

RideKC Transit Key Performance Indicators

August 2024

Reported September 11, 2024

About this Report

This report contains information about transit service operated by the Kansas City Area Transportation Authority. 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 8/1/2024

Completed Trips

99.8%
Goal: 97.0%
August 2024

Fixed Route OTP

86.3%
Goal: 80.0%, 90.0%
August 2024

Paratransit OTP

90.0%
Goal: 95.0%
August 2024

Fixed + Flex + Iris Ridership

1,104,998
August 2024

Fixed Route Ridership

1,077,839
August 2024

Flex + Iris Ridership

27,159
August 2024

Revenue Hours

29,506
August 2024

Platform Hours

41,348
August 2024

Passengers per Revenue Hour

32
August 2024

Paratransit Trips

21,287
August 2024

Paratransit Passengers

23,284
August 2024

Road Calls

81
August 2024

Vehicle Incidents

23
August 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

1,077,839

August 2024

1.33%

August 2024

Details by Route

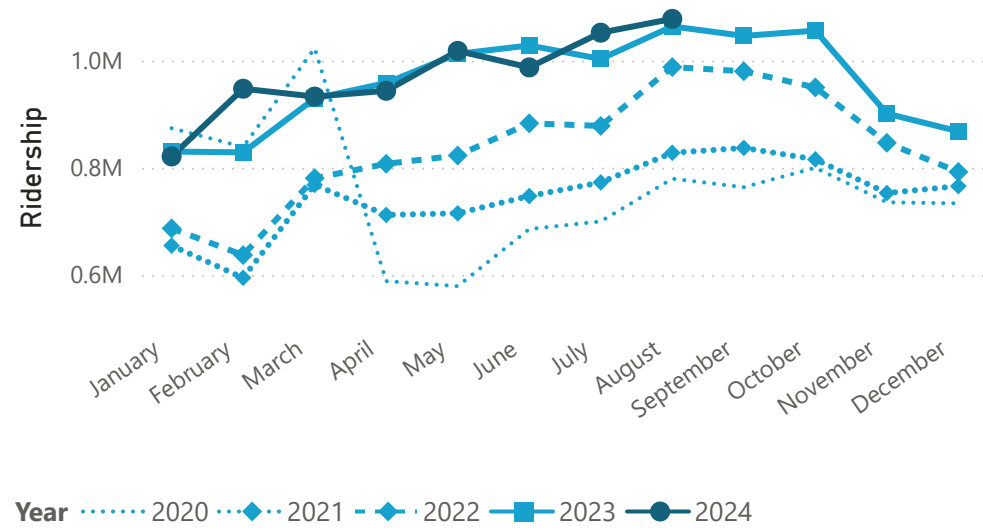
| # | Route Name | Month Total | Daily Average | % Change (YoY) |
|-----|----------------------|-------------|---------------|----------------|
| 1 | Main Street MAX | 82,284 | 2,654 | -5.83% |
| 2 | Troost MAX | 107,283 | 3,461 | 4.66% |
| 3 | Prospect MAX | 153,314 | 4,946 | 1.56% |
| 9 | 9th Street | 9,677 | 312 | 35.08% |
| 11 | Northeast-Westside | 38,254 | 1,234 | 9.31% |
| 12 | 12th Street | 26,247 | 847 | 0.81% |
| 18 | Indiana | 39,758 | 1,283 | 11.56% |
| 19 | Crossroads | 1,923 | 62 | |
| 21 | Cleveland-Antioch | 13,411 | 497 | 1.15% |
| 23 | 23rd Street | 8,047 | 260 | 11.98% |
| 24 | Independence | 87,023 | 2,807 | -0.33% |
| 25 | Troost | 43,245 | 1,395 | 1.58% |
| 27 | 27th Street | 10,485 | 338 | -1.24% |
| 28 | Blue Ridge | 15,745 | 583 | 17.46% |
| 29 | Blue Ridge Limited | 1,964 | 89 | -24.58% |
| 31 | 31st Street | 86,391 | 2,787 | 5.12% |
| 35 | 35th Street | 19,126 | 617 | 1.26% |
| 39 | 39th Street | 51,603 | 1,665 | -4.56% |
| 47 | Broadway | 44,377 | 1,432 | 1.99% |
| 57 | Wornall | 12,515 | 404 | -3.60% |
| 63 | 63rd Street | 11,955 | 386 | 12.95% |
| 71 | Prospect | 15,206 | 491 | 5.16% |
| 75 | 75th Street | 15,330 | 495 | 13.86% |
| 85 | Paseo | 24,654 | 795 | -12.58% |
| 101 | State Ave | 62,503 | 2,016 | 1.47% |
| 106 | Quindaro-Amazon | 13,387 | 432 | 7.47% |
| 201 | North Oak | 30,288 | 977 | -15.77% |
| 210 | Front Street | 14,486 | 467 | -21.59% |
| 229 | Boardwalk/KCI | 20,757 | 670 | 19.12% |
| 238 | Meadowbrook | 15,727 | 507 | -6.18% |
| 550 | Lee's Summit Express | 666 | 30 | -17.47% |
| 570 | Blue Springs Express | 208 | 9 | -27.02% |

