



SOUTHERN CALIFORNIA ASSOCIATION of GOVERNMENTS

# Initial Findings, Regional O&M Performance Benchmarking Exercise

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# Performance Benchmarking

- **Emerging Practice in the Transit Industry**
- **Helps Contextualize System Performance**
- **Particularly Important with O&M costs, Which are Rising faster than Inflation**
- **Will help Policymakers set Performance Goals**
- **Help Identify Best Practices in Cost Controls in Other Regions**

# Peer Regions Comparison Group

## Peer Regions Comparison Group

• New York-Newark-Bridgeport, NY-NJ-CT-PA	22,232,494
• SCAG REGION	17,987,767
• Chicago-Naperville-Michigan City, IL-IN-WI	9,804,845
• Washington-Baltimore-Northern Virginia, DC-MD-VA-WV	8,440,617
• Boston-Worcester-Manchester, MA-RI-NH	7,609,358
• San Jose - San Francisco - Oakland CA	7,427,757
• Dallas-Fort Worth, TX	6,805,275
• Philadelphia-Camden-Vineland, PA-NJ-DE-MD	6,398,896
• Houston-Baytown-Huntsville, TX	5,968,586
• Atlanta-Sandy Springs-Gainesville, GA-AL	5,831,778
• Miami-Fort Lauderdale-Pompano Beach, FL	5,564,635
• Detroit-Warren-Flint, MI	5,327,764

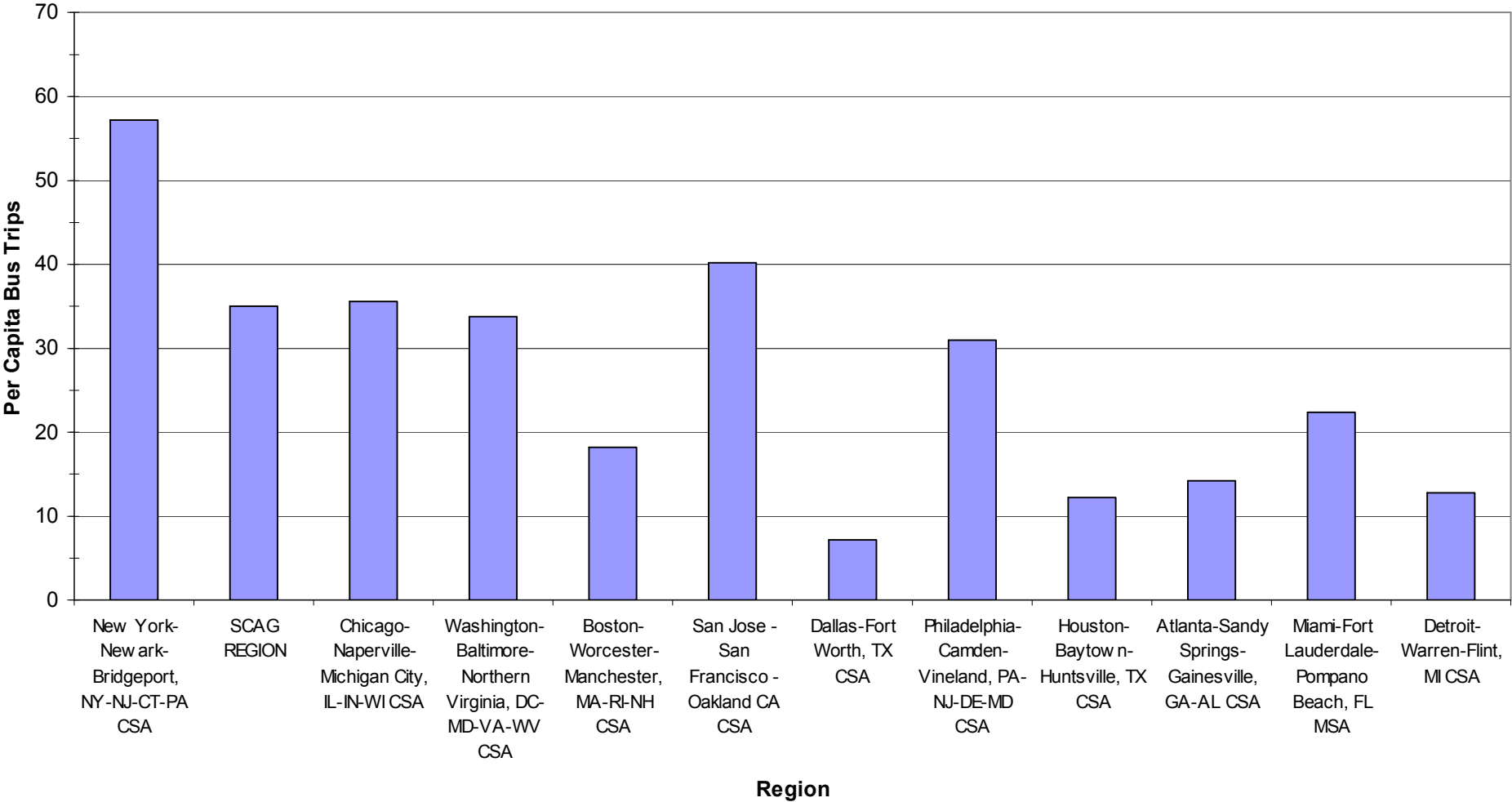
# Scope and Significance of Peer Regions Transit Network

