2026 Second Quarter Year-to-Date Performance Measures

Priorities and Objectives

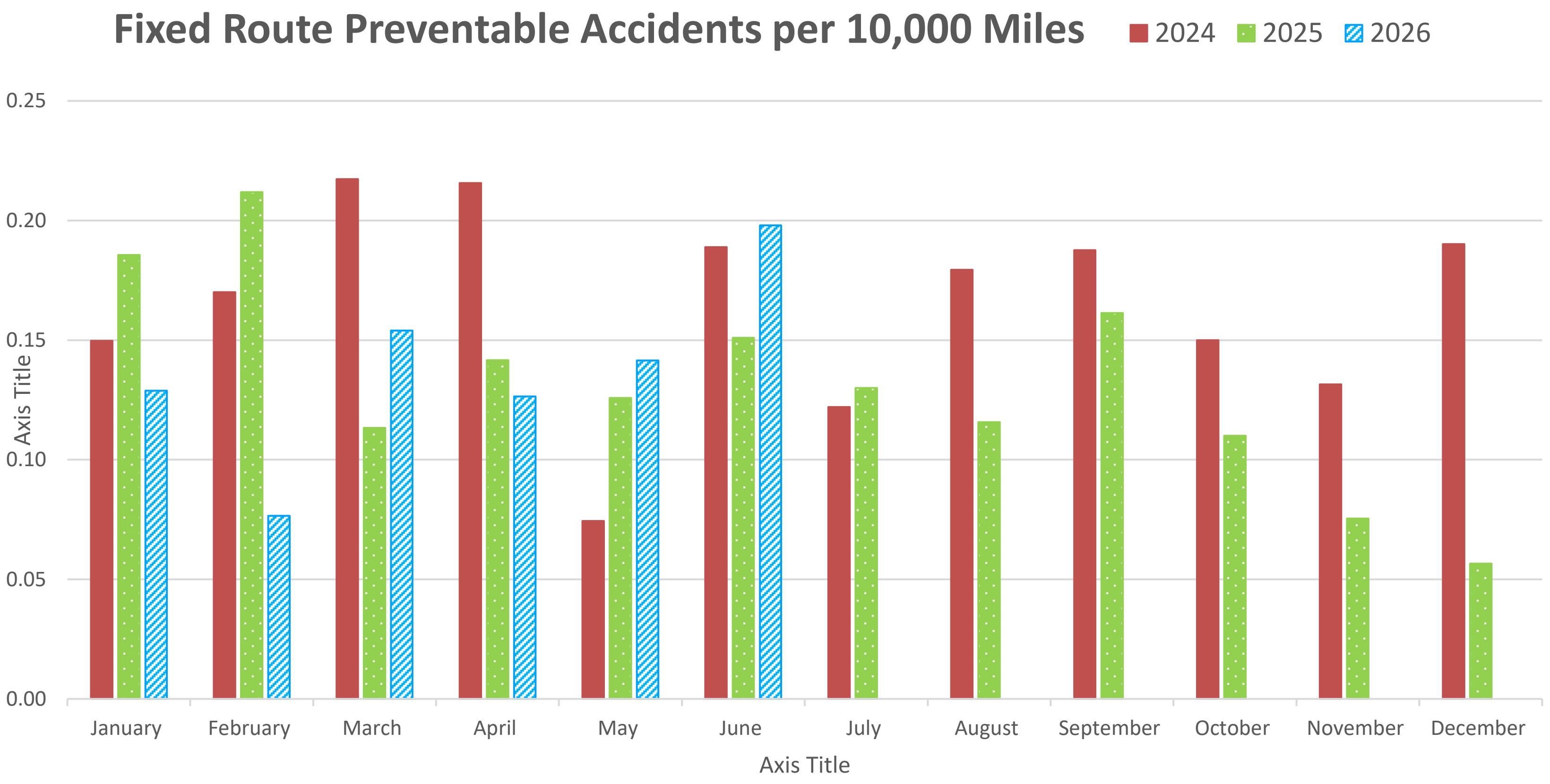
1. Ensure Safety
2. Earn and Retain the Community’s Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship

Ensure Safety

Performance Measures:

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

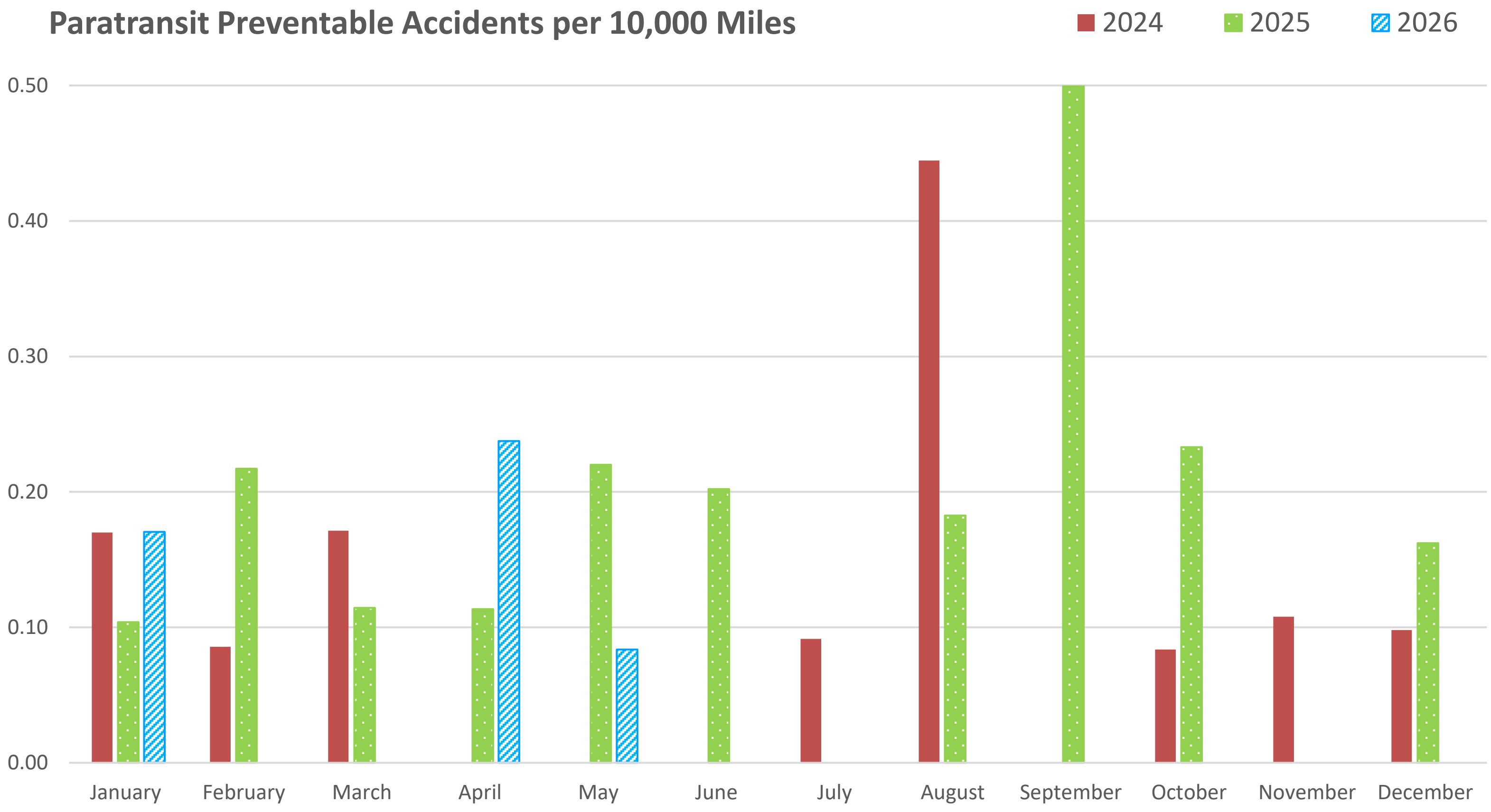
Preventable Accidents: Fixed Route



Month	2024	2025	2026
January	11	13	9
February	16	14	4
March	9	8	11
April	9	10	9
May	10	9	10
June	8	10	14
July	5	9	
August	13	8	
September	9	11	
October	7	8	
November	9	5	
December	14	4	
Total Prev. Accidents	**120**	**109**	**58**
YTD Preventables per 10,000 miles	**0.17**	**0.13**	**0.14**

Goal is ≤ 0.11 per 10,000 miles

Preventable Accidents: Paratransit



Month	2024	2025	2026
January	2	1	2
February	1	2	0
March	2	1	0
April	0	1	3
May	0	2	1
June	0	2	0
July	1	0	
August	5	2	
September	0	8	
October	1	3	
November	1	0	
December	1	2	
Total Prev. Accidents	**14**	**24**	**6**
YTD Preventables per 10,000 miles	**0.10**	**0.19**	**0.08**

Goal is ≤ 0.10 per 10,000 miles

Workers’ Compensation – Time Loss

Department	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	0.11	≤ 0.04
Maintenance	0.01	0.01	0.02	0.03	≤ 0.03

Metrics represent in number of days lost per 1,000 employee working hours.

