

RideKC Transit Key Performance Indicators

May 2023

Report Submitted June 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.

*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 5/1/2023

Completed Trips 96.8% Goal: 97.0% May 2023	Fixed Route OTP 80.7% Goal: 80.0%, 90.0% May 2023	Paratransit OTP 80.0% Goal: 90.0% May 2023
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Fixed + Flex Ridership

1,035,425

May 2023

Fixed Route Ridership

1,028,606

May 2023

Flex Route Ridership

6,819

May 2023

Platform Hours

47,746

May 2023

Passengers per Platform Hour

22

May 2023

Cost per Passenger

\$1.96

May 2023

Paratransit Trips

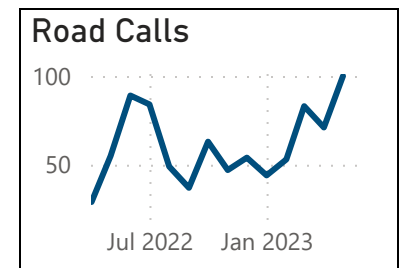
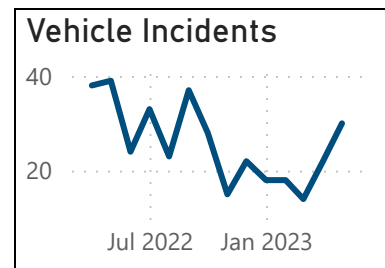
21,468

May 2023

Paratransit Passengers

23,264

May 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

1,035,425

22.85%

May 2023

May 2023

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	76,045	2,453	39.24%	78.6%
2	Troost MAX	95,656	3,086	34.93%	87.7%
3	Prospect MAX	148,036	4,775	29.60%	
9	9th Street	7,113	229	31.62%	61.7%
11	Northeast-Westside	32,384	1,045	2.78%	101.8%
12	12th Street	23,371	754	3.46%	99.4%
18	Indiana	33,327	1,075	5.29%	105.0%
21	Cleveland-Antioch	12,731	490	26.53%	98.6%
23	23rd Street	7,146	231	87.31%	74.2%
24	Independence	79,949	2,579	16.55%	119.5%
25	Troost	38,769	1,251	11.47%	130.0%
27	27th Street	9,746	314	-0.63%	65.5%
28	Blue Ridge	12,560	483	28.58%	74.9%
29	Blue Ridge Limited	2,800	127	47.14%	68.8%
31	31st Street	85,628	2,762	22.77%	114.8%
35	35th Street	18,886	609	25.97%	74.6%
39	39th Street	54,648	1,763	16.23%	97.4%
47	Broadway	38,844	1,253	4.93%	85.0%
57	Wornall	12,021	388	63.66%	116.4%
63	63rd Street	10,459	337	19.19%	64.7%
71	Prospect	17,000	548	50.24%	14.1%
75	75th Street	14,580	470	10.77%	70.8%
85	Paseo	26,881	867	8.93%	84.8%
99	South Kansas City Flex	3,863	149	21.63%	127.4%
101	State Ave	56,943	1,837	26.15%	128.6%
104	Argentine	7,982	307	13.03%	87.7%
106	Quindaro-Amazon	11,562	373	3.41%	50.2%
107	7th Street/Parallel	8,024	309	15.87%	58.9%
201	North Oak	32,211	1,039	31.51%	139.0%
210	Front Street	15,997	516	30.82%	82.0%
229	Boardwalk/KCI	18,888	609	37.81%	104.1%
238	Meadowbrook	17,427	562	53.81%	212.5%
297	Tiffany Springs Flex	209	10	-37.24%	37.1%
298	NKC Circulator	1,286	41	7.89%	107.7%
299	Gladstone-Antioch Flex	1,009	33	8.96%	258.7%
399	Raytown Flex	452	21	-16.45%	70.5%
550	Lee's Summit Express	644	29	-0.46%	25.2%
570	Blue Springs Express	348	16	17.57%	15.7%

