

UK National Rail | Analysis Dashboard

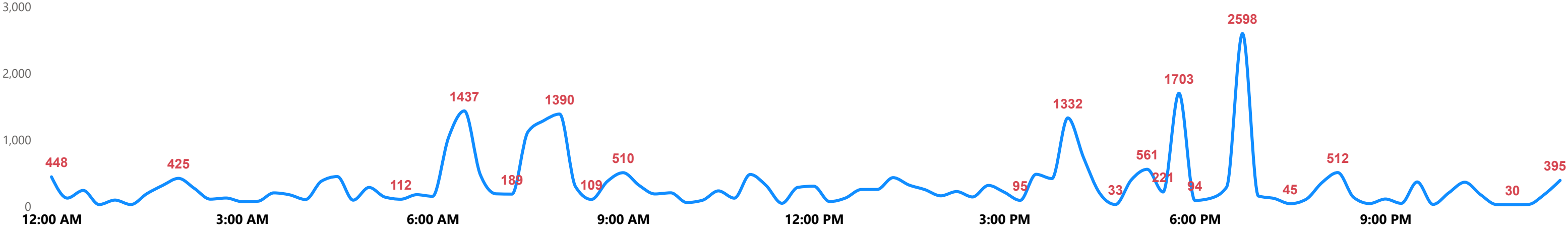
Overview

Passenger Usage

Revenue

Railway Performance

Peak Hours for Passenger Departures



31,653

Passengers

\$741.92K

Revenue

90.7%

On Time Trip

1880

Passengers  
Cancelled

\$38.7K

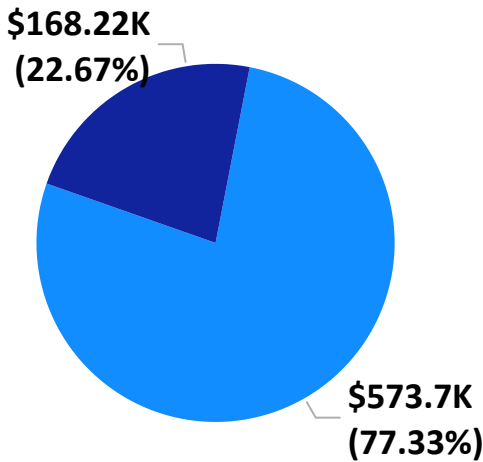
Refunded

\$703.22K

Net Revenue

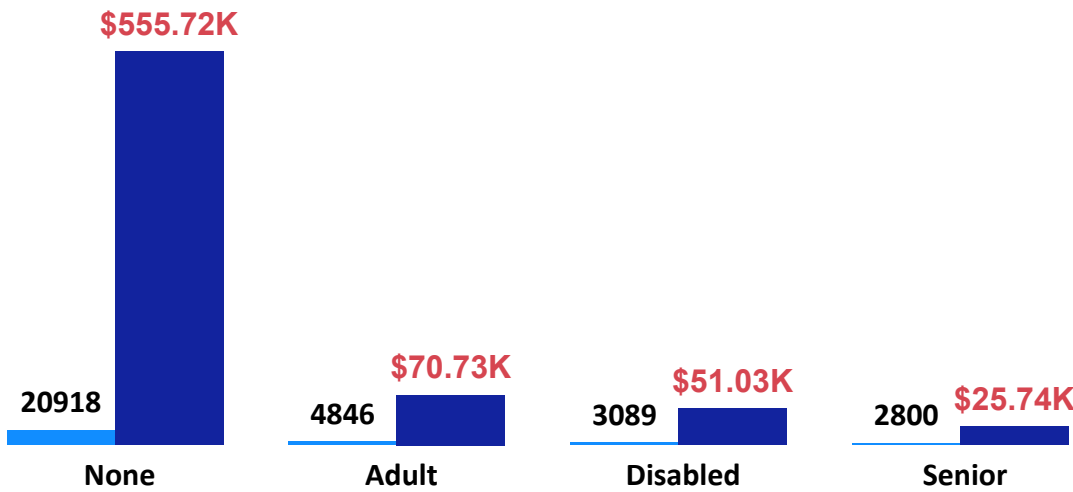
Non Railcard Holders Produced Most Revenue

