

NAITIONAL RAIL

Passenger Rail Usage

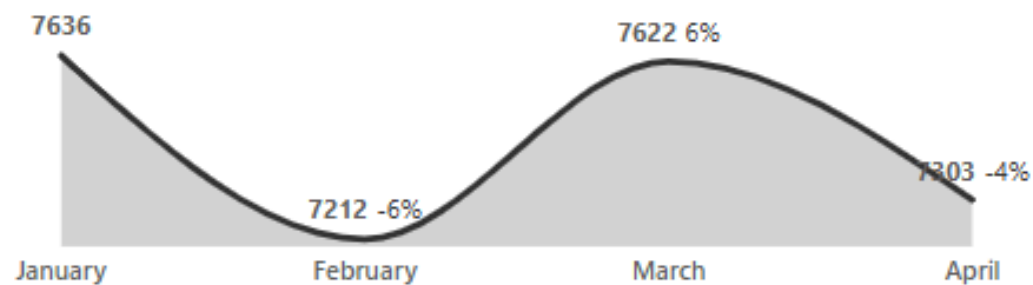
Sales Performance

Rail Performance

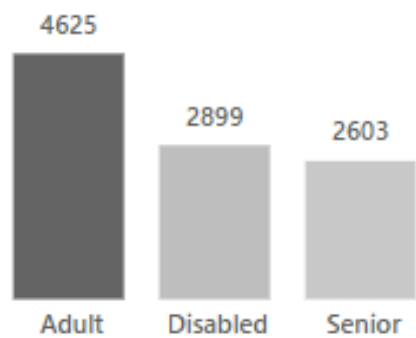
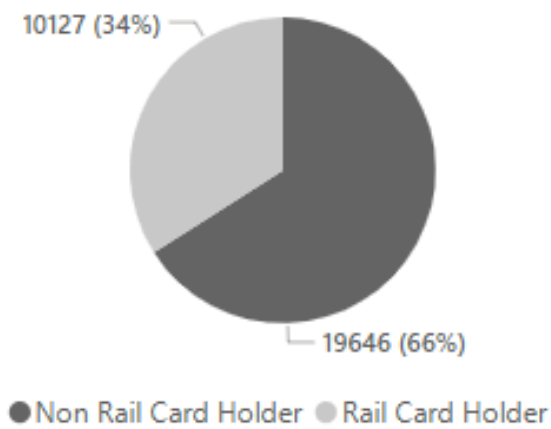
Route Analysis

Created By Mohammad Hilal

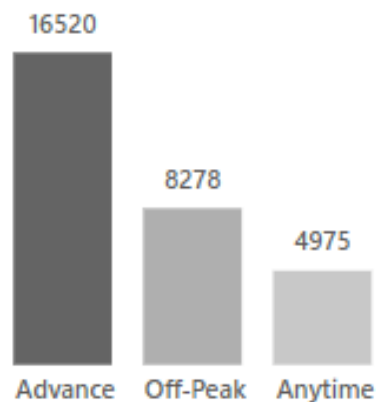
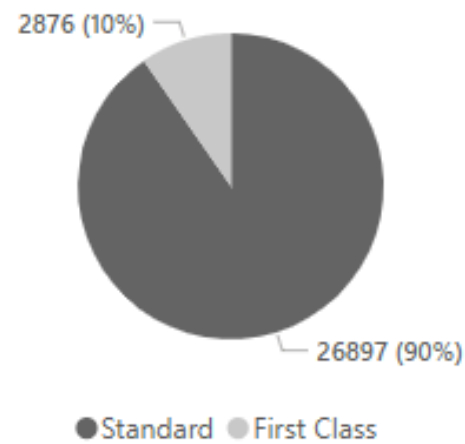
Trend of Passenger Journey



