

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

Previous Months

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

1,124,204
August 2024

Fixed Route Ridership

1,096,145
August 2024

Flex + Iris Ridership

28,059
August 2024

Revenue Hours

34,151
August 2024

Platform Hours

47,913
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

1,097,045

August 2024

1.48%

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%
104	Argentine	10,025	371	12.63%
106	Quindaro-Amazon	13,387	432	7.47%
107	7th Street/Parallel	8,281	307	-1.66%
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%
298	North Kansas City Flex	900	29	
550	Lee's Summit Express	666	30	-17.47%
570	Blue Springs Express	208	9	-27.02%

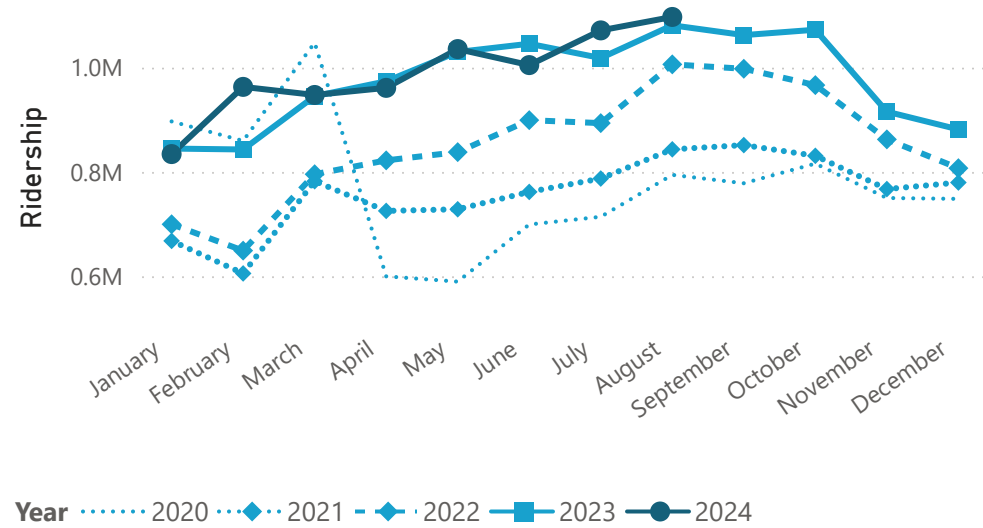
Mode Day **Community**

All All All

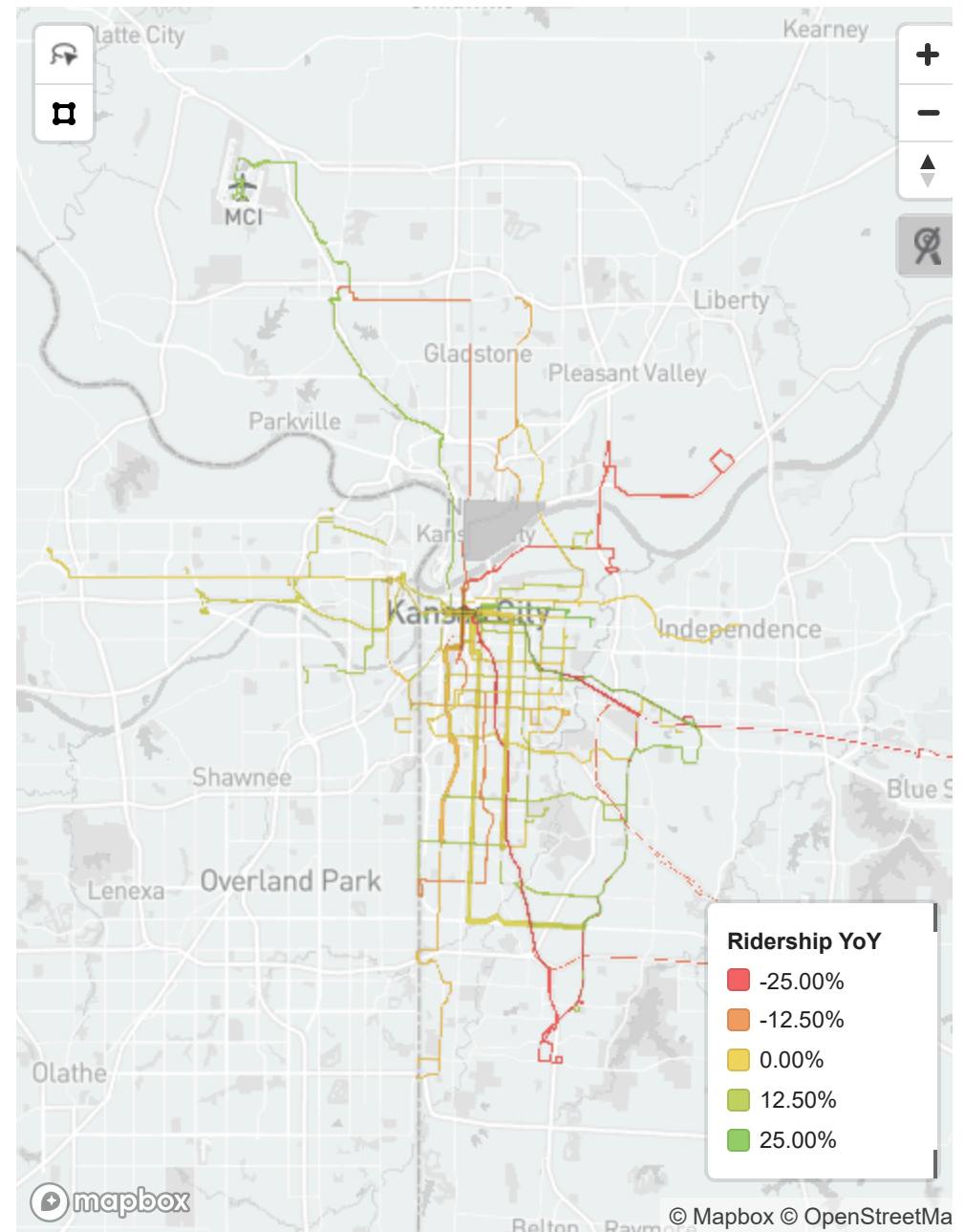
Previous Months

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

34,151

August 2024

3.1%

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	1,569	0.3%
12	12th Street	684	-2.0%
18	Indiana	1,238	-0.3%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	619	2.7%
23	23rd Street	335	-0.1%
24	Independence	1,602	-0.9%
25	Troost	932	-0.0%
27	27th Street	458	-0.1%
28	Blue Ridge	606	-0.4%
29	Blue Ridge Limited	144	-17.9%
31	31st Street	2,345	12.7%
35	35th Street	689	-15.5%
39	39th Street	1,167	5.4%
47	Broadway	1,508	13.1%
57	Wornall	710	-0.1%
63	63rd Street	311	4.0%
71	Prospect	541	-4.3%
75	75th Street	800	43.1%
85	Paseo	966	2.0%
101	State Ave	1,649	-7.6%
104	Argentine	284	12.9%
106	Quindaro-Amazon	627	-1.6%
107	7th Street/Parallel	244	9.2%
201	North Oak	1,607	-2.4%
210	Front Street	891	-0.2%
229	Boardwalk/KCI	1,157	-3.7%
238	Meadowbrook	900	0.4%
298	North Kansas City Flex	444	362.8%
550	Lee's Summit Express	105	0.2%
570	Blue Springs Express	31	-52.2%