Mode: Day: Community: Kansas City, MO

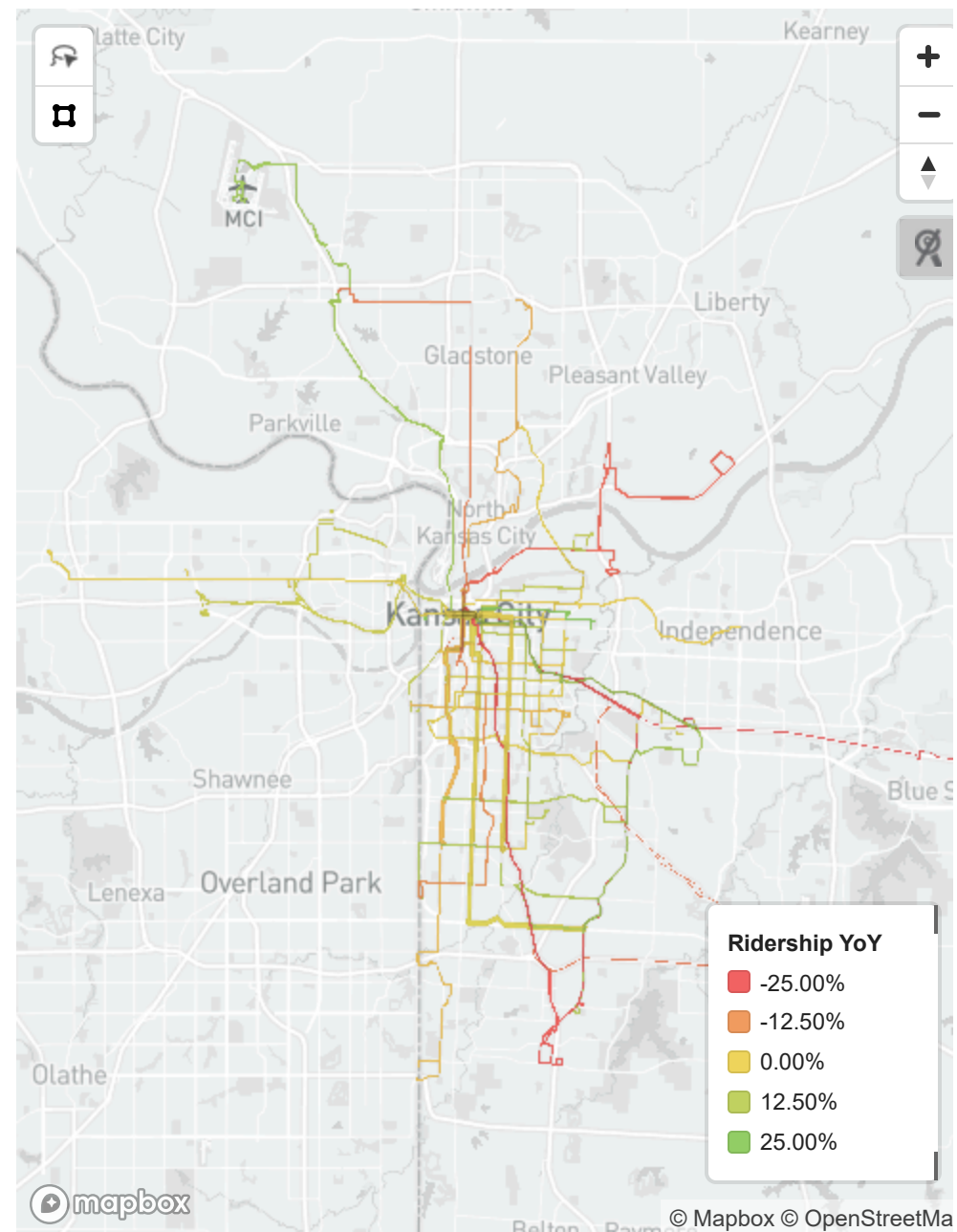
Previous Months

1/1/2019 8/1/2024

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

Year-over-Year Change

29,506

August 2024

1.9%

August 2024

Details by Route

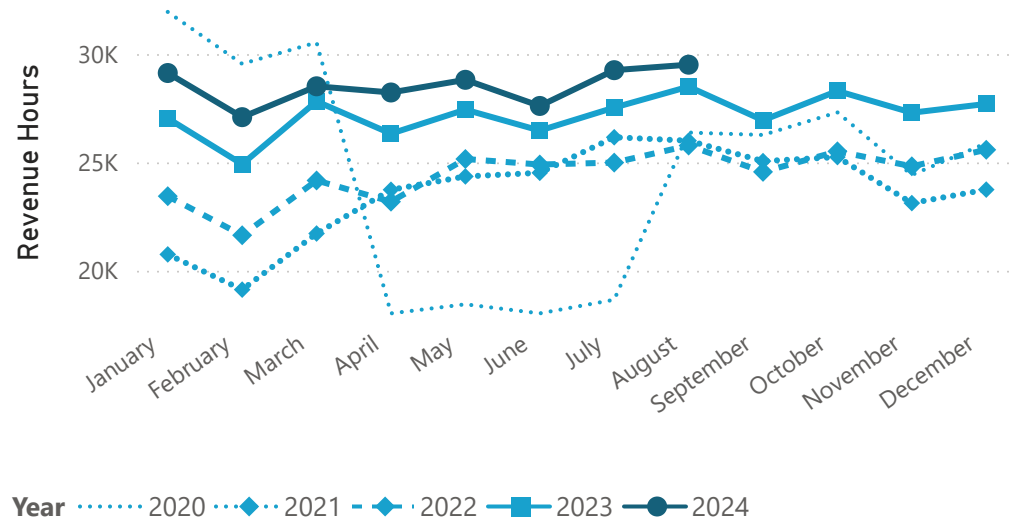
| # | Route Name | Month Total | % Change (YoY) |
|-----|----------------------|-------------|----------------|
| 1 | Main Street MAX | 2,427 | -1.2% |
| 2 | Troost MAX | 2,485 | 0.7% |
| 3 | Prospect MAX | 3,329 | 8.5% |
| 9 | 9th Street | 385 | 17.7% |
| 11 | Northeast-Westside | 1,435 | 0.3% |
| 12 | 12th Street | 684 | -2.0% |
| 18 | Indiana | 1,238 | -0.3% |
| 19 | Crossroads | 360 | 0.0% |
| 21 | Cleveland-Antioch | 601 | 2.7% |
| 23 | 23rd Street | 335 | -0.1% |
| 24 | Independence | 1,407 | -0.9% |
| 25 | Troost | 932 | -0.0% |
| 27 | 27th Street | 458 | -0.1% |
| 28 | Blue Ridge | 422 | -0.4% |
| 29 | Blue Ridge Limited | 141 | -17.9% |
| 31 | 31st Street | 2,184 | 12.7% |
| 35 | 35th Street | 689 | -15.5% |
| 39 | 39th Street | 1,107 | 5.4% |
| 47 | Broadway | 1,377 | 13.1% |
| 57 | Wornall | 710 | -0.1% |
| 63 | 63rd Street | 298 | 4.0% |
| 71 | Prospect | 541 | -4.3% |
| 75 | 75th Street | 779 | 43.1% |
| 85 | Paseo | 966 | 2.0% |
| 101 | State Ave | 243 | -7.6% |
| 106 | Quindaro-Amazon | 142 | -1.6% |
| 201 | North Oak | 1,391 | -2.4% |
| 210 | Front Street | 891 | -0.2% |
| 229 | Boardwalk/KCI | 1,118 | -3.7% |
| 238 | Meadowbrook | 428 | 0.4% |
| 550 | Lee's Summit Express | | 0.2% |
| 570 | Blue Springs Express | | -52.2% |

