

POST-SERVICE DATA SERIES

Operational performance review

Using post-service data to improve OTP and productivity

spare

Closing the gap

What we'll cover today.

PART 1

Extracting demand and performance data

Pulling demand patterns and on-time performance out of post-service data — what really happened versus what you planned.

PART 2

Understanding where you're losing hours

Finding where service hours leak — deadhead, idle time, and runs that drift from the plan.

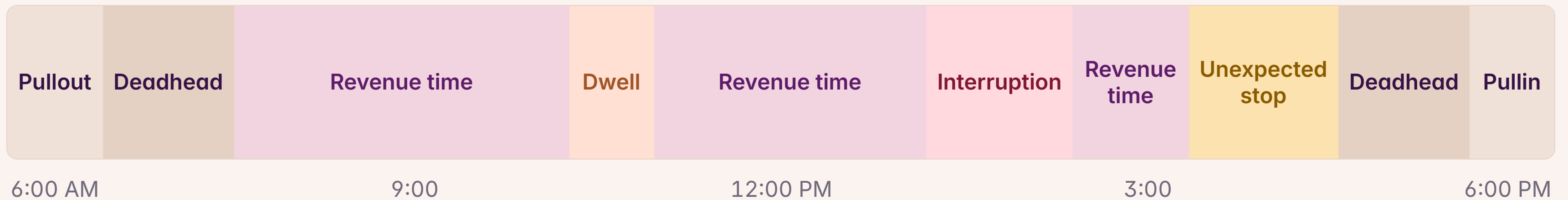
PART 3

No-shows & cancellations

How rider behavior cascades downstream into OTP — and what historical data tells you.

QUICK EQUALIZER

How time within a Duty is spent



TERMS WE'LL USE

OTP on-time performance

RPRH revenue passengers per revenue hour

TPVH trips per vehicle hour

Denial unmet trip request

No-show rider absent at pickup

Late cancel cancelled inside policy window

THE FRAMEWORK

Most teams operate in the middle. The gains live in closing the loop.

THE LOOP MOST TEAMS SKIP



**Your schedule is a hypothesis.
Post-service data tells you which
parts were wrong.**

THREE DECISIONS EVERY PICK CYCLE SHOULD ANSWER

The schedule isn't a setting. It's an answer.

DECISION 1

Where is my supply mis-shaped against demand?

Hour-by-hour and weekday — find the deadhead-heavy mornings and the undersupplied peaks.

DECISION 2

How much of my demand is subscription trips?

Subscription (standing-order) trips are your predictable baseline. The share tells you how much capacity you can commit to in advance.

