



**PSTA Performance Counts Scorecard
FY25 - Preliminary Results**

| |
|------------------------|
| Achievement Percentage |
| 100% |
| 90 - 99.99% |
| ≤ 89.99% |

| 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 |
|----------------------------------|-------------|---|--|------------------------|------------------------|------------------------|------------------------|-------------|------------------|------------------|------------------|------------------|--------------|
| Healthy Community and Workforce | ORG1 | Fixed Route Customer Satisfaction | 82% | 87% | 87% | 87% | 87% | 8 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 |
| | ORG2 | Paratransit Customer Satisfaction | 90% | 96% | 96% | 96% | 96% | 8 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 |
| | ORG3 | Ferry Customer Satisfaction | Q1: Develop Survey Delivery Plan Q2: Launch Ferry Service Q3: Finalize Survey Q4: Conduct Survey and Analyze Results | Goal Achieved | Goal Achieved | Goal Achieved | Goal Achieved | 7 | 7 | 7 | 7 | 7 | 7 |
| | ORG4 | Employee Voluntary Turnover | ≤12% | 1.3% | 3.2% | 5.1% | 5.7% | 7 | 7.7 | 7.7 | 7.7 | 7.7 | 7.7 |
| | ORG5 | Employee Engagement Survey | 86% | 86% | 86% | 86% | 86% | 7 | 7 | 7 | 7 | 7 | 7 |
| | ORG6 | Collisions per 100,000 miles | ≤4 | 5.7 | 4.1 | 4.1 | 5.6 | 7 | 4 | 6.8 | 6.8 | 4 | 5 |
| | | | | | | | | 44 | 43 | 46 | 45.5 | 42.7 | 44.1 |
| Resiliency | ORG10 | Annual Budget Variance | ≤0% | -1% | -7% | -7% | -7% | 7 | 7.7 | 7.7 | 7.7 | 7.7 | 7.7 |
| | ORG8 | State of Good Repair Rating | ≥3 | 3.20 | 3.90 | 4.40 | 4.90 | 7 | 7.5 | 7.7 | 7.7 | 7.7 | 7.7 |
| | ORG9 | Fuel Efficiency | >=5 miles per gallon | 4.71 | 4.69 | 4.66 | 4.69 | 7 | 6.6 | 6.6 | 6.5 | 6.6 | 6.6 |
| | | | | | | | | 21 | 21.8 | 22 | 21.9 | 22 | 22.0 |
| Economic Vitality | ORG11 | Ridership | Q1: 13.75 Q2: 13.98 Q3: 14.17 Q4: 14.14 | 14.20 | 14.42 | 14.52 | 14.38 | 7 | 7.2 | 7.2 | 7.2 | 7.1 | 7.2 |
| | ORG12 | Clearwater Transit Center Project | Q1: 60% Design Complete Q2: Key Corner Artist Selection – Marketing/PMO Q3: Design Complete – PMO Q4: Groundbreaking – Marketing/PMO | Goal Achieved | Goal Achieved | Goal Achieved | Goal Achieved | 7 | 7 | 7 | 7 | 7 | 7 |
| | ORG13 | SunRunner Corridor Development Value Growth | Q1: Develop scope Q2: Select economic development report vendor Q3: Approve project approach and begin work Q4: Communicate initial results of SR development value | Goal Achieved | Goal Achieved | 75% Completed | Goal Achieved | 7 | 7 | 7 | 5.25 | 7 | 7 |
| | ORG14 | Operating Cost per Revenue Hour | Less than or equal to: Q1: \$157.45 Q2: \$154.43 Q3: \$152.67 Q4: \$150.93 | \$ 150.61 | \$ 144.86 | \$ 142.07 | \$ 142.19 | 7 | 7.3 | 7.4 | 7.5 | 7.5 | 7.4 |
| | ORG15 | Fare and Equivalent Revenue | 7.07% increase compared to FY24 | 7.37% | 5.54% | 11.52% | 8.0% | 7 | 7.3 | 5.5 | 7.7 | 7.7 | 7.1 |
| | | | | | | | | 35 | 35.8 | 34.1 | 34.7 | 36.3 | 35.7 |
| Overall Performance Score | | | | | | | | 100 | 100 | 102 | 102 | 101 | 102 |