Mode: Day: Community:

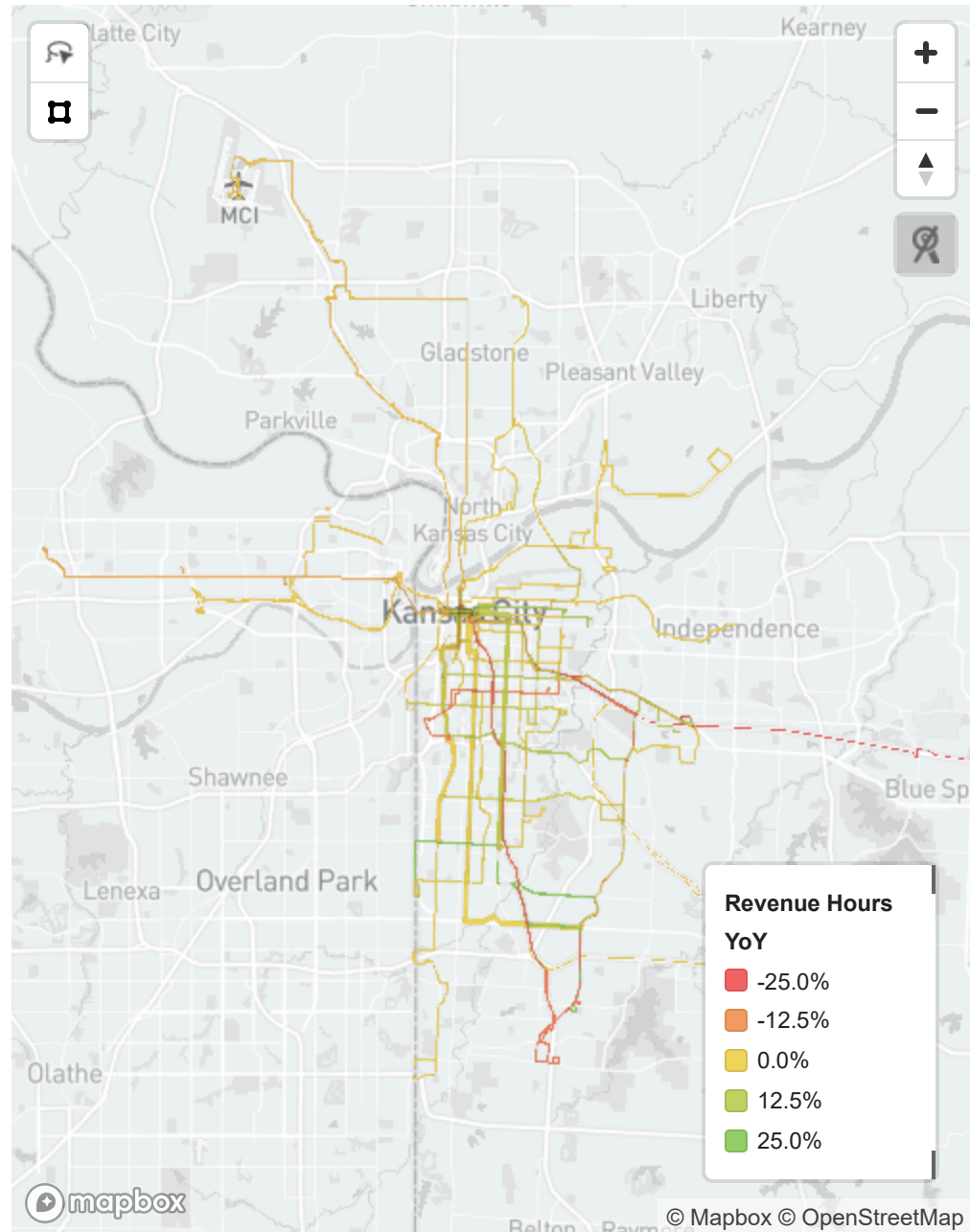
Previous Months

1/1/2019 8/1/2024

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.

This metric should only be used to compare the efficiency of different routes. This metric should not be used as a fiscal representation of the true cost to operate service.