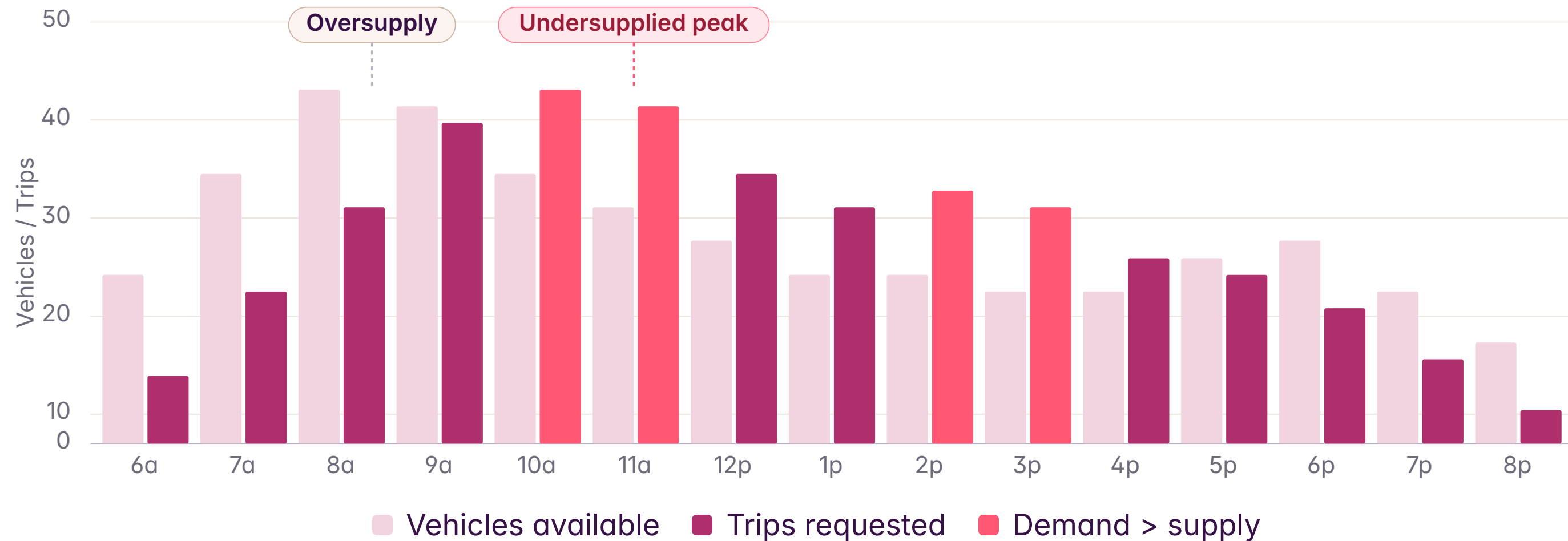
DECISION 3

Where is my demand bigger than my service?

Denials are riders telling you where service falls short. Cheapest market research you'll ever do.

Most agencies answer these once a year. Teams that compound performance answer them every pick.

Vehicles available vs. trips requested, by hour of day.