● Non-Railcard Holder ● Railcard Holder

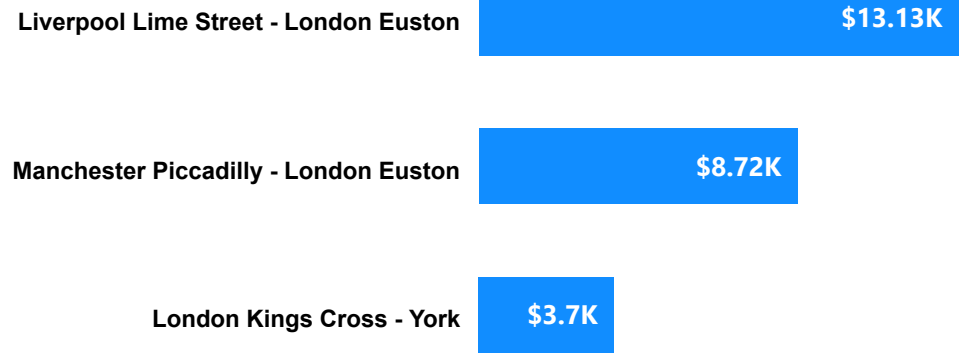


Passenger & Net Revenue by Railcard status

● Count of Passenger Count ● Sum of Net Revenue



Most Refunded in Route



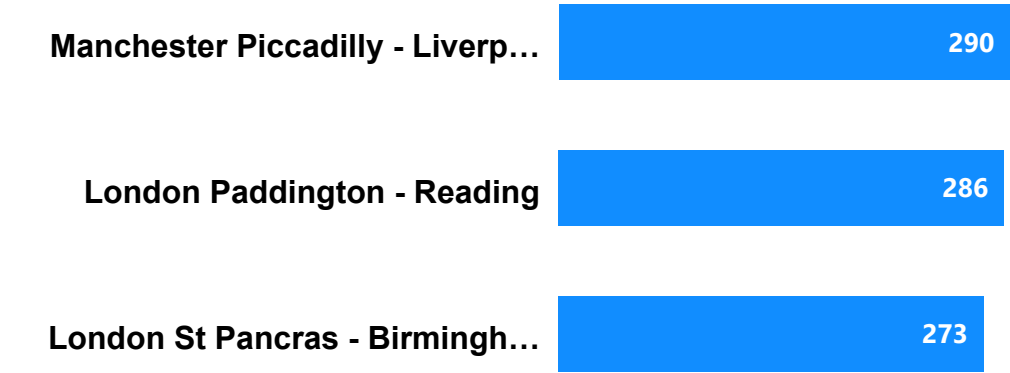
Most Produced Revenue by Route

Route	Revenue	% Revenue	Passenger	Net Revenue
London Kings Cross - York	\$183,193	24.69%	3922	\$179,498
Liverpool Lime Street - London Euston	\$113,299	15.27%	1097	\$100,173
London Paddington - Reading	\$65,368	8.81%	3873	\$63,841

Manchester Piccadilly to Liverpool Lime Street has the Highest Sales

Route	Passenger	Revenue	Net Revenue	% Passenger
Manchester Piccadilly - Liverpool Lime Street	4628	\$17,310	\$16,976	14.62%
London Euston - Birmingham New Street	4209	\$50,349	\$49,255	13.30%
London Kings Cross - York	3922	\$183,193	\$179,498	12.39%

