

RideKC Transit Key Performance Indicators

June 2023

Report Submitted July 13, 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 Kansas City, MO

Previous Months

1/1/2019 6/1/2023

Completed Trips 96.2% Goal: 97.0% June 2023	Fixed Route OTP 80.2% Goal: 80.0%, 90.0% June 2023	Paratransit OTP 82.0% Goal: 90.0% June 2023
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Fixed + Flex Ridership

1,032,960

June 2023

Fixed Route Ridership

1,028,134

June 2023

Flex Route Ridership

4,826

June 2023

Platform Hours

38,610

June 2023

Passengers per Platform Hour

23

June 2023

Cost per Passenger

\$1.85

June 2023

Paratransit Trips

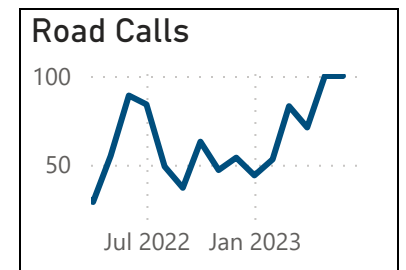
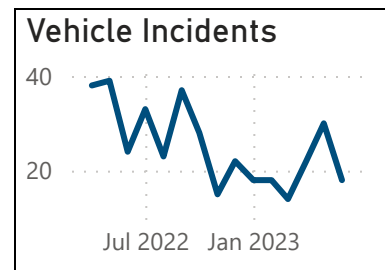
21,519

June 2023

Paratransit Passengers

23,337

June 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

1,032,960 16.32%

June 2023

June 2023

Details by Route

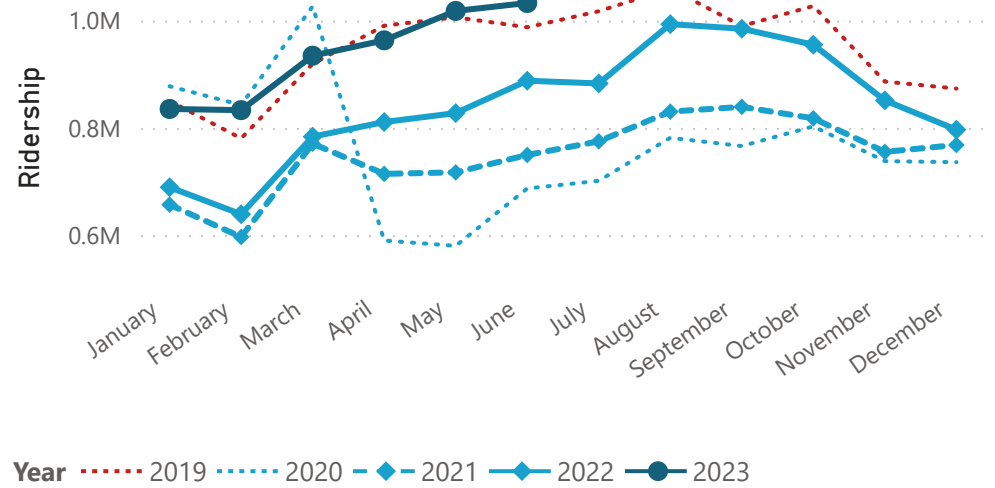
#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	76,664	2,555	38.03%	77.6%
2	Troost MAX	96,423	3,214	27.80%	93.6%
3	Prospect MAX	145,949	4,865	20.78%	
9	9th Street	6,955	232	17.58%	57.7%
11	Northeast-Westside	33,074	1,102	2.05%	114.7%
12	12th Street	32,790	1,093	44.01%	137.4%
18	Indiana	34,434	1,148	-2.47%	106.6%
21	Cleveland-Antioch	13,990	560	24.02%	114.9%
23	23rd Street	7,022	234	49.28%	73.0%
24	Independence	79,485	2,650	10.20%	122.6%
25	Troost	38,667	1,289	-0.88%	144.0%
27	27th Street	9,749	325	-8.00%	55.0%
28	Blue Ridge	13,407	536	19.07%	79.0%
29	Blue Ridge Limited	2,857	136	41.02%	66.1%
31	31st Street	82,858	2,762	8.26%	112.8%
35	35th Street	22,106	737	40.56%	91.4%
39	39th Street	55,143	1,838	6.74%	101.7%
47	Broadway	39,616	1,321	-0.69%	90.6%
57	Wornall	11,364	379	39.50%	80.2%
63	63rd Street	10,480	349	9.73%	68.8%
71	Prospect	17,051	568	29.63%	14.5%
75	75th Street	15,467	516	13.62%	77.8%
85	Paseo	26,612	887	1.12%	83.2%
99	South Kansas City Flex	3,421	137	3.82%	121.6%
101	State Ave	58,225	1,941	21.61%	138.5%
106	Quindaro-Amazon	11,688	390	-4.88%	53.2%
201	North Oak	32,313	1,077	20.35%	144.6%
210	Front Street	16,343	545	18.69%	78.4%
229	Boardwalk/KCI	19,502	650	35.70%	106.9%
238	Meadowbrook	16,978	566	35.38%	221.3%
297	Tiffany Springs Flex	124	6	-56.64%	32.0%
299	Gladstone-Antioch Flex	865	29	-23.99%	244.4%
399	Raytown Flex	416	20	-21.21%	63.7%
550	Lee's Summit Express	572	27	-30.33%	23.4%
570	Blue Springs Express	350	17	-12.72%	17.2%