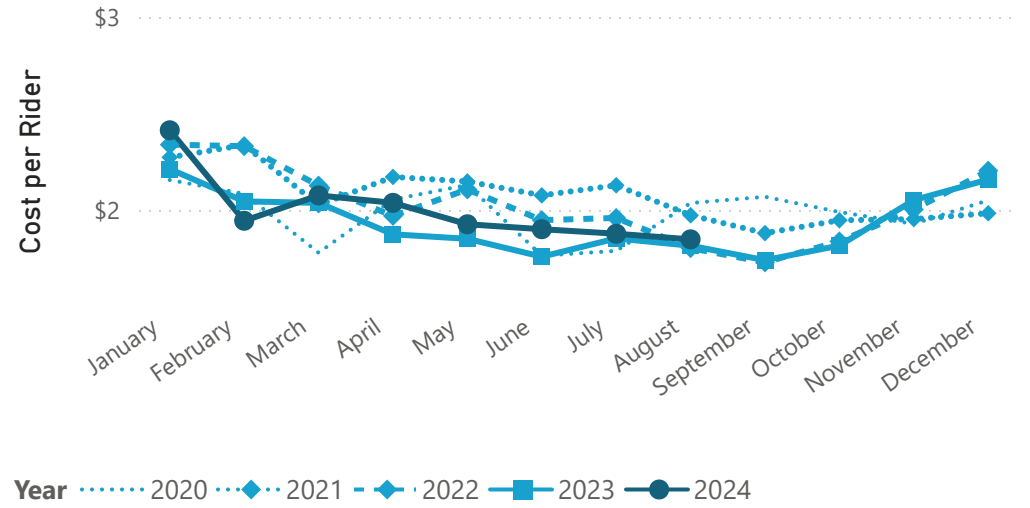
Details by Route

| # | Route Name | Cost per Rider | % Change (YoY) |
|-----|----------------------|----------------|----------------|
| 1 | Main Street MAX | \$1.77 | 4.9% |
| 2 | Troost MAX | \$1.39 | -3.8% |
| 3 | Prospect MAX | \$1.30 | 6.9% |
| 9 | 9th Street | \$2.39 | -12.9% |
| 11 | Northeast-Westside | \$2.46 | -8.3% |
| 12 | 12th Street | \$1.57 | -2.8% |
| 18 | Indiana | \$1.87 | -10.7% |
| 19 | Crossroads | \$11.24 | |
| 21 | Cleveland-Antioch | \$2.77 | 1.5% |
| 23 | 23rd Street | \$2.50 | -10.8% |
| 24 | Independence | \$1.10 | -0.6% |
| 25 | Troost | \$1.29 | -1.6% |
| 27 | 27th Street | \$2.62 | 1.1% |
| 28 | Blue Ridge | \$2.29 | -16.2% |
| 29 | Blue Ridge Limited | \$4.40 | 8.8% |
| 31 | 31st Street | \$1.63 | 7.2% |
| 35 | 35th Street | \$2.16 | -16.5% |
| 39 | 39th Street | \$1.36 | 10.4% |
| 47 | Broadway | \$2.04 | 10.8% |
| 57 | Wornall | \$3.41 | 3.6% |
| 63 | 63rd Street | \$1.56 | -7.9% |
| 71 | Prospect | \$2.14 | -14.3% |
| 75 | 75th Street | \$3.13 | 24.3% |
| 85 | Paseo | \$2.35 | 16.7% |
| 101 | State Ave | \$1.58 | -4.0% |
| 106 | Quindaro-Amazon | \$2.81 | -8.4% |
| 201 | North Oak | \$3.18 | 15.9% |
| 210 | Front Street | \$3.68 | 26.9% |
| 229 | Boardwalk/KCI | \$3.35 | -19.1% |
| 238 | Meadowbrook | \$3.43 | 7.0% |
| 550 | Lee's Summit Express | \$9.45 | 21.4% |
| 570 | Blue Springs Express | \$8.99 | -34.5% |

