

PSTA Performance Counts Scorecard FY26											<table border="1" style="font-size: small;"> <tr><td style="background-color: #d9ead3;">Achievement Percentage</td></tr> <tr><td style="background-color: #d9ead3;">100%</td></tr> <tr><td style="background-color: #fcf8e3;">90 - 99.99%</td></tr> <tr><td style="background-color: #f2dede;">≤ 89.99%</td></tr> </table>		Achievement Percentage	100%	90 - 99.99%	≤ 89.99%
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Strategy	Metric Code	Metric	Performance Goals	Q1 Performance Results	Q2 Performance Results	Q3 Performance Results	Q4 Performance Results	Goal Points	Q1 Earned Points	Q2 Earned Points	Q3 Earned Points	Q4 Earned Points	Year To Date			
Financial Responsibility	ORG1	Annual Budget Adherence	≤0% above budget	-4%				7	7.3				7.3			
	ORG2	Average Net Subsidy Per Ride	≤\$9.51	\$ 9.81				7	6.8				6.8			
	ORG3	Fare and Equivalent Revenue Growth	1% growth compared to FY25 Actual Revenue	17.84%				7	7.7				7.7			
	ORG4	Clearwater Station	Q1: Permitting completed, NTP, and Site Prep Q2: Demolition & Excavation; Q3: Underground Utilities; Q4: Infrastructure	90%				7	6.3				6.3			
								28	28.07	0	0	0	28.1			
Operational Excellence	ORG5	Ridership	≥= 14.2 passengers per revenue hour	13.82				7	6.8				6.8			
	ORG6	Safety	≤=4 collisions per 100,000 miles	4.9				7	5				5			
	ORG7	Fuel Efficiency	≥=5 miles per gallon	5.42				7	7.6				8			
	ORG8	State of Good Repair Rating	≥3	4.23				7	7.7				7.7			
								28	27.3	0	0	0	27.3			
Community Impact	ORG9	Fixed Route Customer Satisfaction	82%	87%				8	8.5				8.5			
	ORG10	Paratransit Customer Satisfaction	90%	96%				8	8.8				8.8			
	ORG11	Ferry, Vanpool and Grouper Customer Satisfaction	Q1: Identify scope of surveys Q2: Design surveys and delivery Q3: Conduct survey Q4: 86% or greater customer satisfaction result	Achieved				7	7				7.0			
	ORG12	Employee Retention	≥88%	99%				7	7.7				7.7			
	ORG13	Community Sentiment Survey	90%	95%				7	7.4				7.4			
	ORG14	SunRunner Corridor Economic Impact	Growth Rate in Jobs in SR corridor: 2017-2020; 2020-2023	21%				7	7				7			
								44	46.33	0	0	0	46.3			
Overall Performance Score								100	102	0	0	0	102			

Q1 Notes

ORG2: The net subsidy increased primarily due to the decrease in fixed-route ridership compared to last year. See the ridership metric for additional information.

ORG 4: The site fence and mobilization was delayed until January, but all other tasks are complete and back on track.

ORG5: Passengers per revenue hour decreased in Q1 due to immediate impacts of implementing CCBN and riders adjusting to the service change. There were also more weekend days in November of 2025 compared to 2024, which also resulted in decreased ridership. Service adjustments are planned for February 2026, and ridership impacts will be analyzed.

ORG6: SST is currently investigating cause of increased collisions. Defensive driving measures are being pushed out as well as increased signage and safety messaging for all operators.

ORG13: Result reflects the previous Community Sentiment Survey. Will be replaced with current results at survey's conclusion.

Q2 Notes

Q3 Notes

Q4 Notes