TSC
TRANSPORT
STRATEGY
CENTRE >

News

March 2026

# TSC Cross-Group Benchmarking Newsletter

Contents



Imperial College London
Projects

## Overview

Welcome to the 2026 edition of the TSC Newsletter! In this edition, we focus in particular on **digital transformation** around **artificial intelligence (AI) technology**. We review how AI adoption within the public transport industry is beginning to shift from initial exploration stages to wider, strategic adoption, and highlight examples of how AI is being harnessed for safety and security purposes. The topic of AI has been a recurring theme across the benchmarking groups for several years and continues to be a focus area for the industry in 2026.

We also share an update on global trends in **public transport demand**, looking at the regional evolution of demand since the pre-pandemic years. Finally, we provide a brief overview of **BOLTS**, our international light rail and tram benchmarking group launched in 2023.

### Background and Confidentiality

Over 100 metro, rail, bus, light rail and airport operators, including many of the largest operators in the world's major cities, participate in the international benchmarking groups managed through the TSC at Imperial College London (see Appendix A for a list of benchmarking groups and members). The purpose of this newsletter is to provide a general update on **select research topics** from across the benchmarking groups to support wider learning. Content sourced from the groups is anonymised to respect **confidentiality** rules.

### 2025: Brief Year in Review

With 2026 now well underway, we take the opportunity to reflect on some key achievements from the past year. The TSC welcomed **ten new members** to the benchmarking groups: Chengdu Rail Transit (COMET), Chongqing Rail Transit (COMET), Dallas Fort Worth International Airport (ABG), MÁV - Hungarian State Railways (IMRBG), Minneapolis-St.Paul Metro Transit (ABBG), Network Rail (RIAMBiG), Oceanside NCTD (ABBG), Palm Springs Sunline (ABBG), Bangkok Suvarnabhumi Airport (ABG), and

Toronto TTC (BOLTS). More recently in 2026, we also welcomed Dubai RTA (IBBG), Frankfurt Airport (ABG), and London Trams (BOLTS).

Across the groups, over **25 topics** were researched in-depth through case studies, and members convened for around **20 in-person meetings** and more than **40 online meetings**, alongside the annual performance benchmarking activities.

The TSC welcomed **four new staff members** in 2025 to support the growth in membership across the benchmarking groups. New staff bring backgrounds and expertise in government, industry and consultancy to the team.

We look forward to more growth, learning, and collaboration in 2026 and thank our members for their continued support and contributions to the success of the benchmarking groups.

## EDITORIAL

# Navigating Change in Public Transport

The benchmarking groups across the TSC continue to demonstrate the value of shared learning in an industry navigating **rapid technological change** and evolving **operational demands**. Over the past year, members have engaged deeply with a wide range of topics, including technology-themed topics focused on the strategic adoption of AI, whilst responding to rising passenger expectations and increasingly complex operating environments.

A theme emerging from the benchmarking work is the shifting focus of digital transformation from experimentation to more purposeful, strategic deployment of tools. This involves building the **governance**, **data foundations**, and **organisational capabilities** needed to deploy new tools effectively. This newsletter shares examples from benchmarking work across AI, data analytics and intelligent detection technologies. These are not just technical upgrades, but they represent a change in how operators may begin to plan, manage, and optimise their networks.

However, technology does not create transformation on its own. It is the combination of clear governance principles, high-quality data management and sustained investment in people that enables innovation to grow. The organisations making progress are those questioning their capability gaps, their scope to adopt the technology responsibly, and the literacy and confidence of their workforce to use new tools effectively.

The industry is also confronting **external pressures** that continue to intensify. Demand patterns are stabilising, but customer expectations continue to rise, shaped by digital consumer experiences around real-time information, reliability, and personalised service. This means that passengers shape a perception of public transport based not only on how well they are run, but on how safe, predictable, and responsive they feel. In this context, the use of technology (e.g. data-driven insight and real-time intelligence) is becoming fundamental for maintaining trust and reputation. Meanwhile, weather-related disruptions are becoming more frequent and more severe, and behavioural challenges across public transport environments are increasingly impacting on the day-to-day realities of frontline staff and customer confidence, creating new safety, training and wellbeing pressures that must be addressed.

This is an important moment because the industry now has tools that did not exist ten years ago, supporting faster and more accurate **decision-making**. Industry leaders are now tasked with creating systems where technology, people and governance reinforce one another.