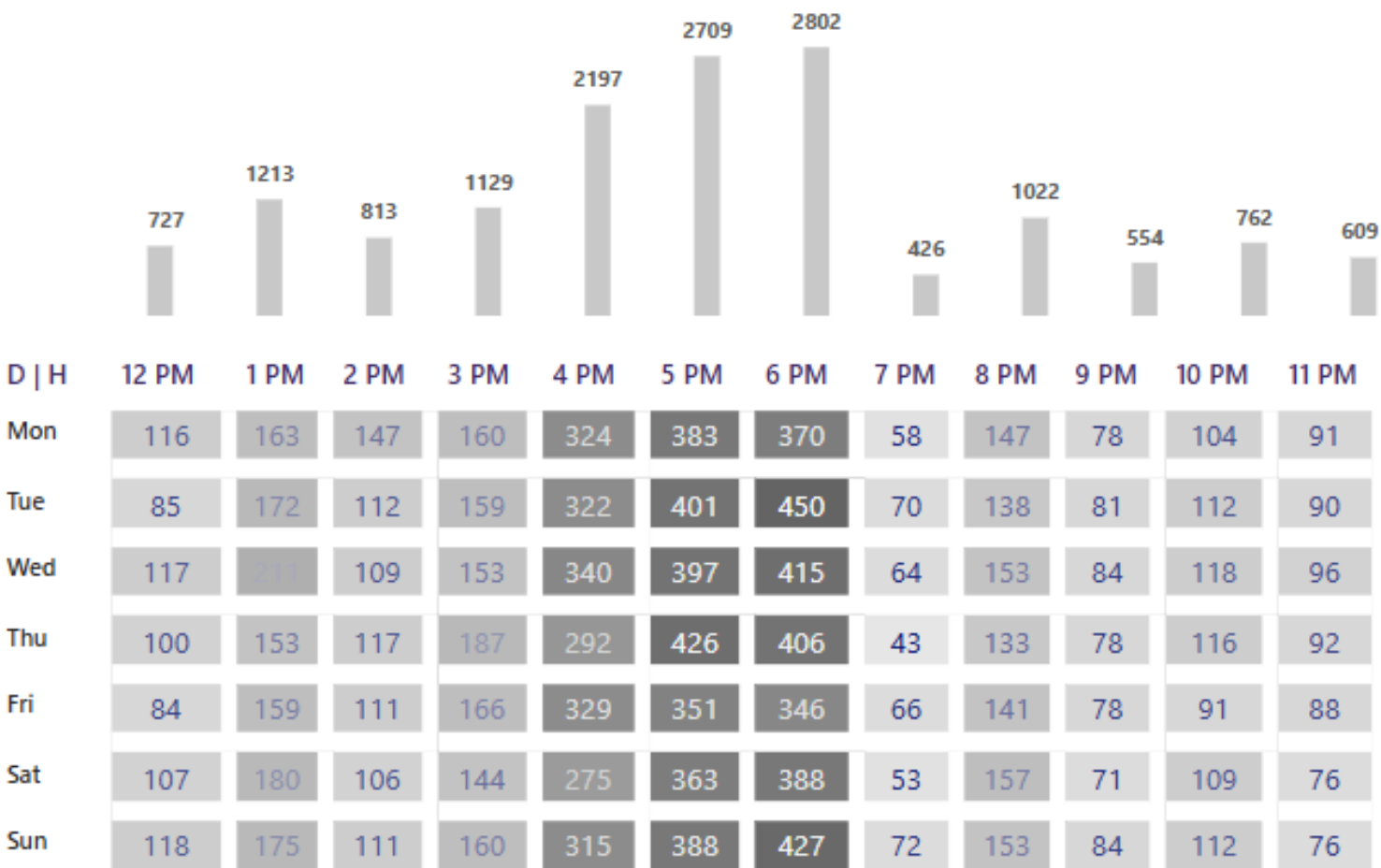
Rail Card And Non Rail Card Distribution