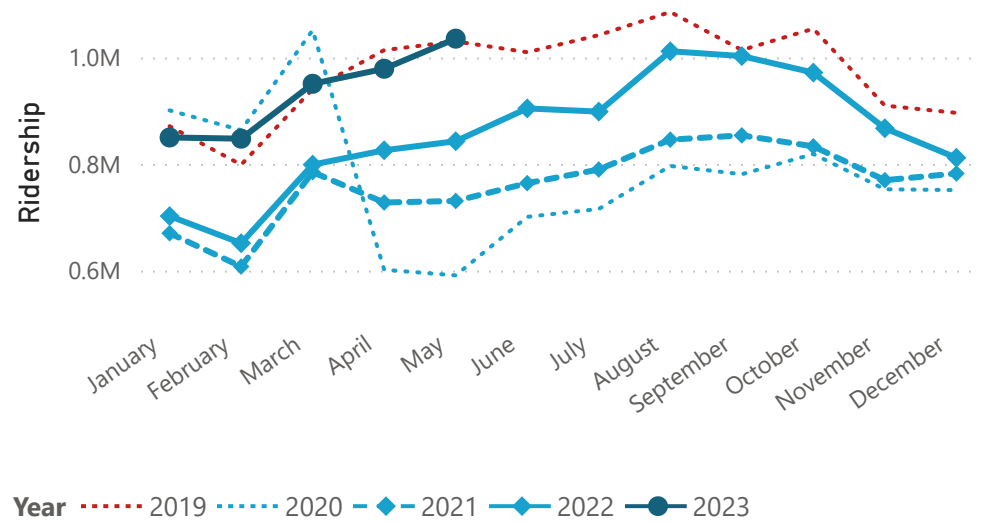
Mode Day Community

All All All

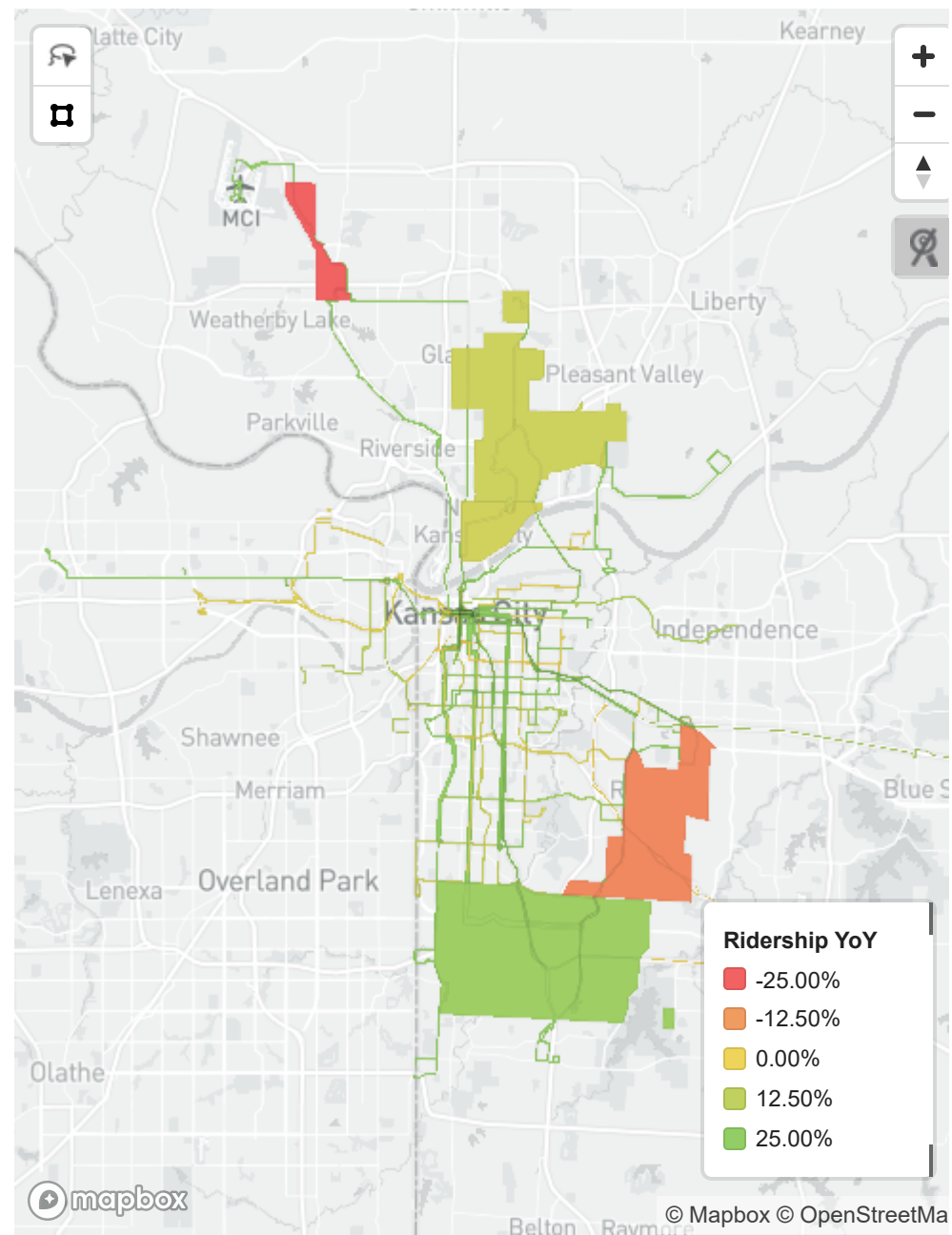
Previous Months

1/1/2019 5/1/2023

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

47,746

May 2023

Year-over-Year Change

15.0%

May 2023

Details by Route

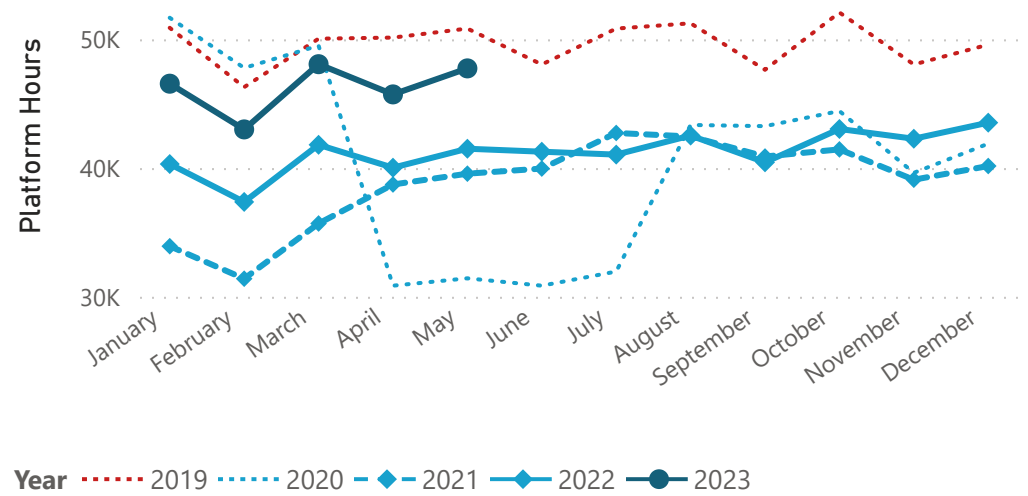
#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	3,387	68.7%	84.80%
2	Troost MAX	3,613	56.2%	82.66%
3	Prospect MAX	4,042	18.9%	
9	9th Street	576	5.6%	79.76%
11	Northeast-Westside	2,224	23.4%	123.14%
12	12th Street	1,163	-2.7%	122.19%
18	Indiana	1,727	4.4%	109.03%
21	Cleveland-Antioch	738	6.7%	100.25%
23	23rd Street	503	-0.0%	49.45%
24	Independence	2,348	22.2%	97.99%
25	Troost	1,284	-10.8%	90.48%
27	27th Street	579	0.8%	63.82%
28	Blue Ridge	778	9.4%	61.92%
29	Blue Ridge Limited	275	15.6%	65.07%
