

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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Community

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All

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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

81.7%

Goal: 80.0%, 90.0%

February 2023

Paratransit OTP

87.0%

Goal: 90.0%

February 2023

Fixed + Flex Ridership

847,601

February 2023

Fixed Route Ridership

841,728

February 2023

Flex Route Ridership

5,873

February 2023

Platform Hours

43,005

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

847,601

February 2023

Year-over-Year Change

30.14%

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%
104	Argentine	6,575	274	16.04%	94.6%
106	Quindaro-Amazon	10,271	367	11.91%	55.2%
107	7th Street/Parallel	6,645	277	15.12%	66.6%
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%
298	NKC Circulator	1,214	43	47.51%	93.3%
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

Day

community

All

All

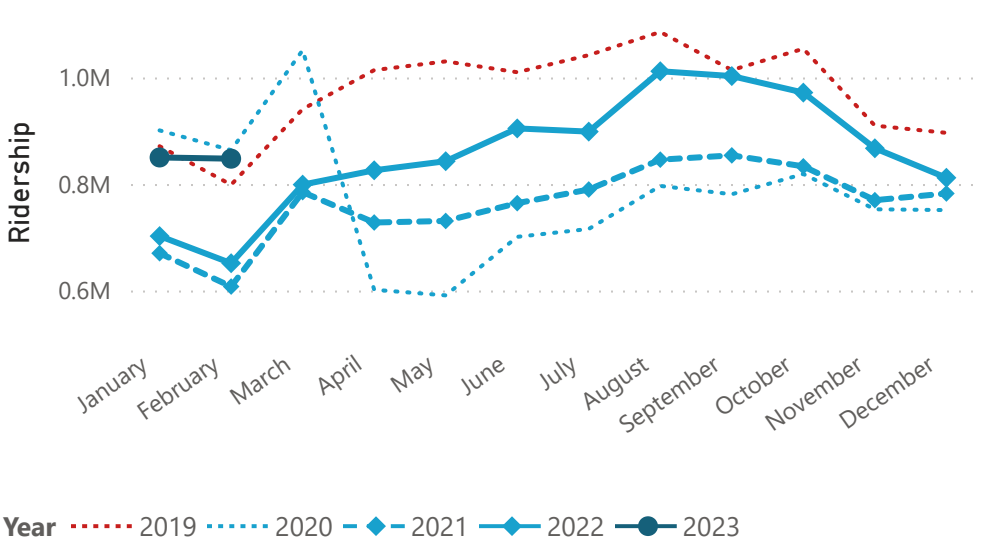
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Previous Months