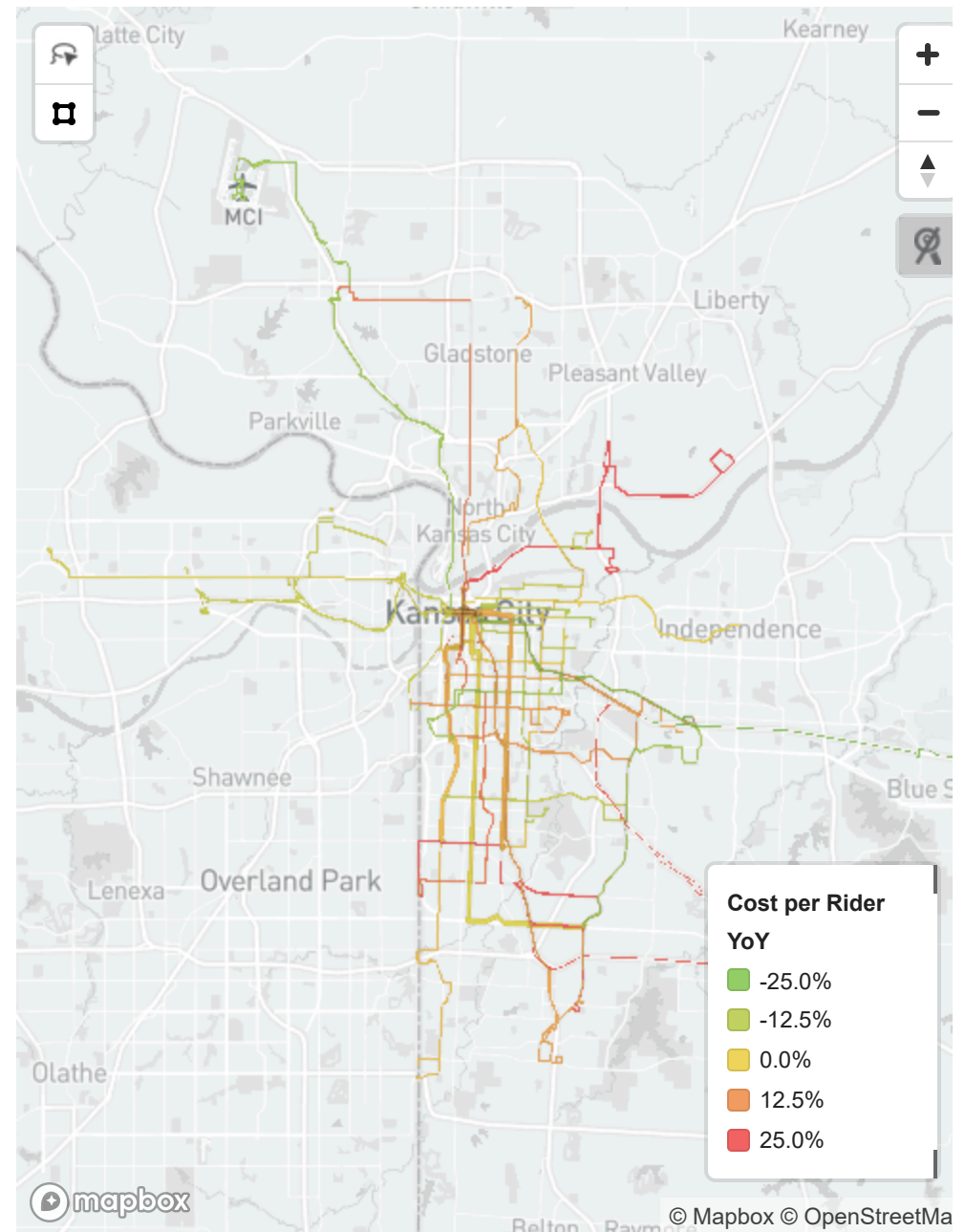
Previous Months

1/1/2019 | 8/1/2024

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

86.29%

August 2024

2.02%

August 2024

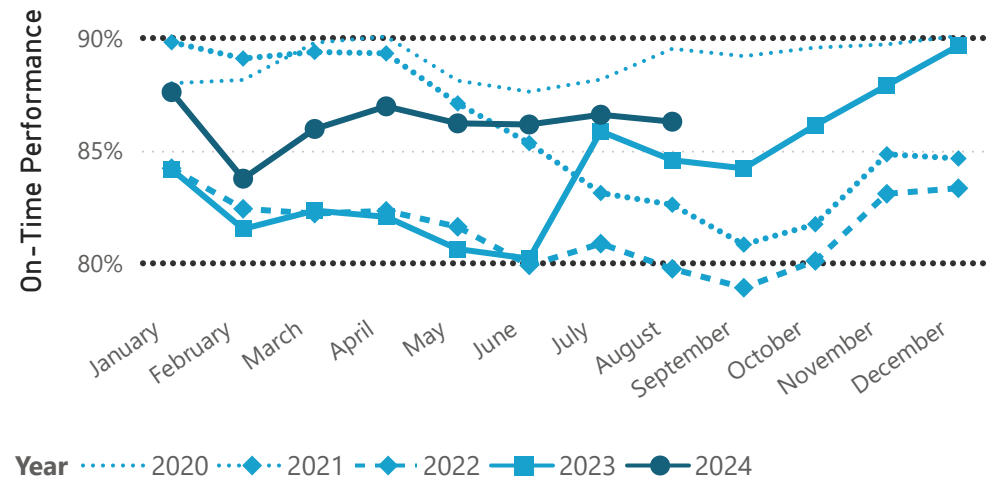
Details by Route

| # | Route Name | Weekday A.M. Peak Frequency | Current OTP | % Change (YoY) | Completed Trips |
|-----|----------------------|-----------------------------|-------------|----------------|-----------------|
| 1 | Main Street MAX | 20 | 82.93% | -2.39% | 99.5% |
| 2 | Troost MAX | 20 | 86.71% | -0.58% | 99.8% |
| 3 | Prospect MAX | 15 | 86.37% | 0.59% | 99.6% |
| 9 | 9th Street | 60 | 76.79% | -9.14% | 99.9% |
| 11 | Northeast-Westside | 30 | 83.49% | -1.24% | 99.9% |
| 12 | 12th Street | 45 | 75.78% | -1.75% | 99.8% |
| 18 | Indiana | 30 | 89.27% | 3.80% | 99.4% |
| 19 | Crossroads | 30 | 92.31% | | 99.7% |
| 21 | Cleveland-Antioch | 60 | 84.31% | -2.01% | 99.7% |
| 23 | 23rd Street | 60 | 89.97% | 1.02% | 100.0% |
| 24 | Independence | 20 | 89.94% | 1.70% | 100.0% |
| 25 | Troost | 30 | 91.07% | -3.16% | 100.0% |
| 27 | 27th Street | 60 | 90.57% | -2.07% | 99.6% |
| 28 | Blue Ridge | 60 | 86.63% | -1.37% | 100.0% |
| 29 | Blue Ridge Limited | | 86.54% | 0.63% | 100.0% |
| 31 | 31st Street | 15 | 88.39% | 2.48% | 99.9% |
| 35 | 35th Street | 45 | 67.91% | -13.81% | 100.0% |
| 39 | 39th Street | 30 | 94.39% | 3.75% | 99.9% |
| 47 | Broadway | 45 | 75.16% | 13.66% | 99.7% |
| 57 | Wornall | 45 | 87.51% | -2.86% | 100.0% |
| 63 | 63rd Street | 60 | 91.37% | 1.34% | 99.9% |
| 71 | Prospect | 60 | 87.48% | 9.83% | 100.0% |
| 75 | 75th Street | 45 | 80.77% | 17.31% | 100.0% |
| 85 | Paseo | 60 | 79.28% | -3.88% | 100.0% |
| 101 | State Ave | 30 | 79.02% | -0.40% | 99.9% |
| 106 | Quindaro-Amazon | 60 | 85.77% | 7.73% | 99.8% |
| 201 | North Oak | 30 | 82.56% | -1.67% | 99.8% |
| 210 | Front Street | 60 | 80.09% | -0.64% | 99.7% |
| 229 | Boardwalk/KCI | 60 | 85.07% | 2.65% | 99.8% |
| 238 | Meadowbrook | 60 | 81.54% | 1.35% | 100.0% |
| 550 | Lee's Summit Express | | 73.85% | 2.11% | 100.0% |
| 570 | Blue Springs Express | | 65.28% | -5.25% | 97.7% |