31	31st Street	3,152	19.8%	117.36%
35	35th Street	968	3.3%	76.27%
39	39th Street	1,823	13.8%	93.54%
47	Broadway	1,851	15.7%	110.12%
57	Wornall	1,010	30.8%	77.20%
63	63rd Street	416	2.0%	55.60%
71	Prospect	929	1.8%	22.98%
75	75th Street	873	28.3%	70.86%
85	Paseo	1,179	0.9%	66.29%
99	South Kansas City Flex	1,166	7.2%	99.22%
101	State Ave	2,018	10.3%	105.46%
104	Argentine	412	-0.4%	66.10%
106	Quindaro-Amazon	870	11.9%	52.98%
107	7th Street/Parallel	331	-2.6%	33.52%
201	North Oak	2,100	3.3%	142.72%
210	Front Street	1,045	3.2%	94.21%
229	Boardwalk/KCI	1,373	0.2%	86.08%
238	Meadowbrook	1,446	-1.6%	160.50%
297	Tiffany Springs Flex	233	6.4%	105.83%
298	NKC Circulator	405	0.9%	91.37%
299	Gladstone-Antioch Flex	412	1.6%	229.31%
399	Raytown Flex	205	7.8%	100.00%
550	Lee's Summit Express	138	5.6%	71.48%
570	Blue Springs Express	154	31.4%	81.20%

