

RideKC Transit Key Performance Indicators

April 2024

Report Submitted May 9, 2024

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

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Day

▼

Community

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All

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All

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Kansas City, MO

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Previous Months

1/1/2019

📅

4/1/2024

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Completed Trips

99.6%

Goal: 97.0%

April 2024

Fixed Route OTP

87.0%

Goal: 80.0%, 90.0%

April 2024

Paratransit OTP

92.0%

Goal: 95.0%

April 2024

Fixed + Flex + Iris Ridership

972,075

April 2024

Fixed Route Ridership

943,522

April 2024

Flex + Iris Ridership

28,553

April 2024

Revenue Hours

29,528

April 2024

Passengers per Revenue Hour

28

April 2024

Platform Hours

40,969

April 2024

Cost per Passenger

\$2.11

April 2024

Paratransit Trips

23,145

April 2024

Paratransit Passengers

25,119

April 2024

Road Calls

58

April 2024

Vehicle Incidents

20

April 2024

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.
- Revenue Service:** The time when a vehicle is available to the general public and there is an expectation of carrying passengers.
- 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

948,398

-1.46%

April 2024

April 2024

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	79,708	2,657	4.83%
2	Troost MAX	95,877	3,196	5.55%
3	Prospect MAX	134,059	4,469	-1.61%
9	9th Street	8,026	268	23.29%
11	Northeast-Westside	32,789	1,093	3.89%
12	12th Street	21,474	716	-4.87%
18	Indiana	37,519	1,251	13.75%
19	Crossroads	2,127	71	
21	Cleveland-Antioch	12,567	483	2.21%
23	23rd Street	6,873	229	6.61%
24	Independence	72,593	2,420	-4.58%
25	Troost	36,909	1,230	2.17%
27	27th Street	8,096	270	-11.30%
28	Blue Ridge	12,777	491	5.88%
29	Blue Ridge Limited	1,735	79	-22.65%
31	31st Street	74,894	2,496	-10.31%
35	35th Street	15,012	500	-17.54%
39	39th Street	45,524	1,517	-10.88%
47	Broadway	33,250	1,108	-11.12%
57	Wornall	11,273	376	2.99%
63	63rd Street	11,991	400	37.57%
71	Prospect	13,038	435	-19.18%
75	75th Street	12,530	418	-7.60%
85	Paseo	23,159	772	-6.98%
99	South Kansas City Flex	4,154	160	13.03%
101	State Ave	55,427	1,848	7.44%
106	Quindaro-Amazon	11,925	398	16.79%
201	North Oak	26,357	879	-13.23%
210	Front Street	14,786	493	1.68%
229	Boardwalk/KCI	16,449	548	-12.53%
238	Meadowbrook	13,886	463	-13.45%
297	Tiffany Springs Flex	90	4	-45.45%
399	Raytown Flex	632	29	31.12%
550	Lee's Summit Express	704	32	9.66%
570	Blue Springs Express	188	9	-35.17%