Most Common Ticket Class And Type



Peak Hours For Passenger Journey

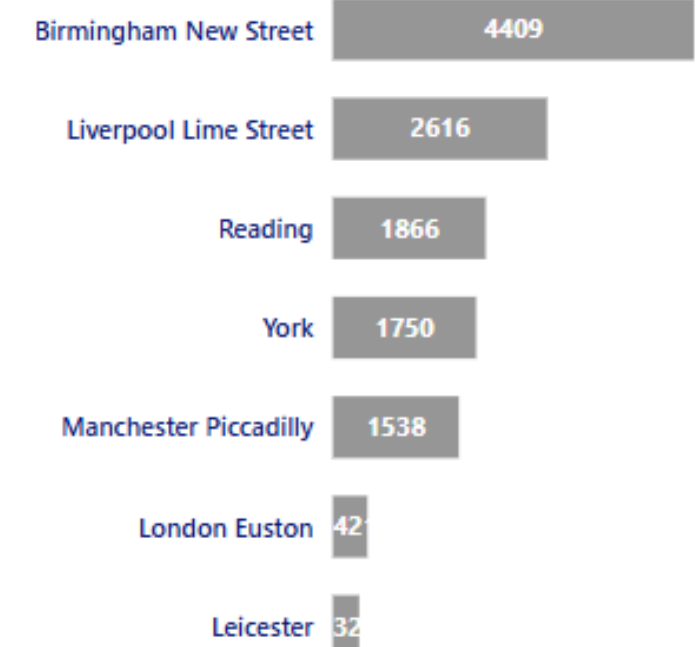


D H	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
Mon	116	163	147	160	324	383	370	58	147	78	104	91
Tue	85	172	112	159	322	401	450	70	138	81	112	90
Wed	117	211	109	153	340	397	415	64	153	84	118	96
Thu	100	153	117	187	292	426	406	43	133	78	116	92
Fri	84	159	111	166	329	351	346	66	141	78	91	88
Sat	107	180	106	144	275	363	388	53	157	71	109	76
Sun	118	175	111	160	315	388	427	72	153	84	112	76