## Peer Regions Network as Percentage of Total National Transit Network

Measure of Service	Motor Bus	Heavy Rail	Light Rail	Commuter Rail
VRM	56%	99%	60%	98%
VRH	59%	99%	61%	98%
DRM	43%	96%	62%	88%
UPT	68%	100%	70%	99%
PMT	64%	99.52%	65%	98%

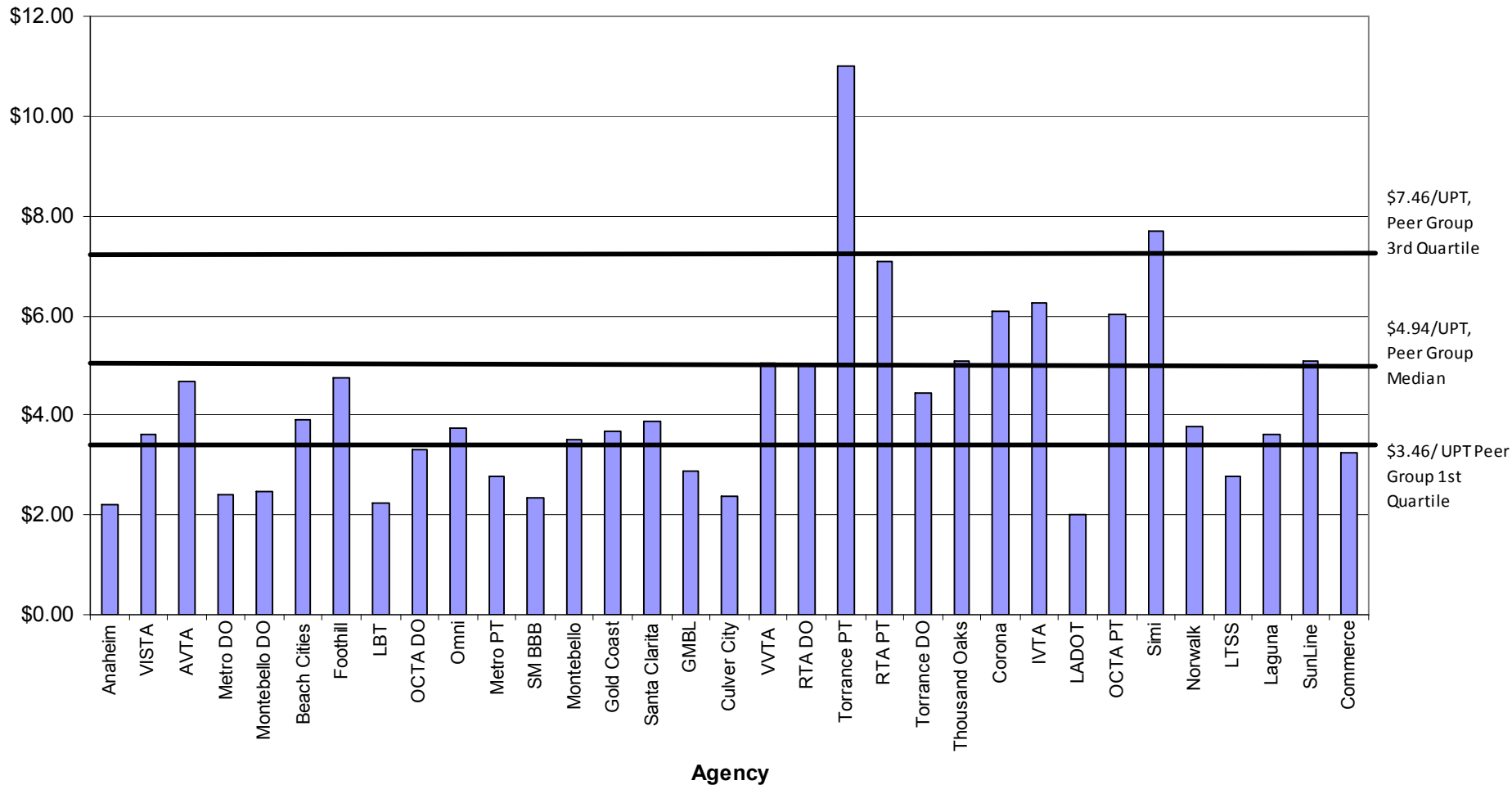
# Per Capita Bus Ridership

Per Capita Bus Trips,  
