



2026 First Quarter Year-to-Date 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

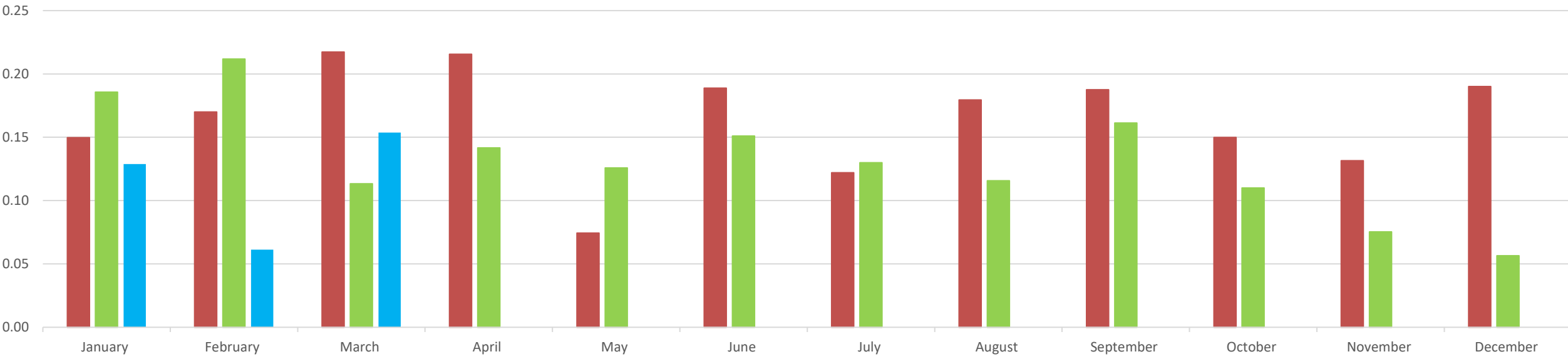
Performance Measures:

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

Preventable Accidents: Fixed Route

	2024	2025	2026
January	11	13	9
February	16	14	4
March	9	8	11
April	9	10	
May	10	9	
June	8	10	
July	5	9	
August	13	8	
September	9	11	
October	7	8	
November	9	5	
December	14	4	
Total Prev. Accidents	120	109	24
YTD Preventables per 10,000 miles	0.17	0.13	0.12
GOAL	≤ 0.11 per 10,000 miles		

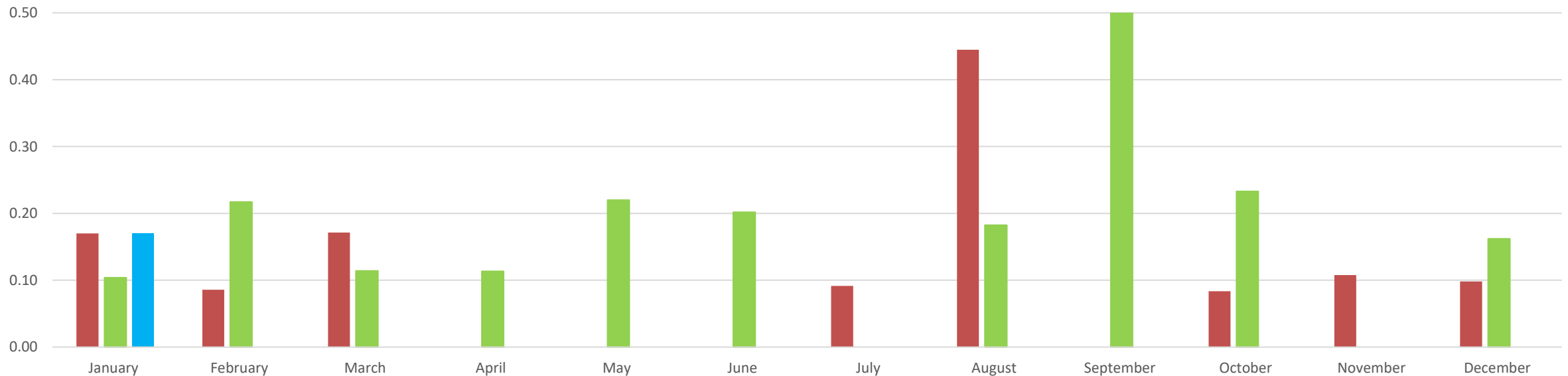
Fixed Route Preventable Accidents per 10,000 Miles ■ 2024 ■ 2025 ■ 2026



Preventable Accidents: Paratransit

	2024	2025	2026
January	2	1	2
February	1	2	0
March	2	1	0
April	0	1	
May	0	2	
June	0	2	
July	1	0	
August	5	2	
September	0	8	
October	1	3	
November	1	0	
December	1	2	
Total Prev. Accidents	14	24	2
YTD Preventables per 10,000 miles	0.10	0.19	0.06
GOAL	≤ 0.10 per 10,000 miles		

Paratransit Preventable Accidents per 10,000 Miles ■ 2024 ■ 2025 ■ 2026



Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2023	2024	2025	2026 YTD	Goal
Fixed Route	0.04	0.05	0.02	0.03	≤ 0.02
Paratransit	0.05	0.05	0.04	0.07	≤ 0.04
Maintenance	0.01	0.01	0.02	0.03	≤ 0.03

Workers' Compensation – Claims

Claims per 1,000 Hours

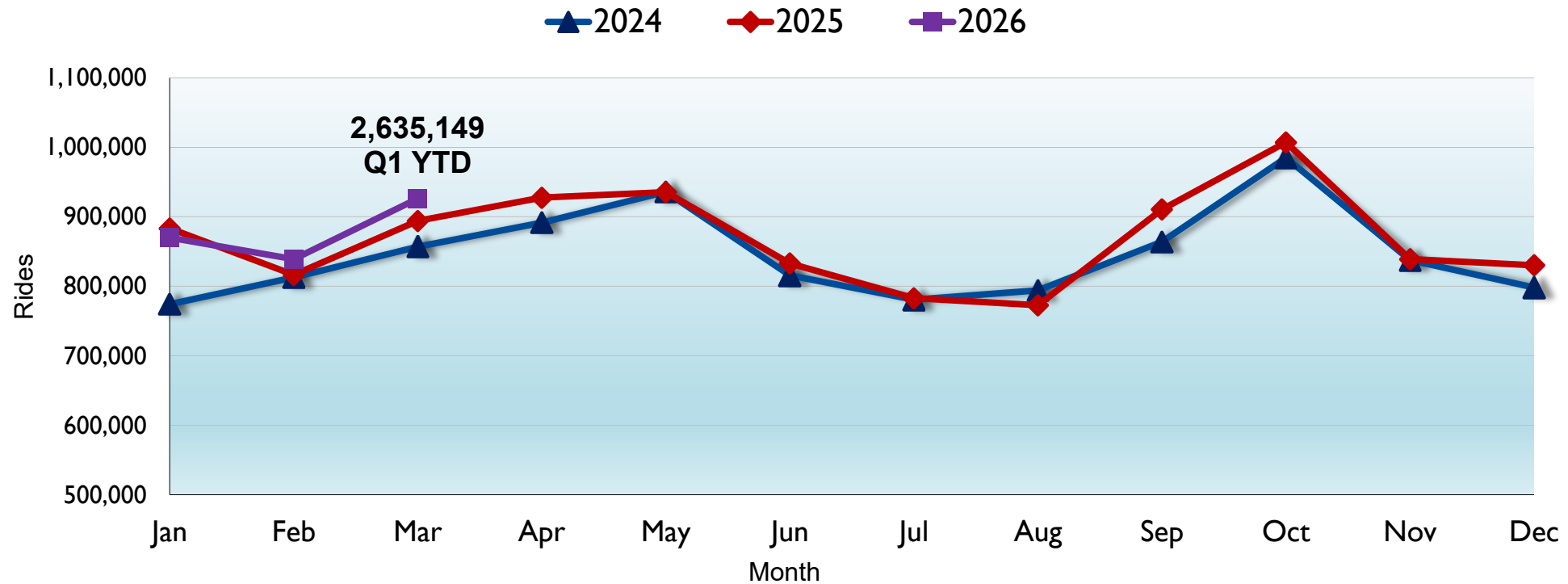
	2023	2024	2025	2026 YTD	Goal
Fixed Route	0.07	0.08	0.06	0.02	≤ 0.05
Paratransit	0.09	0.09	0.02	0.14	≤ 0.05
Maintenance	0.09	0.06	0.06	0.06	≤ 0.05

