



Ticket Sales and Ridership

Sales
5,965

vs PM: ▼ 6.6%

Revenue
£253.7K

vs PM: ▼ 7.3%

Validated Tickets
5,533

vs PM: ▼ 6.3%

Most travelled route
1,029

Manchester Piccadilly -
Liverpool Lime Street

Least travelled route
17

Oxford - Edinburgh Waverley

Total Delays
278

vs PM: ▼ 19.7%

Total Cancelled
178

vs PM: ▼ 19.8%

FILTERS

Date

April

Branch

All

Journey

All

Journey Status

All

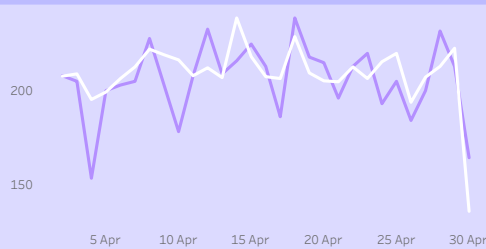
Ticket Type

All

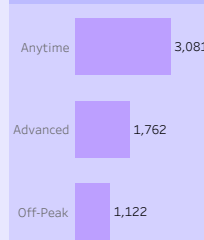
Refunds

Ticketless Travel

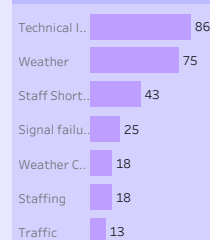
Ticket Sales vs Year Average



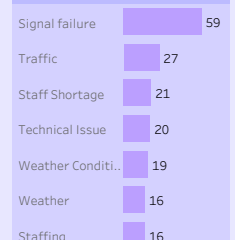
Sales by Ticket



Delay Reason



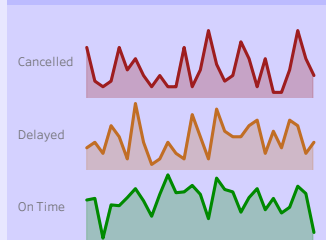
Cancellation Reason



Sales Heatmap



Journey Status Breakdown





Refunds and Feedback

Avg Satisfaction Score
5.04_{/10}
vs PM: ▲ 2.2%

Tickets Raised
246
vs PM: ▼ 19.3%

Refund Amount
£8,566
vs PM: None

Refund Rate
19.92%

Average time taken
for resolution
10.4 Days

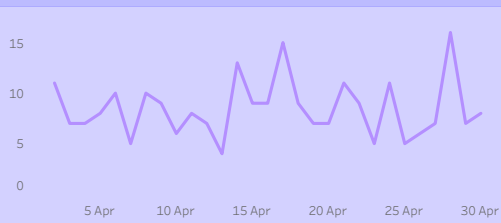
Most Tickets Raised
by Route
169
Liverpool Lime Street -
London Euston

Open Tickets
58

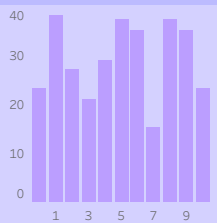
FILTERS

- Date
April
- Branch
All
- Journey
All
- Journey Status
All
- Ticket Type
All

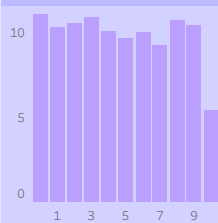
Total Tickets



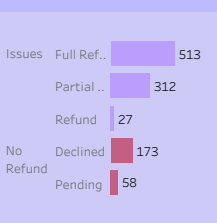
Satisfaction Score



Time x Score (Days)



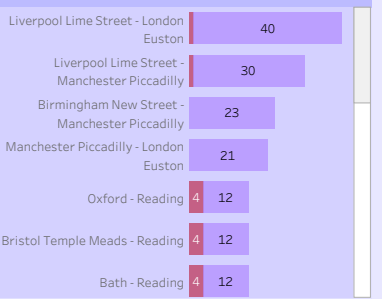
Refund Breakdown



Complaint Table

Transaction ID	Journey	Refund Reason	Status	Price
fff63592-7176-4266-87d3	Manchester Piccadilly - London Euston	In a rush	Full Refund	£40
fe27c18a-d640-4f04-bc86	Reading - Birmingham New Street	Cancellation	Declined	£65
fd7b10bb-2e41-441e-b49f-..	Bath - Reading	Cancellation	Declined	£60
fa1f187c-c958-4805-8e07	Manchester Piccadilly - London Euston	Machine broken	Full Refund	£50
f9f4d8a5-a98b-4cd5-b268	Birmingham New Street - Manchester Piccadilly	Purchased wrong ticket	Full Refund	£22
f94bf320-6d14-4df7-8331	London Euston - Manchester Piccadilly	Cancellation	Declined	£45
f7b07846-de1e-4b8d-91bb	Birmingham New Street - Manchester Piccadilly	Purchased wrong ticket	Full Refund	£22
f7637201-5b2e-4c08-9728	Manchester Piccadilly - Liverpool Lime Street	Cancellation	Full Refund	£45

Refund Requests by Journey



Sales

Ticketless Travel