

Benchmarking Urban Bus Operations: Lessons from the International Bus Benchmarking Group

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Abstract

In 2003, two large urban bus operators endeavoured to form a group to compare performance and share best practices with peers in other large cities. Other interested organisations were approached and in August 2004 the International Bus Benchmarking Group (IBBG) was founded. The IBBG is modelled on and has benefitted from fourteen years of experience with the CoMET and Nova Metro benchmarking groups. The Railway and Transport Strategy Centre (RTSC) within the Centre for Transport Studies at Imperial College London is responsible for the project management, administration and facilitation of these groups and performs the Case Study and Key Performance indicator (KPI) analyses. The IBBG is now in its fifth annual phase and comprises of eleven bus operators from nine countries. It is a good time to reflect on the benchmarking work of the group and to communicate to a wider audience whether benchmarking has been a useful and valid tool.

In this seminar the International Bus benchmarking Group will be presented in detail and the main 'methodological' lessons will be discussed. Furthermore it considers whether comparing the performance of urban bus operators through an international benchmarking exercise is useful and justifiable.

Biography

Mark Trompet is a Senior Research Associate at the Railway and Transport Strategy Centre within the Centre for Transport Studies at Imperial College London. He obtained a MSc in Business Administration at the Rotterdam School of Management in the Netherlands. After obtaining work experience in India, Milan and with the Dutch rail infrastructure manager 'Prorail', Mark joined the RTSC in 2003 as a Research Associate to work on the CoMET and Nova metro benchmarking groups. In August 2007 he became the project manager of the International Bus benchmarking Group.