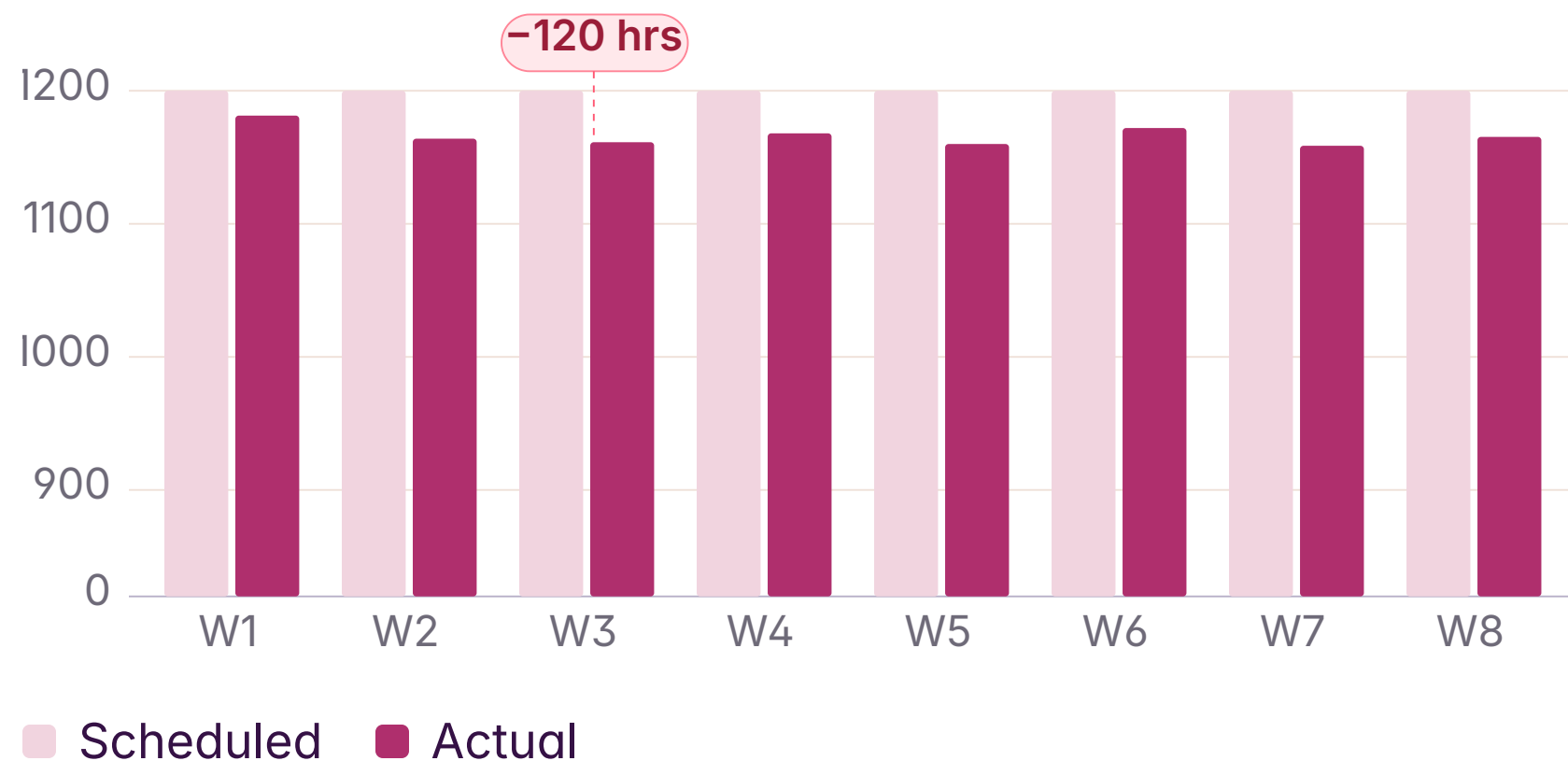


THE STORY

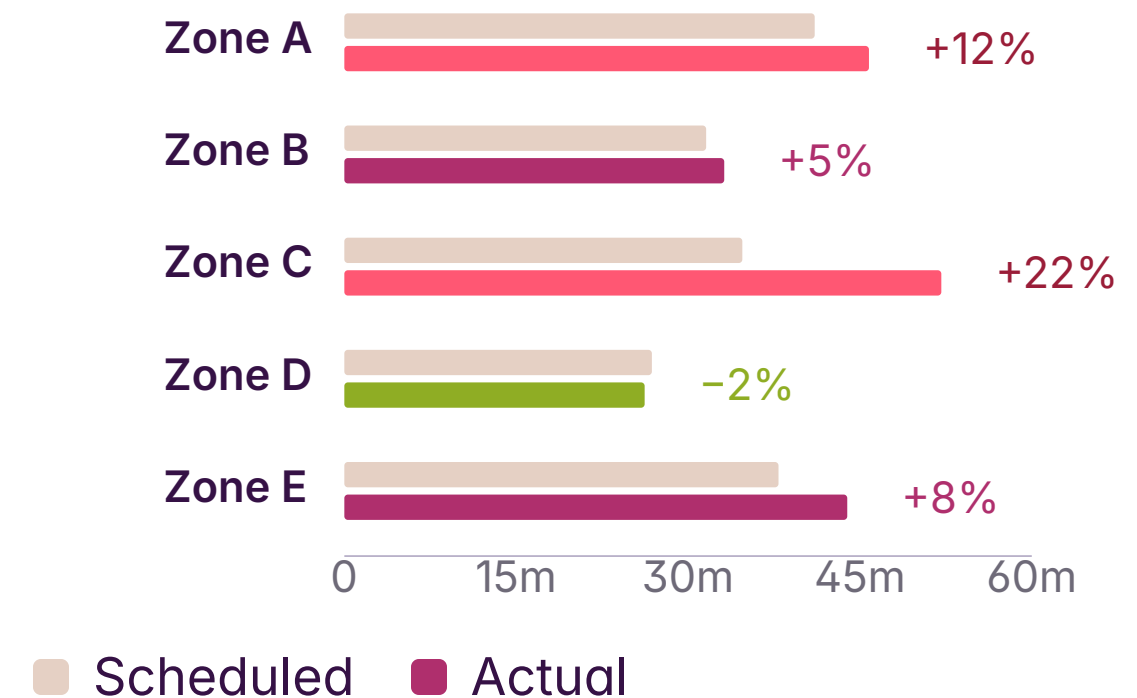
40 vehicles at 8 AM, but demand peaks at 10 AM. Two problems in one chart — deadhead-heavy mornings, undersupplied peaks.

Scheduled hours vs. delivered hours — and where the gap goes.

