RideKC Transit Key Performance Indicators

July 2023

Report Submitted August 17, 2023

RideKC®
Kansas City Area
Transportation Authority

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	Day	Community
All	All	Kansas City, MO

Previous Months

1/1/2019   7/1/2023

Completed Trips	Fixed Route OTP	Paratransit OTP
97.3%	**93.4%**	**84.0%**
Goal: 97.0%	Goal: 95.0%	Goal: 95.0%
July 2023	**July 2023**	**July 2023**

Fixed + Flex Ridership

1,006,999

July 2023

Fixed Route Ridership	Flex Route Ridership
1,003,071	**3,928**
July 2023	**July 2023**

Revenue Hours	Passengers per Revenue Hour
28,716	**31**
July 2023	**July 2023**

Platform Hours	Cost per Passenger
39,099	**$1.92**
July 2023	**July 2023**

Paratransit Trips	Paratransit Passengers
20,412	**22,267**
July 2023	**July 2023**

Road Calls
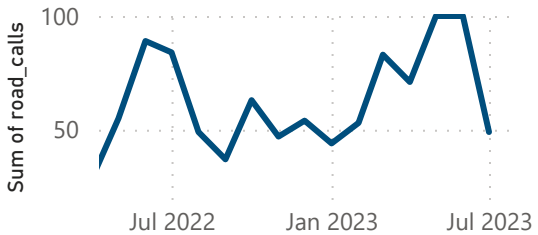
Vehicle Incidents
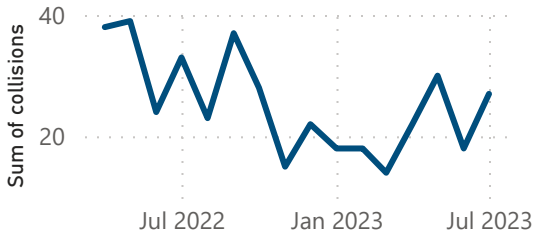
Glossary of Terms

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.

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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
1,006,999	**14.19%**
July 2023	July 2023

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	91,947	2,966	64.68%	94.1%
2	Troost MAX	90,654	2,924	21.78%	82.7%
3	Prospect MAX	148,457	4,789	18.71%	
9	9th Street	6,481	209	13.46%	51.5%
11	Northeast-Westside	30,874	996	-5.84%	102.1%
12	12th Street	23,010	742	-3.52%	93.2%
18	Indiana	32,945	1,063	-3.96%	103.1%
21	Cleveland-Antioch	11,703	468	14.18%	96.2%
23	23rd Street	6,891	222	28.44%	66.6%
24	Independence	81,075	2,615	17.25%	122.2%
25	Troost	37,925	1,223	5.49%	137.1%
27	27th Street	9,154	295	-11.43%	59.0%
28	Blue Ridge	12,009	480	10.47%	69.2%
29	Blue Ridge Limited	2,354	118	18.29%	53.5%
31	31st Street	80,385	2,593	8.17%	106.9%
35	35th Street	16,630	536	3.48%	68.2%
39	39th Street	51,705	1,668	1.79%	87.5%
47	Broadway	40,386	1,303	2.50%	84.9%
57	Wornall	10,892	351	27.21%	108.5%
63	63rd Street	10,565	341	7.63%	64.0%
71	Prospect	14,635	472	1.36%	12.1%
75	75th Street	12,702	410	-6.69%	63.1%
85	Paseo	27,418	884	5.85%	83.0%
99	South Kansas City Flex	3,332	133	5.51%	115.1%
101	State Ave	55,793	1,800	20.90%	126.2%
106	Quindaro-Amazon	11,030	356	-3.25%	46.4%
201	North Oak	35,043	1,130	25.06%	152.1%
210	Front Street	16,562	534	15.84%	78.7%
229	Boardwalk/KCI	17,083	551	12.07%	84.5%
238	Meadowbrook	15,879	512	22.17%	192.1%
297	Tiffany Springs Flex	100	5	-63.37%	16.3%
399	Raytown Flex	496	25	-0.40%	74.0%
550	Lee's Summit Express	645	32	-13.54%	25.8%
570	Blue Springs Express	239	12	-18.15%	11.0%

