

RideKC Transit Key Performance Indicators

April 2023

Report Submitted May 5, 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.

*When Ridership, Efficiency, and Reliability pages are filtered by community, data displayed represents entire route.

Set Filters

Mode

▼

Day

▼

Community

▼

All

▼

All

▼

All

▼

Previous Months

1/1/2019

📅

4/1/2023

📅

Completed Trips

97.8%

Goal: 97.0%

April 2023

Fixed Route OTP

82.1%

Goal: 80.0%, 90.0%

April 2023

Paratransit OTP

86.0%

Goal: 90.0%

April 2023

Fixed + Flex Ridership

978,894

April 2023

Fixed Route Ridership

972,549

April 2023

Flex Route Ridership

6,345

April 2023

Platform Hours

45,725

April 2023

Cost per Passenger

\$1.98

April 2023

Passengers per Platform Hour

21

April 2023

Paratransit Trips

19,713

April 2023

Paratransit Passengers

21,415

April 2023

Vehicle Incidents

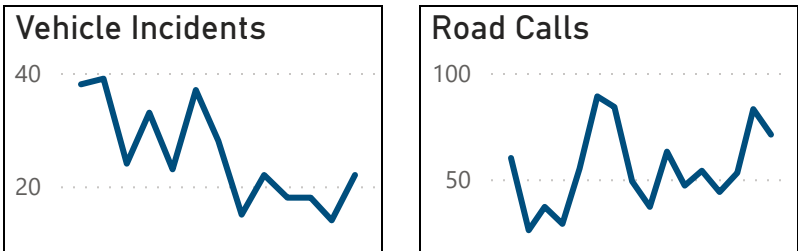
22

April 2023

Road Calls

71

April 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

Year-over-Year Change

978,894

18.54%

April 2023

April 2023

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	76,034	2,534	50.20%	79.6%
2	Troost MAX	90,838	3,028	30.02%	84.1%
3	Prospect MAX	136,246	4,542	29.35%	
9	9th Street	6,510	217	31.14%	55.0%
11	Northeast-Westside	31,562	1,052	17.10%	110.1%
12	12th Street	22,574	752	13.09%	96.4%
18	Indiana	32,983	1,099	18.57%	117.5%
21	Cleveland-Antioch	12,295	492	17.20%	104.6%
23	23rd Street	6,447	215		64.1%
24	Independence	76,080	2,536	39.70%	112.9%
25	Troost	36,125	1,204	-12.14%	115.0%
27	27th Street	9,127	304	-31.17%	63.8%
28	Blue Ridge	12,067	483	29.96%	73.7%
29	Blue Ridge Limited	2,243	112	33.43%	49.8%
31	31st Street	83,506	2,784	-1.72%	114.3%
35	35th Street	18,206	607	20.51%	78.0%
39	39th Street	51,084	1,703	11.47%	90.8%
47	Broadway	37,410	1,247	-13.86%	81.5%
57	Wornall	10,946	365	44.69%	105.3%
63	63rd Street	8,716	291	-5.72%	52.1%
71	Prospect	16,133	538	34.74%	13.5%
75	75th Street	13,560	452	6.52%	66.8%
85	Paseo	24,896	830	5.14%	82.3%
99	South Kansas City Flex	3,675	147	45.66%	143.1%
101	State Ave	51,587	1,720	13.53%	113.4%
104	Argentine	7,303	292	11.65%	81.5%
106	Quindaro-Amazon	10,211	340	-5.97%	44.7%
107	7th Street/Parallel	7,163	287	-1.46%	54.2%
201	North Oak	30,374	1,012	22.49%	138.5%
210	Front Street	14,542	485	-8.52%	80.8%
229	Boardwalk/KCI	18,806	627	51.60%	108.0%
238	Meadowbrook	16,043	535	148.88%	183.6%
297	Tiffany Springs Flex	165	8	-53.52%	41.4%
298	NKC Circulator	1,096	37	7.77%	99.0%
299	Gladstone-Antioch Flex	927	31	167.92%	296.2%
399	Raytown Flex	482	24	-1.43%	98.8%
550	Lee's Summit Express	642	32	-11.57%	23.4%
570	Blue Springs Express	290	15	-11.59%	11.2%