SCHEDULED VS. DELIVERED HOURS — LAST 8 WEEKS



SCHEDULED VS. ACTUAL TRAVEL TIME, BY ZONE



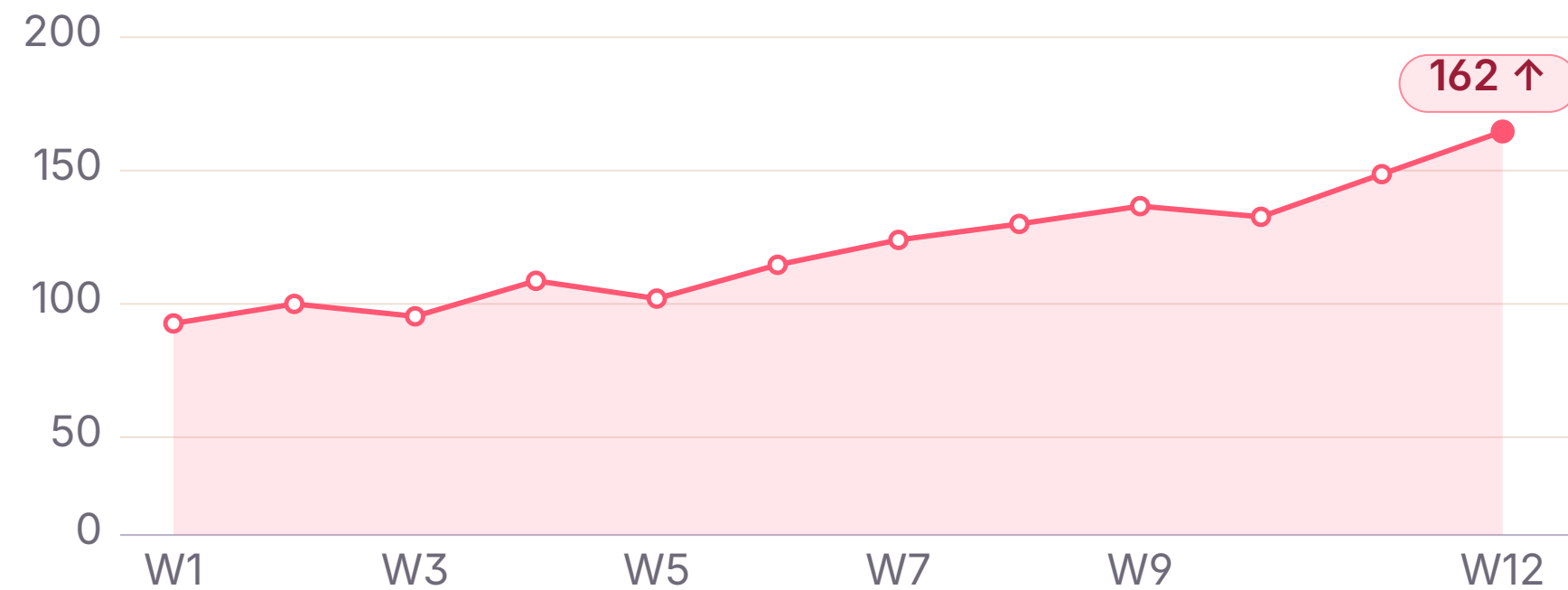
THE STORY

If you scheduled 1,200 hours and delivered 1,080 — where did the 120 go? More importantly, is it the same answer every month?