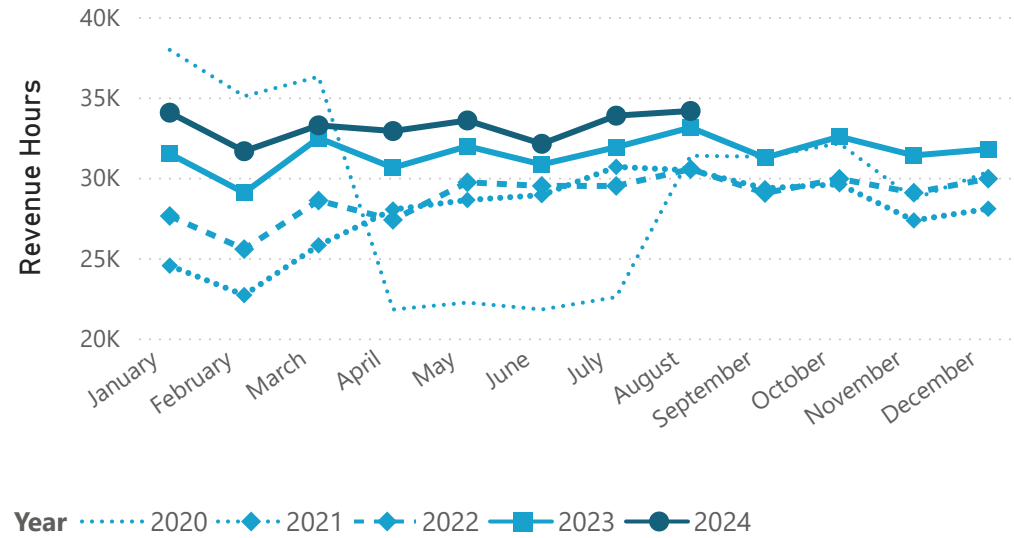
Mode Day Community

All All All

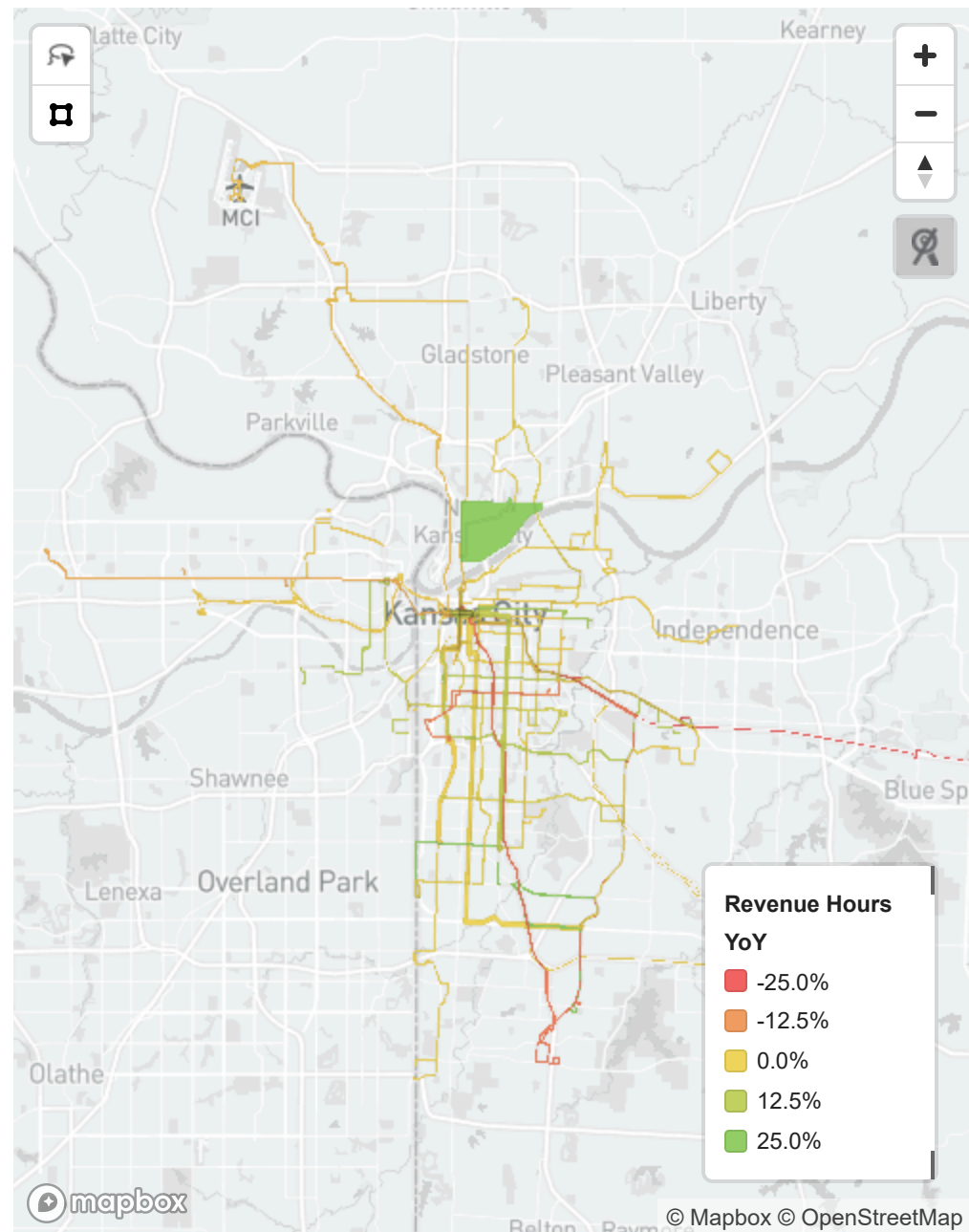
Previous Months

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

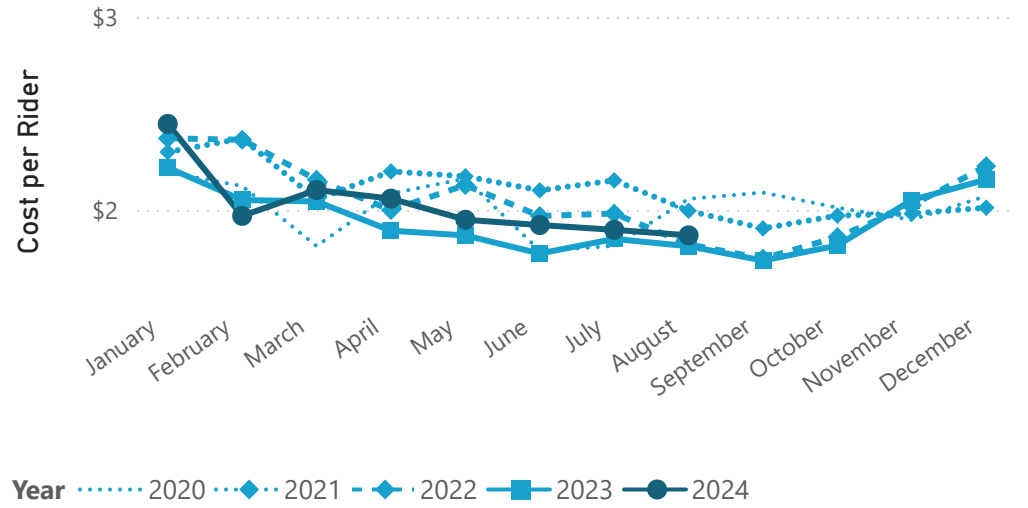
#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.77	4.9%
2	Troost MAX	\$1.39	-3.8%
3	Prospect MAX	\$1.30	6.9%
9	9th Street	\$2.39	-12.9%
11	Northeast-Westside	\$2.46	-8.3%
12	12th Street	\$1.57	-2.8%
18	Indiana	\$1.87	-10.7%
19	Crossroads	\$11.24	
21	Cleveland-Antioch	\$2.77	1.5%
23	23rd 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%
104	Argentine	\$1.70	0.2%
106	Quindaro-Amazon	\$2.81	-8.4%
107	7th Street/Parallel	\$1.77	11.0%
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%
298	North Kansas City Flex	\$29.63	
550	Lee's Summit Express	\$9.45	21.4%
570	Blue Springs Express	\$8.99	-34.5%