Mode

Day

Community

All

All

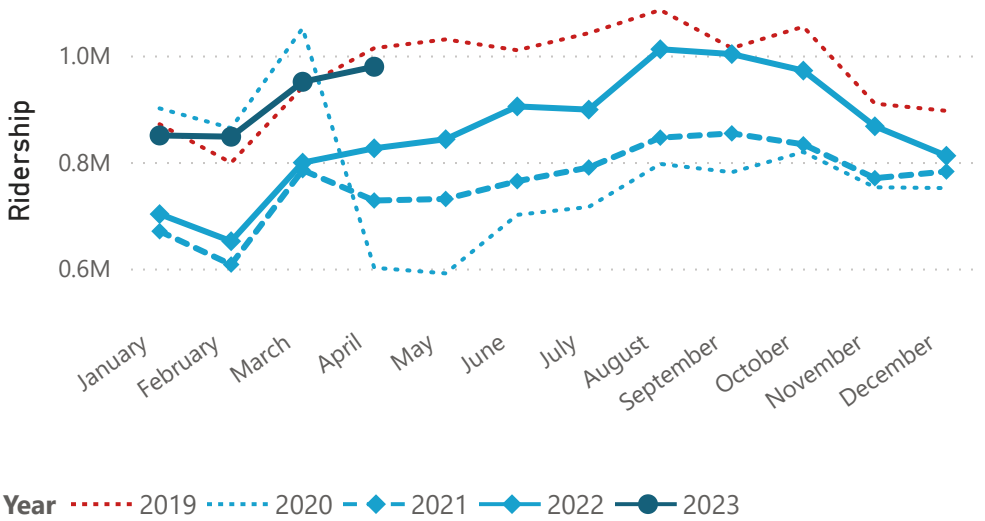
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Previous Months