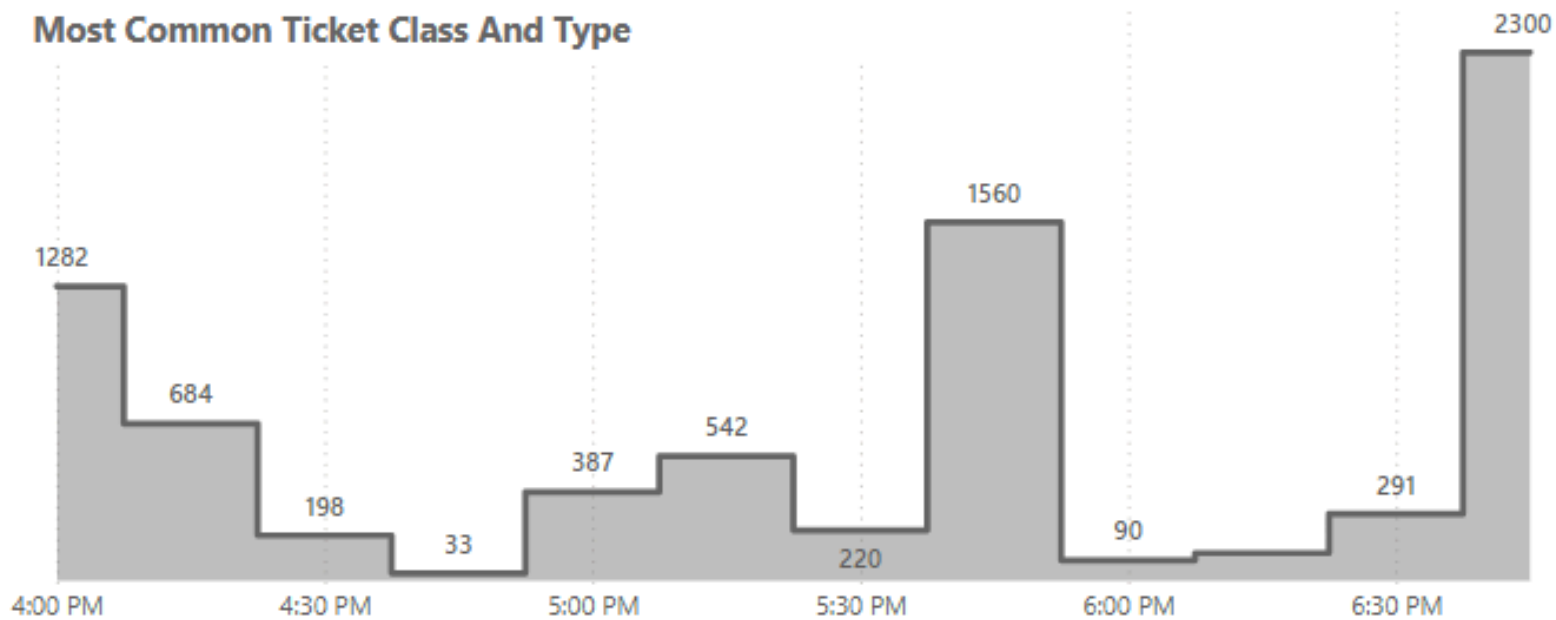
Top 7 Departure Station



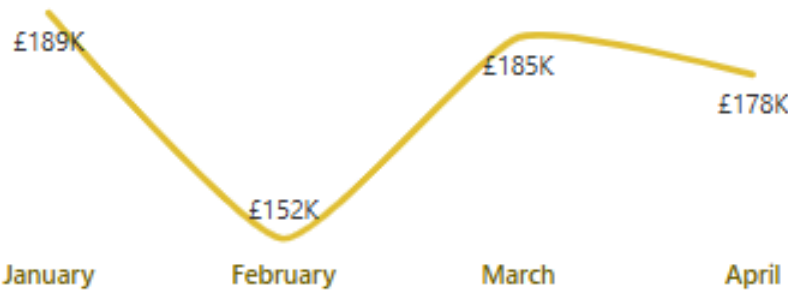
Top 7 Arrival Station



Most Common Ticket Class And Type



Monthly Trend Of Revenue



£703K

Net Revenue

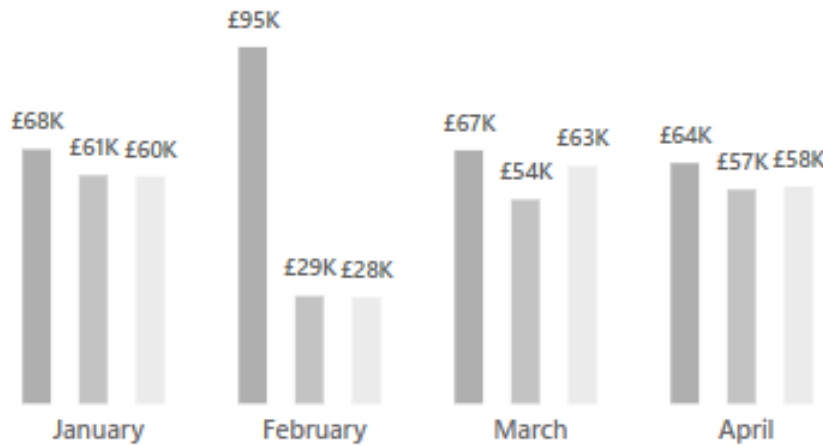
€ 39K

Refund

In **January** the net revenue peaked at **€189k** but experiencing a **20%** dip in February to **€152k** .In **March** the net revenue **increased** to **€185k** with **22%** and maintained a **high level of revenue in April**.

Net Revenue By Ticket Type

In **February** the most revenue portion is generated by the **Advance Ticket Type** sales.



294K

Advance

200K

Anytime

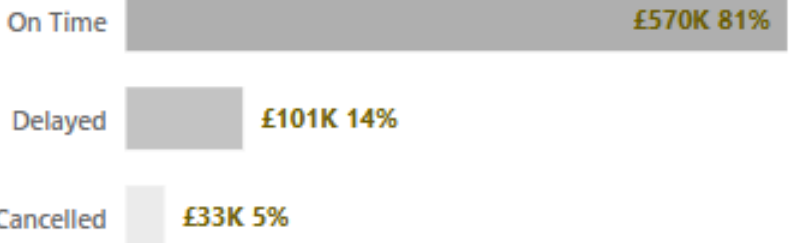
209K

Off-Peak

The **Advance ticket revenue** is significantly increased by **40%** in **February**, the overall net revenue for the month is **decreased by 20%**.