Mode: All | Day: All | Community: Community

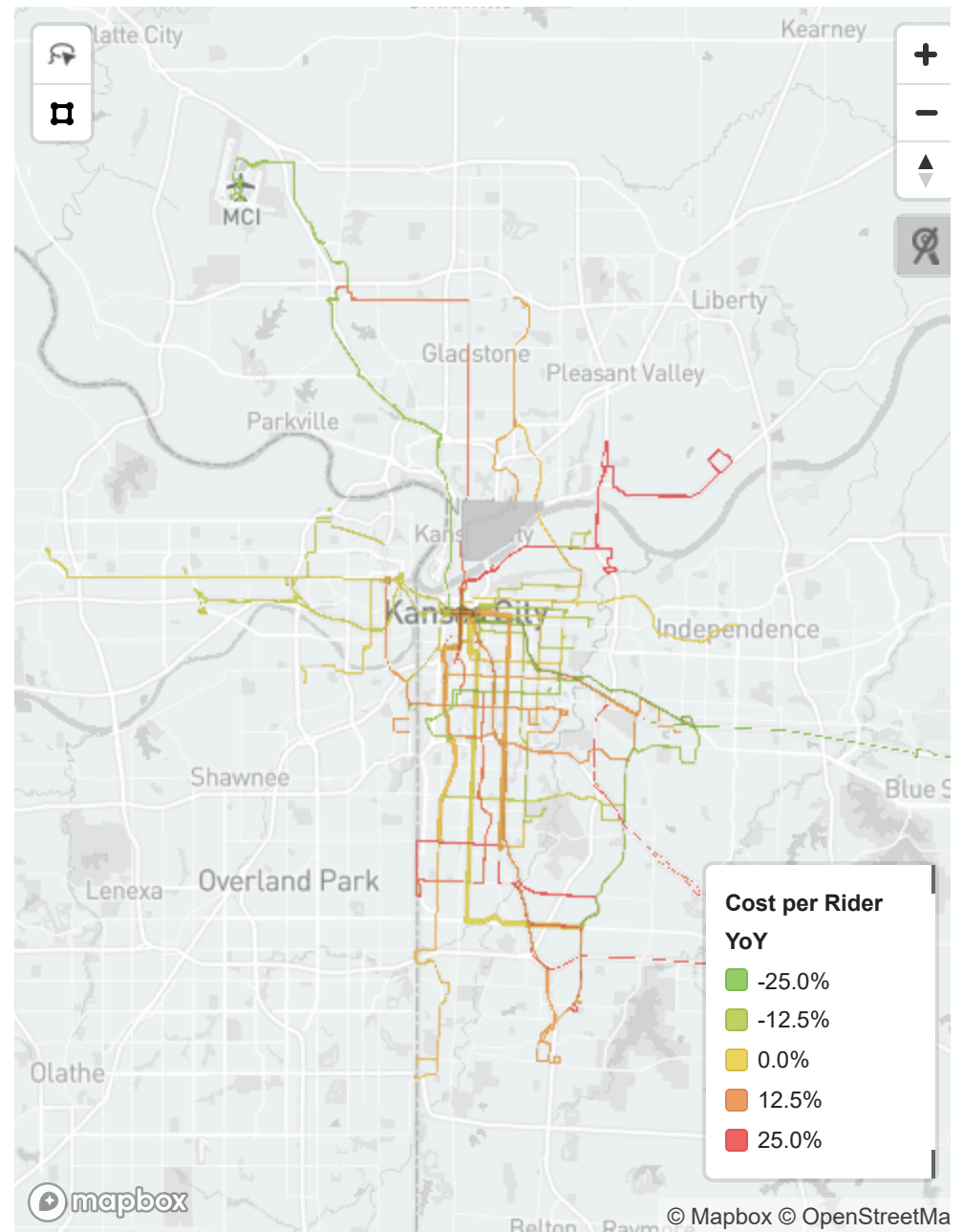
Previous Months

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

86.27%

August 2024

1.85%

August 2024

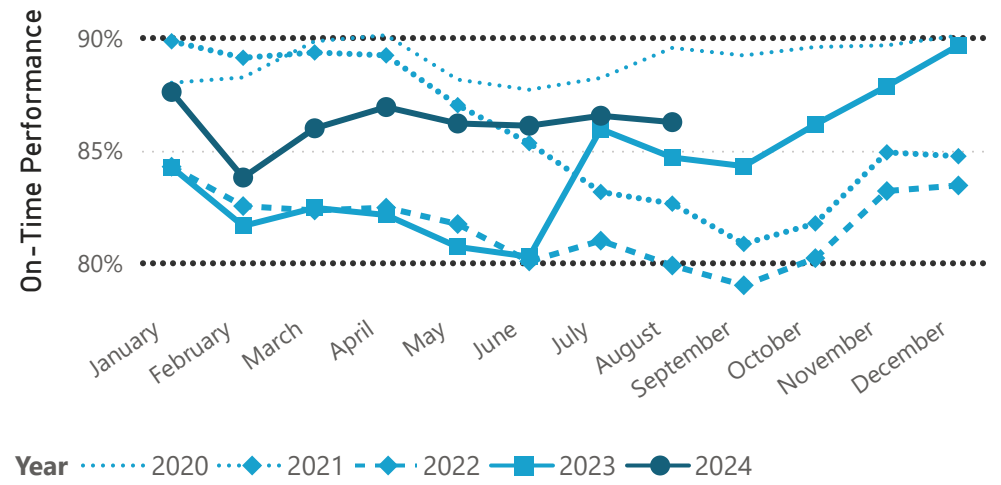
Details by Route

#	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%
104	Argentine	60	89.33%	-1.58%	99.9%
106	Quindaro-Amazon	60	85.77%	7.73%	99.8%
107	7th Street/Parallel	60	83.32%	-13.27%	100.0%
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%