Mode Day Community

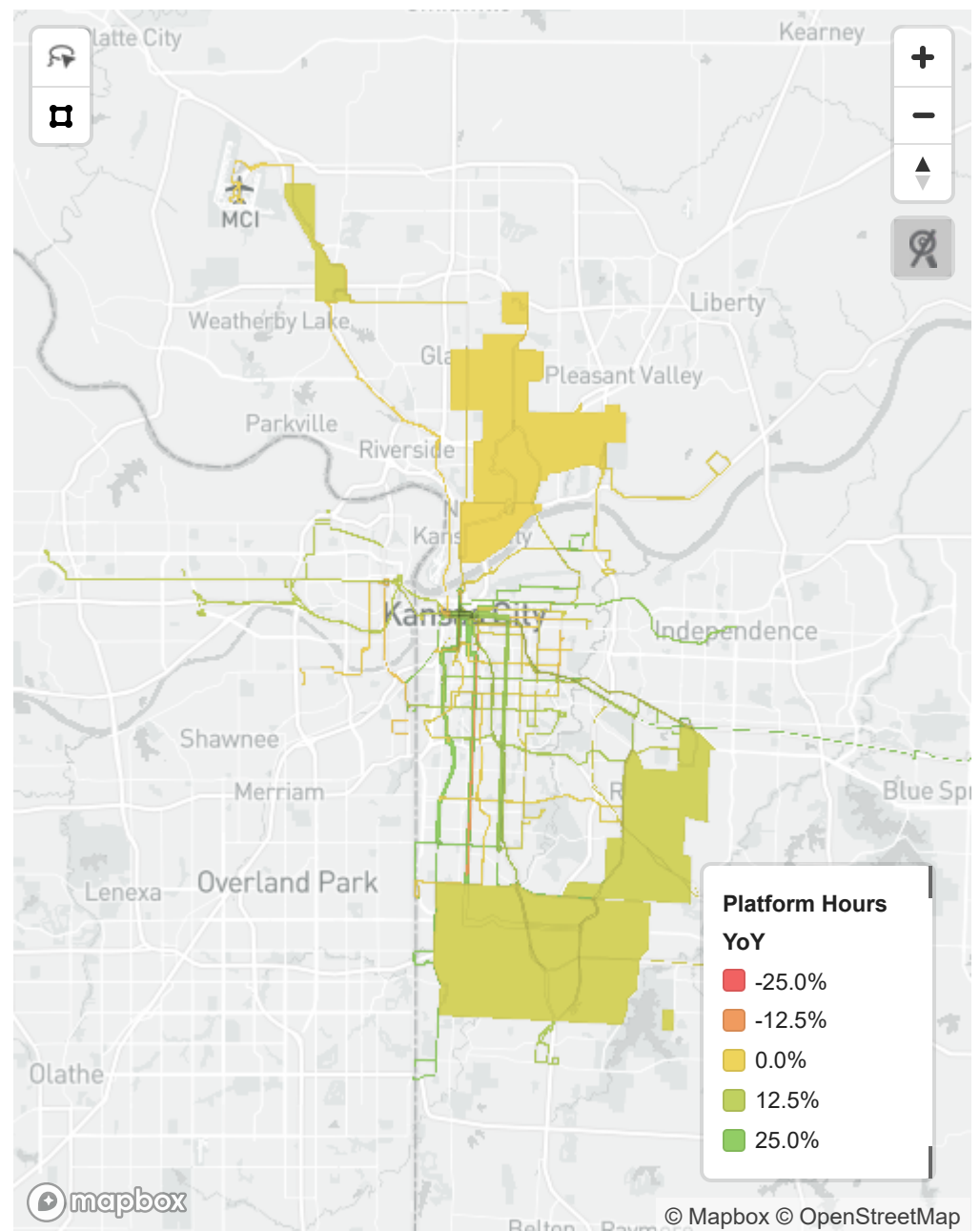
Previous Months

1/1/2019 5/1/2023

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

\$1.96

-12.4%

May 2023

May 2023

Details by Route

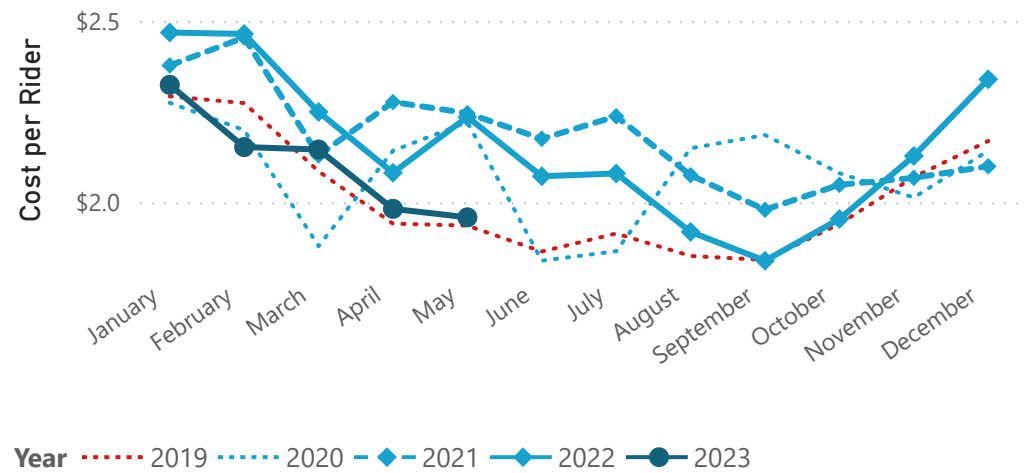
#	Route Name	Cost per Rider	% Change (YoY)
24	Independence	\$1.15	-12.4%
39	39th Street	\$1.20	-13.0%
3	Prospect MAX	\$1.22	-8.4%
25	Troost	\$1.42	-10.4%
31	31st Street	\$1.43	-20.1%
2	Troost MAX	\$1.53	-0.6%
101	State Ave	\$1.53	-13.6%
107	7th Street/Parallel	\$1.61	-16.6%
63	63rd Street	\$1.70	-12.8%
12	12th Street	\$1.78	-16.3%
104	Argentine	\$1.82	-14.3%
1	Main Street MAX	\$1.92	11.5%
71	Prospect	\$2.00	-33.4%
47	Broadway	\$2.03	-7.4%
85	Paseo	\$2.09	-7.3%
18	Indiana	\$2.16	-4.4%
75	75th Street	\$2.25	-0.2%
35	35th Street	\$2.54	-20.0%
9	9th Street	\$2.73	-23.1%
21	Cleveland-Antioch	\$2.73	-17.7%
201	North Oak	\$2.77	-19.1%
27	27th Street	\$2.78	2.1%
28	Blue Ridge	\$2.80	-19.1%
23	23rd Street	\$2.82	-50.7%
11	Northeast-Westside	\$2.84	4.2%
238	Meadowbrook	\$3.11	-45.9%
106	Quindaro-Amazon	\$3.21	7.2%
210	Front Street	\$3.34	-20.8%
57	Wornall	\$3.51	-19.8%
29	Blue Ridge Limited	\$3.60	-28.8%
229	Boardwalk/KCI	\$3.81	-26.7%
550	Lee's Summit Express	\$9.33	5.2%
570	Blue Springs Express	\$10.75	-10.9%
99	South Kansas City Flex	\$15.82	-14.1%
298	NKC Circulator	\$17.45	-7.3%
299	Gladstone-Antioch Flex	\$22.13	-8.2%
399	Raytown Flex	\$23.37	25.4%
297	Tiffany Springs Flex	\$51.60	66.9%

