

## National Rail Passenger Survey Spring 2020 Pre-release access list – exceptional circumstances

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 NRPS results are excluded from this list:

- Chief Executive
- Board member (1)
- Passenger Managers (3) - for relevant train companies only
- Passenger Executive - for relevant train company only
- Head of Passenger Issues
- Stakeholder Manager (x2) – for relevant train companies only
- 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) or TOCs only** for quality control purposes and operational planning:

- Head of Customer Experience, Transport for Wales (TOC)
- Customer Delivery Director, Transport for Wales (TOC)
- Director of Customer Integration, Transport for Wales (TOC)
- Customer Experience and Commercial Director, Transport for Wales (TOC)
- Director of Communications, Transport for Wales (Delivery body)
- Customer Experience and Commercial Director, Transport for Wales (Delivery body)
- Chief Executive Officer, Transport for Wales (Delivery body)
- Rail Operations Director, Transport for Wales (Delivery body)
- Senior Management team, c2c
- Deputy Commercial Director, c2c
- Customer Services Director, Chiltern Railways
- Commercial Director, Chiltern Railways
- Head of Corporate Affairs, Chiltern Railways
- Commercial Insights Manager, Chiltern Railways
- Customer Experience Insights Manager, Chiltern Railways
- Managing Director, CrossCountry
- Head of Communications, CrossCountry
- Head of Corporate Affairs, CrossCountry
- CX Strategy Manager, East Midlands Trains
- Customer Experience Director, East Midlands Trains
- Head of Customer Experience, East Midlands Trains
- Senior Management team, Govia Thameslink Railway
- Head of Customer Experience, Govia Thameslink Railway
- Customer Experience Delivery Manager, Govia Thameslink Railway
- Customer Experience Analyst, Govia Thameslink Railway
- General Manager, Gatwick Express, Govia Thameslink Railway
- Head of Communications and Engagement, Govia Thameslink Railway
- Senior Management team, Great Western Railway
- Head of Customer Research, Great Western Railway
- Customer Experience Strategy Manager, ScotRail

- Market Insight Analyst, ScotRail
- Squire Team Manager, Transport Scotland
- ScotRail Franchise Manager - Compliance, Transport Scotland
- ScotRail Franchise Team Leader, Transport Scotland
- Senior Management Team, TransPennine Express
- Franchise Manager, TransPennine Express
- Business Analyst, TransPennine Express
- Managing Director, Grand Central
- Commercial Director, Grand Central
- Head of Commercial, Heathrow Express
- Communications Business Partner, Heathrow Express
- Commercial Customer Service Manager, Heathrow Express
- Heathrow Insight and Research Manager, Heathrow Airport
- Senior Management team, West Midlands Trains
- Service Revenue Forecasting Manager, West Midlands Trains
- Head of Corporate Affairs, West Midlands Trains
- Marketing and Customer Experience Analyst, West Midlands Trains
- Executive Director, West Midlands Rail Executive
- Managing Director, Arriva Rail London
- Head of Concession Management, Arriva Rail London
- Head of Customer Experience Strategy, Arriva Rail London
- Customer Experience Director Director, Arriva Rail London
- Acting Head of Communications, Arriva Rail London
- Principal Planner, Rail Development, London Overground – TfL
- Head of Press Desk, London Overground – TfL
- Director: Rail and Sponsored Services, London Overground – TfL
- General Manager, London Overground – TfL
- Chief Operating Officer, Elizabeth line, London Overground – TfL
- Head of Concession, London Overground – TfL
- Head of Concession Compliance, Merseyrail
- Head of Customer & Stakeholder Experience, Merseyrail
- Senior Management team, Merseyrail
- Head of Customer Experience, MTR Elizabeth Line
- Customer Experience Director, MTR Elizabeth Line
- Managing Director MTR Crossrail, MTR Elizabeth Line
- Head of Concession Management, TfL Rail – TfL
- Chief Operating Officer, Elizabeth line, TfL Rail – TfL
- TfL Rail Customer Experience Manager, TfL Rail – TfL
- Head of Press Desk, TfL Rail – TfL
- Principal Planner, Rail Development, TfL Rail – TfL
- Managing Director, Northern
- Commercial Director, Northern
- People and Strategy Director, Northern
- Head of Communications, Northern
- Customer Communications Manager, Northern
- Insight and Contracts Manager, Northern
- Customer Insight Analyst, Northern
- Commercial Director, Greater Anglia
- Managing Director, Greater Anglia
- Head of Customer Experience Strategy, Greater Anglia

- Head of Customer Service East and Revenue Protection, Greater Anglia
- Senior Management team, London North Eastern Railway
- News & Media Manager, London North Eastern Railway
- Head of Customer Contact, London North Eastern Railway
- Head of Research & Insight, London North Eastern Railway
- Chief Digital Officer, London North Eastern Railway
- Senior Management team, Southeastern
- Head of Insight, Southeastern
- Senior Management team, South Western Railway (SWR)
- Senior Customer Insights & Research Manager, South Western Railway (SWR)
- Head of Customer Experience, South Western Railway (SWR)
- Head of Stakeholder & Communications, South Western Railway (SWR)
- Insight Manager, Avanti West Coast
- Managing Director, Avanti West Coast
- Partnership and Strategy Director, Avanti West Coast
- Commercial and Customer Experience Director, Hull Trains
- Managing Director, Hull Trains
- Managing Director, Arriva UK Trains
- Strategy & Policy Director (& Interim MD of Chiltern Railways), Arriva UK Trains
- Head of Public Affairs, Arriva UK Trains
- Senior Management team, First Group
- Head of Insight, First Group
- Group Commercial and Customer Director, Go Ahead
- Chief Executive Officer, Go Ahead
- Senior Management team, Abellio UK (Rail)
- Senior Research Officer, DfT
- Head of Research & Evaluation, DfT
- Rail Statistician, DfT
- Social Researcher, DfT
- Commercial Managers, Senior Commercial Managers, and Market Lead at DfT (as necessary)
- Commercial Manager (Northern), Rail North Partnership
- Contract Manager (Northern), Rail North Partnership
- Senior Commercial Manager (Northern), Rail North Partnership
- Commercial Manager (TransPennine Express), Rail North Partnership
- Contract Manager (TransPennine Express), Rail North Partnership