Most Cancelled Trips by Route



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Overview

Passenger Usage

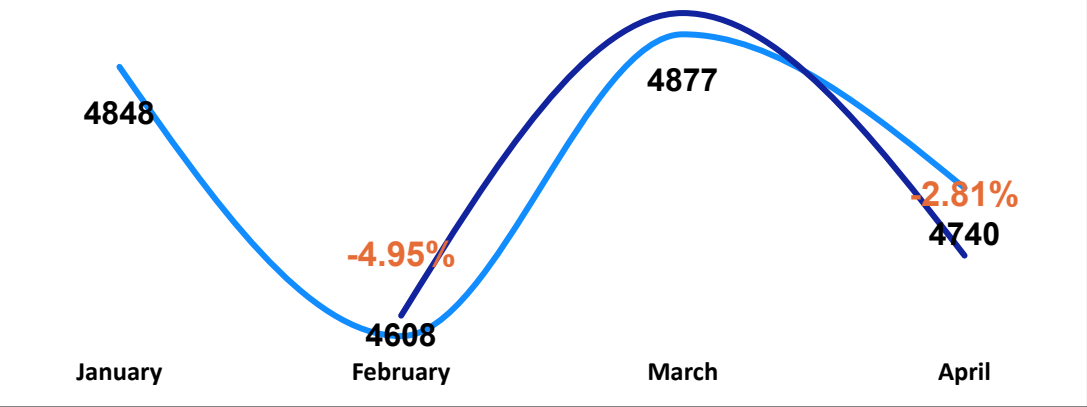
Revenue

Railway Performance

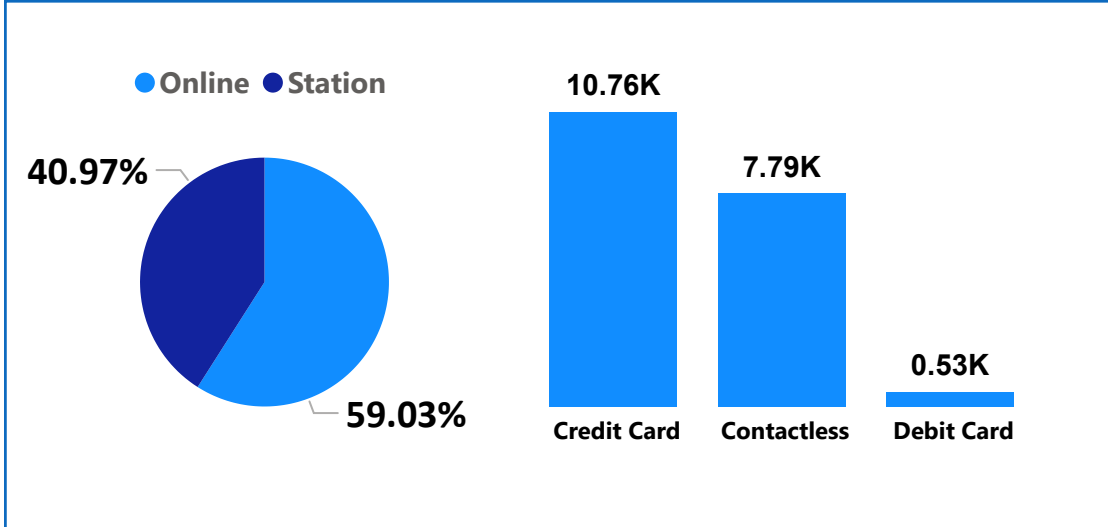
Off-Peak

Peak

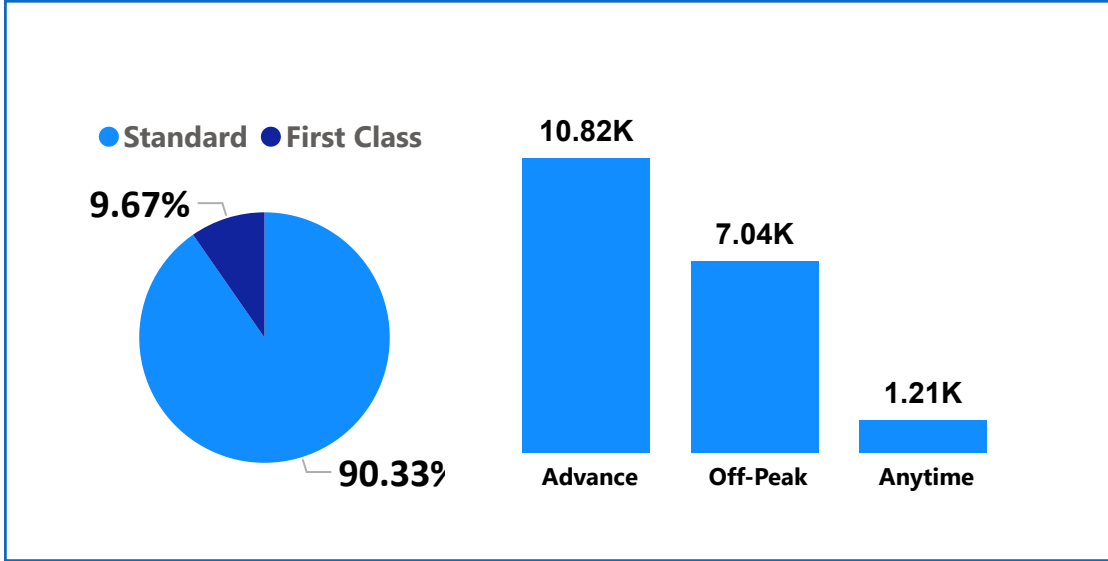
Trend of Passenger Journeys



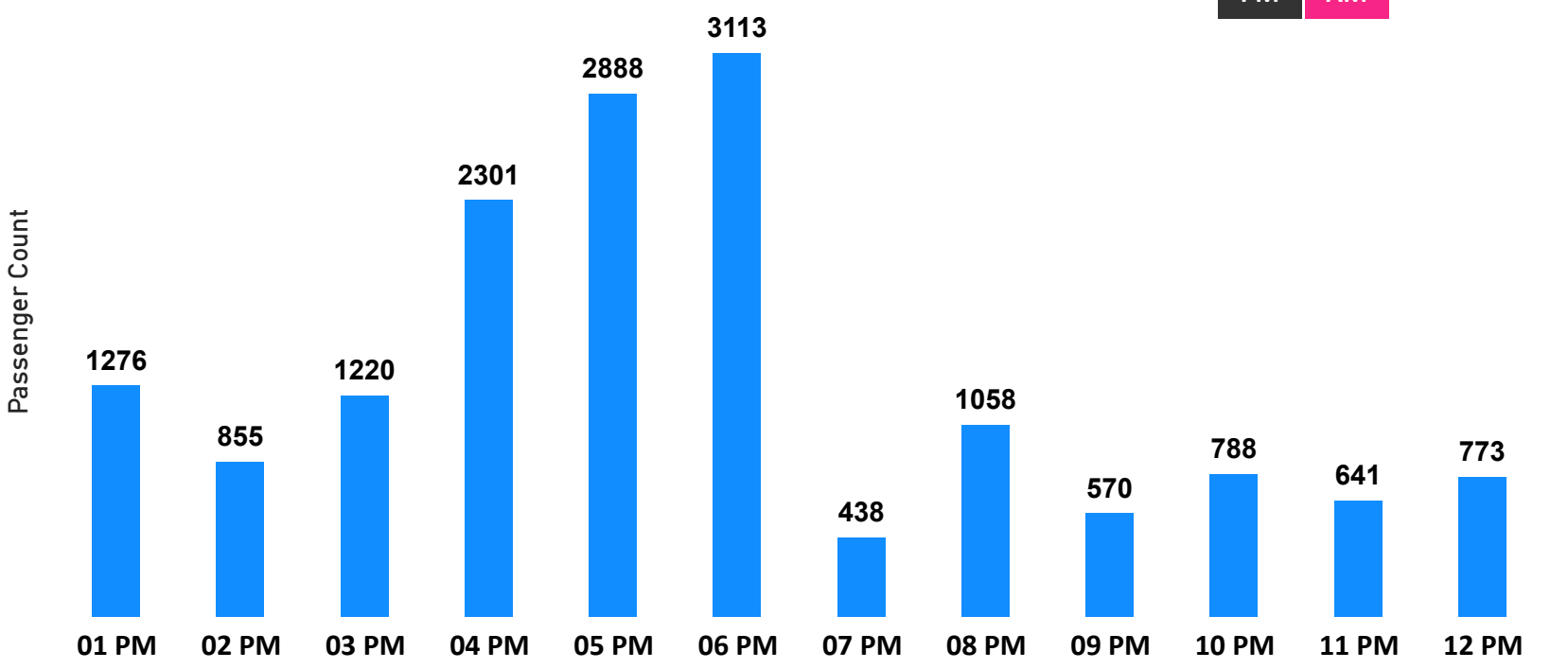
Popular Payment Type



Popular Ticket Type

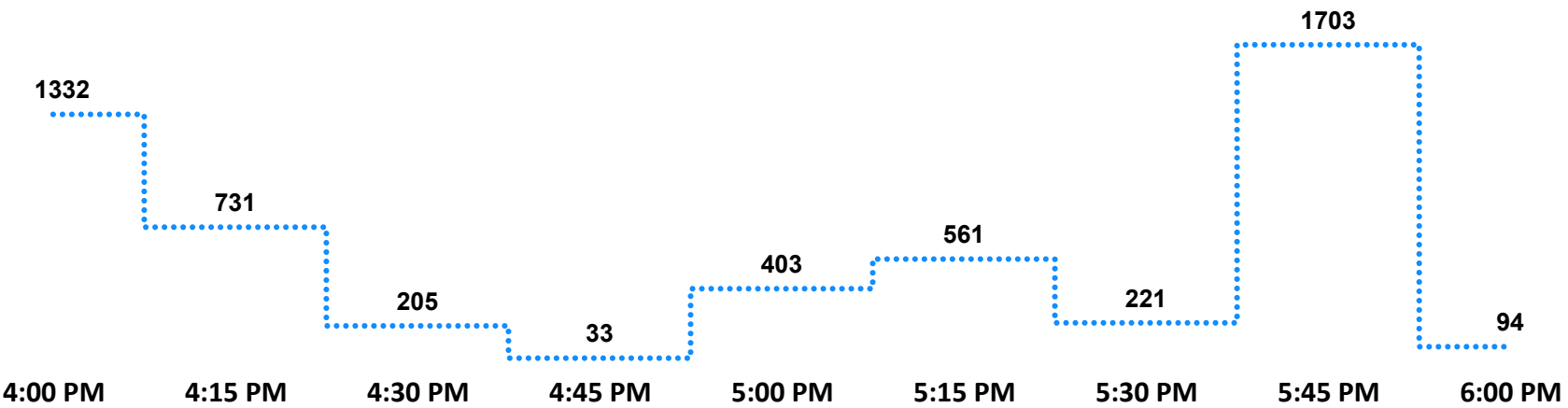


Passenger Journeys