Mode Day Community
 All All All

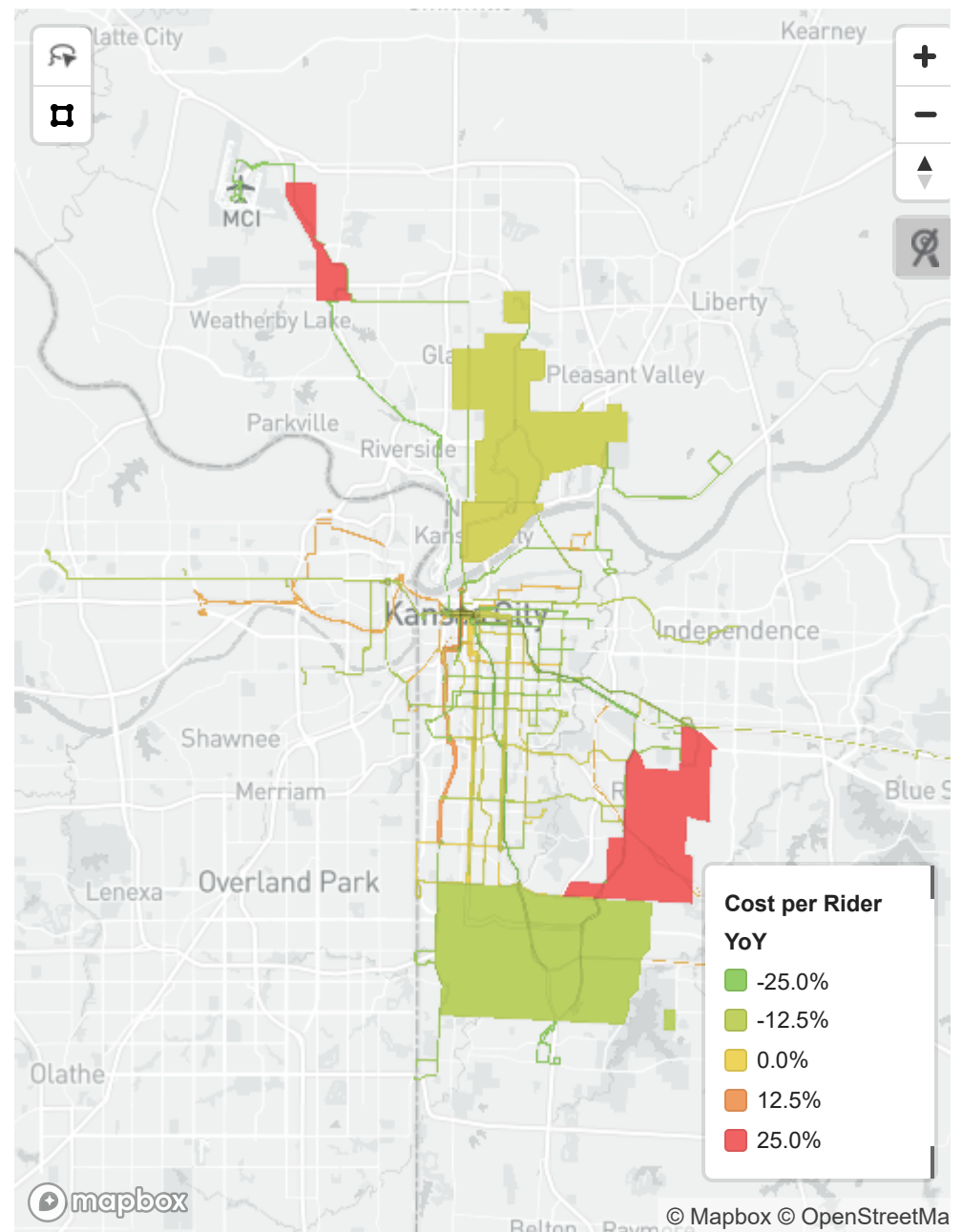
Previous Months

1/1/2019 5/1/2023

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

Year-over-Year Change

80.73%

May 2023

-1.24%

May 2023

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	83.52%	10.54%	95.6%
2	Troost MAX	20	83.02%	-3.05%	95.6%
3	Prospect MAX	15	85.86%	-4.12%	94.3%
9	9th Street	60	73.92%	-6.47%	88.9%
11	Northeast-Westside	30	77.20%	-9.61%	97.1%
12	12th Street	45	69.33%	-18.92%	95.1%
18	Indiana	30	80.67%	-3.17%	96.7%
21	Cleveland-Antioch	60	81.62%	-0.66%	97.4%
23	23rd Street	60	82.38%	-7.15%	97.1%
24	Independence	20	80.76%	11.89%	97.6%
25	Troost	30	92.07%	7.50%	98.8%
27	27th Street	60	80.40%	-7.83%	98.1%
28	Blue Ridge	60	81.58%	-9.52%	97.8%
29	Blue Ridge Limited		78.95%	-7.27%	98.1%
31	31st Street	15	83.57%	4.01%	95.5%
35	35th Street	45	60.09%	-18.38%	98.5%
39	39th Street	30	87.83%	-2.13%	96.9%
57	Wornall	45	87.51%	7.76%	99.0%
63	63rd Street	60	78.49%	-19.54%	100.0%
71	Prospect	60	84.75%	0.58%	94.7%
75	75th Street	45	66.19%	-12.85%	97.1%
85	Paseo	60	74.65%	-8.75%	99.1%
101	State Ave	30	62.51%	-12.71%	97.7%
104	Argentine	60	83.08%	-5.84%	100.0%
106	Quindaro-Amazon	60	78.08%	-15.11%	98.8%
107	7th Street/Parallel	60	91.45%	-1.05%	99.7%
201	North Oak	30	73.77%	8.96%	98.3%
210	Front Street	60	78.14%	8.47%	98.2%
229	Boardwalk/KCI	60	78.95%	20.13%	95.0%
238	Meadowbrook	60	72.54%	7.87%	99.5%
550	Lee's Summit Express		64.10%	5.58%	98.5%
570	Blue Springs Express		67.60%	-11.60%	97.7%

