



# 2023 Year-End Performance Measures

# Priorities and Objectives

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship

# Ensure Safety

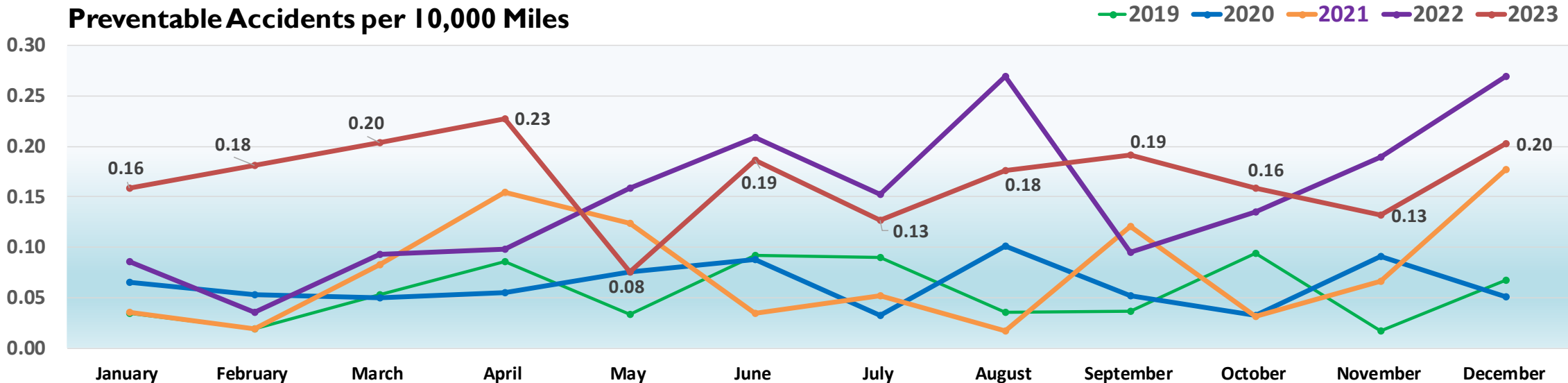
## Performance Measures:

- Preventable Accident Rate
- Injury Rate
  - Workers Comp Time Loss
  - Claims per 1,000 Hours

# Preventable Vehicle Accidents Fixed Route

**Goal**      **≤ 0.08 per 10,000 miles**

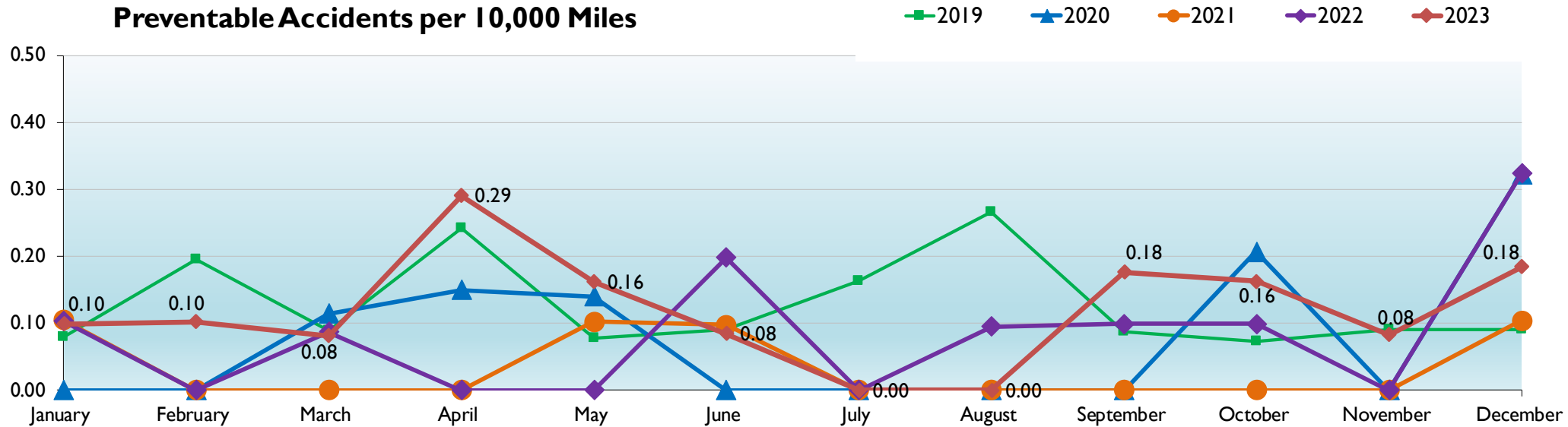
|                                    | 2019        | 2020        | 2021        | 2022        | 2023        |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|
| January                            | 2           | 4           | 2           | 5           | 10          |
| February                           | 1           | 3           | 1           | 2           | 11          |
| March                              | 3           | 3           | 5           | 6           | 14          |
| April                              | 5           | 3           | 9           | 6           | 14          |
| May                                | 2           | 4           | 7           | 10          | 5           |
| June                               | 5           | 5           | 2           | 13          | 12          |
| July                               | 5           | 2           | 3           | 9           | 8           |
| August                             | 2           | 6           | 1           | 17          | 12          |
| September                          | 2           | 3           | 7           | 6           | 12          |
| October                            | 6           | 2           | 2           | 9           | 11          |
| November                           | 1           | 5           | 4           | 12          | 9           |
| December                           | 4           | 3           | 11          | 17          | 13          |
| <b>Total Prev. Accidents</b>       | <b>38</b>   | <b>43</b>   | <b>54</b>   | <b>112</b>  | <b>131</b>  |
| <b>YTD Preventables per 10,000</b> | <b>0.06</b> | <b>0.06</b> | <b>0.08</b> | <b>0.15</b> | <b>0.17</b> |



# Preventable Vehicle Accidents Paratransit

|  | 2019        | 2020        | 2021        | 2022        | 2023        |
|--|-------------|-------------|-------------|-------------|-------------|
| January                                  | 1           | 0           | 1           | 1           | 1           |
| February                                 | 2           | 0           | 0           | 0           | 1           |
| March                                    | 1           | 1           | 0           | 1           | 1           |
| April                                    | 3           | 1           | 0           | 0           | 3           |
| May                                      | 1           | 1           | 1           | 0           | 2           |
| June                                     | 1           | 0           | 1           | 2           | 1           |
| July                                     | 2           | 0           | 0           | 0           | 0           |
| August                                   | 3           | 0           | 0           | 1           | 0           |
| September                                | 1           | 0           | 0           | 1           | 2           |
| October                                  | 1           | 2           | 0           | 1           | 2           |
| November                                 | 1           | 0           | 0           | 0           | 1           |
| December                                 | 1           | 3           | 1           | 3           | 2           |
| <b>Total Prev. Accidents</b>             | <b>18</b>   | <b>8</b>    | <b>4</b>    | <b>10</b>   | <b>16</b>   |
| <b>YTD Preventables per 10,000 miles</b> | <b>0.13</b> | <b>0.07</b> | <b>0.04</b> | <b>0.08</b> | <b>0.12</b> |

**Goal**      ≤ 0.10 per 10,000 miles



# Workers' Compensation - Time Loss

## Lost Time Days per 1,000 Hours

|                    | 2019 | 2020 | 2021 | 2022 | 2023<br>YTD | Goal   |
|--------------------|------|------|------|------|-------------|--------|
| <b>Fixed Route</b> | 0.03 | 0.03 | 0.02 | 0.02 | 0.04        | ≤ 0.02 |
| <b>Paratransit</b> | 0.08 | 0.05 | 0.01 | 0.02 | 0.05        | ≤ 0.04 |
| <b>Maintenance</b> | 0.04 | 0.04 | 0.05 | 0.04 | 0.01        | ≤ 0.05 |

# Workers' Compensation – Claims

## WORKERS' COMPENSATION CLAIMS

### Claims per 1,000 Hours

|                    | 2019 | 2020 | 2021 | 2022 | 2023<br>YTD | Goal   |
|--------------------|------|------|------|------|-------------|--------|
| <b>Fixed Route</b> | 0.05 | 0.04 | 0.05 | 0.09 | 0.07        | ≤ 0.05 |
| <b>Paratransit</b> | 0.11 | 0.06 | 0.10 | 0.07 | 0.09        | ≤ 0.08 |
| <b>Maintenance</b> | 0.12 | 0.10 | 0.12 | 0.08 | 0.09        | ≤ 0.10 |

