

Ride KC Transit Key Performance Indicators

December 2022

Report Submitted January 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.

Set Filters

Mode

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Day

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All

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Community

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Kansas City, MO

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Previous Months

1/1/2019

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12/1/2022

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Completed Trips

97.3%

Goal: 97.0%
December 2022

Fixed Route OTP

83.3%

Goal: 80.0%, 90.0%
December 2022

Paratransit OTP

91.0%

Goal: 90.0%
December 2022

Fixed + Flex Ridership

798,077

December 2022

Fixed Route Ridership

792,014

December 2022

Flex Route Ridership

6,063

December 2022

Platform Hours

38,045

December 2022

Passengers per Platform Hour

18

December 2022

Cost per Passenger

\$2.38

December 2022

Paratransit Trips

18,236

December 2022

Paratransit Passengers

19,839

December 2022

Vehicle Incidents

22

December 2022

Road Calls

54

December 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.

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

798,077

December 2022

Year-over-Year Change

3.76%

December 2022

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	51,690	1,667	4.53%	60.7%
2	Troost MAX	61,613	1,988	-4.30%	65.2%
3	Prospect MAX	115,089	3,713	7.56%	135.4%
9	9th Street	5,252	169	18.39%	57.4%
11	Northeast-Westside	27,402	884	6.11%	110.5%
12	12th Street	20,277	654	4.27%	105.9%
18	Indiana	32,400	1,045	16.84%	122.1%
21	Cleveland-Antioch	9,830	364	-10.02%	98.1%
23	23rd Street	6,211	200		70.0%
24	Independence	64,504	2,081	13.15%	111.8%
25	Troost	33,521	1,081	-15.06%	135.6%
27	27th Street	9,650	311	-0.60%	75.3%
28	Blue Ridge	10,209	378	4.43%	67.0%
29	Blue Ridge Limited	2,114	96	24.50%	55.4%
31	31st Street	64,146	2,069	-14.26%	102.4%
35	35th Street	15,676	506	6.61%	74.7%
39	39th Street	42,134	1,359	-5.53%	87.6%
47	Broadway	32,235	1,040	-11.12%	84.4%
57	Wornall	8,890	287	18.28%	97.1%
63	63rd Street	9,322	301	-1.20%	56.9%
71	Prospect	14,671	473	135.45%	45.3%
75	75th Street	11,354	366	-4.09%	64.3%
85	Paseo	22,017	710	2.12%	81.4%
99	South Kansas City Flex	3,035	112	68.33%	128.9%
101	State Ave	45,361	1,463	6.42%	121.3%
106	Quindaro-Amazon	10,217	330	-5.23%	50.8%
201	North Oak	23,964	773	2.60%	127.5%
210	Front Street	14,407	465	-6.70%	87.3%
229	Boardwalk/KCI	14,080	454	14.74%	87.7%
238	Meadowbrook	12,847	414	99.92%	174.2%
297	Tiffany Springs Flex	163	7	0.62%	46.6%
298	NKC Circulator	1,376	44	42.59%	104.8%
299	Gladstone Circulator	1,006	32	297.63%	388.4%
399	Raytown Circulator	483	22	7.33%	90.6%
550	Lee's Summit Express	628	29	18.05%	35.4%
570	Blue Springs Express	303	14	5.57%	17.0%