Peer Group Metros



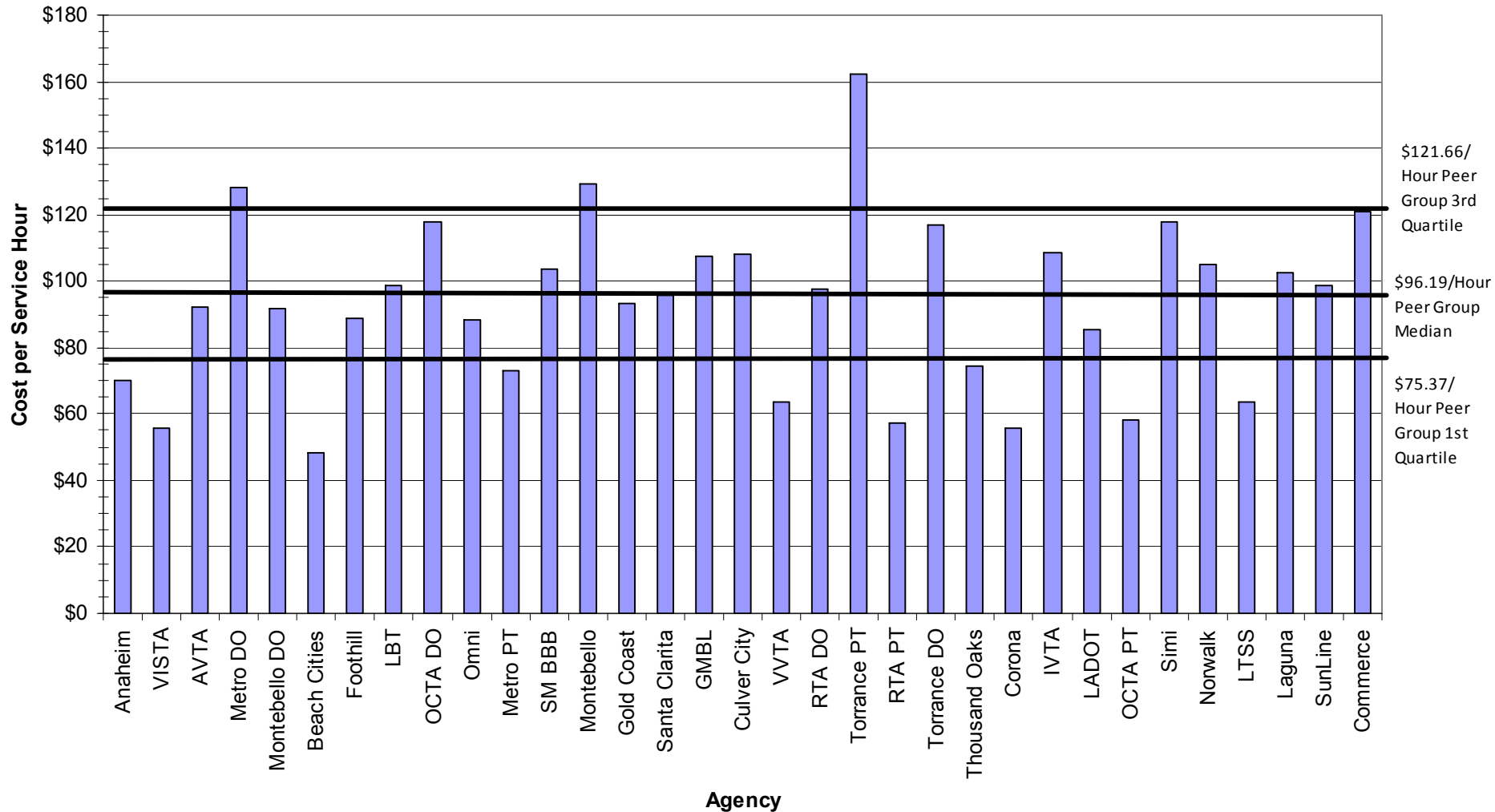
# Motor Bus Operating Expenses

2009 SCAG Region Motor Bus Operators, Cost per Trip  
Compared to Peer Regions Group Quartile Values



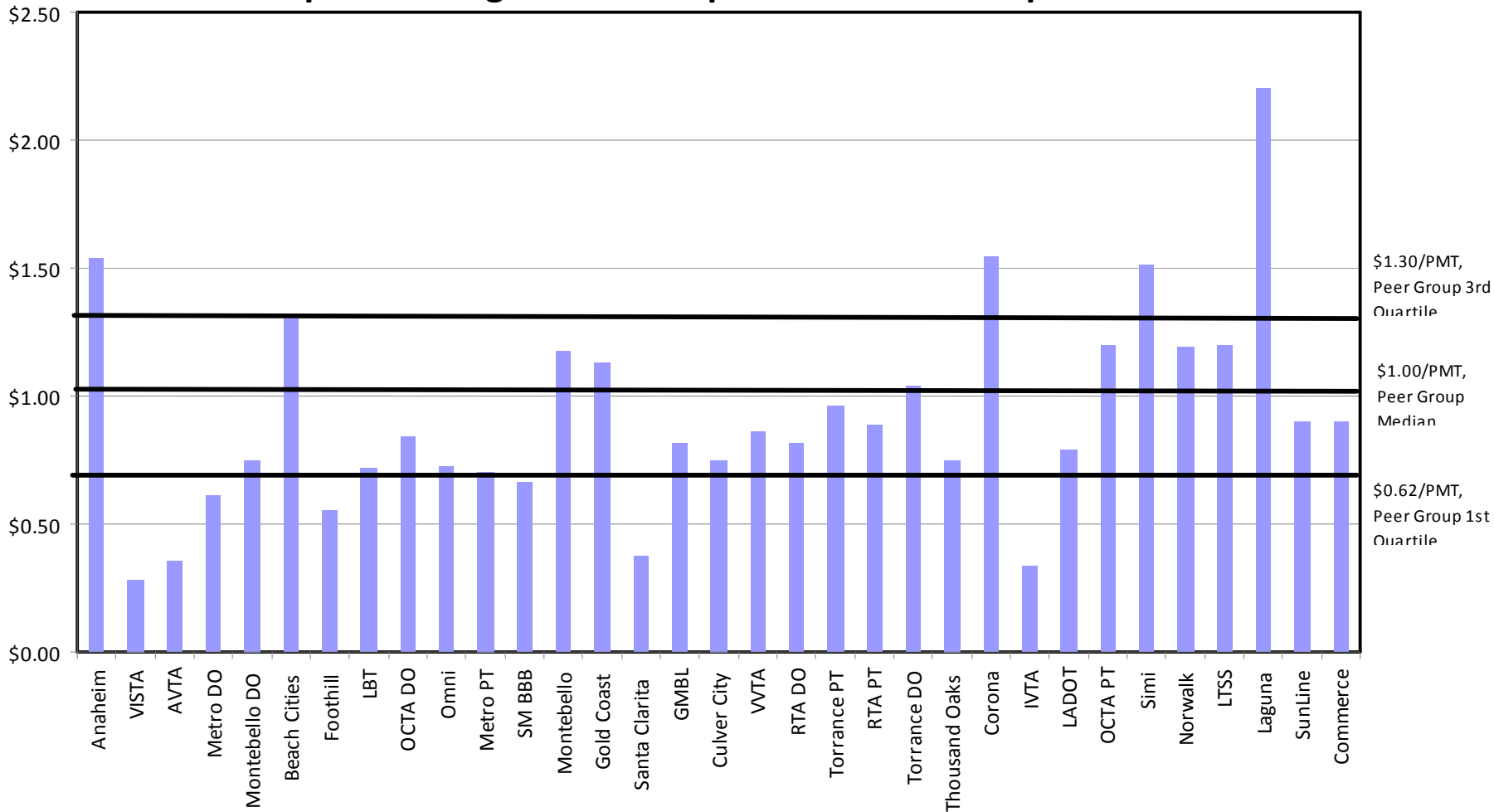
# Motor Bus Operating Expenses

2009 Cost per Service Hour, Motor Bus Operators  