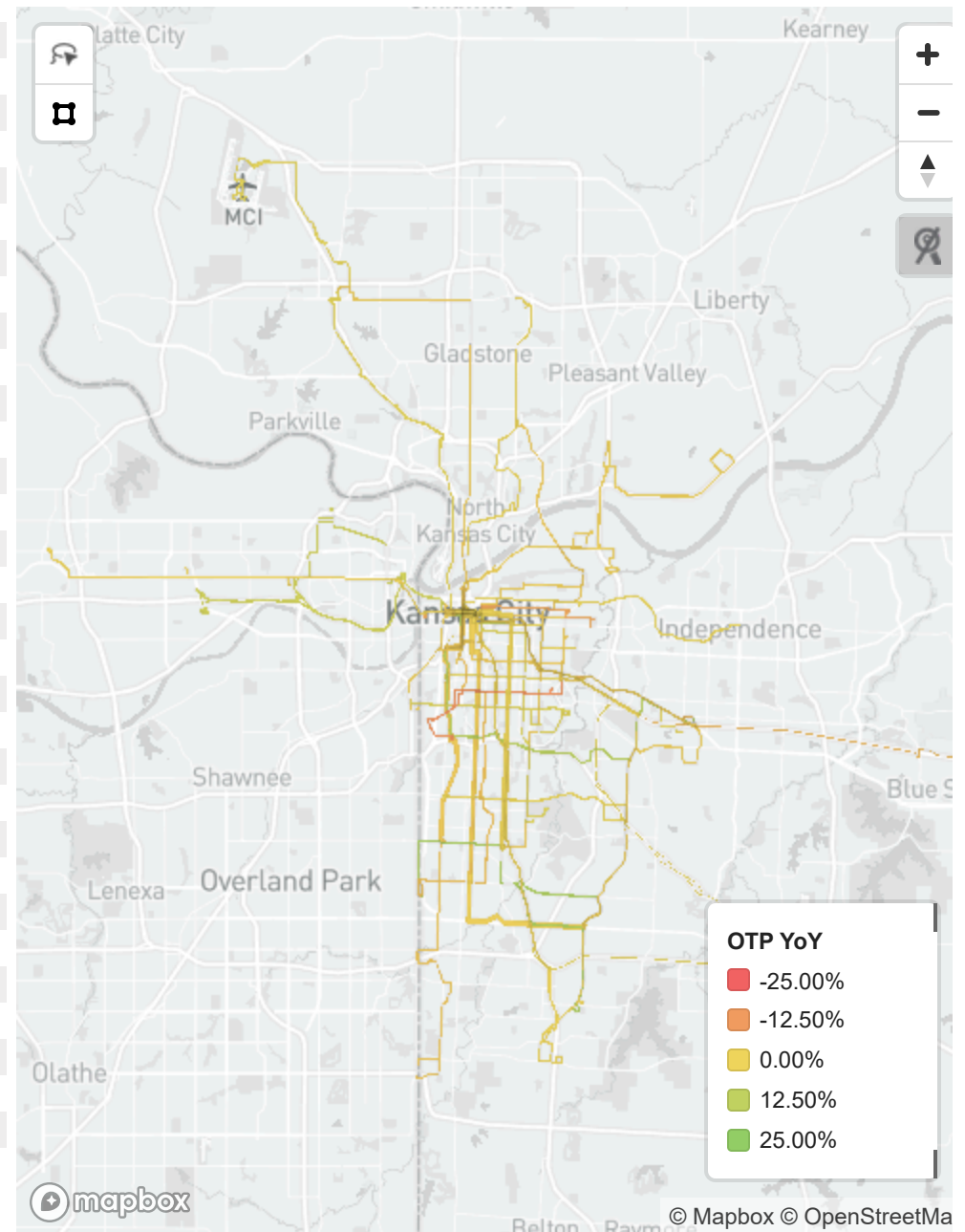
Previous Months

1/1/2019 | 8/1/2024

On-Time Performance



On-Time Performance Change - Year over Year

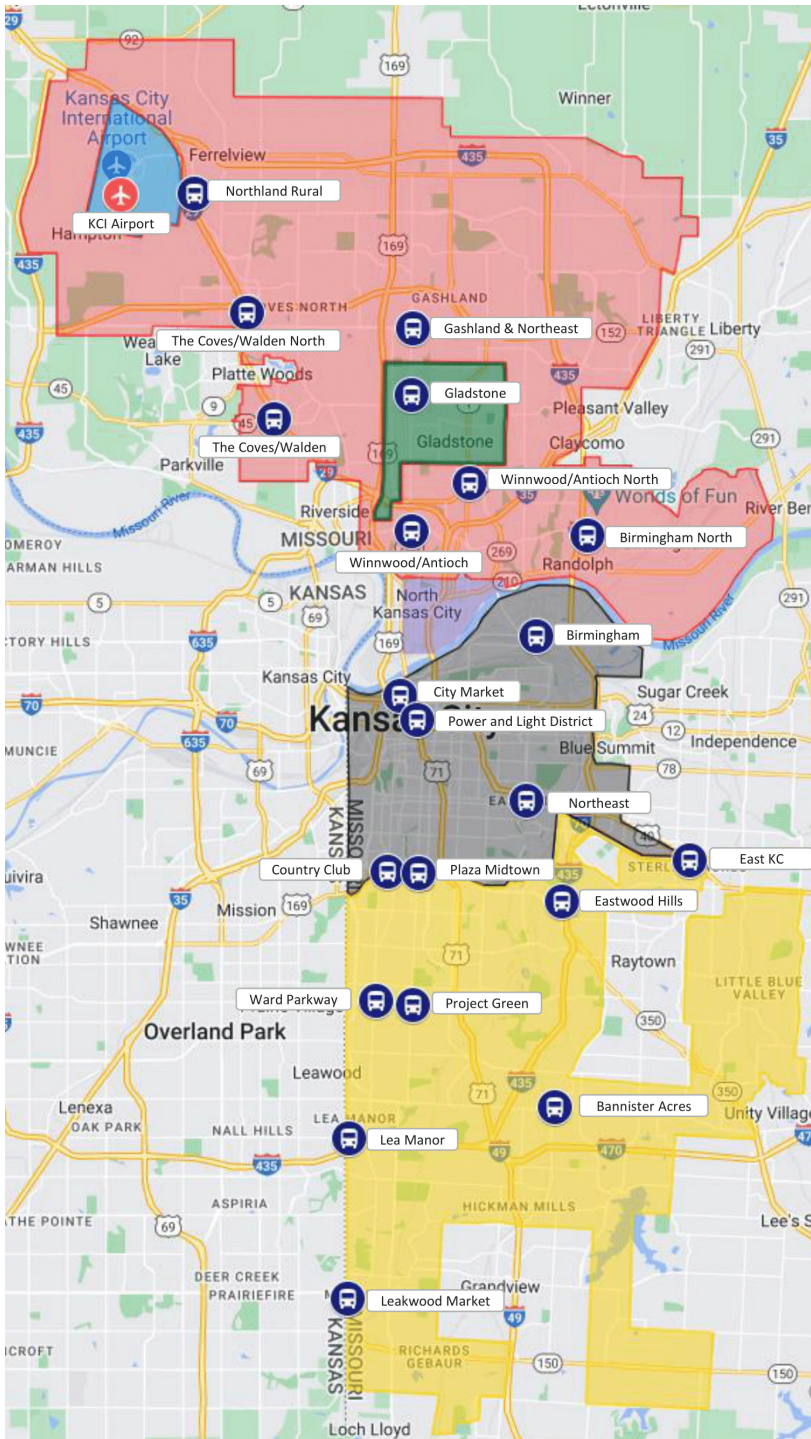


IRIS

