

Rail Network Performance Dashboard – 2024

Welcome to the Railway Ticketing & Journey Performance Dashboard.

This report provides a comprehensive overview of ticket sales, passenger behavior, station activity, and service performance across the rail network. Use the navigation buttons below each section to move between the different pages.

Ticket Sales & Revenue

A summary of ticket transactions and revenue, including:

- Sales by purchase method
- Revenue by ticket class and type
- Discount and pricing insights

[Ticket Sales & Revenue](#)

Journey Performance

Operational performance overview, including:

- On-time vs. delayed journeys
- Delay reasons
- Cancellations and refunds

[Journey Performance](#)

Machine Learning Insights

This page highlights machine-learning delay predictions, showing which journeys are likely to be delayed and the confidence level behind each prediction.

[Machine Learning Insights](#)

Conclusion

A summary of key findings and recommended actions for improving performance and customer experience.

[Conclusion](#)

Insight Slicers

Departure Station

- Select all
- Birmingham New Str..
- Bristol Temple Meads
- Leeds

Month

- Select all
- January
- February

Purchase Type

- Select all
- online
- station

Clear all slicers



Ticket Sales & Revenue



741.92K

Total Revenue



31.65K

Total Tickets Sold



39.54

AVG Ticket Price

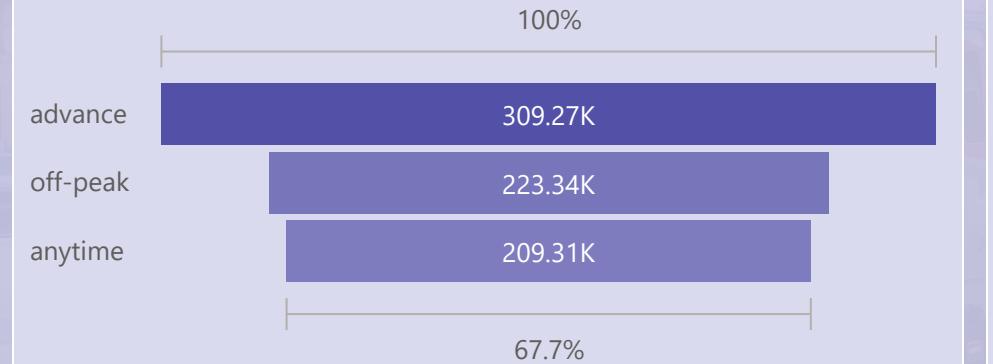


station



Top Purchase Method

Ticket Type Contribution

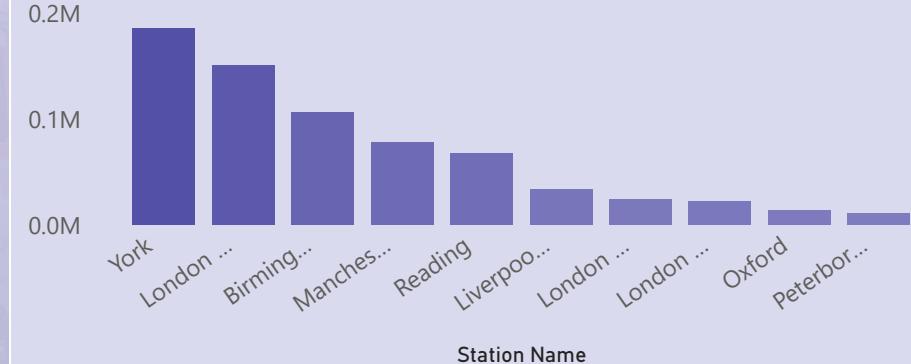


Revenue By Month



- Month**
- January
 - February
 - March
 - April

Top 10 Stations By Revenue



Revenue by Railcard Type



Insight Slicers

Departure Station ▾
 Select all
 Birmingham New Str..
 Bristol Temple Meads
 Leeds