The TSC's international benchmarking community will continue to share insights and support members in adapting to change. The 2026 work programmes across the groups are now fully underway and centre on both new themes and continued priority areas, including AI, alongside ongoing performance benchmarking.

## Cross-Cutting Themes from Metro and Railway Benchmarking

Across the recent benchmarking work carried out with leading metros and railways in the international metro (COMET) and suburban rail (ISBeRG) benchmarking groups, several clear themes are emerging. In particular, recent activities have highlighted how the industry is accelerating the adoption of **digital tools** and leveraging the benefits of **new technologies**. A high-level synthesis of these insights is provided in this newsletter.

### Artificial Intelligence: Moving Towards Structured, Value-Driven Deployment

The topic of **artificial Intelligence (AI)** has been a priority research topic in the benchmarking activities for several years now. AI is being harnessed by public transport operators to transform the way they plan, operate, and deliver services. From optimising driver schedules to diagnosing infrastructure faults and enhancing the passenger experience, the potential applications are vast. Understanding the opportunities available in this emerging field is a critical first step in this journey.

As a rapidly developing area with enormous potential, the application of AI remains an area very much under development within the industry; however, there are signs of a shift from experimentation towards more **structured, strategic use**. Whilst many operators remain in pilot or early-deployment stages, the application of AI at a greater scale in areas such as asset analytics, decision support, customer information, and operational planning, is starting to gain traction.

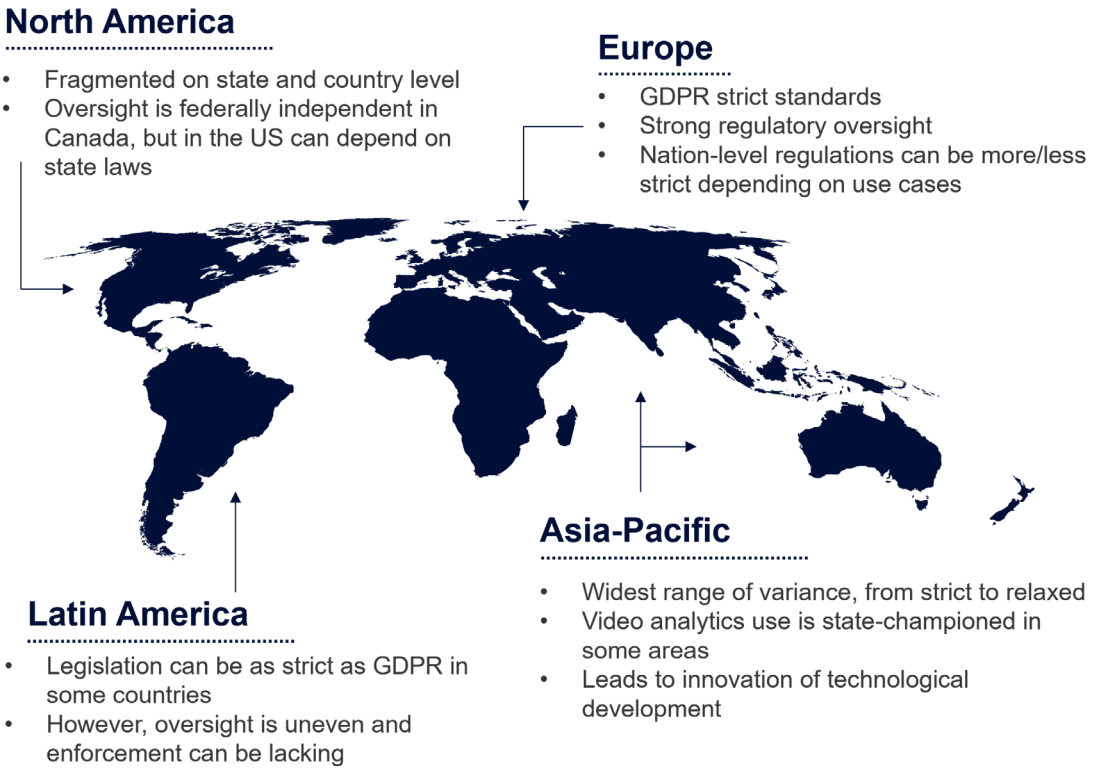
A key message from the research is that AI deployments deliver the strongest results when grounded in governance and staff capability building:

- **Strong governance** in form of clear policies, human oversight (for now, reduced oversight expected in the future as technologies mature), structured risk assessments, and transparent monitoring of outputs. This is particularly important in the context of emerging regulatory frameworks, such as the EU AI Act which emphasises accountability for safety-related applications, for example. However, research suggests that governance mechanisms generally remain in early development, with data security concerns in particular remaining a key challenge for implementation..
- **AI skills development** is crucial for the successful alignment and implementation of AI strategies and initiatives. Examples from the industry include dedicated AI centres of excellence and training frontline, technical, and planning teams to use AI-enabled tools confidently and responsibly. The message is clear: AI is not a replacement for people, but a tool that can significantly enhance safety, reliability, and cost-efficiency when implemented responsibly. However, the alignment of strategies and capabilities remain limited across many organisations where the role of AI remains unclear and thus staff training needs are not fully established. Furthermore, a key challenge to building internal AI capabilities primarily centre around data literacy and speed of technological change (i.e. technology moving faster than skill sets).
- Operators are increasingly seeking **partners** (e.g. collaboration between industry and academia) to bring structured, safe, and scalable approaches to AI integration.

**Figure 1:**

Global legislative context for video analytics

Source: TSC/COMET



## Video Analytics: Turning Footage Into Actions

Safety remains a top priority across the public transport industry, and operators continue to invest heavily in infrastructure, technology, and operational protocols to maintain safe environments for passengers and staff. The adoption of high-definition CCTV and **intelligent video analytics** has accelerated significantly and has transformed the way operators approach safety and security.

Similar to AI technologies, or any technologies, adopting video analytics brings with it the demands of any legislation or oversight required (e.g. the EU's GDPR framework), as well as other common **practical challenges**, including data storage and vandalism. A summary of legislative context around the world on using video analytics is provided in Figure 1.

Many operators now leverage analytics for real-time incident support, such as:

- Platform-edge monitoring
- Crowding detection
- Intrusion alerts on tracks or in restricted zones
- Slip, trip, and fall detection
- Fare evasion monitoring
- Post-incident investigation and root-cause analysis

One example of video analytics being used for crowding detection is the implementation of an AI-powered crowd management system across stations. The system monitors, analyses, and manages heavy passenger crowding levels in real time, with live updates made available to customers through the operator's mobile app.

A further example of leveraging video analytics is its use to support passengers with additional accessibility needs. Detection cameras positioned near areas such as lifts and escalators enable proactive assistance by, for example, automatically calling lifts, or issuing announcements to alert staff or passengers.

Despite the progress in this area, many metro systems sit in a **"mid-range" capability** band, with strong camera and storage infrastructure, but limited use of advanced AI algorithms due to regulatory, organisational, or procurement constraints. It is clear, however, that the potential applications of AI-enabled video analytics across a wide range of functions are extensive, with **significant benefits** for both operators and passengers.

## Enhancing Safety and Security Through Intelligent Detection Technologies

Whilst the industry demonstrates overall **strong safety performance**, safety incidents can present highly **visible** and **reputational risks**.

Advancements in technology, including video analytics that improve incident detection and analysis, are beginning to provide operators with deeper insight into behavioural, environmental, or infrastructural factors behind **passenger safety incidents**. These insights enable more targeted and effective interventions.

Raising **customer awareness** of potential hazards is an important strategy for preventing safety incidents, and one that technology can support. One example is the use of **video analytics** to detect specific types of footwear on escalators that are known to carry a higher risk of safety incidents. When detected, a **light projection** and **audio message** prompt customers to stand carefully on the escalator step. This project, installed at select stations by a metro operator, has been found to positively influence customer behaviour.

Public transport environments have also become more challenging from a security perspective, with many operators reporting a rise in **behavioural challenges**, from anti-social behaviour to substance misuse and unpredictable interactions, affecting both passengers and frontline staff. AI-driven detection technology, such as live monitoring and automated alerts from CCTV feeds, are emerging as a tool to support both safety and security in these environments.

The use of intelligent detection and analytics have the potential to strengthen the industry's ability to proactively reduce risk, enhance customer experience, and support safer, more secure public transport environments. There will be opportunities for further autonomy and decision-making of AI systems in the future, yet key questions remain, in particular around the role of human verification and validation, reputational risk management, and AI resiliency.

Overall, the potential benefits for productivity, safety, customer experience and more, make AI technology a crucial trend to monitor as the technology evolves. Thus, the sharing of insights and new applications of AI is going to be an ongoing theme across benchmarking groups in the years to come.