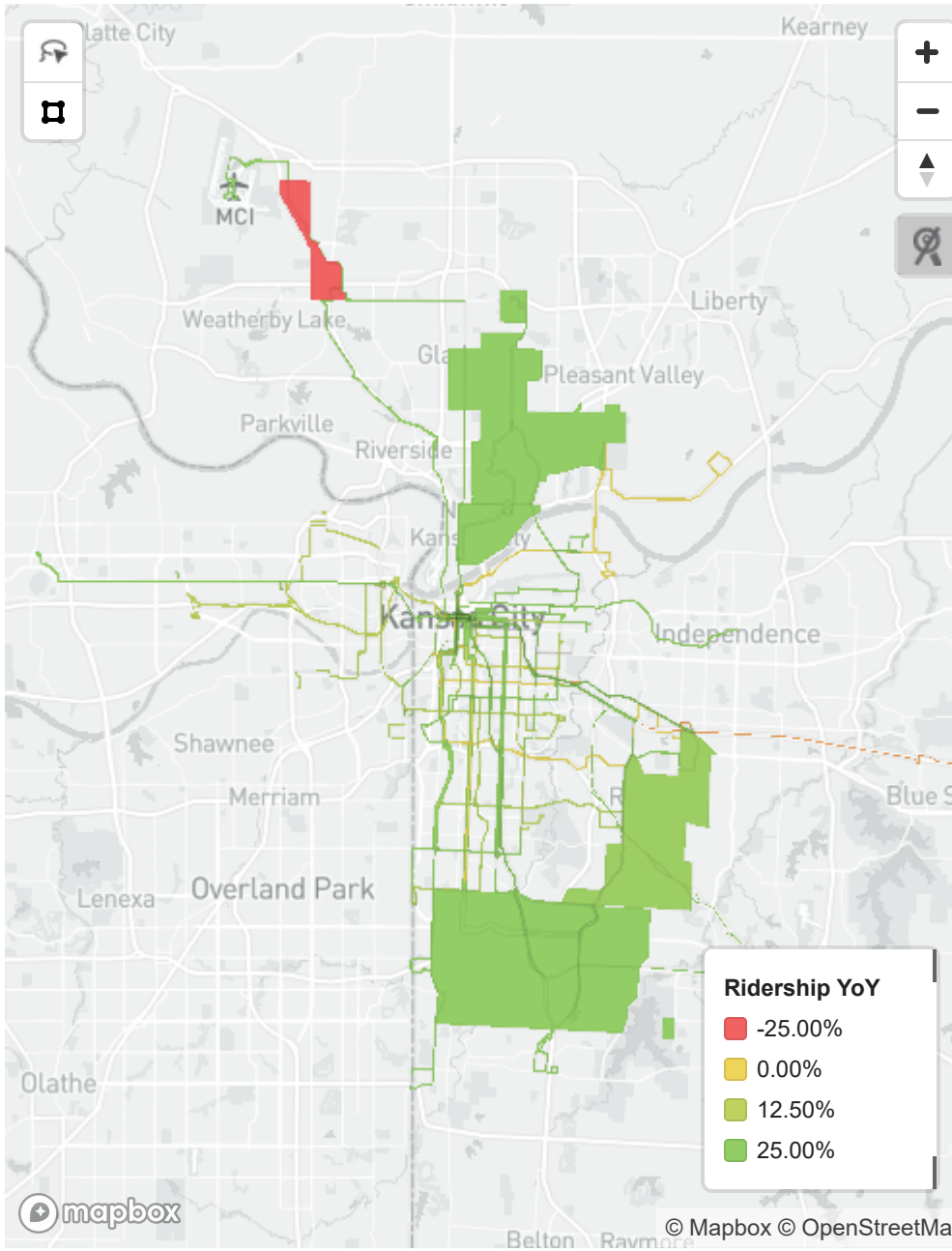
1/1/2019

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

43,005

February 2023

Year-over-Year Change

14.7%

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	2,016	18.0%	123.19%
12	12th Street	1,052	8.2%	121.79%
18	Indiana	1,566	2.2%	108.47%
21	Cleveland-Antioch	680	1.6%	100.29%
23	23rd Street	455		48.84%
24	Independence	2,154	5.4%	98.60%
25	Troost	1,176	-17.4%	90.75%
27	27th Street	526	-0.5%	63.74%
28	Blue Ridge	717	4.1%	61.99%
29	Blue Ridge Limited	250	8.7%	68.15%
31	31st Street	2,468	-10.0%	101.27%
35	35th Street	874	2.1%	76.11%
39	39th Street	1,651	-0.0%	93.37%
47	Broadway	1,680	-4.0%	110.05%
57	Wornall	915	2.2%	77.24%
63	63rd Street	378	-2.1%	55.57%
71	Prospect	846	4.6%	23.01%
75	75th Street	795	-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	1,832	6.7%	105.39%
104	Argentine	377	-8.7%	66.07%
106	Quindaro-Amazon	798	11.4%	53.21%
107	7th Street/Parallel	303	-7.1%	33.60%
201	North Oak	1,899	41.7%	142.45%
210	Front Street	944	-8.9%	94.06%
229	Boardwalk/KCI	1,300	20.5%	90.05%
238	Meadowbrook	1,260	96.6%	152.17%
297	Tiffany Springs Flex	212	7.6%	105.83%
298	NKC Circulator	366	-8.4%	90.84%
299	Gladstone-Antioch Flex	372	131.7%	227.92%
399	Raytown Flex	187	2.9%	100.00%
550	Lee's Summit Express	125	-2.8%	51.58%
570	Blue Springs Express	106	-4.8%	61.63%