Earn & Retain the Community's Trust

4 Performance Measures:

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

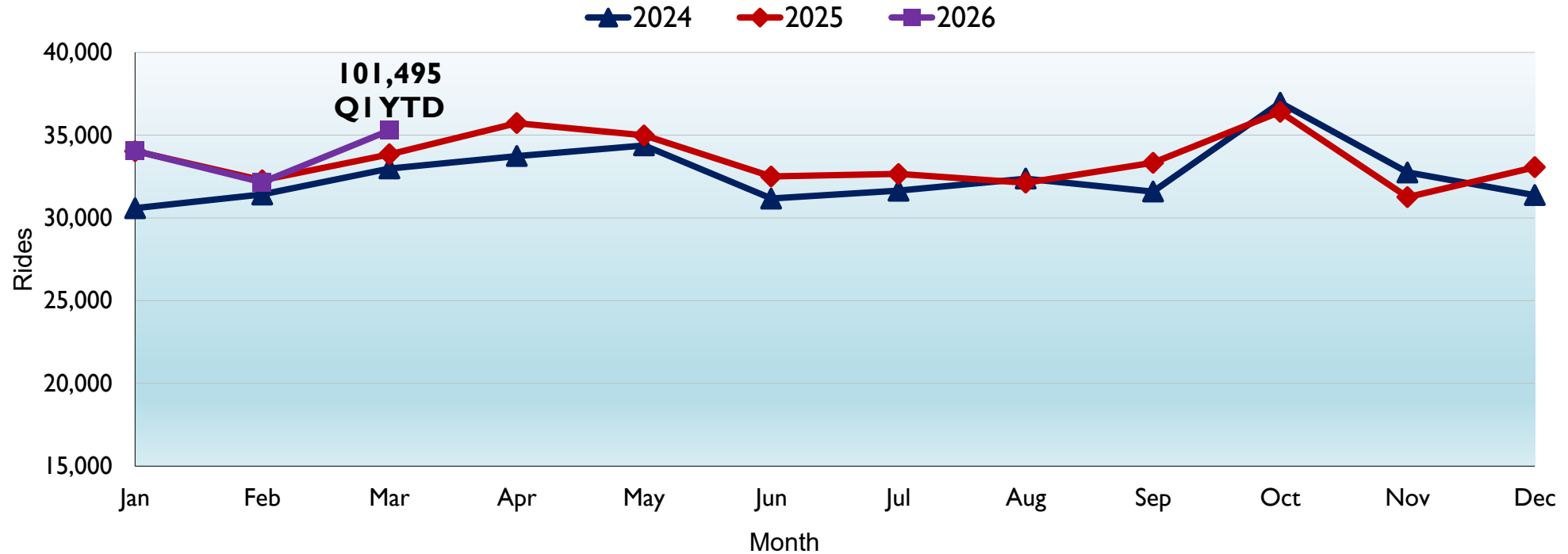
Ridership – Fixed Route



2024 = 10,147,079
 2025 = 10,432,622
 2026 = 2,635,149 (YTD)
 2026 Goal = 10.49M

2026 Q1 YTD: 2,635,149
1.6% Increase over Q1 2025 (2,593,782)

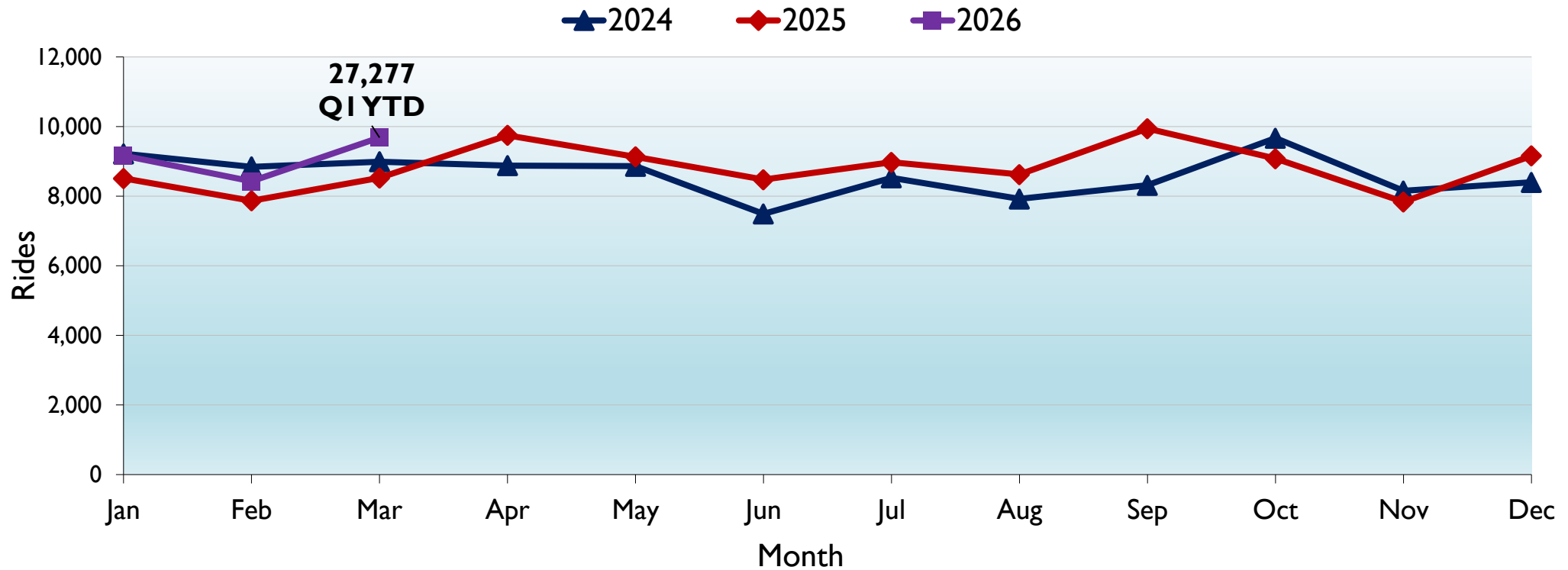
Ridership – Paratransit



2024 = 390,956
 2025 = 402,176
 2026 = 101,495 (YTD)
 2026 Goal = 421,489

2026 Q1 YTD: 101,495
1.4% Increase over Q1 2025 (100,142)

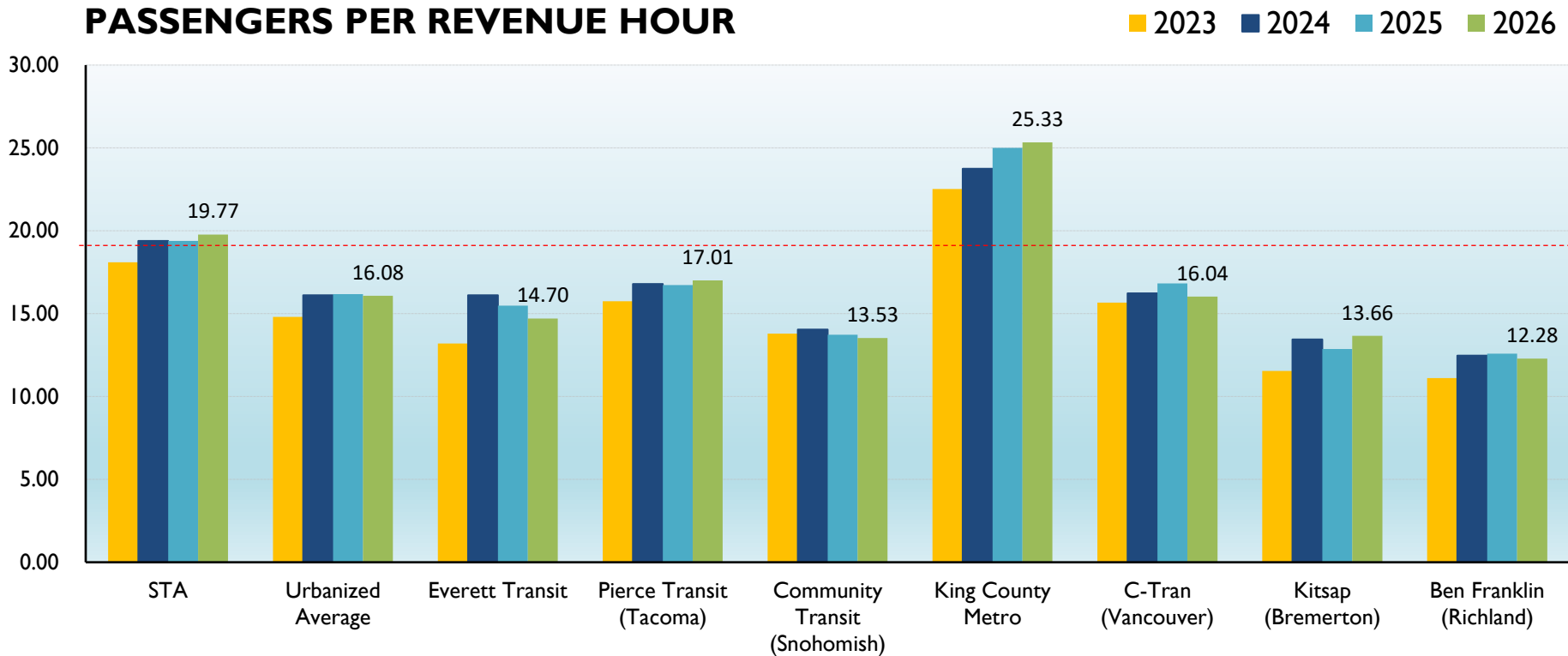
Ridership – Rideshare



2024 = 103,270
 2025 = 105,868
 2026 = 27,277 (YTD)
 2026 Goal = 133,174

2026 Q1 YTD: 27,277
9.5% Increase over Q1 2025 (24,903)

Service Effectiveness – Fixed Route



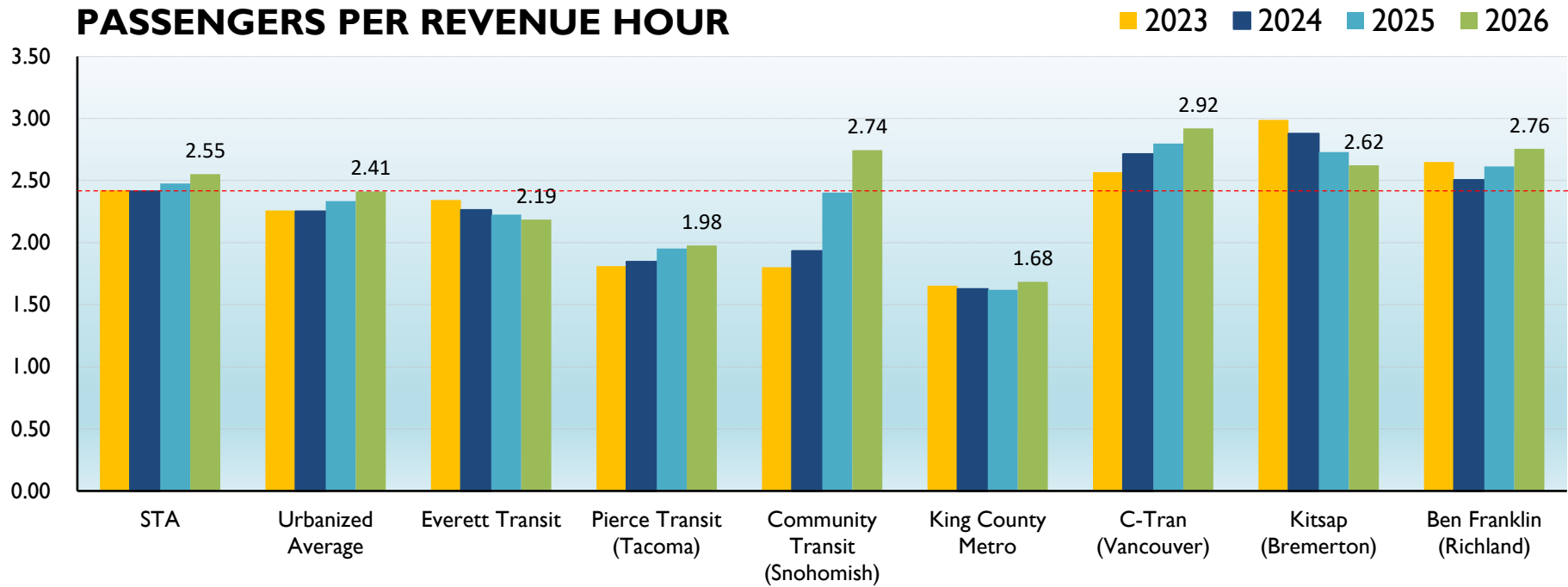
Goal 19.35

Notes:

- Data is collected from NTD 2023 - 2026 reports.

2026 GOAL: TRANSPORT 19.35 OR MORE PASSENGERS PER REVENUE HOUR

