OPERATING METRICS FOR TRANSIT OPERATIONS - 2024 to 2025																				
OPERATING METRICS	FIRST QUARTER				SECOND QUARTER				THIRD QUARTER				FOURTH QUARTER				YEAR END			
Shoreline Metro	2025	2024	Difference	Target	2025	2024	Difference	Target	2025	2024	Difference	Target	2025	2024	Difference	Target	2025	2024	Difference	Target
Cost-Efficiency				<u> </u>												<u>-</u>				
Expense/Revenue Hour	\$110.54	\$110.53	\$0.01	\$94.85	\$114.90	\$103.75	\$11.15	\$94.85	\$123.57	\$119.54	\$4.03	\$94.85	#DIV/0!	\$129.50	#DIV/0!	\$94.85	\$116.45	\$115.76	\$0.68	\$94.85
Expense/Revenue Mile	\$31.08	\$35.57	\$4.48	N/A	\$13.23	\$13.79	\$0.56	N/A	\$12.82	\$13.98	\$1.17	N/A	#DIV/0!	\$13.07	#DIV/0!	N/A	\$12.17	\$13.49	\$1.32	N/A
Cost-Effectiveness																				
Expense/Passenger Trip	\$7.52	\$7.15	\$0.37	\$7.25	\$7.63	\$6.47	\$1.16	\$7.25	\$10.01	\$8.06	\$1.95	\$7.25	#DIV/0!	\$7.76	#DIV/0!	\$7.25	\$8.31	\$7.34	\$5.29	\$7.25
Service-Effectiveness																				
Passengers/Revenue Hour	14.70	15.47	-0.77	13.80	15.06	16.03	-0.97	13.80	12.35	14.83	-2.49	13.80	#DIV/0!	16.69	#DIV/0!	13.80	14.01	15.76	-1.75	13.80
Passengers/Revenue Mile	1.06	1.09	-0.03	N/A	13.89	14.79	-0.89	N/A	11.39	13.68	-2.29	N/A	#DIV/0!	15.39	0.00	N/A	0.00	0.00	0.00	N/A
Passenger Revenue-Effectiveness													_							
Revenue/Expense (Ratio)	10.3%	12.9%	-2.6%	11.5%	12.5%	14.4%	-1.9%	11.5%	11.2%	12.7%	-1.4%	11.5%	#DIV/0!	10.9%	#DIV/0!	11.5%	11.3%	12.6%	-1.3%	11.5%
Revenue/Passenger Trip	\$0.77	\$0.92	-\$0.15	\$0.66	\$0.95	\$0.93	\$0.02	\$0.66	\$1.13	\$1.02	\$0.10	\$0.66	#DIV/0!	\$0.85	#DIV/0!	\$0.66	\$0.94	\$0.93	\$0.01	\$0.66
				-							<u>.</u>							<u>.</u>		
Metro Connection	2025	2024	Difference	% Change	2025	2024	Difference	% Change	2025	2024	Difference	% Change	2025	2024	Difference	% Change	2025	2024	Difference	% Change
Service-Effectiveness																				
Passengers/Revenue Hour	2.65	2.42	0.23	9.3%	2.67	2.55	0.12	4.8%	2.62	2.67	(0.04)	-1.6%	#DIV/0!	2.67	#DIV/0!	#DIV/0!	2.65	2.58	0.07	2.7%
Passengers/Revenue Mile	0.21	0.22	0.01	-6.0%	0.21	0.22	(0.01)	-3.4%	0.21	0.21	0.01	2.9%	#DIV/0!	0.21	#DIV/0!	#DIV/0!	0.21	0.21	(0.00)	-1.7%
OPERATING STATISTICS	FIRST QUARTER				SECOND QUARTER				THIRD QUARTER				FOURTH QUARTER				YEAR END			
Shoreline Metro	2025	2024	Difference	% Change	2025	2024	Difference	0/ 61		2024										
Revenue Miles		2024		70 01141190		-		% Change	2025	2024	Difference	% Change	2025	2024	Difference	% Change	2025	2024	Difference	% Change
Neveride Willes	128,813	132,569	3,756	-2.8%	136,810	130,843	5,967	<b>% Change</b> 4.6%	<b>2025</b> 136,069	126,824	9,245	7.3%	2025	<b>2024</b> 132,418	Difference 132,418	<b>% Change</b> -100.0%	<b>2025</b> 401,692	<b>2024</b> 522,654	Difference 120,962	% Change -23.14%
Total Miles	128,813 133,234					-							2025							
	133,234 9,306	132,569 137,119 9,380	3,756	-2.8%	136,810	130,843 135,334 9,331	5,967	4.6%	136,069 140,739 9,718	126,824 131,177 8,965	9,245 9,562 753	7.3% 7.3% 8.4%	2025	132,418 136,963 9,262	132,418 136,963 9,262	-100.0%	401,692 415,479 28,259	522,654	120,962	-23.14% -23.14% -23.50%
Total Miles	133,234	132,569 137,119	3,756	-2.8% -2.8%	136,810 141,506	130,843 135,334	5,967 6,172	4.6% 4.6%	136,069 140,739	126,824 131,177	9,245 9,562	7.3% 7.3%	2025	132,418 136,963	132,418 136,963	-100.0% -100.0%	401,692 415,479	522,654 540,593	120,962 125,114	-23.14% -23.14%