Mode Day Community
 All All Kansas City, MO

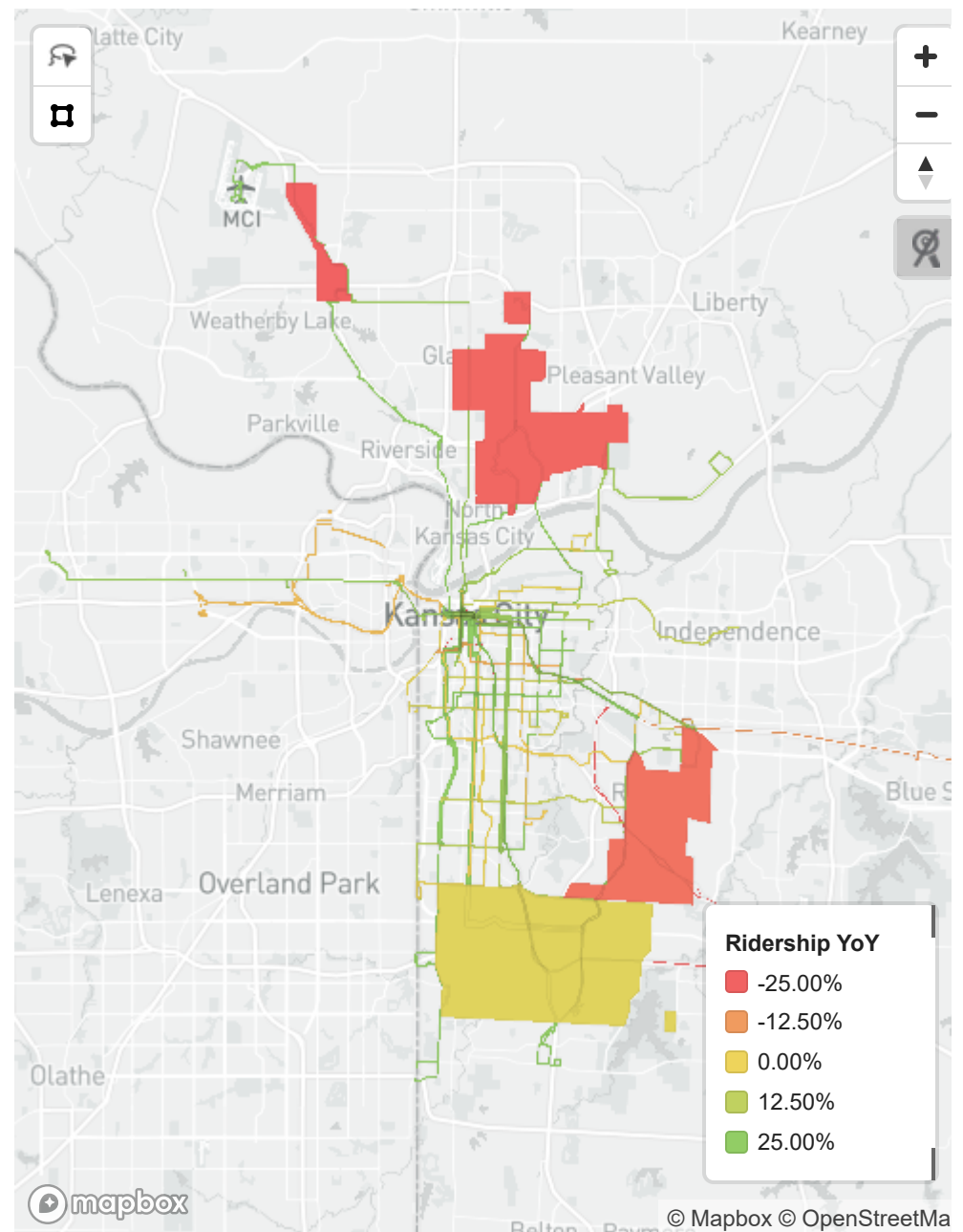
Previous Months

1/1/2019 6/1/2023

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

38,610

June 2023

Year-over-Year Change

12.1%

June 2023

Details by Route

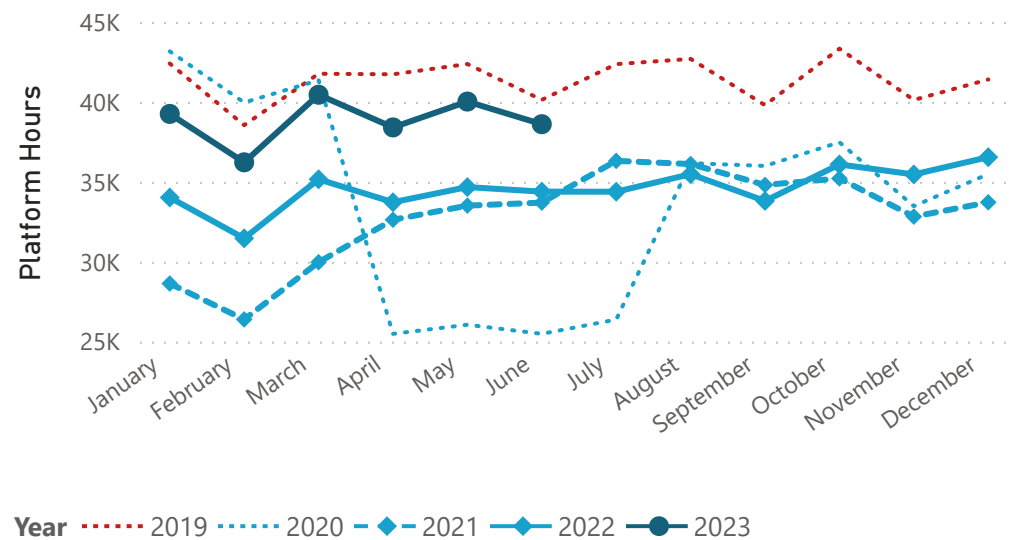
#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	3,272	67.9%	86.18%
2	Troost MAX	3,486	54.8%	84.87%
3	Prospect MAX	3,898	15.3%	
9	9th Street	556	2.0%	82.04%
11	Northeast-Westside	1,648	18.2%	125.79%
12	12th Street	1,123	-2.7%	125.41%
18	Indiana	1,668	0.8%	109.37%
21	Cleveland-Antioch	693	-1.5%	100.97%
23	23rd Street	487	-0.1%	51.52%
24	Independence	1,943	16.5%	99.45%
25	Troost	1,241	-14.5%	90.85%
27	27th Street	559	-2.1%	65.19%
28	Blue Ridge	576	1.0%	62.52%
29	Blue Ridge Limited	156	5.3%	68.33%
31	31st Street	2,389	14.9%	119.38%
35	35th Street	938	3.6%	77.74%
39	39th Street	1,616	10.2%	95.82%
47	Broadway	1,381	11.5%	112.05%
57	Wornall	976	31.5%	78.28%
63	63rd Street	331	-0.8%	57.27%
71	Prospect	899	1.8%	23.30%
75	75th Street	821	25.6%	72.43%
85	Paseo	1,140	-0.5%	67.72%
99	South Kansas City Flex	1,116	-1.8%	102.16%
101	State Ave	205	3.9%	108.73%
106	Quindaro-Amazon	254	5.5%	54.56%
201	North Oak	1,676	1.5%	145.01%
210	Front Street	1,011	3.3%	94.21%
229	Boardwalk/KCI	1,282	-0.1%	87.68%
238	Meadowbrook	749	-1.6%	164.25%
297	Tiffany Springs Flex	222	-3.0%	111.13%
299	Gladstone-Antioch Flex	199	1.6%	244.08%
399	Raytown Flex	98	-1.7%	105.00%
550	Lee's Summit Express		-3.8%	75.06%
570	Blue Springs Express		19.7%	85.26%