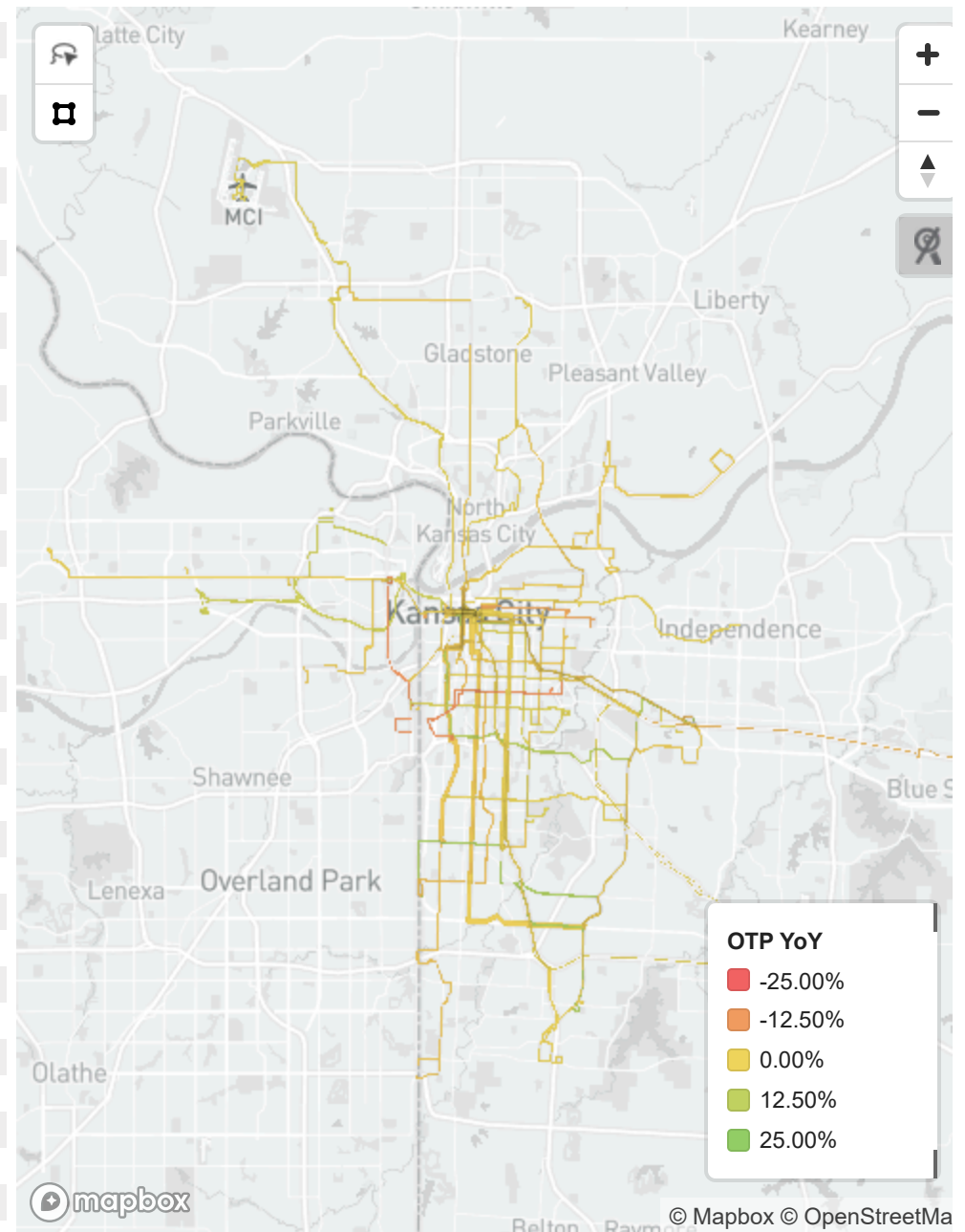
Previous Months

1/1/2019 | 8/1/2024

On-Time Performance



On-Time Performance Change - Year over Year

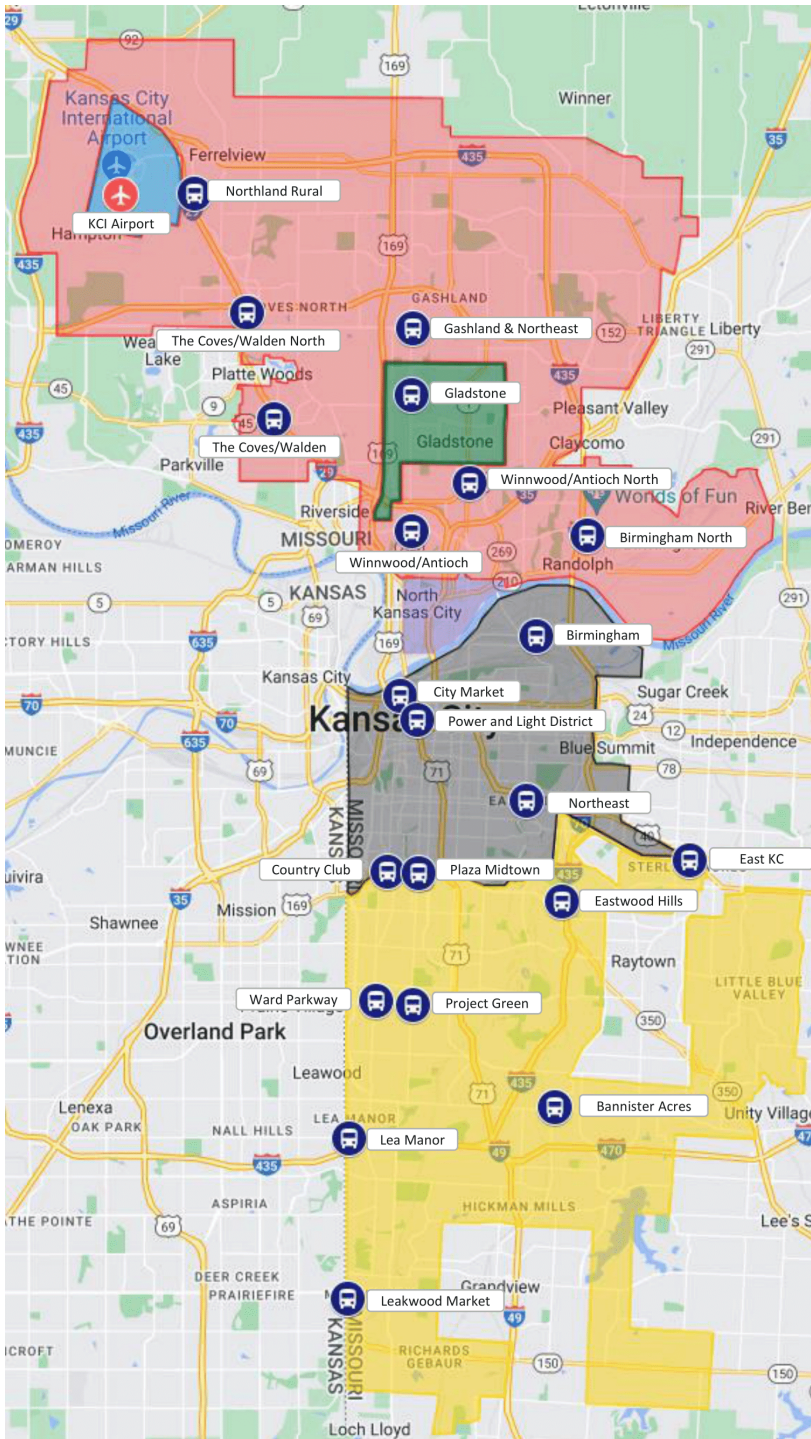