Compared to Peer Group Quartiles



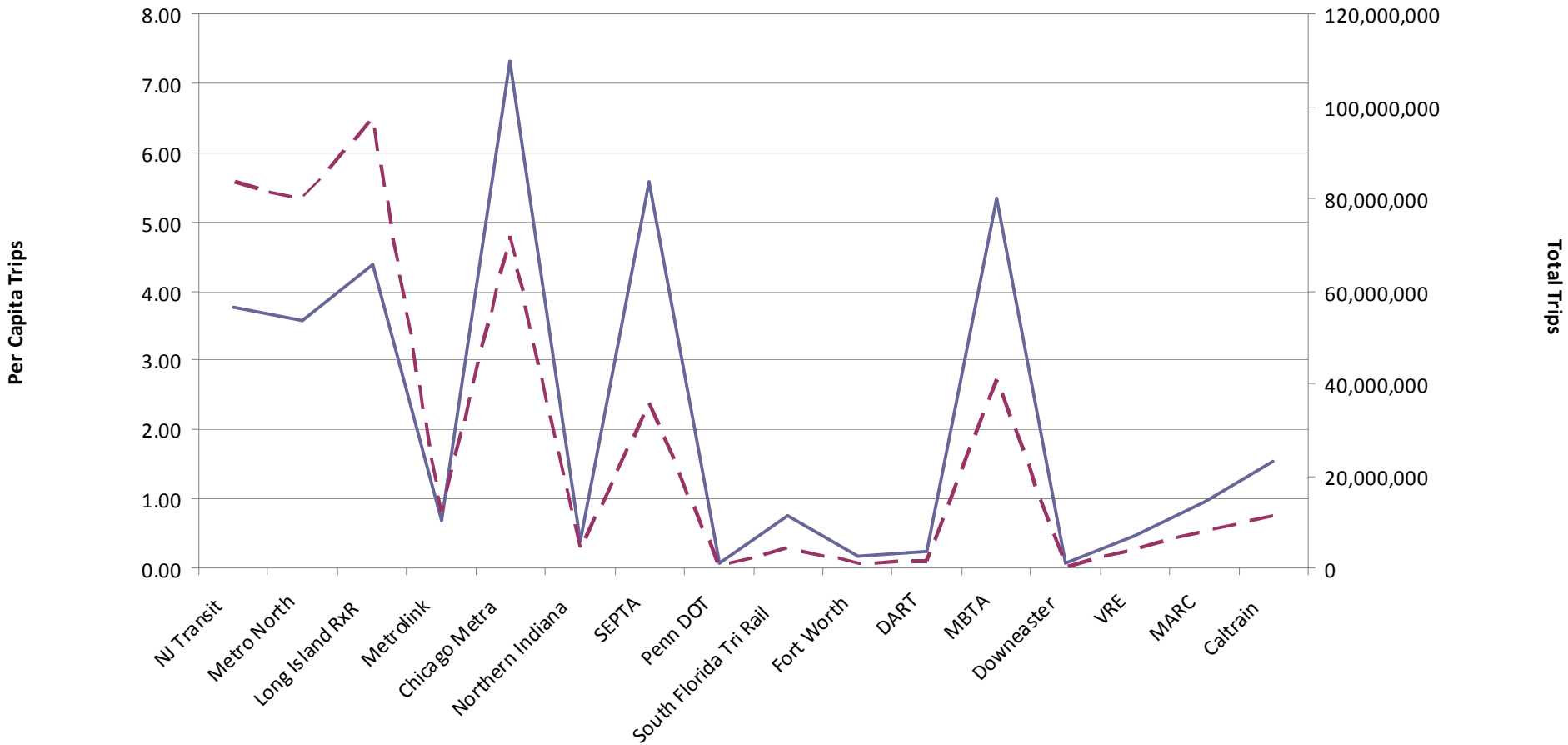
# Motor Bus Operating Expenses

**2009 SCAG Region Motor Bus Operators  
Cost per Passenger Mile Compared to Peer Group Quartiles**



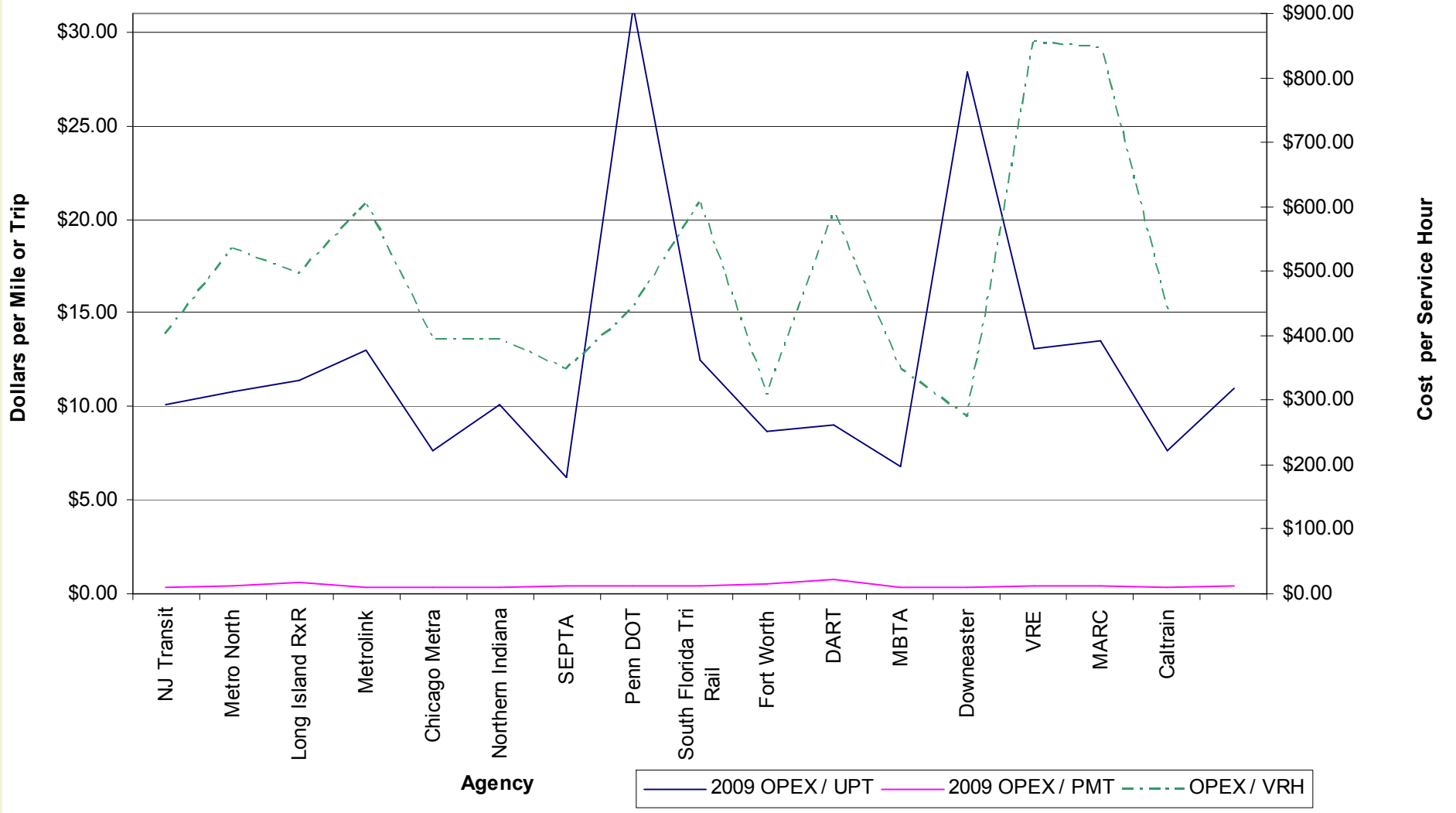