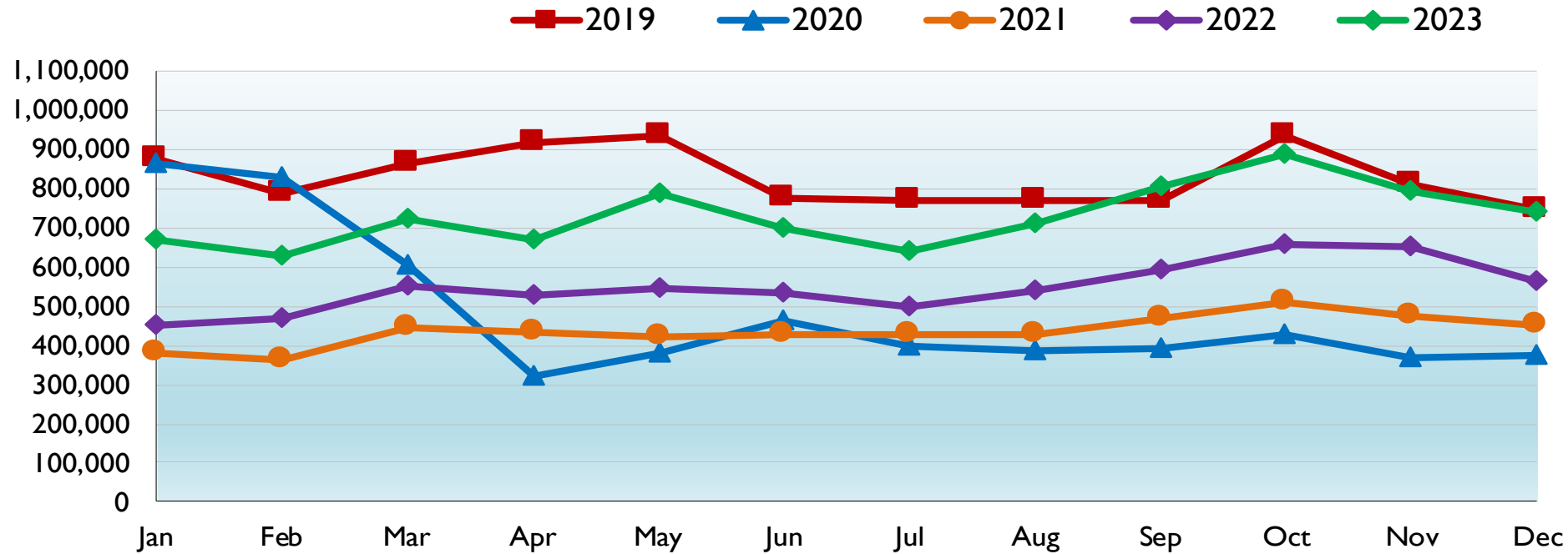
# Earn & Retain the Community's Trust

## 4 Performance Measures:

- Ridership
- Service Effectiveness  
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach



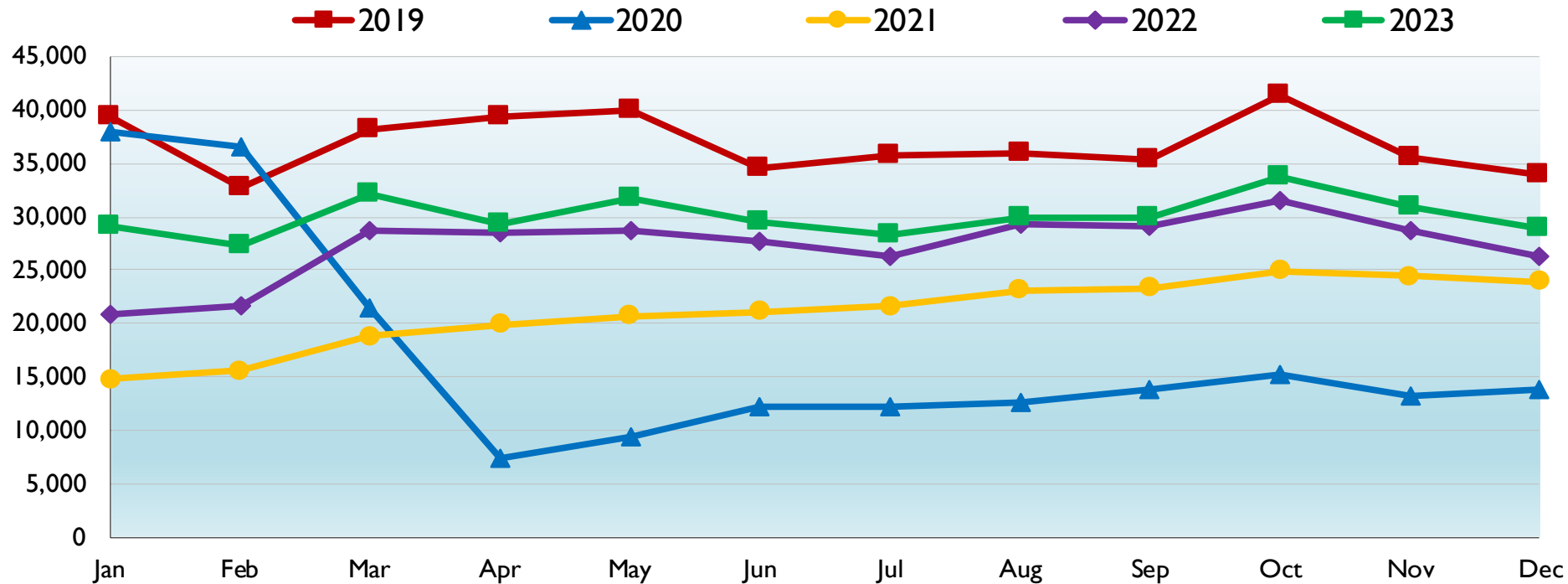
# Ridership – Fixed Route



2019 = 9,971,798  
 2020 = 5,817,776  
 2021 = 5,238,135  
 2022 = 6,595,672  
 2023 = 7,200,000 (Objective)  
 2023 = 8,789,348

**GOAL: 20.6% INCREASE OVER 2022 RIDERSHIP OBJECTIVE**  
**2023 Year-End Year Result: 33.3% Increase**

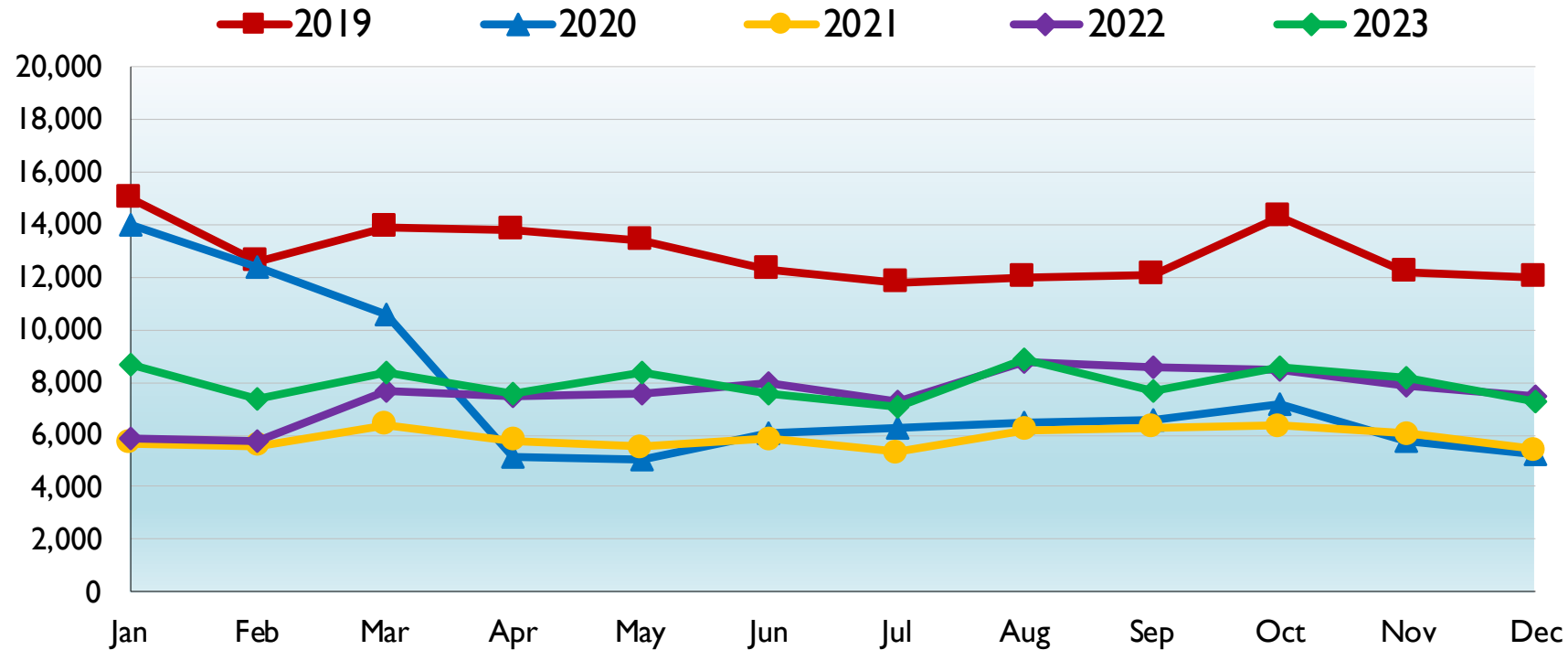
# Ridership – Paratransit



2020 = 205,815  
 2021 = 252,857  
 2022 = 327,316  
 2023 = 344,707 (Objective)  
 2023 = 360,535