Service Effectiveness – Demand Response (Paratransit)



Goal 2.41

Notes:

- Data is collected from NTD 2023 - 2026 reports.

GOAL: TRANSPORT 2.41 OR MORE PASSENGERS PER REVENUE HOUR

Ridership Survey – Customer Security

Fixed Route	2023	2024	2025	2026	GOAL
Personal Safety on Bus	4.0	4.3	3.9	4.1	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.3	4.2	4.1	4.3	Score 4.5 on a scale of 1-5

Paratransit	2023	2024	2025	2026	GOAL
Personal Safety on Van	No Survey	4.7	4.9	TBD	Score 4.7 on a scale of 1-5
Driver Driving Safely	No Survey	4.7	4.8	TBD	Score 4.7 on a scale of 1-5

Community Perception Survey

Question	2023	2024	2025	2026	Goal
STA does a good job of listening to the public.	3.2	No Survey	3.3	3.1	Score 4.0 on a scale of 1-5

Provide Excellent Customer Service

4 Performance Measures:

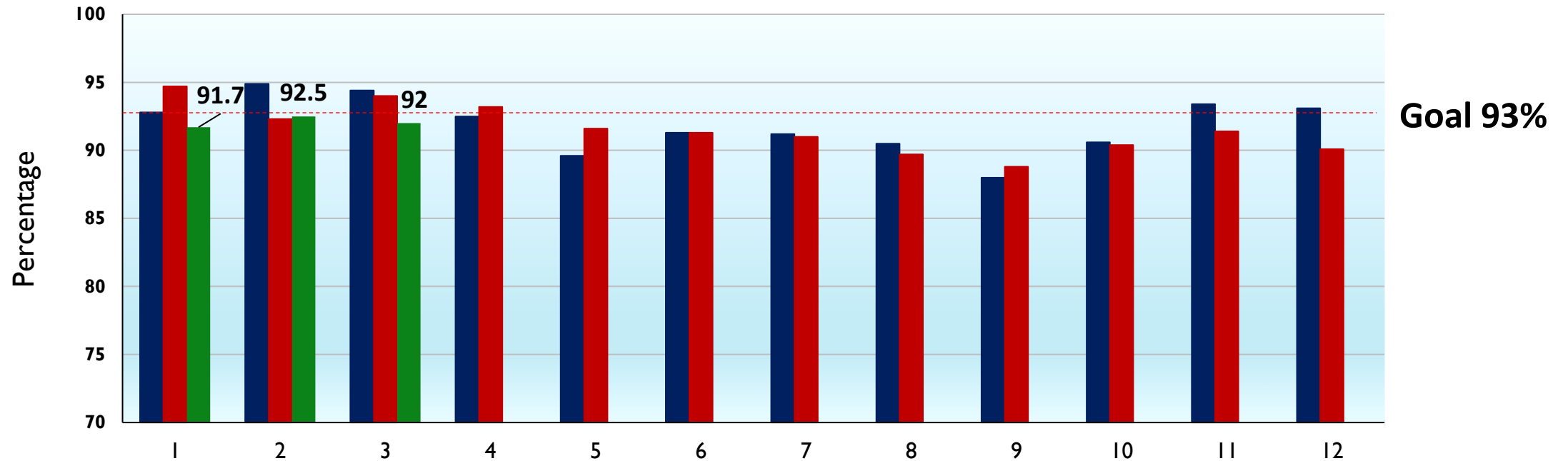
- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability

On-Time Performance – Fixed Route

YTD Average 92.1%

Fixed Route

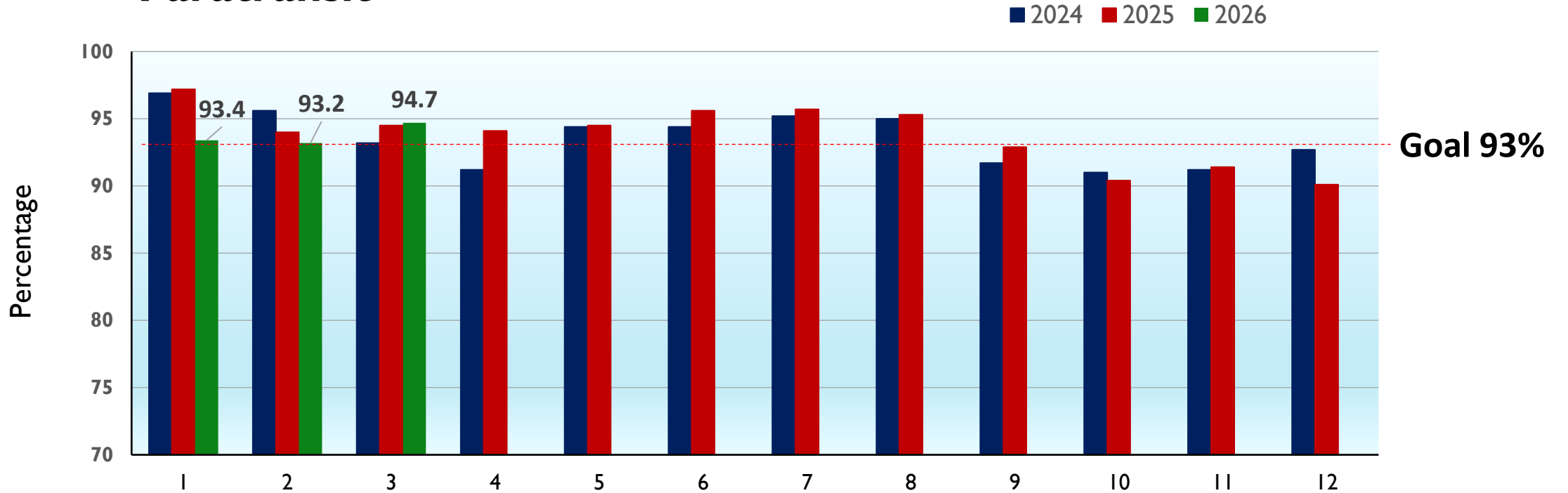
2024 2025 2026



On-Time Performance - Paratransit

YTD Average 93.8%

Paratransit



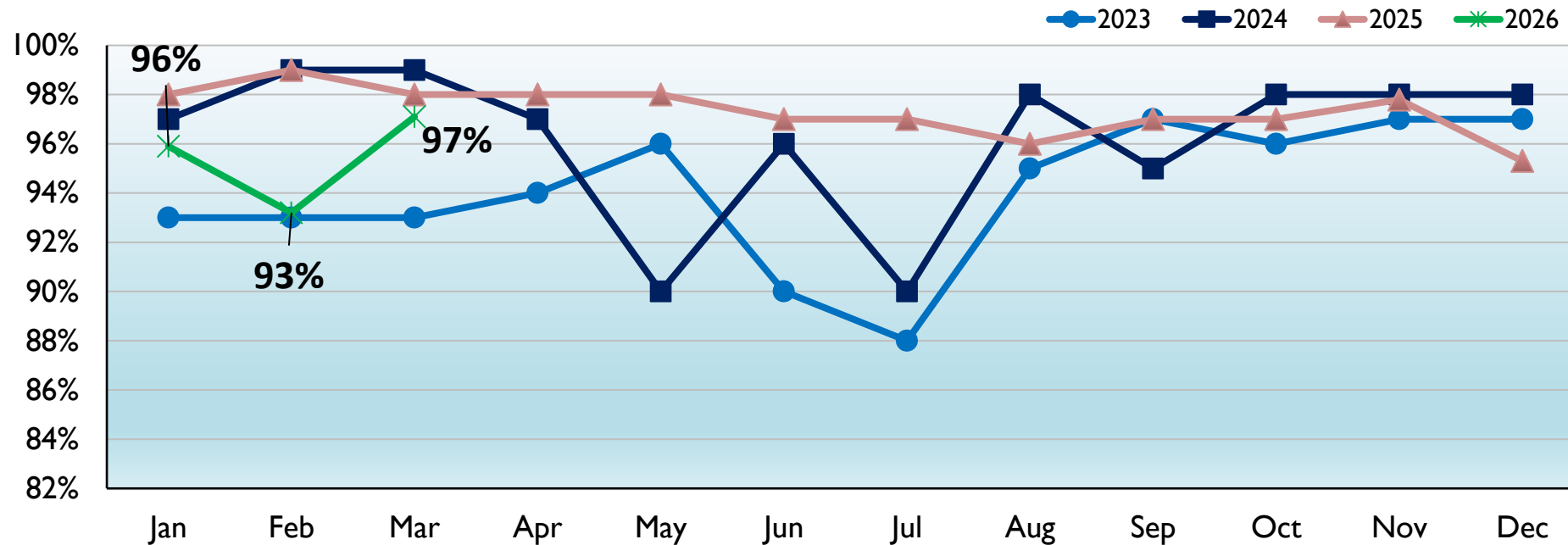
Customer Service: 509-328-RIDE

Call Center Performance – Service Level

Service Level:

% of Calls Answered within 60 seconds

Total YTD	Goal
95%	95%

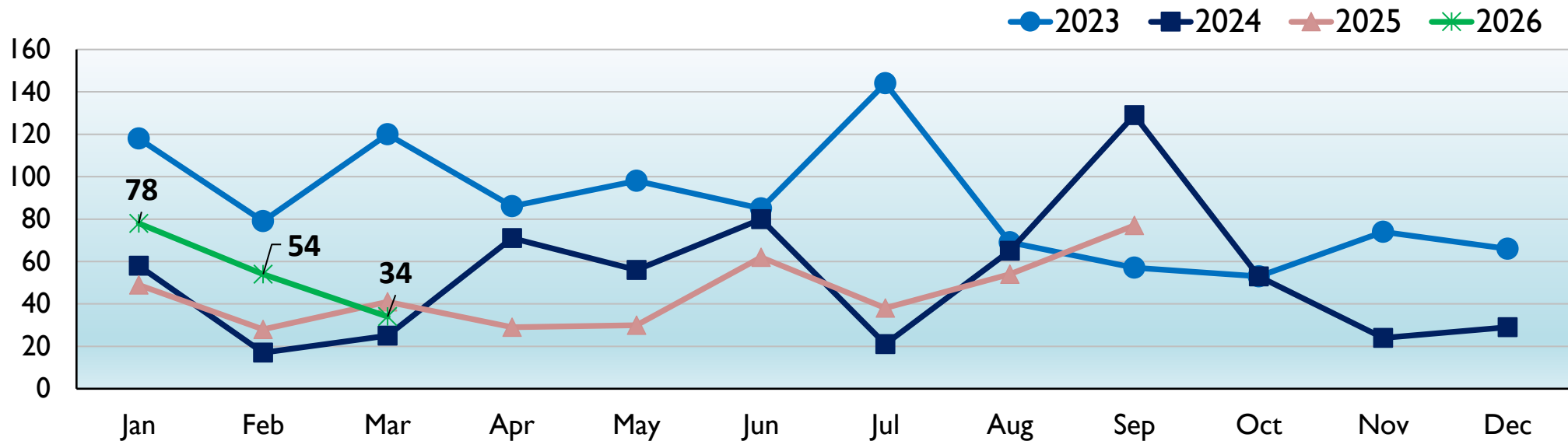


Customer Service: 509-328-RIDE

Call Center Performance – Abandoned Calls

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
13,821	162	2%	1.2%

Abandoned Calls

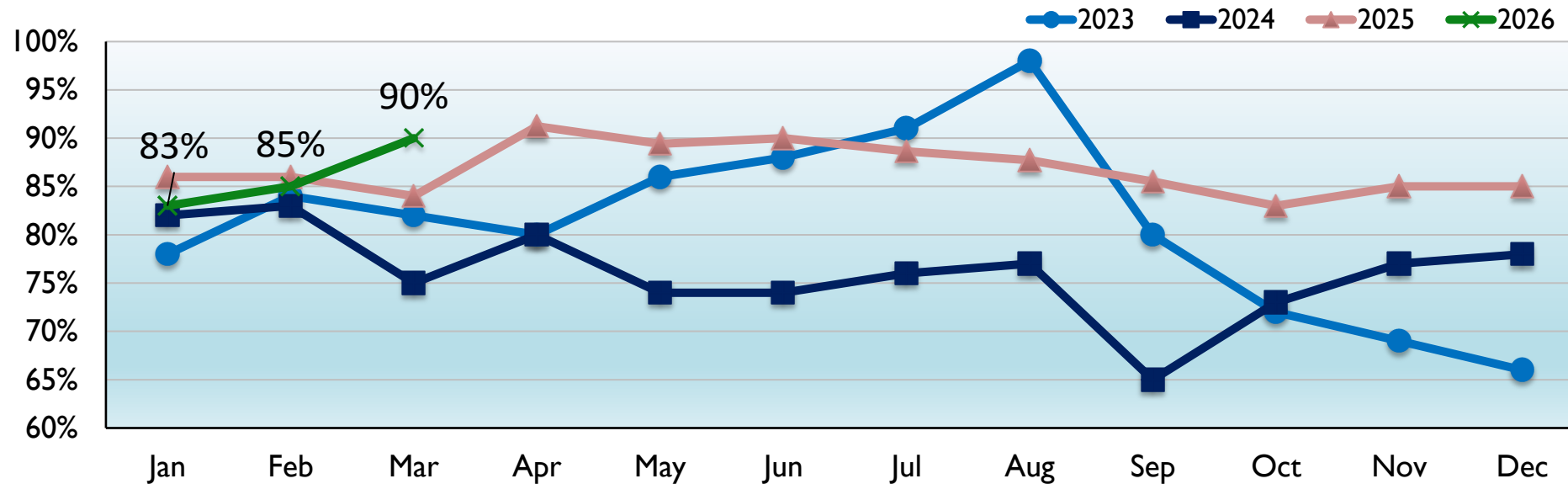


Paratransit Reservations: 509-328-1552 Call Center Performance – Service Level

Service Level:

% of Calls Answered within 60 seconds

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
57,015	47,693	90%	86%

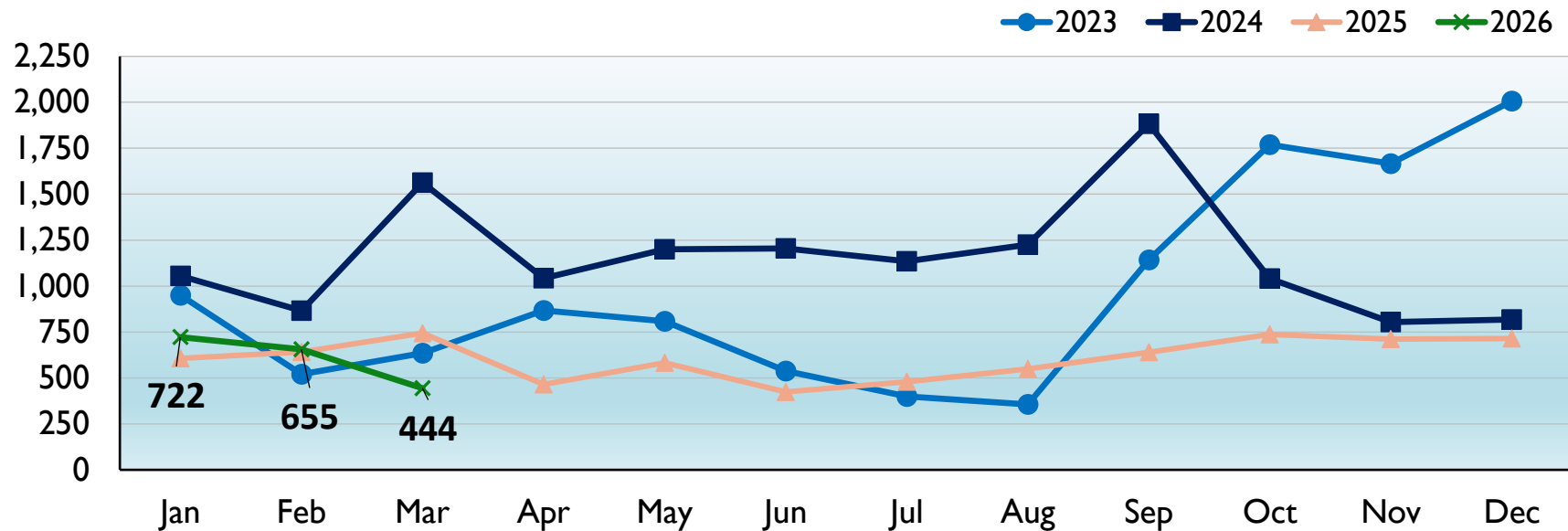


Paratransit Reservations: 509-328-1552

Call Center Performance – Abandoned Calls

Total Abandoned Calls	Total Abandoned Calls Outside Service Level	Goal	YTD Abandon Rate
1,871	419	2%	0.7%

Abandoned Calls



Customer Complaints

	2023	2024	2025	2026	Goal
Fixed Route	9.9	8.7	10.0	10.1	≤ 8.5 (per 100K passengers)
Fixed Route (Valid)	2.4	2.3	2.2	2.1	≤ 3.0 (per 100K passengers)
Paratransit	4.4	4.8	2.7	1.6	≤ 5.0 (per 10K passengers)

Maintenance Reliability

Average Miles Between Road Calls

	2023	2024	2025	2026	GOAL
Fixed Route	6,515	5,941	6,322	6,437	> 6,000 miles
Paratransit	83,024	78,211	124,118	89,402	> 75,000 miles

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

Training: Fixed Route & Paratransit

	2023	2024	2025	2026 YTD	Goal
Fixed Route	9 hours per employee	1 hour per employee	8.9 hours per employee	0.8 hours per employee	8 hours Advanced Training per Operator annually
Paratransit	No Advanced Training	7.6 hour per employee	8 hours per employee	4.8 hours per employee	8 hours Advanced Training per Operator annually

Training: Maintenance

2023	2024	2025	2026 YTD	Goal
Completed	37.4 hours per employee	41.6 hours per employee	2.1 hours per employee	25 hours per employee per year

Training: Managers and Administrative Staff

2026 YTD	Goal
100%	100%

Supervisor Ride Checks

	2023	2024	2025	2026 YTD	Goal
Fixed Route	241 out of 324 Completed	342 out of 342 Completed	337 out of 339 Completed	94 out of 355 Completed	100% of operators checked annually
Paratransit	65 out of 65 Completed	63 out of 63 Completed	62 out of 62 Completed	6 out of 63 Completed	100% of operators checked annually

Governance

Board Development

Attendance at a transit-related conference/exhibition event

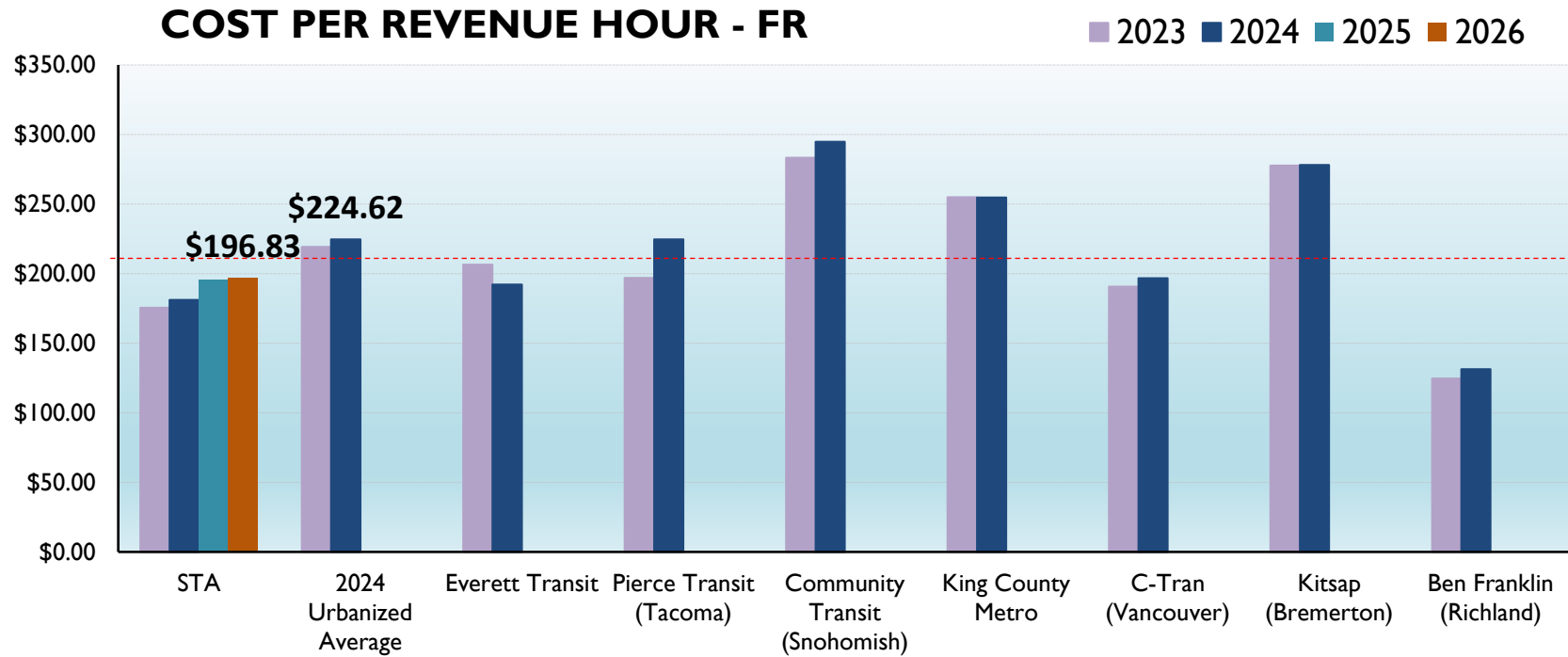
Event	Location	Board Attendees
APTA Mobility Conference May 12-14, 2026	Salt Lake City, UT	Council Member Lance Speirs, City of Medical Lake Council Member Sarah Dixit, City of Spokane Commissioner Al French, Spokane County
APTA Legislative Conference April 12-14	Washington, DC	Commissioner Al French, Council Member Lance Speirs Council Member Kitty Klitzke Council Member Tim Hattenburg
Transit Board Members & Board Administrators Seminar July 17-20, 2026	Detroit, MI	
APTA Transform Conference October 4-7, 2026	Chicago, IL	