IRIS

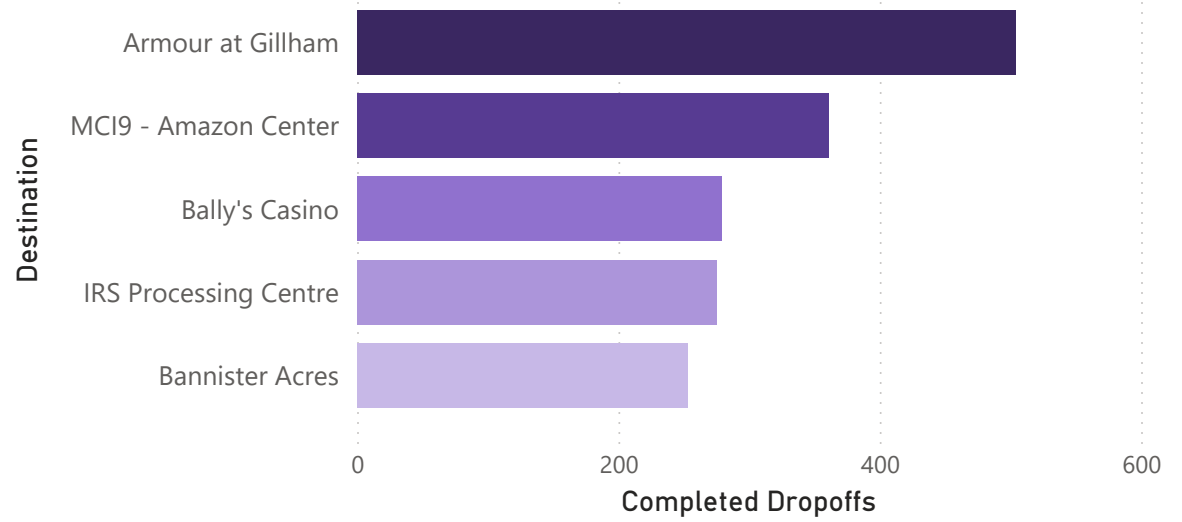
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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