Mode Day Community
 All All Kansas City, MO

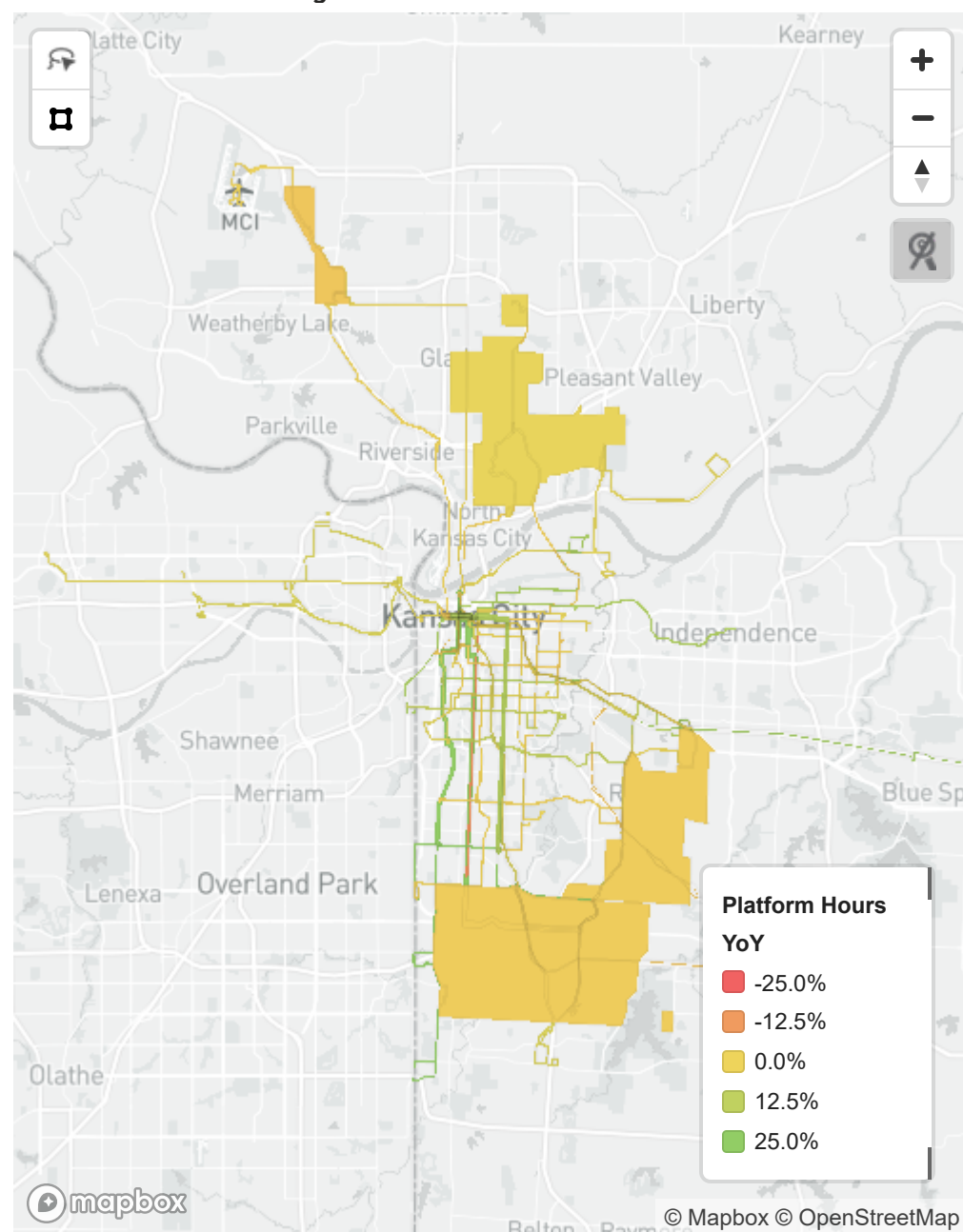
Previous Months

1/1/2019 6/1/2023

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

\$1.85

-10.0%

June 2023

June 2023

Details by Route

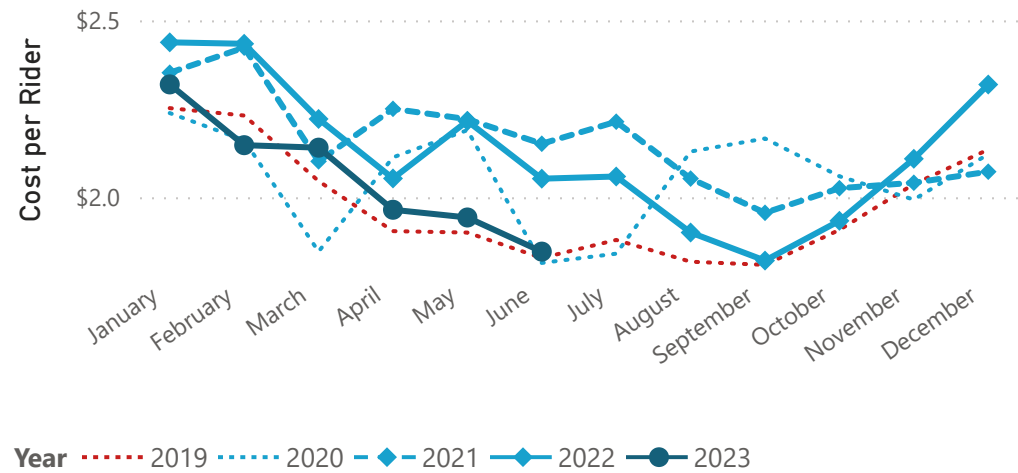
#	Route Name	Cost per Rider	% Change (YoY)
24	Independence	\$1.12	-11.7%
39	39th Street	\$1.15	-7.4%
3	Prospect MAX	\$1.19	-4.8%
12	12th Street	\$1.23	-39.9%
25	Troost	\$1.37	-2.8%
31	31st Street	\$1.42	-13.2%
101	State Ave	\$1.44	-15.4%
2	Troost MAX	\$1.46	4.0%
63	63rd Street	\$1.64	-7.7%
1	Main Street MAX	\$1.84	12.3%
47	Broadway	\$1.92	-5.6%
71	Prospect	\$1.93	-22.9%
18	Indiana	\$2.02	-0.2%
85	Paseo	\$2.04	-2.1%
75	75th Street	\$2.05	-5.2%
35	35th Street	\$2.10	-28.5%
21	Cleveland-Antioch	\$2.39	-22.6%
28	Blue Ridge	\$2.52	-19.3%
201	North Oak	\$2.66	-13.6%
11	Northeast-Westside	\$2.67	0.2%
27	27th Street	\$2.68	7.1%
9	9th Street	\$2.69	-16.0%
23	23rd Street	\$2.78	-38.1%
106	Quindaro-Amazon	\$3.06	10.0%
238	Meadowbrook	\$3.10	-38.5%
210	Front Street	\$3.17	-12.8%
29	Blue Ridge Limited	\$3.37	-32.3%
229	Boardwalk/KCI	\$3.57	-25.7%
57	Wornall	\$3.59	-6.4%
550	Lee's Summit Express	\$10.03	37.0%
570	Blue Springs Express	\$10.20	9.4%
99	South Kansas City Flex	\$17.10	-7.8%
399	Raytown Flex	\$24.24	21.2%
299	Gladstone-Antioch Flex	\$24.98	31.6%
297	Tiffany Springs Flex	\$83.02	120.2%