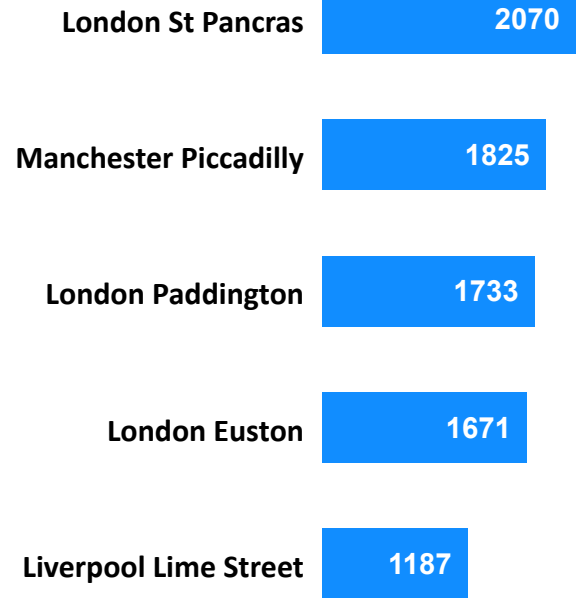


Fri	175	112	171	334	385	374	68	144	78	96	92	90
Mon	170	156	173	336	407	417	60	151	80	109	92	116
Sat	185	109	159	300	395	433	55	162	75	112	83	112
Sun	184	117	184	327	409	475	73	158	84	114	85	121
Thu	160	125	196	310	445	432	43	141	78	120	93	112
Tue	184	119	171	340	419	496	70	143	83	115	98	99
Wed	218	117	166	354	428	486	69	159	92	122	98	123

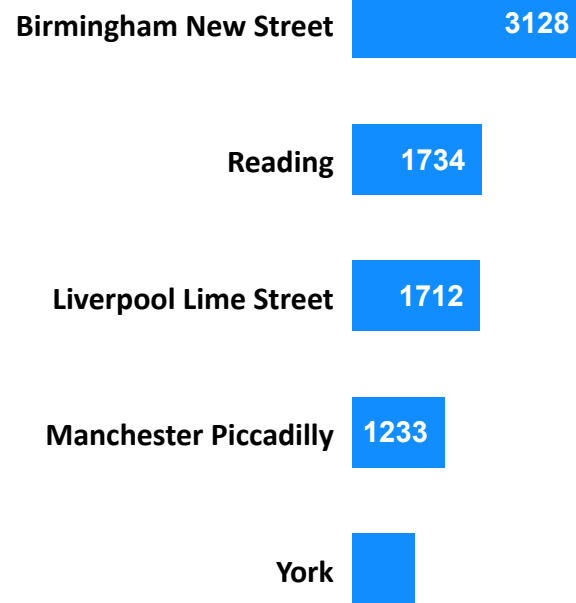
Count of Passenger Count by Departure Time