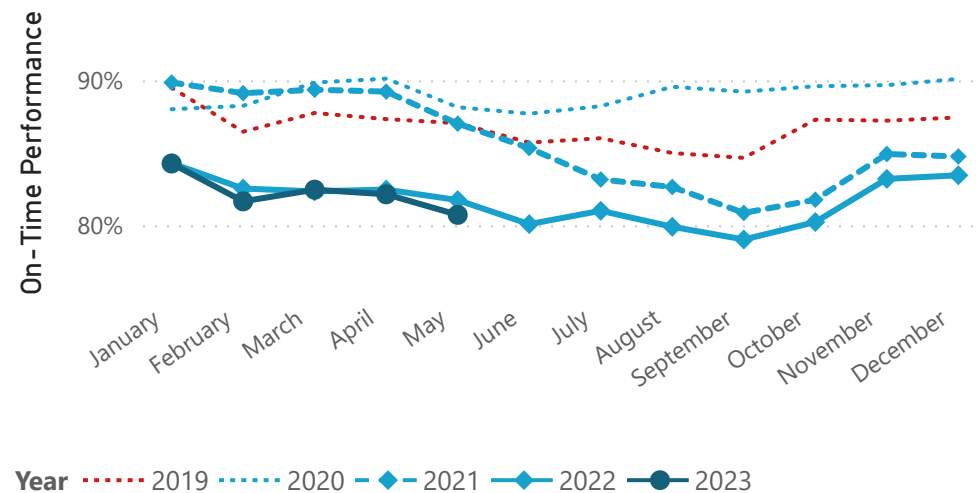
Mode Day **Community**

All All All

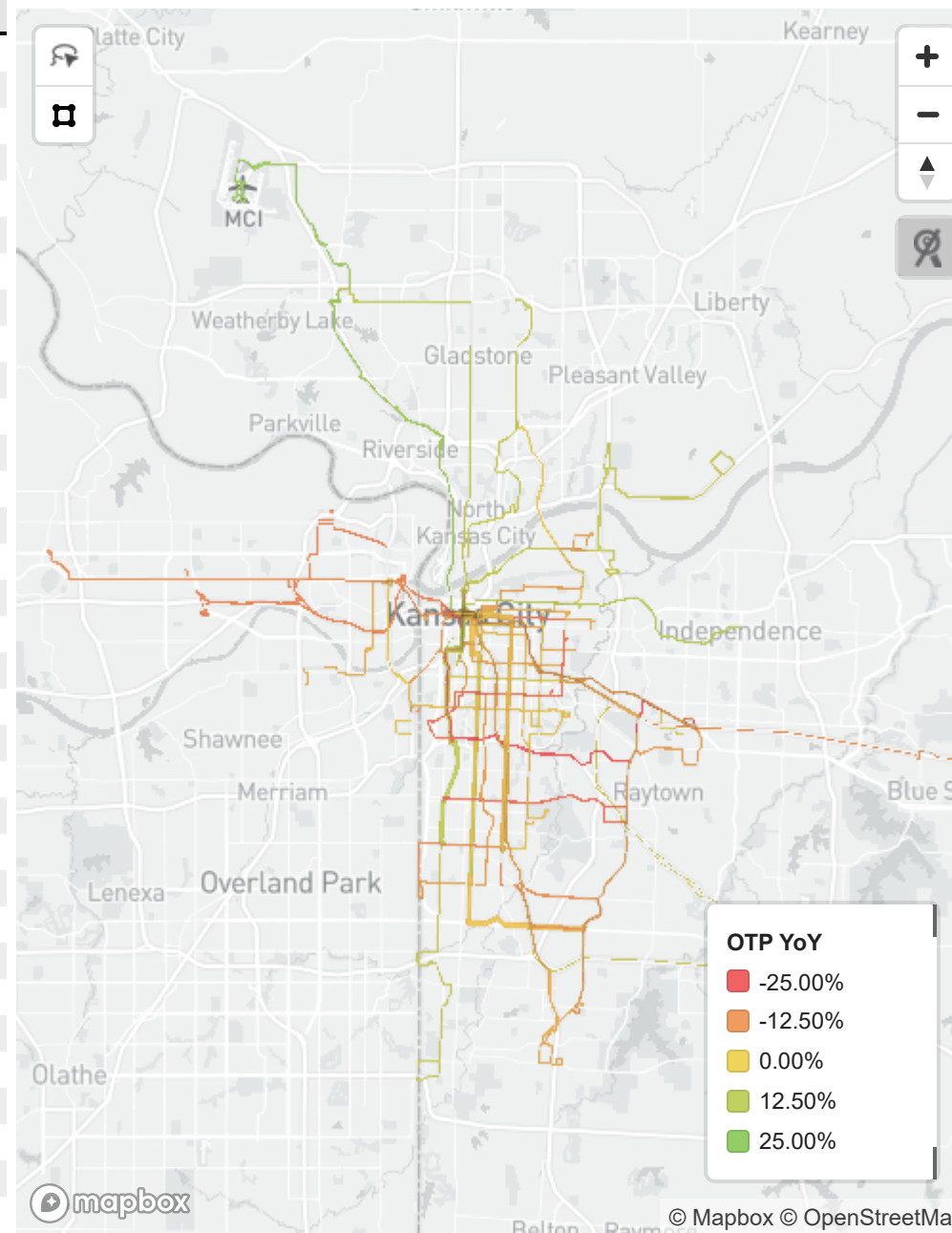
Previous Months

1/1/2019 5/1/2023

On-Time Performance



On-Time Performance Change - Year over Year

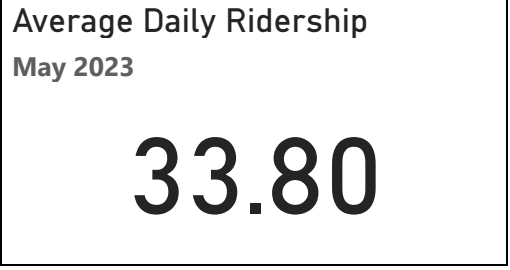
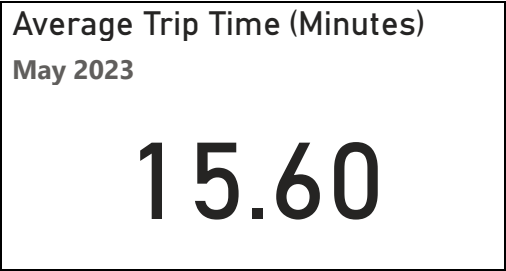
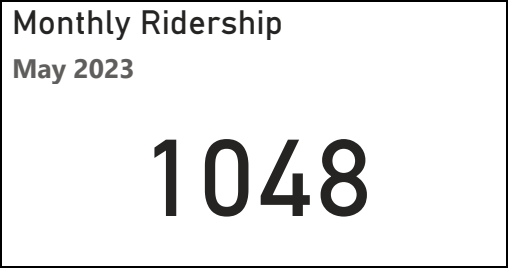
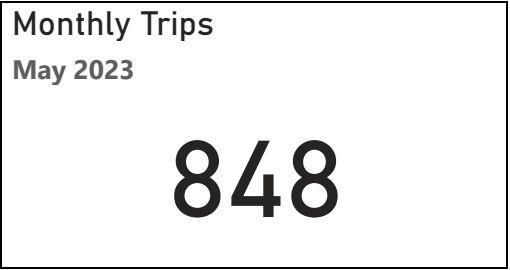


IRIS

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 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. IRIS is incrementally expanding in Kansas City throughout Summer 2023. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.



Popular Destinations