Mode

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Day

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Community

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All

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Kansas City, MO

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Previous Months

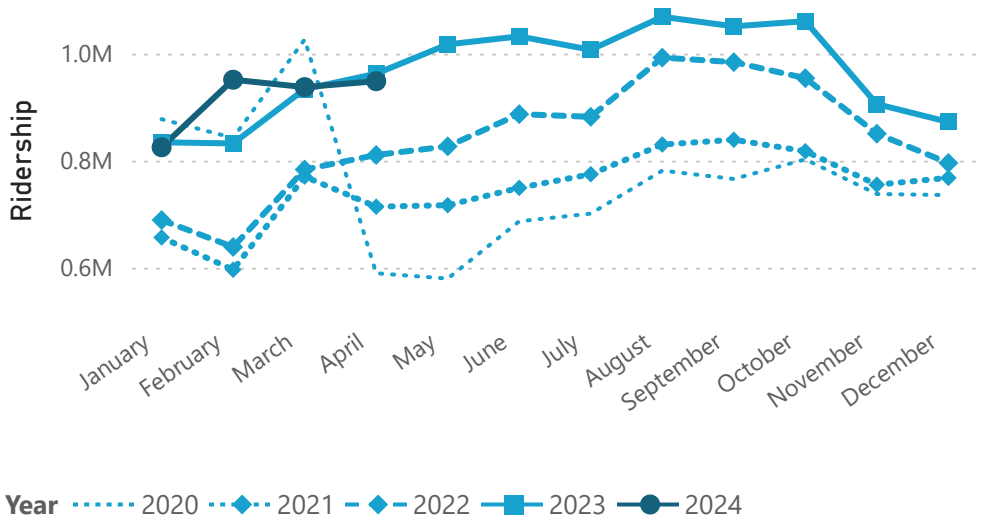
1/1/2019

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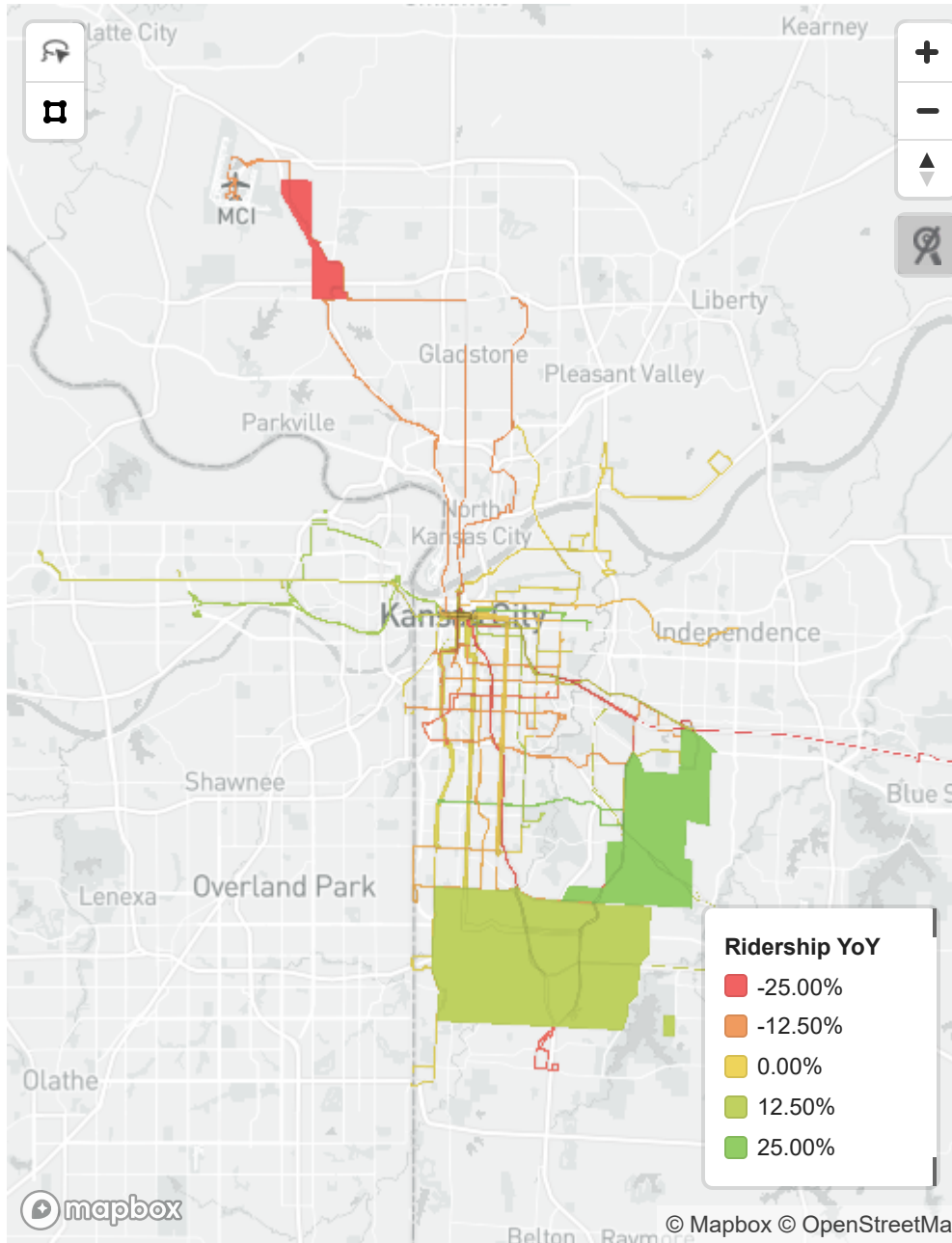
4/1/2024

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Monthly Ridership



Ridership Change - Year over Year



Service

Fixed and Flex Route Service is measured in the number of **Revenue Hours**, or time a transit vehicle is in revenue service (carrying passengers). Time spent 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) is not included.

Revenue Hours

29,528

Year-over-Year Change

7.2%

April 2024		April 2024	
Details by Route			
#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,356	0.7%
2	Troost MAX	2,405	2.4%
3	Prospect MAX	3,108	7.2%
9	9th Street	374	19.9%
11	Northeast-Westside	1,409	6.8%
12	12th Street	662	-1.0%
18	Indiana	1,199	3.7%
19	Crossroads	349	
21	Cleveland-Antioch	563	4.9%
23	23rd Street	325	0.1%
24	Independence	1,370	6.3%
25	Troost	901	1.8%
27	27th Street	442	1.6%
28	Blue Ridge	408	4.5%
29	Blue Ridge Limited	136	-5.6%
31	31st Street	2,034	13.7%
35	35th Street	667	-13.7%
39	39th Street	1,038	6.3%
47	Broadway	1,347	17.7%
57	Wornall	687	3.1%
63	63rd Street	276	1.1%
71	Prospect	523	-4.5%
75	75th Street	756	48.4%
85	Paseo	924	2.4%
99	South Kansas City Flex	1,038	9.6%
101	State Ave	240	19.4%
106	Quindaro-Amazon	137	1.5%
201	North Oak	1,247	11.2%
210	Front Street	864	0.3%
229	Boardwalk/KCI	1,065	0.8%
238	Meadowbrook	413	-1.1%
297	Tiffany Springs Flex	180	10.0%
399	Raytown Flex	88	10.0%
550	Lee's Summit Express		15.2%
570	Blue Springs Express		-45.0%