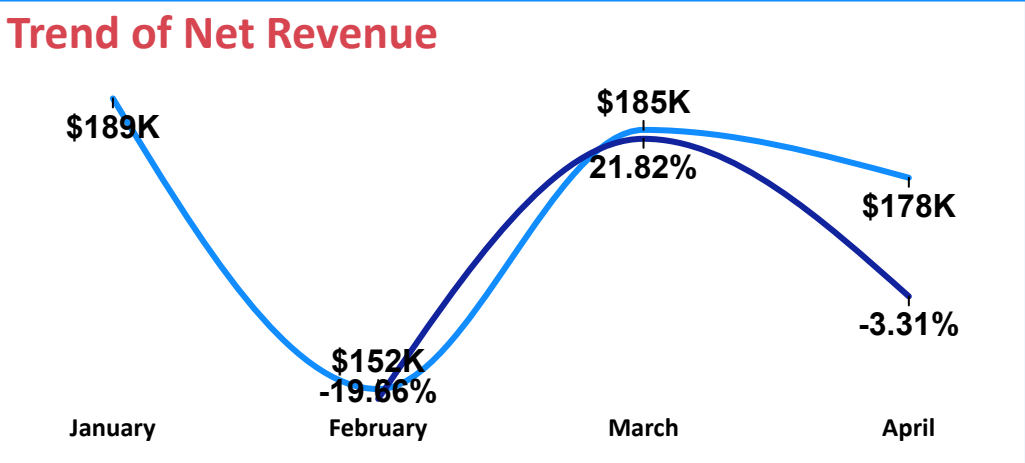
Top 5 Departure Stations



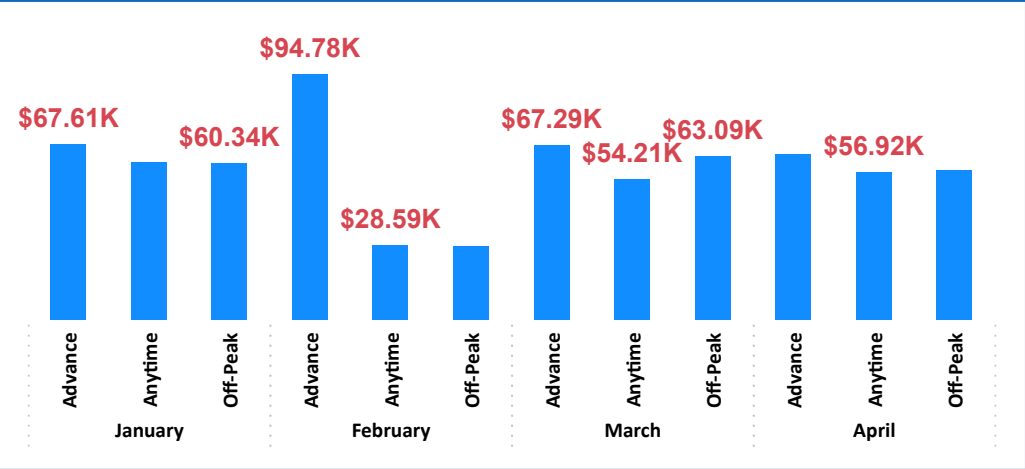
Top 5 Arrival Stations



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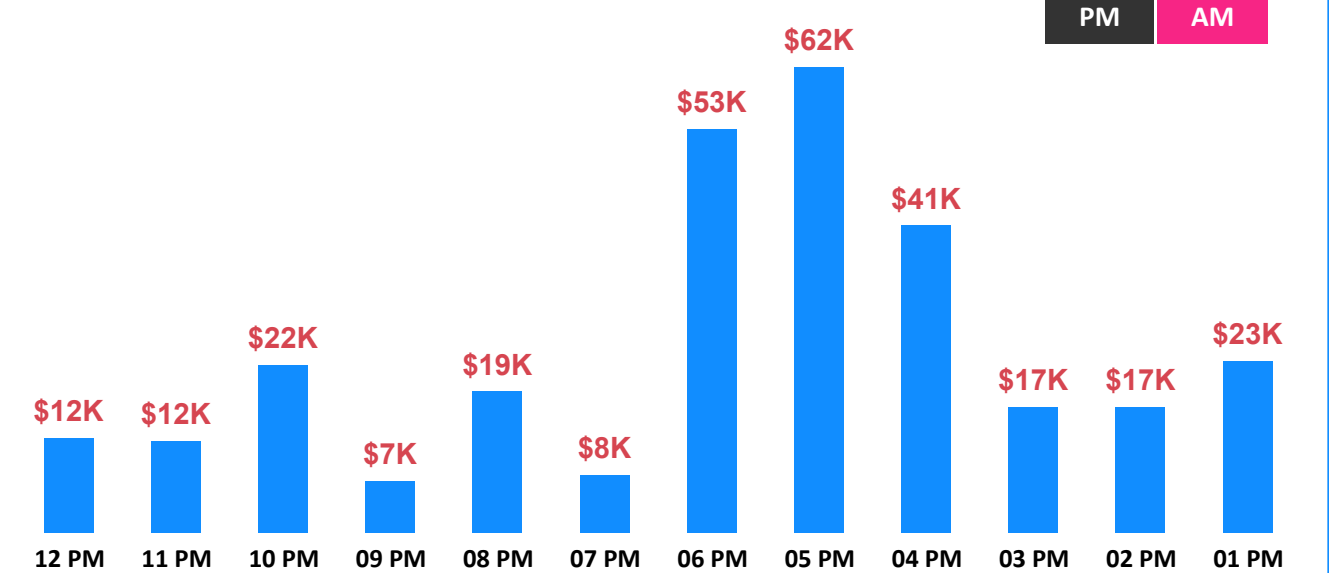
Net Revenue by Ticket Type & Class



Weekly Revenue

Day	Revenue	Net Revenue	% Net Revenue
Wed	\$113,802	\$107,995	15.36%
Tue	\$112,688	\$106,946	15.21%
Mon	\$107,772	\$102,044	14.51%
Thu	\$105,242	\$99,511	14.15%
Fri	\$105,433	\$99,355	14.13%
Sun	\$100,048	\$95,092	13.52%
Sat	\$96,936	\$92,276	13.12%