Total Miles Revenue Hours	133,234 9,306	132,569 137,119 9,380	3,756 3,885 74	-2.8% -2.8% -0.8%	136,810 141,506 9,235	130,843 135,334 9,331	5,967 6,172 96	4.6% 4.6% -1.0%	136,069 140,739 9,718	126,824 131,177 8,965	9,245 9,562 753	7.3% 7.3% 8.4%	2025	132,418 136,963 9,262	132,418 136,963 9,262	-100.0% -100.0% -100.0%	401,692 415,479 28,259	522,654 540,593 36,938	120,962 125,114 8,679	-23.14% -23.14% -23.50%
Total Miles Revenue Hours Total Hours	133,234 9,306 10,090	132,569 137,119 9,380 10,171	3,756 3,885 74 81	-2.8% -2.8% -0.8% -0.8%	136,810 141,506 9,235 10,013	130,843 135,334 9,331 10,117	5,967 6,172 96 104	4.6% 4.6% -1.0%	136,069 140,739 9,718 10,537	126,824 131,177 8,965 9,721	9,245 9,562 753 816	7.3% 7.3% 8.4% 8.4%	2025	132,418 136,963 9,262 10,043	132,418 136,963 9,262 10,043	-100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640	522,654 540,593 36,938 40,052	120,962 125,114 8,679 9,412	-23.14% -23.14% -23.50% -23.50%
Total Miles Revenue Hours Total Hours	133,234 9,306 10,090	132,569 137,119 9,380 10,171	3,756 3,885 74 81	-2.8% -2.8% -0.8% -0.8%	136,810 141,506 9,235 10,013	130,843 135,334 9,331 10,117	5,967 6,172 96 104	4.6% 4.6% -1.0%	136,069 140,739 9,718 10,537	126,824 131,177 8,965 9,721	9,245 9,562 753 816 13,017	7.3% 7.3% 8.4% 8.4%	2025	132,418 136,963 9,262 10,043	132,418 136,963 9,262 10,043	-100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640	522,654 540,593 36,938 40,052	120,962 125,114 8,679 9,412	-23.14% -23.14% -23.50% -23.50%
Total Miles Revenue Hours Total Hours Ridership	133,234 9,306 10,090 136,829	132,569 137,119 9,380 10,171 145,093	3,756 3,885 74 81 8,264	-2.8% -2.8% -0.8% -0.8% -5.7%	136,810 141,506 9,235 10,013 139,101	130,843 135,334 9,331 10,117 149,587	5,967 6,172 96 104 10,486	4.6% 4.6% -1.0% -1.0% -7.0%	136,069 140,739 9,718 10,537 119,976	126,824 131,177 8,965 9,721 132,993	9,245 9,562 753 816 13,017	7.3% 7.3% 8.4% 8.4% -9.8%		132,418 136,963 9,262 10,043 154,539	132,418 136,963 9,262 10,043 154,539	-100.0% -100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906	522,654 540,593 36,938 40,052 582,212	120,962 125,114 8,679 9,412 186,306	-23.14% -23.14% -23.50% -23.50% -32.00%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection	133,234 9,306 10,090 136,829	132,569 137,119 9,380 10,171 145,093	3,756 3,885 74 81 8,264 <b>Difference</b>	-2.8% -2.8% -0.8% -0.8% -5.7%  % Change	136,810 141,506 9,235 10,013 139,101	130,843 135,334 9,331 10,117 149,587	5,967 6,172 96 104 10,486 <b>Difference</b>	4.6% 4.6% -1.0% -7.0% <b>Change</b>	136,069 140,739 9,718 10,537 119,976	126,824 131,177 8,965 9,721 132,993	9,245 9,562 753 816 13,017	7.3% 7.3% 8.4% 8.4% -9.8%		132,418 136,963 9,262 10,043 154,539	132,418 136,963 9,262 10,043 154,539 <b>Difference</b>	-100.0% -100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906	522,654 540,593 36,938 40,052 582,212	120,962 125,114 8,679 9,412 186,306 <b>Difference</b>	-23.14% -23.14% -23.50% -23.50% -32.00%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles	133,234 9,306 10,090 136,829 <b>2025</b> 33,097	132,569 137,119 9,380 10,171 145,093 2024 29,151	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946	-2.8% -2.8% -0.8% -0.8% -5.7%  % Change	136,810 141,506 9,235 10,013 139,101 <b>2025</b> 33,359	