

# Ride KC Transit Key Performance Indicators

## Kansas City, MO Service

October 2022

Report Submitted November 15, 2022



### Kansas City, MO KPIs

Completed Trips

94.8%

Goal: 97%  
October 2022

Fixed Route OTP

80.7%

Goal: 80%, 90%  
October 2022

Paratransit OTP

85.0%

Goal: 90%  
October 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

954,022

October 2022

Fixed Route Ridership

948,699

October 2022

Flex Route Ridership

5,323

October 2022

Platform Hours

36,290

October 2022

Passengers per Platform Hour

26

October 2022

Cost per Passenger

\$1.93

October 2022

### Paratransit KPIs

Paratransit Trips

19,163

October 2022

Paratransit Passengers

20,829

October 2022

### Safety KPIs

Collisions

28

October 2022

Road Calls

63

October 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

Year-over-Year Change

954,022

16.7%

October 2022				
#	Route Name	Month Total	Average Daily	YoY% Change
1	Main Street MAX	63,655	2,053	3.5%
2	Troost MAX	80,632	2,601	16.9%
3	Prospect MAX	134,744	4,347	18.2%
9	9th Street	6,100	197	33.7%
11	Northeast-Westside	32,267	1,041	21.8%
12	12th Street	24,211	781	8.2%
18	Indiana	38,836	1,253	24.1%
21	Cleveland-Antioch	11,770	453	12.4%
23	23rd Street	6,246	201	
24	Independence	72,551	2,340	13.8%
25	Troost	42,721	1,378	2.2%
27	27th Street	10,715	346	17.1%
28	Blue Ridge	12,068	464	8.7%
29	Blue Ridge Limited	2,503	119	32.2%
31	31st Street	80,484	2,596	8.0%
35	35th Street	17,898	577	-3.5%
39	39th Street	55,321	1,785	11.9%
47	Broadway	38,724	1,249	1.7%
57	Wornall	10,803	348	35.1%
63	63rd Street	11,279	364	33.0%
71	Prospect	17,272	557	1715.4%
75	75th Street	13,443	434	13.3%
85	Paseo	26,920	868	19.3%
99	South Kansas City Flex	3,441	132	104.8%
101	State Ave	51,636	1,666	17.3%
106	Quindaro-Amazon	11,872	383	9.7%
201	North Oak	29,551	953	23.1%
210	Front Street	15,000	484	-9.4%
229	Boardwalk/KCI	15,108	487	15.5%
238	Meadowbrook	14,368	463	116.7%
297	Tiffany Springs Flex	265	13	152.4%
299	Gladstone Circulator	1,089	35	325.4%
399	Raytown Circulator	528	25	38.6%

