1. ActualJourneyTime\_minutes =

IF(

    'railway\_project'[Journey\_Status] <> "Cancelled",

    ROUND(IF(Railway\_Project[Actual\_Arrival\_Time]<Railway\_Project[Departure\_Time] ,

    (24 \* 60) \* ('railway\_project'[Actual\_Arrival\_Time] - 'railway\_project'[Departure\_Time])+ 24\*60,

(24 \* 60) \* (

            'railway\_project'[Actual\_Arrival\_Time] - 'railway\_project'[Departure\_Time]

        )),

        0

    ),

    BLANK()

)

----------------------

1. Delay\_Minutes =

IF(

    'railway\_project'[Journey\_Status] <> "Cancelled",

    ROUND(IF(Railway\_Project[Actual\_Arrival\_Time]<Railway\_Project[Arrival\_Time] ,

    (24 \* 60) \* ('railway\_project'[Actual\_Arrival\_Time] - 'Railway\_Project'[Arrival\_Time])+ 24\*60,

(24 \* 60) \* (

            'railway\_project'[Actual\_Arrival\_Time] - 'Railway\_Project'[Arrival\_Time]

        )),

        0

    ),

    BLANK()

)

---------------------

1. SatisfactionImpact =

    (COUNT(Railway\_Project[Transaction\_ID])+

    SUMX(

        'railway\_project',

        -1 \* INT('railway\_project'[Delay\_Minutes] / 10)

    ))/COUNT(Railway\_Project[Transaction\_ID])

TicketCost = 'railway\_project'[Price] \* 0.55

TicketProfit = 'railway\_project'[Price] - 'railway\_project'[TicketCost]

**Total ticket profit= railway price -** TicketCost

OverallProfit =

SUM('railway\_project'[TicketProfit]) -

CALCULATE(

    SUM('railway\_project'[Price]) \* 0.55,

    'railway\_project'[Refund\_Request] = "yes"

)

JourneyCount =

CALCULATE(

    COUNT('railway\_project'[Transaction\_ID]),

    ALLEXCEPT('railway\_project', 'railway\_project'[CustomerID])

)

CustomerSegment =

SWITCH(

    TRUE(),

    'railway\_project'[JourneyCount] >= 1 && 'railway\_project'[JourneyCount] <= 200, "1-200 Journeys",

    'railway\_project'[JourneyCount] >= 201 && 'railway\_project'[JourneyCount] <= 500, "201-500 Journeys",

    'railway\_project'[JourneyCount] >= 501 && 'railway\_project'[JourneyCount] <= 999, "501-999 Journeys",

    'railway\_project'[JourneyCount] >= 1000, "1000+ Journeys",

    "Other"

)

-------------------------------------------------------------------------------------

Departure Floor =

               FLOOR(

                Railway\_Project[Departure\_Time],"0:30")

----------------------------------------------------------------------------------------

Step-1

Delay\_Minutes =

IF(

    'railway\_project'[Journey\_Status] <> "Cancelled",

    ROUND(IF(Railway\_Project[Actual\_Arrival\_Time]<Railway\_Project[Arrival\_Time] ,

    (24 \* 60) \* ('railway\_project'[Actual\_Arrival\_Time] - 'Railway\_Project'[Arrival\_Time])+ 24\*60,

(24 \* 60) \* (

            'railway\_project'[Actual\_Arrival\_Time] - 'Railway\_Project'[Arrival\_Time]

        )),

        0

    ),

    BLANK()

)

**Step-2**

AverageDelay = AVERAGE('railway\_project'[Delay\_Minutes])

**Step 3-**

DepartureHour = HOUR('railway\_project'[Departure\_Time])

Viz-

Line chart

(Create date hiarachy )

x- hierarchy

y- average delay