Mode Day Community
 All All Kansas City, MO

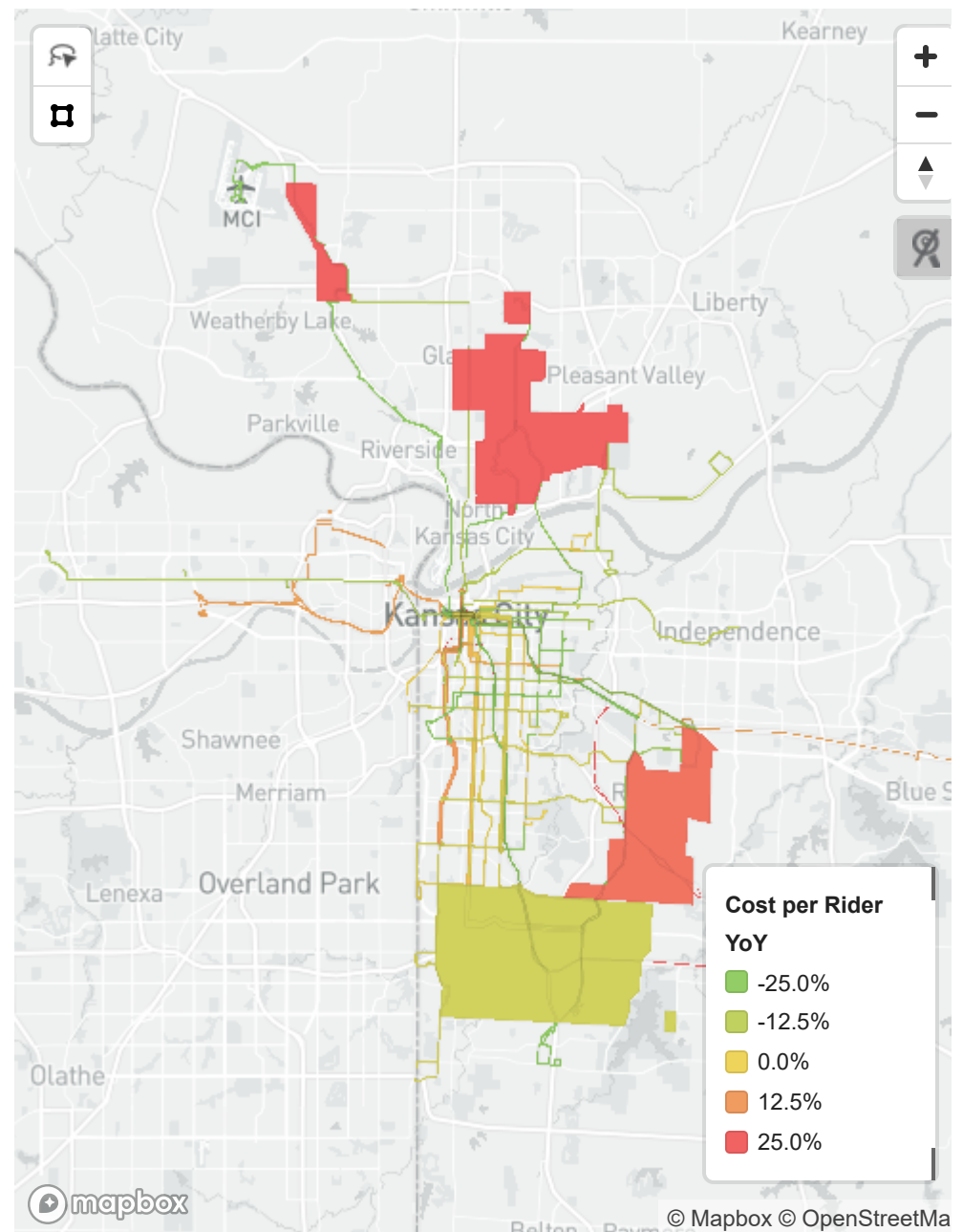
Previous Months

1/1/2019 6/1/2023

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.

OTP for 12 12th Street, 47 Broadway, and 75 75th Street has been omitted for the month of June due to ongoing construction along these routes.