# 2025 PT demand: stability with slower, ongoing growth across regions

## Recent Metro Demand Trends

Average **metro ridership** by region as a proportion of pre COVID-19 demand *(monthly demand indexed to the corresponding 2019 month)* is shown in Figure 2. The graph is based on daily demand data collected in the metro benchmarking group (COMET) and shows average ridership across all days of the week.

Following the strong ridership recovery trends observed in 2022-2024, the 2025 data shows signs of **stabilisation** across all regions. Demand recovery for COMET metros now ranges from around **70-75%** of pre-pandemic demand in North America to over **110%** in Asia-Pacific. Europe has remained consistently strong, stabilising at around **100-110%** of pre-pandemic ridership throughout most of 2025. Globally, the COMET average for demand recovery is at roughly **100%**, indicating a full return to pre-COVID demand, though with significant regional variation. A closer look at the data excluding the 12 metro systems that expanded their networks by more than 10% since 2019, shows that the global COMET average falls to around 90% of pre-pandemic demand.The regional trends can be seen Figure 2.

- Average metro demand in the **Asia-Pacific** region has consistently exceeded European ridership since early 2023 and remains the strongest performing region. Demand has stayed around 10-20% above pre-pandemic levels throughout 2024 and 2025, reaching peaks of **120%+** in mid-2025. However, considering the extent of recent network expansions and uplift in metro service across the region, demand has remained lower than expected.
- Average **European** metro demand surpassed pre-COVID demand in early 2024 and remained above 100% throughout most of 2024 and 2025, fluctuating between around **100%** and **110%**, with some seasonal drops reflected in the trend.
- **Latin America** shows a levelling off pattern, with modest gains. Average demand moved from the mid-70s range in 2023 to around **75-80%** for most of 2025, with no significant further increases.
- Average **North American metro demand** continues to track closely with trends seen in Latin America, but at slightly lower levels. Recovery has been gradual but persistent, reaching approximately **70-75%** in 2025. Small incremetal improvements are seen throughout the year, but levels remain well below other global regions.

## Comparison of Recent Multi-Modal Demand Trends

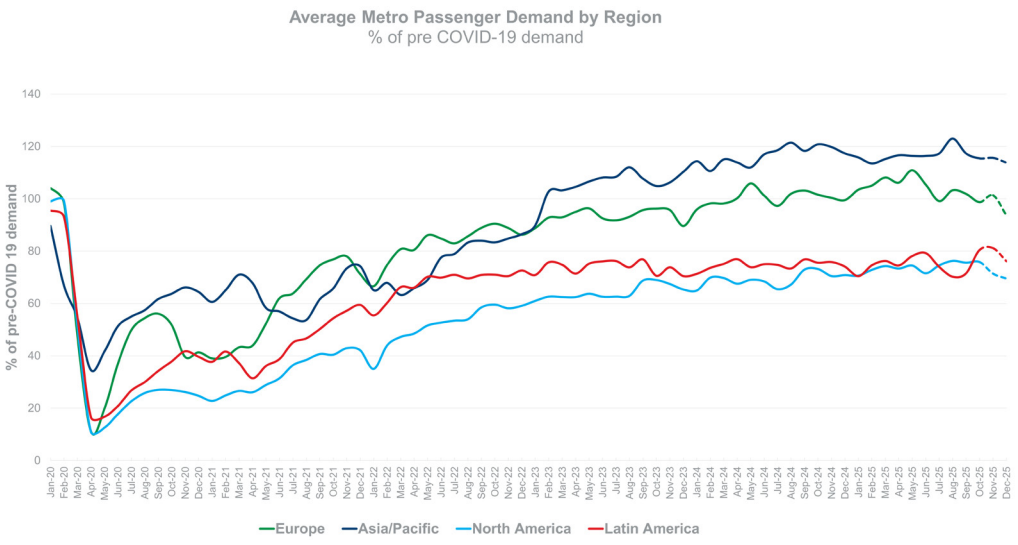
Figures 3, 4 and 5 show average **bus, light rail and metro passenger demand** by region *(monthly total demand indexed to the corresponding 2019 months)*, based on available data in the benchmarking groups and supplemental data from the US National Transit Database for US operators. The figures also include demand recovery for **airports** based on available data in the Airports Benchmarking Group (ABG, see Appendix A for the full list of ABG membership) from publicly sourced air traffic statistics.