Anytime and Off Peak revenues are declined by **52%** and **53%** respectively.

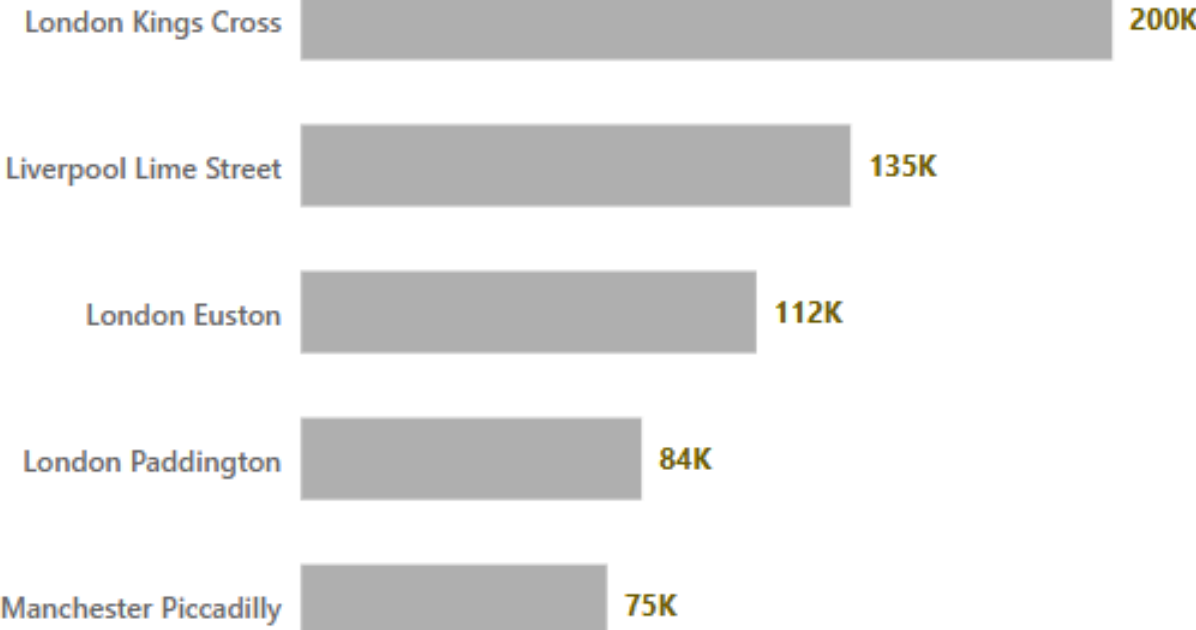
Journey Status Impact On Net Revenue



Journey Status With Refund



Top 5 Routes By Revenue



Impact Of Delay Duration On Refunds

Duration	Net Revenue	Refund	Refund %
0 Min	£603,093	€ 13,215	2%
<= 1 Min	£181	€ 589	76%
1 - 5 Mins	£1,014	€ 2,639	72%
5 - 15 Mins	£10,914	€ 6,260	36%
15 - 30 Mins	£17,566	€ 14,586	45%
30 - 60 Mins	£65,445	€ 1,413	2%
> 60 Mins	£5,006	€ 0	0%
Total	£703,219	€ 38,702	5%

Shorter delays result in **higher refund percentage** with <1 min having the highest with 76% in contrast **longer delays** show significantly **lower refund** impacts such as **>60 Mins at 0%**.

City & Route	Net Revenue	Services	Revenue Per Trip	Refund	Refund %
York	£19,188	654	29	€ 358	2%
Reading	£9,948	459	22	€ 179	2%
Oxford	£2,527	129	20	€ 332	12%
Manchester	£65,851	3,521	19	€ 9,463	13%
London	£449,028	10,659	42	€ 9,466	2%
Liverpool	£120,687	2,997	40	€ 14,587	11%
Edinburgh	£0	43	0	€ 2,093	100%
Bristol	£98	15	7	€ 0	0%
Birmingham	£35,892	1,394	26	€ 2,224	6%
Total	£703,219	19,871	35	€ 38,702	5%