Mode

Day

community

All

All

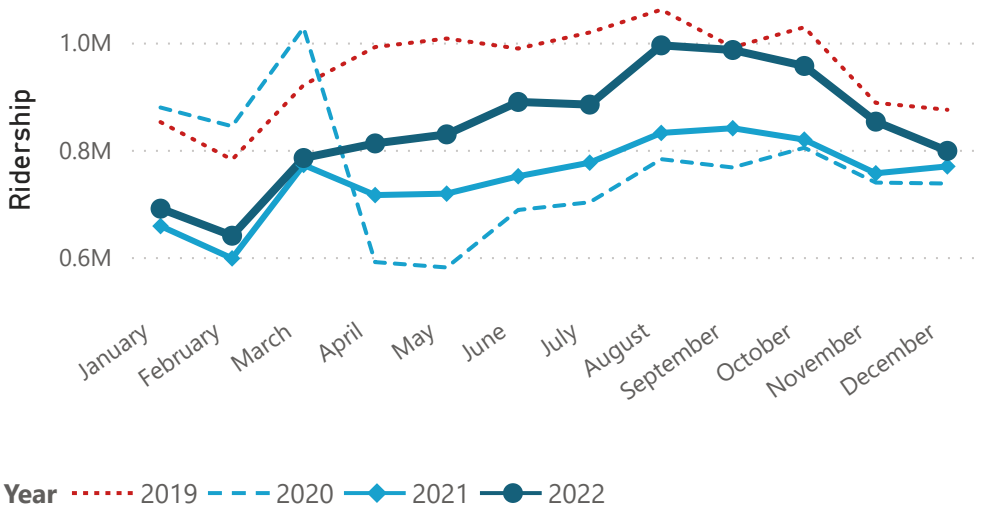
Kansas City, MO

Previous Months

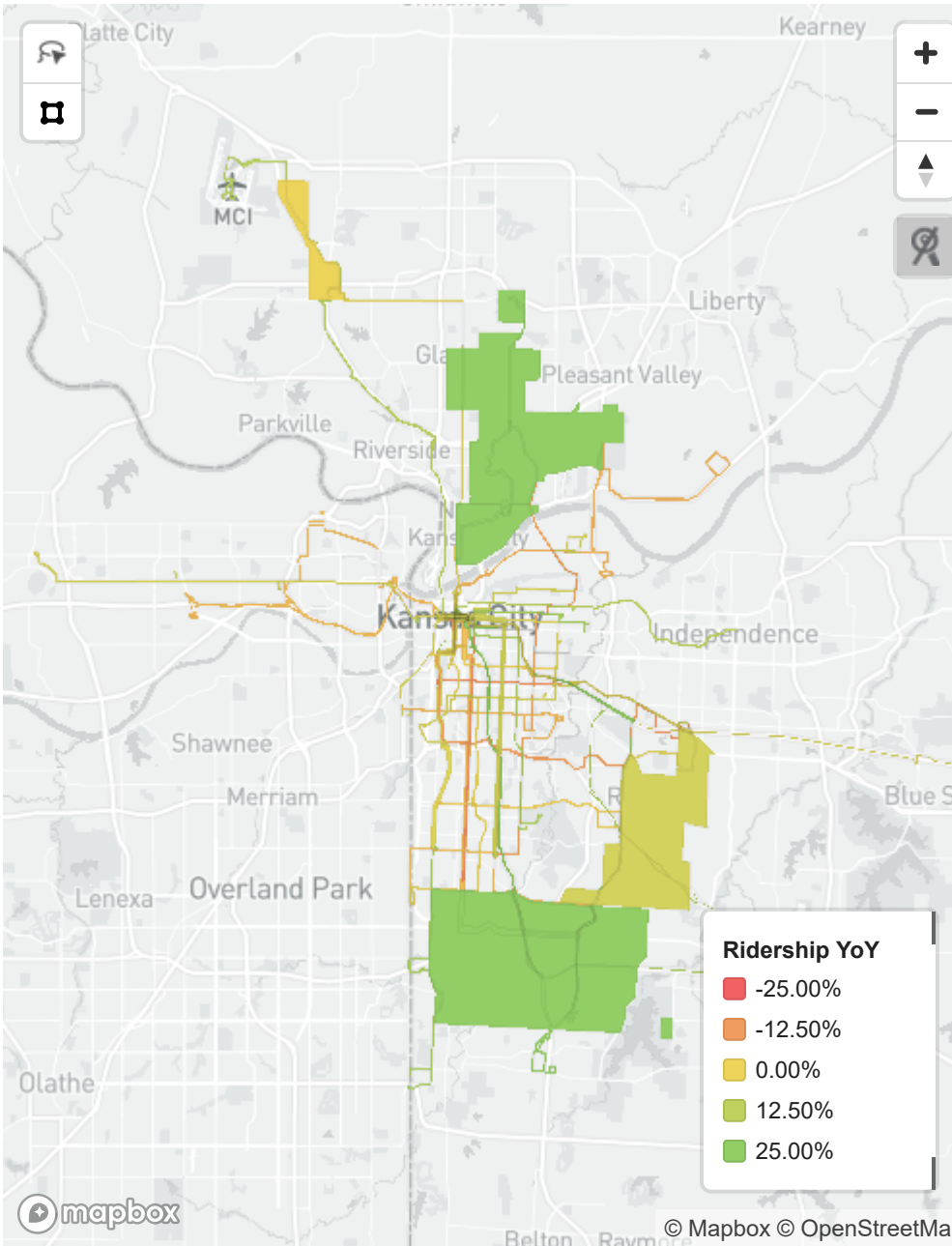
1/1/2019

12/1/2022

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

38,045

December 2022

Year-over-Year Change

10.2%

December 2022

Details by Route

#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	2,394	25.7%	61.16%
2	Troost MAX	2,327	-0.6%	54.47%
3	Prospect MAX	3,485	2.1%	
9	9th Street	554	4.2%	78.77%
11	Northeast-Westside	1,723	16.4%	123.79%
12	12th Street	1,161	13.9%	125.02%
18	Indiana	1,769	5.1%	113.50%
21	Cleveland-Antioch	730	3.1%	105.65%
23	23rd Street	507		52.04%
24	Independence	2,070	0.2%	103.58%
25	Troost	1,333	-11.9%	96.00%
27	27th Street	589	1.4%	66.61%
28	Blue Ridge	729	5.4%	64.78%
29	Blue Ridge Limited	161	-4.3%	61.80%
31	31st Street	2,283	-9.8%	103.21%
35	35th Street	936	1.8%	74.73%
39	39th Street	1,657	8.1%	94.11%
47	Broadway	1,342	-3.4%	99.10%
57	Wornall	991	2.3%	76.75%
63	63rd Street	330	-1.6%	57.80%
71	Prospect	917	129.5%	23.15%
75	75th Street	864	4.6%	73.96%
85	Paseo	1,193	2.9%	68.45%
99	South Kansas City Flex	2,187	29.5%	104.18%
101	State Ave	176	0.7%	105.31%
106	Quindaro-Amazon	233	4.6%	52.29%
201	North Oak	1,719	37.9%	142.69%
210	Front Street	1,045	-5.8%	94.59%
229	Boardwalk/KCI	1,396	19.1%	90.05%
238	Meadowbrook	730	111.0%	162.28%
297	Tiffany Springs Flex	409	-1.2%	107.16%
298	NKC Circulator	0	-10.1%	91.87%
299	Gladstone Circulator	0	117.5%	236.19%
399	Raytown Circulator	0	-4.3%	103.15%
550	Lee's Summit Express	54	-4.3%	74.29%
570	Blue Springs Express	50	-11.2%	62.94%