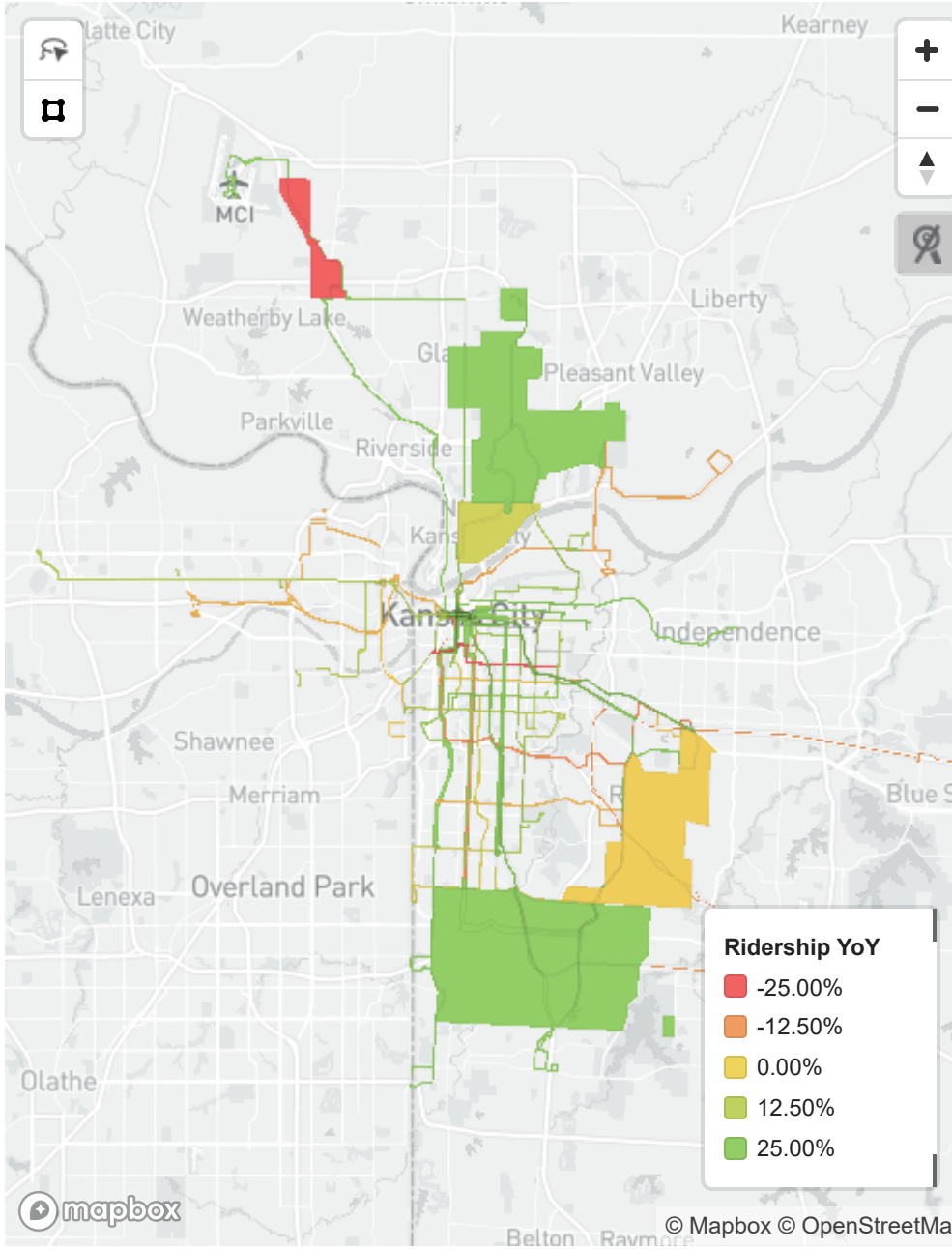
1/1/2019

4/1/2023

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

45,725

April 2023

Year-over-Year Change

13.9%

April 2023

Details by Route

#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	3,274	77.2%	83.39%
2	Troost MAX	3,473	54.0%	80.72%
3	Prospect MAX	3,893	16.4%	
9	9th Street	561	5.0%	78.84%
11	Northeast-Westside	2,084	14.4%	117.39%
12	12th Street	1,114	6.2%	118.83%
18	Indiana	1,673	1.7%	107.59%
21	Cleveland-Antioch	705	-2.3%	95.74%
23	23rd Street	487		47.86%
24	Independence	2,230	1.5%	94.17%
25	Troost	1,253	-18.2%	89.64%
27	27th Street	559	-1.8%	62.40%
28	Blue Ridge	743	-0.1%	59.16%
29	Blue Ridge Limited	250	3.5%	59.16%
31	31st Street	2,990	2.3%	113.28%
35	35th Street	945	3.1%	76.22%
39	39th Street	1,755	-0.7%	91.57%
47	Broadway	1,776	-4.7%	107.49%
57	Wornall	976	1.7%	76.37%
63	63rd Street	400	-3.3%	54.04%
71	Prospect	899	3.7%	22.63%
75	75th Street	840	-4.1%	68.91%
85	Paseo	1,138	-3.1%	65.13%
99	South Kansas City Flex	1,084	27.9%	92.27%
101	State Ave	1,895	4.1%	100.05%
104	Argentine	385	-14.1%	61.82%
106	Quindaro-Amazon	837	8.2%	51.20%
107	7th Street/Parallel	310	-12.3%	31.40%
201	North Oak	2,007	40.5%	139.28%
210	Front Street	1,010	-9.6%	93.81%
229	Boardwalk/KCI	1,327	14.8%	85.12%
238	Meadowbrook	1,398	101.4%	155.16%
297	Tiffany Springs Flex	212	2.5%	96.21%
298	NKC Circulator	392	-8.2%	90.13%
299	Gladstone-Antioch Flex	399	136.3%	221.89%
399	Raytown Flex	187	-2.0%	90.91%
550	Lee's Summit Express	125	-7.5%	64.98%
570	Blue Springs Express	140	19.5%	73.82%

Mode

All

Day

All

Community

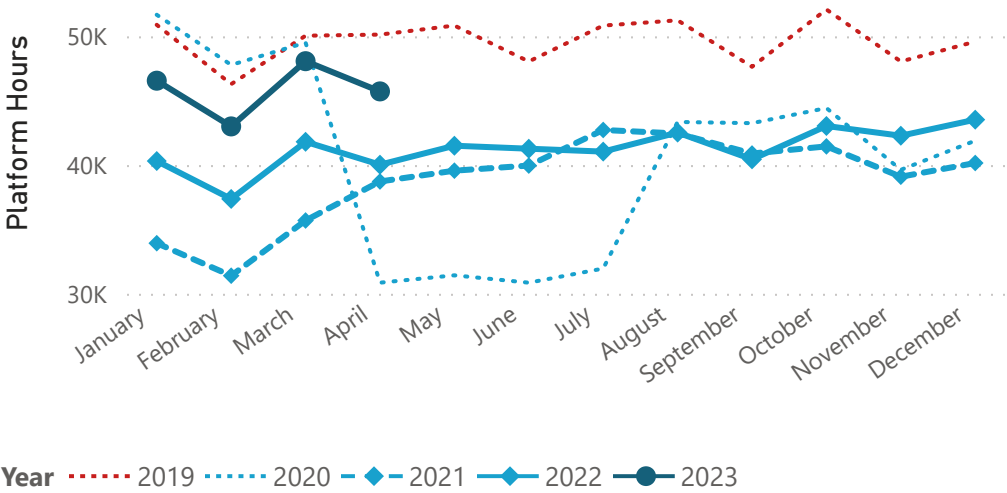
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Previous Months