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031	4.6% 4.6% -1.0% -7.0% <b>% Change</b> 3.2%	136,069 140,739 9,718 10,537 119,976 <b>2025</b> 31,697	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055	7.3% 7.3% 8.4% 8.4% -9.8% <b>% Change</b> -8.8%		132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557	-100.0% -100.0% -100.0% -100.0% -100.0% <b>% Change</b> -100.0%	401,692 415,479 28,259 30,640 395,906 <b>2025</b> 98,153	522,654 540,593 36,938 40,052 582,212 <b>2024</b> 129,788	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635	-23.14% -23.14% -23.50% -23.50% -32.00% <b>% Change</b> -24.4%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles Total Miles	133,234 9,306 10,090 136,829 <b>2025</b> 33,097 36,818	132,569 137,119 9,380 10,171 145,093 <b>2024</b> 29,151 32,251	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946	-2.8% -2.8% -0.8% -0.8% -5.7%  **Change* 13.5% 14.2%	136,810 141,506 9,235 10,013 139,101 <b>2025</b> 33,359 36,956	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328 35,449	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031 1,507	4.6% 4.6% -1.0% -7.0% -7.0% <b>% Change</b> 3.2% 4.3%	136,069 140,739 9,718 10,537 119,976 <b>2025</b> 31,697 35,143	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752 38,698	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055 3,555	7.3% 7.3% 8.4% 8.4% -9.8% <b>% Change</b> -8.8% -9.2%		132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557 37,636	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557 37,636	-100.0% -100.0% -100.0% -100.0% -100.0% <b>% Change</b> -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906 2025 98,153 108,917	522,654 540,593 36,938 40,052 582,212 <b>2024</b> 129,788 144,034	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635 35,117	-23.14% -23.50% -23.50% -32.00% <b>% Change</b> -24.4%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles Total Miles Revenue Hours	133,234 9,306 10,090 136,829 <b>2025</b> 33,097 36,818 2,619	132,569 137,119 9,380 10,171 145,093 <b>2024</b> 29,151 32,251 2,681	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946 4,567	-2.8% -2.8% -0.8% -0.8% -5.7%  **Change* 13.5% 14.2% -2.3%	136,810 141,506 9,235 10,013 139,101 <b>2025</b> 33,359 36,956 2,601	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328 35,449 2,732	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031 1,507	4.6% 4.6% -1.0% -7.0% <b>% Change</b> 3.2% 4.3% -4.8%	136,069 140,739 9,718 10,537 119,976 2025 31,697 35,143 2,575	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752 38,698 2,759	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055 3,555 184	7.3% 7.3% 8.4% 8.4% -9.8% <b>% Change</b> -8.8% -9.2% -6.7%		132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557 37,636 2,605	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557 37,636 2,605	-100.0% -100.0% -100.0% -100.0% -100.0%  **Change -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906 2025 98,153 108,917 7,795	522,654 540,593 36,938 40,052 582,212 2024 129,788 144,034 10,777	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635 35,117 (2,982)	-23.14% -23.50% -23.50% -32.00% **Change -24.4% -24.4% -27.7%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles Total Miles Revenue Hours Total Hours	133,234 9,306 10,090 136,829 <b>2025</b> 