

# Ride KC Transit Key Performance Indicators

February 2023

Report Submitted March 14, 2023

### About this Report

This report contains information about transit service operated by the Kansas City Area Transportation Authority contracted by the City of Kansas City, Missouri. Key Performance Indicators (KPIs) outlined in the contract between KCATA and KCMO are shown here, while detailed metrics can be found on the following pages of this dashboard.

### Set Filters

Mode

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Day

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All

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Kansas City, MO

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### Previous Months

1/1/2019

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2/1/2023

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Completed Trips

97.3%

Goal: 97.0%

February 2023

Fixed Route OTP

81.5%

Goal: 80.0%, 90.0%

February 2023

Paratransit OTP

87.0%

Goal: 90.0%

February 2023

Fixed + Flex Ridership

833,167

February 2023

Fixed Route Ridership

828,508

February 2023

Flex Route Ridership

4,659

February 2023

Platform Hours

36,224

February 2023

Passengers per Platform Hour

20

February 2023

Cost per Passenger

\$2.15

February 2023

Paratransit Trips

18,288

February 2023

Paratransit Passengers

19,711

February 2023

Vehicle Incidents

18

February 2023

Road Calls

53

February 2023

### Glossary of Terms

- Collisions:** Any incident where a bus runs into another vehicle or fixed object (includes property damage only collisions).
- Flex Route:** A route that operates within a service area during certain times, but takes different routes based on rider requests.
- Fixed Route:** A bus that operates on a pre-determined route and schedule.
- KPI:** Key Performance Indicator; a metric used to measure progress against goals.

- Platform Hours:** The total time it takes for drivers to operate revenue service, spend time in a layover, or travel to and from a maintenance facility.
- Road Calls:** A maintenance response to a transit agency vehicle.
- Trips vs. Passengers (Paratransit):** A trip is a journey from one point to another that can have one or more passengers.
- Vehicle Incidents:** Any time a vehicle comes in contact with a fixed object or moving vehicle.

See the [NTD Glossary](#) for more definitions.

# Ridership

Ridership measures the number of people boarding each individual route, as counted by Automatic Passenger Counters (APCs) stationed at the doors of transit vehicles. Ridership is measured in Unlinked Passenger Trips, meaning a single passenger transferring to another route would be counted for both boardings. See the [NTD Glossary](#) for more definitions.

Ridership

833,167

February 2023

Year-over-Year Change

30.38%

February 2023

## Details by Route

| #   | Route Name             | Month Total | Daily Average | % Change (YoY) | % of 2019 |
|-----|------------------------|-------------|---------------|----------------|-----------|
| 1   | Main Street MAX        | 63,552      | 2,270         | 59.58%         | 83.7%     |
| 2   | Troost MAX             | 79,229      | 2,830         | 41.86%         | 92.1%     |
| 3   | Prospect MAX           | 116,085     | 4,146         | 43.58%         |           |
| 9   | 9th Street             | 5,636       | 201           | 38.41%         | 56.6%     |
| 11  | Northeast-Westside     | 28,062      | 1,002         | 33.78%         | 125.3%    |
| 12  | 12th Street            | 18,928      | 676           | 14.60%         | 116.1%    |
| 18  | Indiana                | 26,704      | 954           | 13.76%         | 111.6%    |
| 21  | Cleveland-Antioch      | 10,350      | 431           | 29.33%         | 111.1%    |
| 23  | 23rd Street            | 5,181       | 185           |                | 68.4%     |
| 24  | Independence           | 73,625      | 2,629         | 50.87%         | 140.6%    |
| 25  | Troost                 | 31,335      | 1,119         | 3.59%          | 122.1%    |
| 27  | 27th Street            | 8,472       | 303           | 7.75%          | 68.7%     |
| 28  | Blue Ridge             | 10,248      | 427           | 42.33%         | 81.3%     |
| 29  | Blue Ridge Limited     | 1,958       | 98            | 29.58%         | 55.9%     |
| 31  | 31st Street            | 66,942      | 2,391         | 2.42%          | 116.2%    |
| 35  | 35th Street            | 16,011      | 572           | 29.70%         | 81.7%     |
| 39  | 39th Street            | 42,618      | 1,522         | 14.65%         | 91.2%     |
| 47  | Broadway               | 32,622      | 1,165         | 3.96%          | 98.1%     |
| 57  | Wornall                | 9,816       | 351           | 46.46%         | 123.8%    |
| 63  | 63rd Street            | 8,616       | 308           | 16.80%         | 64.5%     |
| 71  | Prospect               | 14,142      | 505           | 55.37%         | 15.1%     |
| 75  | 75th Street            | 12,347      | 441           | 32.42%         | 82.4%     |
| 85  | Paseo                  | 22,212      | 793           | 16.62%         | 93.2%     |
| 99  | South Kansas City Flex | 3,113       | 130           | 103.60%        | 111.6%    |
| 101 | State Ave              | 46,313      | 1,654         | 30.17%         | 140.3%    |
| 106 | Quindaro-Amazon        | 10,271      | 367           | 11.91%         | 55.2%     |
| 201 | North Oak              | 25,684      | 917           | 29.31%         | 148.1%    |
| 210 | Front Street           | 12,666      | 452           | 3.46%          | 87.1%     |
| 229 | Boardwalk/KCI          | 14,172      | 506           | 34.29%         | 110.5%    |
| 238 | Meadowbrook            | 13,830      | 494           | 146.74%        | 203.4%    |
| 297 | Tiffany Springs Flex   | 150         | 8             | -31.51%        | 39.2%     |
| 299 | Gladstone-Antioch Flex | 970         | 35            | 334.98%        | 318.0%    |
| 399 | Raytown Flex           | 426         | 21            | 22.06%         | 75.0%     |
| 550 | Lee's Summit Express   | 634         | 32            | 46.42%         | 29.5%     |
| 570 | Blue Springs Express   | 247         | 12            | -10.18%        | 12.8%     |