19,871

Planned
Services

18,019

On Time
Services

1,062

Delayed
Services

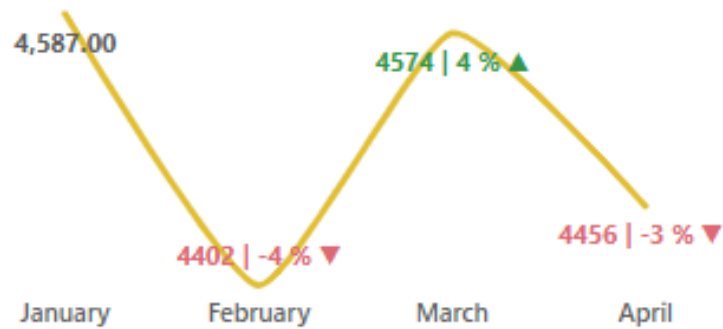
790

Cancelled
Services

Cancelled

Delayed

Months With Highest On Time Services

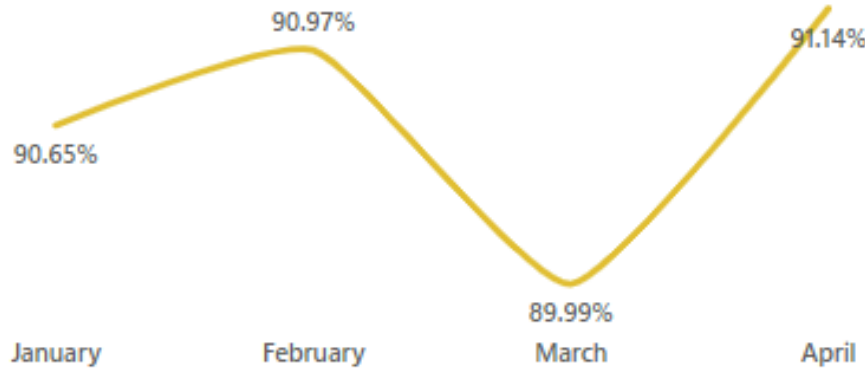


91%

Reliability
Score

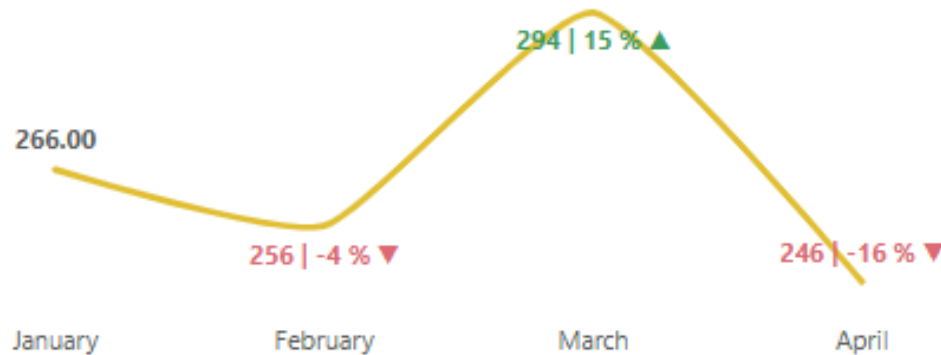
From January to April, the number of on time services count is consistent with slight fluctuations. **January** has the highest count of on time services with **4,587** while **February** has the lowest with **4,402** on time services.

Monthly Reliability Score For On Time Services



The reliability score for **January February and April** is **91%** while for **March** it is slightly low at **90%**.