Workers’ Compensation – Claims

Department	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	0.04	≤ 0.05
Maintenance	0.09	0.06	0.06	0.07	≤ 0.05

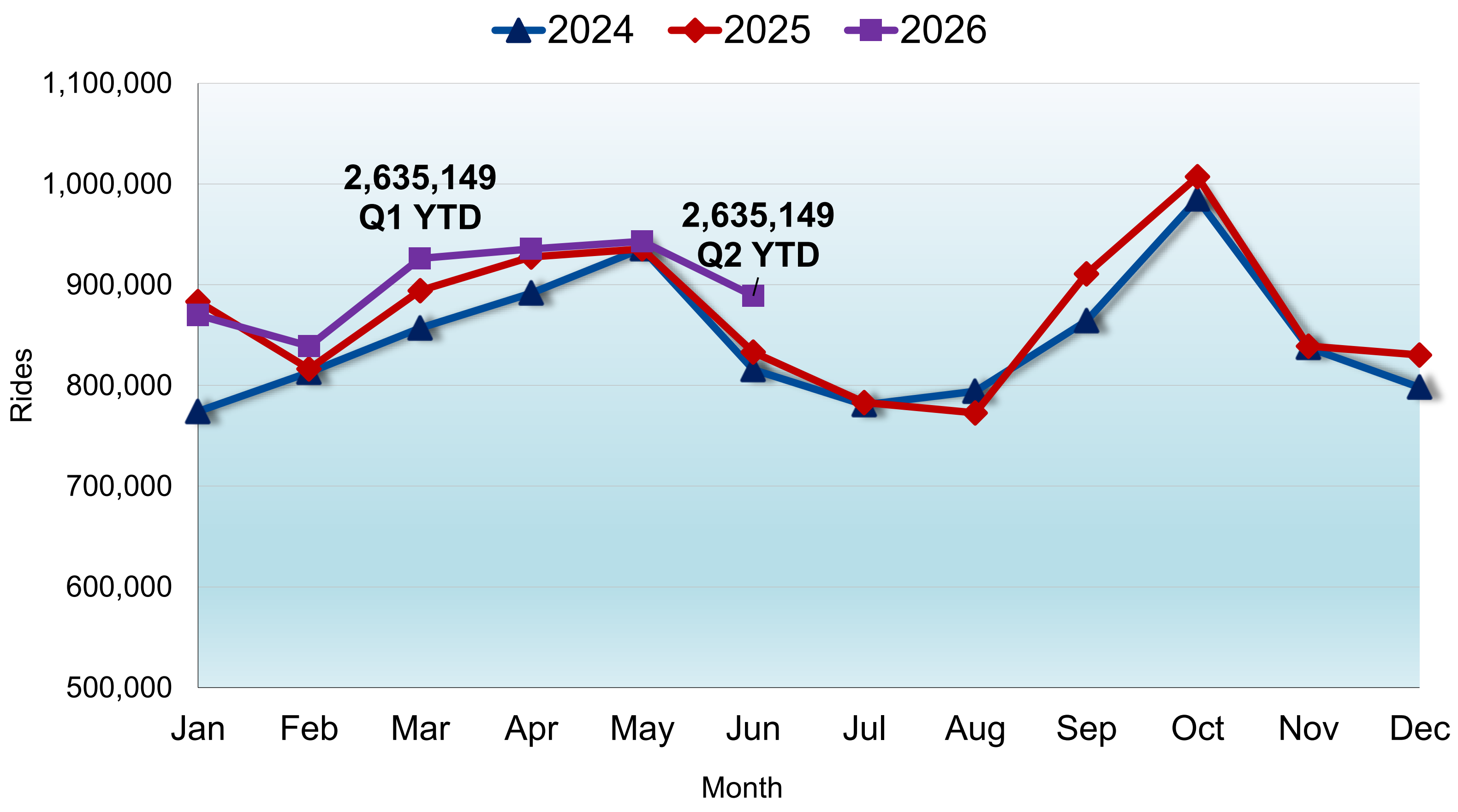
Metrics represent in number of days lost per 1,000 employee working hours.

Earn & Retain the Community's Trust

4 Performance Measures:

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

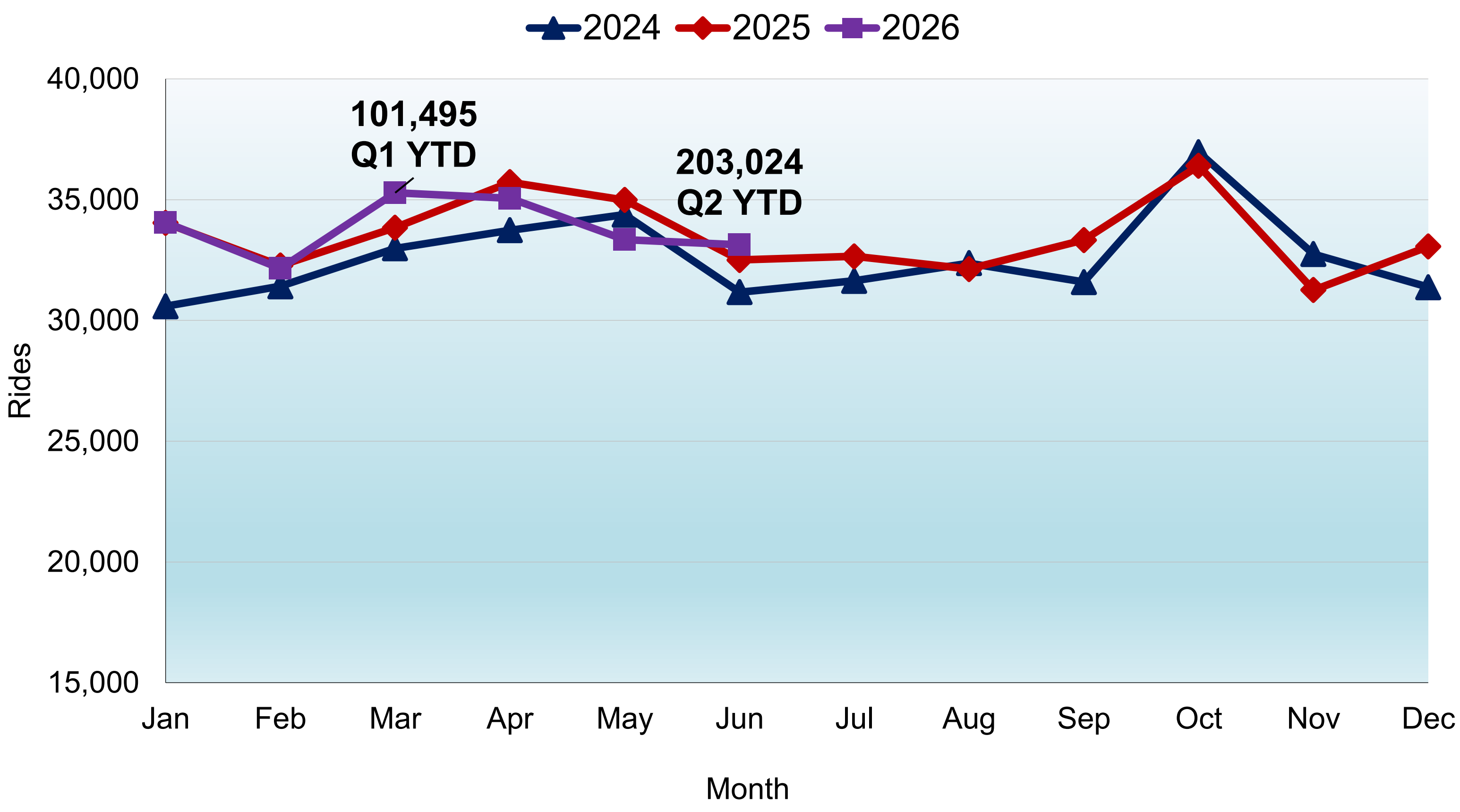
Ridership – Fixed Route



Year	Ridership
2024	10,147,079
2025	10,432,622
2026 YTD	5,402,613
2026 Goal	10.49 Million

5,402,613 trips YTD represent a 2.1% increase over Q2 2025. Progressive tracking remains consistent with the target goal of 10.49M annually.