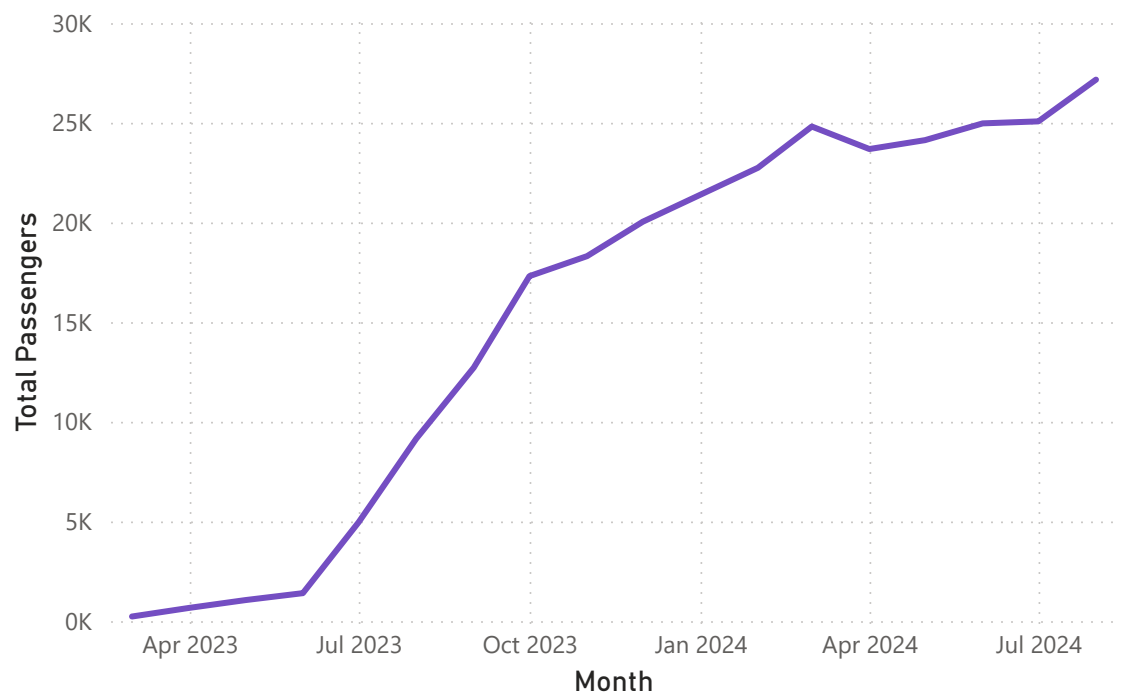
August 2024

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

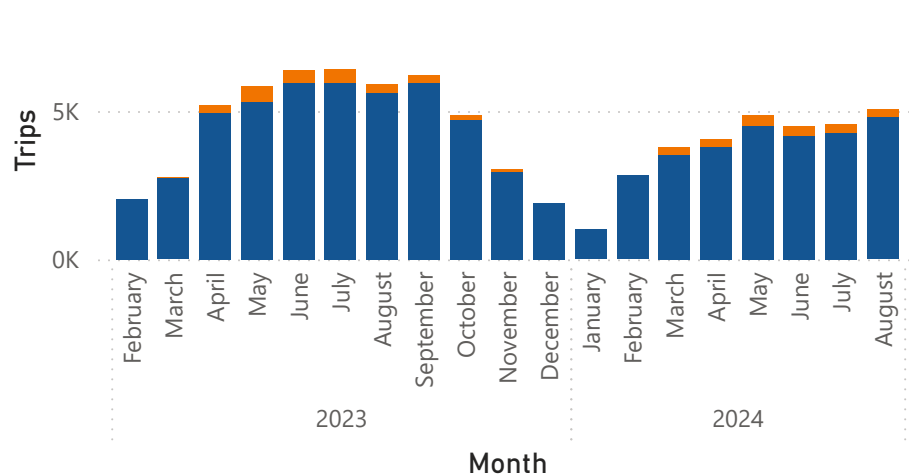
Unique Users

1,013

August 2024

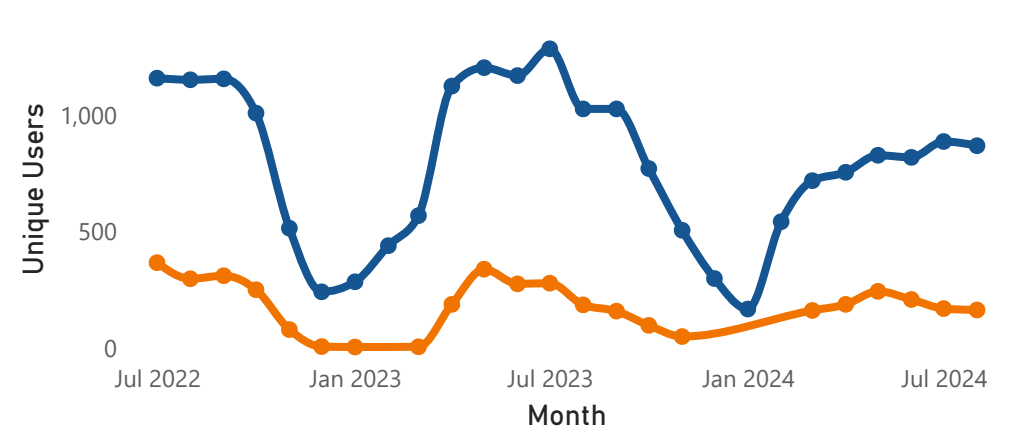
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



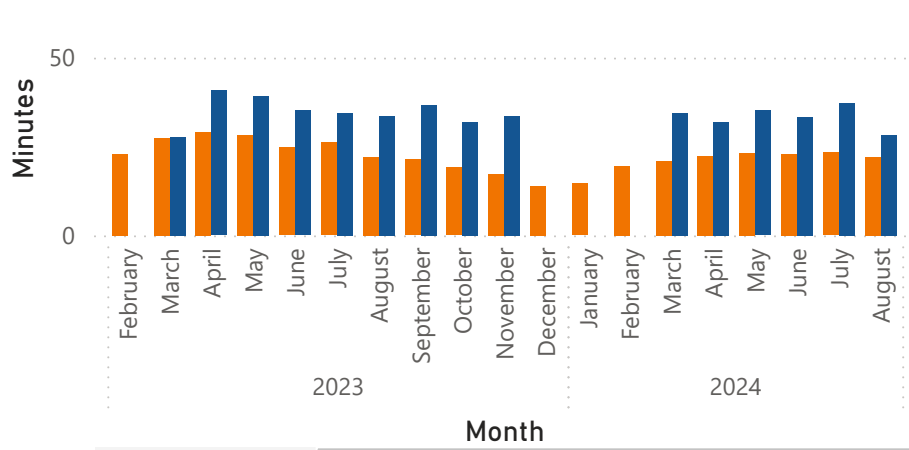
Avg Trip Time (mins)

22

August 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