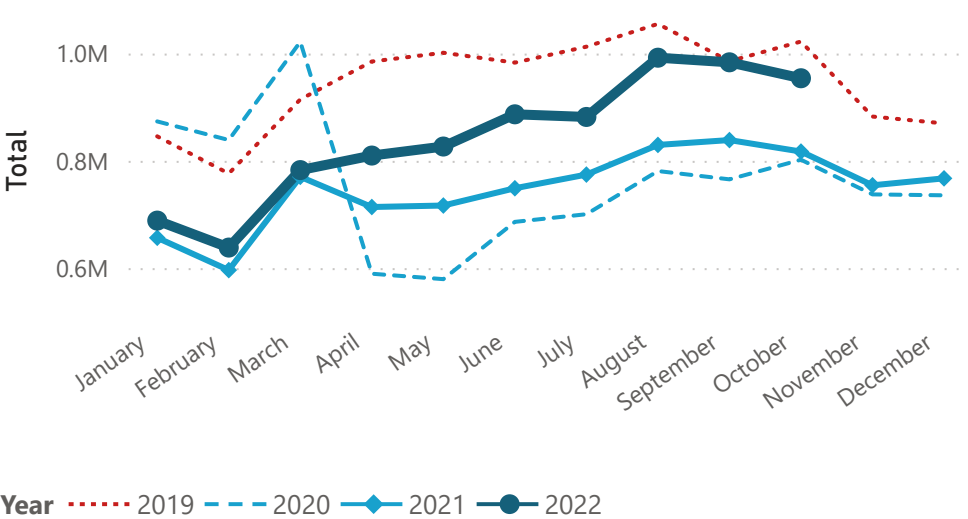
Filter by Day of Service

All

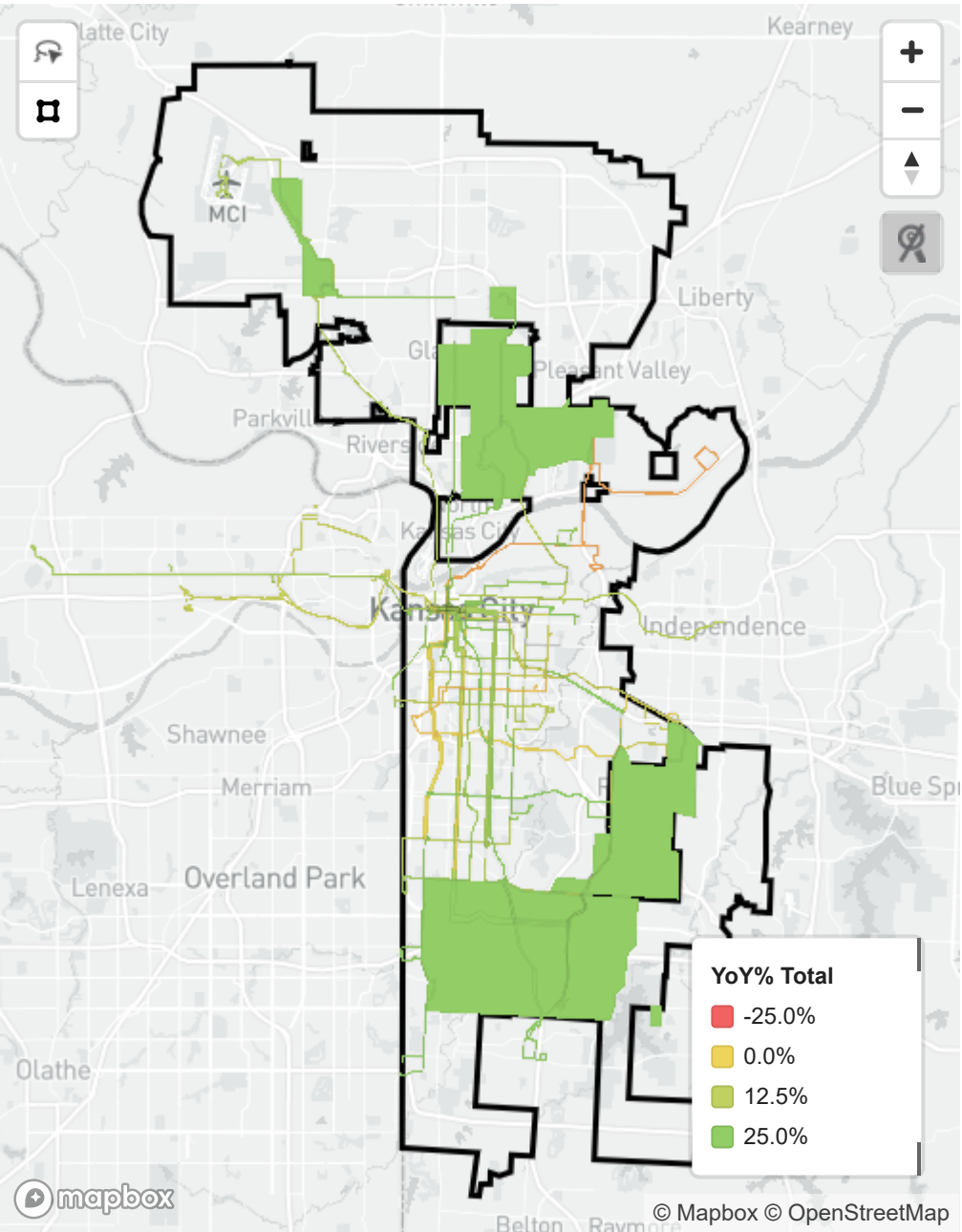
Filter by Mode

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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

