

Ride KC Transit Key Performance Indicators

Kansas City, MO Service

August 2022

Report Submitted September 16, 2022



Kansas City, MO KPIs

Completed Trips

93.5%

Goal: 97%
August 2022

Fixed Route OTP

80.2%

Goal: 80%, 90%
August 2022

Paratransit OTP

84.9%

Goal: 90%
August 2022

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.

Fixed + Flex Route KPIs

Fixed + Flex Ridership

992,324

August 2022

Fixed Route Ridership

986,680

August 2022

Flex Route Ridership

5,644

August 2022

Platform Hours

35,915

August 2022

Passengers per Platform Hour

28

August 2022

Cost per Passenger

\$1.89

August 2022

Paratransit KPIs

Paratransit Trips

20,753

August 2022

Paratransit Passengers

22,601

August 2022

Safety KPIs

Collisions

23

August 2022

Road Calls

49

August 2022

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.

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.

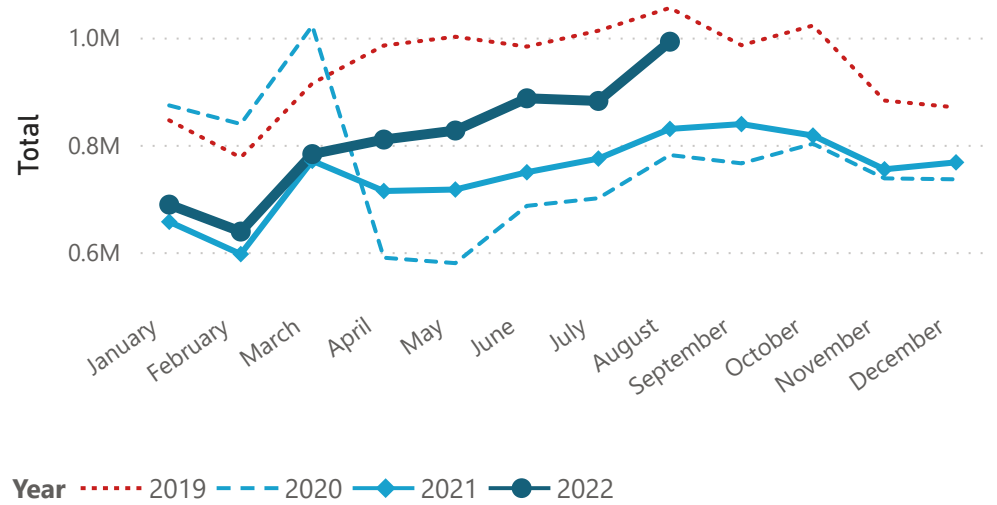
Ridership **992,324** Year-over-Year Change **19.6%**