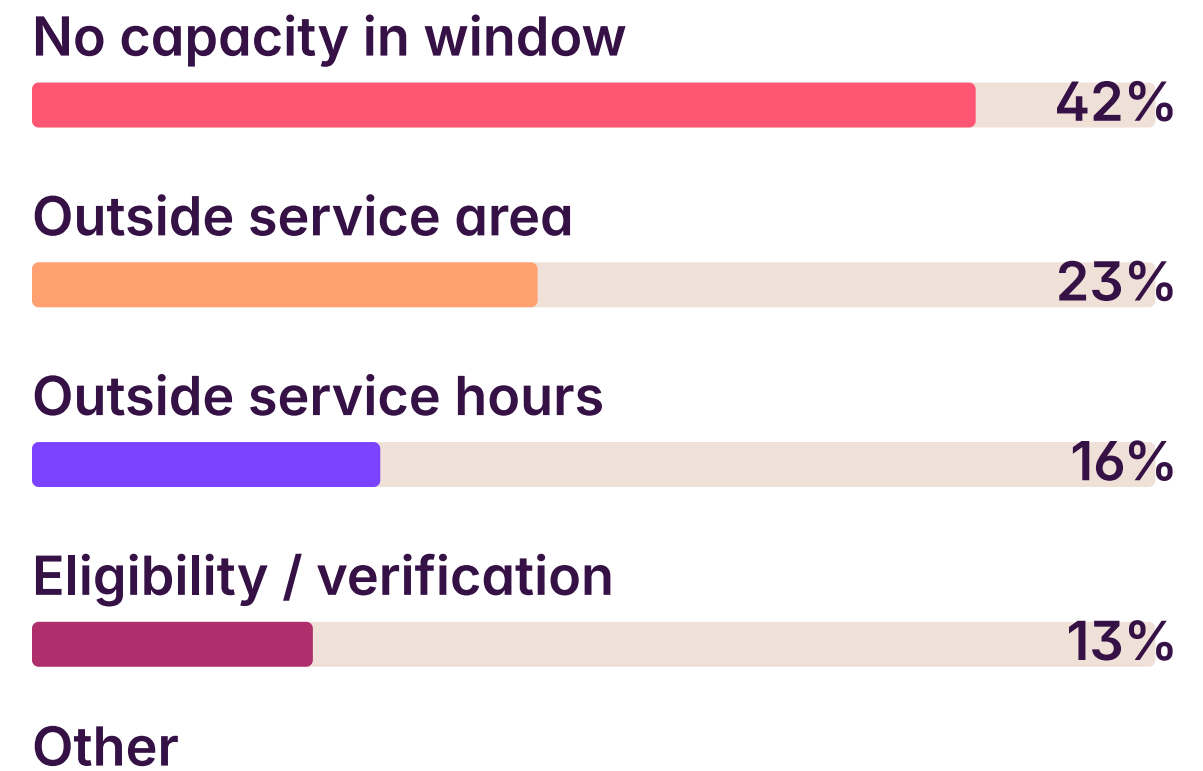
DECISION 3 · DENIALS

A denial is a rider telling you exactly where service falls short.

DENIALS PER WEEK — LAST 12 WEEKS



DENIAL REASONS — SHARE



HANDS-ON

Demo & your turn

DEMO

We'll walk the post-service workflow live in the product.

YOUR TURN

Pull up your own data and find one mis-shaped hour.

Generate the weekly review



Weekly Operations Review: Metro Paratransit — Week of 2026-05-25 → 05-31

Summary

- OTP this week: **88.9%** (3,527 on-time / 3,968 completed) vs **91.3%** prior week (-2.4 pp)
- Booking fill rate: **88.0%** (3,968 completed / 4,512 requested) — down from **90.4%**
- Delivered vehicle hours: **3,402h** against **3,640h** scheduled (-238h capacity not realised)
- Hours lost to interruptions: **96.3h**, up **+27.8h** week-over-week — late pullouts are the largest driver

Supply vs Demand

What would you like to know?



PART 2 · WHERE YOU'RE LOSING HOURS

Where are your service hours actually going?

Deadhead, idle time, and drift — the hours that disappear between the plan and the street.

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THE FAIRNESS PROBLEM

The schedule a driver starts with and the schedule they end up with are different.

ORIGINAL MANIFEST

What was assigned at start of shift

Trip 1 — 9:00

Trip 2 — 9:30

Trip 3 — 10:05

Trip 4 — 10:45

Trip 5 — 11:20

Trip 6 — 11:55

Trip 7 — 12:30

DRIFT

Re-matches

no-shows, swaps

RAN MANIFEST

What actually got driven

Trip 1 — original (on time)

Trip 2 — REMOVED (rider canceled)

+ Trip 8 (added — re-matched at 10:10)

Trip 3 — original

+ Trip 9 (added — re-matched at 11:00)

Trip 5 — shifted to 11:40 (+20m)