33,097 36,818 2,619 2,974	132,569 137,119 9,380 10,171 145,093 2024 29,151 32,251 2,681 2,951	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946 4,567 62 23	-2.8% -2.8% -0.8% -0.8% -5.7% <b>% Change</b> 13.5% 14.2% -2.3% 0.8%	136,810 141,506 9,235 10,013 139,101 2025 33,359 36,956 2,601 3,021	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328 35,449 2,732 2,992	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031 1,507	4.6% 4.6% -1.0% -7.0% <b>% Change</b> 3.2% 4.3% -4.8% 1.0%	136,069 140,739 9,718 10,537 119,976 2025 31,697 35,143 2,575 2,832	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752 38,698 2,759 2,818	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055 3,555 184 14	7.3% 7.3% 8.4% 8.4% -9.8% <b>% Change</b> -8.8% -9.2% -6.7% 0.5%		132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557 37,636 2,605 2,926	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557 37,636 2,605 2,926	-100.0% -100.0% -100.0% -100.0% -100.0%  **Change -100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906 2025 98,153 108,917 7,795 8,827	522,654 540,593 36,938 40,052 582,212 <b>2024</b> 129,788 144,034 10,777 11,687	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635 35,117 (2,982) (2,860)	-23.14% -23.50% -23.50% -32.00% **Change -24.4% -24.4% -27.7% -24.5%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles Total Miles Revenue Hours Total Hours	133,234 9,306 10,090 136,829 <b>2025</b> 33,097 36,818 2,619 2,974	132,569 137,119 9,380 10,171 145,093 2024 29,151 32,251 2,681 2,951	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946 4,567 62 23	-2.8% -2.8% -0.8% -0.8% -5.7% <b>% Change</b> 13.5% 14.2% -2.3% 0.8%	136,810 141,506 9,235 10,013 139,101 2025 33,359 36,956 2,601 3,021	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328 35,449 2,732 2,992	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031 1,507 131 29	4.6% 4.6% -1.0% -7.0% <b>% Change</b> 3.2% 4.3% -4.8% 1.0%	136,069 140,739 9,718 10,537 119,976 2025 31,697 35,143 2,575 2,832	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752 38,698 2,759 2,818	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055 3,555 184 14 599	7.3% 7.3% 8.4% 8.4% -9.8% <b>% Change</b> -8.8% -9.2% -6.7% 0.5%		132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557 37,636 2,605 2,926	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557 37,636 2,605 2,926 6,956	-100.0% -100.0% -100.0% -100.0% -100.0%  **Change -100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906 2025 98,153 108,917 7,795 8,827	522,654 540,593 36,938 40,052 582,212 <b>2024</b> 129,788 144,034 10,777 11,687	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635 35,117 (2,982) (2,860) (7,134)	-23.14% -23.50% -23.50% -32.00% **Change -24.4% -24.4% -27.7% -24.5%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles Total Miles Revenue Hours Total Hours Ridership	133,234 9,306 10,090 136,829 <b>2025</b> 33,097 36,818 2,619 2,974	132,569 137,119 9,380 10,171 145,093 2024 29,151 32,251 2,681 2,951 6,492	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946 4,567 62 23	-2.8% -2.8% -0.8% -0.8% -5.7% <b>% Change</b> 13.5% 14.2% -2.3% 0.8%	136,810 141,506 9,235 10,013 139,101 2025 33,359 36,956 2,601 3,021	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328 35,449 2,732 2,992 6,970	