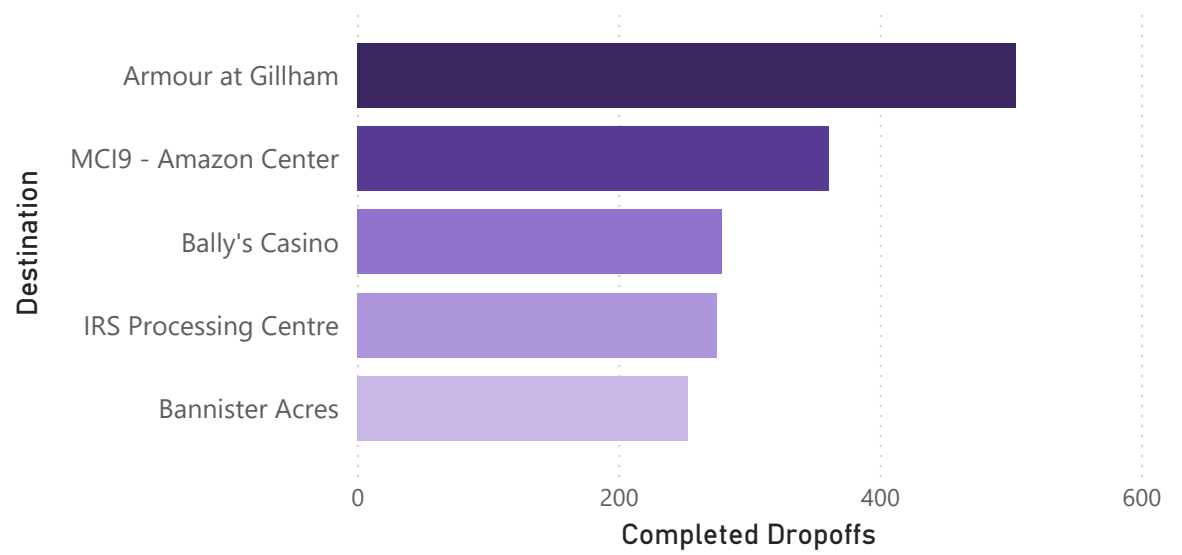
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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)

15

August 2024

Average Trip Time (Minutes)