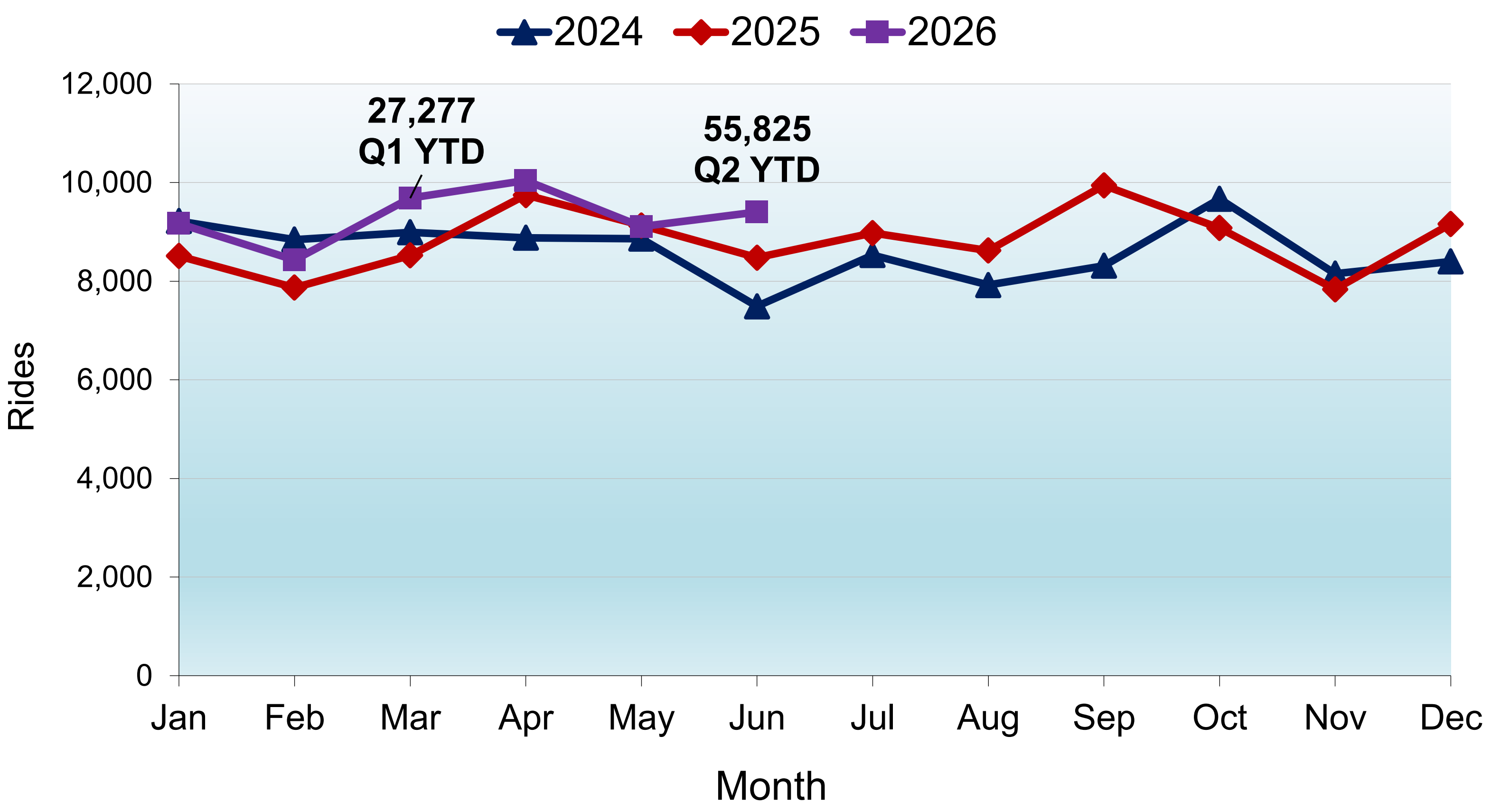
Ridership – Paratransit



Year	Ridership
2024	390,956
2025	402,176
2026 YTD	203,024
2026 Goal	421,489

203,024 trips YTD represent a 0.2% decrease over Q2 2025. Progressive tracking remains consistent with the target goal of 421,489 trips for 2026.

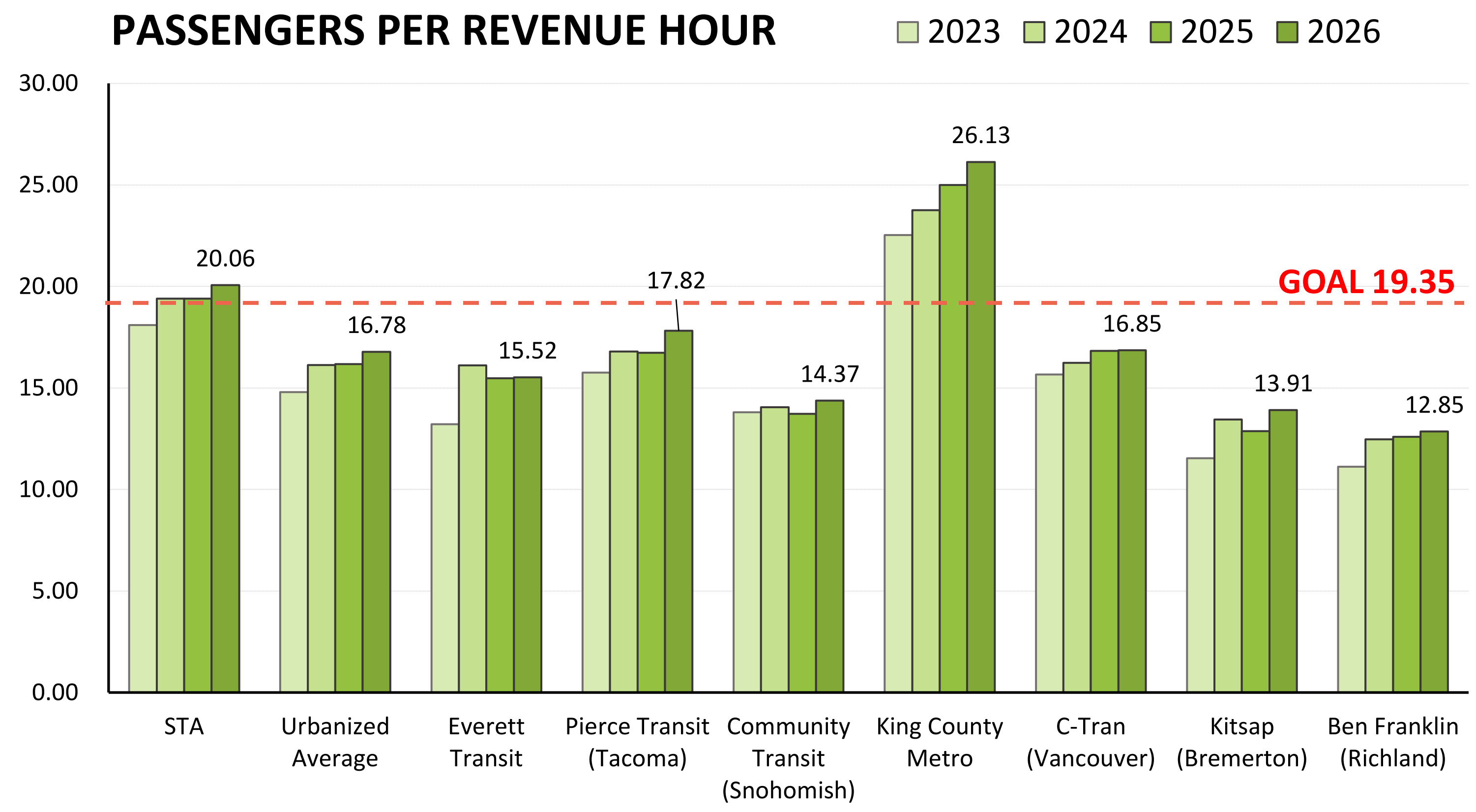
Ridership – Rideshare



Year	Ridership
2024	103,270
2025	105,868
2026 YTD	55,825
2026 Goal	133,174

55,825 trips YTD represent a 6.8% increase over Q2 2025. Progressive tracking forecasts falling short of the target goal of 133,174 trips in 2026.