Mode

All

Day

All

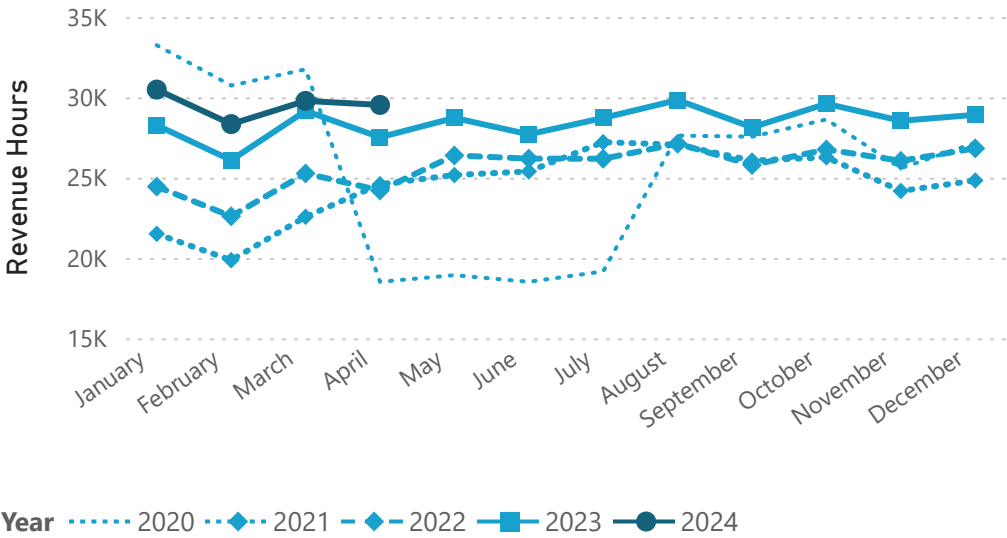
Community

Kansas City, MO

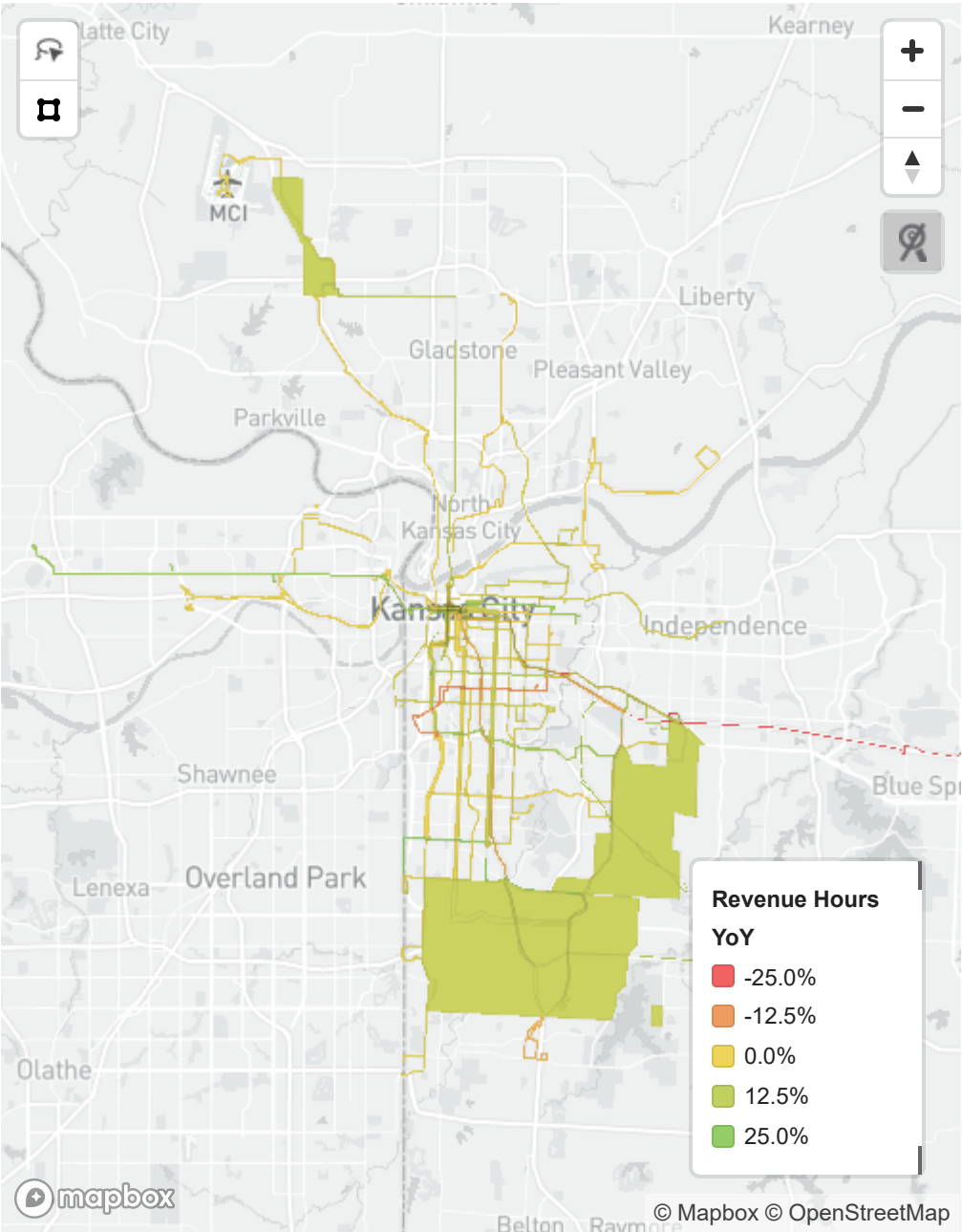
Previous Months



Revenue Hours



Revenue 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

\$2.11

8.7%

April 2024

April 2024

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.77	-4.0%
2	Troost MAX	\$1.51	-2.9%
3	Prospect MAX	\$1.39	8.9%
9	9th Street	\$2.80	-2.8%
11	Northeast-Westside	\$2.82	2.8%
12	12th Street	\$1.85	4.1%
18	Indiana	\$1.92	-8.9%
19	Crossroads	\$9.83	
21	Cleveland-Antioch	\$2.77	2.7%
23	23rd Street	\$2.84	-6.1%
24	Independence	\$1.29	11.4%
25	Troost	\$1.46	-0.4%
27	27th Street	\$3.28	14.6%
28	Blue Ridge	\$2.75	-1.3%
29	Blue Ridge Limited	\$4.99	22.0%
31	31st Street	\$1.79	29.6%
35	35th Street	\$2.67	4.7%
39	39th Street	\$1.48	20.2%
47	Broadway	\$2.66	32.4%
57	Wornall	\$3.66	-1.7%
63	63rd Street	\$1.45	-26.5%
71	Prospect	\$2.41	18.2%