25

August 2024

Average Daily Ridership

876

August 2024

Monthly Trips

25,261

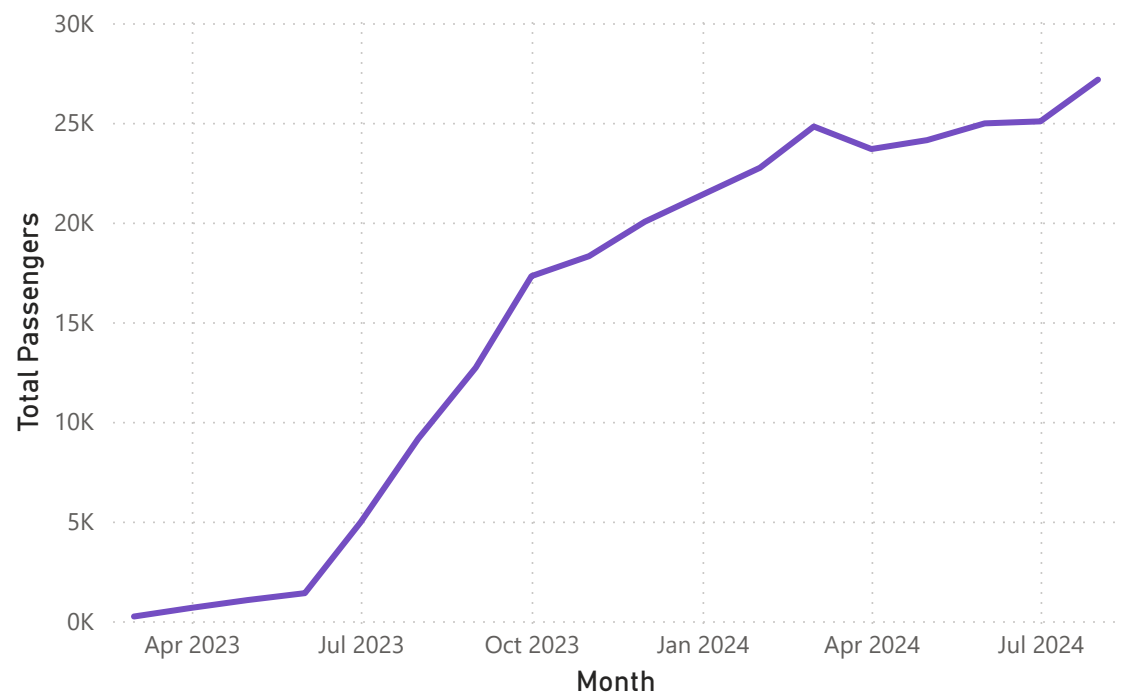
August 2024

Monthly Ridership

27,159

August 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

5,048

August 2024

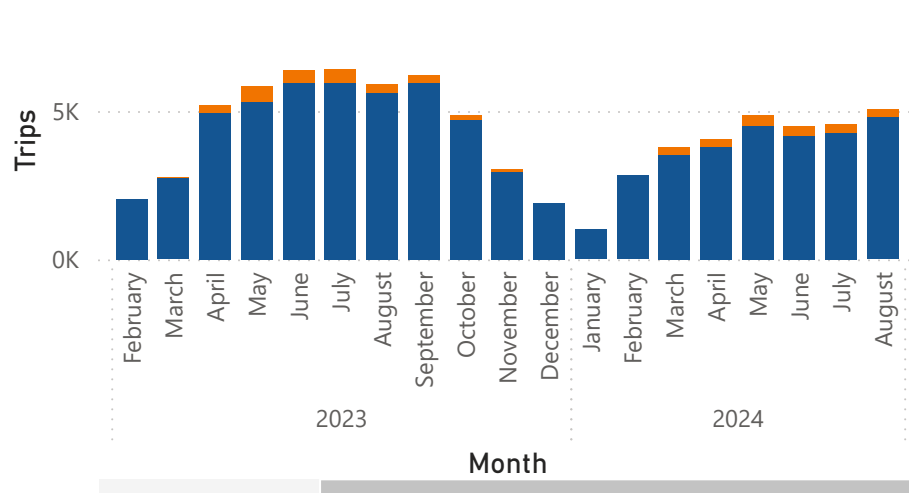
Unique Users

1,013

August 2024

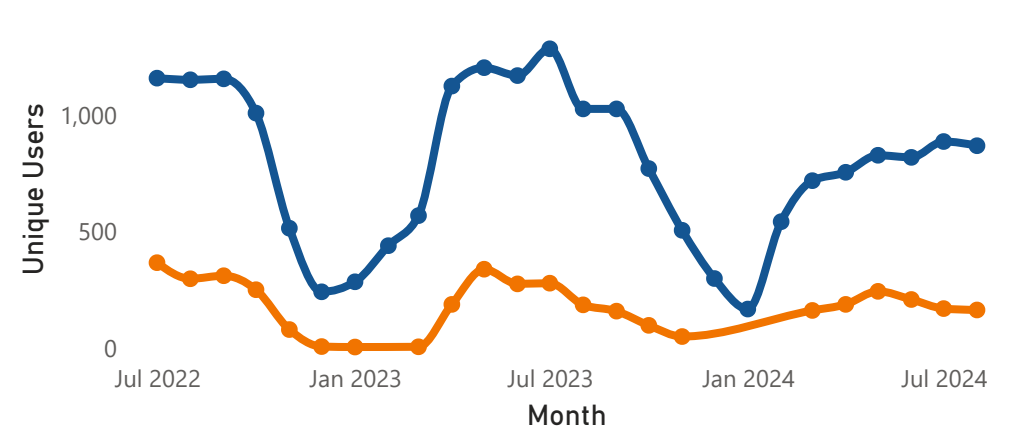
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



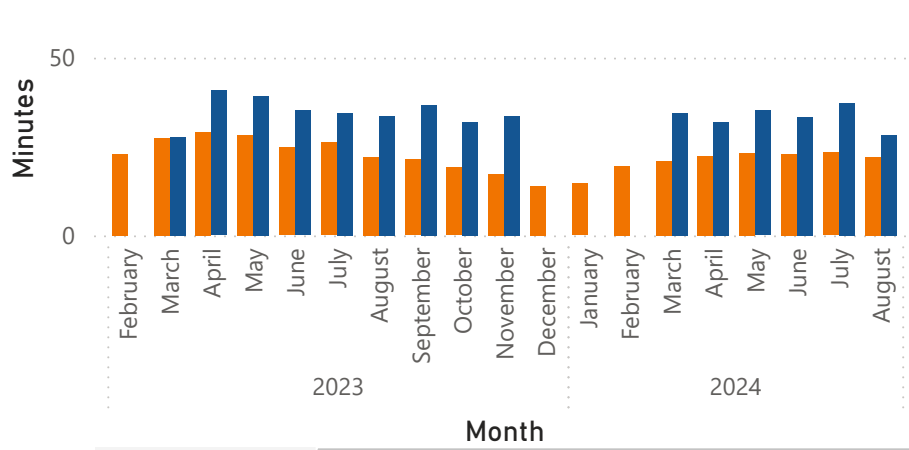
Avg Trip Time (mins)

22

August 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