- Metro ridership in the **Asia-Pacific** region surpassed pre-pandemic levels in early 2023. Available data shows that levels continue to exceed pre-pandemic demand by **10-20%** throughout 2024 and into 2025.
  - Bus demand shows steady recovery, reaching around **90-95%** of pre-pandemic demand by early 2025. *Note that bus demand trends are based on a small sample.*
  - Airport passenger volumes have recovered strongly, stabilising between **90-115%** throughout 2025, with fluctuations reflecting travel seasonality.
- In **North America**, multimodal demand across bus, light rail and metro flattened during 2023, with modest improvements into 2024 and 2025.
  - North American metro demand remains the weakest recovered mode in the region, reaching levels of around **70-75%** by late 2025.
  - Light rail demand recovered more strongly, stabilising at around **80%** in mid-2025, before dipping slightly

**Figure 2:**

Average metro ridership by region as % of pre COVID-19 demand

Source: TSC/COMET



towards the end of the year.

- Demand for bus follows a similar, but slightly higher, trend to light rail in North America, reaching and maintaining around **80-85%** of pre-pandemic demand throughout most of 2025.
- Airport travel shows a much stronger recovery for the region, first exceeding 100% in early 2024. 2025 data shows demand sitting at an average of around **98%** for the year and reaching a high of **105%** in December.

- In **Europe**, metro demand has shown steady, sustained recovery and has been consistently above pre-COVID levels since mid-2023, stabilising at around **100-110%** throughout 2024 and much of 2025.
  - Bus demand recovered strongly in late 2023, and has remained at relatively high levels of around 100%, or close to 100%, of pre-pandemic demand on average.
  - European airport demand experienced a strong resurgence, first surpassing other modes in mid-2023. After a seasonal dip in winter 2023/24, airport demand returned to around **100%** or above in mid to late 2024 and has generally remained at this level throughout most of 2025, reflecting robust international air travel recovery.

**Figure 3:**

Average Asia/Pacific ridership by mode as % of pre COVID-19 demand

Source: TSC bus, metro and airports benchmarking groups

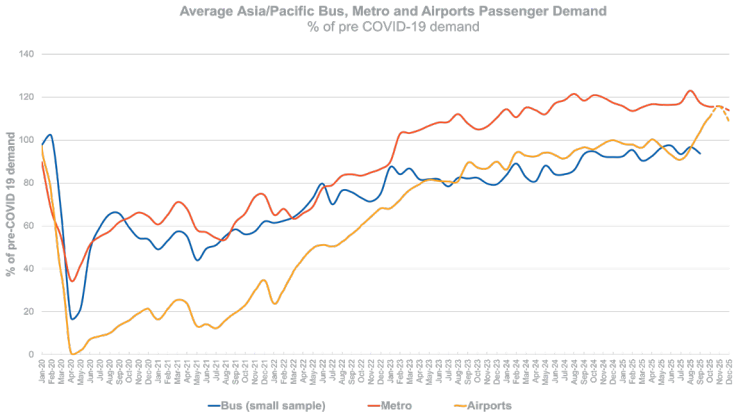



**Figure 4:**

Average North American ridership by mode as % of pre COVID-19 demand

Source: TSC bus, metro, light rail and airports benchmarking groups / National Transit Database (Federal Transit Administration)

