



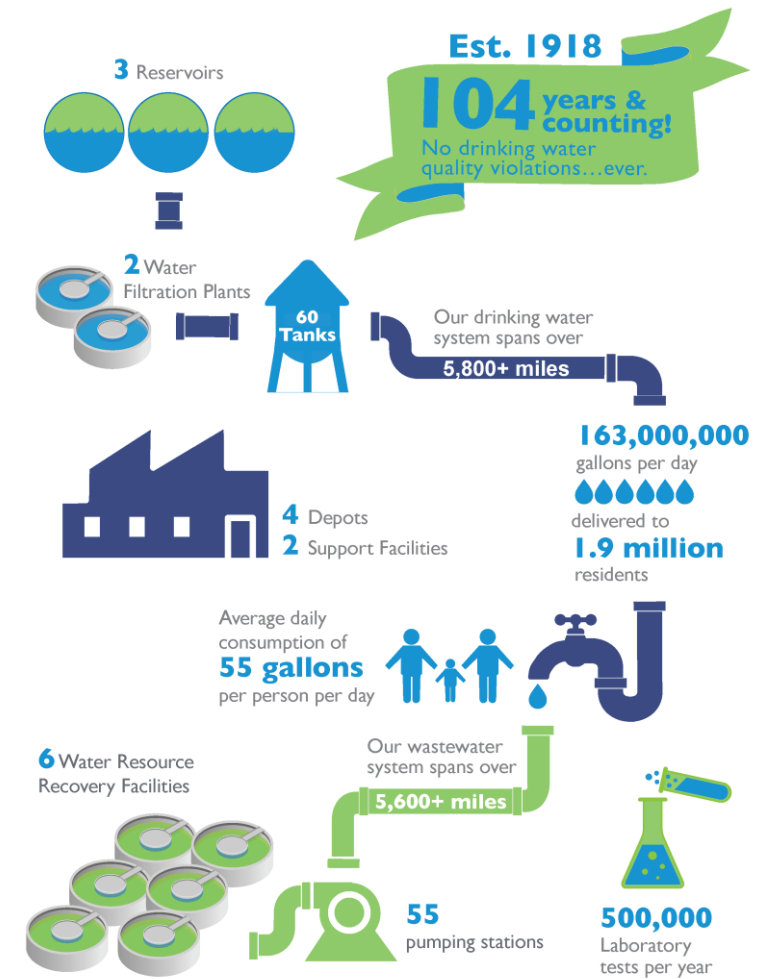
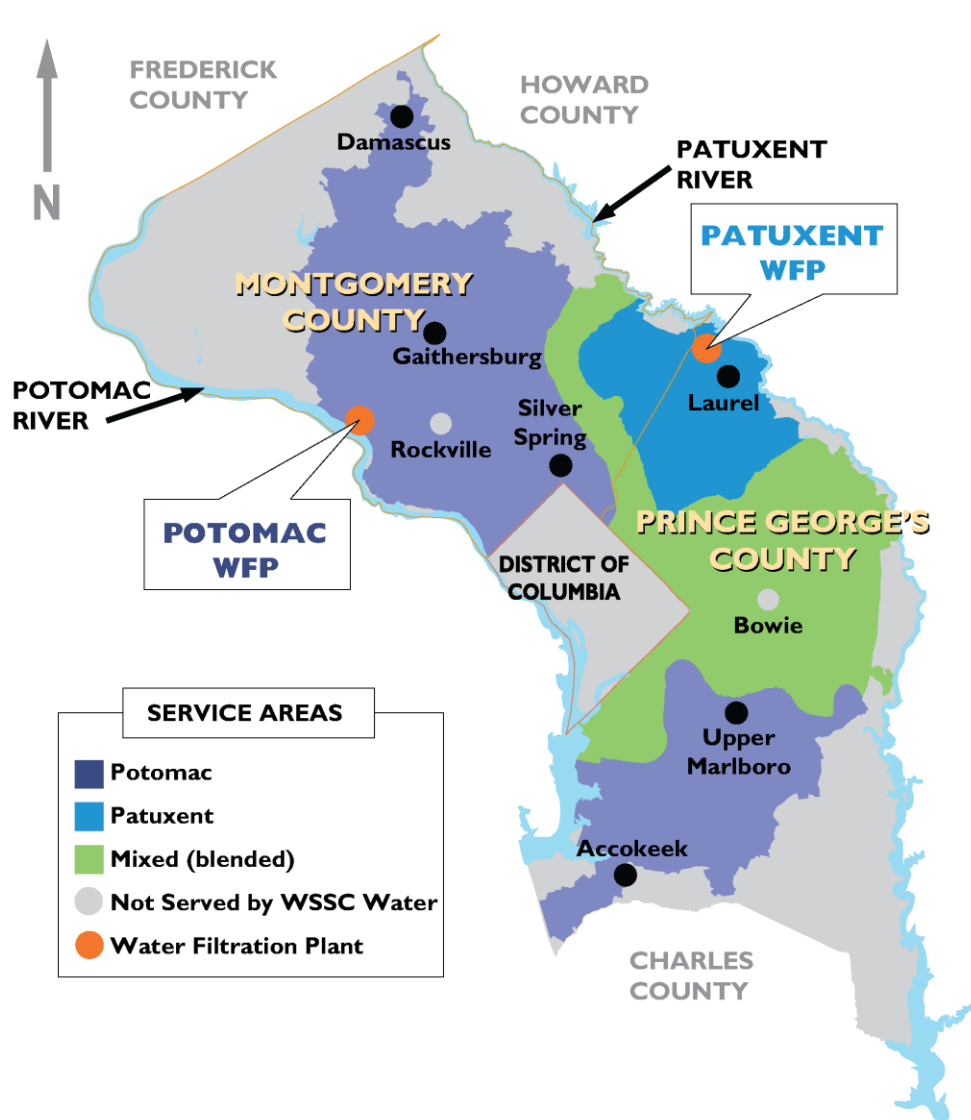
## **Public Agencies Learning from One Another: Transportation & Water**