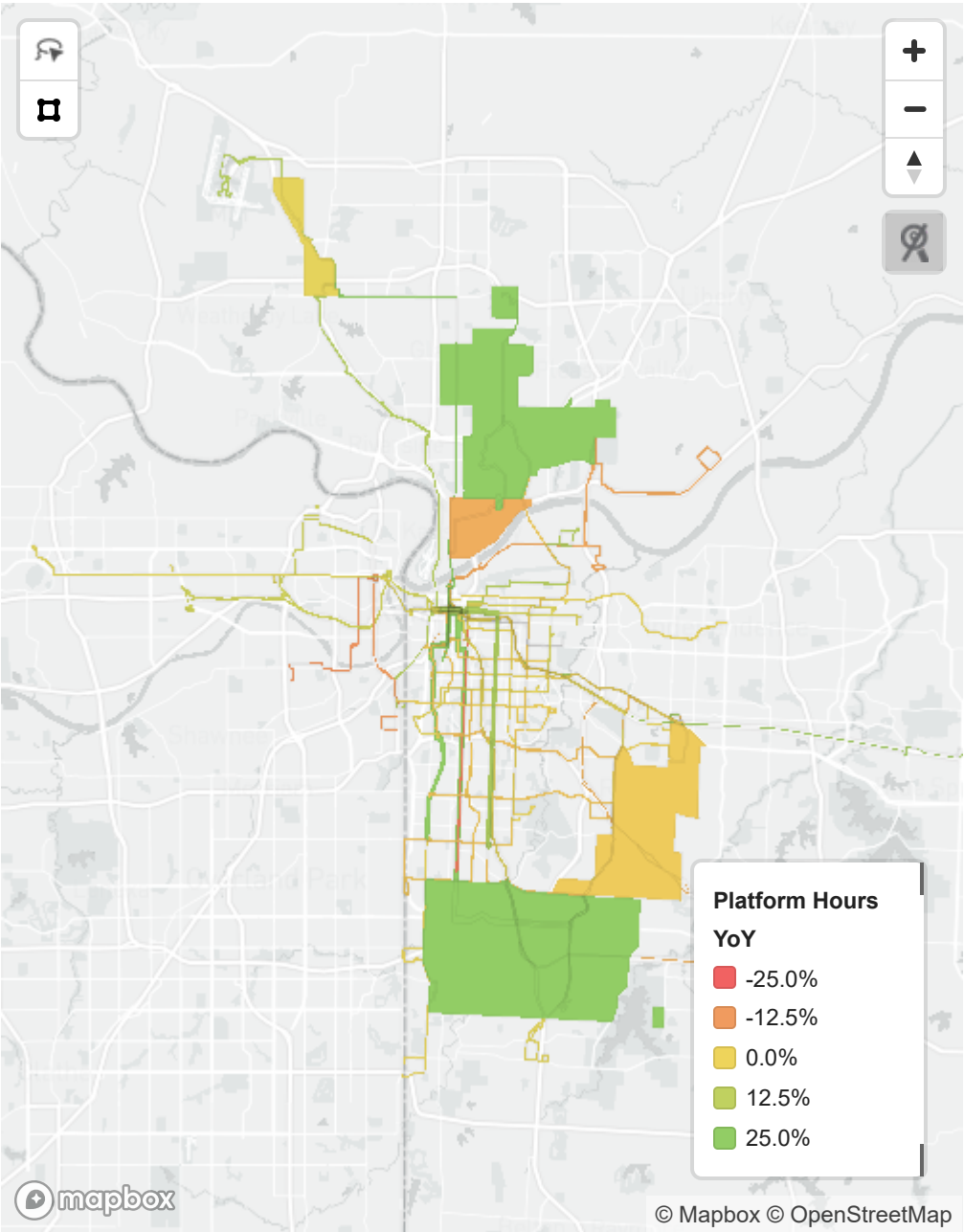
1/1/2019

4/1/2023

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

Year-over-Year Change

\$1.98

-4.8%

April 2023

April 2023

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
24	Independence	\$1.16	-30.4%
39	39th Street	\$1.23	-11.5%
3	Prospect MAX	\$1.28	-11.1%
31	31st Street	\$1.38	-4.4%
25	Troost	\$1.47	-7.8%
2	Troost MAX	\$1.55	2.2%
101	State Ave	\$1.59	-9.3%
107	7th Street/Parallel	\$1.69	-11.4%
12	12th Street	\$1.78	-17.1%
1	Main Street MAX	\$1.85	3.0%
104	Argentine	\$1.87	-22.8%
63	63rd Street	\$1.97	8.0%
47	Broadway	\$2.01	9.0%
71	Prospect	\$2.04	-25.8%
18	Indiana	\$2.10	-17.9%
85	Paseo	\$2.18	-5.9%
75	75th Street	\$2.32	0.7%
35	35th Street	\$2.55	-15.2%
21	Cleveland-Antioch	\$2.70	-18.1%
11	Northeast-Westside	\$2.74	-12.7%
28	Blue Ridge	\$2.79	-26.1%
201	North Oak	\$2.79	-1.9%
27	27th Street	\$2.86	42.4%
9	9th Street	\$2.88	-24.7%
23	23rd Street	\$3.02	
238	Meadowbrook	\$3.29	-31.2%
106	Quindaro-Amazon	\$3.50	11.4%
210	Front Street	\$3.55	
229	Boardwalk/KCI	\$3.70	-20.3%
57	Wornall	\$3.72	-14.8%
29	Blue Ridge Limited	\$4.09	-28.6%
550	Lee's Summit Express	\$8.51	7.7%
570	Blue Springs Express	\$11.73	7.7%
99	South Kansas City Flex	\$15.46	-15.4%
298	NKC Circulator	\$19.81	-16.6%
399	Raytown Flex	\$19.93	-3.4%
299	Gladstone-Antioch Flex	\$23.31	-14.7%
297	Tiffany Springs Flex	\$59.42	104.9%