On-Time Performance

Year-over-Year Change

80.21%

June 2023

0.37%

June 2023

Details by Route

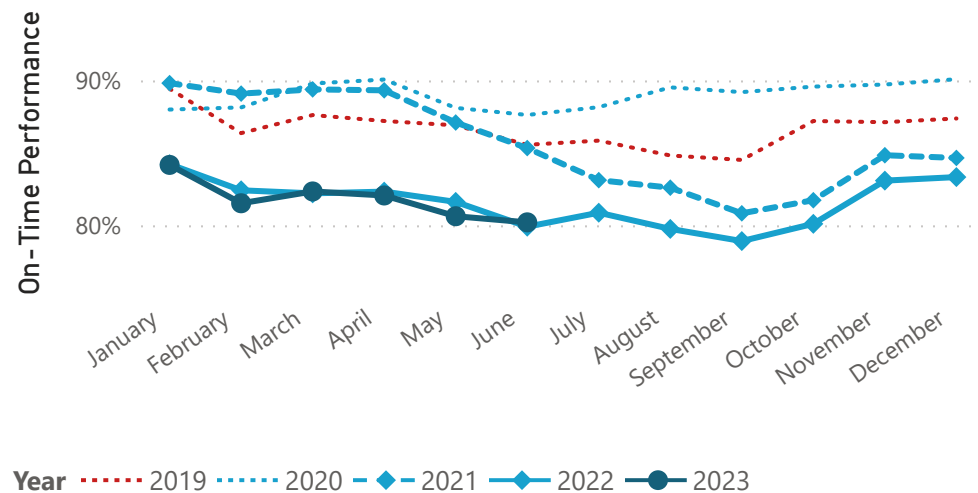
#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	81.58%	10.17%	95.2%
2	Troost MAX	20	82.77%	3.07%	95.4%
3	Prospect MAX	15	83.31%	-1.47%	95.3%
9	9th Street	60	74.01%	-0.69%	92.5%
11	Northeast-Westside	30	79.12%	-6.43%	96.4%
18	Indiana	30	82.89%	0.70%	93.7%
21	Cleveland-Antioch	60	80.06%	-3.40%	94.4%
23	23rd Street	60	81.27%	-5.46%	98.6%
24	Independence	20	77.37%	8.62%	98.3%
25	Troost	30	90.49%	10.07%	92.9%
27	27th Street	60	77.01%	-15.48%	98.7%
28	Blue Ridge	60	78.04%	-13.81%	98.5%
29	Blue Ridge Limited		74.52%	-12.00%	98.0%
31	31st Street	15	82.24%	2.07%	97.3%
35	35th Street	45	61.80%	-12.38%	98.9%
39	39th Street	30	86.64%	-1.47%	96.7%
57	Wornall	45	88.57%	6.86%	96.5%
63	63rd Street	60	81.71%	-14.61%	97.4%
71	Prospect	60	82.93%	1.53%	98.0%
85	Paseo	60	74.38%	-8.00%	98.1%
101	State Ave	30	62.35%	-12.36%	97.1%
106	Quindaro-Amazon	60	77.54%	-14.10%	98.7%
201	North Oak	30	73.20%	-3.02%	96.4%
210	Front Street	60	73.87%	2.89%	97.8%
229	Boardwalk/KCI	60	75.89%	9.97%	93.0%
238	Meadowbrook	60	70.91%	8.76%	100.0%
550	Lee's Summit Express		57.81%	2.09%	99.2%
570	Blue Springs Express		57.73%	-27.71%	95.2%