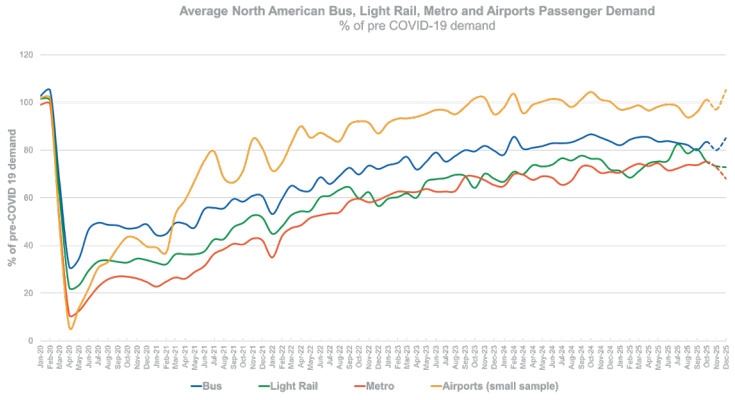
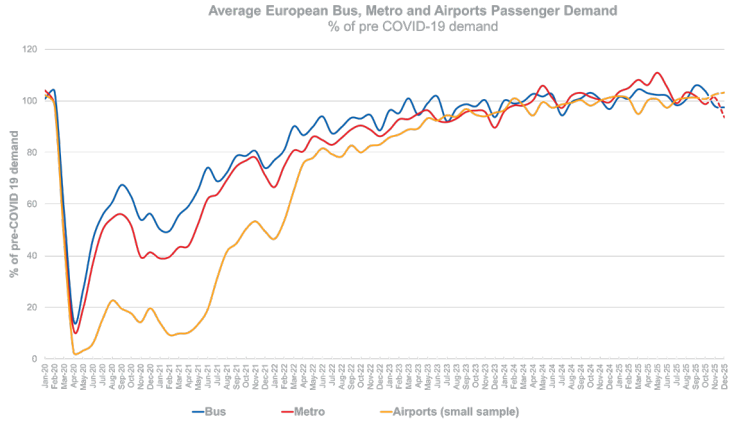



**Figure 5:**

Average European ridership by mode as % of pre COVID-19 demand

Source: TSC bus, metro and airports benchmarking groups



## TSC Spotlight: BOLTS

In this section, we focus on the **International Light Rail and Tram Benchmarking Group** (BOLTS). Whilst the TSC has been benchmarking light rail systems in North America since 2016 in GOAL, the tram/light rail mode was highlighted by participating members as **a gap in the international benchmarking** of multi-modal public transport organisations. As a result of this longstanding ambition, BOLTS was **established in 2023** and provides an opportunity for light rail/tram organisations to gain an understanding of the performance of their systems with respect to international peers.

The group currently includes **six tram and light rail systems**: Dubai Tram (RTA), Hong Kong MTR, London Trams (TfL), Oslo Sporveien, Toronto TTC, and Rio de Janeiro Light Rail (VLT Carioca). BOLTS is open to **membership growth** over the coming years to increase the group's international coverage and further support the group's insights and learning generated from its activities.

The principles that ensure successful performance benchmarking across the family of benchmarking groups managed and facilitated by the TSC also apply to BOLTS. The primary aim is to facilitate **confidential knowledge sharing and best practice learning** across all performance areas of light rail/tram operations. Activities are conducted through a **structured process** of analysis, research and collaborative engagement:

- **Annual performance metrics** to provide comparative benchmarking on operational and financial performance and to explore associated drivers of trends. The data benchmarking provides insights into the evolving status of a member's performance across a range of functions.
- **In-depth research topics** are selected by the members to provide depth on topics of common interest or strategic importance. Studies have been conducted on safety, driver management (recruitment, training, dispatching processes), maintenance shift planning, OCC organisation, and vehicle cleaning topics.
- **Knowledge sharing and cross-group learning** are facilitated through a schedule of in-person and virtual group meetings, as well as a confidential online forum available to the members for peer-to-peer consultation.

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Source: BOLTS/TSC

Source: BOLTS/TSC


Source: BOLTS/TSC

BOLTS

International Light Rail and Tram Benchmarking Group

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# Contact us

### The TSC at Imperial College London

The Transport Strategy Centre (TSC), previously known as The Railway and Transport Strategy Centre, was established in 1992 as a centre of excellence serving the railway industry on strategic, economic and technology issues. Today, the TSC is a globally recognised team specialising in performance benchmarking, research and policy for industry and government.

The Applied Research Team within the TSC works directly with industry to improve performance in public transport worldwide, based on a systematic process managed and facilitated by the TSC through multi-year international benchmarking projects.

Imperial College London is a global university with a world-class reputation in science, engineering, business and medicine. Well known for its excellence in teaching and research, Imperial College London is consistently rated in the top 10 universities worldwide.