# Commuter Rail Ridership

**Unlinked Passenger Trips and Per Capita Unlinked Passenger Trips, Peer Regions Commuter Rail Operators, 2009 NTD**



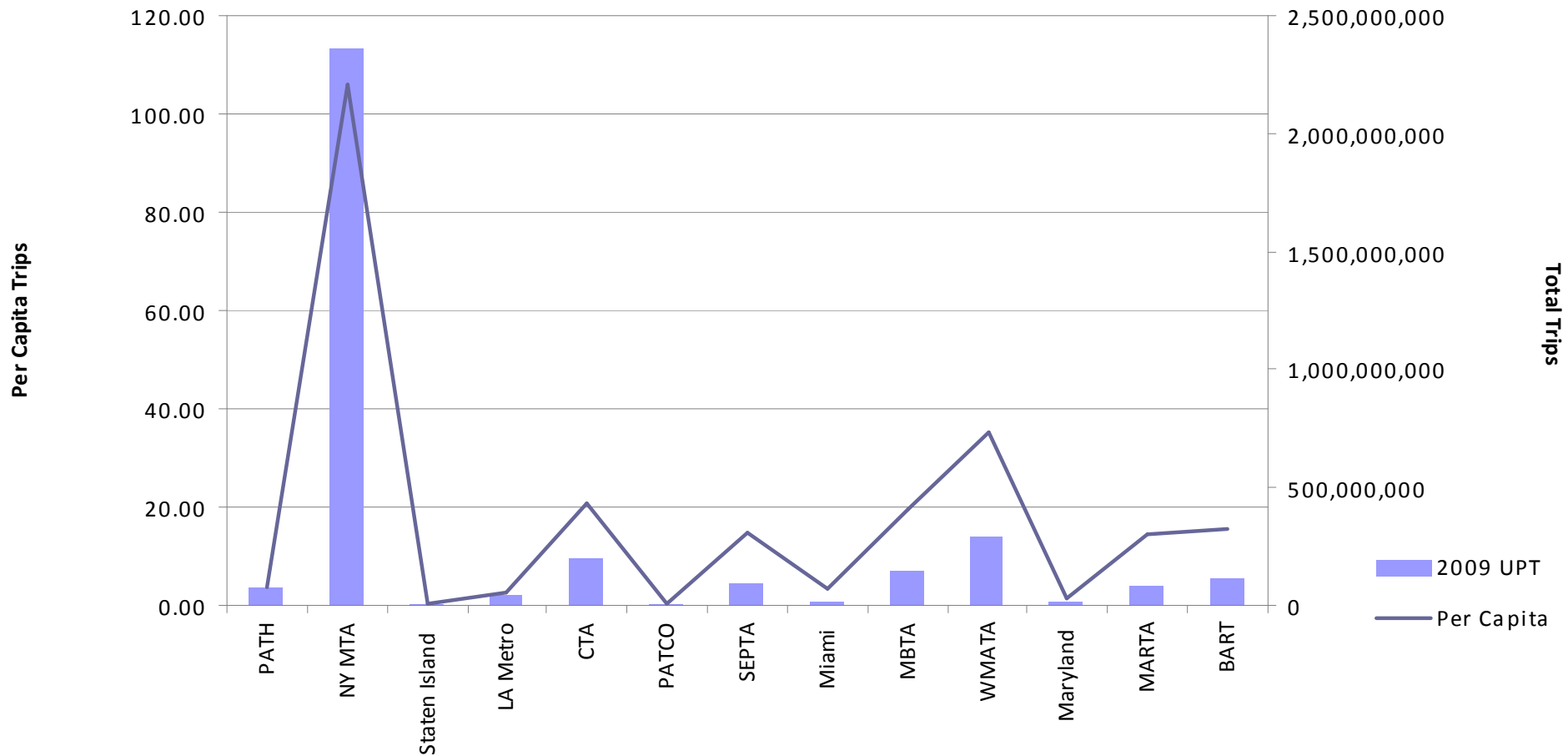
# Commuter Rail Operating Expenses

2009 Costs per Trip, Passenger Miles and Service Hours  
Peer Regions Commuter Rail Operators



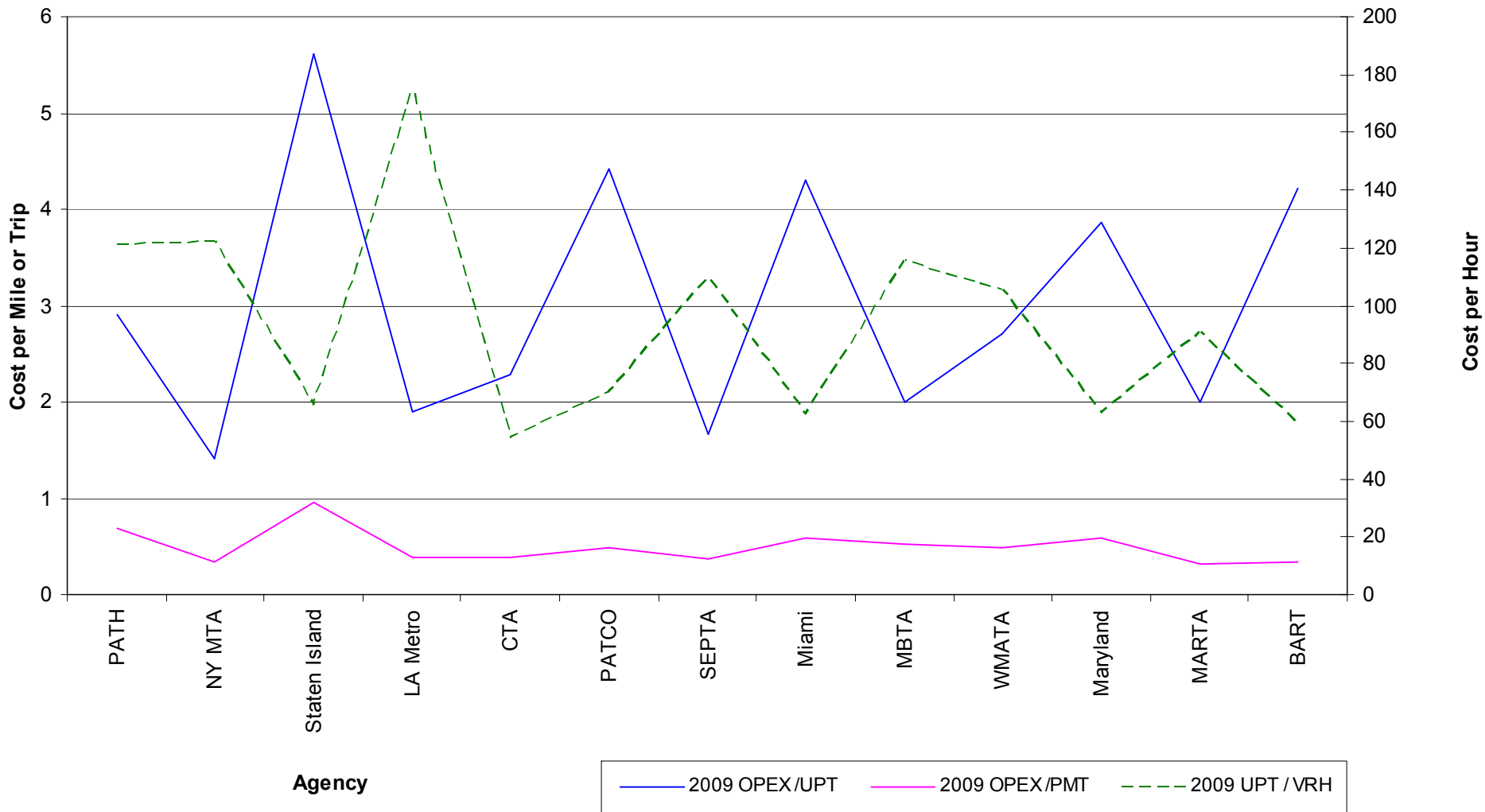