Mode

Day

Community

All

All

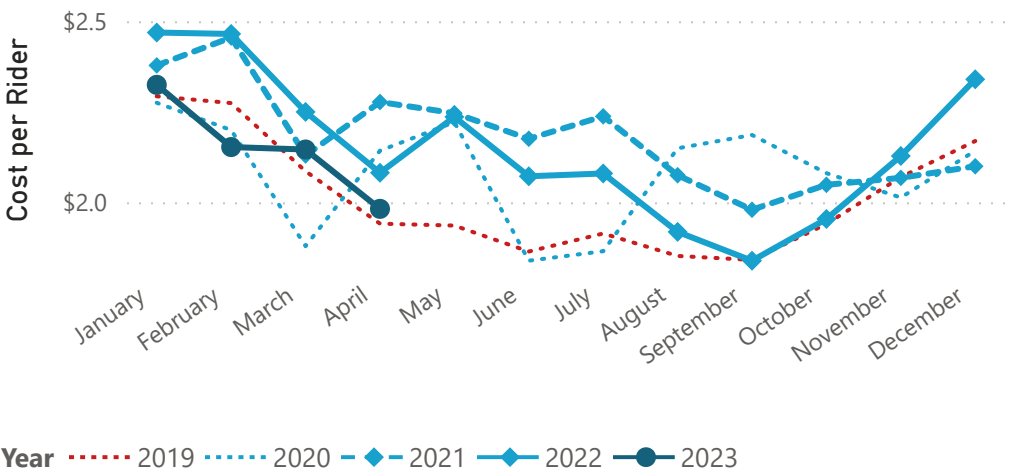
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Previous Months