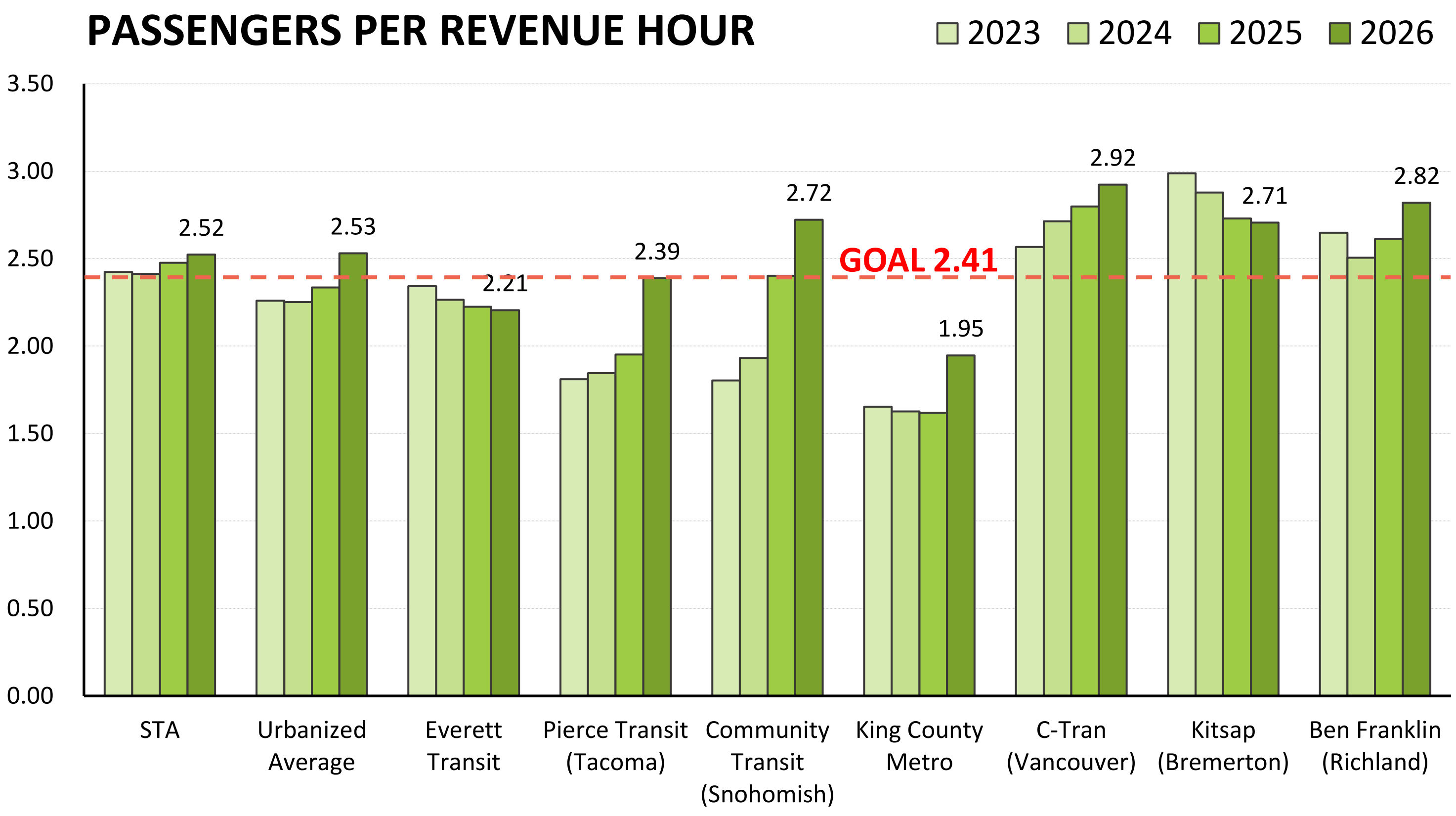
Service Effectiveness – Fixed Route



STA Fixed Route services transported 20.06 passengers per revenue hour (PPRH) YTD in Q2, 2026. This exceeds the goal 19.35 PPRH for 2026. Compared to our peers, STA carried more passenger per revenue hour than the urbanized average of 16.78 PPRH.

Note: Data was collected from NTD reports from 2023-2026

Service Effectiveness – Paratransit



STA Paratransit services transported 2.52 passengers per revenue hour (PPRH) in Q1 of 2026. This exceeds the goal 2.41 PPRH for 2026. Compared to our peers, STA carried about the same number of passengers per revenue hour as the urbanized average of 2.53 PPRH.

Note: Data was collected from NTD reports from 2023-2026

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

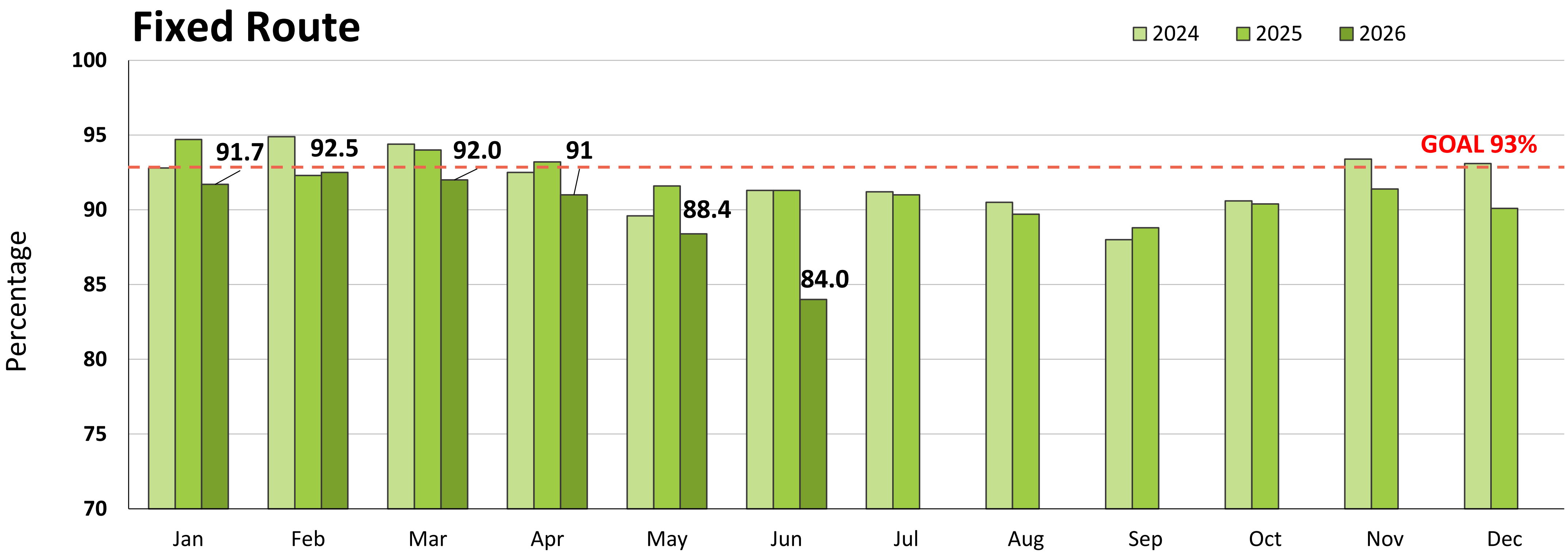
Question	2023	2024	2025	2026	Goal
STA does a good job of listening to the public.	3.2	No Survey	3.3	3.1	Score 4.0 on a scale of 1-5

Provide Excellent Customer Service

4 Performance Measures:

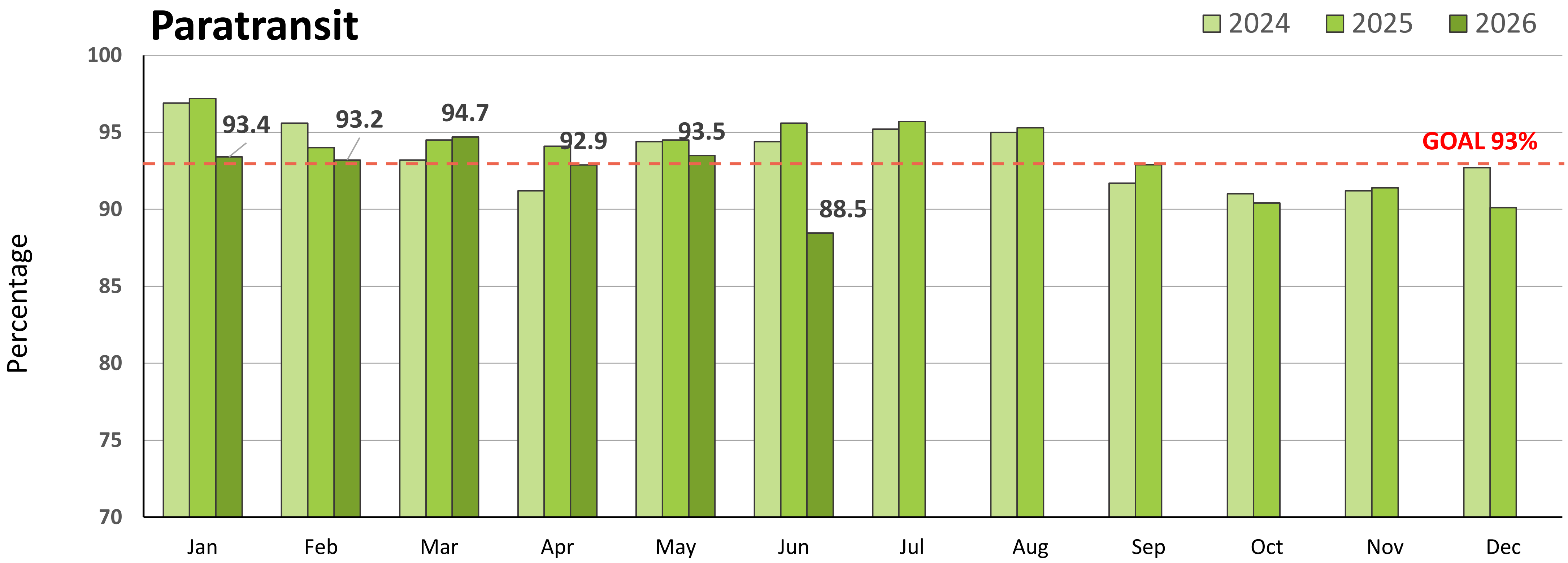
- On-Time Performance
- CS Call Center/Paratransit Reservations
  - Abandoned Calls
  - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability

On-Time Performance – Fixed Route



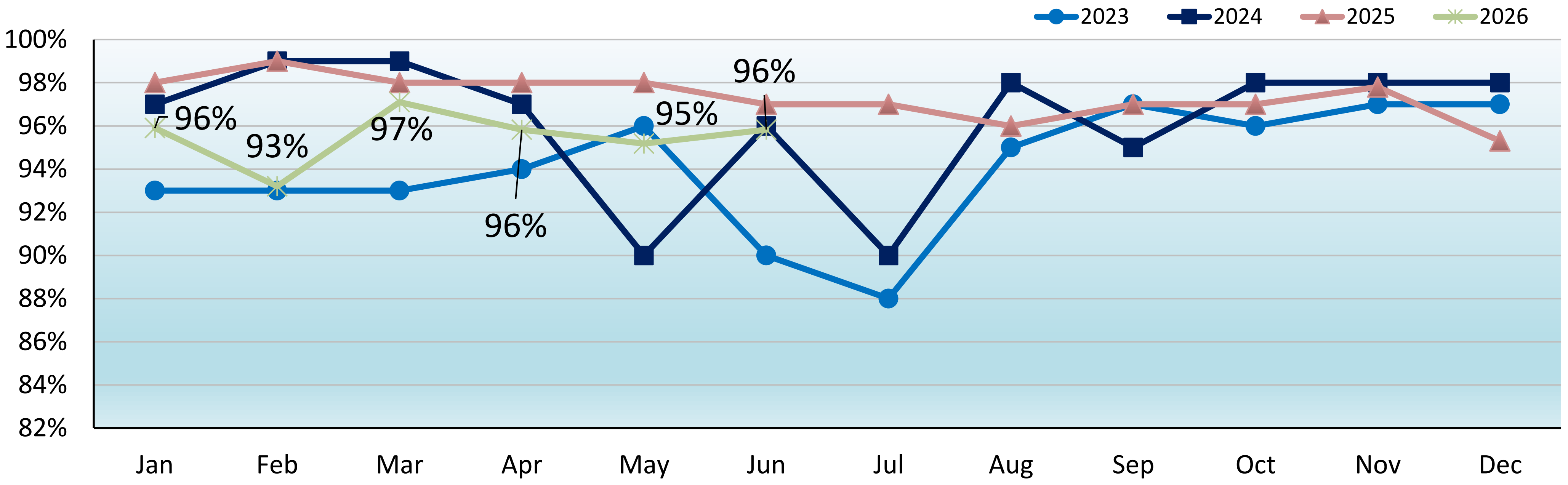
STA Fixed Route service in Q2 2026 had an On-Time Performance percentage of 89.9% YTD, short of our goal of 93%.

On-Time Performance – Paratransit



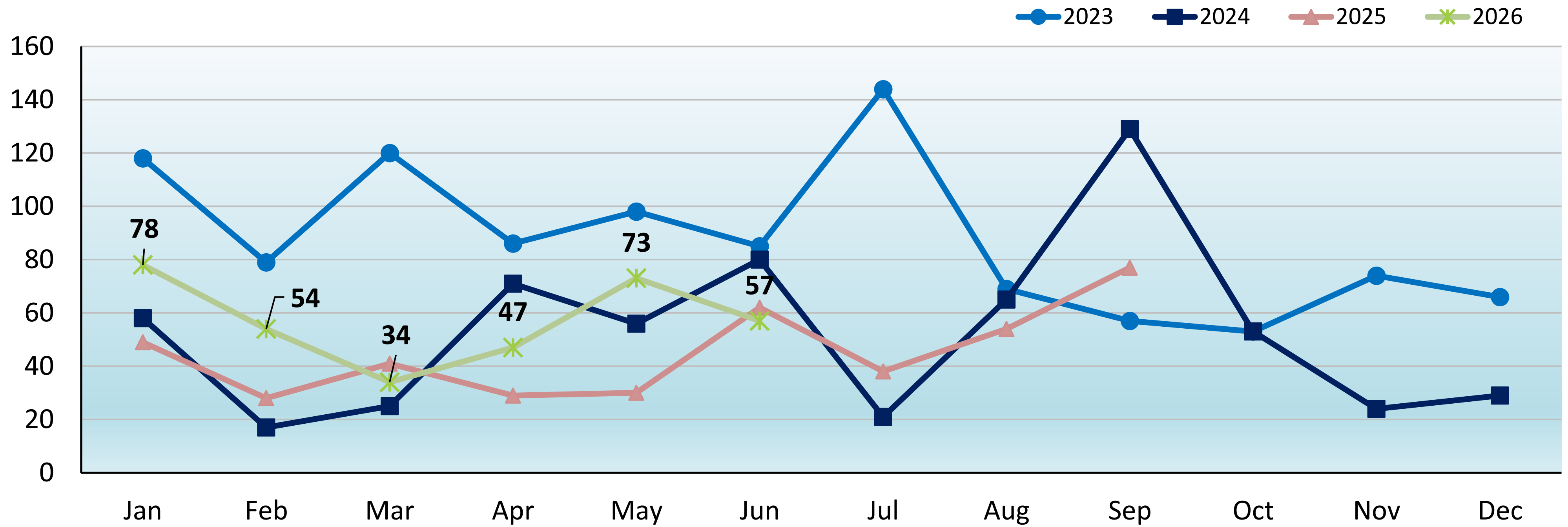
STA Paratransit service in Q2 2026 had an On-Time Performance percentage of 92.7%, just shy of meeting our goal of 93%.

Customer Service: 509-328-RIDE
Call Center Performance – Service Level



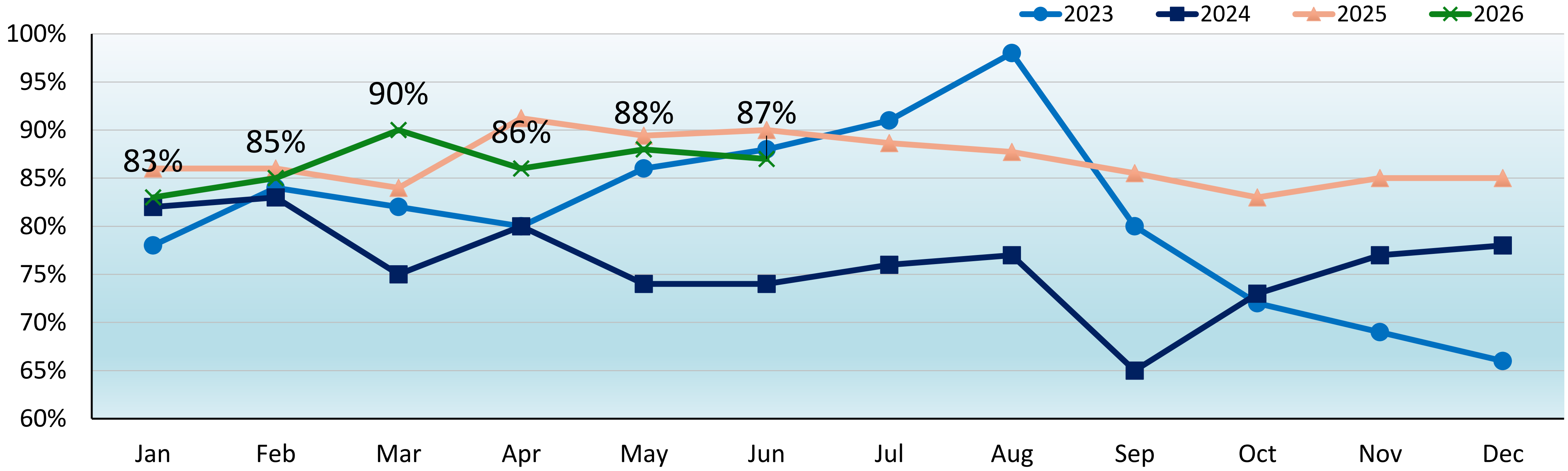
The STA Customer Service Call Center answered 96% of calls within service level, meeting goal of 95% in Q2 2026.