75	75th Street	\$3.72	60.6%
85	Paseo	\$2.39	10.1%
99	South Kansas City Flex	\$15.00	-3.0%
101	State Ave	\$1.76	11.1%
106	Quindaro-Amazon	\$3.04	-13.1%
201	North Oak	\$3.58	28.2%
210	Front Street	\$3.51	-1.3%
229	Boardwalk/KCI	\$4.04	9.0%
238	Meadowbrook	\$3.76	14.3%
297	Tiffany Springs Flex	\$119.83	101.7%
399	Raytown Flex	\$16.72	-16.1%
550	Lee's Summit Express	\$8.94	5.1%
570	Blue Springs Express	\$9.95	-15.2%

Mode

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Day

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Community

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All

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Kansas City, MO

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Previous Months

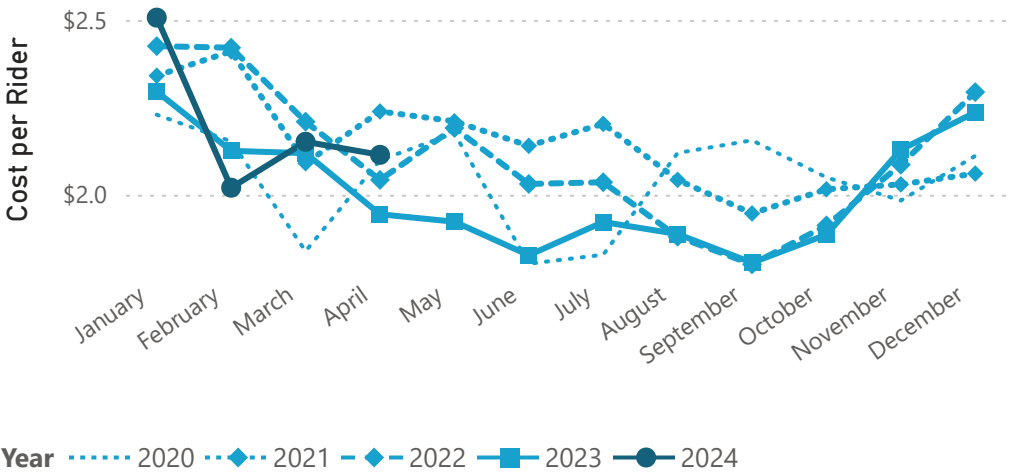
1/1/2019

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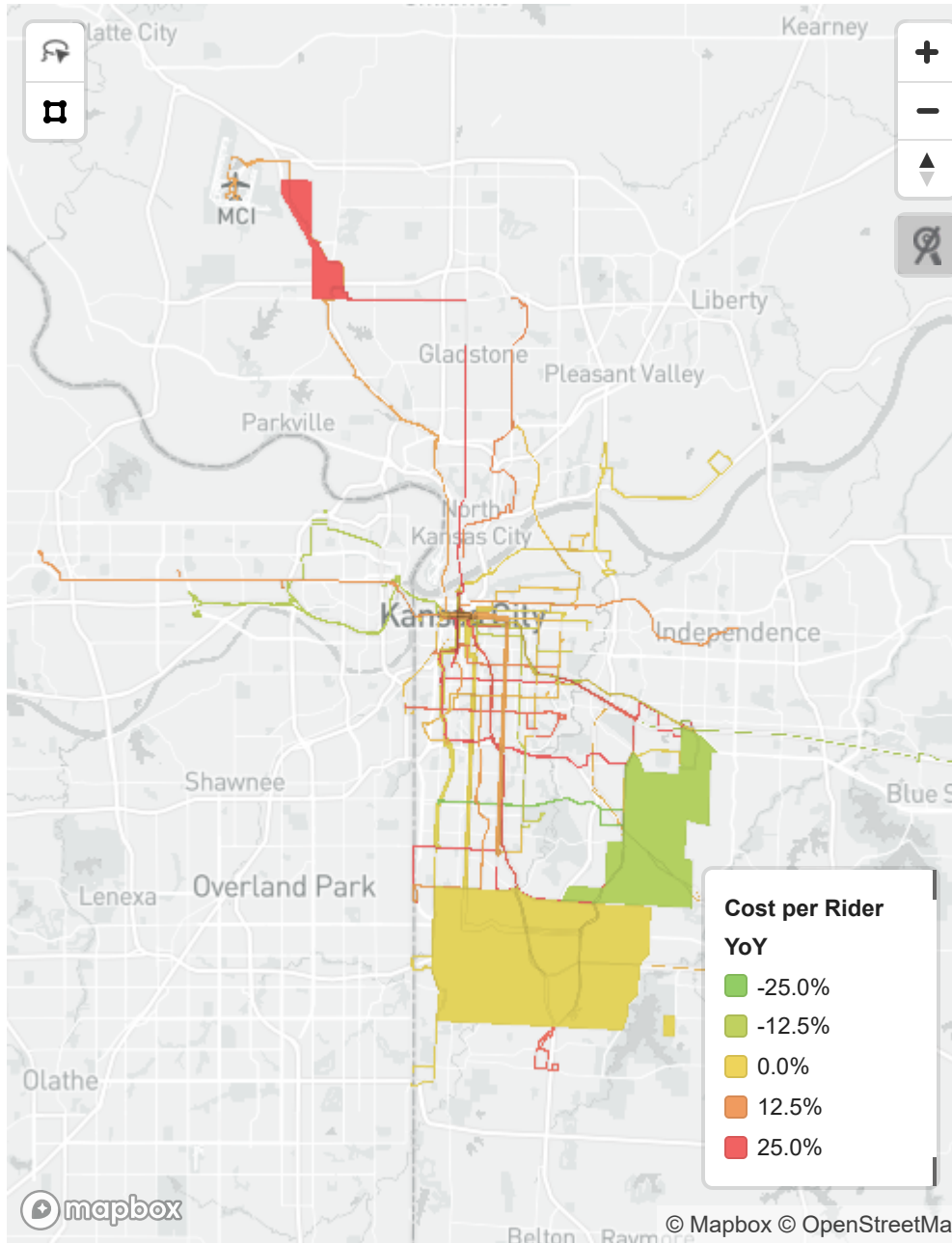
4/1/2024