August 2022

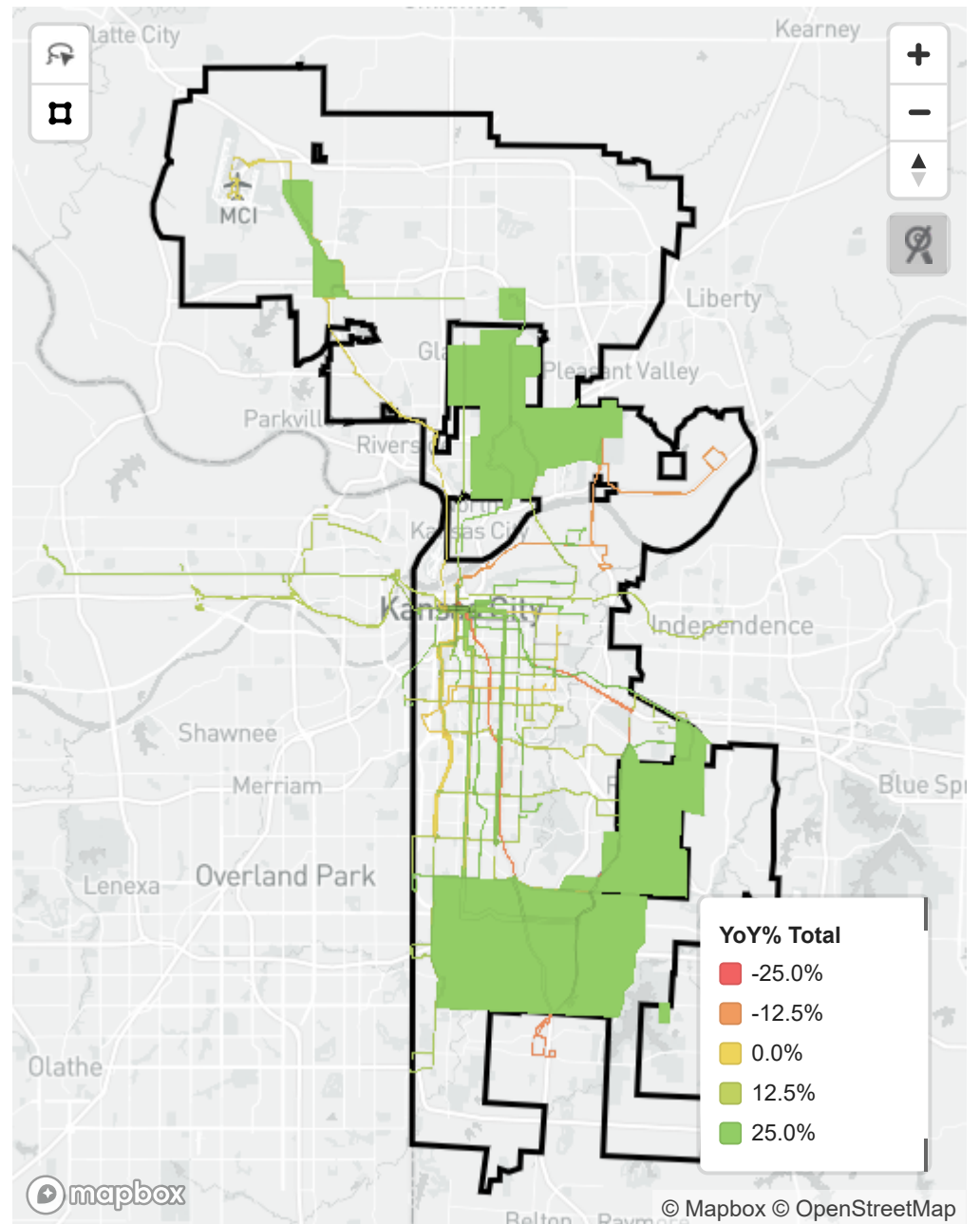
August 2022

#	Route Name	Month Total	Average Daily	YoY% Change
1	Main Street MAX	63,176	2,038	1.3%
2	Troost MAX	86,025	2,775	23.6%
3	Prospect MAX	137,474	4,435	23.1%
9	9th Street	6,590	213	28.2%
11	Northeast-Westside	37,404	1,207	40.3%
12	12th Street	25,399	819	2.9%
18	Indiana	38,856	1,253	32.6%
21	Cleveland-Antioch	12,838	475	15.1%
23	23rd Street	6,758	218	
24	Independence	73,967	2,386	14.0%
25	Troost	44,948	1,450	10.7%
27	27th Street	12,241	395	17.0%
28	Blue Ridge	12,563	465	26.7%
29	Blue Ridge Limited	2,578	112	-14.9%
31	31st Street	86,071	2,776	15.7%
35	35th Street	18,911	610	-1.3%
39	39th Street	57,876	1,867	11.0%
47	Broadway	42,266	1,363	11.3%
57	Wornall	9,969	322	16.3%
63	63rd Street	11,163	360	14.9%
71	Prospect	15,374	496	
75	75th Street	15,361	496	12.7%
85	Paseo	28,496	919	28.9%
99	South Kansas City Flex	3,744	139	98.2%
101	State Ave	53,450	1,724	17.3%
106	Quindaro-Amazon	12,410	400	13.3%
201	North Oak	29,338	946	18.4%
210	Front Street	15,625	504	-10.7%
229	Boardwalk/KCI	15,488	500	4.3%
238	Meadowbrook	14,066	454	121.3%
297	Tiffany Springs Flex	242	11	124.1%
299	Gladstone Circulator	1,075	35	281.2%
399	Raytown Circulator	583	25	113.6%

Monthly Ridership



Transit Ridership Change - Year over Year



Platform Hours

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).

