Director, Arriva UK Trains
- Director of Public Affairs, Arriva UK Trains
- Group Corporate Communications Director, Go Ahead.