Mode

All

Day

All

community

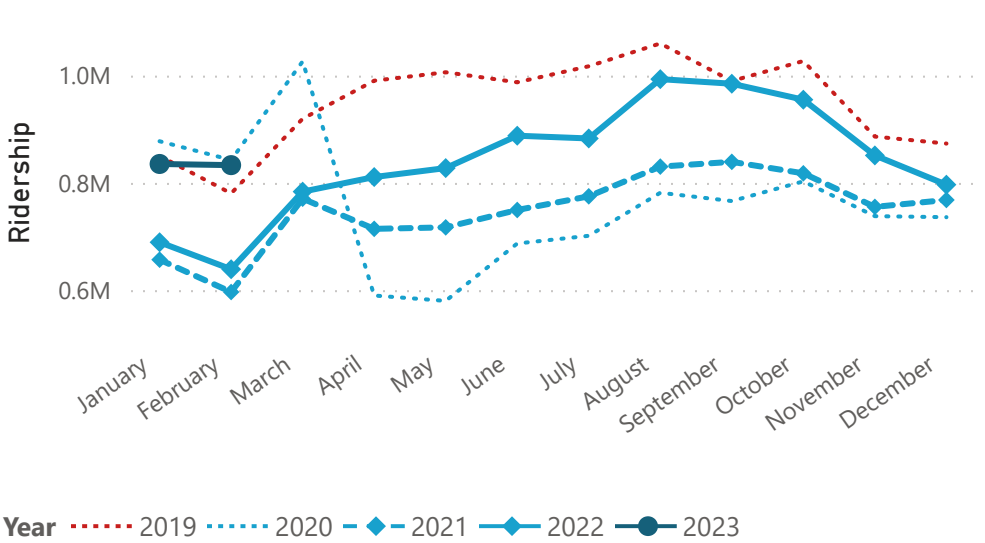
Kansas City, MO

Previous Months

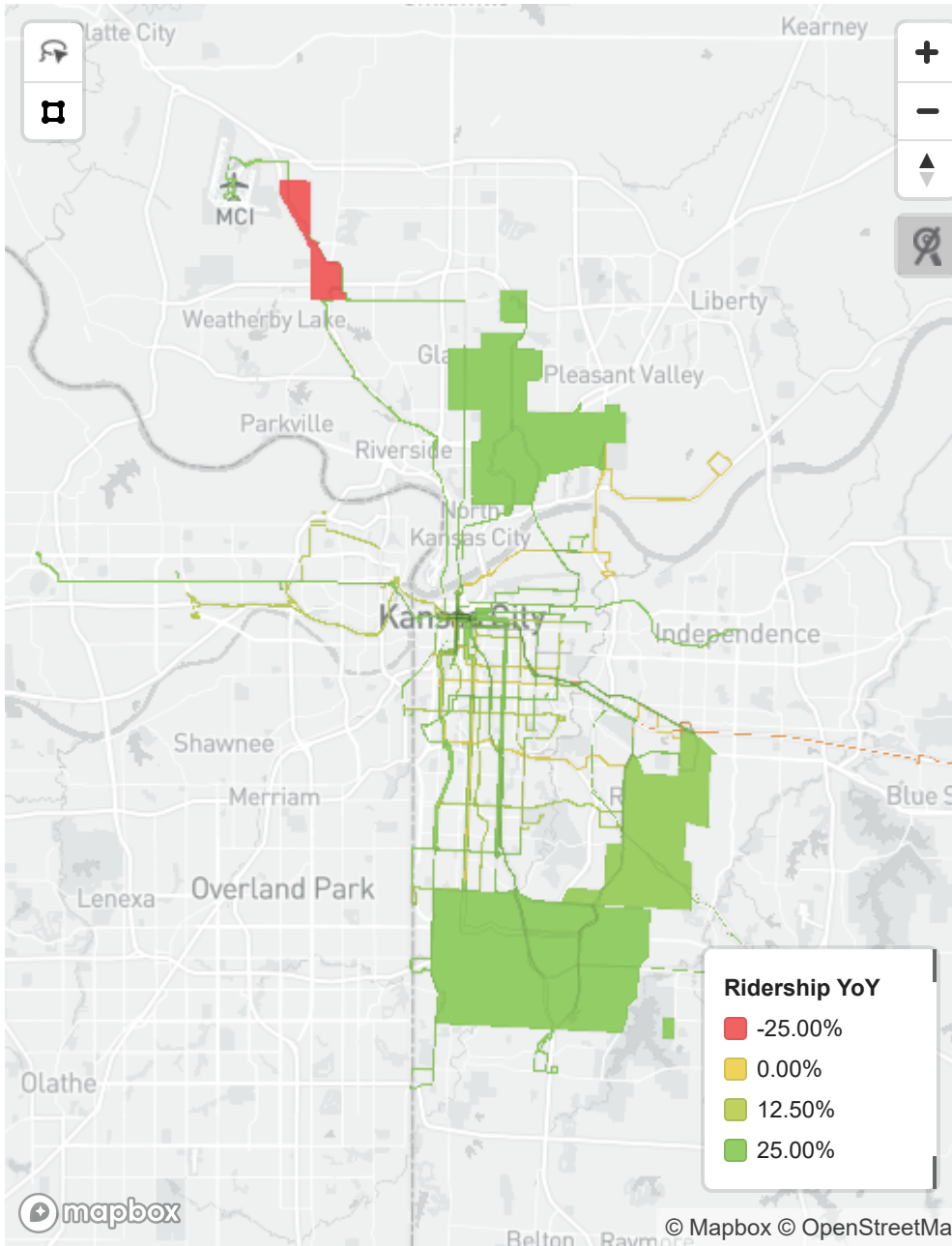
1/1/2019

2/1/2023

## Monthly Ridership



## Ridership Change - Year over Year



# Service

Fixed and Flex Route Service is measured in the number of **Platform Hours**, or time a transit vehicle is in revenue service (carrying passengers), on a layover (waiting to start a new trip), or deadheading (driving between the vehicle maintenance facility and the beginning or end of a route).