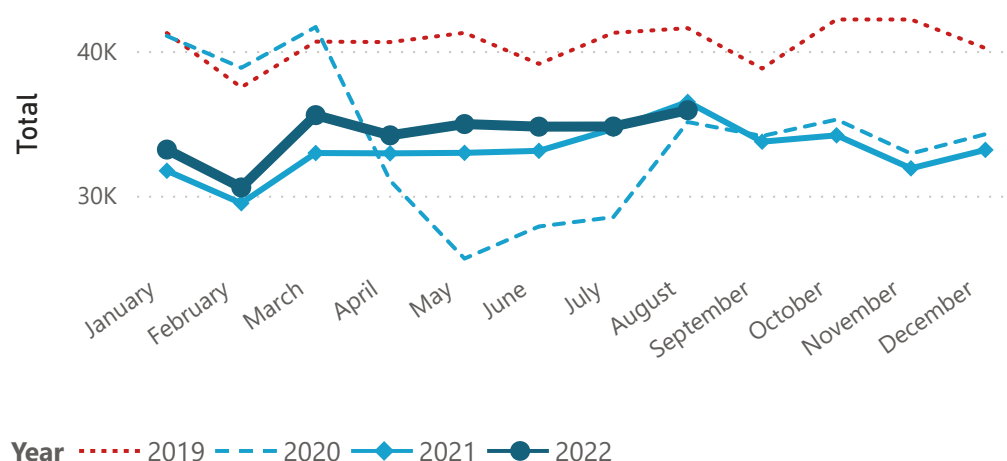
Platform Hours **35,915** Year-over-Year Change **-1.6%**