Monthly Ridership

Year — 2019 ······ 2020 ◆— 2021 ◆— 2022 ●— 2023
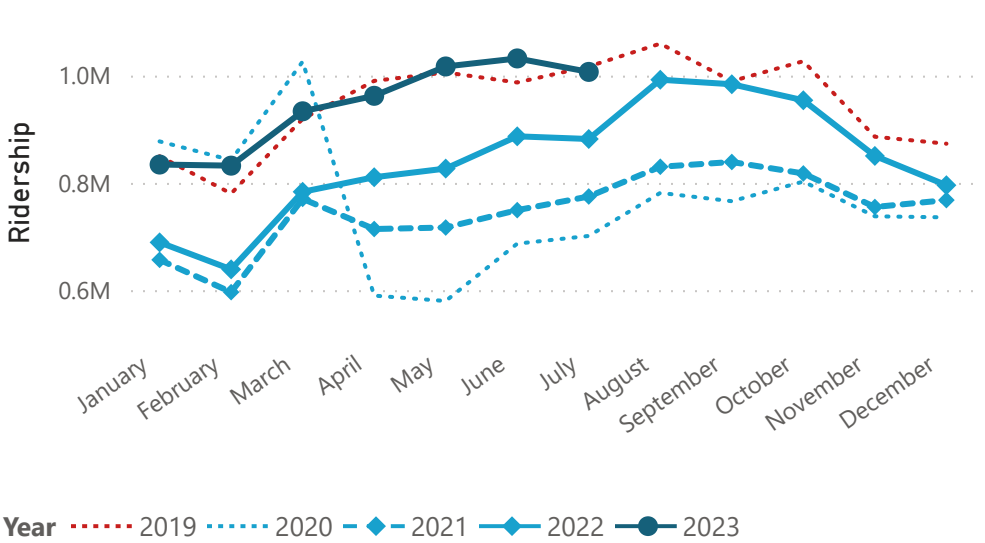
Ridership Change - Year over Year