Platform Hours

36,224

February 2023

Year-over-Year Change

15.5%

February 2023

## Details by Route

| #   | Route Name             | Month Total | % Change (YoY) | % of 2019 |
|-----|------------------------|-------------|----------------|-----------|
| 1   | Main Street MAX        | 3,072       | 78.1%          | 84.63%    |
| 2   | Troost MAX             | 3,286       | 56.2%          | 82.92%    |
| 3   | Prospect MAX           | 3,705       | 19.1%          |           |
| 9   | 9th Street             | 527         | 6.1%           | 80.39%    |
| 11  | Northeast-Westside     | 1,554       | 18.0%          | 123.19%   |
| 12  | 12th Street            | 1,052       | 8.2%           | 121.79%   |
| 18  | Indiana                | 1,566       | 2.2%           | 108.47%   |
| 21  | Cleveland-Antioch      | 665         | 1.6%           | 100.29%   |
| 23  | 23rd Street            | 455         |                | 48.84%    |
| 24  | Independence           | 1,849       | 5.4%           | 98.60%    |
| 25  | Troost                 | 1,176       | -17.4%         | 90.75%    |
| 27  | 27th Street            | 526         | -0.5%          | 63.74%    |
| 28  | Blue Ridge             | 553         | 4.1%           | 61.99%    |
| 29  | Blue Ridge Limited     | 148         | 8.7%           | 68.15%    |
| 31  | 31st Street            | 2,069       | -10.0%         | 101.27%   |
| 35  | 35th Street            | 874         | 2.1%           | 76.11%    |
| 39  | 39th Street            | 1,514       | -0.0%          | 93.37%    |
| 47  | Broadway               | 1,301       | -4.0%          | 110.05%   |
| 57  | Wornall                | 915         | 2.2%           | 77.24%    |
| 63  | 63rd Street            | 311         | -2.1%          | 55.57%    |
| 71  | Prospect               | 846         | 4.6%           | 23.01%    |
| 75  | 75th Street            | 775         | -2.6%          | 70.82%    |
| 85  | Paseo                  | 1,069       | -2.4%          | 66.24%    |
| 99  | South Kansas City Flex | 1,066       | 34.2%          | 99.22%    |
| 101 | State Ave              | 193         | 6.7%           | 105.39%   |
| 106 | Quindaro-Amazon        | 243         | 11.4%          | 53.21%    |
| 201 | North Oak              | 1,570       | 41.7%          | 142.45%   |
| 210 | Front Street           | 944         | -8.9%          | 94.06%    |
| 229 | Boardwalk/KCI          | 1,256       | 20.5%          | 90.05%    |
| 238 | Meadowbrook            | 652         | 96.6%          | 152.17%   |
| 297 | Tiffany Springs Flex   | 212         | 7.6%           | 105.83%   |
| 299 | Gladstone-Antioch Flex | 186         | 131.7%         | 227.92%   |
| 399 | Raytown Flex           | 93          | 2.9%           | 100.00%   |
| 550 | Lee's Summit Express   |             | -2.8%          | 51.58%    |
| 570 | Blue Springs Express   |             | -4.8%          | 61.63%    |