36,290

October 2022

Year-over-Year Change

5.7%

October 2022

#	Route Name	Platform Hrs	YoY % Change	Weekday A.M. Peak Frequency
1	Main Street MAX	2,272	-16.9%	30
2	Troost MAX	2,320	-0.6%	30
3	Prospect MAX	3,432	4.3%	15
9	9th Street	546	25.9%	60
11	Northeast-Westside	1,615	3.3%	30
12	12th Street	1,160	-7.0%	45
18	Indiana	1,749	5.9%	30
21	Cleveland-Antioch	701	0.2%	60
23	23rd Street	507		60
24	Independence	1,926	-5.8%	20
25	Troost	1,299	-12.6%	30
27	27th Street	581	-0.0%	60
28	Blue Ridge	701	-2.3%	60
29	Blue Ridge Limited	153	-52.2%	
31	31st Street	2,237	-0.4%	15
35	35th Street	936	-30.1%	45
39	39th Street	1,604	-5.4%	30
47	Broadway	1,337	-12.8%	45
57	Wornall	930	-5.0%	45
63	63rd Street	322	-2.9%	60
71	Prospect	919	952.2%	60
75	75th Street	802	-1.6%	45
85	Paseo	1,180	1.2%	60
99	South Kansas City Flex	1,105		Flex (n/a)
101	State Ave	161	-25.7%	30
106	Quindaro-Amazon	225	19.2%	60
201	North Oak	1,706	31.9%	30
210	Front Street	1,039	-5.7%	60
229	Boardwalk/KCI	1,381	-21.1%	60
238	Meadowbrook	725	47.2%	60
297	Tiffany Springs Flex	219		Flex (n/a)
299	Gladstone Circulator	405		Flex (n/a)
399	Raytown Circulator	95		Flex (n/a)