Ridership YoY
- -25.00%
- -12.50%
- 0.00%
- 12.50%
- 25.00%

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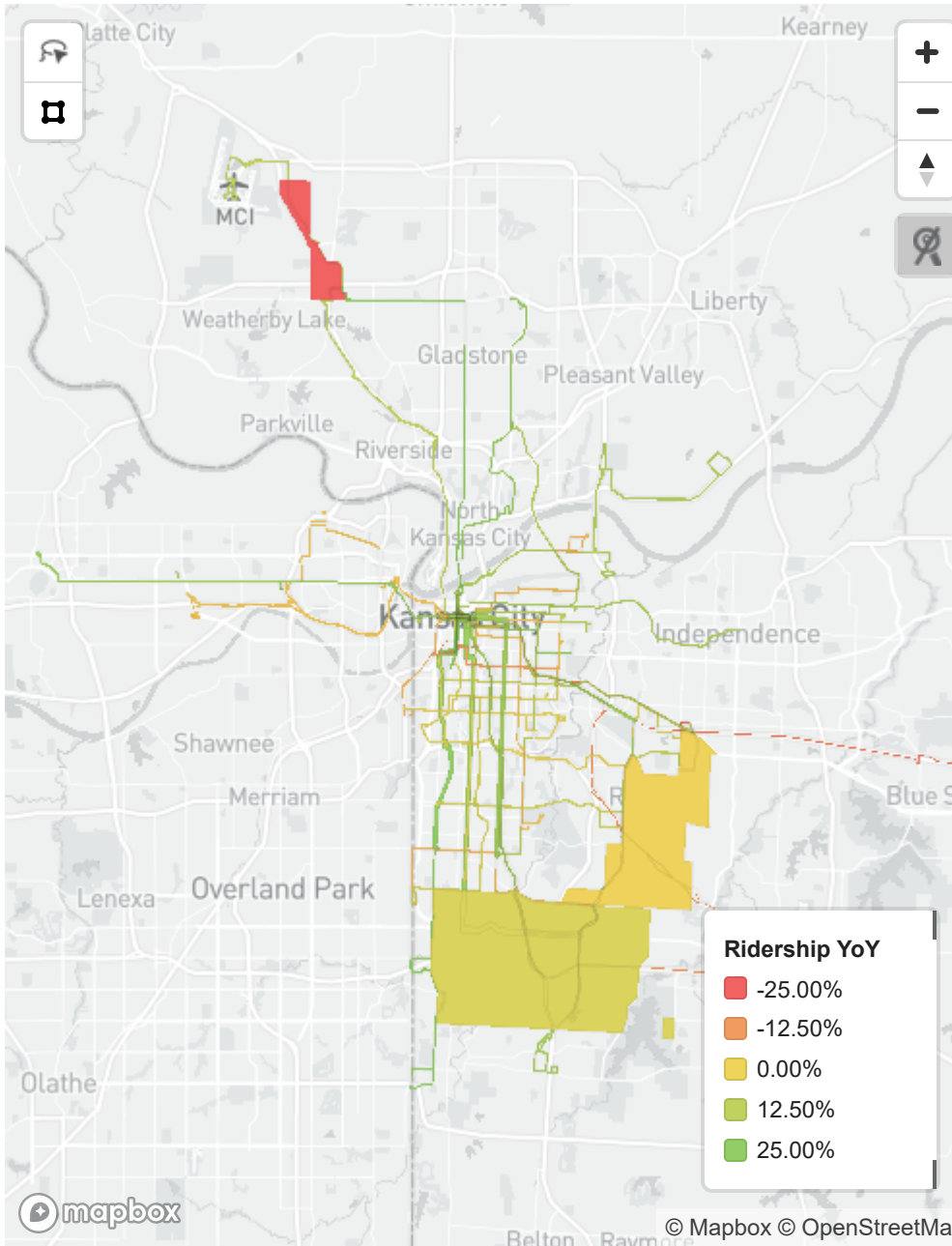
Service

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.

In July 2023 this page began reporting revenue hours instead of platform hours.

Revenue Hours	Year-over-Year Change
28,716	**9.1%**
July 2023	July 2023

Mode	Day	Community
All	All	Kansas City, MO

Previous Months

1/1/2019 — 7/1/2023

Revenue Hours

Year: ······· 2019 ······· 2020 —◆— 2021 —◆— 2022 —●— 2023

Details by Route

#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	2,394	53.2%	80.6%
2	Troost MAX	2,401	32.5%	69.9%
3	Prospect MAX	2,949	16.5%	
9	9th Street	319	0.0%	54.8%
11	Northeast-Westside	1,257	4.7%	102.5%
12	12th Street	688	-11.4%	91.9%
18	Indiana	1,540	30.8%	123.0%
21	Cleveland-Antioch	536	0.0%	95.3%
23	23rd Street	335	-7.5%	66.8%
24	Independence	1,349	2.6%	81.0%
25	Troost	901	-1.9%	78.7%
27	27th Street	444	0.0%	62.8%
28	Blue Ridge	391	0.0%	55.5%
29	Blue Ridge Limited	126	0.0%	48.4%
31	31st Street	1,881	-4.0%	91.3%
35	35th Street	810	1.6%	83.2%
39	39th Street	1,004	0.2%	72.6%
47	Broadway	1,175	-4.1%	88.3%
57	Wornall	695	29.8%	77.6%
63	63rd Street	280	4.4%	50.4%
71	Prospect	566	0.0%	16.9%
75	75th Street	516	9.4%	61.0%
85	Paseo	925	0.0%	62.6%
99	South Kansas City Flex	947	0.0%	93.0%
101	State Ave	219	25.9%	114.3%
106	Quindaro-Amazon	145	8.1%	50.1%
201	North Oak	1,188	14.0%	129.1%
210	Front Street	889	3.3%	
229	Boardwalk/KCI	1,150	0.9%	96.9%
238	Meadowbrook	450	-15.9%	129.1%
297	Tiffany Springs Flex	163	0.0%	90.9%
399	Raytown Flex	80	0.0%	90.9%
550	Lee's Summit Express		0.0%	67.4%
570	Blue Springs Express		-0.0%	52.6%