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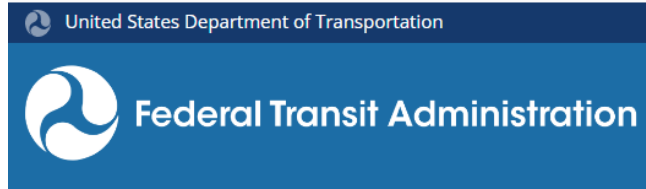
**Yvonne Carney**, *Strategic Performance Director*

October 21, 2022

# WSSC Water at a Glance



# 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.

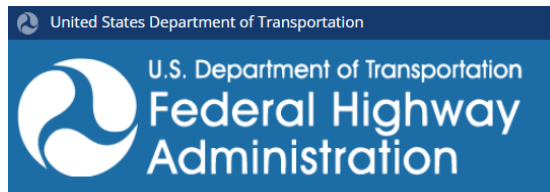
NATIONAL  
ACADEMIES

Sciences  
Engineering  
Medicine



## 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

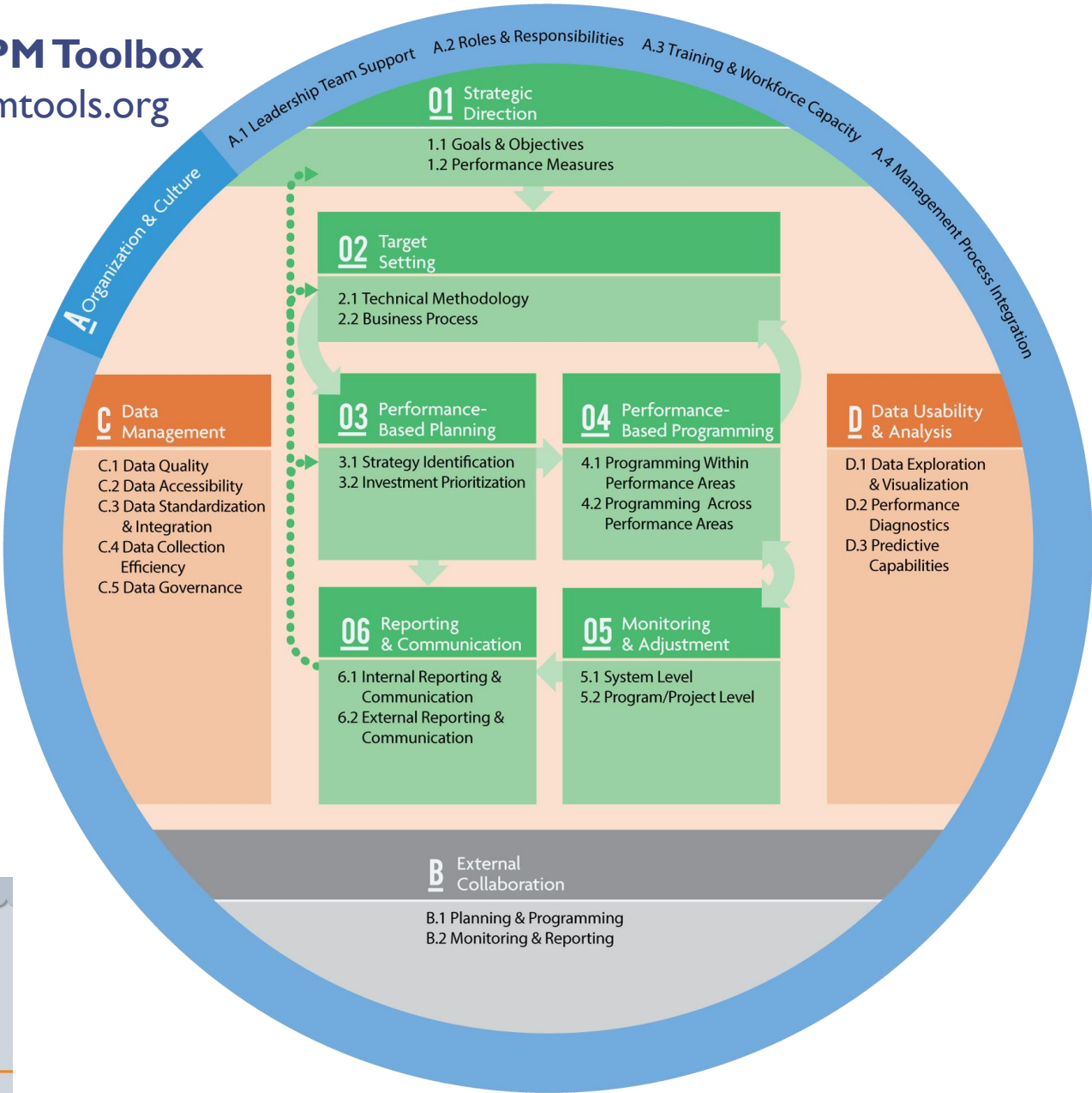
Browse the latest documents, videos, tools, trainings, and events for the TPM community.