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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 minutes 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

86.97%

5.98%

April 2024

April 2024

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	87.36%	-1.21%	99.4%
2	Troost MAX	20	89.19%	4.85%	99.9%
3	Prospect MAX	15	87.38%	-0.76%	99.0%
9	9th Street	60	85.51%	17.57%	99.1%
11	Northeast-Westside	30	85.37%	8.07%	99.9%
12	12th Street	45	84.39%	22.51%	99.8%
18	Indiana	30	89.93%	5.30%	99.8%
19	Crossroads	30	87.91%		100.0%
21	Cleveland-Antioch	60	80.06%	-6.52%	99.6%
23	23rd Street	60	93.52%	13.84%	100.0%
24	Independence	20	88.40%	7.62%	99.7%
25	Troost	30	89.74%	-2.24%	100.0%
27	27th Street	60	88.22%	15.00%	99.7%
28	Blue Ridge	60	85.33%	5.77%	100.0%
29	Blue Ridge Limited		83.13%	-0.92%	100.0%
31	31st Street	15	90.96%	6.00%	99.9%
35	35th Street	45	77.37%	36.56%	100.0%
39	39th Street	30	94.00%	6.61%	99.5%
47	Broadway	45	76.61%	7.98%	99.8%
57	Wornall	45	87.03%	-3.90%	99.8%
63	63rd Street	60	90.25%	12.73%	99.9%
71	Prospect	60	78.95%	-7.54%	100.0%
75	75th Street	45	78.33%	8.35%	99.3%
85	Paseo	60	86.79%	12.27%	99.2%
101	State Ave	30	80.87%	28.87%	99.5%
106	Quindaro-Amazon	60	86.18%	7.34%	99.4%
201	North Oak	30	85.08%	8.57%	99.4%
210	Front Street	60	83.40%	7.76%	99.7%
229	Boardwalk/KCI	60	83.46%	5.45%	99.3%
238	Meadowbrook	60	82.07%	12.45%	100.0%
550	Lee's Summit Express		67.57%	2.10%	100.0%
570	Blue Springs Express		82.84%	16.28%	100.0%