Mode

All

Day

All

community

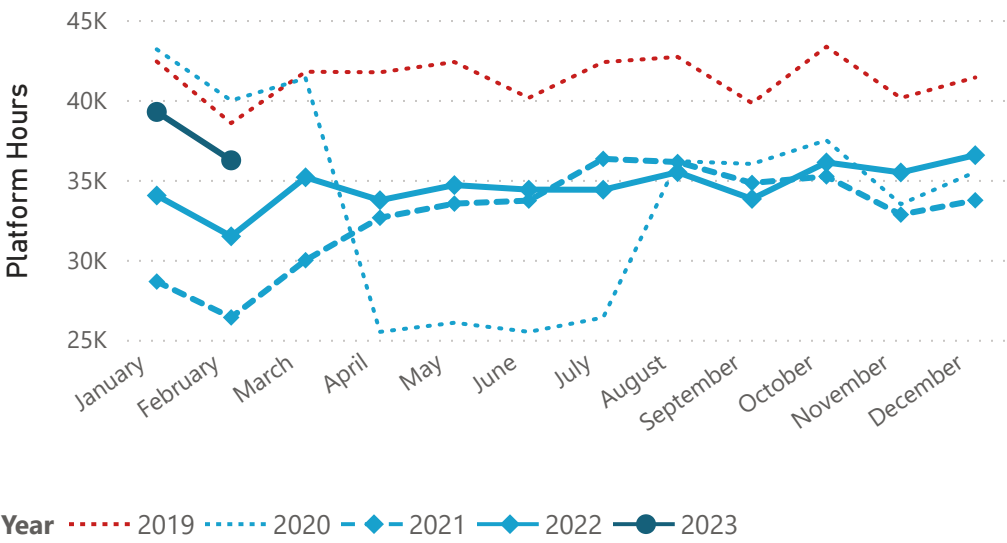
Kansas City, MO

## Previous Months

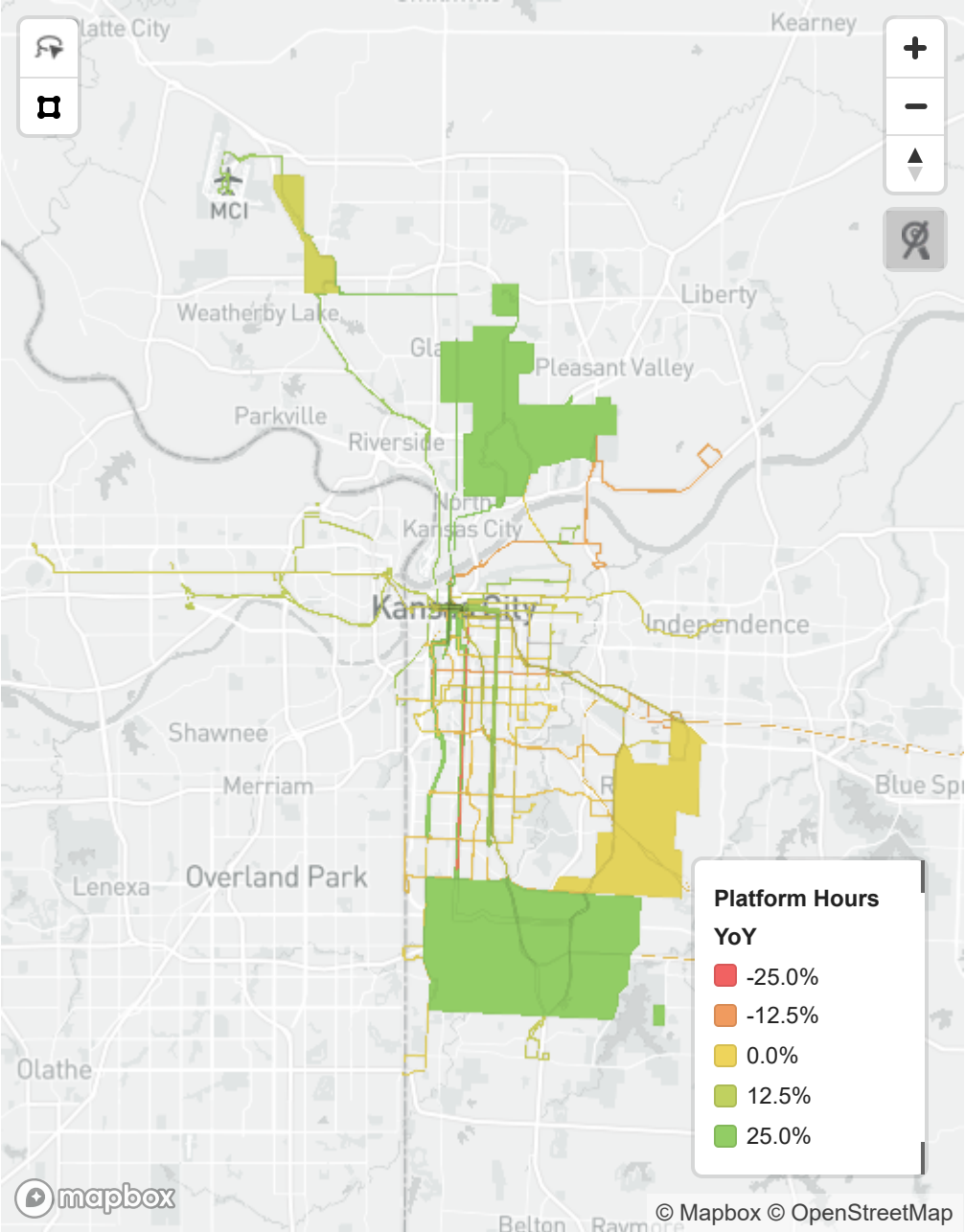
1/1/2019

2/1/2023

## Platform Hours



## Platform Hours Change - Year over Year



## Efficiency

Efficiency can be best understood as the cost per unlinked passenger trip. Costs are determined by multiplying the average cost of service per hour by the number of vehicle revenue hours. **Cost per Rider** is determined by dividing the direct cost of service by the number of Unlinked Passenger Trips. See the [NTD Glossary](#) for more definitions.