Customer Service: 509-328-RIDE
Call Center Performance – Abandoned Calls



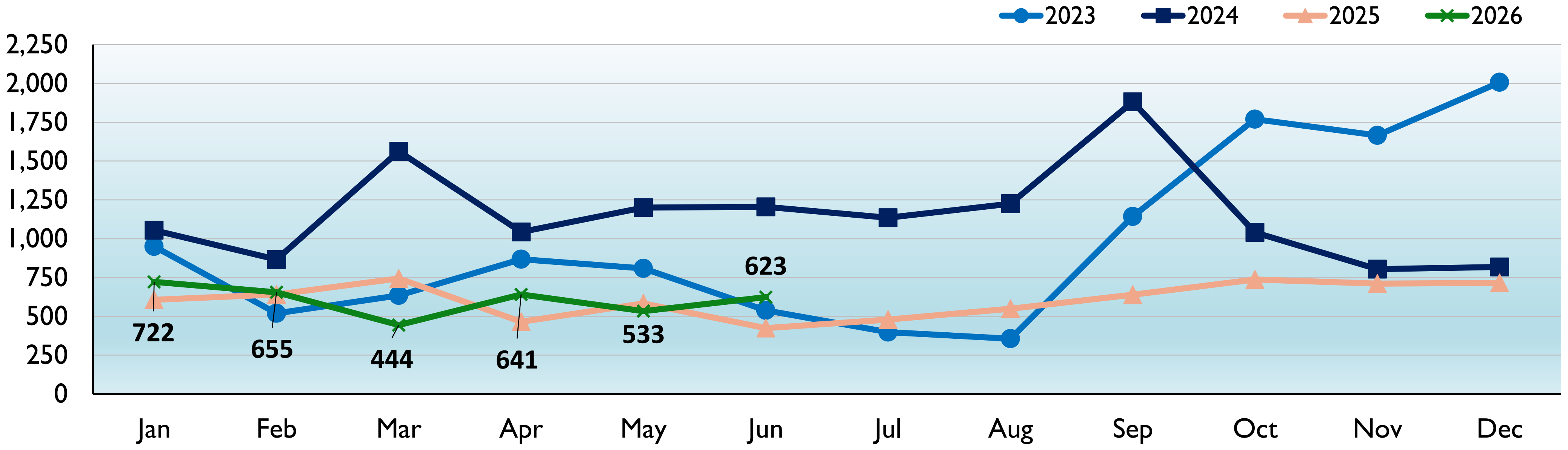
In Q2 2026, the STA Customer Service Call Center abandoned 342 calls outside service level, totaling 1.2% of all calls presented, exceeding goal of less than 2%.

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



The STA Paratransit Call Center answered 88% of calls within service level, falling short of the goal of 90% in Q2 2026.

Paratransit Reservations: 509-328-1552
Call Center Performance – Abandoned Calls



In Q2 2026, the STA Call Center abandoned 3,668 calls, but only 808 outside service level, totaling 0.7% of all calls presented, exceeding goal of less than 2%.

Customer Complaints

Department	2023	2024	2025	2026	Goal
Fixed Route	9.9	8.7	10.0	12.6	≤ 8.5 (per 100K passengers)
Fixed Route (Valid)	2.4	2.3	2.2	2.3	≤ 3.0 (per 100K passengers)
Paratransit	4.4	4.8	2.7	2.1	≤ 5.0 (per 10K passengers)

Customer Compliments

Department	2023	2024	2025	2026	Goal
Fixed Route	97	300	182	120	N/A
Paratransit	42	37	42	20	N/A

Maintenance Reliability

Department	2023	2024	2025	2026	GOAL
Fixed Route	6,515	5,941	6,322	6,550	> 6,000 miles
Paratransit	83,024	78,211	124,118	119,795	> 75,000 miles

Metrics represent average number of miles per road call.

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

Training

Department	2023	2024	2025	2026 YTD	Goal
Fixed Route	9 hours per employee	1 hour per employee	8.9 hours per employee	1.9 hours per employee	8 hours Advanced Training per Operator annually
Paratransit	No Advanced Training	7.6 hour per employee	8 hours per employee	4.5 hours per employee	8 hours Advanced Training per Operator annually
Maintenance	Completed	37.4 hours per employee	41.6 hours per employee	8.0 hours per employee	25 hours per employee annually

Training: Managers and Administrative Staff

2026 YTD	Goal
100%	100%

Supervisor Ride Checks

Department	2023	2024	2025	2026 YTD	Goal
Fixed Route	241 out of 324 Completed	342 out of 342 Completed	337 out of 339 Completed	104 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	21 out of 67 Completed	100% of operators checked annually

Governance – Board Development

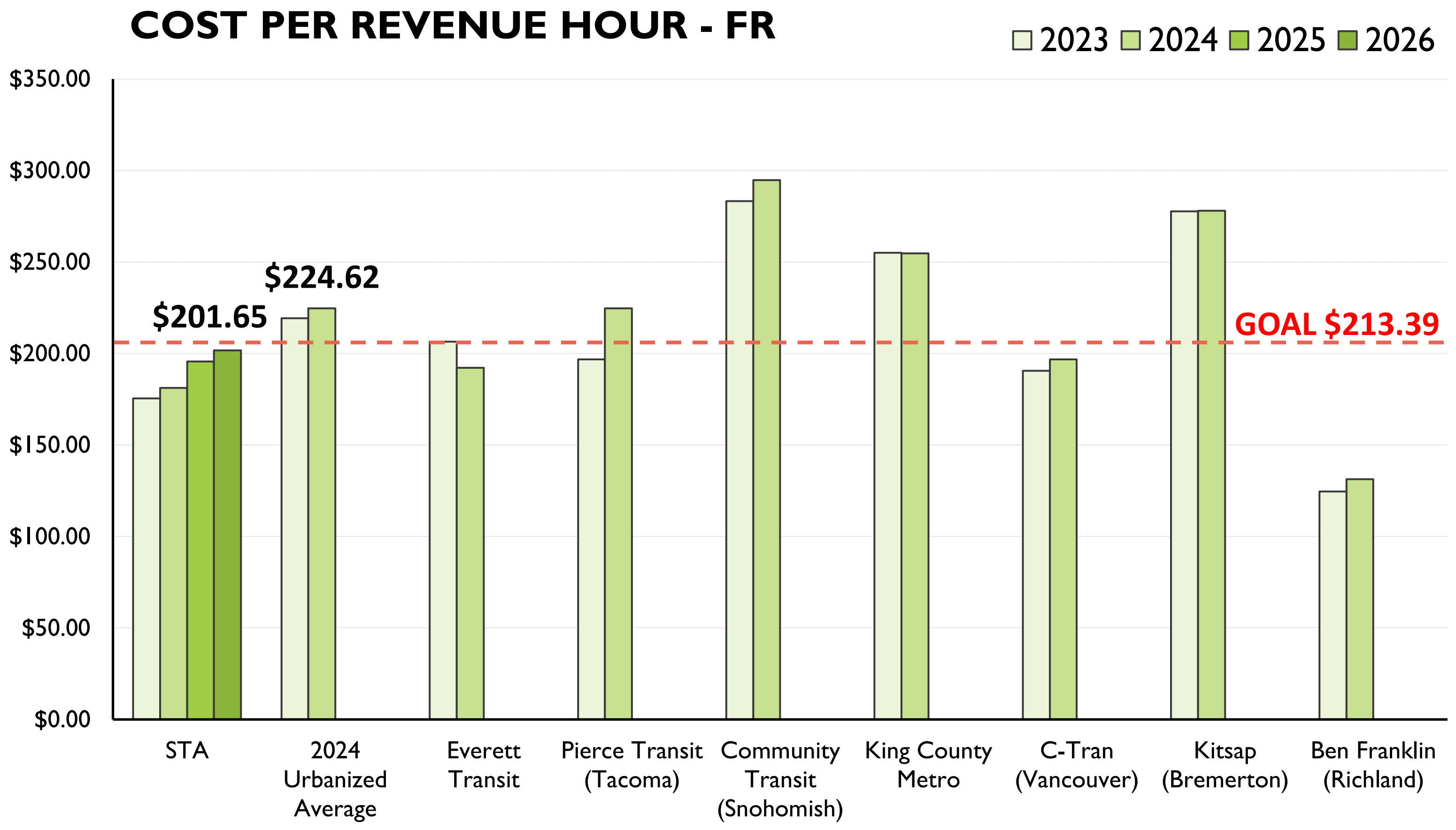
Event	Location	Board Attendees
APTA Mobility Conference May 12-14, 2026	Salt Lake City, UT	Council Member Lance Speirs, City of Medical Lake Council Member Sarah Dixit, City of Spokane Commissioner Al French, Spokane County
APTA Legislative Conference April 12-14	Washington, DC	Commissioner Al French,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