Month ▾
 Select all
 January
 February

Purchase Type ▾
 Select all
 online
 station

Clear all slicers



Journey Performance



86.82%

On-Time Journeys



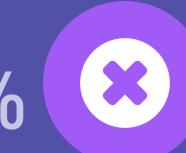
3.06

Average Delay (Minutes)



5.94%

Cancellation Rate



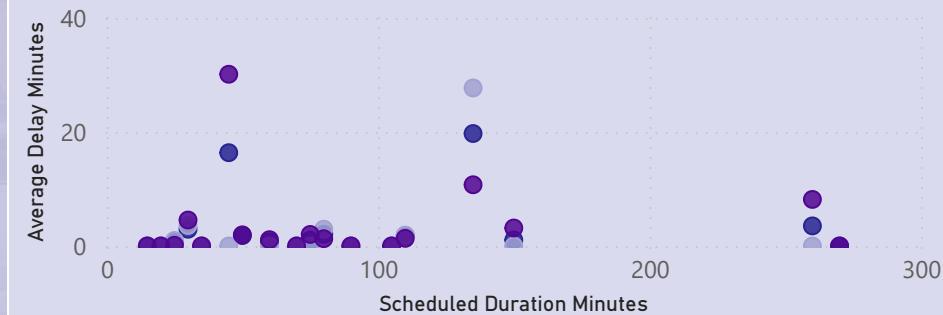
3.53%

Refund Request Rate

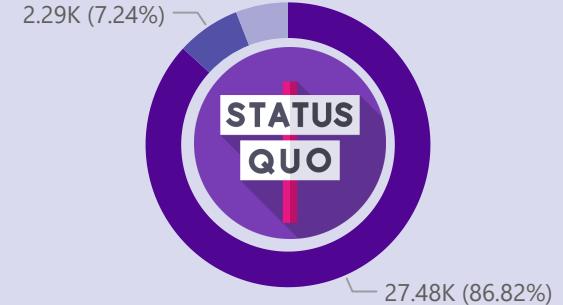


Delay Minutes vs Scheduled Duration By Ticket Type

Ticket Type ● advance ● anytime ● off-peak

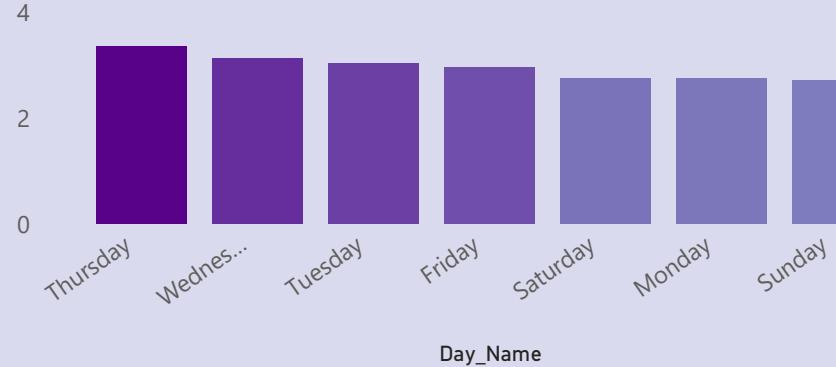


Status of All Journeys To-Date



Journey Status
● On Time
● Delayed
● Cancelled

Average Delay minutes By Day-of-Week



Delay Reasons



Insight Slicers

Departure Station ▾
 Select all
 Birmingham New Str..
 Bristol Temple Meads
 Leeds