Cost per Rider

\$2.15

February 2023

Year-over-Year Change

-11.8%

February 2023

### Details by Route

| #   | Route Name             | Cost per Rider | % Change (YoY) |
|-----|------------------------|----------------|----------------|
| 24  | Independence           | \$1.14         | -34.1%         |
| 39  | 39th Street            | \$1.40         | -12.9%         |
| 3   | Prospect MAX           | \$1.42         | -18.4%         |
| 25  | Troost                 | \$1.60         | -20.4%         |
| 31  | 31st Street            | \$1.66         | -6.3%          |
| 2   | Troost MAX             | \$1.68         | -5.3%          |
| 101 | State Ave              | \$1.71         | -18.7%         |
| 63  | 63rd Street            | \$1.87         | -12.2%         |
| 1   | Main Street MAX        | \$1.91         | -10.1%         |
| 12  | 12th Street            | \$1.99         | -17.2%         |
| 71  | Prospect               | \$2.17         | -35.6%         |
| 47  | Broadway               | \$2.19         | -8.3%          |
| 85  | Paseo                  | \$2.30         | -14.2%         |
| 75  | 75th Street            | \$2.41         | -17.6%         |
| 18  | Indiana                | \$2.46         | -13.0%         |
| 35  | 35th Street            | \$2.71         | -21.1%         |
| 27  | 27th Street            | \$2.91         | -7.6%          |
| 11  | Northeast-Westside     | \$2.97         | -21.8%         |
| 21  | Cleveland-Antioch      | \$3.10         | -22.7%         |
| 9   | 9th Street             | \$3.13         | -27.8%         |
| 201 | North Oak              | \$3.14         | -5.8%          |
| 28  | Blue Ridge             | \$3.16         | -29.7%         |
| 106 | Quindaro-Amazon        | \$3.32         | -3.9%          |
| 23  | 23rd Street            | \$3.51         |                |
| 238 | Meadowbrook            | \$3.76         | -26.1%         |
| 210 | Front Street           | \$3.82         |                |
| 57  | Wornall                | \$3.83         | -16.1%         |
| 229 | Boardwalk/KCI          | \$4.59         | -10.0%         |
| 29  | Blue Ridge Limited     | \$4.68         | -22.8%         |
| 550 | Lee's Summit Express   | \$8.62         | -31.7%         |
| 570 | Blue Springs Express   | \$13.77        | 11.3%          |
| 99  | South Kansas City Flex | \$17.96        | -36.4%         |
| 299 | Gladstone-Antioch Flex | \$20.79        | -48.5%         |
| 399 | Raytown Flex           | \$22.54        | -18.1%         |
| 297 | Tiffany Springs Flex   | \$65.36        | 46.0%          |