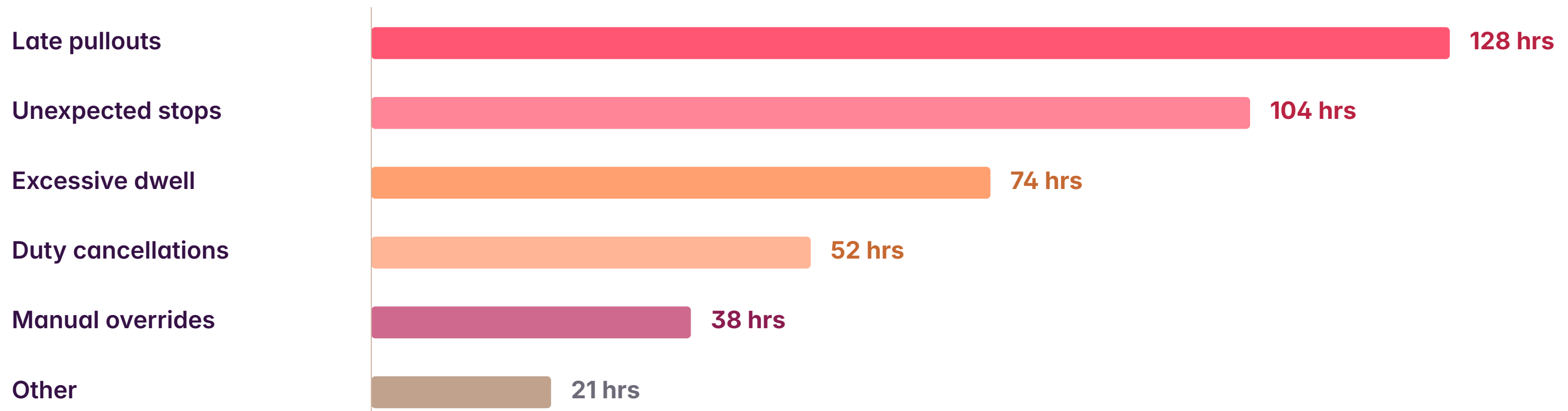
Trip 7 — original

IMPLICATION

Judging on the OTP of **originally assigned** trips vs. what was **actually run** is two different conversations. Most legacy systems can't tell the difference.

Where do your hours actually go?

FLEET-WIDE HOURS LOST · LAST 30 DAYS, BY CATEGORY



THE STORY

You're losing 4 hours/day to unexpected stops — and 70% cluster in two zones. That's an **ops decision**, not an HR decision.

HANDS-ON

Demo & your turn

DEMO

We'll trace where service hours are going in the data, live.

YOUR TURN

Find one place your hours are leaking — deadhead, idle, or drift.