**GOAL: 9.5% INCREASE OVER 2022 RIDERSHIP OBJECTIVE**  
**2023 Year-End Year Result: 16.2% Increase**

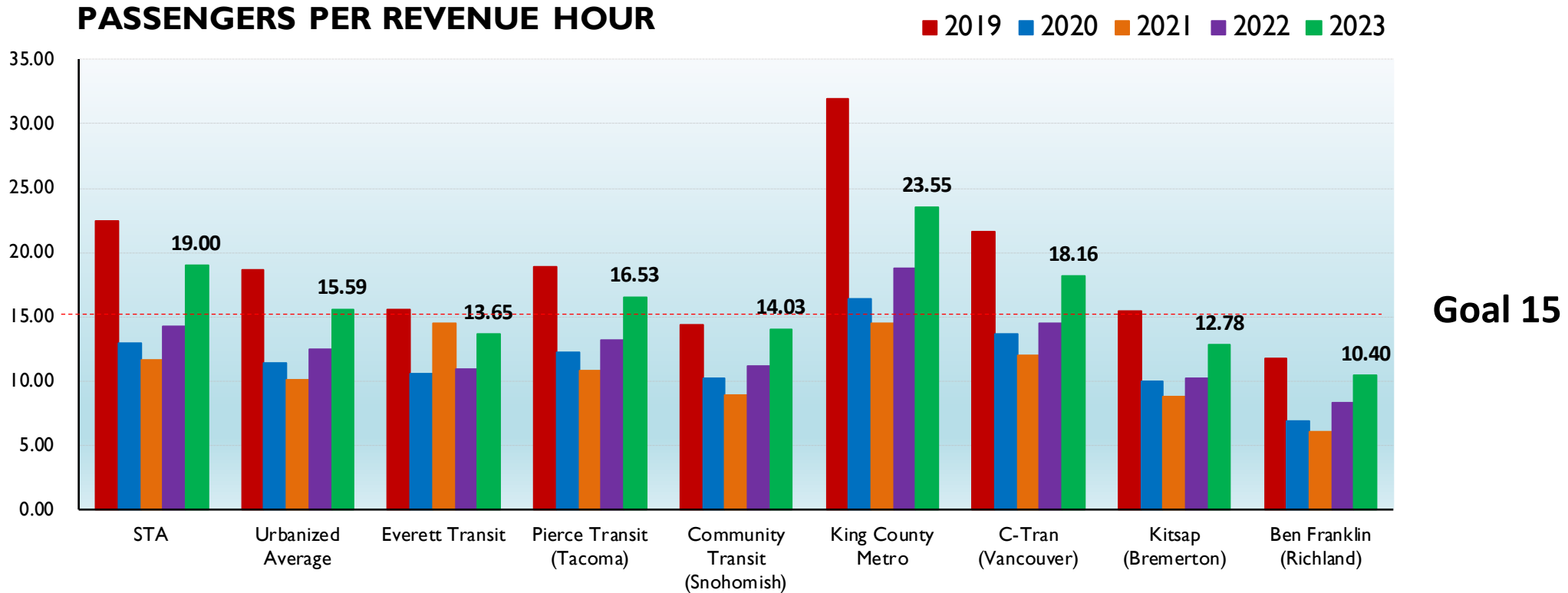
# Ridership – Rideshare



2020 = 90,770  
 2021 = 70,298  
 2022 = 90,576  
 2023 = 119,792 (Objective)  
 2023 = 95,655

**GOAL: 30.1% INCREASE OVER 2022 RIDERSHIP OBJECTIVE**  
**2023 Year-End Year Result: 5.6% Increase**

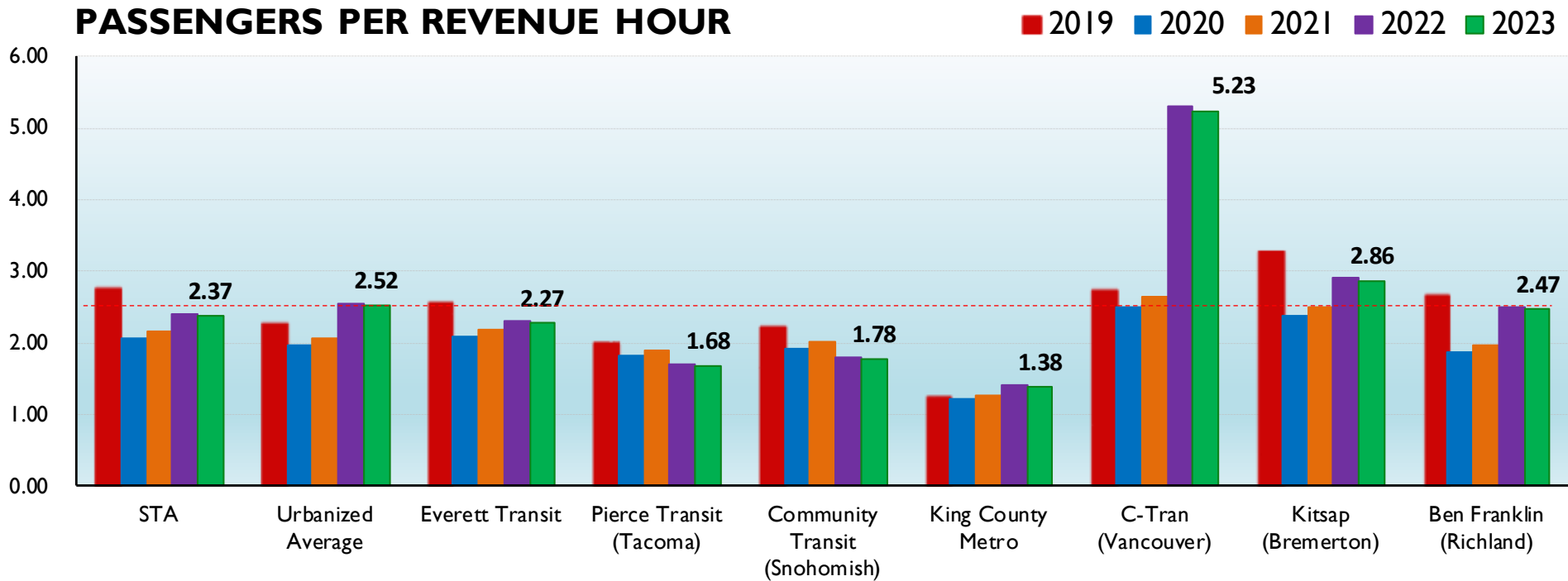
# Service Effectiveness – Fixed Route



**GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR**

*\* System averages assume a performance equal to STA for 2022*

# Service Effectiveness – Demand Response (Paratransit)



**Goal 2.4**

**GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR**

*\* System averages assume a performance equal to STA for 2022*

# Ridership Survey – Customer Security

| Fixed Route                   | 2019 | 2020      | 2021 | 2022 | 2023                                   | GOAL                        |
|-------------------------------|------|-----------|------|------|--|-----------------------------|
| <b>Personal Safety on Bus</b> | 4.1  | No survey | 4.2  | 4.1  | Survey results presented in April 2024 | Score 4.5 on a scale of 1-5 |
| <b>Driver Driving Safely</b>  | 4.3  | No survey | 4.4  | 4.4  | Survey results presented in April 2024 | Score 4.5 on a scale of 1-5 |

| Paratransit                   | 2019      | 2020                 | 2021 | 2022      | 2023                                 | GOAL                        |
|-------------------------------|-----------|----------------------|------|-----------|--------------------------------------|-----------------------------|
| <b>Personal Safety on Van</b> | No survey | Delayed due to Covid | 4.7  | No Survey | Survey results presented in May 2024 | Score 4.5 on a scale of 1-5 |
| <b>Driver Driving Safely</b>  | No survey | Delayed due to Covid | 4.8  | No Survey | Survey results presented in May 2024 | Score 4.5 on a scale of 1-5 |