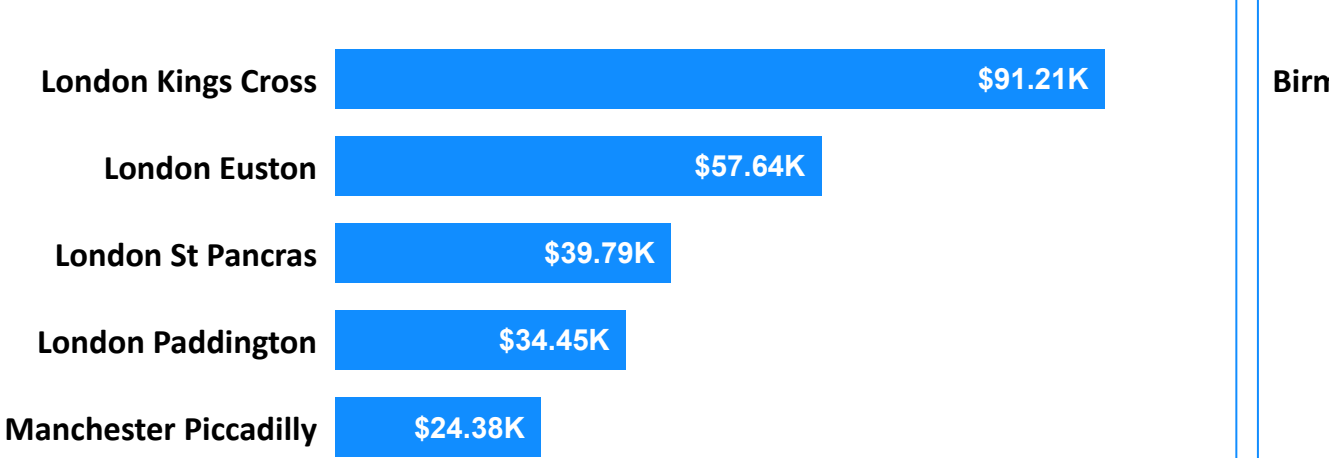
Net Revenue by Trip Hour



Revenue by Railcard Holder/Non-Holder

Railcard Status	Railcard	Revenue	Refunded	Net Revenue	% Net Revenue
Non-Railcard Holder	None	\$573,697	\$17,976	\$555,721	79.03%
Railcard Holder	Adult	\$86,330	\$15,600	\$70,730	10.06%
Railcard Holder	Disabled	\$52,278	\$1,247	\$51,031	7.26%
Railcard Holder	Senior	\$29,616	\$3,879	\$25,737	3.66%
Total		\$741,921	\$38,702	\$703,219	100.00%

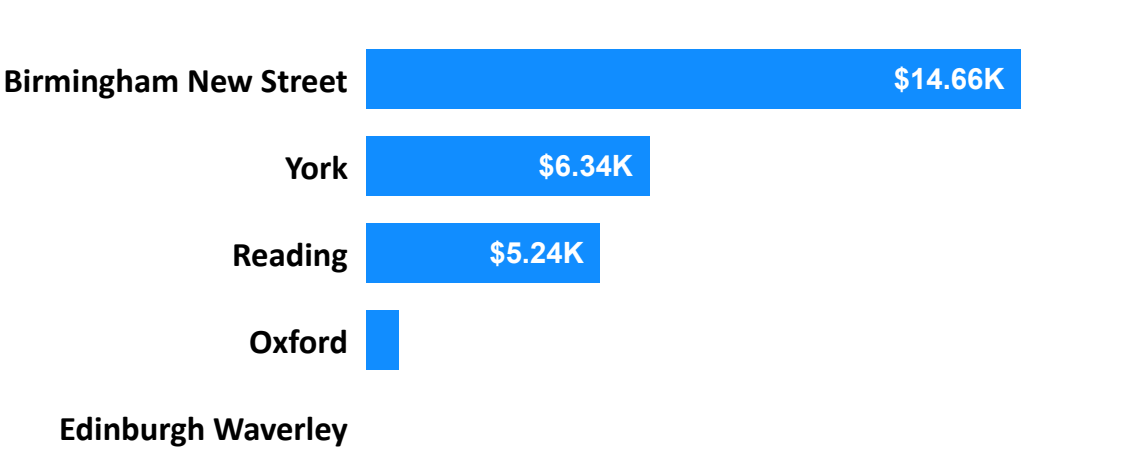
Top 5 Revenue Produced Departure Station