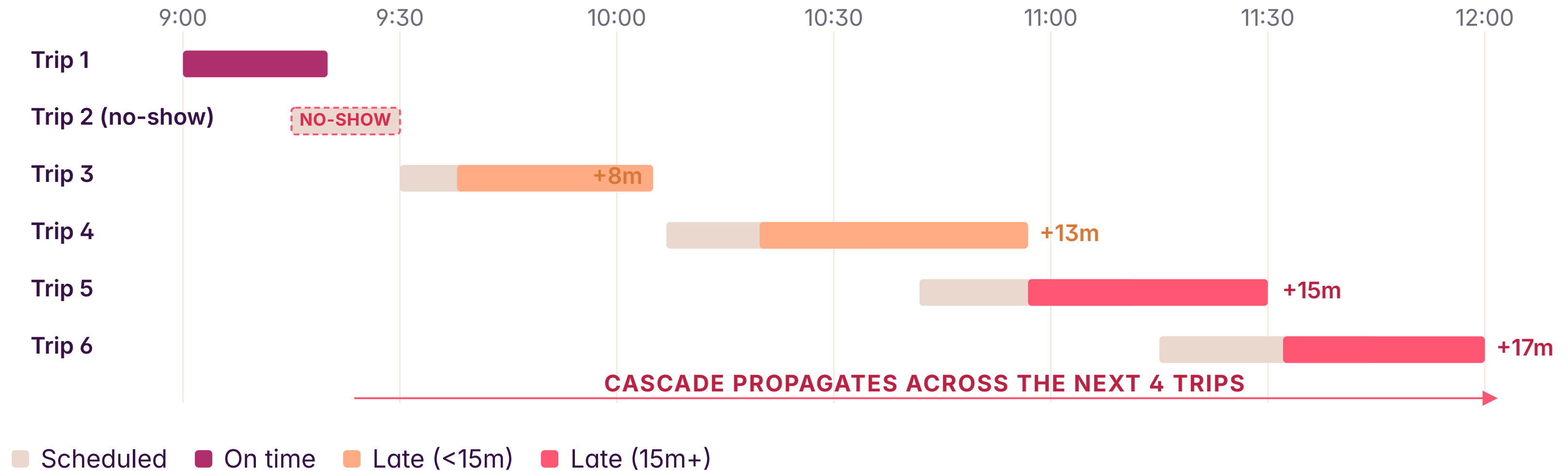
Inferring No-shows & Cancellations

How rider behavior cascades into OTP — and what to do about it.

THE CASCADE PROBLEM

One no-show ≠ one lost trip.

DRIVER 7142 · TUESDAY · TRIPS 1-6



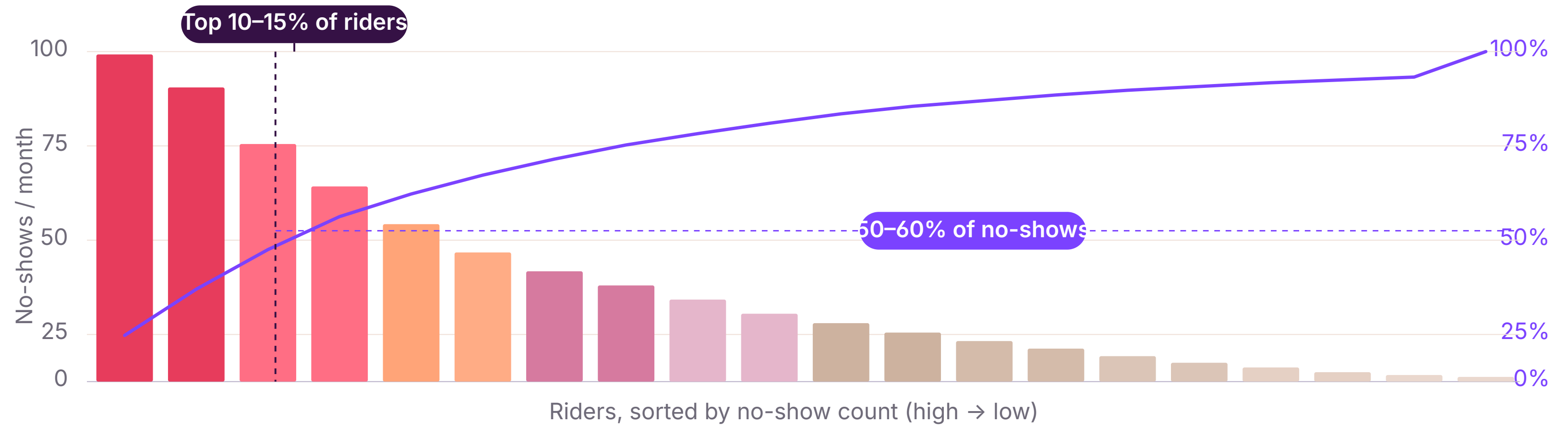
THE MATH

One 9:15 no-show quietly costs **10–15 minutes of OTP** across multiple downstream trips before the system rematches.

THE PARETO REALITY

A small share of riders drives most of the no-shows.