# Community Perception Survey

| Question  | 2019 | 2020 | 2021 | 2022      | 2023 | Goal                        |
|---|------|------|------|-----------|------|-----------------------------|
| STA does a good job of listening to the public. | 3.7  | 3.7  | 3.8  | No Survey | 3.2  | Score 4.5 on a scale of 1-5 |

# Provide Excellent Customer Service

## 4 Performance Measures:

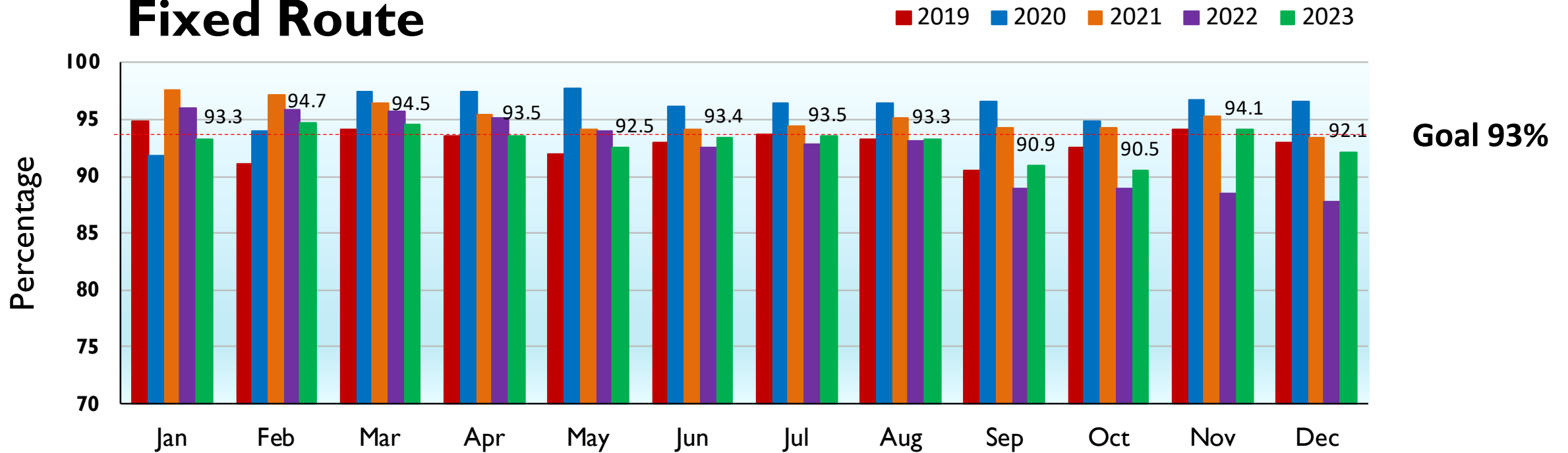
- On-Time Performance
- CS Call Center/Paratransit Reservations
  - Abandoned Calls
  - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability