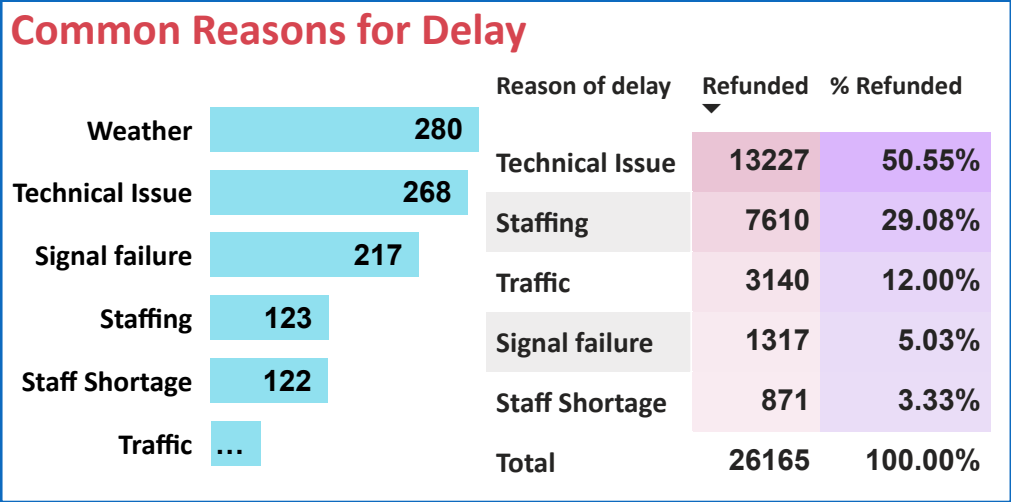
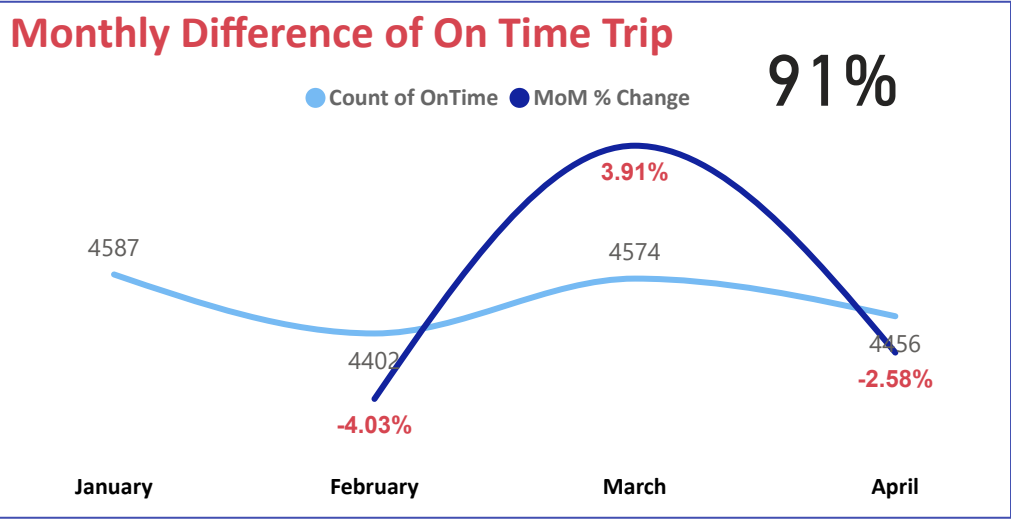
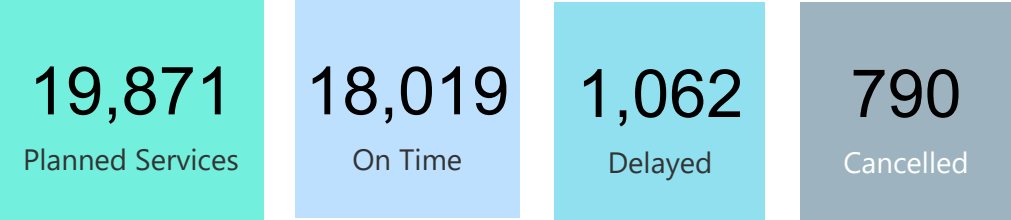
Net Revenue by Route

Route	Net Revenue	%Net Revenue
London Kings Cross - York	\$82,666	28.35%
London Paddington - Reading	\$32,005	10.98%
London St Pancras - Birmingham New Street	\$31,446	10.78%
London Euston - Birmingham New Street	\$29,979	10.28%
London Euston - Manchester Piccadilly	\$27,618	9.47%
Liverpool Lime Street - London Euston	\$9,846	3.38%
Manchester Piccadilly - Liverpool Lime Street	\$9,842	3.38%
Manchester Piccadilly - London Paddington	\$7,682	2.63%
London St Pancras - Leicester	\$7,205	2.47%
London Kings Cross - Edinburgh Waverley	\$5,964	2.05%
Liverpool Lime Street - Manchester Piccadilly	\$4,426	1.52%
Manchester Piccadilly - London Euston	\$3,156	1.08%
York - Edinburgh	\$2,584	0.89%
London Kings Cross - Liverpool Lime Street	\$2,580	0.88%
York - Peterborough	\$2,396	0.82%
Birmingham New Street - Nuneaton	\$1,824	0.63%
Birmingham New Street - London Euston	\$1,820	0.62%
Reading - London Paddington	\$1,810	0.62%
Birmingham New Street - Tamworth	\$1,701	0.58%
London Paddington - Manchester Piccadilly	\$1,612	0.55%
Manchester Piccadilly - London St Pancras	\$1,593	0.55%
Reading - Liverpool Lime Street	\$1,506	0.52%
Birmingham New Street - London St Pancras	\$1,468	0.51%
Total	\$291,614	100.00%

Bottom5 Revenue Produced Departure Station



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- From January to April, out of **19,871** Services **18,019** was on time. The Reliability Score is **91%**. From **January** to **February** On time services has decreased by **4 %** , In **March** it increased by almost **4%**. Then Again decreased by **2.58%**.
- The Major Reason for **Train delay** was for **Weather Conditions & Technical Issue**. For **Technical issue** 50% was refunded of total refunds for **Delay**.
- Signal Failure & Weather Conditions** contributed most for Trip **Cancelled**. For **Staff Issues** almost **25%** trip was **cancelled** which is very **unexpected**. This Causes **25%** refund of total refunded for Cancellation.