NO-SHOW DISTRIBUTION ACROSS RIDERS



IMPLICATION

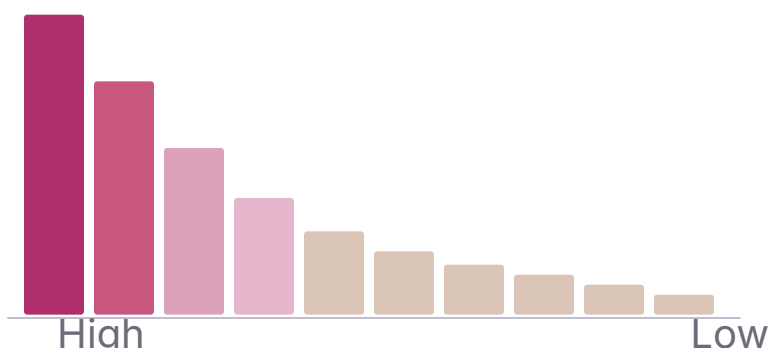
Targeted outreach to the top 10-15% beats system-wide policy changes. Find the names. Make the calls.

Three questions, three charts.

QUESTION 1

Which riders are predictable no-show risks?

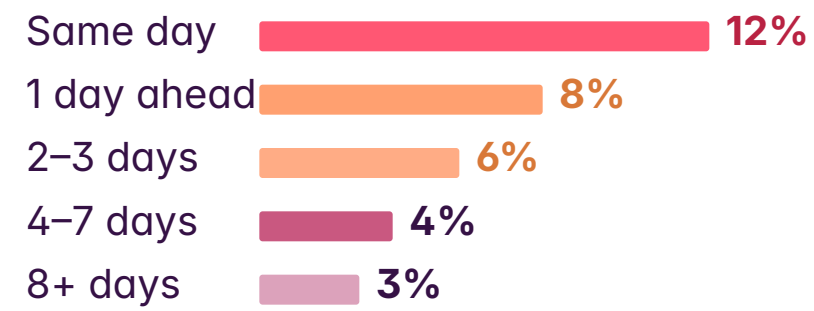
No-show rate per rider



QUESTION 2

Which trip types have the highest no-show rates?

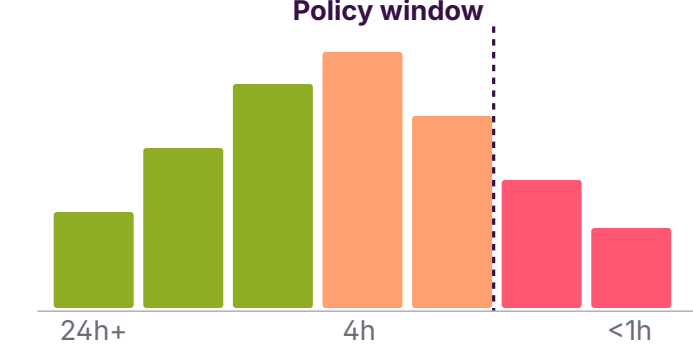
No-show % by booking lead time



QUESTION 3

Is your cancellation policy working?

Cancellations by lead time



**Leveraging cancellation policies
to improve your OTP.**

HANDS-ON

Demo & your turn

DEMO

We'll infer no-shows and cancellations from real service data, live.

YOUR TURN

Spot one cancellation pattern that's costing you OTP.

A RITUAL YOU CAN ACTUALLY ADOPT

45 minutes a week to run a learning ops team.

MONDAY

15 minutes

■ PART 1

Supply / demand fit. Denials by reason and location.

WEDNESDAY

15 minutes

■ PART 2

No-show patterns. Cancellation trends.

FRIDAY

15 minutes

■ PART 3

Watchlist. Hours lost. Duty cancellations.

Total: **45 min / week** to compound performance.

THE THREE QUESTIONS EVERY REVIEW MUST ANSWER

A review without an answer to #3 didn't actually happen.

01 What's the pattern?

Segment, don't aggregate. Find the where, when, who.

02 Is this driver, trip, or config?

Three buckets, three different fixes. Don't confuse them.

03 What's the one change we're testing this week?

If the answer is "nothing," you didn't actually review.

THE TAKEAWAY

The difference between a reactive ops team and a **learning** ops team is exactly one thing — whether your weekly review produces a **change to next week's plan.**

QUESTIONS & DISCUSSION

Q&A

PART 1

Schedule & routing

Supply shape, run times, denials.

PART 2

No-shows & cancellations

Rider behavior, policy fit, cascades.

PART 3

Driver behavior & ops

Watchlist, hours lost, fairness.