# Heavy Rail Ridership

## 2009 Per Capita and Total Trips Peer Comparison Group Heavy Rail Operators



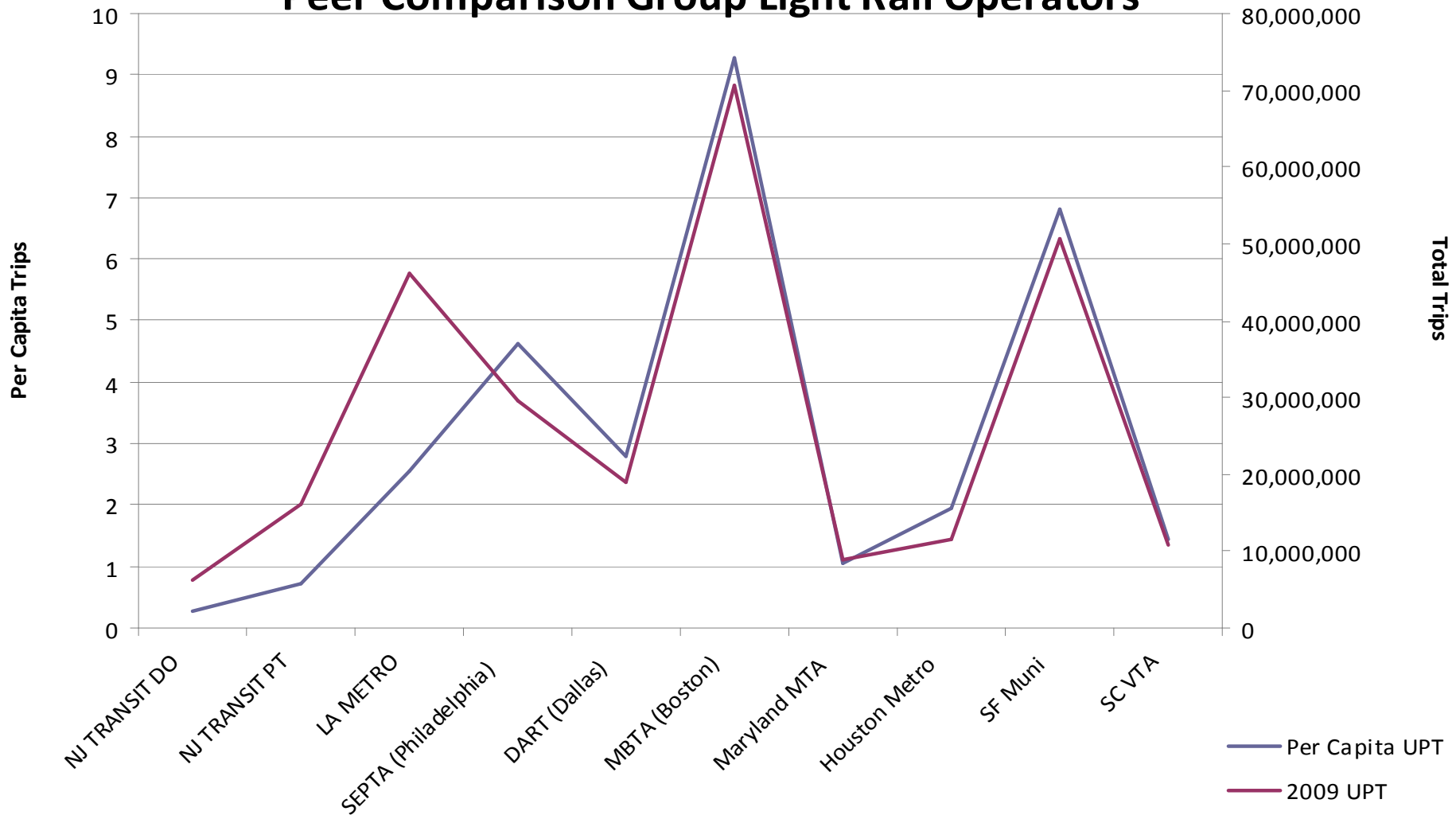
# Heavy Rail Operating Expenses

2009 Operating Expense per Trip, Passenger Mile, and Service Hour  
Peer Regions Group Heavy Rail Operators



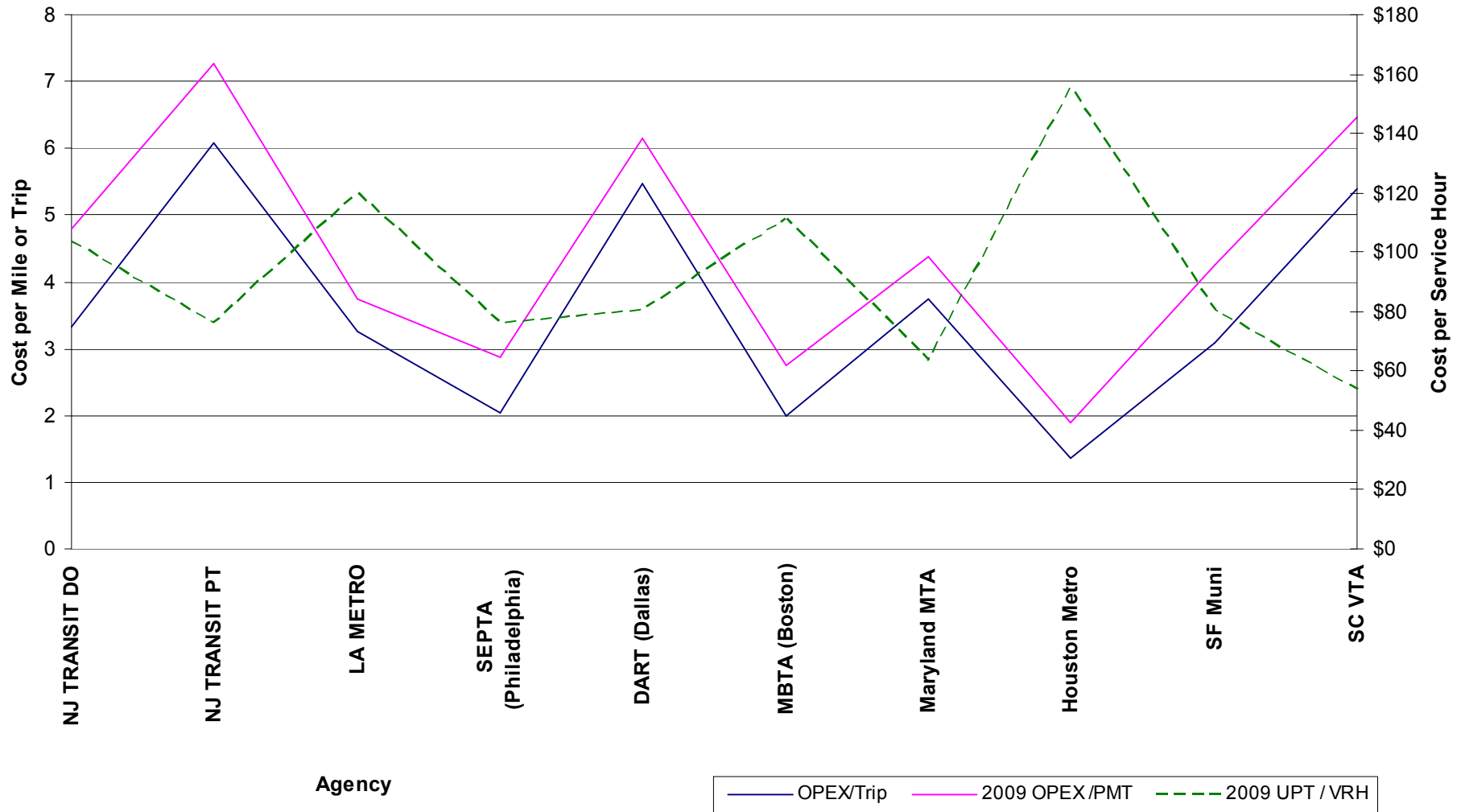
# Light Rail Ridership

## 2009 Per Capita and Total Trips, Peer Comparison Group Light Rail Operators



# Light Rail Operating Expenses

2009 Operating Expense per Trip, Passenger Mile, and Service Hour  
Peer Regions Group Light Rail Operators



# Next Steps

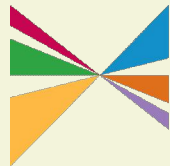
- **Incorporate stakeholder input into initial analysis**
- **Identify Areas where Region is Underperforming**
- **Identify Industry Leaders in those Measures**
- **Research Best Practices in those Performance Areas**

# Questions?



For more information  
please contact

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