

Benchmarking Exercise Worksheet

Determining the Question and Baseline Performance

Questions can span all aspects of a transit agency's functions. They can be very detailed (such as how efficient the agency's wheelchair lift maintenance schedule is) or very broad (such as how cost effective the transit agency's operations are overall). Determining the right question to ask is the first step in developing an appropriate baseline of information to use later in creating your agency's performance measures for improvement.

Before identifying peers for comparison, gather current measurement data and create baseline values of potential performance measures. Although you might identify other measures for tracking performance during the benchmarking process, you can still use data you collected initially to develop other measures.

Example Measure for Study

You've determined your agency is spending 25 percent more on **wheelchair lift maintenance** than peers in similar agencies. An appropriate measure might be to look at the mean time between wheelchair lift failures at those sister agencies and compare them to your own wheelchair lift failure rate.

Reflecting on your agency, draft three questions you would like to seek answers to through baseline performance:

- 1) _____

- 2) _____

- 3) _____