Mode

All

Day

All

community

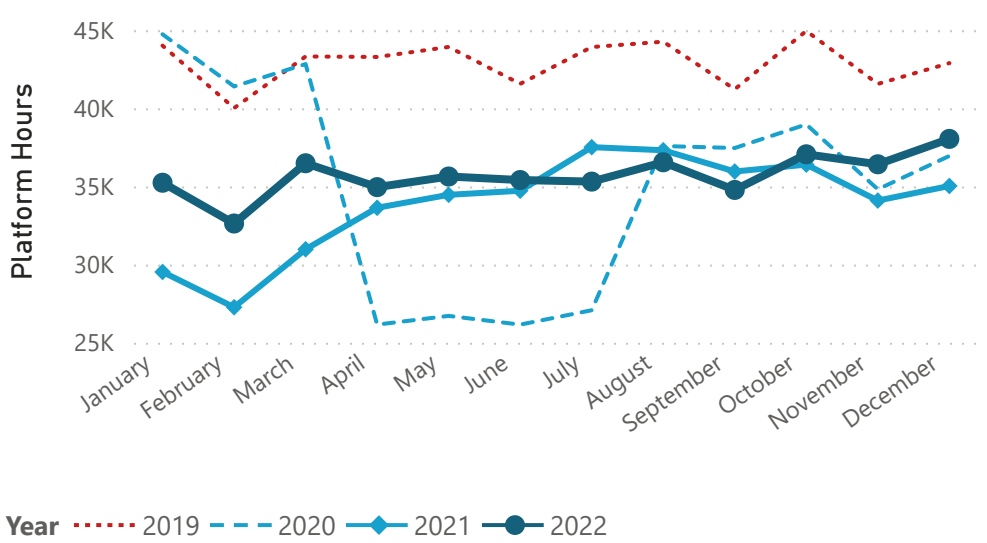
Kansas City, MO

Previous Months

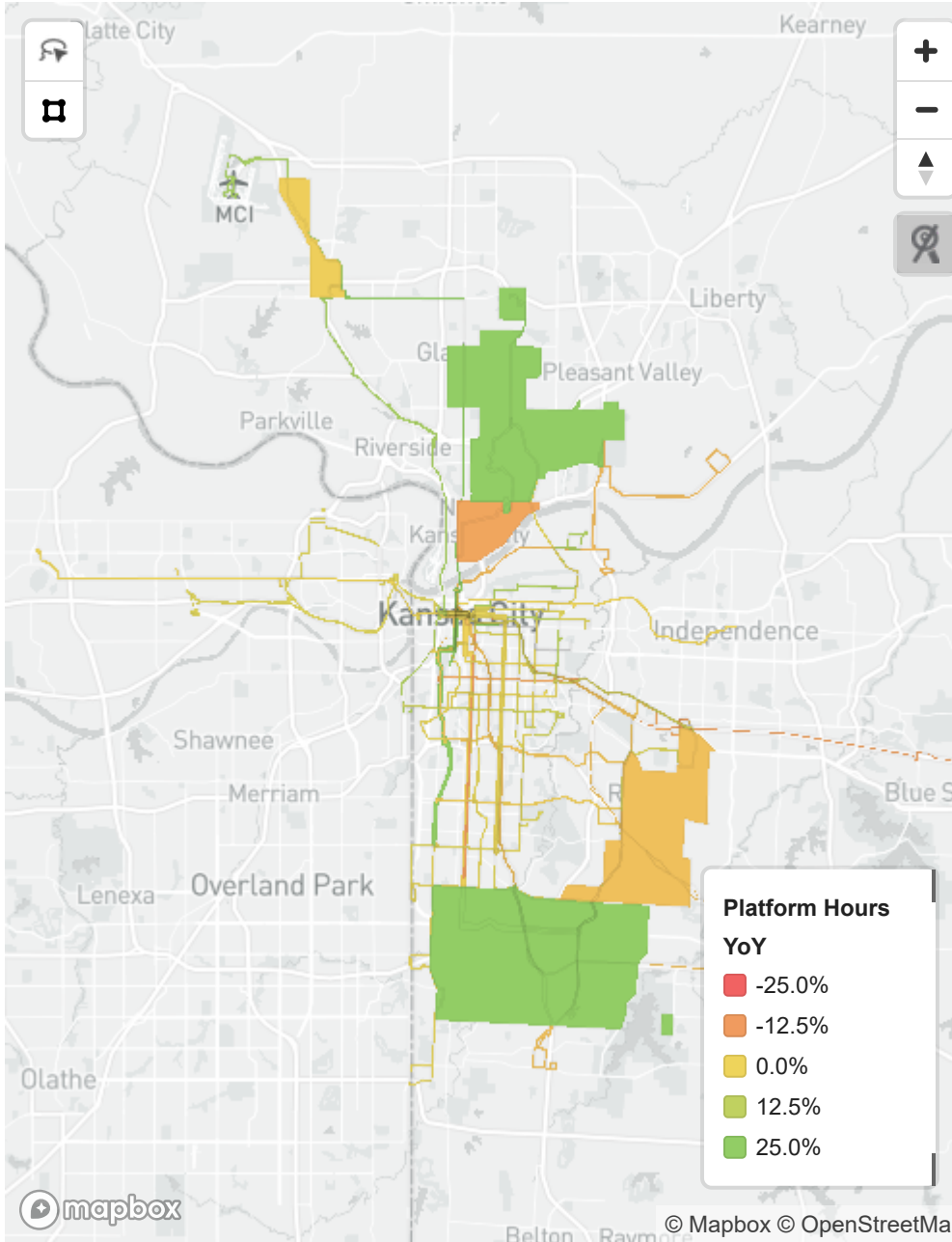
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Platform Hours