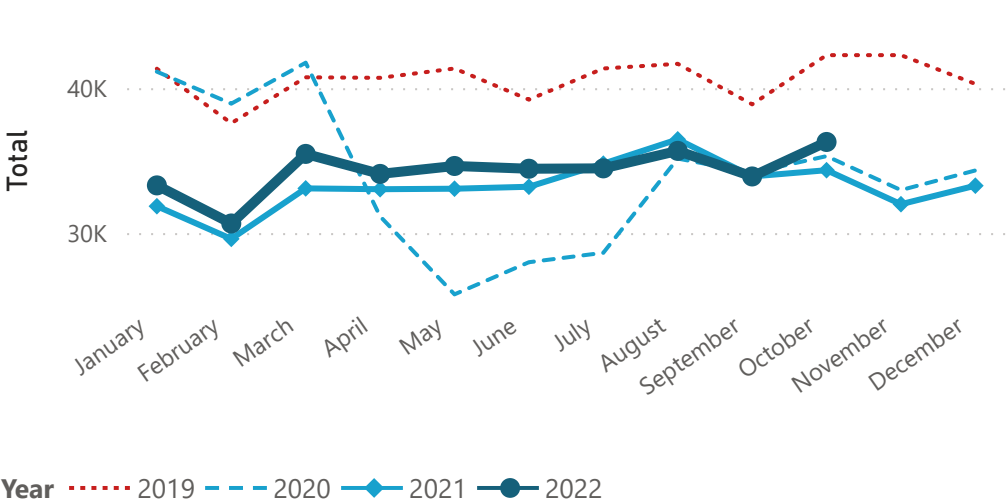
Filter by Day of Service

All

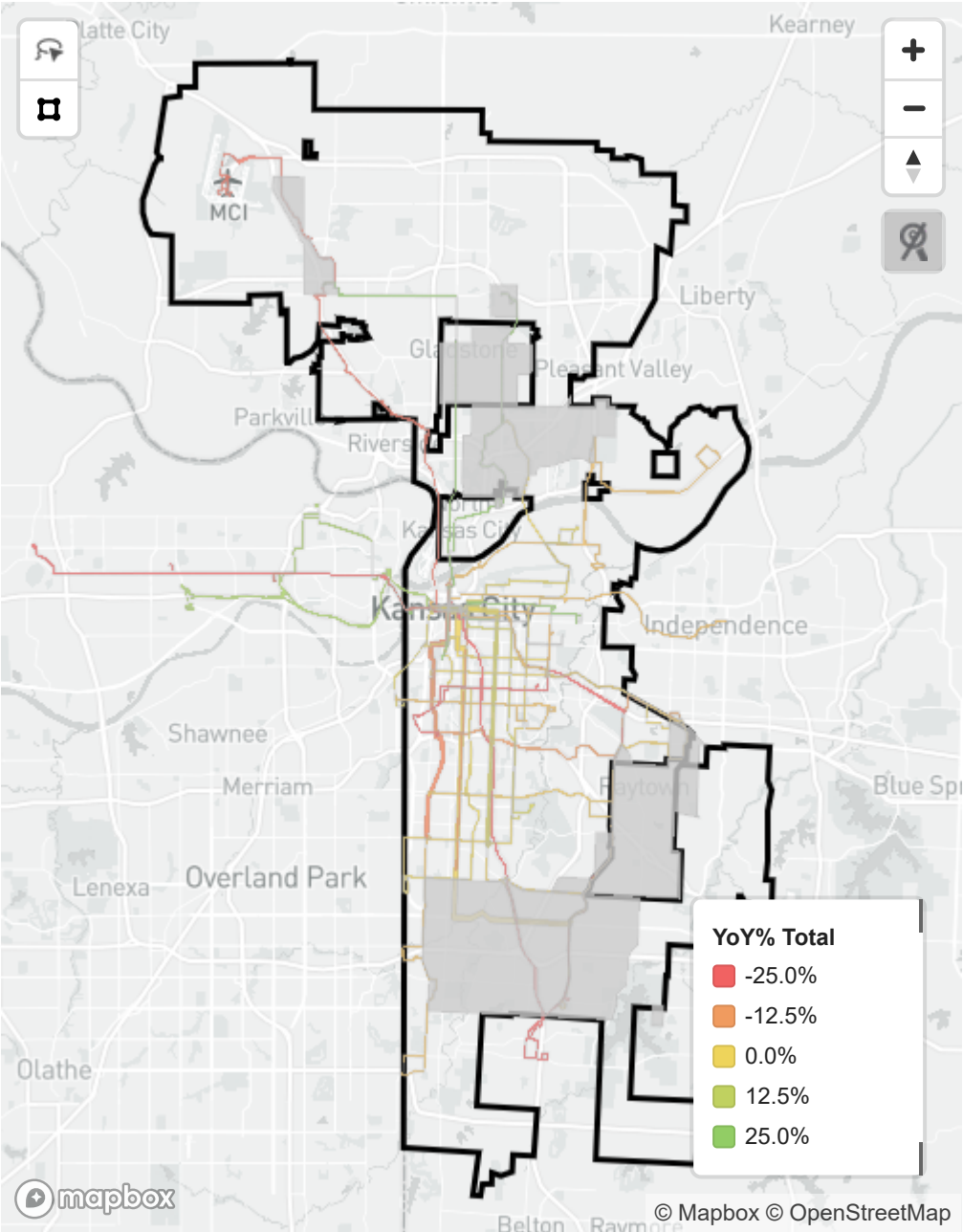
Filter by Mode

All

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.