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
\$213.39

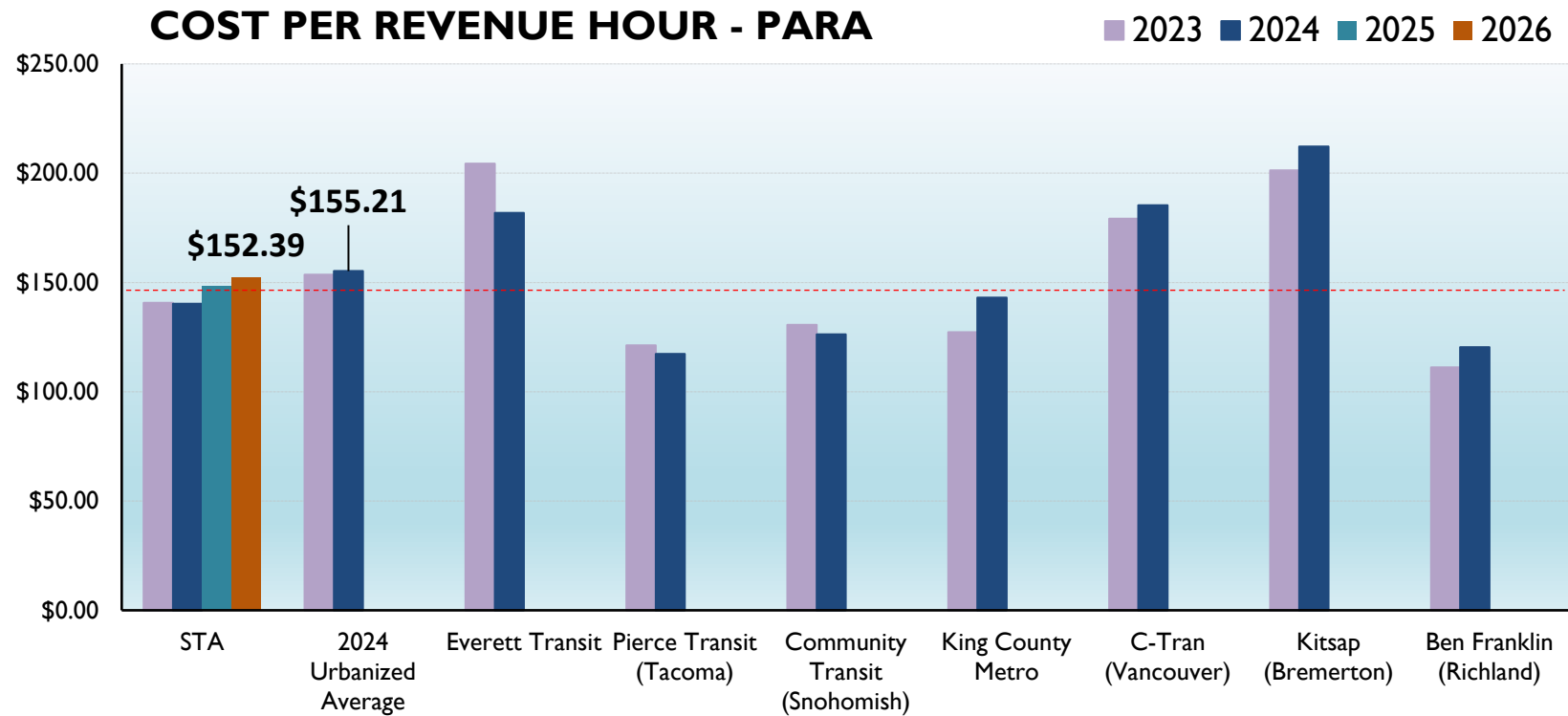
Notes:

- Other agency data is collected from NTD 2023 - 2024 reports. 2025 data is expected to be available October 2026

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

2026 Status: 87.2% (STA 2026 - \$196.83 / Urban Average 2024 - \$213.39)

Cost Efficiency – Demand Response (Paratransit)



Notes:

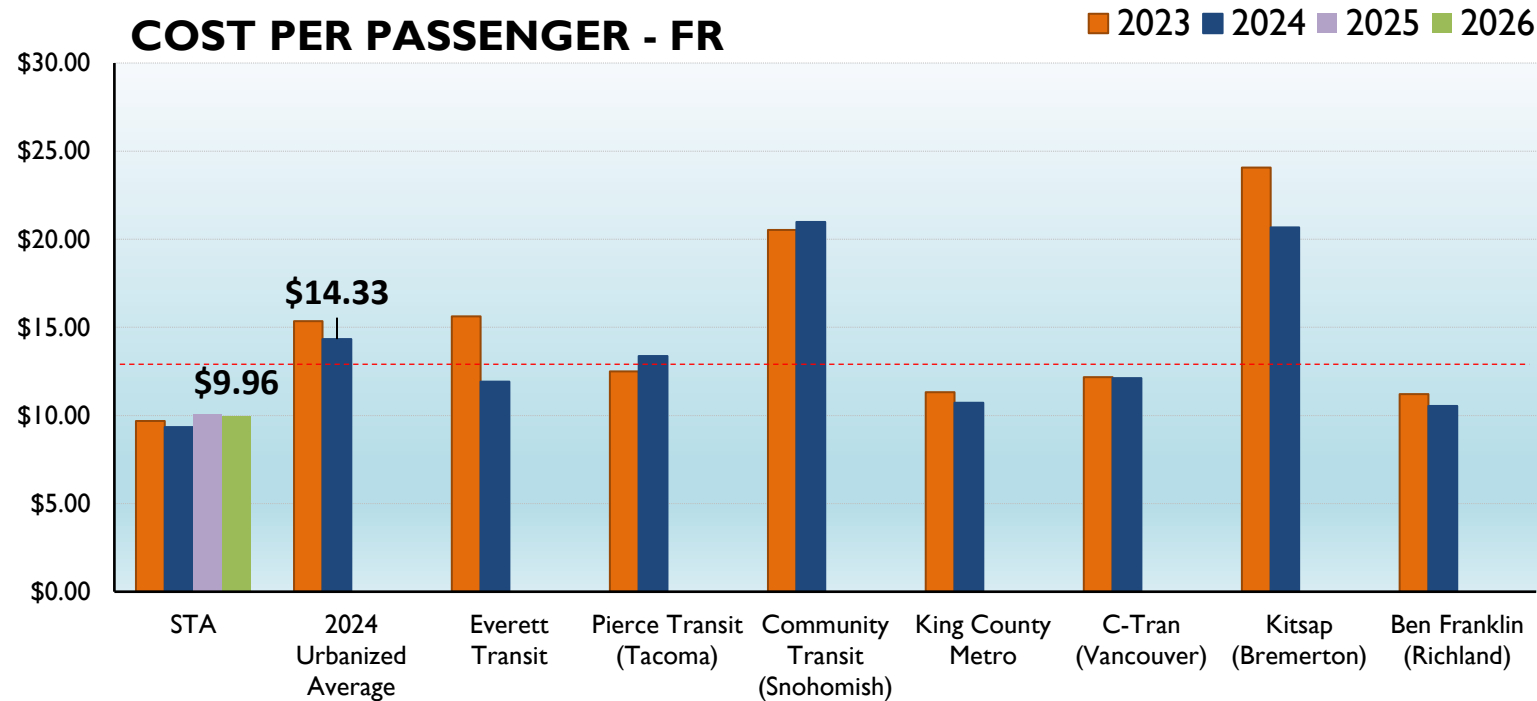
- Other agency data is collected from NTD 2023 - 2024 reports. 2025 data is expected to be available October 2026.