# On-Time Performance

YTD Average 93%

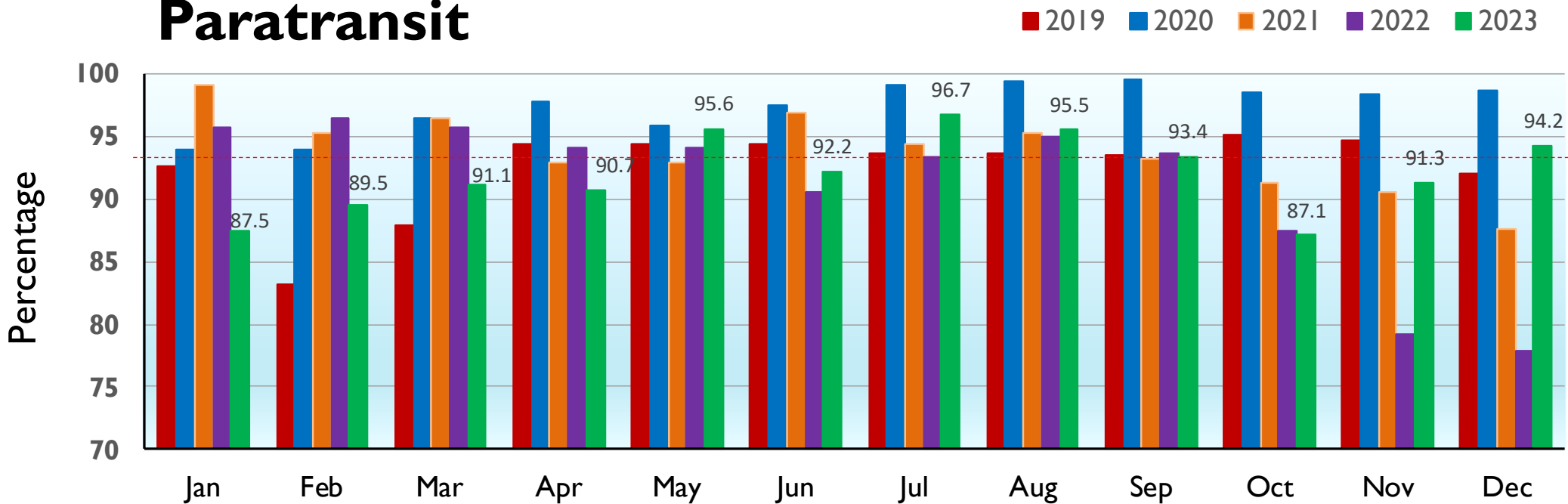
## Fixed Route



# On-Time Performance

YTD Average 92.1%

## Paratransit



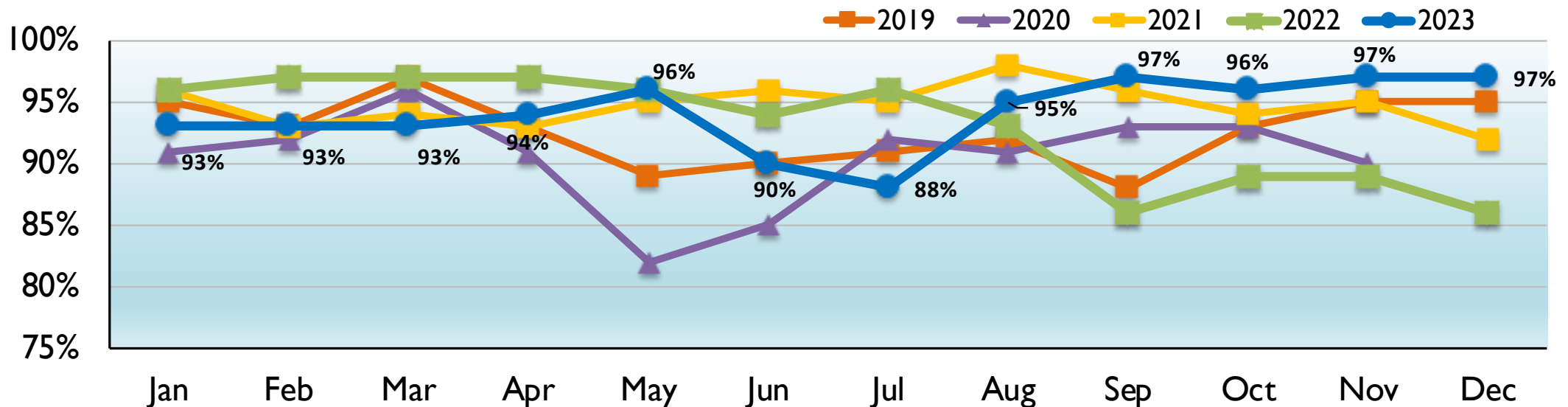
Goal 93%

# Customer Service: 509-328-RIDE Call Center Performance

| Total YTD | Goal |
|-----------|------|
| 93%       | 90%  |

## Service Level:

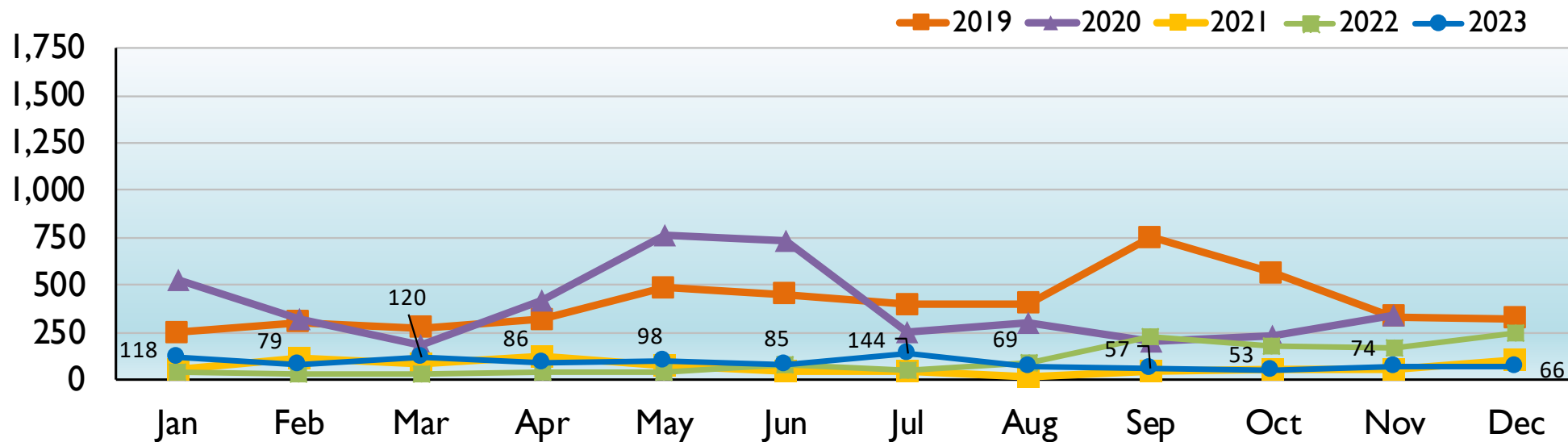
% of Calls Answered within 60 seconds



# Customer Service: 509-328-RIDE Call Center Performance

| Total YTD Calls | Total YTD Abandoned Calls | Goal | YTD Abandon Rate |
|-----------------|---------------------------|------|------------------|
| 76,185          | 1,049                     | 4%   | 1%               |

## Abandoned Calls

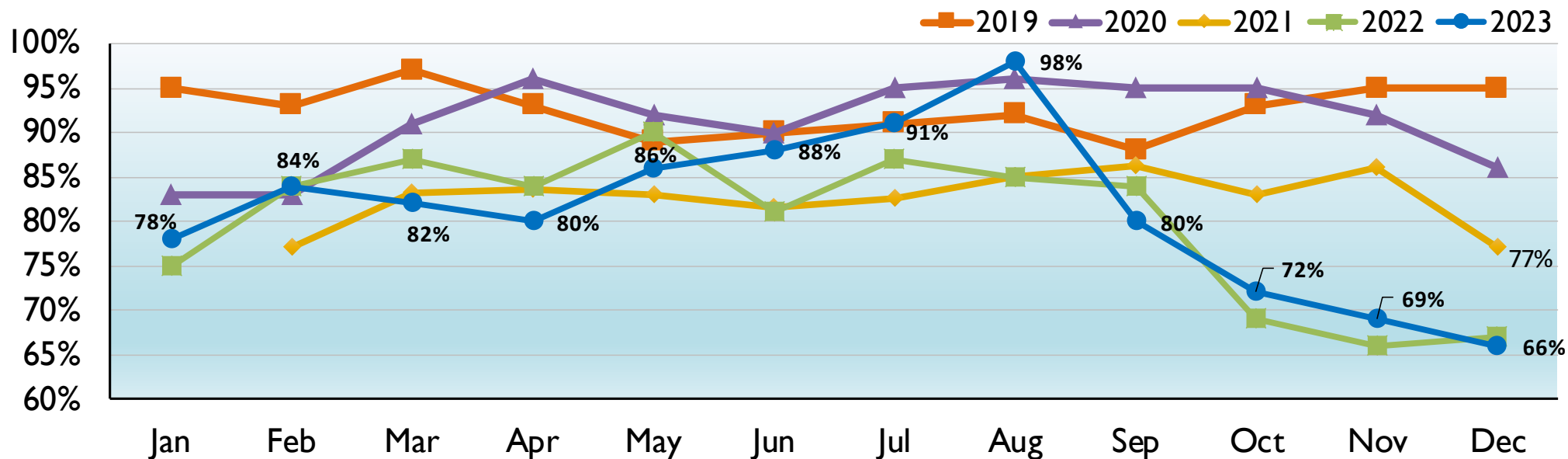


# Paratransit Reservations: 509-328-1552 Call Center Performance

## Service Level:

% of Calls Answered within 60 seconds

| Total YTD Calls | Total YTD Calls Answered in 60 Seconds | Goal | YTD % |
|-----------------|--|------|-------|
| 235,259         | 184,691                                | 90%  | 84%   |

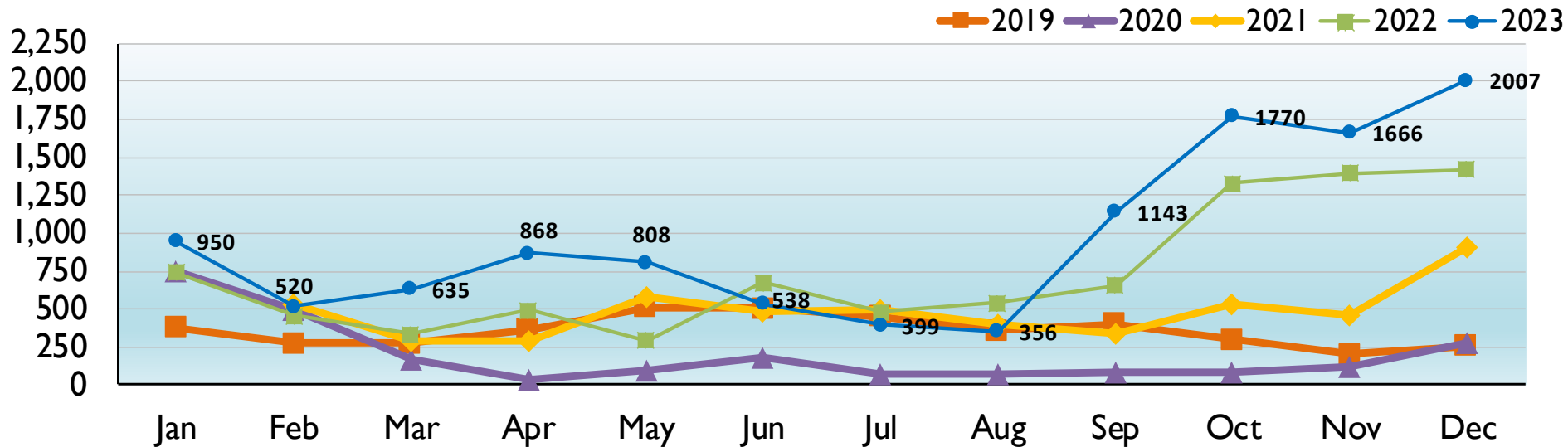


# Paratransit Reservations: 509-328-1552

## Call Center Performance

| Total YTD Calls | Total YTD Abandoned Calls | Goal | YTD Abandon Rate |
|-----------------|---------------------------|------|------------------|
| 235,259         | 4,664                     | 4%   | 3.0%             |

### Abandoned Calls



# Complaint Rate

## Comment Rate

**Fixed Route**

**Paratransit**

|  | 2019 | 2020 | 2021 | 2022 | 2023 | Goal                              |
|--|------|------|------|------|------|-----------------------------------|
|  | 10.8 | 18.1 | 11.4 | 9.9  | 9.9  | ≤ 8.0<br>(per 100K<br>passengers) |
|  | 5.4  | 6.0  | 6.1  | 6.0  | 4.4  | ≤ 8.0<br>(per 10K<br>passengers)  |

# Maintenance Reliability

## Average Miles Between Road Calls

|                    | 2019          | 2020          | 2021          | 2022          | 2023          | GOAL               |
|--------------------|---------------|---------------|---------------|---------------|---------------|--------------------|
| <b>Fixed Route</b> | <b>6,722</b>  | <b>6,961</b>  | <b>6,752</b>  | <b>6,216</b>  | <b>6,515</b>  | < 1 / 7,500 miles  |
| <b>Paratransit</b> | <b>67,537</b> | <b>64,205</b> | <b>64,626</b> | <b>75,275</b> | <b>83,024</b> | < 1 / 75,000 miles |



# Enable Organizational Success

## 3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

# Training: Fixed Route & Paratransit

|                    | 2019      | 2020                 | 2021      | 2022                 | 2023                 | Goal  |
|--------------------|-----------|----------------------|-----------|----------------------|----------------------|---|
| <b>Fixed Route</b> | Completed | Delayed due to Covid | Completed | No Advanced Training | 9 hours per employee | 8 hours Advanced Training per Operator annually |
| <b>Paratransit</b> | Completed | Completed            | Completed | No Advanced Training | No Advanced Training | 8 hours Advanced Training per Operator annually |

# Training: Maintenance

| <b>2023 YTD</b>         | <b>Goal</b>           |
|-------------------------|-----------------------|
| 49.3 hours per employee | 25 hours per employee |