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### Previous Months

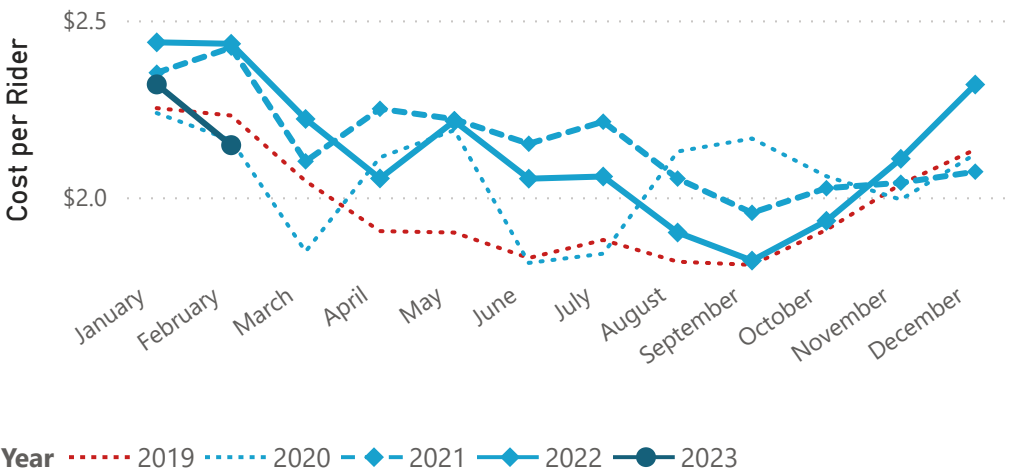
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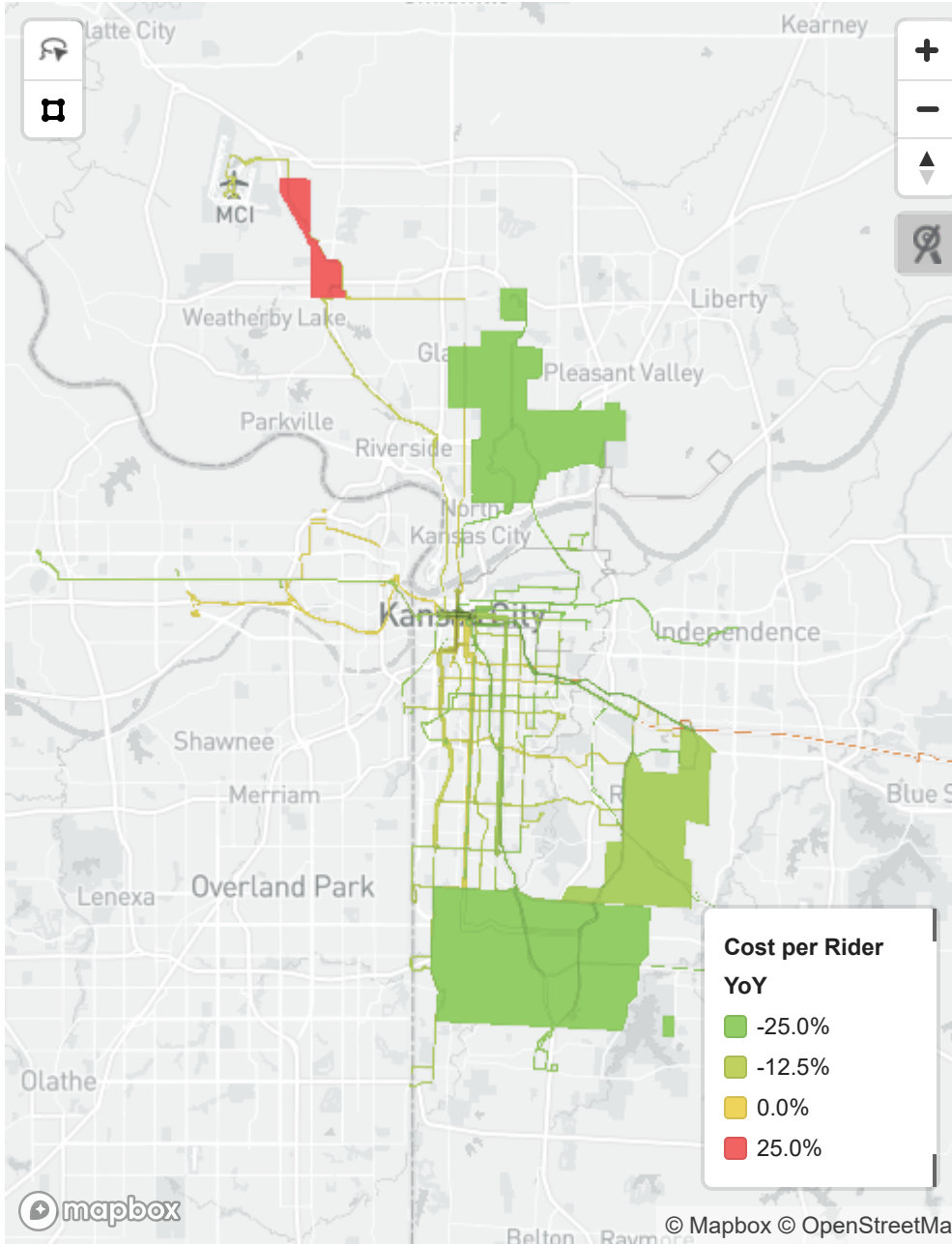
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### Cost per Rider



### Cost per Rider Change - Year over Year



# Reliability

**On-Time Performance (OTP)** measures the percentage of vehicle departures from time points established for each route. On-Time is defined as departures that are no more than 1 minute early or 6 minutes late. OTP is measured by using on-board and stationary communications equipment. **Trip completion** is the percentage of scheduled trips that were actually completed. See the [NTD Glossary](#) for more definitions.