Objective \$147.45

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

2026 Status: 98.5% (STA 2026 - \$152.39 / Urban Average 2024 - \$147.45)

Cost Effectiveness – Fixed Route



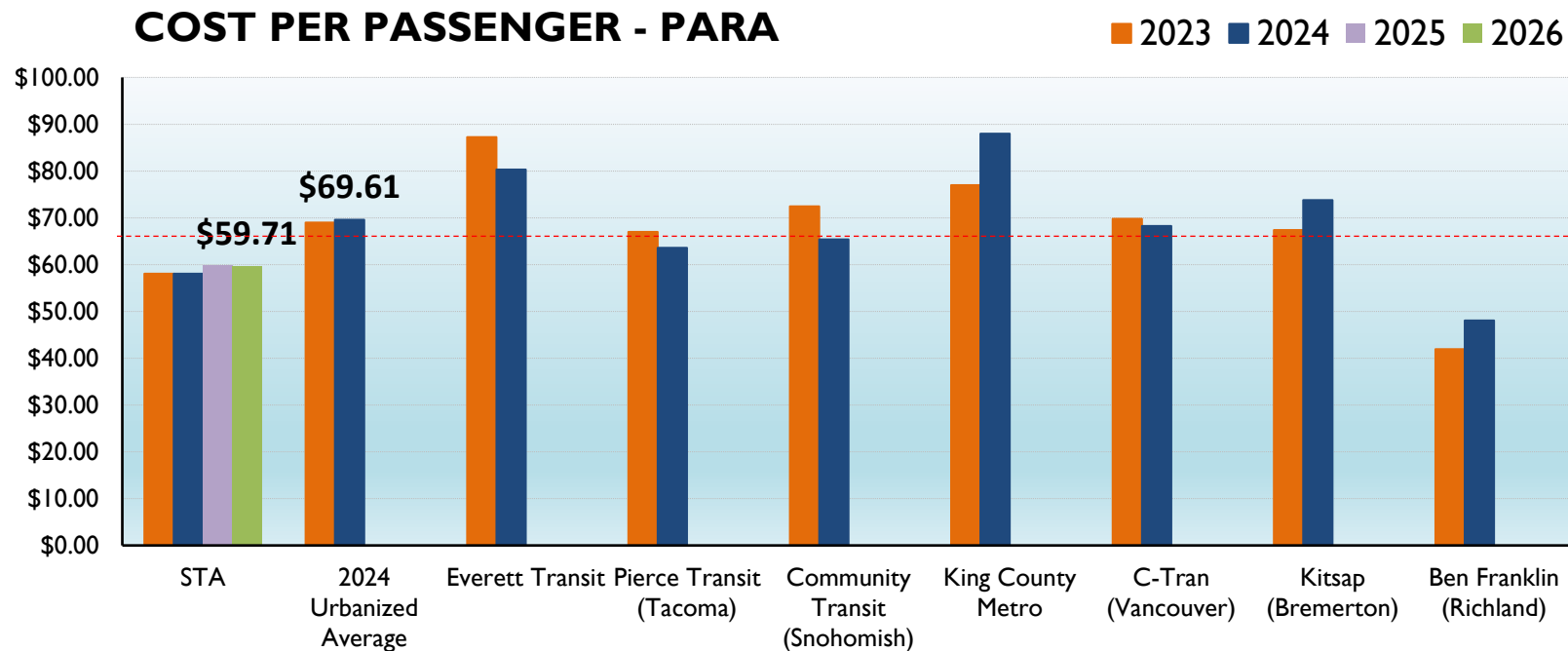
Notes:

- Other agency data is collected from NTD 2023 - 2024 reports. 2025 data is expected to be available October 2026.

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

2026 Status: 69.5% (STA 2026 - \$9.96 / Urban Average 2024 - \$14.33)

Cost Effectiveness-Demand Response (Paratransit)



Notes:

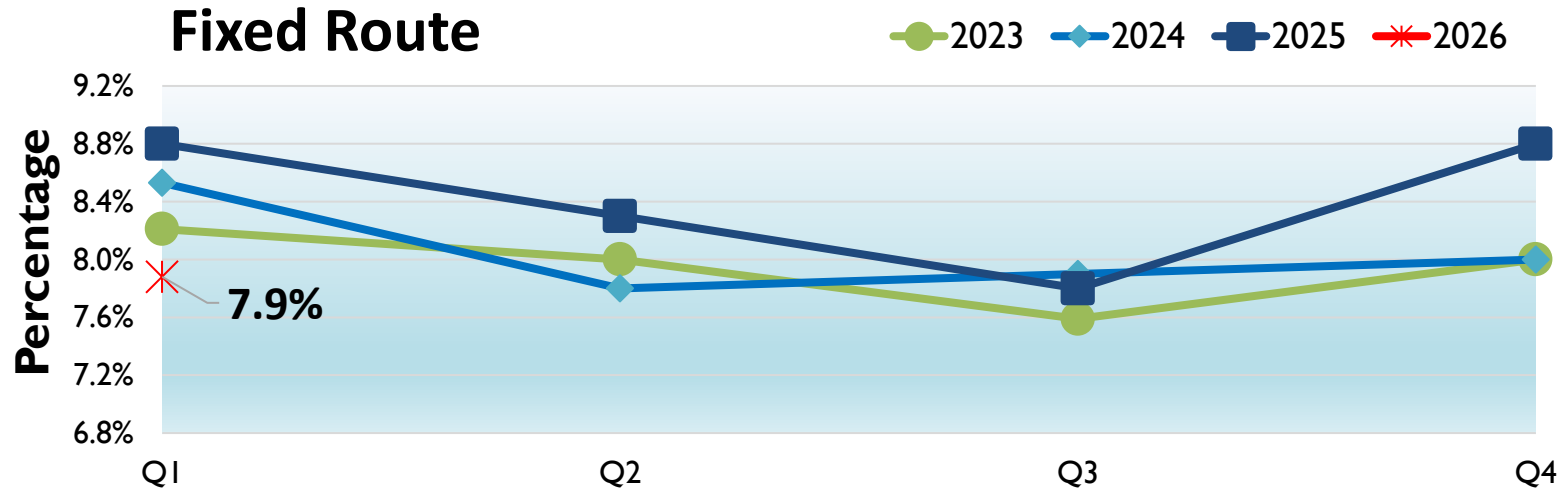
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Objective \$66.13

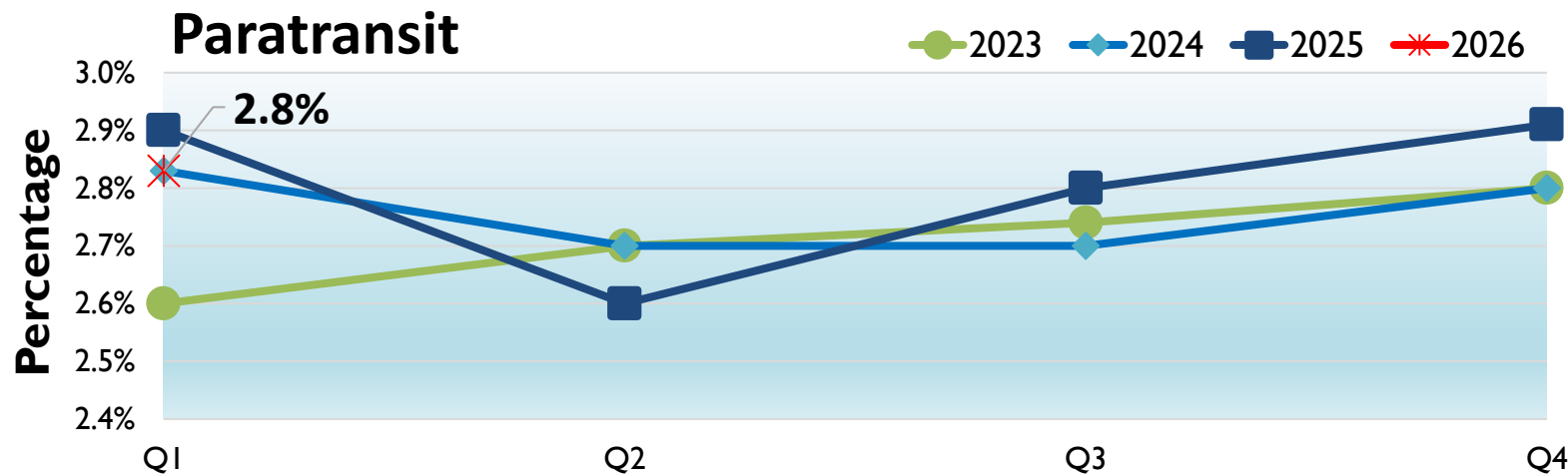
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2026 Status: 85.8% (STA 2026 YTD - \$59.71 / Urban Average 2024 - \$69.61)

Farebox Recovery (Previous Methodology)

