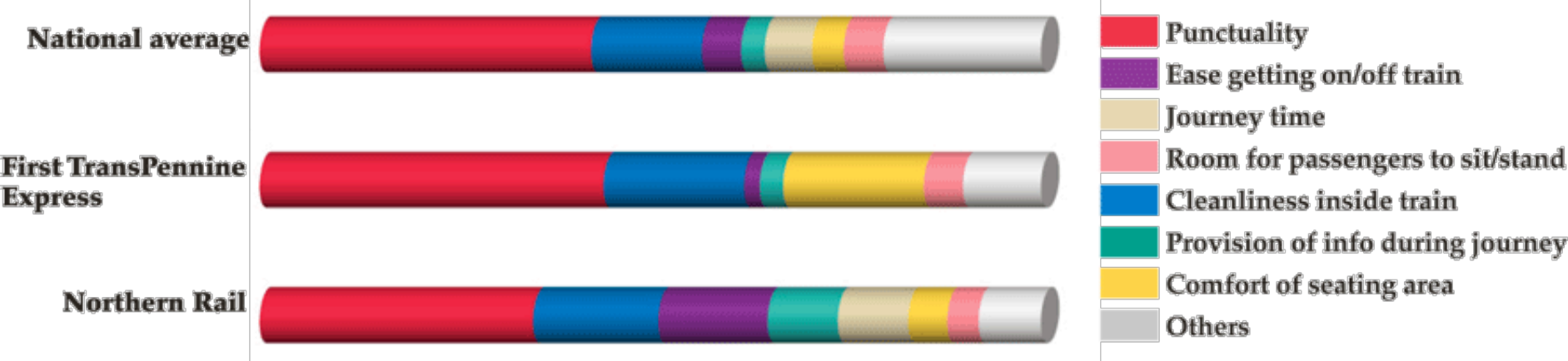


Factors most closely associated with overall journey satisfaction

Source: NPS Autumn 2011/Spring 2012



Composition of industry income including government funding

Source: Office of Rail Regulation, GB Rail Industry Financials 2011-12