# Training: Managers and Administrative Staff

| <b>2023 YTD</b>  | <b>Goal</b> |
|------------------|-------------|
| <b>Completed</b> | <b>100%</b> |

# Supervisor Ride Checks

|                    | 2019                  | 2020                      | 2021                   | 2022                    | 2023                     | Goal                               |
|--------------------|-----------------------|---------------------------|------------------------|-------------------------|--------------------------|------------------------------------|
| <b>Fixed Route</b> | 268 of 273 completed* | 88 out of 295 completed** | Suspended due to COVID | 29 out of 270 Completed | 333 out of 333 Completed | 100% of operators checked annually |
| <b>Paratransit</b> | 61 of 61 completed    | 53 of 53 completed        | Suspended due to COVID | 48 out of 48            | 65 out of 65 Completed   | 100% of operators checked annually |

\*All active operators completed

\*\* Ride checks suspended in March 2020 due to Covid

# Governance

## Board Development

Attendance at a transit-related conference/exhibition event

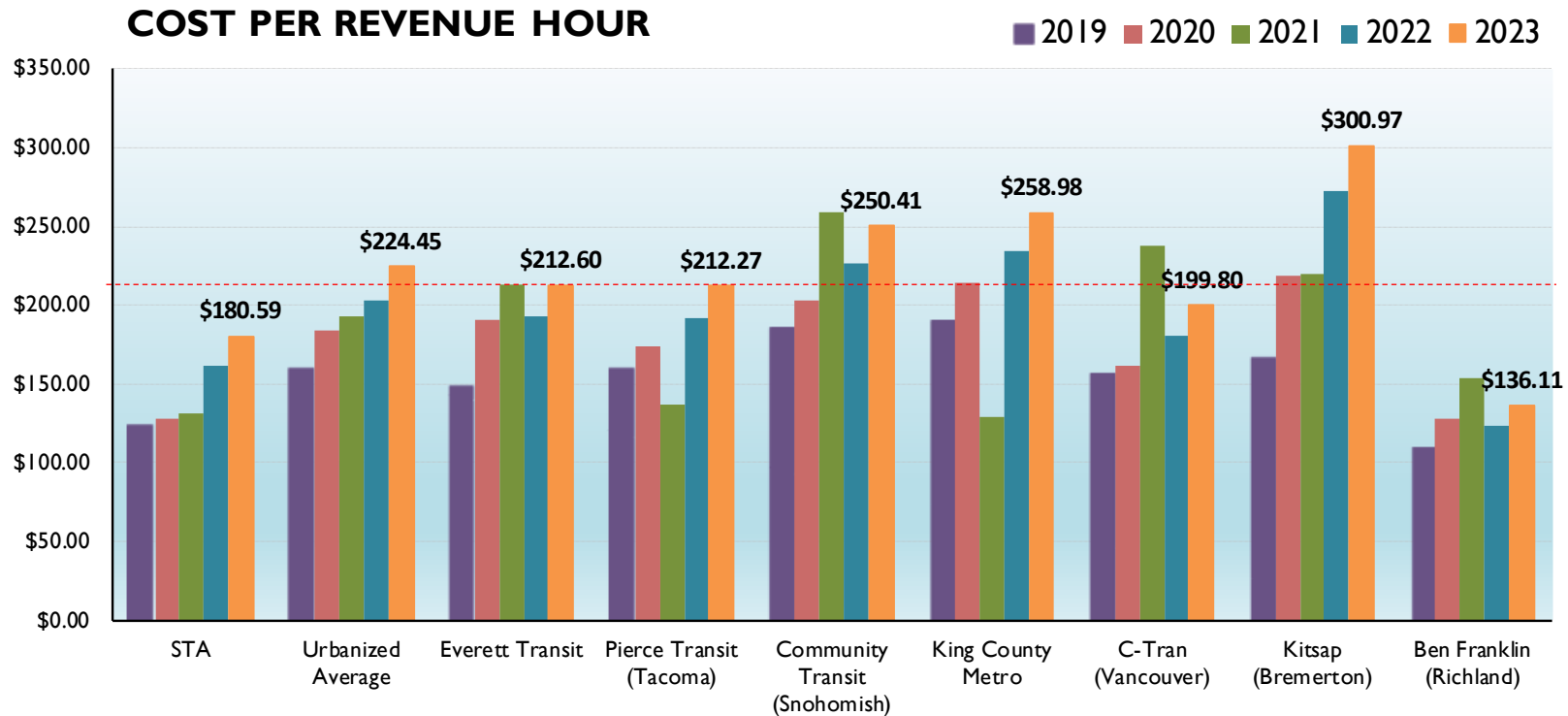
| <b>Event</b>                                 | <b>Location</b> | <b>Attendee(s)</b>         |
|--|-----------------|----------------------------|
| APTA Transform<br>Conference<br>October 2023 | Orlando, FL     | Two Board Members Attended |

# Exemplify Financial Stewardship

## 5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
  - Financial Management
  - Service Level Stability
  - Ability to Sustain Essential Capital Investments
  - Public Perception

# Cost Efficiency – Fixed Route



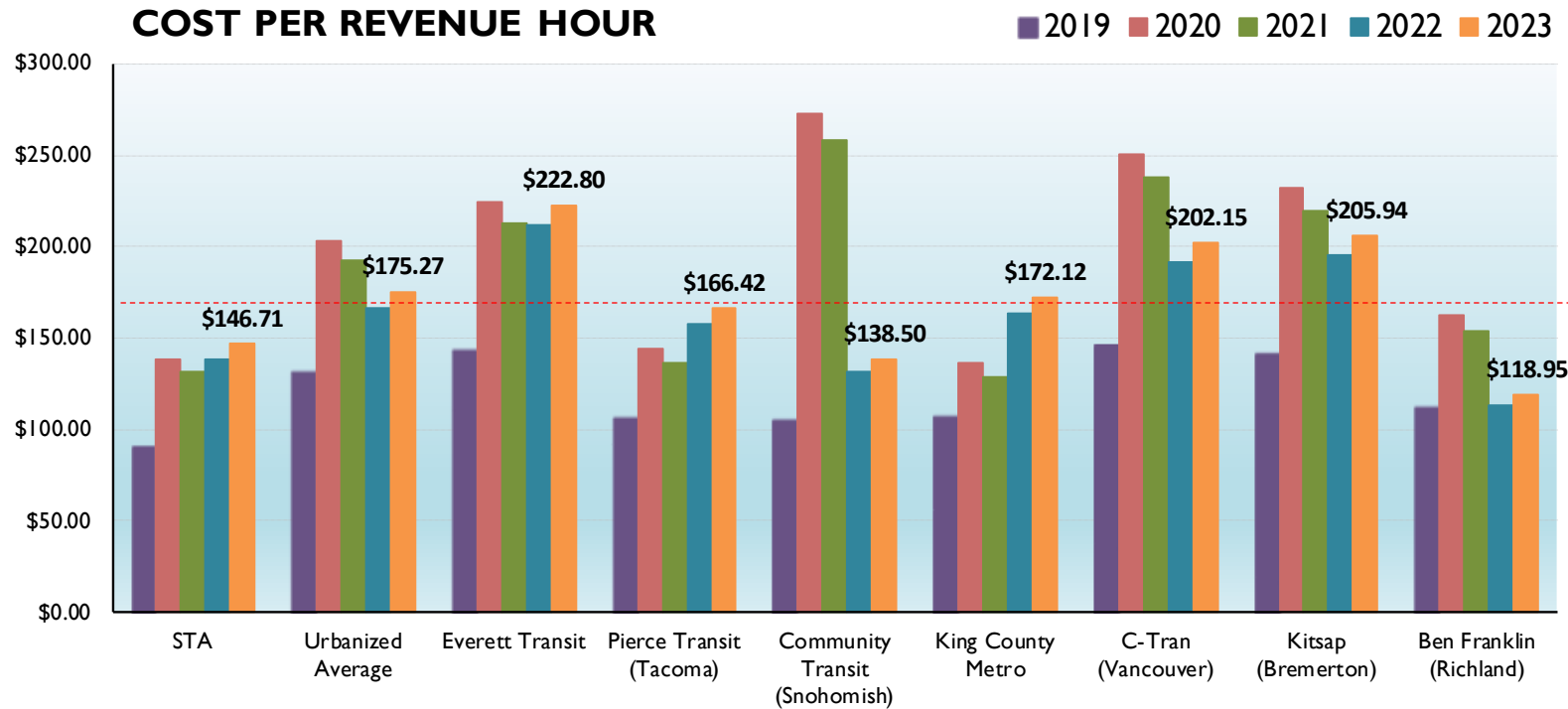
- Objective**  
**\$213.23**
- Previous year results**
- 2019 - 2022 data from NTD reports
- STA 2023 data reflects year-to-date 4<sup>th</sup> quarter result**
- System averages assume a performance equal to STA for 2023

**OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**

**2023 Status: 80.5% (STA - \$180.59 Urban Average - \$224.45)**



# Cost Efficiency – Demand Response (Paratransit)



**Objective  
\$166.50**

**Previous year results**

- 2019 - 2022 data from NTD reports

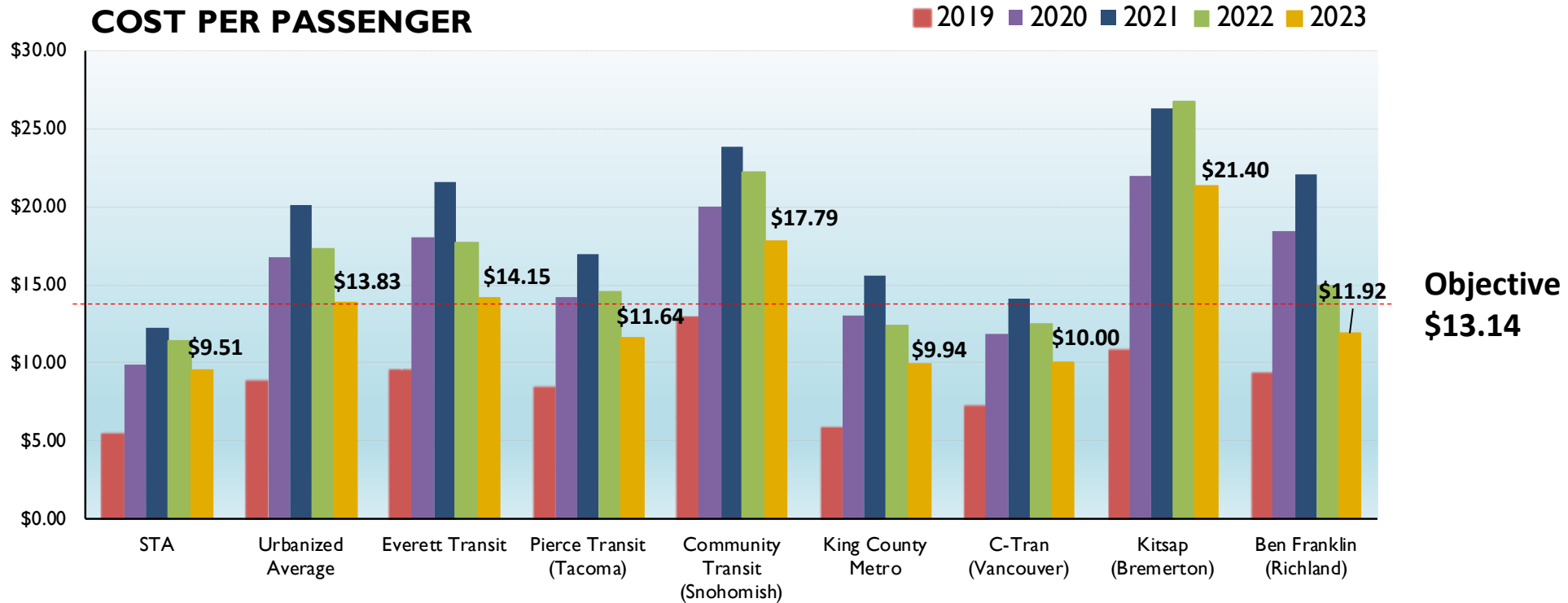
**STA 2023 data reflects year-to-date 4<sup>th</sup> quarter result**