Mode

All

Day

All

Community

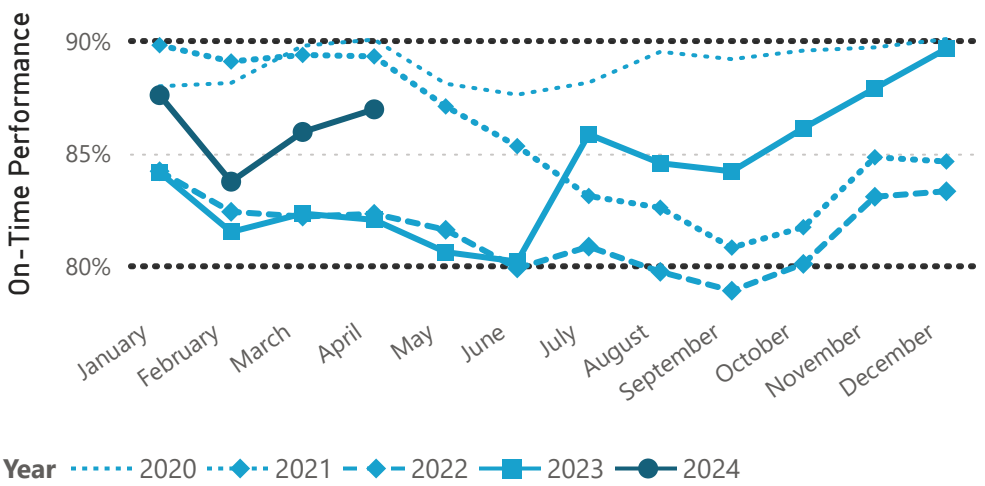
Kansas City, MO

Previous Months

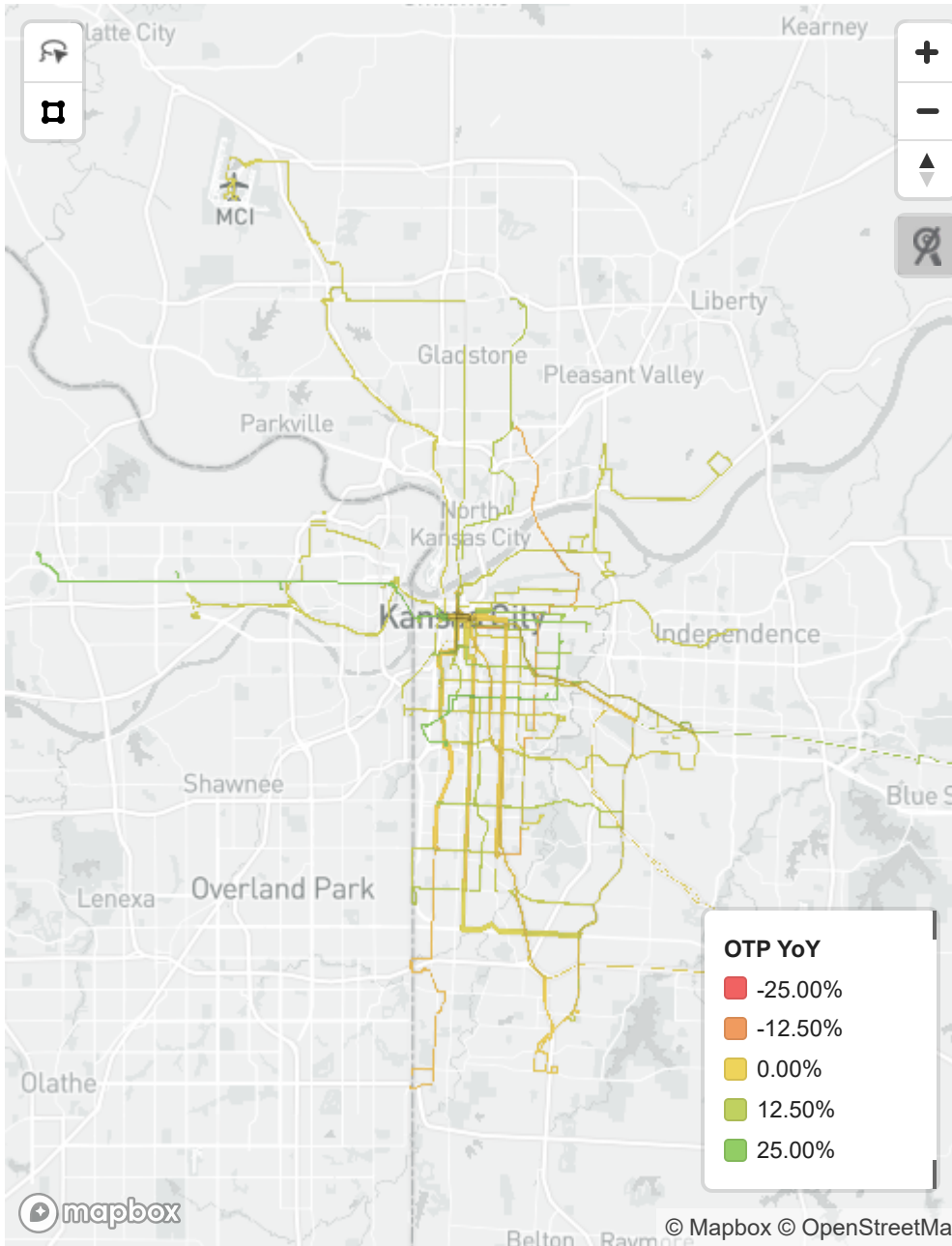
1/1/2019

4/1/2024

On-Time Performance



On-Time Performance Change - Year over Year



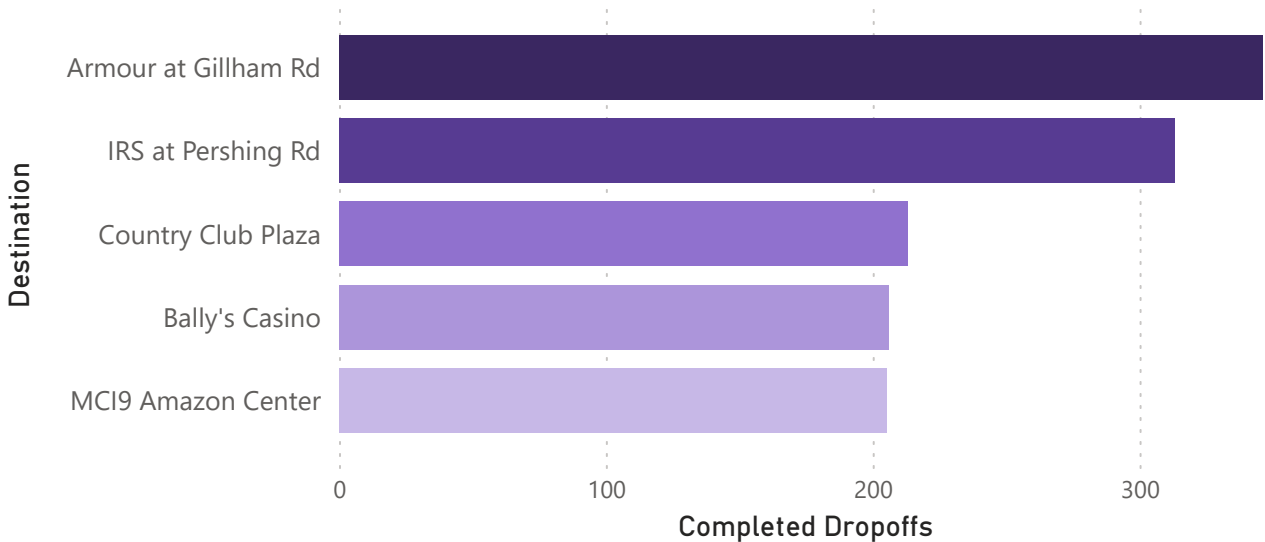
IRIS

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 IRIS service area. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.

