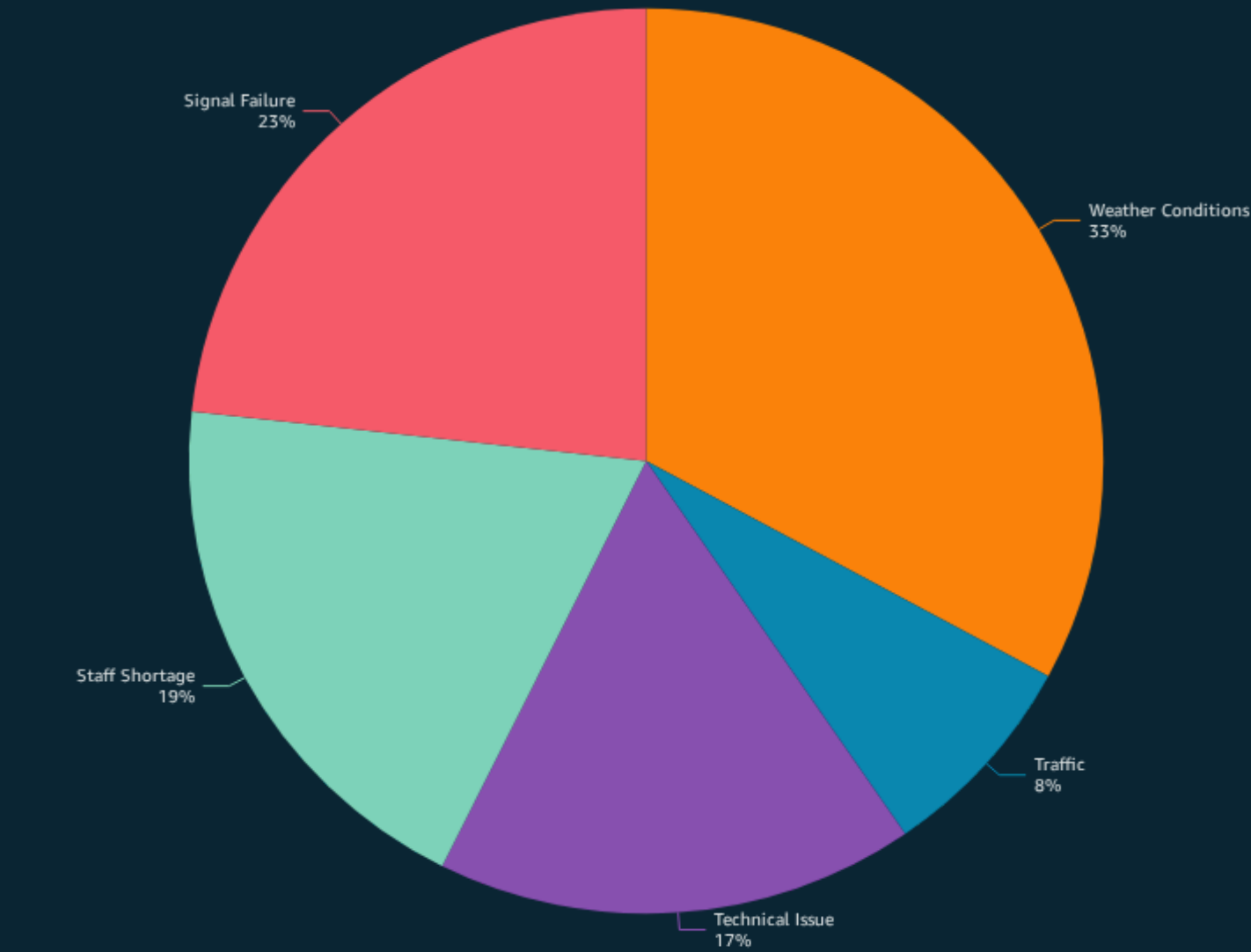# What causes delays most often? Which ticket types lead to more refund claims?

Reasons for Delay

Group By: Reason for Delay

Reason For Delay
- Weather Conditions
- Traffic
- Technical Issue
- Staff Shortage
- Signal Failure

Signal Failure 23%
Weather Conditions 33%
Traffic 8%
Technical Issue 17%
Staff Shortage 19%

Refund Requests

Ticket Type
- Advance
- Anytime
- Off-Peak

Yes | 54.65% | 12.34% | 33.01%

Refund Request

0% 20% 40% 60% 80% 100%