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.

Platform Hours

\$2.38

December 2022

Year-over-Year Change

13.2%

December 2022

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.84	5.4%
2	Troost MAX	\$1.78	13.8%
3	Prospect MAX	\$1.36	2.3%
9	9th Street	\$3.74	-8.9%
11	Northeast-Westside	\$3.36	5.3%
12	12th Street	\$2.32	12.8%
18	Indiana	\$2.28	-6.1%
21	Cleveland-Antioch	\$3.65	23.7%
23	23rd Street	\$3.50	
24	Independence	\$1.45	-6.7%
25	Troost	\$1.67	7.0%
27	27th Street	\$2.85	10.1%
28	Blue Ridge	\$3.57	7.1%
29	Blue Ridge Limited	\$4.77	-16.5%
31	31st Street	\$1.91	18.8%
35	35th Street	\$3.08	5.1%
39	39th Street	\$1.57	14.4%
47	Broadway	\$2.36	11.3%
57	Wornall	\$4.71	15.3%
63	63rd Street	\$1.87	10.2%
71	Prospect	\$2.31	-53.9%
75	75th Street	\$2.91	24.2%
85	Paseo	\$2.57	6.8%
99	South Kansas City Flex	\$20.44	-16.9%
101	State Ave	\$1.86	1.9%
106	Quindaro-Amazon	\$3.47	17.5%
201	North Oak	\$3.53	21.1%
210	Front Street	\$3.71	
229	Boardwalk/KCI	\$5.12	14.7%
238	Meadowbrook	\$4.47	0.5%
297	Tiffany Springs Flex	\$66.16	3.3%
298	NKC Circulator	\$16.31	-31.9%
299	Gladstone Circulator	\$22.20	-41.1%
399	Raytown Circulator	\$21.87	-3.2%
550	Lee's Summit Express	\$9.57	-12.0%
570	Blue Springs Express	\$12.35	-1.6%

