Public Agencies Learning from One Another: Transportation & Water

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WSSC Water at a Glance

SERVICE AREAS
- Potomac
- Patuxent
- Mixed (blended)
- Not Served by WSSC Water
- Water Filtration Plant

FREDERICK COUNTY
- Damascus

HOWARD COUNTY
- Gaithersburg
- Silver Spring
- Laurel

PATUXENT RIVER
- Potomac WFP

PATUXENT WFP
- Upper Marlboro
- Accokeek

PRINCE GEORGE'S COUNTY
- Bowie

DISTRICT OF COLUMBIA
- Rockville

Montgomery County
- Gaithersburg

POTOMAC RIVER

CHARLES COUNTY

Est. 1918
104 years & counting!
No drinking water quality violations...ever

3 Reservoirs
2 Water Filtration Plants
60 Tanks
2 Support Facilities
4 Depots
4 Water Resource Recovery Facilities

163,000,000 gallons per day
delivered to 1.9 million residents

5,000+ miles

Our drinking water system spans over

Average daily consumption of
55 gallons per person per day

Our wastewater system spans over

55 pumping stations
500,000 Laboratory tests per year
Examples of Transportation Data Resources

**National Transit Database**
Records the financial, operating, and asset condition of transit systems helping to keep track of the industry and provide public information and statistics. First required by Congress in 1974.

**Transit Cooperative Research Program**
A Methodology for Performance Measurement and Peer Comparison in the Public Transportation Industry, 2010

**Federal Highway Administration**
Performance-Based Planning and Programming Guidebook, 2013
Transportation Performance Management

TPM Portal
tpm-portal.com

AASHTO Transportation Performance Management Portal
Browse the latest documents, videos, tools, trainings, and events for the TPM community.

AASHTO 2022 Conference on Performance-Based Management, Planning, and Data Management and Analytics
“Connecting the DOTs for an Adaptable, Agile, and Equitable Future”
December 5–8, Omni Hotel Providence, RI  2022performanceconference.transportation.org

TPM Toolbox
tpmtools.org
**Transportation Comparative Benchmarking Platform**
https://benchmarking.tpm-portal.com/

- Intended to facilitate continuous benchmarking among state DOTs

- Using the platform, transportation practitioners can:
  - find appropriate peers
  - compare performance across a number of measures
  - connect with other practitioners to discover what works for performance improvement

![Transportation Comparative Benchmarking Platform](https://benchmarking.tpm-portal.com/)

<table>
<thead>
<tr>
<th>Select Performance Measures for Comparison</th>
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<tr>
<td><strong>State Comparison</strong></td>
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<td><strong>Select Agencies</strong></td>
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<td>Agencies</td>
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<thead>
<tr>
<th>Tabular Comparison</th>
<th>Virginia</th>
<th>District of Columbia</th>
<th>Maryland</th>
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<tbody>
<tr>
<td>Number of Non-Motorized Fatalities and Serious Injuries</td>
<td>2020</td>
<td>730.20</td>
<td>151.40</td>
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<tr>
<td>Interstate Travel Time Reliability</td>
<td>2020</td>
<td>83.6%</td>
<td>20.6%</td>
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The benchmarking group consists of 44 large and medium sized metro systems from 40 cities around the world.


**COMET’s Objectives**

COMET (the Community of Metros) has four main objectives as highlighted below. These are achieved through a framework of confidentiality to ensure open and honest information exchange among the member metros. Any information released externally is, therefore, anonymised.

**Share Knowledge and Identify Best Practices**

To share experiences, identify best practices, and learn from one another in a confidential environment.

**Support Operational and Strategic Goals**

To support members in achieving their operational and strategic goals – focusing on improvements and defining “world class” performance.

**Measure Performance**

To build systems of measures to compare long-term performance across a number of dimensions relevant to metro management and operations, and establish best practices in public transport.

**Prioritise and Support Decision Making**

To prioritise areas for improvement and support metros in their internal decision-making as well as external engagement with boards, government, and other stakeholders.
Water – Effective Utility Management

The Ten Attributes of Effectively Managed Utilities and Five Keys to Management Success

Effective Utility Management

- Stakeholder Understanding and Support
- Product Quality
- Customer Satisfaction
- Employee and Leadership Development
- Operational Optimization
- Financial Viability
- Infrastructure Strategy and Performance
- Enterprise Resiliency
- Community Sustainability
- Water Resource Sustainability

https://www.epa.gov/sustainable-water-infrastructure
American Water Works Association
Benchmarking and Awards Programs

Benchmarking utility performance indicators are an essential element of continuous improvement, allowing utilities to track their own performance, compare their results to peers, and identify areas that could be strengthened or improved.

The AWWA Utility Benchmarking Program provides objective performance measures for utility leaders to track their organizational performance.

awwa.org/Resources-Tools/Programs/Benchmarking

AWWA’s Presidents Award is part of their Treatment Plant Optimization Program, focused on optimizing treatment plant performance and distribution system operation.

www.awwa.org/Membership-Volunteering/Awards
Water Professional Organizations Enabling Data Sharing and Learning

Environmental Policy Innovation Center

waterdataprize.com

SWAN

swan-forum.com

Water Environment Federation

www.wef.org/wise
To Help Frontline Governments Learn From Each Other, Support:

• **Building data skills** - guidebooks, trainings and conferences

• **Making it easy to find who is world class** - improving collection of and accessibility to benchmarking data

• **Learning from the best** - establishing best practice benchmarking groups

• **Sustaining performance** - Establishing accreditation and/or certification programs