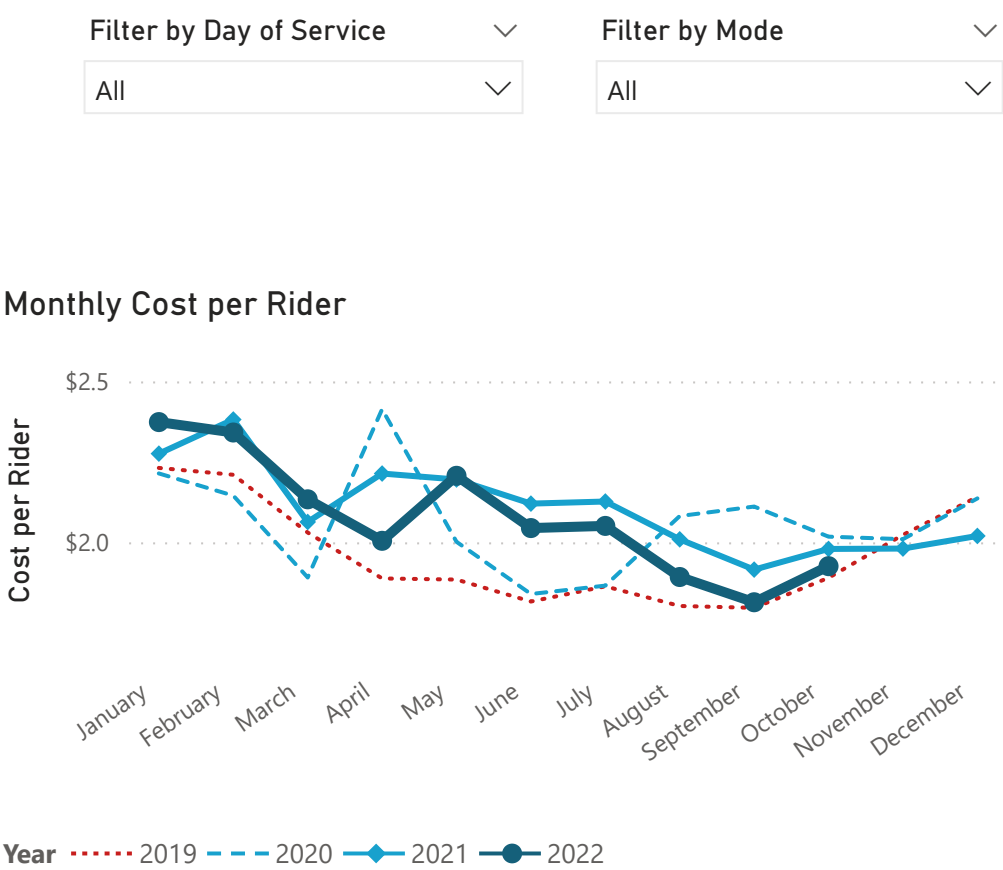
Cost per Rider

Year-over-Year Change

\$1.93

- 1.9%

October 2022			
#	Route Name	Cost per Rider	YoY %
1	Main Street MAX	\$1.49	-15.8%
2	Troost MAX	\$1.36	-7.0%
3	Prospect MAX	\$1.15	-8.1%
9	9th Street	\$3.18	-17.5%
11	Northeast-Westside	\$2.76	-7.8%
12	12th Street	\$1.93	-19.4%
18	Indiana	\$1.87	-12.4%
21	Cleveland-Antioch	\$2.93	-3.3%
23	23rd Street	\$3.48	
24	Independence	\$1.26	-20.2%
25	Troost	\$1.29	-11.9%
27	27th Street	\$2.53	-7.7%
28	Blue Ridge	\$2.90	-0.2%
29	Blue Ridge Limited	\$3.84	-50.7%
31	31st Street	\$1.51	-3.5%
35	35th Street	\$2.69	-11.6%
39	39th Street	\$1.18	-22.8%
47	Broadway	\$1.98	-4.2%
57	Wornall	\$3.60	-21.0%
63	63rd Street	\$1.52	-18.5%
71	Prospect	\$1.97	-38.2%
75	75th Street	\$2.38	2.3%
85	Paseo	\$2.08	-8.9%
99	South Kansas City Flex	\$17.27	
101	State Ave	\$1.58	-6.0%
106	Quindaro-Amazon	\$2.90	-1.6%
201	North Oak	\$2.83	2.5%
210	Front Street	\$3.53	29.8%
229	Boardwalk/KCI	\$4.75	-17.5%
238	Meadowbrook	\$4.16	-2.9%
297	Tiffany Springs Flex	\$38.85	
299	Gladstone Circulator	\$20.50	
399	Raytown Circulator	\$19.10	