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Kansas City, MO

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Previous Months

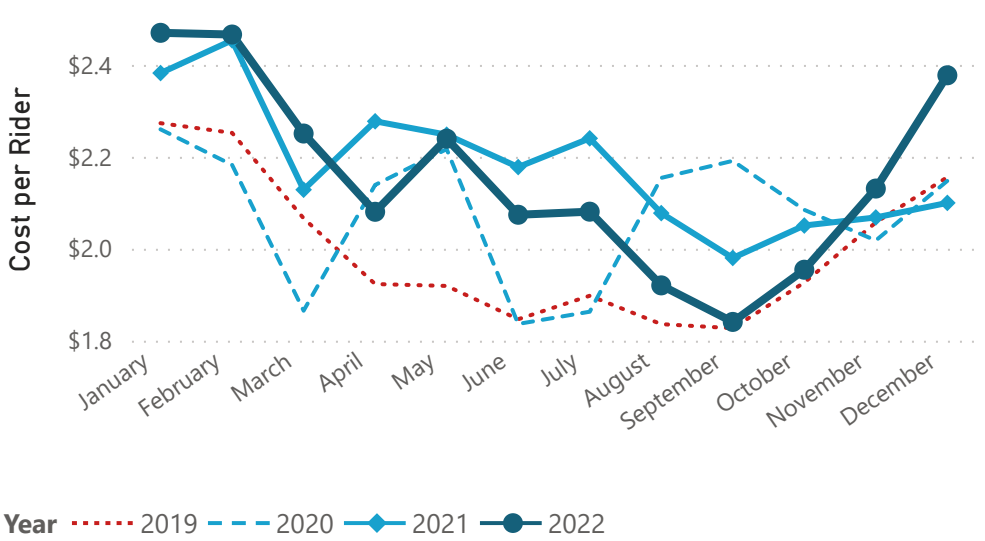
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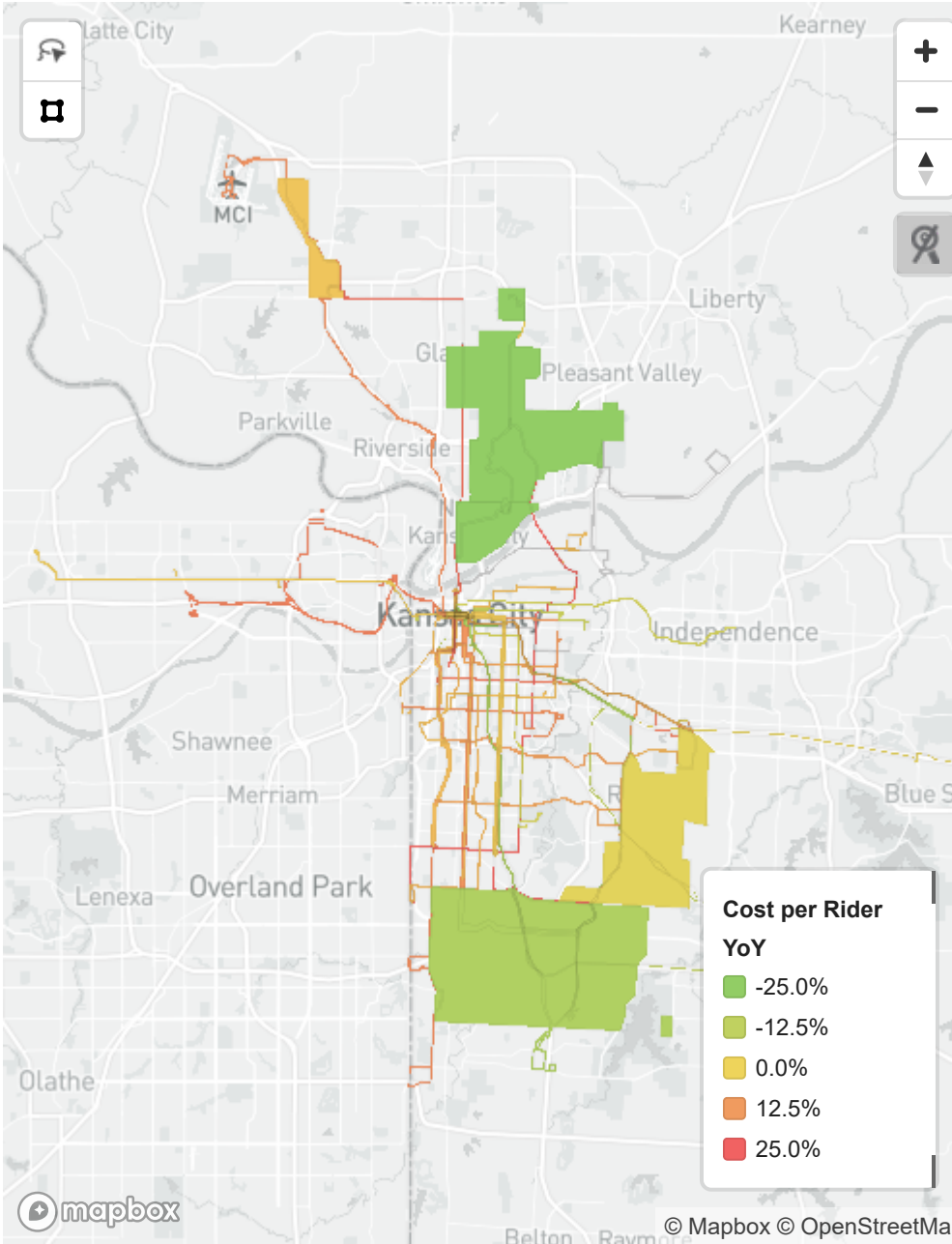
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Cost per Rider



Cost per Rider Change - Year over Year



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.