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031 1,507 131 29	4.6% 4.6% -1.0% -7.0% <b>% Change</b> 3.2% 4.3% -4.8% 1.0%	136,069 140,739 9,718 10,537 119,976 2025 31,697 35,143 2,575 2,832	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752 38,698 2,759 2,818 7,358	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055 3,555 184 14 599	7.3% 7.3% 8.4% 8.4% -9.8% <b>% Change</b> -8.8% -9.2% -6.7% 0.5%		132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557 37,636 2,605 2,926 6,956	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557 37,636 2,605 2,926 6,956	-100.0% -100.0% -100.0% -100.0% -100.0%  **Change -100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906 2025 98,153 108,917 7,795 8,827	522,654 540,593 36,938 40,052 582,212 <b>2024</b> 129,788 144,034 10,777 11,687 27,776	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635 35,117 (2,982) (2,860) (7,134)	-23.14% -23.50% -23.50% -32.00%  **Change -24.4% -24.4% -24.5% -25.7%
Total Miles Revenue Hours Total Hours Ridership  Metro Connection Revenue Miles Total Miles Revenue Hours Total Hours Ridership  REVENUES/EXPENSES	133,234 9,306 10,090 136,829 2025 33,097 36,818 2,619 2,974 6,932	132,569 137,119 9,380 10,171 145,093 2024 29,151 32,251 2,681 2,951 6,492	3,756 3,885 74 81 8,264 <b>Difference</b> 3,946 4,567 62 23 440	-2.8% -0.8% -0.8% -5.7%  **Change 13.5% 14.2% -2.3% 0.8% 6.8%	136,810 141,506 9,235 10,013 139,101 <b>2025</b> 33,359 36,956 2,601 3,021 6,951	130,843 135,334 9,331 10,117 149,587 <b>2024</b> 32,328 35,449 2,732 2,992 6,970	5,967 6,172 96 104 10,486 <b>Difference</b> 1,031 1,507 131 29 19	4.6% 4.6% -1.0% -1.0% -7.0%  **Change 3.2% 4.3% -4.8% 1.0% -0.3%	136,069 140,739 9,718 10,537 119,976 <b>2025</b> 31,697 35,143 2,575 2,832 6,759	126,824 131,177 8,965 9,721 132,993 <b>2024</b> 34,752 38,698 2,759 2,818 7,358	9,245 9,562 753 816 13,017 <b>Difference</b> 3,055 3,555 184 14 599	7.3% 7.3% 8.4% 8.4% -9.8%  **Change -8.8% -9.2% -6.7% 0.5% -8.1%	2025	132,418 136,963 9,262 10,043 154,539 <b>2024</b> 33,557 37,636 2,605 2,926 6,956	132,418 136,963 9,262 10,043 154,539 <b>Difference</b> 33,557 37,636 2,605 2,926 6,956	-100.0% -100.0% -100.0% -100.0%  **Change -100.0% -100.0% -100.0% -100.0% -100.0%	401,692 415,479 28,259 30,640 395,906 <b>2025</b> 98,153 108,917 7,795 8,827 20,642	522,654 540,593 36,938 40,052 582,212 <b>2024</b> 129,788 144,034 10,777 11,687 27,776	120,962 125,114 8,679 9,412 186,306 <b>Difference</b> 31,635 35,117 (2,982) (2,860) (7,134)	-23.14% -23.50% -23.50% -32.00%  **Change -24.4% -24.4% -24.5% -25.7%

## Definitions

**Cost-Efficiency** examines the amount of service produced in relation to the amount of resources expended. The lower the ratio, the more cost efficient the service.

**Cost-Effectiveness** metrics addresses transit use in relation to the level of resources expended. The lower the cost per passenger, the more cost effective the service.

**Service-Effectiveness** is a measure of the consumption of public transportation service in relation to the amount of service available. The larger the ratio, the more effective the service.

Passenger Revenue-Effectiveness, or average fare per passenger trip, measures the amount each passenger is paying to use the service. The higher the average, the more cost is being borne by the passenger.