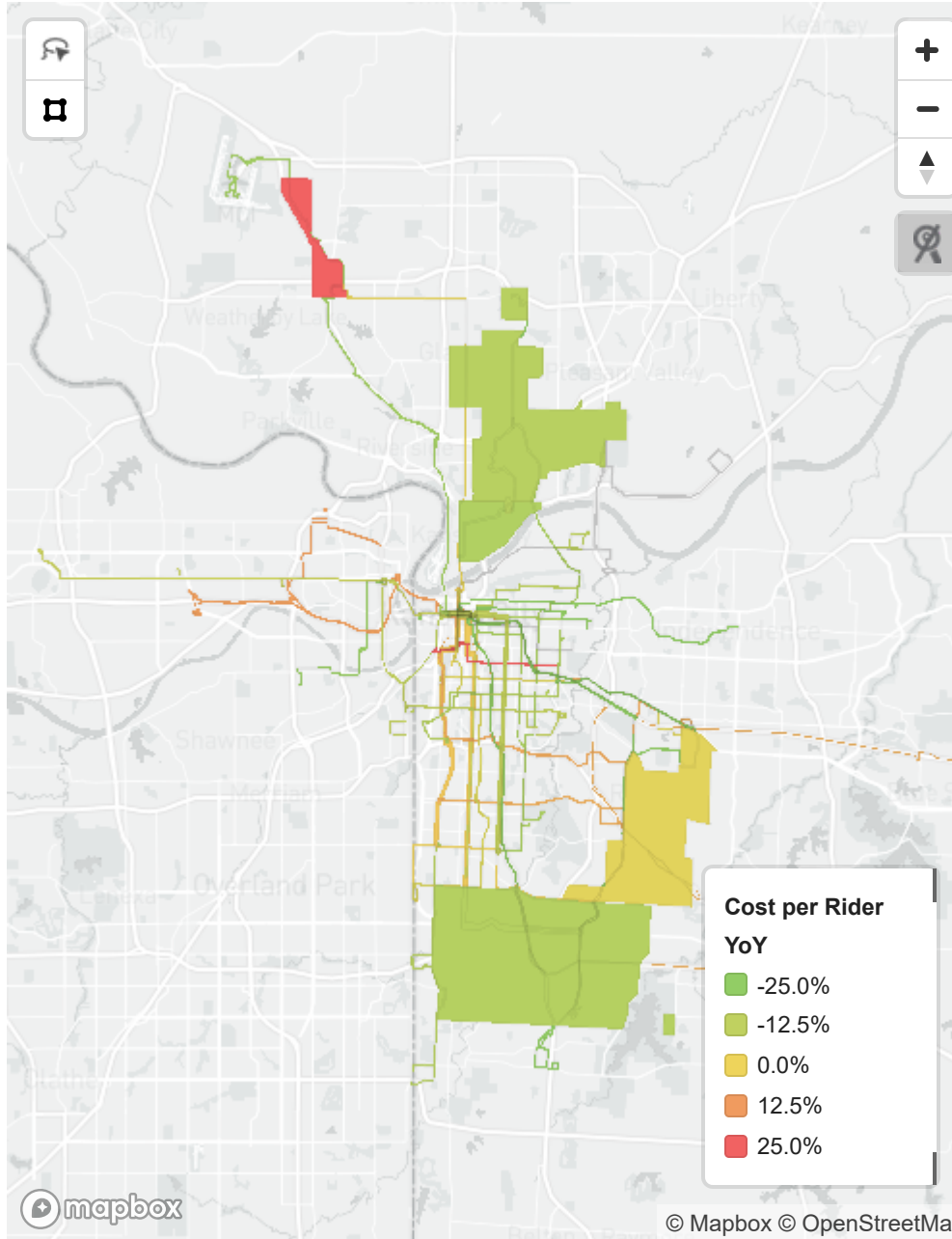
1/1/2019

4/1/2023

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

82.14%

April 2023

Year-over-Year Change

-0.39%

April 2023

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	88.43%	22.36%	96.5%
2	Troost MAX	20	85.06%	0.92%	96.8%
3	Prospect MAX	15	88.04%	-0.13%	97.1%
9	9th Street	60	72.74%	-7.95%	94.2%
11	Northeast-Westside	30	79.00%	-8.43%	96.6%
12	12th Street	45	68.89%	-14.29%	98.7%
18	Indiana	30	85.40%	-0.64%	97.9%
21	Cleveland-Antioch	60	85.64%	5.47%	98.3%
23	23rd Street	60	82.15%		97.6%
24	Independence	20	82.14%	2.02%	97.6%
25	Troost	30	91.80%	8.83%	98.7%
27	27th Street	60	76.71%	-13.13%	99.8%
28	Blue Ridge	60	80.68%	-7.43%	96.8%
29	Blue Ridge Limited		83.90%	7.52%	99.2%
31	31st Street	15	85.81%	5.23%	97.8%
35	35th Street	45	56.66%	-21.23%	99.4%
39	39th Street	30	88.18%	-2.69%	98.2%
47	Broadway	45	70.95%	-8.02%	96.1%
57	Wornall	45	90.57%	4.51%	99.3%
63	63rd Street	60	80.06%	-1.70%	99.1%
71	Prospect	60	85.39%	14.32%	97.6%
75	75th Street	45	72.29%	-15.82%	99.5%
85	Paseo	60	77.30%	-8.68%	98.5%
101	State Ave	30	62.75%	-16.93%	98.1%
104	Argentine	60	82.99%	-7.07%	100.0%
106	Quindaro-Amazon	60	80.29%	-7.28%	99.1%
107	7th Street/Parallel	60	92.82%	-0.78%	99.8%
201	North Oak	30	78.36%	-7.41%	98.7%
210	Front Street	60	77.39%		96.9%
229	Boardwalk/KCI	60	79.15%	57.77%	97.3%
238	Meadowbrook	60	72.99%	-1.56%	99.5%
550	Lee's Summit Express		66.18%	2.42%	99.2%
570	Blue Springs Express		71.24%	-4.84%	93.8%

Mode

All

Day

All

Community

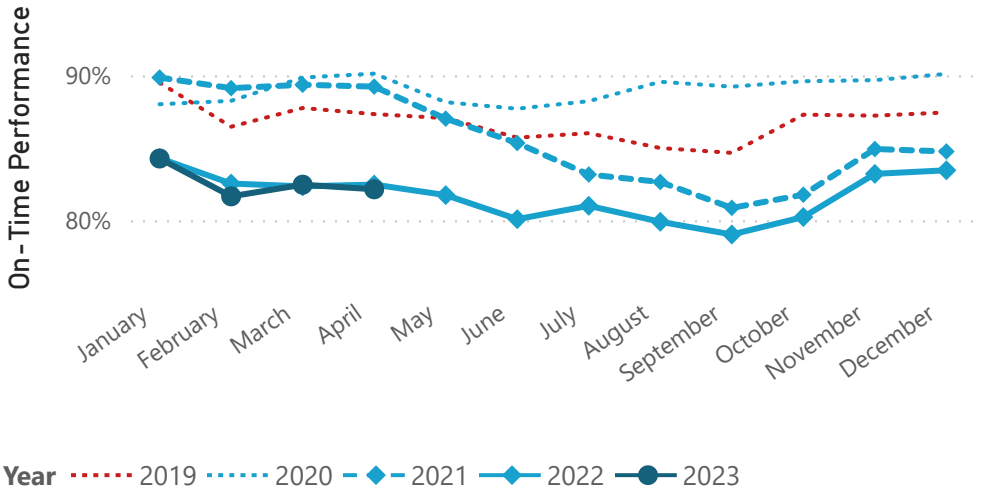
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Previous Months