Monthly Cost per Rider

Year

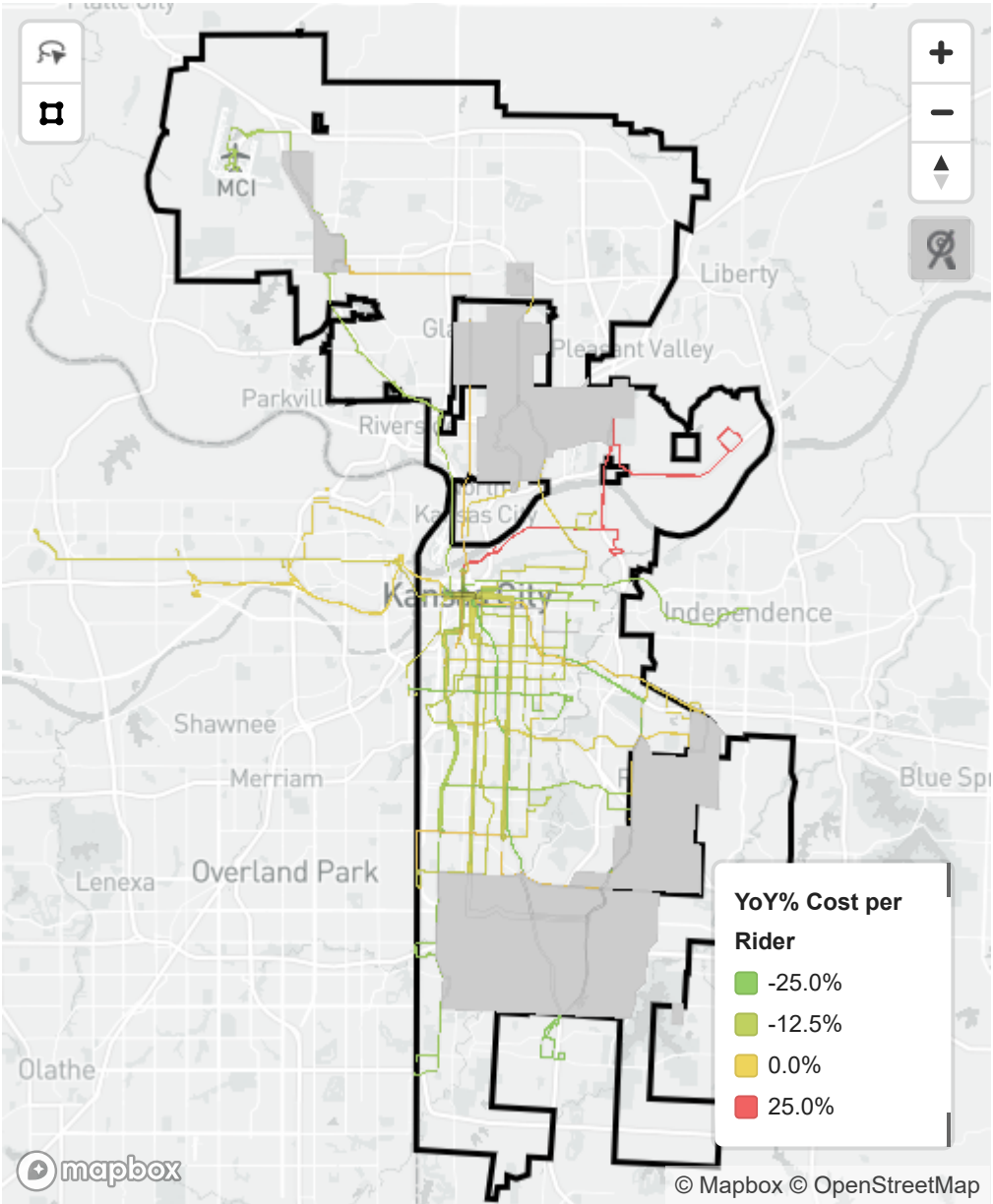
2019

2020

2021

2022

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

80.7%

-1.61%

October 2022				
#	Route Name	Current OTP	YoY OTP % Change	Trip Completion
1	Main Street MAX	69.8%	-3.88%	93.6%
2	Troost MAX	76.5%	-6.26%	94.4%
3	Prospect MAX	87.1%	0.11%	91.4%
9	9th Street	72.0%	-6.75%	85.4%
11	Northeast-Westside	79.8%	-2.43%	94.5%
12	12th Street	79.4%	-1.72%	87.0%
18	Indiana	84.1%	0.91%	96.5%
21	Cleveland-Antioch	83.3%	9.87%	96.9%
23	23rd Street	86.9%		97.2%
24	Independence	82.1%	14.04%	96.7%
25	Troost	85.3%	-1.27%	91.9%
27	27th Street	85.8%	-2.33%	94.8%
28	Blue Ridge	84.0%	4.94%	95.9%
29	Blue Ridge Limited	69.9%	-17.81%	97.6%
31	31st Street	81.3%	-7.59%	94.2%
35	35th Street	65.8%	-5.86%	99.2%
39	39th Street	88.1%	0.25%	96.5%
47	Broadway	67.0%	-12.05%	96.8%
57	Wornall	85.4%	-7.09%	95.7%
63	63rd Street	85.4%	-2.72%	97.5%
71	Prospect	80.1%	-4.60%	92.5%
75	75th Street	84.0%	10.01%	97.7%
85	Paseo	76.3%	-6.39%	97.2%
101	State Ave	73.8%	2.58%	95.8%
106	Quindaro-Amazon	88.1%	0.59%	97.8%
201	North Oak	73.9%	-13.83%	96.0%
210	Front Street	78.3%	19.50%	96.2%
229	Boardwalk/KCI	75.5%	3.01%	93.9%
238	Meadowbrook	67.5%	-10.00%	98.1%

Trip Completion  
**94.8%**