Popular Destinations



Average Wait Time (Minutes)

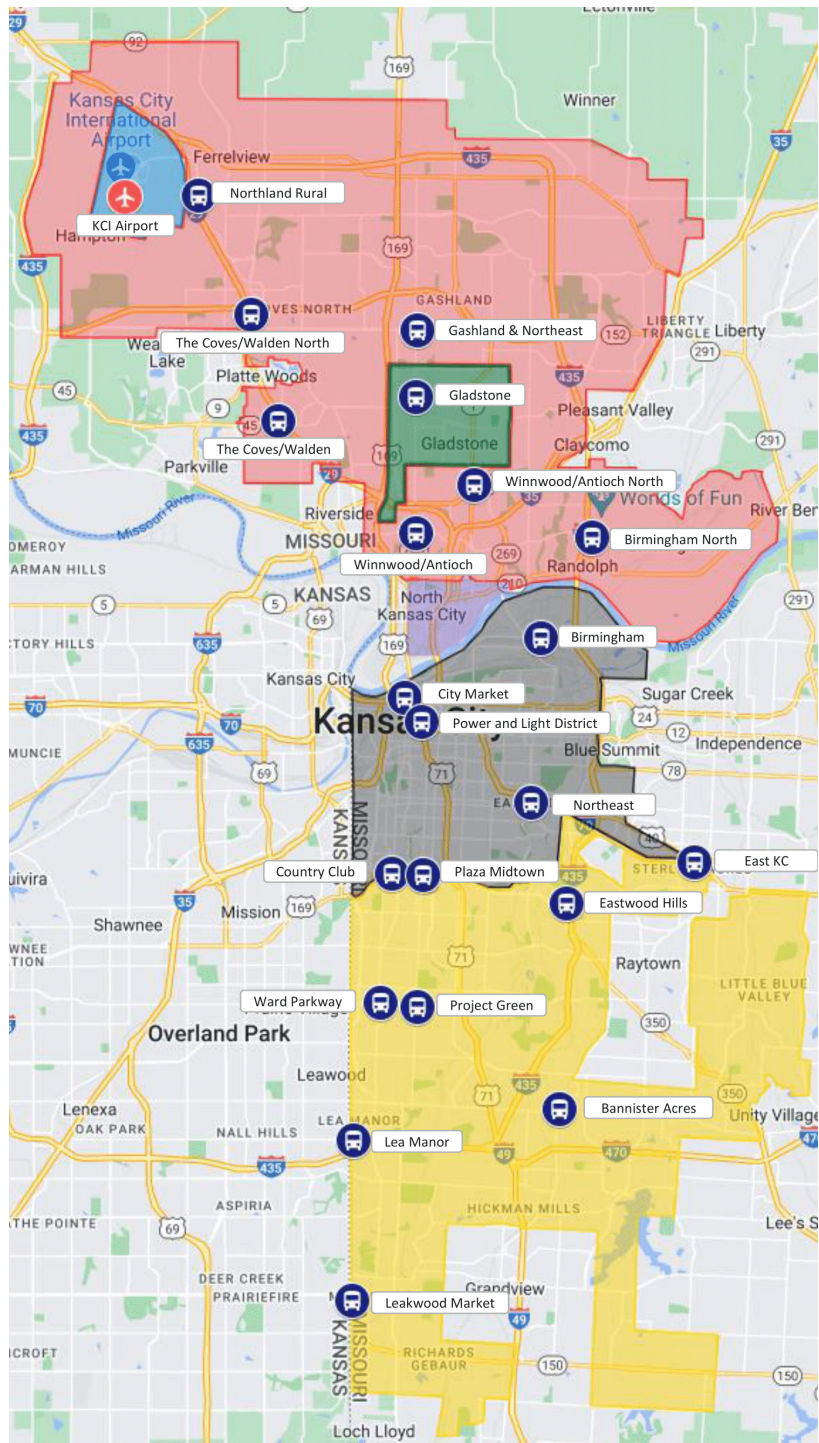
12

April 2024

Average Trip Time (Minutes)