Revenue Hours Change - Year over Year

Revenue Hours YoY
- -25.0%
- -12.5%
- 0.0%
- 12.5%
- 25.0%

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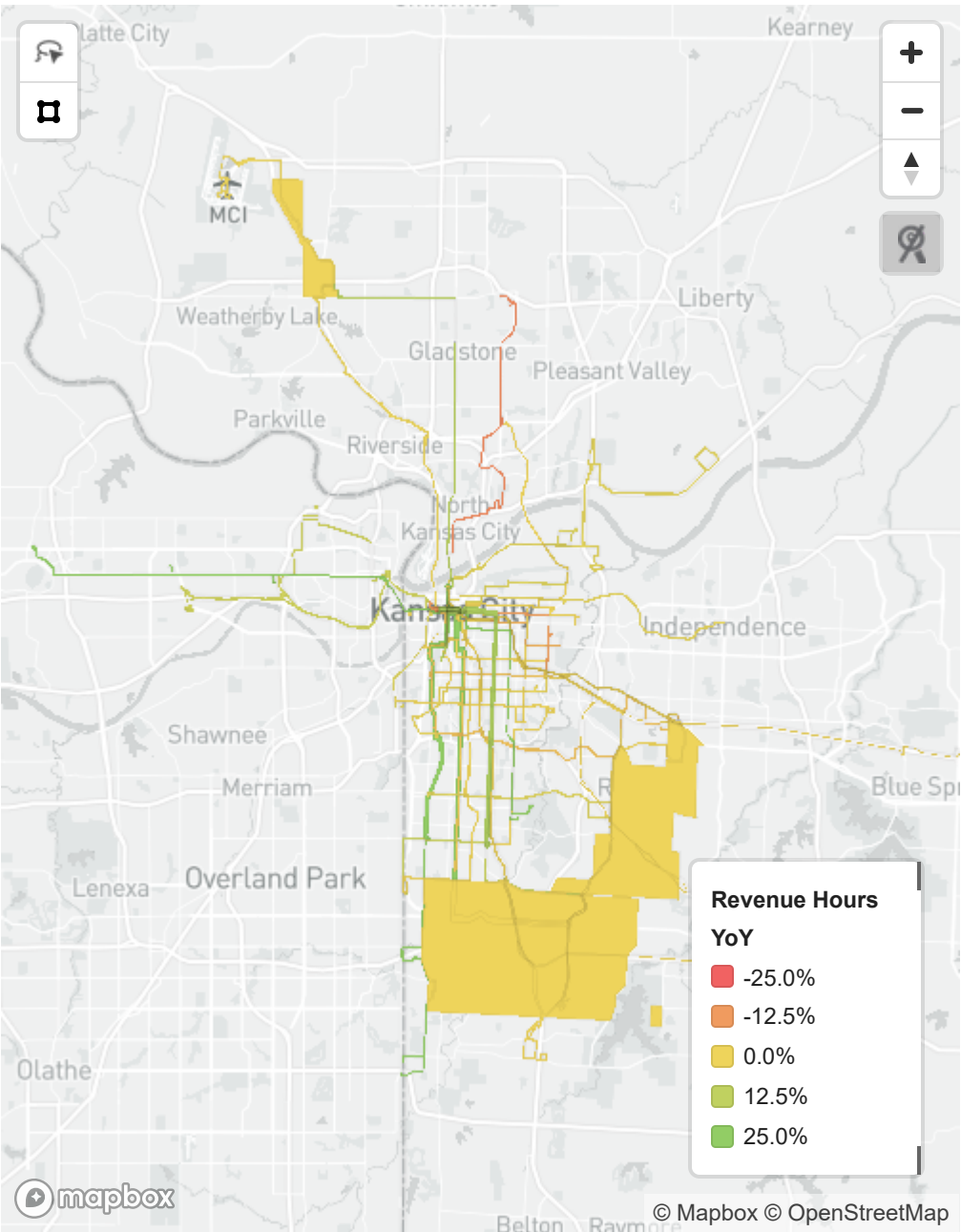
Efficiency