Train Services Delayed Each Month

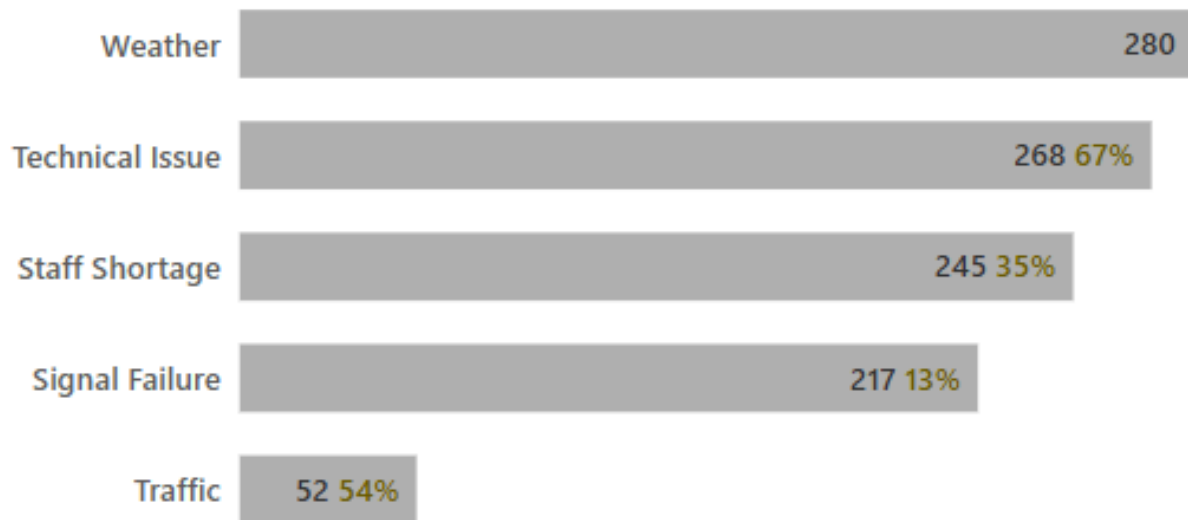


5%

Delayed
Rate

At 294, March had the highest Delayed Services and was 20 % higher than April, which had the lowest Delayed Services at 246.

Leading Causes Of Train Delays And Their Refund Rates



At 280, Weather had the highest Delayed Services and was 438 % higher than Traffic, which had the lowest Delayed Services at 52.

268 delays caused by Technical Issue with the highest refund rate of **67 %**.

Delay Duration Group Impact On Delayed Services And Refund Rates

Duration	Delayed Services	Passengers	Passenger Delay Mins	Refund Requests	Refund %
0 Min	14	18	0	8	44%
<= 1 Min	18	22	22	14	64%
1 - 5 Mins	75	95	315	57	60%
5 - 15 Mins	169	276	2917	118	43%
15 - 30 Mins	322	544	12120	242	44%
30 - 60 Mins	324	984	44596	107	11%
> 60 Mins	140	353	36783		
Total	1,062	2292	96753	546	24%

Most service delay falls in **30-60 minutes** with 315 services and the **highest passenger delay minutes of 44596** and **lowest refund rate of 11%**..The refund rate is **highest** for **<= 1 minute at 64%** and it significantly increases for longer delays **over 60 minutes with no refunds**.

Refunds are also issued for services marked as delayed but with **0 actual delay duration**, indication a potential issue with the current refund policy.

To address these issues following refund policy is recommended

- No refunds for delays less than 15 minutes.
- 25% refund for delays between 15-30 minutes.
- 50% refund for delays between 30-60 minutes.
- 100% refund for delays over 60 minutes.

19,871

Planned Services

18,019

On Time Services

1,062

Delayed Services

790

Cancelled Services

Cancelled

Delayed

Months With Highest On Time Services

4,587.00

4402 | -4 % ▼

4574 | 4 % ▲

4456 | -3 % ▼

January

February

March

April

91%

Reliability Score

From January to April, the number of on time services count is consistent with slight fluctuations. **January** has the highest count of on time services with **4,587** while **February** has the lowest with **4,402** on time services.

Monthly Reliability Score For On Time Services

91%

91%

90%

91%

January

February

March

April

The reliability score for **January February and April** is **91%** while for **March** it is slightly low at **90%**.