Mode

All

Day

All

community

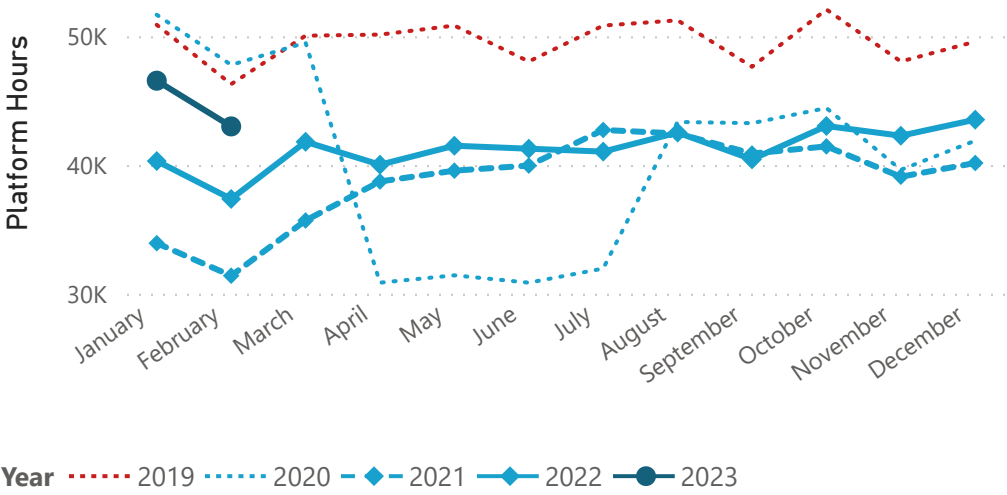
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Previous Months