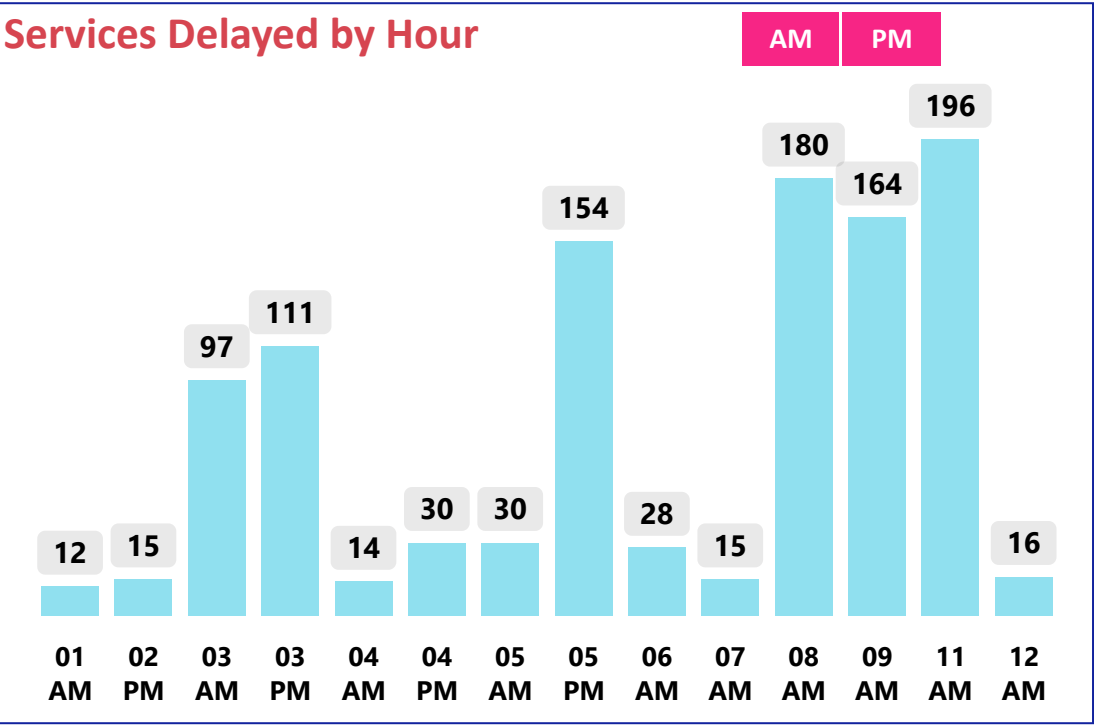
Services by Route

Route	Planned	OnTime	Delayed	Cancelled
Manchester Piccadilly - Liverpool Lime Street	2675	2409	156	110
London Euston - Birmingham New Street	2515	2359	59	97
London Paddington - Reading	2412	2249	42	121
London Kings Cross - York	2400	2269	43	88
Liverpool Lime Street - Manchester Piccadilly	2267	2124	66	77
London St Pancras - Birmingham New Street	2106	2017		89
London Euston - Manchester Piccadilly	512	486		26
Liverpool Lime Street - London Euston	363	140	205	18
Birmingham New Street - London St Pancras	361	345		16
Manchester Piccadilly - London Euston	289	95	191	3
York - Durham	171	148	15	8
Birmingham New Street - Liverpool Lime Street	161	157		4
London St Pancras - Leicester	159	152		7
Manchester Piccadilly - Sheffield	158	157		1
York - Peterborough	157	150		7
Birmingham New Street - Manchester Piccadilly	142	64	69	9
Reading - Swindon	140	133		7
London Kings Cross - Liverpool Lime Street	135	134		1
York - Doncaster	134	115	14	5
Reading - London Paddington	132	127		5
Oxford - Bristol Temple Meads	129	109	15	5
Birmingham New Street - Stafford	128	126		2
Liverpool Lime Street - Crewe	126	123		3
Total	19871	18019	1062	790

Reason & Impact of Cancelled Services

Reason of delay	Refunded	% Refunded	%Cancelled
Signal failure	207		
Weather	186		
Technical Issue	105		
Traffic	100		
Staffing	98		
Staff Shortage	94		
Total	12537	100.00%	100.00%

Reason of delay	Refunded	% Refunded	%Cancelled
Signal failure	3081	24.58%	26.20%
Weather	2775	22.13%	23.54%
Technical Issue	1819	14.51%	13.29%
Traffic	1676	13.37%	12.66%
Staffing	1637	13.06%	12.41%
Staff Shortage	1549	12.36%	11.90%
Total	12537	100.00%	100.00%



Impact of Delay Period

Delay_period	Delayed	Net Revenue	Refund Request	% Refund Request	Refunded	% Refunded
15-30 Min	304	\$15,157	233	42.67%	\$14,080	53.81%
5-15 Min	187	\$13,323	127	23.26%	\$6,766	25.86%
1-5 Min	75	\$1,014	57	10.44%	\$2,639	10.09%
30-60 Min	332	\$67,956	107	19.60%	\$1,413	5.40%
0 Min	14	\$523	8	1.47%	\$678	2.59%
1 Min	18	\$181	14	2.56%	\$589	2.25%
>60 Min	132	\$2,495			\$0	0.00%
Total	1062	\$100,649	546	100.00%	\$26,165	100.00%

- Most Refund Request was from latency of **5-30 min**. Contributed **60%** of refund of total refunded for **Delay**.
  - There was **Refund Request** for **No Delay & was refunded**. So there is a major issue with **Refund Policy**. The authority needed to **reissue Refund Policy**.
- Recommendation:
- 0-15 Min Delay, No Refund.**
  - 15-30 Min Delay, 25% Refund**
  - 30-60 Min Delay, 50 % Refund**
  - More Than 60Min Delay, 100% Refund.**
- More Stuff need to be appointed to decrease cancelled services rate.