On-Time Performance

81.52%

February 2023

Year-over-Year Change

-1.09%

February 2023

## Details by Route

| #   | Route Name           | Weekday<br>A.M. Peak<br>Frequency | Current<br>OTP | % Change<br>(YoY) | Completed<br>Trips |
|-----|----------------------|-----------------------------------|----------------|-------------------|--------------------|
| 1   | Main Street MAX      | 20                                | 77.15%         | 8.26%             | 96.5%              |
| 2   | Troost MAX           | 20                                | 85.62%         | -0.06%            | 96.0%              |
| 3   | Prospect MAX         | 15                                | 82.65%         | -6.83%            | 94.8%              |
| 9   | 9th Street           | 60                                | 80.21%         | 1.33%             | 96.7%              |
| 11  | Northeast-Westside   | 30                                | 80.56%         | -3.73%            | 98.5%              |
| 12  | 12th Street          | 45                                | 72.20%         | -8.10%            | 97.7%              |
| 18  | Indiana              | 30                                | 88.03%         | 1.92%             | 99.4%              |
| 21  | Cleveland-Antioch    | 60                                | 86.30%         | 6.63%             | 99.0%              |
| 23  | 23rd Street          | 60                                | 85.88%         |                   | 98.9%              |
| 24  | Independence         | 20                                | 84.60%         | 4.86%             | 97.4%              |
| 25  | Troost               | 30                                | 89.56%         | 6.93%             | 95.6%              |
| 27  | 27th Street          | 60                                | 81.73%         | -7.61%            | 98.7%              |
| 28  | Blue Ridge           | 60                                | 88.00%         | 9.08%             | 96.8%              |
| 29  | Blue Ridge Limited   |                                   | 85.60%         | 11.69%            | 98.3%              |
| 31  | 31st Street          | 15                                | 83.76%         | -0.06%            | 96.7%              |
| 35  | 35th Street          | 45                                | 58.90%         | -21.51%           | 98.2%              |
| 39  | 39th Street          | 30                                | 90.92%         | -1.56%            | 99.7%              |
| 47  | Broadway             | 45                                | 68.66%         | -4.42%            | 97.6%              |
| 57  | Wornall              | 45                                | 86.94%         | 1.97%             | 97.9%              |
| 63  | 63rd Street          | 60                                | 80.91%         | -6.72%            | 99.2%              |
| 71  | Prospect             | 60                                | 73.70%         | 1.35%             | 93.3%              |
| 75  | 75th Street          | 45                                | 86.83%         | 3.64%             | 96.3%              |
| 85  | Paseo                | 60                                | 79.03%         | -6.02%            | 96.2%              |
| 101 | State Ave            | 30                                | 68.82%         | -10.05%           | 98.8%              |
| 106 | Quindaro-Amazon      | 60                                | 78.61%         | -4.94%            | 97.6%              |
| 201 | North Oak            | 30                                | 81.34%         | -3.99%            | 98.5%              |
| 210 | Front Street         | 60                                | 77.01%         |                   | 98.1%              |
| 229 | Boardwalk/KCI        | 60                                | 81.90%         | 36.47%            | 98.0%              |
| 238 | Meadowbrook          | 60                                | 74.09%         | -3.39%            | 100.0%             |
| 550 | Lee's Summit Express |                                   | 68.01%         | 28.55%            | 100.0%             |
| 570 | Blue Springs Express |                                   | 61.89%         | -2.90%            | 100.0%             |

Mode

All

Day

All

community

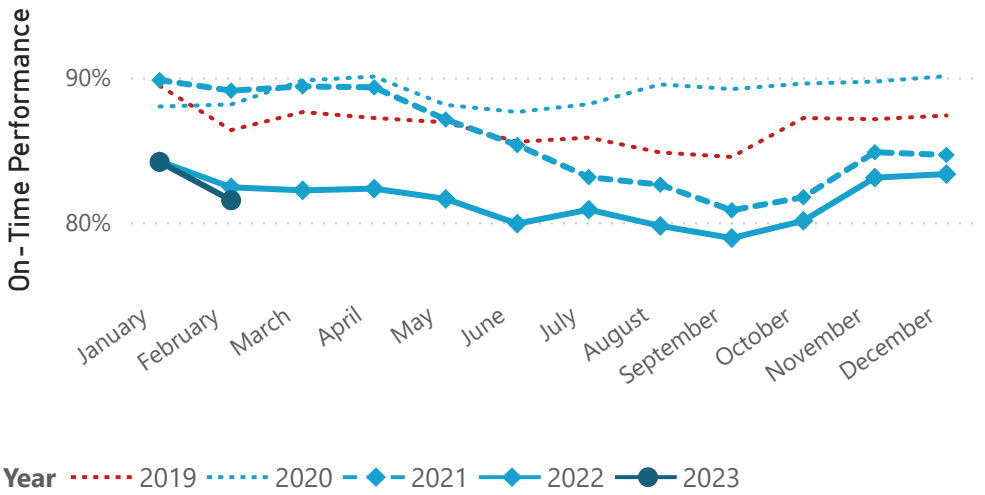
Kansas City, MO

Previous Months

1/1/2019

2/1/2023

## On-Time Performance



## On-Time Performance Change - Year over Year