Month ▾
 Select all
 January
 February

Purchase Type ▾
 Select all
 online
 station

Clear all slicers



Machine Learning Insights



2.30%



AVG Predicted Delay

13.62%



AVG Prediction Probability

10



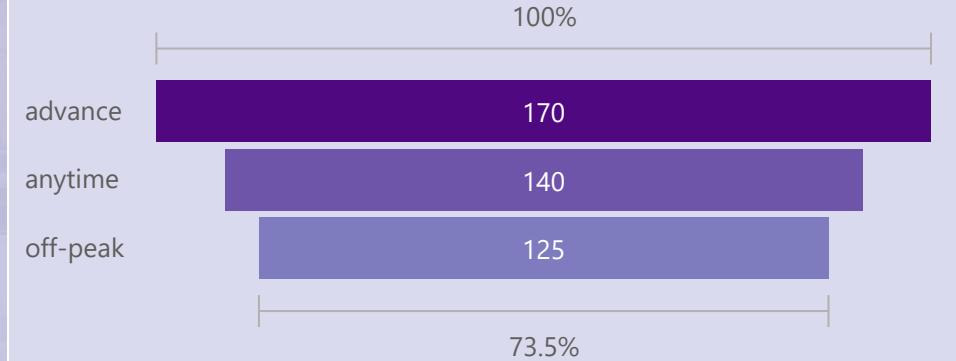
No. High Risk Trips

425



No. Low Risk Trips

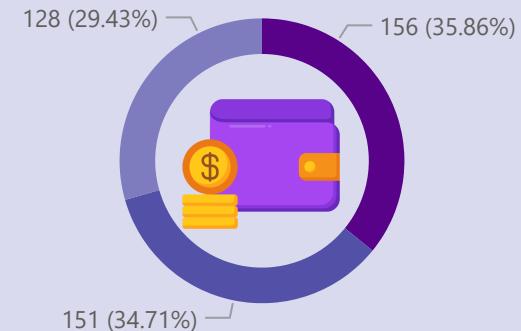
Number of Transactions by Ticket Type



AVG Prediction Probability % By Station



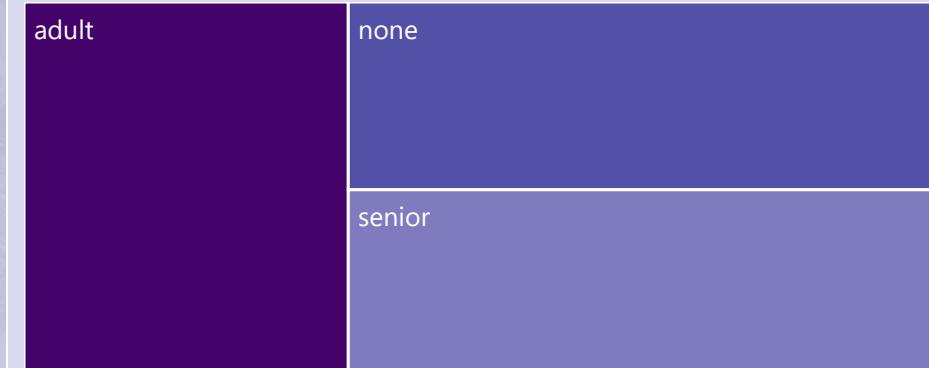
Payment Method



Journey Status

- debit card
- contactless
- credit card

RailCard Type



Page 1: Ticket Sales & Revenue

The Market & Sales analysis provided a clear understanding of overall performance trends, customer demand, and peak operating periods. By identifying top-performing stations, high-volume travel days, and key sales patterns, the page supports strategic decisions related to resource allocation, route planning, and customer engagement.

Ticket Sales & Revenue

Page 2: Journey Performance

This page summarized overall journey performance by measuring on-time rates, average delays, cancellation patterns, and refund frequency. The KPIs and visuals provided a comprehensive view of service quality, allowing stakeholders to monitor performance, identify risks, and enhance rider satisfaction.

Journey Performance

Page 3: Machine Learning Insights

The Predictions page used machine learning outputs to anticipate potential delays and classify journey risk levels. By analyzing predicted delay probabilities by route, station, and time, the page supports proactive planning and preventive action. These insights allow teams to mitigate risks before they occur and maintain higher service reliability.

Machine Learning
Insights