August 2022

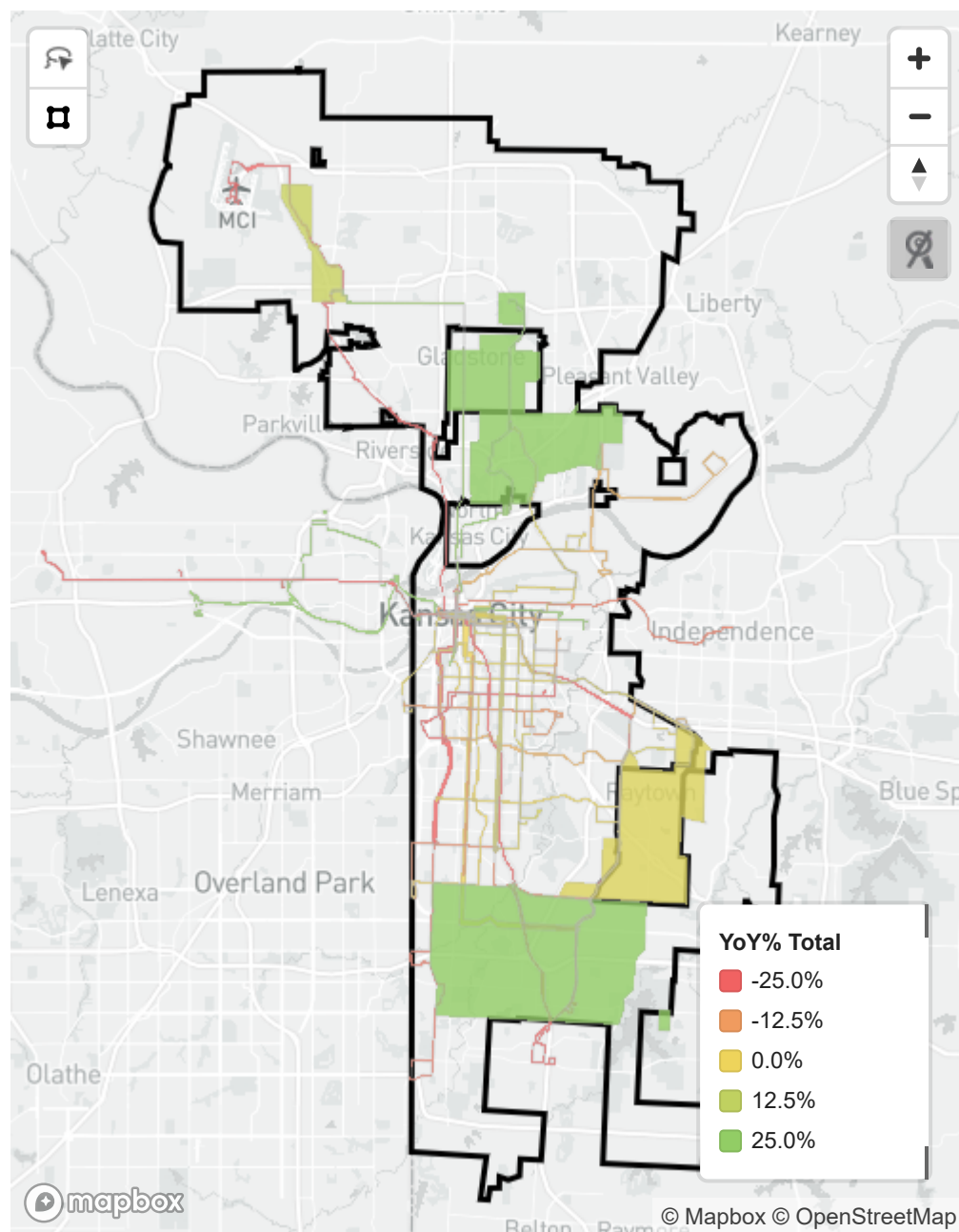
August 2022

#	Route Name	Platform Hrs	YoY % Change
1	Main Street MAX	1,934	-35.1%
2	Troost MAX	2,335	0.2%
3	Prospect MAX	3,486	7.0%
9	9th Street	620	58.8%
11	Northeast-Westside	1,648	3.1%
12	12th Street	1,167	-11.3%
18	Indiana	1,751	6.1%
21	Cleveland-Antioch	731	3.7%
23	23rd Street	506	
24	Independence	1,736	-19.7%
25	Troost	1,302	-12.3%
27	27th Street	589	1.3%
28	Blue Ridge	738	5.0%
29	Blue Ridge Limited	260	-33.4%
31	31st Street	2,291	2.4%
35	35th Street	919	-26.4%
39	39th Street	1,541	-14.2%
47	Broadway	1,466	-7.6%
57	Wornall	777	-20.9%
63	63rd Street	419	1.1%
71	Prospect	923	
75	75th Street	681	-16.7%
85	Paseo	1,174	0.4%
99	South Kansas City Flex	1,186	36.8%
101	State Ave	147	-34.2%
106	Quindaro-Amazon	256	34.3%
201	North Oak	1,606	22.3%
210	Front Street	1,025	-7.2%
229	Boardwalk/KCI	1,340	-32.5%
238	Meadowbrook	711	44.7%
297	Tiffany Springs Flex	238	10.0%
299	Gladstone Circulator	203	129.2%
399	Raytown Circulator	209	4.8%

Monthly Platform Hours



Service Increases or Decreases Year-over-Year



Cost per Rider

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.

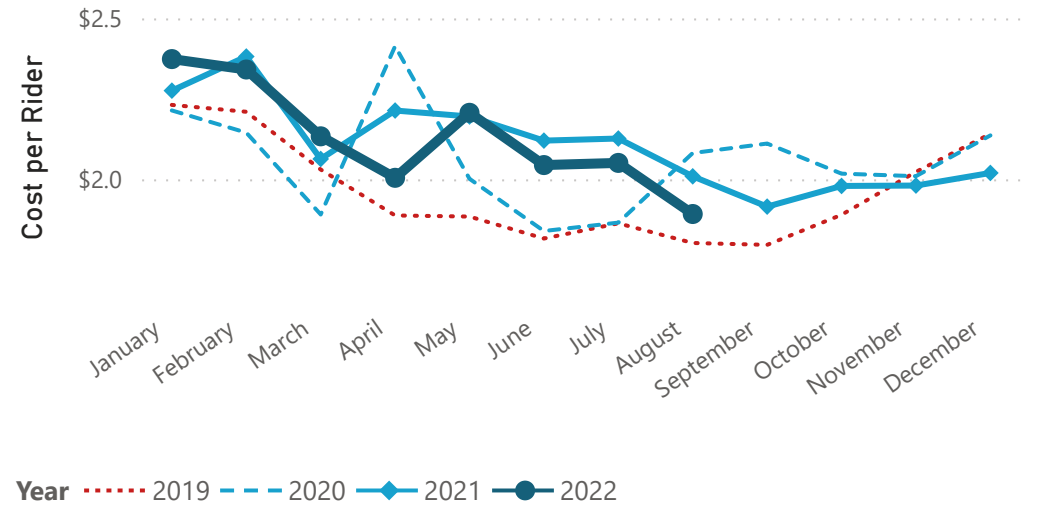
Cost per Rider **\$1.89** Year-over-Year Change **-5.2%**