## Thank you for reading this newsletter.

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# Appendix A

## List of Benchmarking Groups and Members

COMET
Community of Metros
Benchmarking Group

### American Metros

- Metropolitan Atlanta Rapid Transit Authority (Atlanta – United States)
- Emova (Buenos Aires – Argentina)
- Washington Metropolitan Area Transit Authority (Washington DC – United States)
- Honolulu Rail Transit (Honolulu - United States)
- MTA New York City Transit (New York – United States)
- Port Authority Trans-Hudson (New York - United States)
- Ottawa OC Transpo (Ottawa – Canada)
- Metrô Rio (Rio de Janeiro – Brazil)
- Metro de Santiago (Santiago – Chile)
- San Francisco Bay Area Rapid Transit (San Francisco – United States)
- Sistema de Transporte Colectivo (Mexico City - Mexico)
- Société de transport de Montréal (Montréal – Canada)
- Metro São Paulo (São Paulo – Brazil)
- Toronto Transit Commission (Toronto – Canada)
- Vancouver SkyTrain (Vancouver – Canada)

### European Metros

- Transports Metropolitans de Barcelona (Barcelona – Spain)
- Docklands Light Railway (London – United Kingdom)
- Metro Istanbul (Istanbul – Turkey)
- Metropolitano de Lisboa (Lisbon – Portugal)
- London Underground Limited (London – United Kingdom)
- Metro de Madrid (Madrid - Spain)
- Tyne and Wear Metro (Newcastle – United Kingdom)
- Oslo Sporveien (Oslo - Norway)
- Régie Autonome des Transports Parisiens Métro (Paris – France)
- Régie Autonome des Transports Parisiens RER (Paris – France)

### Asian Metros

- Bangalore Namma Metro (Bangalore – India)
- Bangkok Expressway and Metro Public Company (Bangkok – Thailand)
- Beijing Mass Transit Railway Operation Corp. (Beijing – China)
- Chengdu Rail Transit (Chengdu – China)
- Chennai Metro (Chennai –India)
- Chongqing Rail Transit (Chongqing – China)
- Delhi Metro Rail Corporation Ltd (Delhi – India)
- Roads and Transport Authority (Dubai – United Arab Emirates)
- Guangzhou Metro Corporation (Guangzhou – China)
- MTR Corporation Limited (Hong Kong)
- MRT Jakarta (Jakarta – Indonesia)
- Nanjing Metro Operation Corp. (Nanjing – China)

- Seoul Metro (Seoul – South Korea)
- Shenzhen Metro Operation Corp. Ltd (Shenzhen – China)
- Singapore Mass Rapid Transit Corporation Ltd (Singapore)
- Shanghai Shentong Metro Group (Shanghai – China)
- Syarikat Prasarana Negara Berhad (Kuala Lumpur – Malaysia)
- Taipei Rapid Transit Corporation (Taipei – Taiwan)
- Tokyo Metro Co., Ltd. (Tokyo – Japan)
- Sydney Metro (Sydney – Australia)

ISBERG

International Suburban Rail Benchmarking Group

- Ferrocarrils de la Generalitat de Catalunya (Barcelona – Spain)
- Queensland Rail (Brisbane – Australia)
- S-Tog, Danish State Railways (Copenhagen – Denmark)
- PRASA – Metrorail (Cape Town – South Africa)
- MTR Hong Kong (East Rail, Tuen Ma & Tung Chung Lines – Hong Kong)
- MTA Long Island Rail Road (New York – United States)
- London Overground and London Elizabeth Line (London – United Kingdom)
- Metro Trains Melbourne (Melbourne – Australia)
- MTA Metro-North Railroad (New York – United States)
- S-Bahn Munich, Deutsche Bahn (DB) Regio (Munich – Germany)
- Commuter Rail, Vygruppen (Oslo – Norway)
- San Francisco Bay Area Rapid Transit (San Francisco – United States)
- São Paulo ViaMobilidade (São Paulo - Brazil)
- Sydney Trains (Sydney – Australia)
- Toronto Metrolinx (Toronto – Canada)

IMRBG

International Mainline Rail Benchmarking Group

- Danish State Railways (Denmark)
- Irish Rail (Ireland)
- MÁV (Hungary)
- Nederlandse Spoorwegen (Netherlands)
- Société nationale des chemins de fer belges (Belgium)
- V/Line (Victoria, Australia)

GOAL

Benchmarking Group of North American Light Rail Systems

- Niagara Frontier Transportation Authority (Buffalo – United States)
- Maryland Transit Administration (Baltimore – United States)
- Calgary Transit (Calgary – Canada)
- Charlotte Area Transit System (Charlotte – United States)
- Dallas Area Rapid Transit (Dallas – United States)
- Edmonton Transit System (Edmonton – Canada)
- Metro Transit (Minnesota –United States)
- Hampton Roads Transit (Norfolk – United States)
- Ottawa OC Transpo (Ottawa – Canada)
- Pittsburgh Regional Transit (Pittsburgh – United States)
- Tri-County Metropolitan Transportation District (Portland – United States)
- San Diego Metropolitan Transit System (San Diego – United States)
- Santa Clara Valley Transportation Authority (San Jose – United States)
- Sound Transit (Seattle – United States)
- Toronto Transit Commission (Toronto – Canada)
- Utah Transit Authority (Salt Lake City – United States)