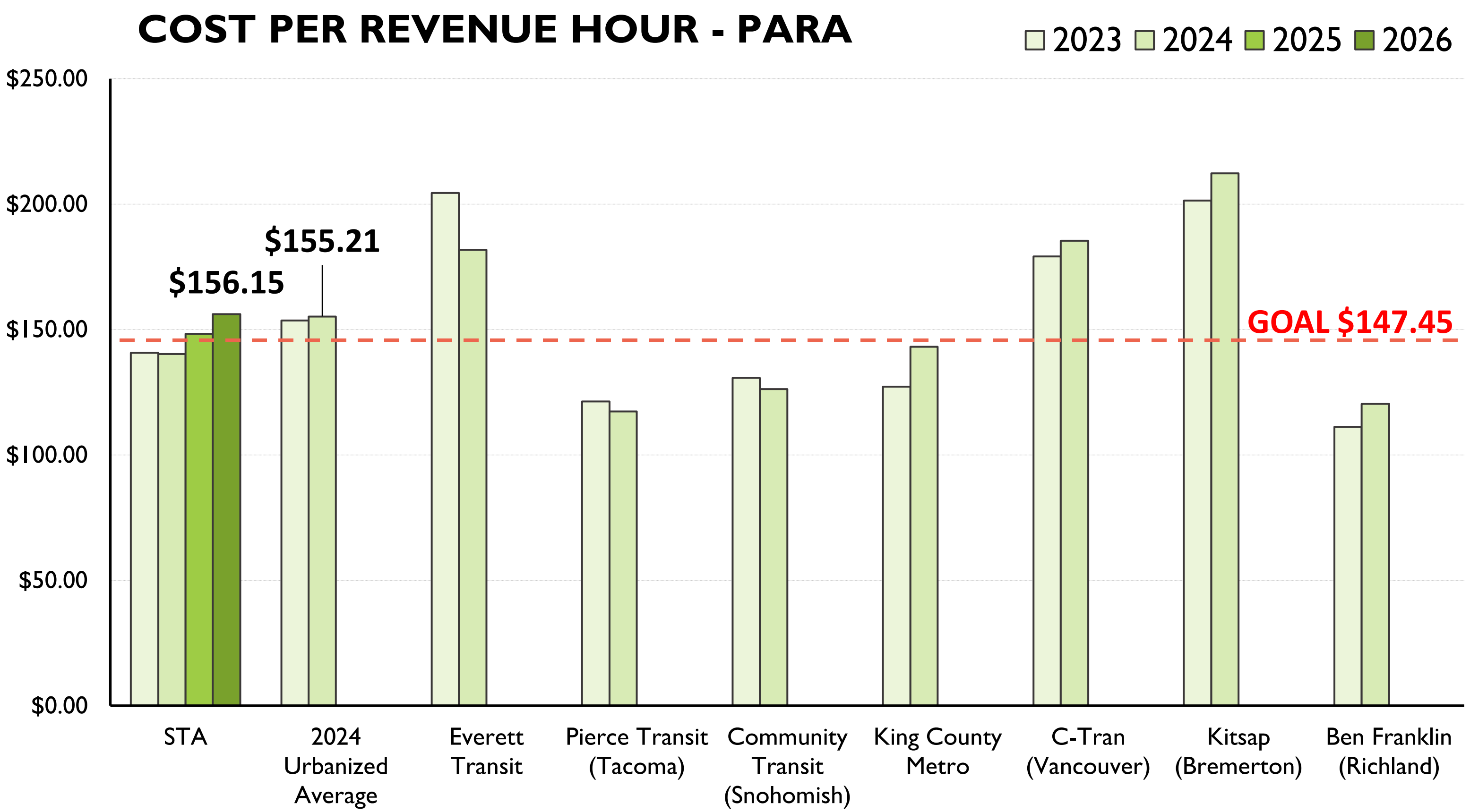
Cost Efficiency – Fixed Route



STA Fixed Route services cost $201.65 per revenue hour (CPRH), or 94.5% of the urbanized average in Q2 2026, YTD. This meets the performance goal of remaining below $213.39 CPRH (95% of the urban average) for 2026.

Note: Financial data for peer agencies was collected from 2023–2024 NTD reports. 2025 data is expected to be available in October 2026.

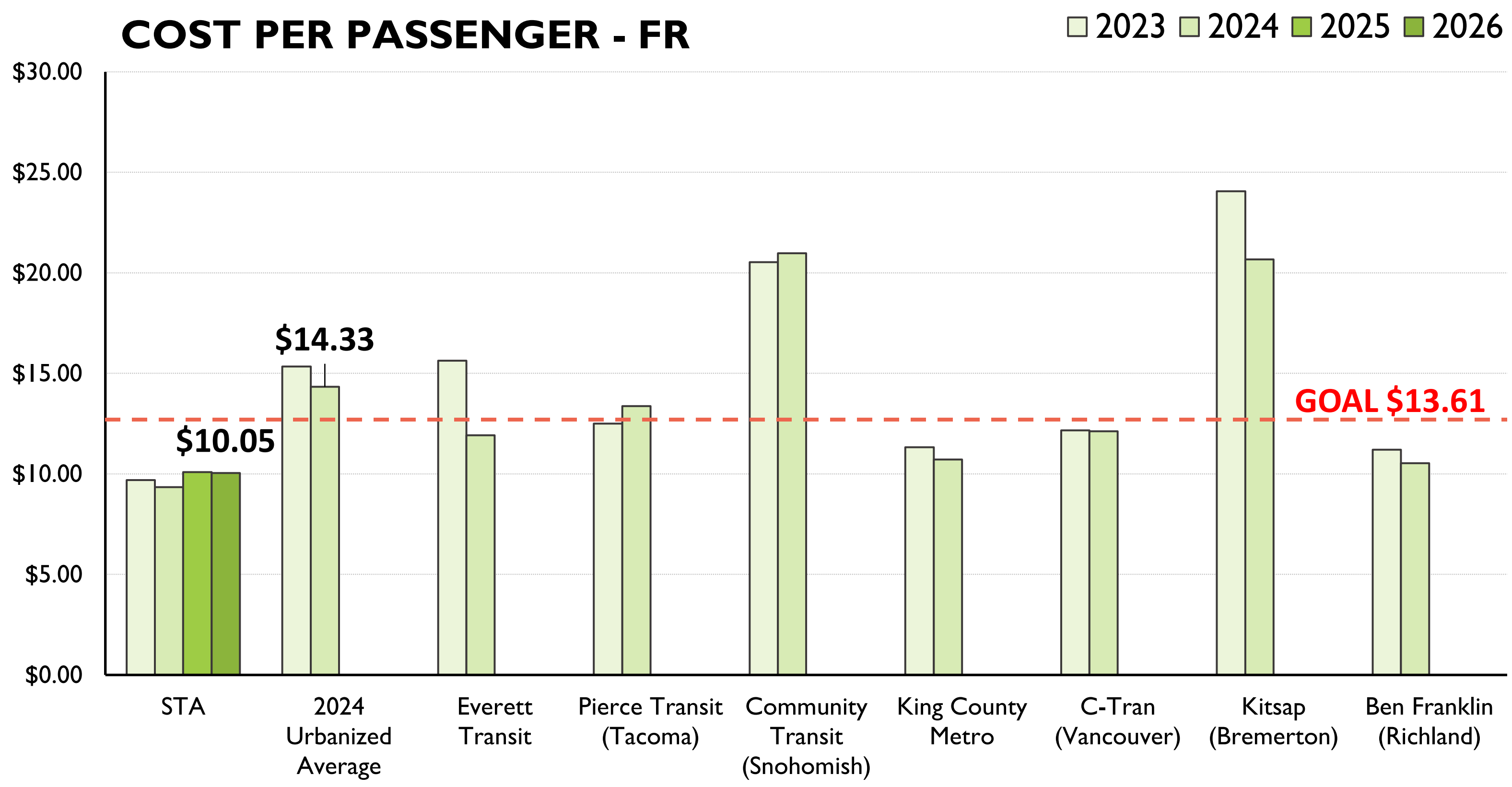
Cost Efficiency – Demand Response (Paratransit)



STA Paratransit services cost $156.15 per revenue hour (CPRH), or 100.6% of the urbanized average in Q2 2026, YTD. This fails to meet the performance goal of remaining below $147.45 CPRH (95% of the urban average) for 2026.

Note: Financial data for peer agencies was collected from 2023–2024 NTD reports. 2025 data is expected to be available in October 2026.