August 2022

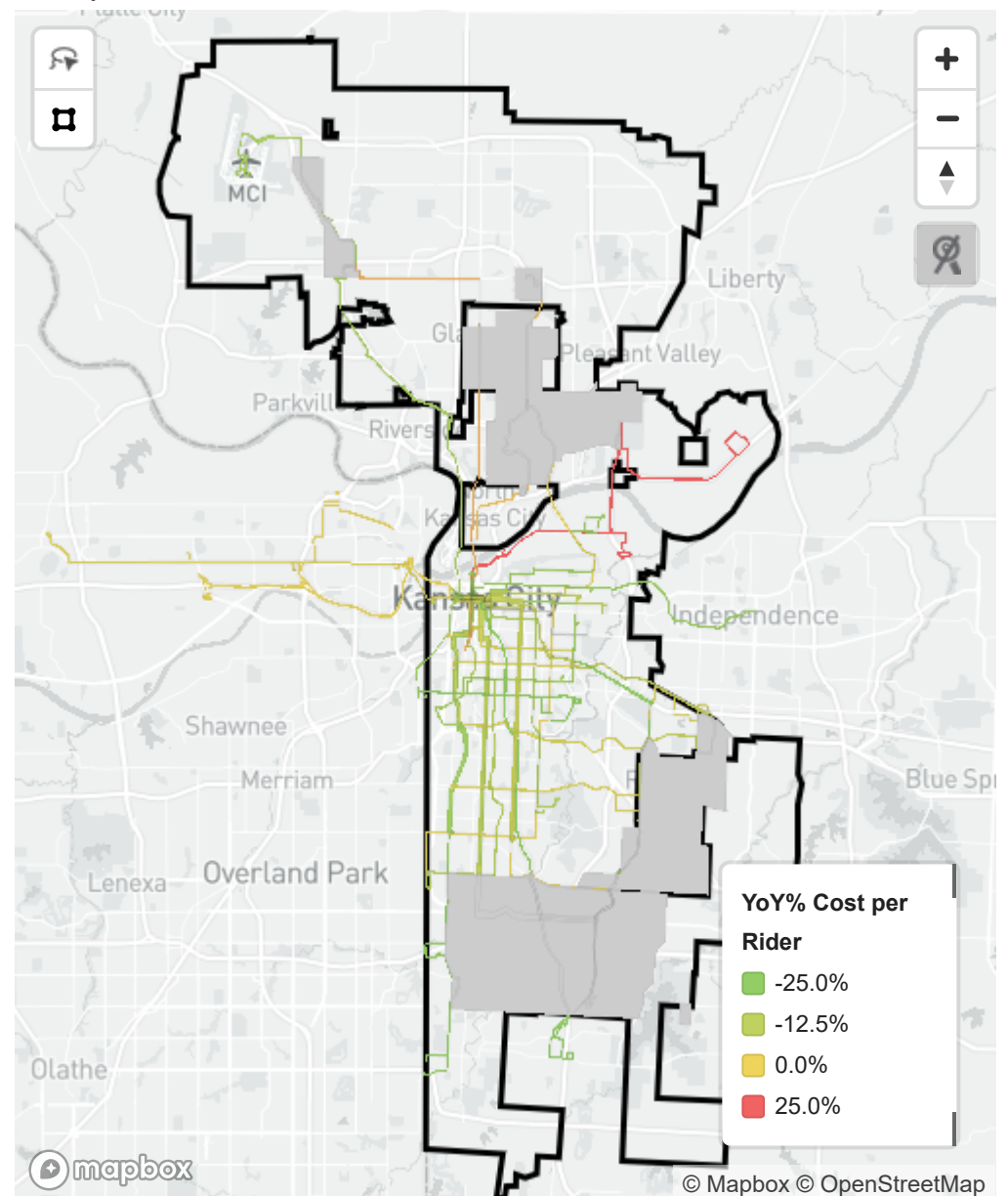
August 2022

#	Route Name	Cost per Rider	YoY %
1	Main Street MAX	\$1.48	-21.2%
2	Troost MAX	\$1.28	-11.8%
3	Prospect MAX	\$1.14	-10.3%
9	9th Street	\$2.98	-12.2%
11	Northeast-Westside	\$2.40	-21.0%
12	12th Street	\$1.85	-20.9%
18	Indiana	\$1.91	-16.7%
21	Cleveland-Antioch	\$2.82	-1.9%
23	23rd Street	\$3.23	
24	Independence	\$1.28	-22.2%
25	Troost	\$1.27	-16.2%
27	27th Street	\$2.25	-6.3%
28	Blue Ridge	\$2.91	-11.0%
29	Blue Ridge Limited	\$4.09	-28.9%
31	31st Street	\$1.51	-5.3%
35	35th Street	\$2.54	-19.7%
39	39th Street	\$1.15	-26.8%
47	Broadway	\$1.99	-6.5%
57	Wornall	\$3.24	-27.1%
63	63rd Street	\$1.56	-5.2%
71	Prospect	\$2.21	
75	75th Street	\$1.98	-2.4%
85	Paseo	\$1.99	-14.9%
99	South Kansas City Flex	\$17.02	
101	State Ave	\$1.59	-4.8%
106	Quindaro-Amazon	\$2.86	-2.2%
201	North Oak	\$2.92	7.6%
210	Front Street	\$3.31	28.3%
229	Boardwalk/KCI	\$4.61	-18.7%
238	Meadowbrook	\$4.64	3.5%
297	Tiffany Springs Flex	\$46.59	
299	Gladstone Circulator	\$20.77	
399	Raytown Circulator	\$18.94	