25

April 2024



Average Daily Ridership

789

April 2024

Monthly Trips

21,876

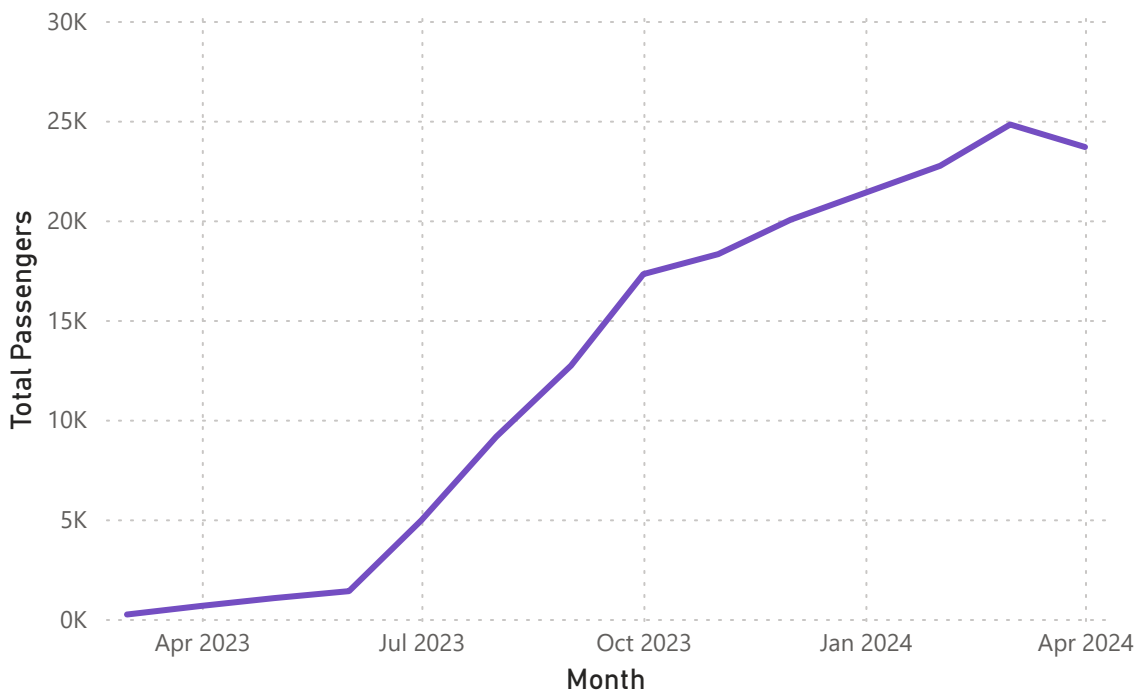
April 2024

Monthly Ridership

23,677

April 2024

Ridership



RideKC Bike

RideKC Bike is a public bike share system supported by BikeWalkKC. Rental bike vehicles are available to the general public to rent via a phone app. Pay-as-you go, 24-hour passes, and annual passes are available to users. The system has both traditional pedal bicycles and electric assist bicycles available. Bicycles may either be returned to a hub or locked at a bike rack, depending on the location of the rental.

Combined Bike Trips

4,040

April 2024

Unique Users

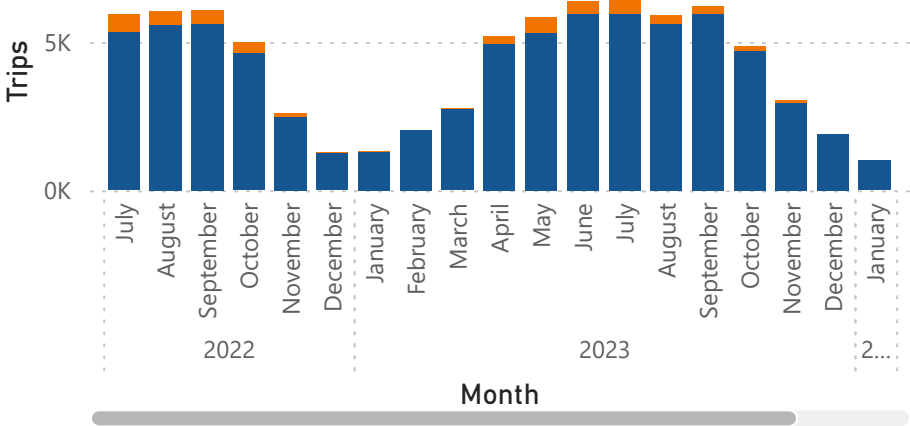
927

April 2024



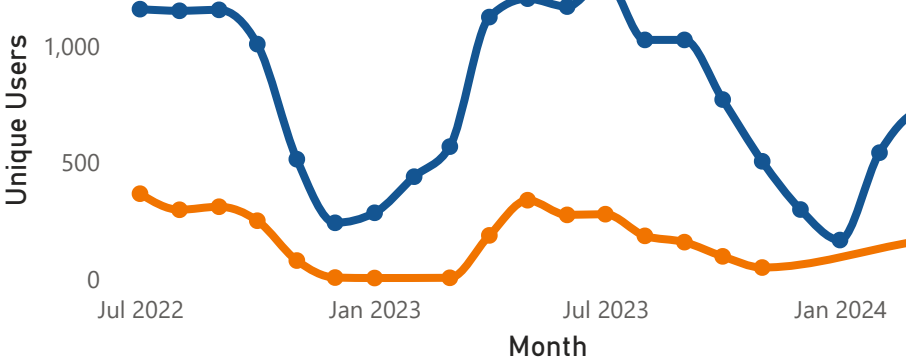
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



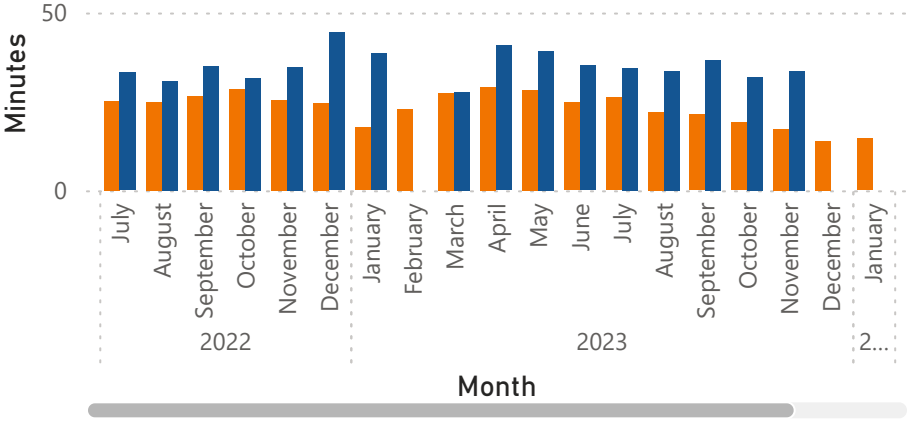
Avg Trip Time (mins)

23

April 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