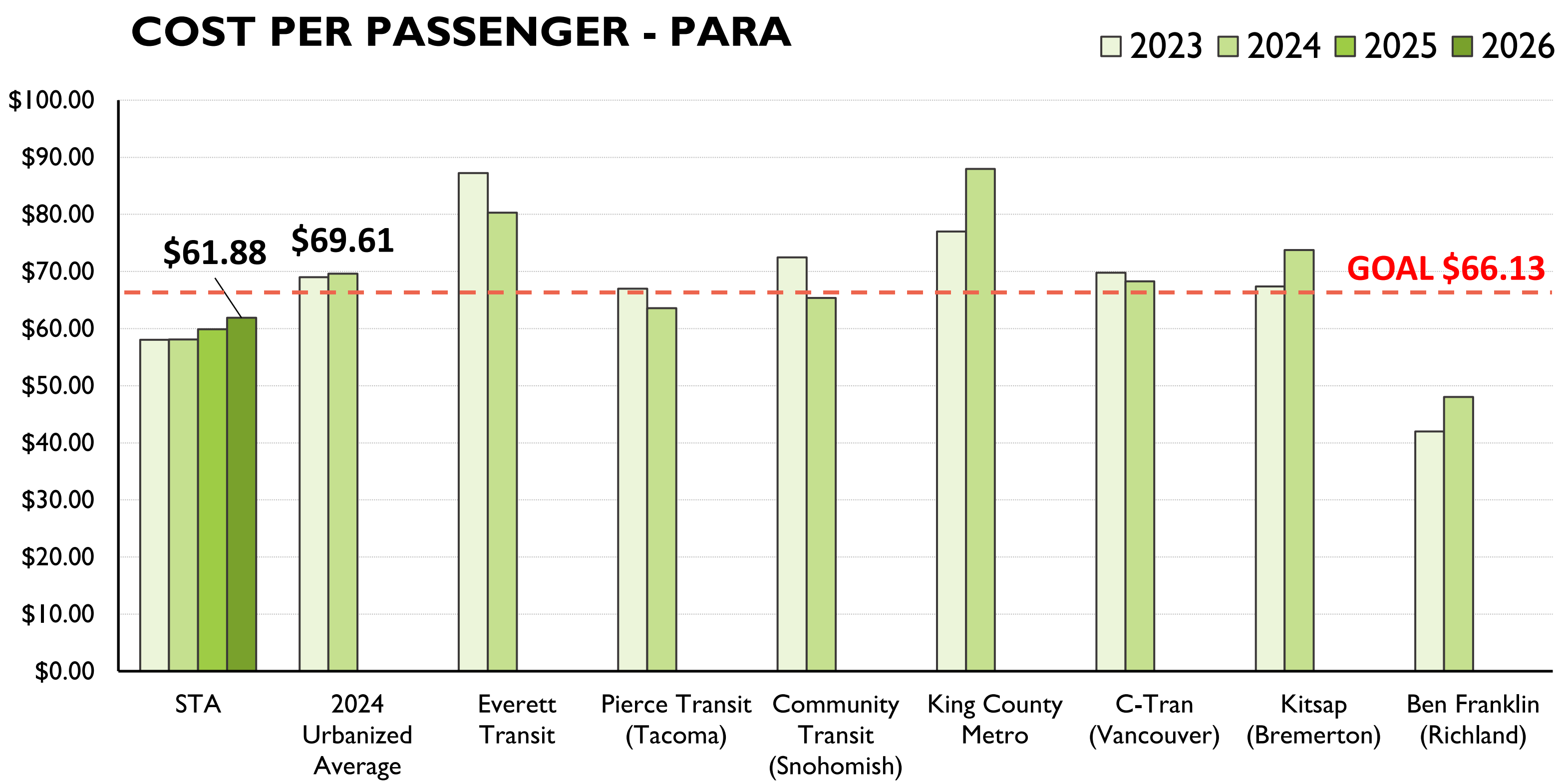
Cost Effectiveness – Fixed Route



STA Fixed Route services cost $10.05 per passenger (CPP), or 70.1% of the urbanized average in Q2 2026, YTD. This meets the performance goal of remaining below $13.61 CPP (95% of the urban average) for 2026.

Note: Financial data for peer agencies was collected from 2023–2024 NTD reports. 2025 data is expected to be available in October 2026.

Cost Effectiveness-Demand Response (Paratransit)



STA Paratransit services cost $61.88 per passenger (CPP), or 88.9% of the urbanized average in Q2 2026, YTD. This meets the performance goal of remaining below $66.13 CPP (95% of the urban average) for 2026.

Note: Financial data for peer agencies was collected from 2023–2024 NTD reports. 2025 data is expected to be available in October 2026.

Farebox Recovery (Previous Methodology)

Fixed Route

Year	Q1	Q2	Q3	Q4
2023	8.2%	8.0%	7.6%	8.0%
2024	8.5%	7.8%	7.9%	8.0%
2025	8.8%	8.3%	7.8%	8.8%
2026	7.9%	7.6%		

Paratransit

Year	Q1	Q2	Q3	Q4
2023	2.6%	2.7%	2.7%	2.8%
2024	2.8%	2.7%	2.7%	2.8%
2025	2.9%	2.6%	2.8%	2.9%
2026	2.8%	2.7%		

Farebox Recovery is measured as fare revenues divided by unallocated costs. Fixed Route service recovered 7.6% YTD in 2026, slightly down from 2025 and under goal of 20%. Paratransit is at 2.7% YTD in 2026, similar to 2025, with a goal of 4%.

Farebox Recovery – Comprehensive Plan Definition

Fixed Route

Year	Q1	Q2	Q3	Q4
2023	28.7%	28.7%	23.8%	24.4%
2024	25.9%	26.9%	26.2%	25.8%
2025	25.9%	25.3%	23.4%	25.9%
2026	24.3%	23.8%		

Paratransit

Year	Q1	Q2	Q3	Q4
2023	4.4%	4.5%	4.2%	4.1%
2024	4.1%	4.3%	4.0%	4.1%
2025	4.2%	4.1%	4.0%	4.2%
2026	4.1%	3.9%		

Farebox Recovery, as defined in the Comprehensive Plan, is measured as the standard fare rate (2$) divided by unallocated cost per passenger. Fixed Route service was at 23.8%% YTD in 2026, slightly down from 2025 and above goal of 20%. Paratransit is at 3.9% YTD in 2026, similar to 2025, with a goal of 4%.

Cost Efficiency – Rideshare

Line Item	2023	2024	2025	2026 YTD
Operating/Admin Cost per Mile	$0.73	$0.69	$0.74	$0.78
Revenue per Mile	$0.28	$0.27	$0.27	$0.26
Cost Recovery	**38.4%**	**39.9%**	**35.7%**	**33.1%**

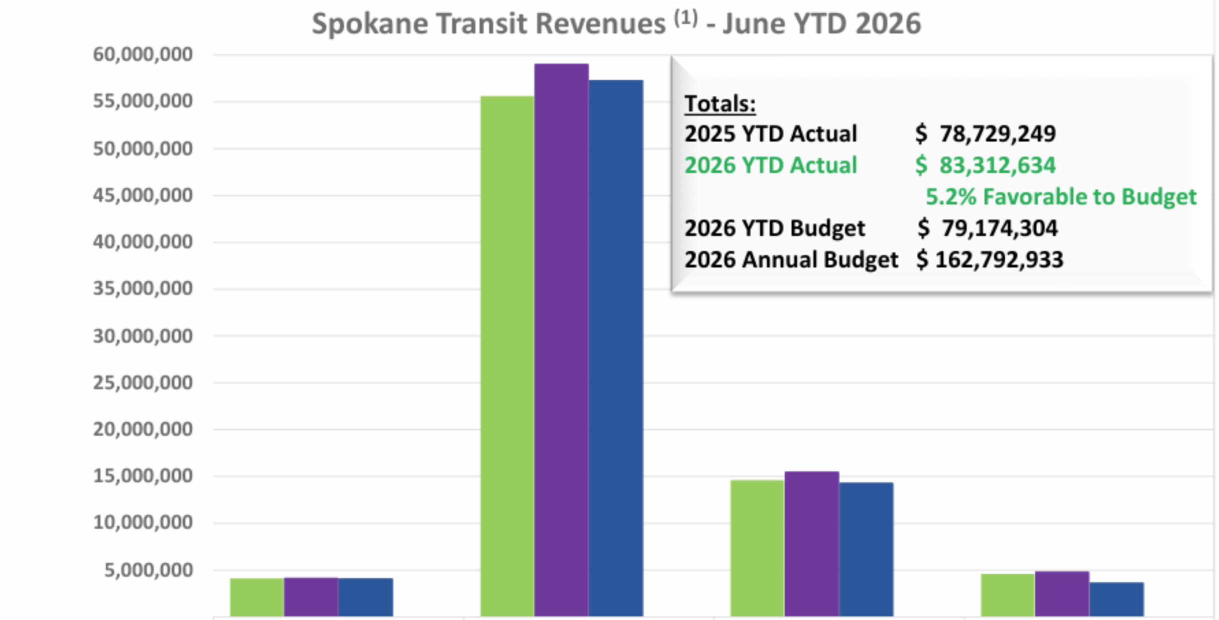
Metrics represent dollars per vehicle mile.
Goal for 2026 is 50% cost recovery.

Cost Efficiency – Maintenance

Service	2023	2024	2025	2026	GOAL
Fixed Route	$1.61	$1.79	$1.93	$1.89	<$1.92
Paratransit	$1.26	$1.24	$1.43	$1.39	<$1.39

Metrics represent cost in dollars per vehicle mile.

Financial Management



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2025 YTD Actual	4,088,778	55,598,244	14,564,441	4,577,786
2026 YTD Actual	4,108,916	58,982,859	15,445,016	4,775,843
2026 YTD Budget	4,048,484	57,266,191	14,258,877	3,600,752
2026 YTD Budget Variance	1.5%	3.0%	8.3%	32.6%
2026 Annual Budget	8,096,969	121,622,638	25,871,822	7,201,504

(1) Above amounts exclude grants used for capital projects. Year-to-date June state capital grant reimbursements total $2,326,508 and federal capital grant reimbursements total $0.

Service Level Stability & Ability to Sustain Essential Capital Investments

Investment	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.*