### 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](https://2022performanceconference.transportation.org)

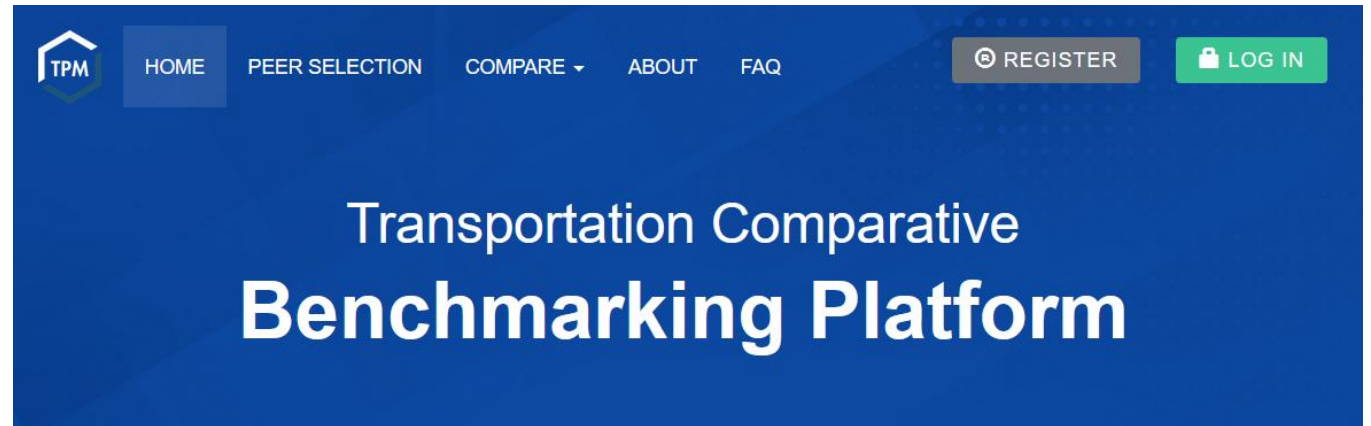
TPM Toolbox  
tpmtools.org



# 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



## Select Performance Measures for Comparison

State Comparison

Select Agencies      Year

Agencies      2020

Tabular Comparison

[Download Data \(csv\)](#)

		Virginia	District of Columbia	Maryland
Number of Non-Motorized Fatalities and Serious Injuries	2020	730.20	151.40	648
Interstate Travel Time Reliability	2020	83.6%	20.6%	69%

# Transit Professional Organizations Enabling Data Sharing and Learning



## APTA Ridership Trends

[transitapp.com/APTA](https://transitapp.com/APTA)

## TransitCenter

## Equity Dashboard

[dashboard.transitcenter.org](https://dashboard.transitcenter.org)





Community of Metros  
Benchmarking Group

Imperial College  
London  
Projects



- The benchmarking group consists of 44 large and medium sized metro systems from 40 cities around the world
- US Members: Honolulu Rapid Transit, New York City Subway New York PATH, Bay Area Rapid Transit District, Washington Metropolitan Area Transit Authority

## 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.

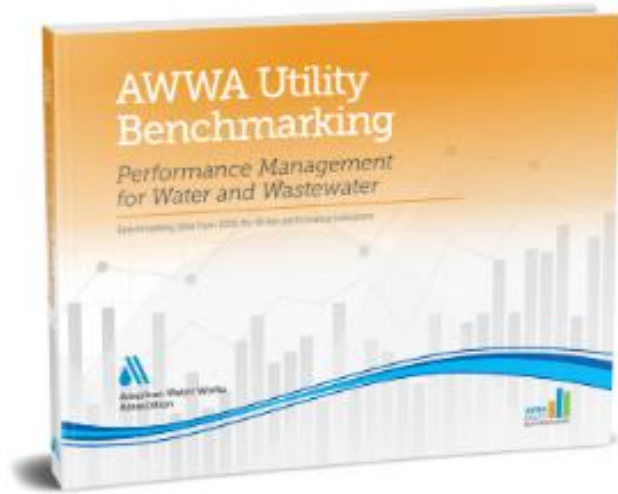
# Water – Effective Utility Management

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





# 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](http://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](http://www.awwa.org/Membership-Volunteering/Awards)

# Water Professional Organizations Enabling Data Sharing and Learning

Environmental  
Policy Innovation  
Center



[waterdataprizel.com](https://waterdataprizel.com)



[swan-forum.com](https://swan-forum.com)



[www.wef.org/wise](https://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