Year-over-Year Change

- 1.56%

December 2022

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	30	72.77%	-2.48%	96.4%
2	Troost MAX	30	85.67%	1.45%	97.7%
3	Prospect MAX	15	87.74%	-1.23%	94.0%
9	9th Street	60	77.71%	-2.45%	93.2%
11	Northeast-Westside	30	84.76%	1.96%	97.8%
12	12th Street	45	83.17%	0.70%	97.0%
18	Indiana	30	85.47%	-0.53%	98.3%
21	Cleveland-Antioch	60	84.93%	5.67%	97.7%
23	23rd Street	60	90.02%		97.1%
24	Independence	20	87.74%	5.07%	97.2%
25	Troost	30	86.39%	-3.22%	95.7%
27	27th Street	60	86.62%	-2.99%	98.9%
28	Blue Ridge	60	84.02%	-6.04%	96.5%
29	Blue Ridge Limited		70.52%	-8.11%	99.6%
31	31st Street	15	84.99%	-5.83%	96.5%
35	35th Street	45	68.06%	-10.06%	100.0%
39	39th Street	30	89.49%	-2.94%	98.6%
47	Broadway	45	71.23%	-9.80%	97.0%
57	Wornall	45	87.76%	-5.32%	97.3%
63	63rd Street	60	92.69%	1.25%	99.2%
71	Prospect	60	80.28%	-3.19%	95.7%
75	75th Street	45	85.61%	9.97%	99.1%
85	Paseo	60	76.63%	-2.93%	99.6%
101	State Ave	30	82.49%	10.54%	98.7%
106	Quindaro-Amazon	60	84.76%	-4.76%	98.2%
201	North Oak	30	80.49%	-8.75%	98.2%
210	Front Street	60	81.89%		98.7%
229	Boardwalk/KCI	60	81.36%	10.06%	96.6%
238	Meadowbrook	60	72.86%	-9.80%	98.5%
550	Lee's Summit Express		60.04%	-3.28%	100.0%
570	Blue Springs Express		60.23%	-10.63%	93.2%

Previous Months

On-Time Performance by Month

Month	2019	2020	2021	2022
January	89.5%	88.0%	90.0%	84.5%
February	86.5%	88.0%	89.0%	82.5%
March	87.5%	89.5%	89.5%	82.5%
April	87.0%	90.0%	89.5%	82.5%
May	87.0%	89.0%	87.0%	81.5%
June	85.5%	87.5%	85.5%	80.0%
July	86.0%	88.0%	83.5%	81.0%
August	85.0%	89.5%	83.0%	80.0%
September	84.5%	89.0%	81.0%	79.0%
October	87.5%	89.5%	82.0%	80.0%
November	87.5%	89.5%	85.0%	83.5%
December	87.5%	90.0%	85.0%	83.5%

A map of the Kansas City metropolitan area, including parts of Missouri and Kansas. The map displays street segments color-coded by their OTP (On-Time Performance) Year-over-Year (YoY) change. The legend indicates five categories: -25.00% (red), -12.50% (orange), 0.00% (yellow), 12.50% (light green), and 25.00% (dark green). The map shows a high concentration of orange and yellow segments in the central urban core, particularly around the downtown area and the airport (MCI). Green segments are less frequent, appearing in some suburban areas like Overland Park and Lenexa. The map includes labels for various cities and towns, such as Kansas City, Independence, Raytown, Overland Park, Lenexa, Merriam, Shawnee, Olathe, Gladstone, Pleasant Valley, Liberty, Kearney, and Blue Springs. The map is sourced from Mapbox and OpenStreetMap.