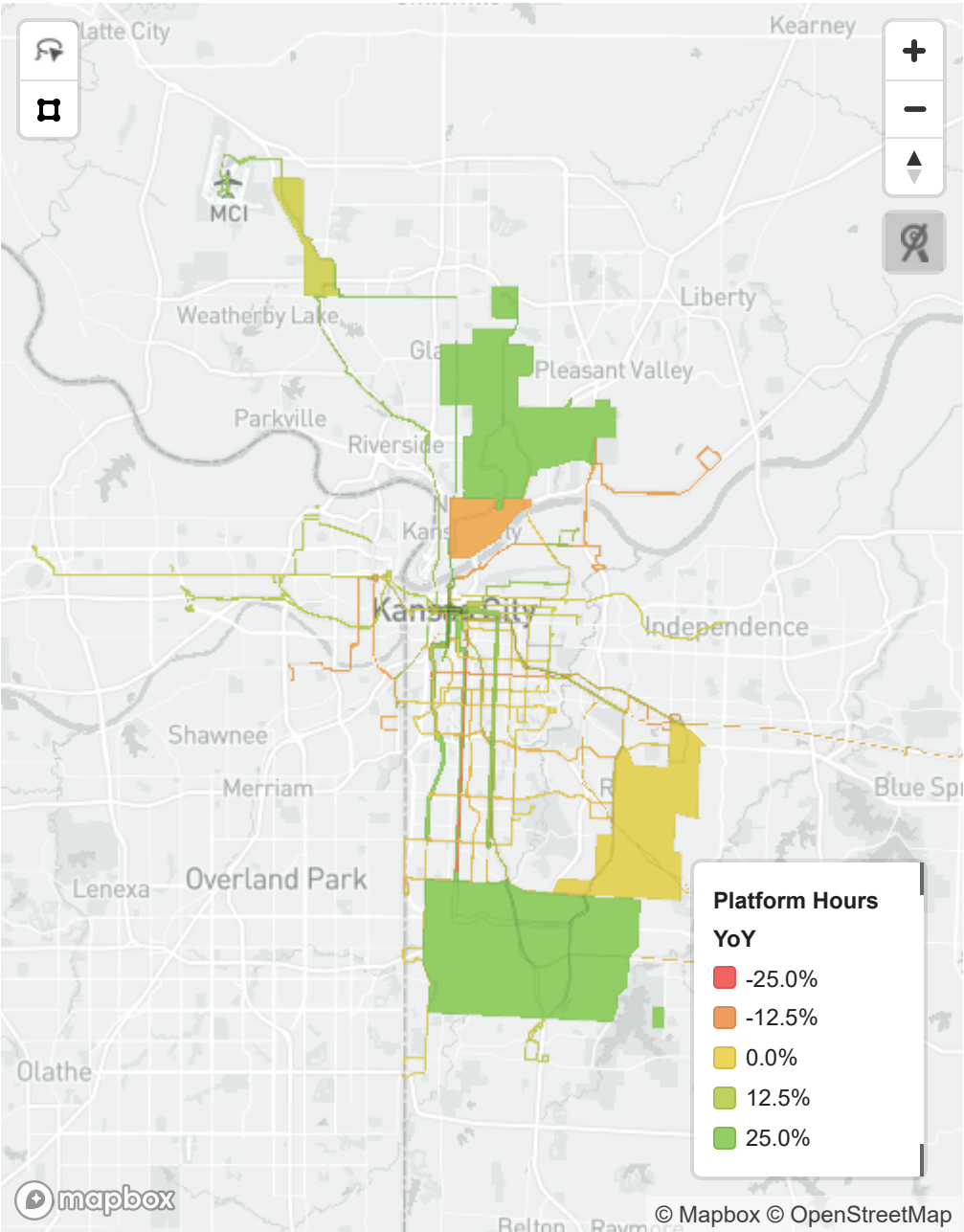
1/1/2019

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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

-12.7%

February 2023

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
107	7th Street/Parallel	\$1.04	-53.2%
24	Independence	\$1.14	-34.1%
104	Argentine	\$1.27	-51.0%
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%
298	NKC Circulator	\$16.70	-39.2%
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%