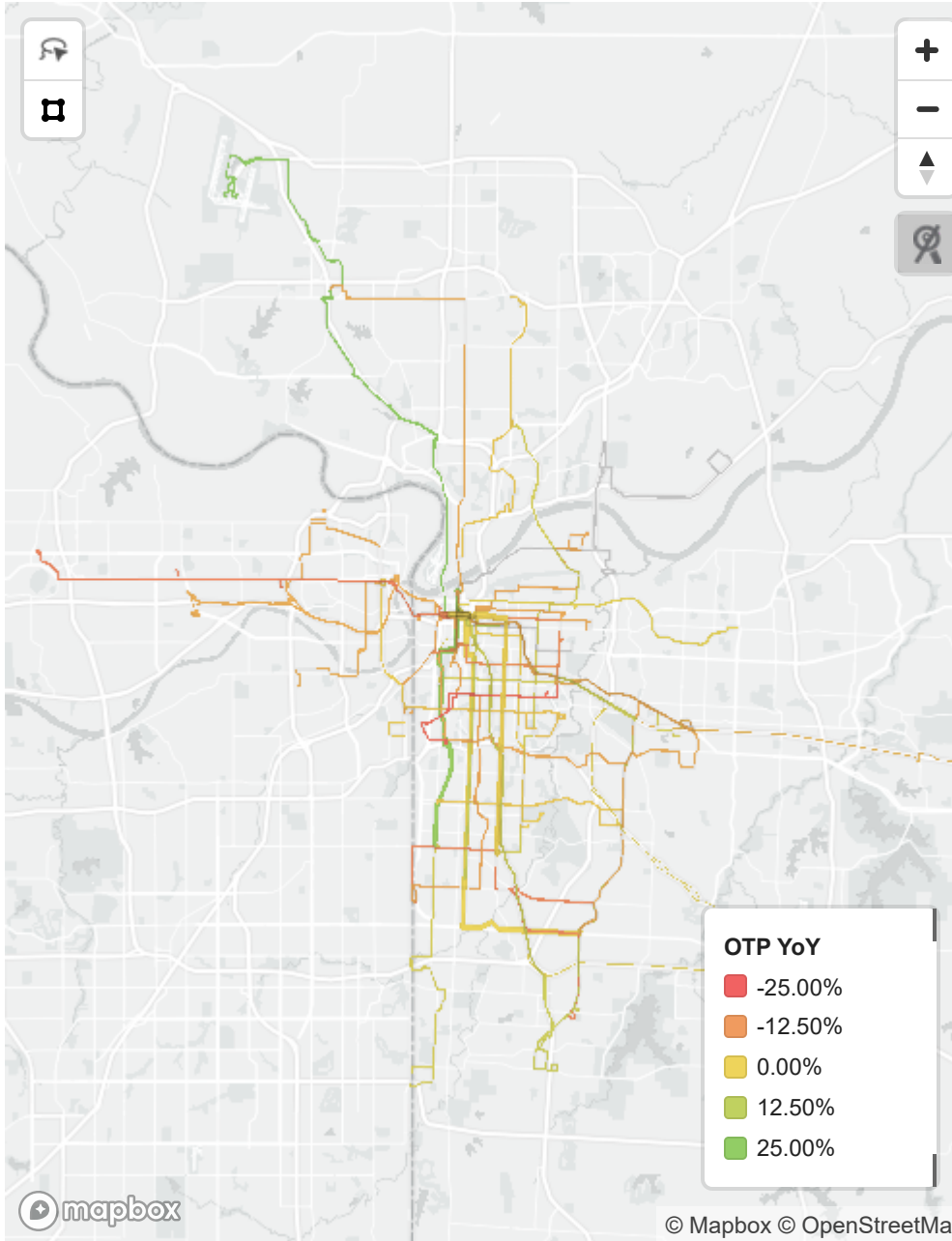
1/1/2019

4/1/2023

On-Time Performance



On-Time Performance Change - Year over Year



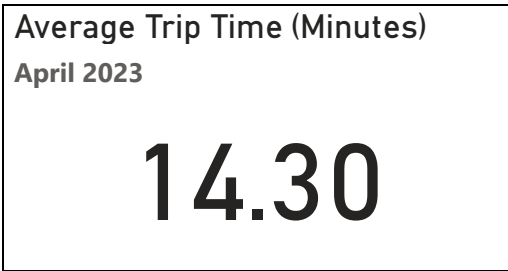
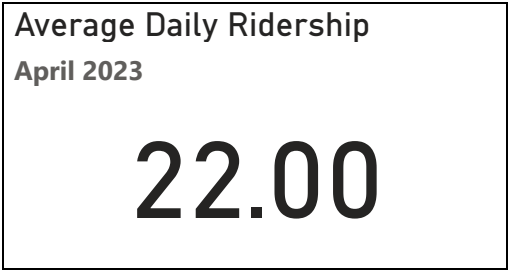
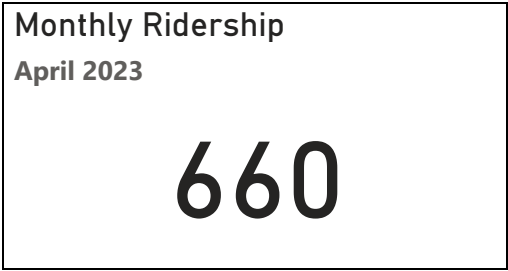
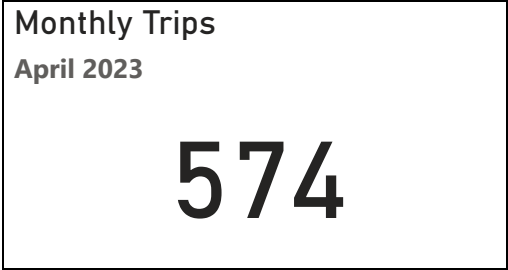
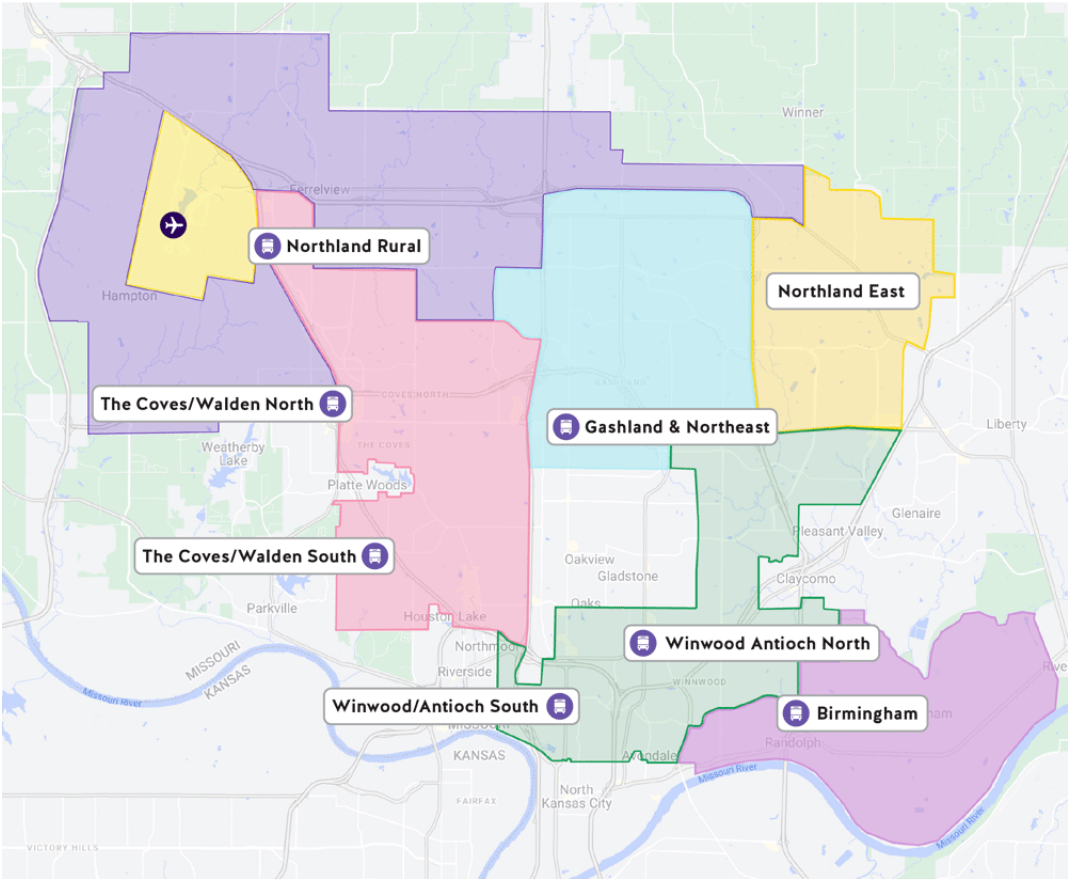
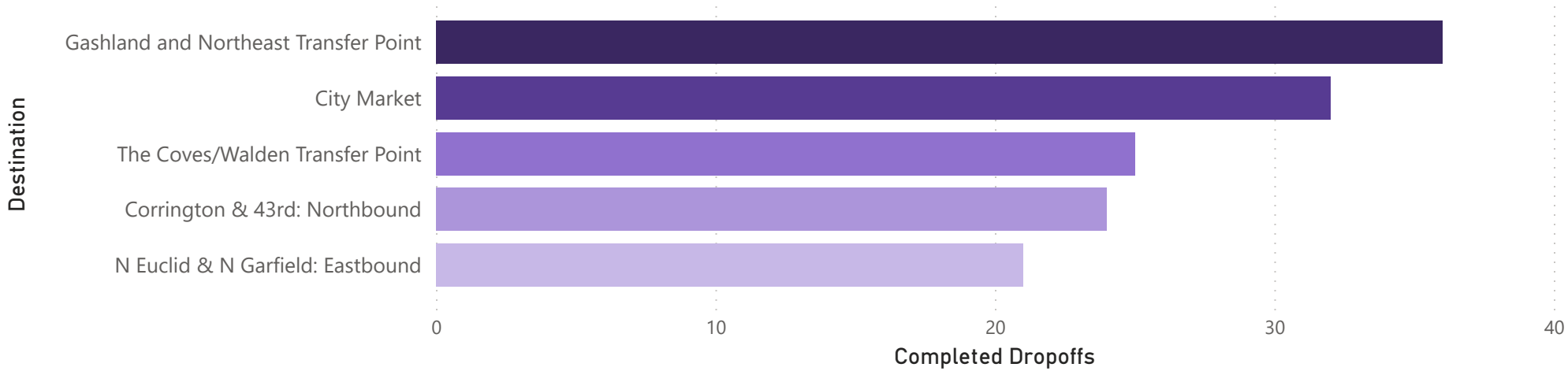
IRIS

IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo. IRIS originally served the Northland only, but has expanded south of the river to Dr. Martin Luther King Jr. Blvd. This service will incrementally expand in Kansas City throughout Summer 2023.

IRIS offers 24/7 service. Fares range from \$3-\$10. This service provides increased connectivity for residents to fill in gaps where a bus stop or other transportation service may not be as accessible.

The map below displays the Northland IRIS service area. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.

Popular Destinations



Ridership