Train Services Cancelled Each Month

207.00

181 | -13 % ▼

215 | 19 % ▲

187 | -13 % ▼

January

February

March

April

4%

Cancellation Score

Days Experiencing Severe Disruptions

Date	Cancellation Score	Signal Failure	Staffing	Technical Issue	Traffic	Weather
1/2/2024	7%	13%	63%	25%		
1/18/2024	8%	29%	36%		14%	21%
1/23/2024	8%	31%	8%	23%	23%	15%
1/28/2024	8%	23%	15%	23%	8%	31%
2/14/2024	7%	15%	15%	31%	23%	15%
2/22/2024	6%		20%		40%	40%
2/26/2024	6%	40%	10%	10%	20%	20%
3/2/2024	8%	11%	33%		33%	22%
3/5/2024	7%	50%		8%	25%	17%
3/7/2024	8%		17%	17%	33%	33%
3/15/2024	6%	10%	30%			60%
3/22/2024	6%	20%	30%	10%	20%	20%
3/27/2024	7%	23%	31%	15%	23%	8%
4/22/2024	6%	20%		30%	30%	20%
4/30/2024	6%	45%	18%	9%	18%	9%
Total	7%	23%	21%	14%	21%	22%

Leading Causes Of Train Service Cancellation

Signal Failure

207

Staff Shortage

192

Weather

186

Technical Issue

105

Traffic

100

Reasons	Cancelled Services	Passengers	Refund Requests	Refund %	Refund
Signal Failure	207	519	155	30%	€ 3,081
Staff Shortage	192	454	138	30%	€ 3,186
Technical Issue	105	235	72	31%	€ 1,819
Traffic	100	227	74	33%	€ 1,676
Weather	186	445	133	30%	€ 2,775
Total	790	1880	572	30%	€ 12,537

Signal Failure accounts for highest number of cancellation of **207**, affecting **519 passenger journeys**, with **30% requesting refunds** totaling to **€3,081**. **Staff Shortage** led to **192 cancellations**, affecting **454 passengers** with **30% requesting refunds** amounting to **€3,186**.

Weather an often **unavoidable cause** led to **186 cancellations**, impacting **445 passenger journeys**, with **30% requesting refunds** totaling to **€2,775**.

Addressing the primary causes of cancellation such as **signal failure** and **staff shortage**, can significantly reduce the number of cancelled services.

NAITIONAL RAIL

Passenger Rail Usage

Sales Performance

Rail Performance

Route Analysis

Created By Mohammad Hilal

↑

↓

↕

↺

📌

📄

🔔

☰

🔗

⋮

Most Popular Routes

Route	Journeys
London Kings Cross - York	3724
London Euston - Birmingham New Street	3998
Manchester Piccadilly - Liverpool Lime Street	4338

Least Popular Routes

Route	Journeys
York - Birmingham New Street	14
York - Liverpool Lime Street	14
Liverpool Lime Street - Birmingham New Street	12

Most Cancelled Routes

Route	Services
London Paddington - Reading	121
Manchester Piccadilly - Liverpool Lime Street	110
London Euston - Birmingham New Street	97

Most Delayed Routes

Route	Services
Liverpool Lime Street - London Euston	205
Manchester Piccadilly - London Euston	191
Manchester Piccadilly - Liverpool Lime Street	156

City & Routes	Journeys	Net Revenue	Revenue Per Trip	Refund	Refund %	Services	On Time Services	Reliability Score	Delayed Services	Delayed %	Cancelled Services	Cancellation %
📍 London	16463	£449,028	42.13	€ 9,466	2%	10,659	10,048	94%	160	2%	451	4%
📍 Manchester	5335	£65,851	18.70	€ 9,463	13%	3,521	2,986	85%	408	12%	127	4%
📍 Liverpool	4327	£120,687	40.27	€ 14,587	11%	2,997	2,610	87%	283	9%	104	3%
📍 Birmingham	2008	£35,892	25.75	€ 2,224	6%	1,394	1,226	88%	109	8%	59	4%
📍 York	870	£19,188	29.34	€ 358	2%	654	586	90%	44	7%	24	4%
📍 Reading	565	£9,948	21.67	€ 179	2%	459	439	96%			20	4%
📍 Oxford	138	£2,527	19.59	€ 332	12%	129	109	84%	15	12%	5	4%
📍 Edinburgh	51	£0	0.00	€ 2,093	100%	43			43	100%		
📍 Bristol	16	£98	6.53	€ 0	0%	15	15	100%				
Total	29773	£703,219	35.39	€ 38,702	5%	19,871	18,019	91%	1,062	5%	790	4%