Mode

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Previous Months

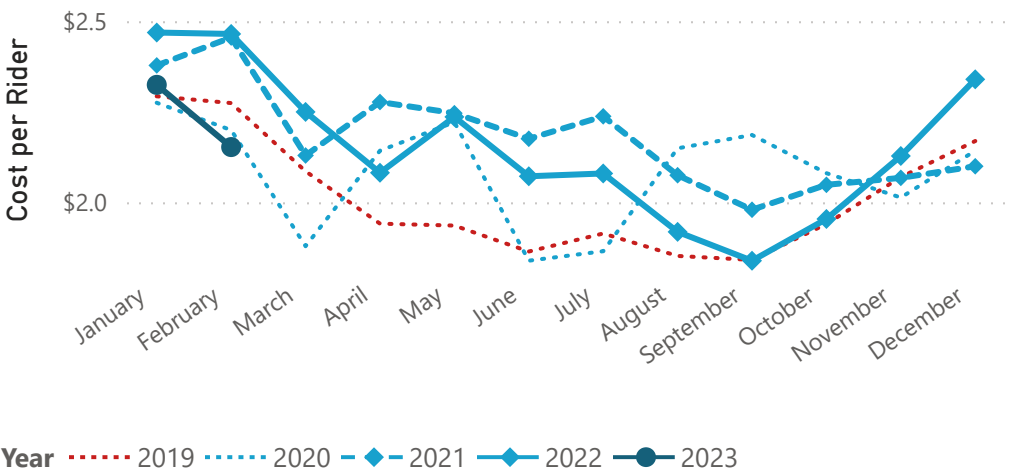
1/1/2019

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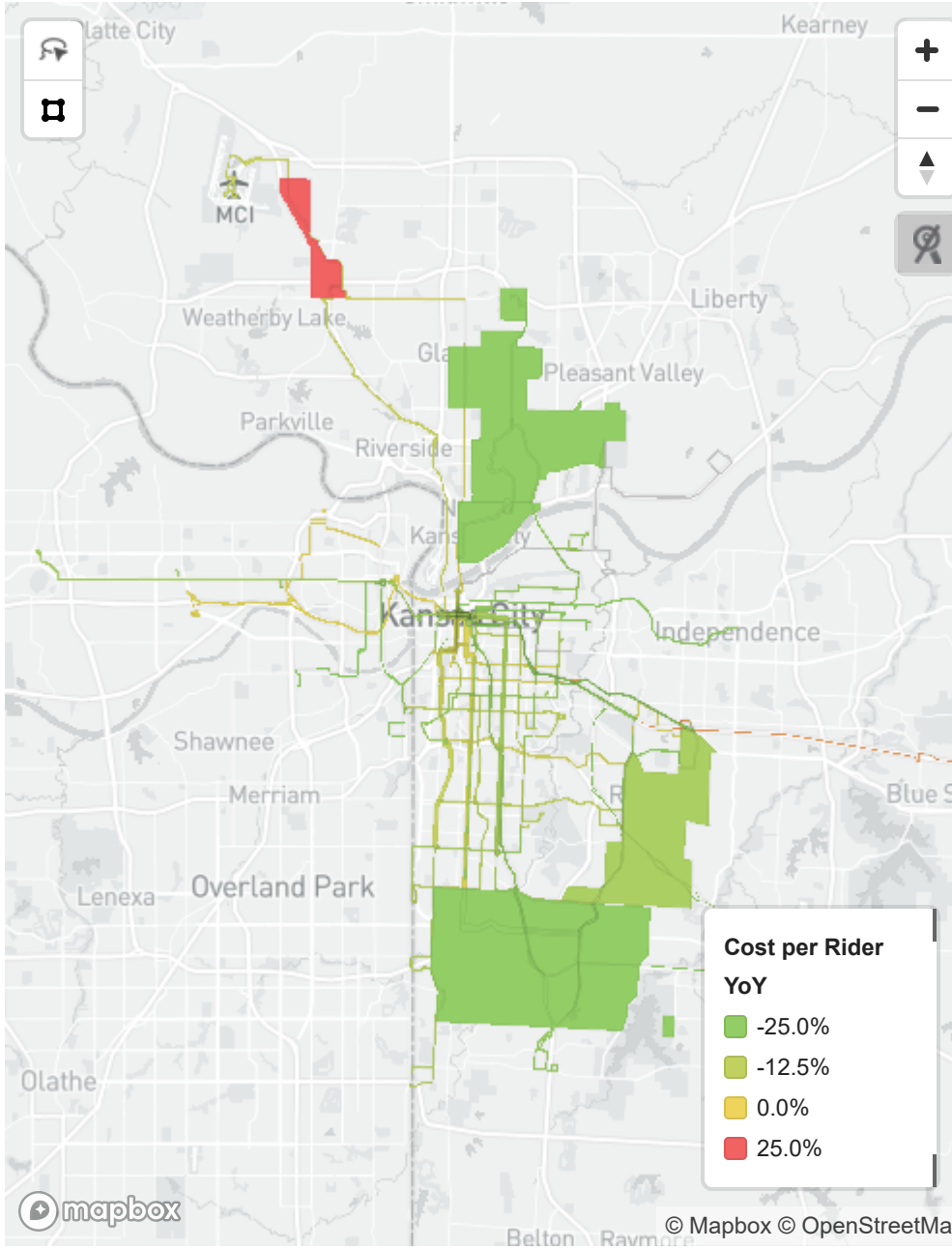
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Cost per Rider



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

81.66%

February 2023

Year-over-Year Change

-1.07%

February 2023

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed 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%
104	Argentine	60	90.75%	3.86%	100.0%
106	Quindaro-Amazon	60	78.61%	-4.94%	97.6%
107	7th Street/Parallel	60	93.81%	0.97%	96.1%
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

Day

community

All

All

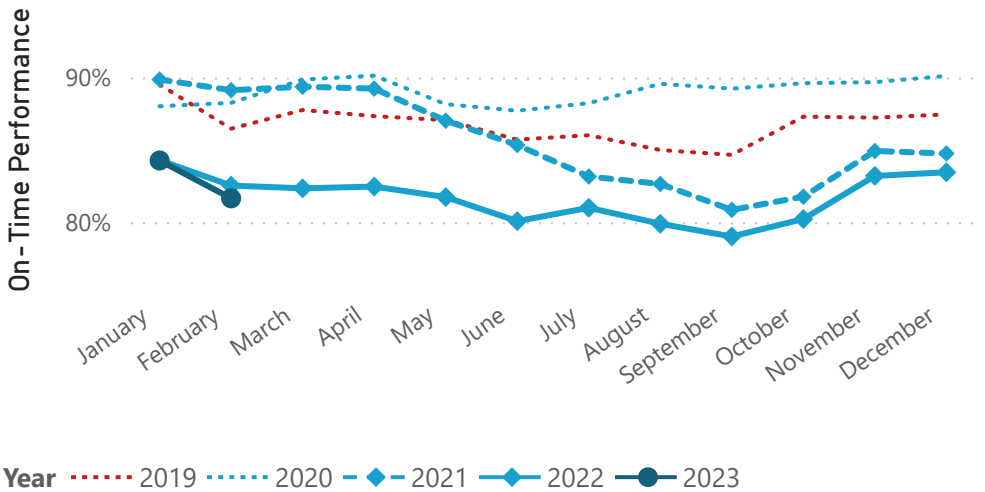
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Previous Months

1/1/2019

2/1/2023

On-Time Performance



On-Time Performance Change - Year over Year