- System averages assume a performance equal to STA for 2023

**OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**

**2023 Status: 83.7% (STA - \$146.71 Urban Average - \$175.27)**

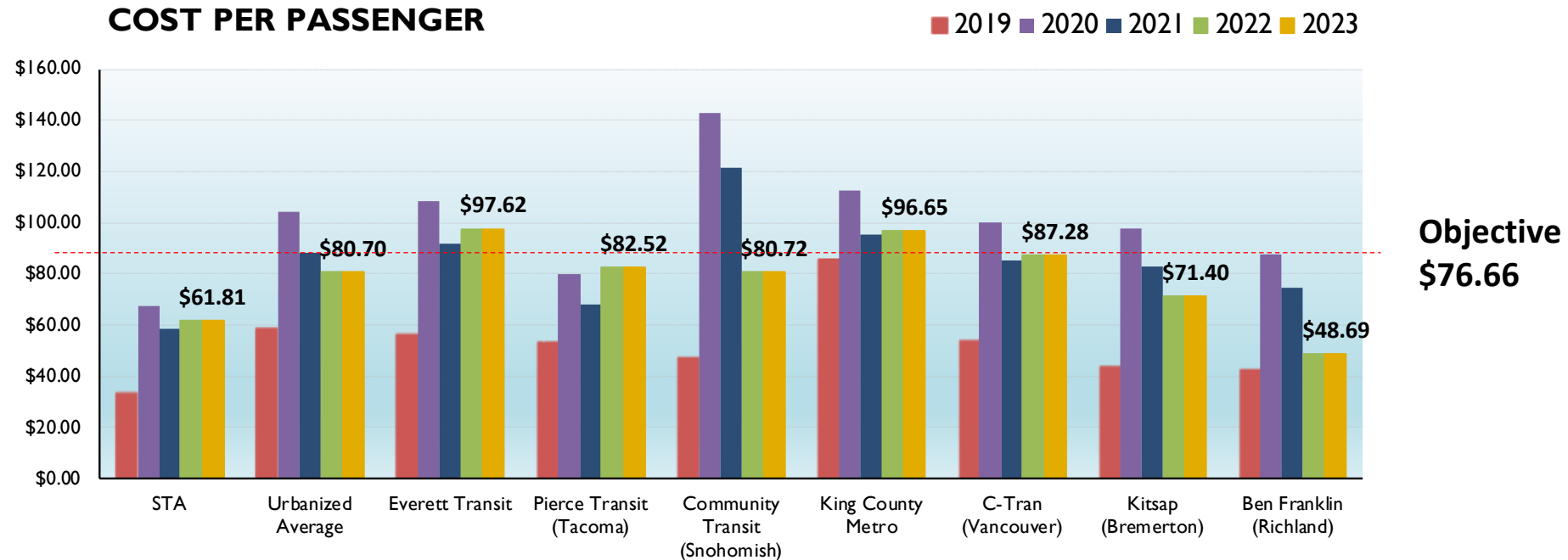
# Cost Effectiveness – Fixed Route



**OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**

**2023 Status: 68.7% (STA - \$9.51 / Urban Average - \$13.83)**

# Cost Effectiveness-Demand Response (Paratransit)

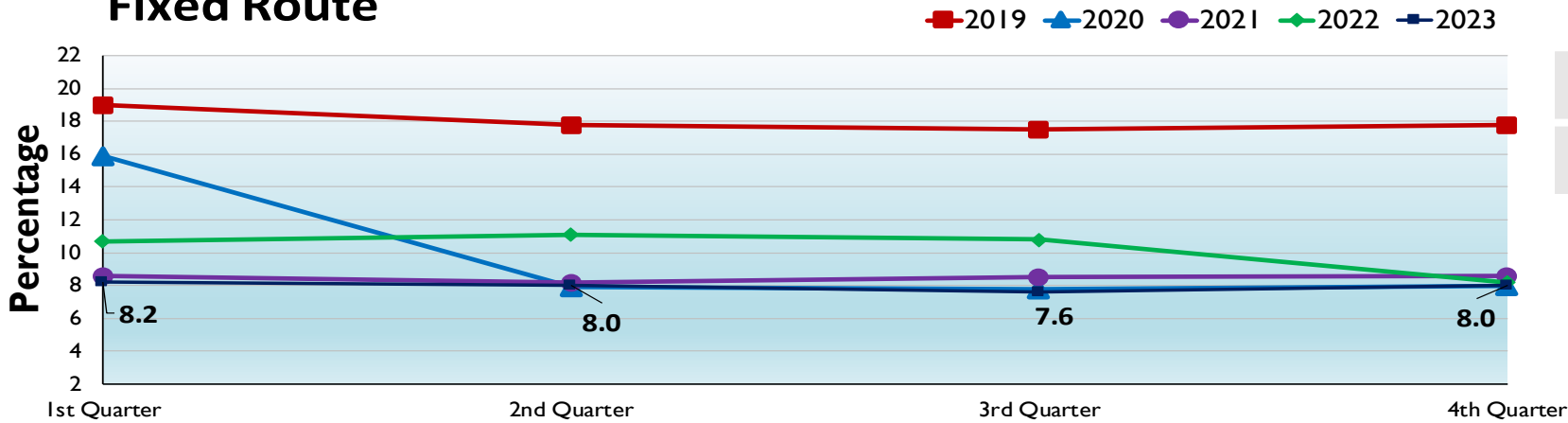


**OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS**

**2023 Status: 76.6% (STA - \$61.81 Urban Average - \$80.70)**

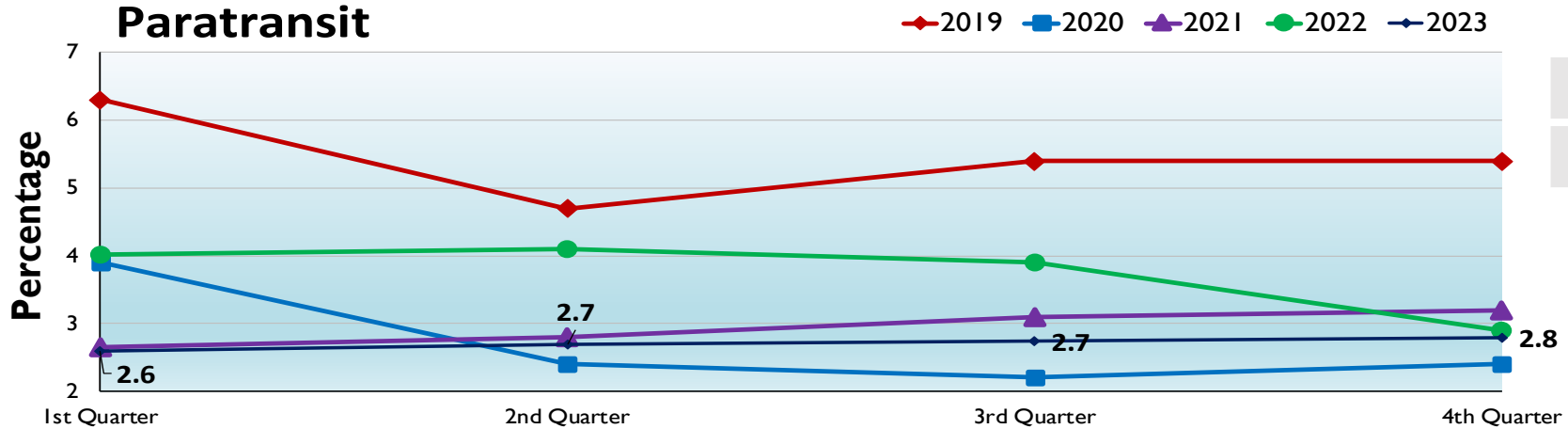
# Cost Recovery from User Fees

## Fixed Route



|        |     |
|--------|-----|
| Goal   | 20% |
| Actual | 8%  |

## Paratransit



|        |      |
|--------|------|
| Goal   | 5%   |
| Actual | 2.8% |

# Cost Efficiency – Rideshare

|                                      | 2019         | 2020         | 2021         | 2022         | 2023         |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|
| <b>Operating/Admin Cost per Mile</b> | \$0.53       | \$0.69       | \$0.80       | \$0.69       | \$0.79       |
| <b>Revenue per Mile</b>              | \$0.51       | \$0.28       | \$0.31       | \$0.27       | \$0.28       |
| <b>Cost Recovery</b>                 | <b>95.2%</b> | <b>35.8%</b> | <b>38.8%</b> | <b>39.8%</b> | <b>38.4%</b> |

**GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS**

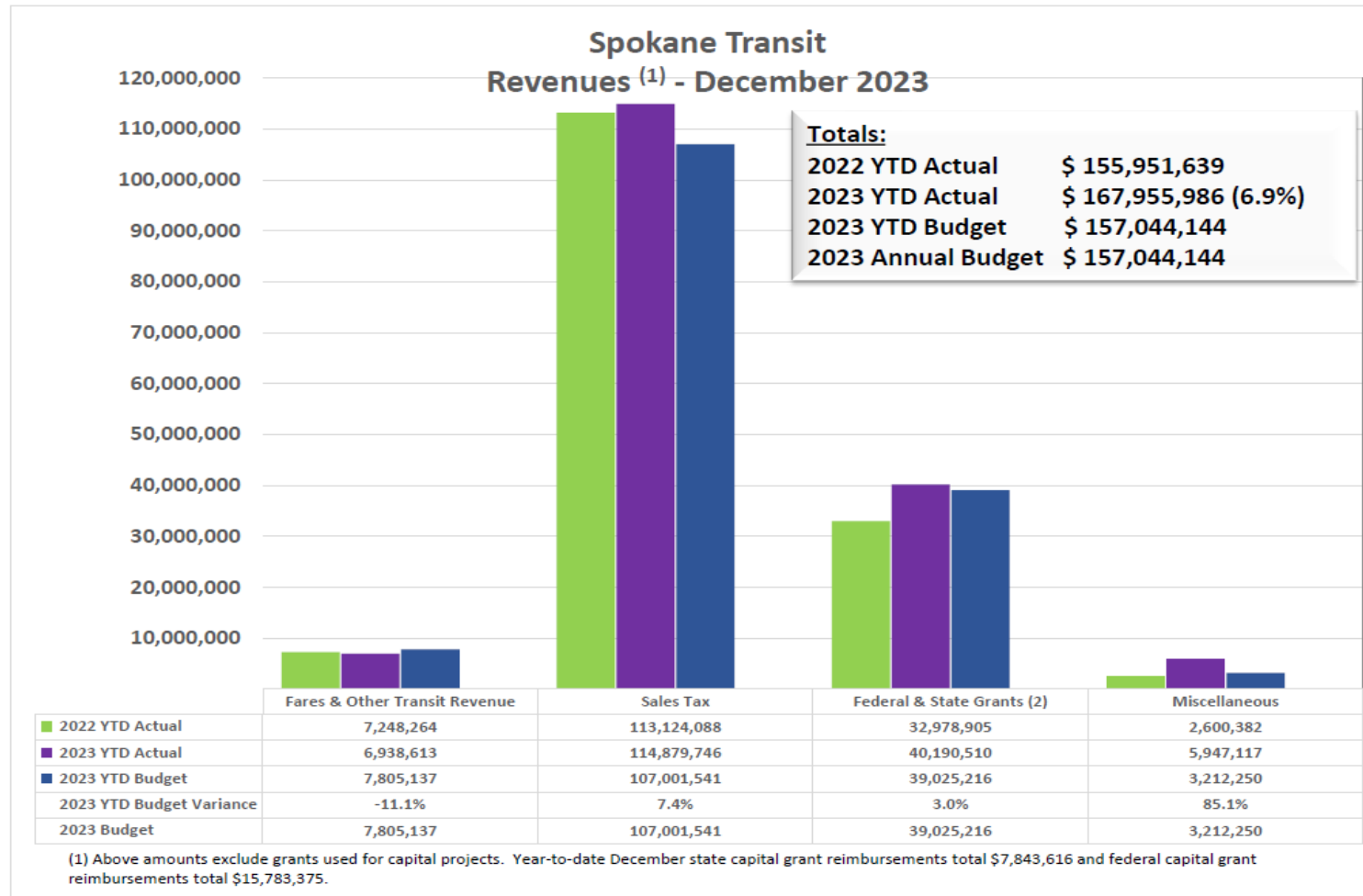
# Cost Efficiency – Maintenance

## MAINTENANCE COST

Cost per Total Mile

|                    | 2019          | 2020          | 2021          | 2022          | 2023          | GOAL          |
|--------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>Fixed Route</b> | <b>\$1.18</b> | <b>\$1.22</b> | <b>\$1.39</b> | <b>\$1.10</b> | <b>\$1.61</b> | <b>\$1.47</b> |
| <b>Paratransit</b> | <b>\$1.00</b> | <b>\$1.16</b> | <b>\$1.08</b> | <b>\$1.17</b> | <b>\$1.26</b> | <b>\$1.13</b> |

# Financial Management



# Service Level Stability & Ability to Sustain Essential Capital Investments

|   | Current Projection | Goal    |
|---|--------------------|---------|
| # of Years Current Service Level Can Be Sustained | 6 Years            | 6 Years |
| Fully Funded Capital Improvement Plan             | 6 Years            | 6 Years |



# Community Perception Survey

| Question                       | 2019 | 2020      | 2021 | 2022      | 2023                                 | Goal                        |
|--------------------------------|------|-----------|------|-----------|--------------------------------------|-----------------------------|
| STA is Financially Responsible | 3.74 | No Survey | 3.86 | No Survey | 3.1<br>*Change in question phrasing. | Score 4.5 on a scale of 1-5 |

*\*2019-2021 Question: STA is financially responsible.*

*\*2023 Question: STA manages financial resources well.*