Monthly Cost per Rider



Cost per Rider Decrease or Increase Year over Year



On-Time Performance

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

80.2%

-2.93%

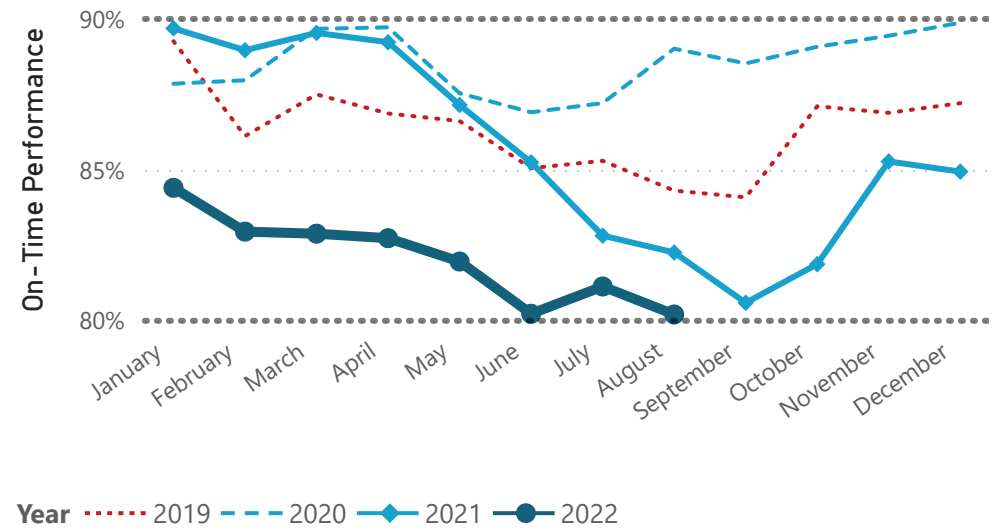
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#	Route Name	Current OTP	YoY OTP % Change	Trip Completion
1	Main Street MAX	70.8%	-11.90%	92.7%
2	Troost MAX	79.4%	-4.97%	92.8%
3	Prospect MAX	84.5%	-1.83%	92.4%
9	9th Street	79.7%	0.14%	92.1%
11	Northeast-Westside	80.4%	-4.83%	92.6%
12	12th Street	81.9%	-3.16%	88.8%
18	Indiana	85.4%	1.19%	95.4%
21	Cleveland-Antioch	79.0%	-5.01%	99.2%
23	23rd Street	91.6%		98.4%
24	Independence	77.3%	10.12%	96.1%
25	Troost	88.4%	2.07%	85.2%
27	27th Street	85.6%	-2.76%	97.1%
28	Blue Ridge	90.7%	26.97%	97.1%
29	Blue Ridge Limited	79.4%	-4.35%	96.0%
31	31st Street	83.0%	-6.64%	91.2%
35	35th Street	65.4%	-9.88%	95.5%
39	39th Street	88.2%	-0.10%	96.7%
47	Broadway	69.6%	-13.74%	93.9%
57	Wornall	80.5%	-12.69%	83.4%
63	63rd Street	74.3%	-18.73%	94.2%
71	Prospect	82.2%		89.2%
75	75th Street	76.8%	-3.75%	94.7%
85	Paseo	80.9%	-1.92%	95.3%
101	State Ave	63.9%	-11.52%	96.1%
106	Quindaro-Amazon	89.0%	6.46%	99.0%
201	North Oak	79.7%	-7.29%	97.2%
210	Front Street	74.0%	23.71%	93.0%
229	Boardwalk/KCI	62.9%	-10.70%	85.1%
238	Meadowbrook	56.3%	-23.44%	97.1%

Trip Completion
93.5%

Monthly On-Time Performance



On-Time Performance Year-over-Year Change