BOLTS

- Roads and Transport Authority (Dubai – United Arab Emirates)
- MTR Corporation Limited (Hong Kong)
- London Trams (London – United Kingdom)
- Oslo Sporveien (Oslo – Norway)
- VLT Carioca (Rio de Janeiro –Brazil)
- Toronto Transit Commission (Toronto – Canada)

IBBG
International Bus Benchmarking Group

- Transports Metropolitans de Barcelona (Barcelona – Spain)
- Société des Transports Intercommunaux de Bruxelles (Brussels – Belgium)
- Washington Metropolitan Area Transit Authority (Washington DC – United States)
- Roads and Transport Authority (Dubai - United Arab Emirates)
- Dublin Bus (Dublin – Ireland)
- IETT Isletmeleri Genel Müdürlügü (Istanbul – Turkey)
- Rapid Bus Sdn Bhd (Kuala Lumpur – Malaysia)
- Companhia Carris de Ferro de Lisboa (Lisbon – Portugal)
- London Buses (London – United Kingdom)
- Societe de Transport de Montréal (Montréal – Canada)
- MTA – New York City Transit & MTA Bus (New York – United States)
- Ottawa OC Transpo (Ottawa – Canada)
- Régie Autonome des Transports Parisiens (Paris – France)
- King County Metro Transit (Seattle – United States)
- SMRT Buses (Singapore)
- Coast Mountain Bus Company (Vancouver – Canada)

ABBG
American Bus Benchmarking Group

- Metro Regional Transit Authority (Akron – United States)
- Capital Metropolitan Transportation Authority (Austin – United States)
- Maryland Transit Administration (Baltimore – United States)
- Niagara Frontier Transportation Authority (Buffalo – United States)
- Charlotte Area Transit Systems (Charlotte – United States)
- Dallas Area Rapid Transit (Dallas – United States)
- Des Moines Area Regional Transit Authority (Des Moines – United States)
- Greater Dayton Regional Transit Authority (Dayton – United States)
- Lane Transit District (Eugene – United States)
- Mass Transportation Authority (Flint – United States)
- Foothill Transit (West Covina – United States)
- Hampton Roads Transit (Hampton Roads – United States)
- IndyGo (Indianapolis – United States)
- Jacksonville Transportation Authority (Jacksonville – United States)
- Metro Transit (Minneapolis-St. Paul – United States)
- Milwaukee County Transit System (Milwaukee – United States)
- Oceanside NCTD (Oceanside –United States)
- Orange County Transportation Authority (Orange – United States)
- Sunline (Palm Springs – United States)
- Pittsburgh Regional Transit (Pittsburgh – United States)
- Regional Transit Service (Rochester – United States)
- Greater Richmond Transit Company (Richmond – United States)
- Omnitrans (San Bernardino – United States)
- Pinellas Suncoast Transit Authority (St. Petersburg – United States)
- Spokane Transit Authority (Spokane – United States)
- Utah Transit Authority (Salt Lake City – United States)
- Clark County Public Transportation Benefit Area (Vancouver – United States)

RIAMBIG

Railway Infrastructure Asset Management Benchmarking Group

- Queensland Rail (Brisbane – Australia)
- KiwiRail (New Zealand)
- Network Rail (United Kingdom)
- Public Transport Authority Perth (Perth – Australia)
- V/Line (Melbourne –Australia)

ABG

Airport Benchmarking Group

- Amsterdam Airport Schiphol (Amsterdam – the Netherlands)
- Suvarnabhumi Airport (Bangkok – Thailand)
- Dallas Fort Worth International Airport (Dallas – United States)
- Indira Gandhi International Airport (Delhi – India)
- Frankfurt Airport (Frankfurt – Germany)
- Hong Kong International Airport (Hong Kong)
- Heathrow Airport (Heathrow – United Kingdom)
- Los Angeles International Airport (Los Angeles – United States)
- Sydney Airport (Sydney – Australia)
- Toronto Pearson International Airport (Toronto – Canada)