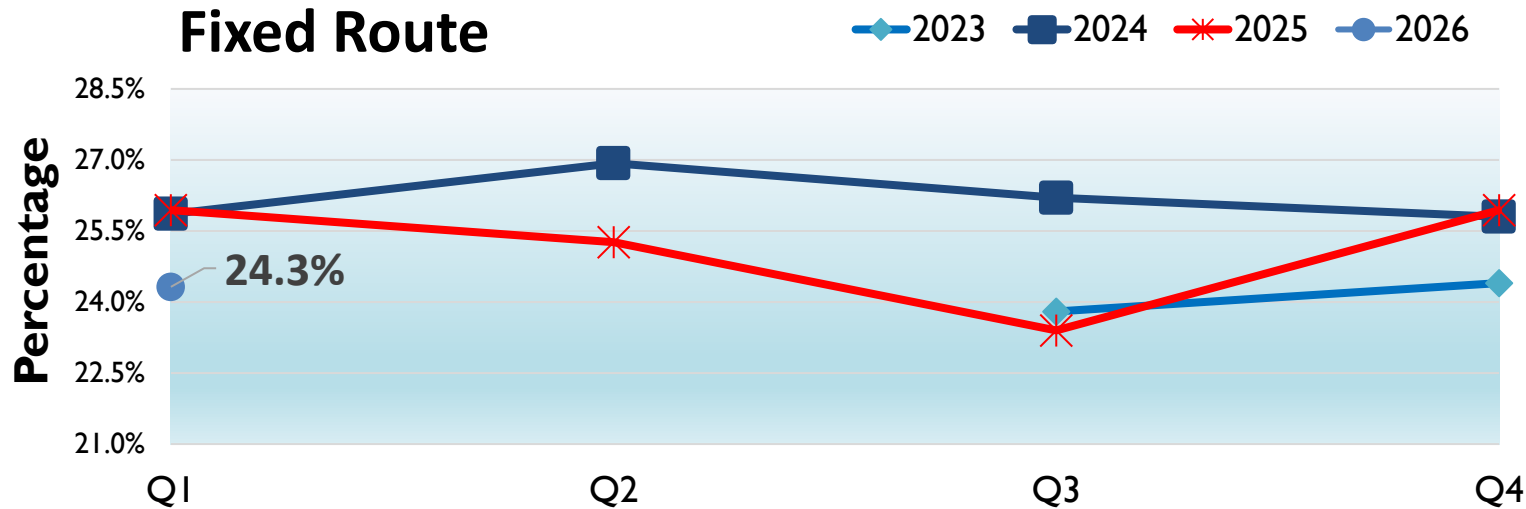


Goal	20%
2026 YTD	7.9%

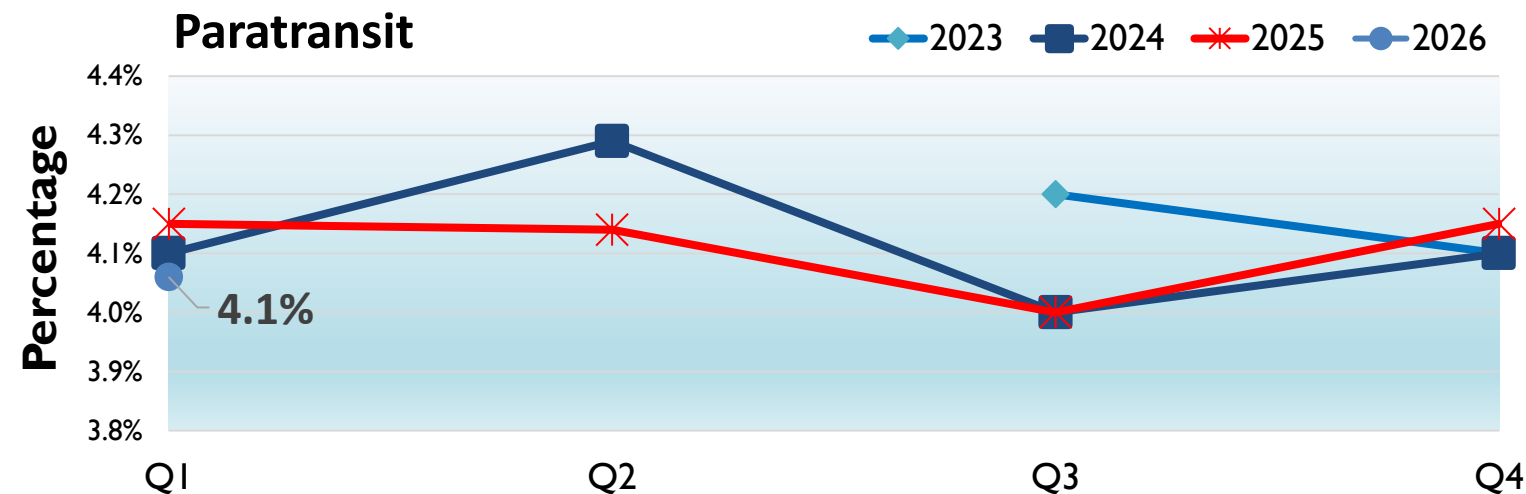


Goal	5%
2026 YTD	2.8%

Farebox Recovery (Comprehensive Plan Definition)



Goal	20%
2026 YTD	24.3%



Goal	5%
2026 YTD	4.1%

Cost Efficiency – Rideshare

	2023	2024	2025	2026 YTD
Operating/Admin Cost per Mile	\$0.73	\$0.69	\$0.74	\$0.75
Revenue per Mile	\$0.28	\$0.27	\$0.27	\$0.26
Cost Recovery	38.4%	39.9%	35.7%	34.5%

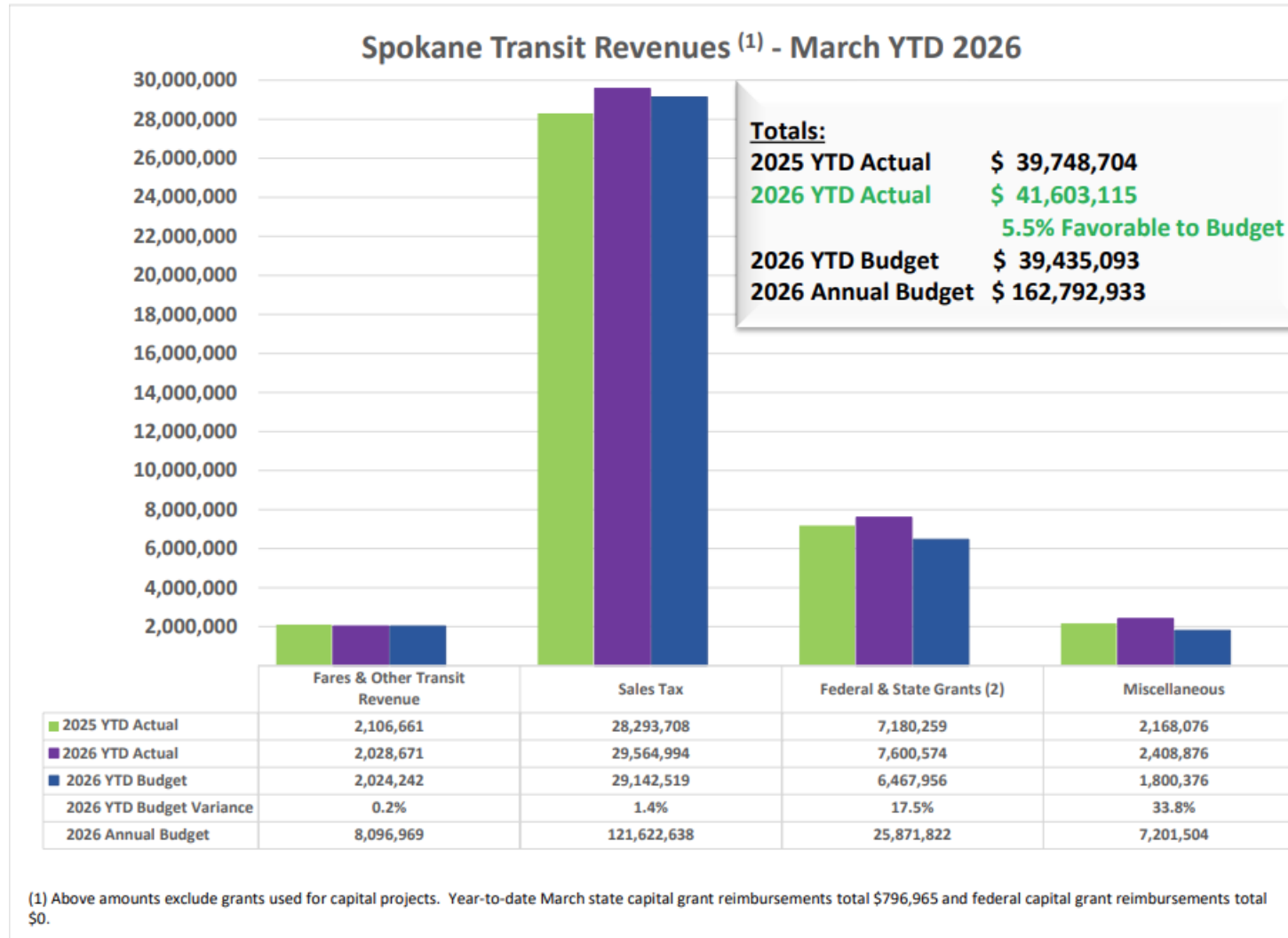
GOAL: RECOVER 50% OF OPERATING/ADMINISTRATIVE COSTS

Cost Efficiency – Maintenance

Cost per Total Mile

	2023	2024	2025	2026	GOAL
Fixed Route	\$1.61	\$1.79	\$1.93	\$1.87	<\$1.92
Paratransit	\$1.26	\$1.24	\$1.43	\$1.24	<\$1.39

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 Perceptions Survey

Question	2023	2024	2025	2026	Goal
STA is Financially Responsible	3.1 *Change in question phrasing.	No Survey	3.1	3.0	Score 4.5 on a scale of 1-5

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

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