Mode Day Community
 All All Kansas City, MO

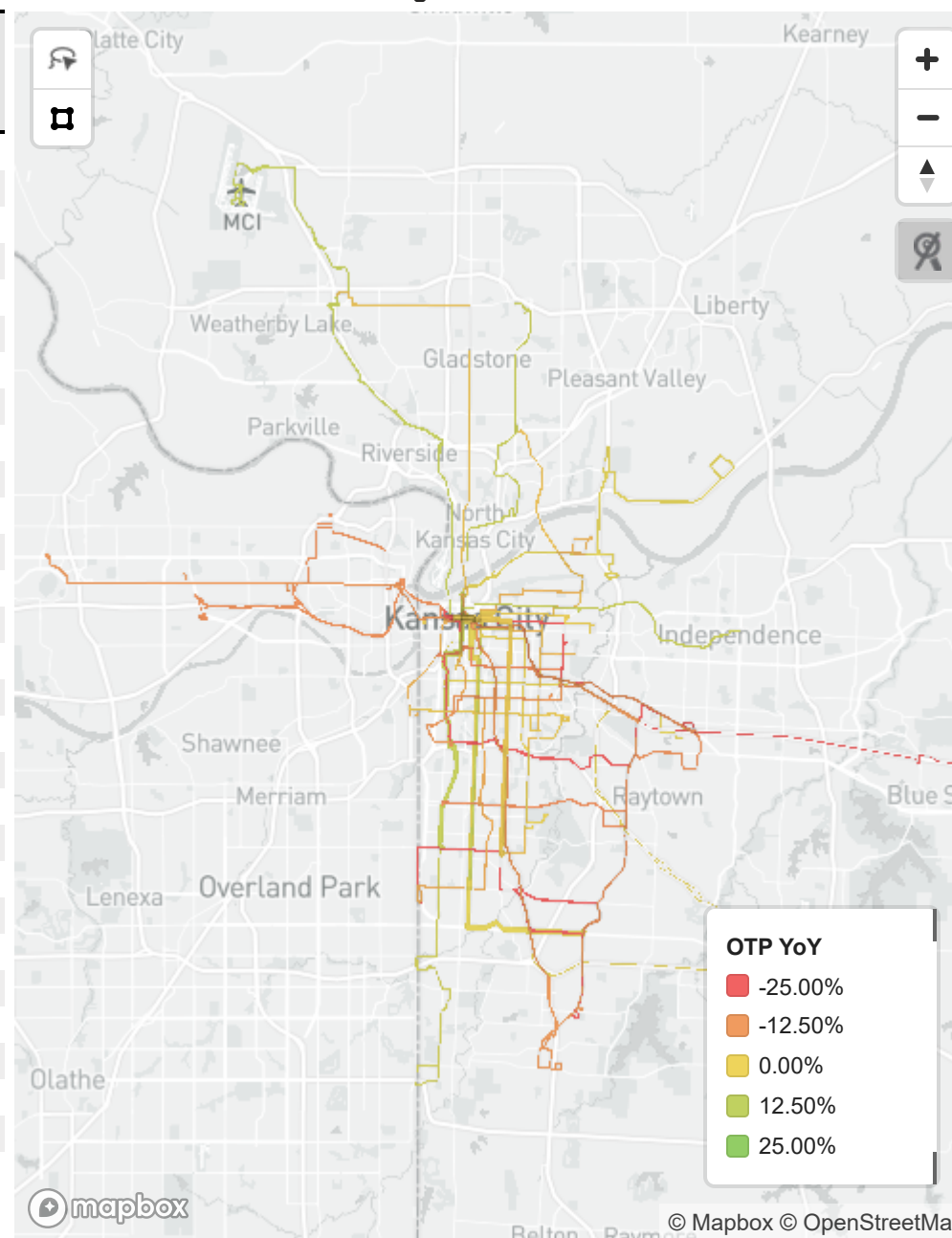
Previous Months

1/1/2019 6/1/2023

On-Time Performance



On-Time Performance Change - Year over Year

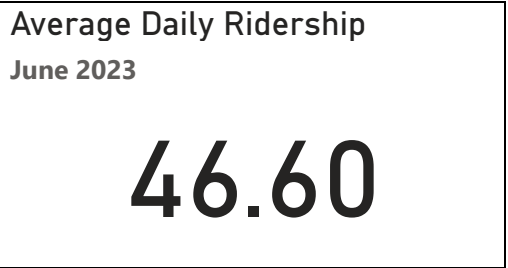
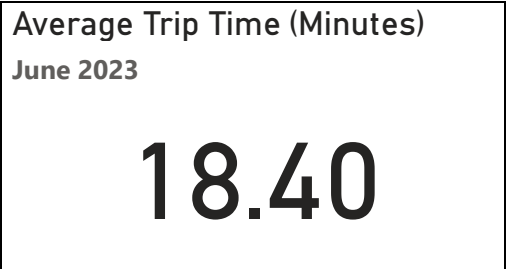
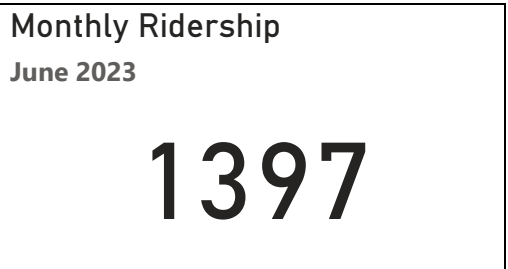
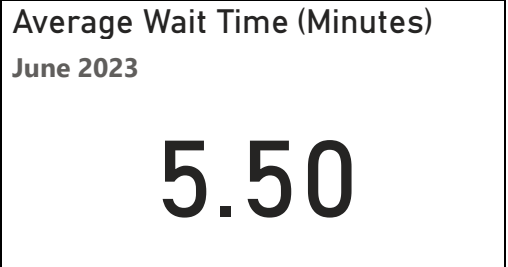
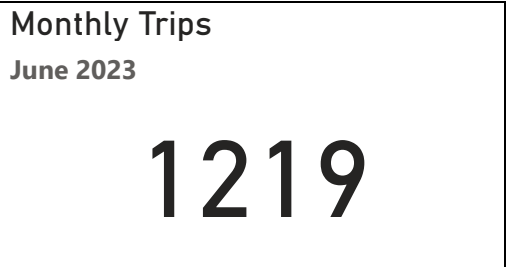


IRIS

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