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
$1.92	**- 5.6%**
July 2023	July 2023

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	$1.56	-7.0%
2	Troost MAX	$1.59	8.8%
3	Prospect MAX	$1.19	-1.9%
9	9th Street	$2.96	-11.9%
11	Northeast-Westside	$2.85	11.2%
12	12th Street	$1.79	-8.2%
18	Indiana	$2.18	4.7%
21	Cleveland-Antioch	$2.83	-12.4%
23	23rd Street	$2.92	-28.0%
24	Independence	$1.13	-12.5%
25	Troost	$1.43	-7.0%
27	27th Street	$2.91	12.9%
28	Blue Ridge	$2.80	-9.5%
29	Blue Ridge Limited	$3.89	-15.5%
31	31st Street	$1.46	-11.3%
35	35th Street	$2.92	-1.8%
39	39th Street	$1.25	-1.5%
47	Broadway	$1.90	-6.5%
57	Wornall	$3.83	2.0%
63	63rd Street	$1.67	-3.0%
71	Prospect	$2.44	3.9%
75	75th Street	$2.59	19.2%
85	Paseo	$2.03	-5.5%
99	South Kansas City Flex	$17.53	-2.6%
101	State Ave	$1.67	-1.3%
106	Quindaro-Amazon	$3.28	11.8%
201	North Oak	$2.69	-8.8%
210	Front Street	$3.22	-10.9%
229	Boardwalk/KCI	$4.21	-10.0%
238	Meadowbrook	$3.45	-31.2%
297	Tiffany Springs Flex	$98.04	173.0%
399	Raytown Flex	$19.36	0.4%
550	Lee's Summit Express	$8.47	15.7%
570	Blue Springs Express	$14.23	22.2%

Mode	Day	Community
All	All	Kansas City, MO

Previous Months

1/1/2019 — 7/1/2023

Cost per Rider

Year: 2019, 2020, 2021, 2022, 2023
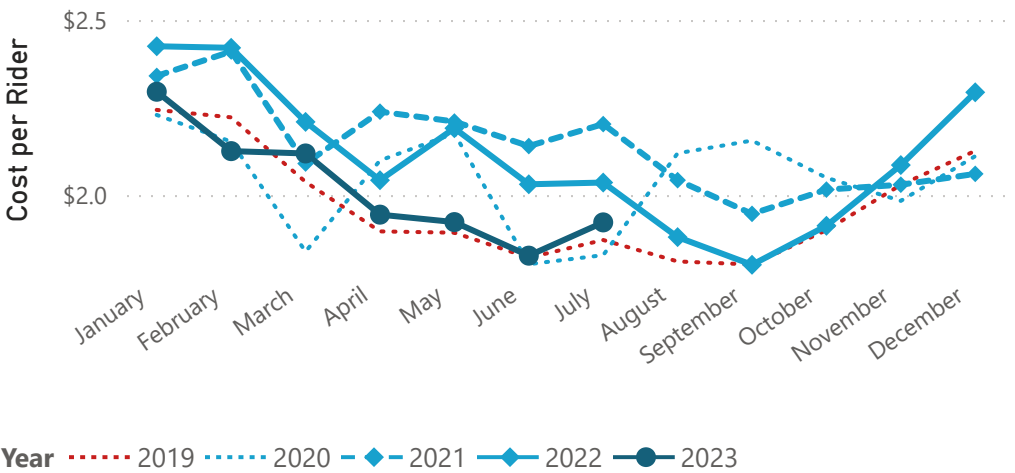
Cost per Rider Change - Year over Year

Cost per Rider YoY
- -25.0%
- -12.5%
- 0.0%
- 12.5%
- 25.0%

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RideKC
Kansas City Area Transportation Authority

Mode	Day	Community
All	All	Kansas City, MO

Previous Months

1/1/2019	7/1/2023
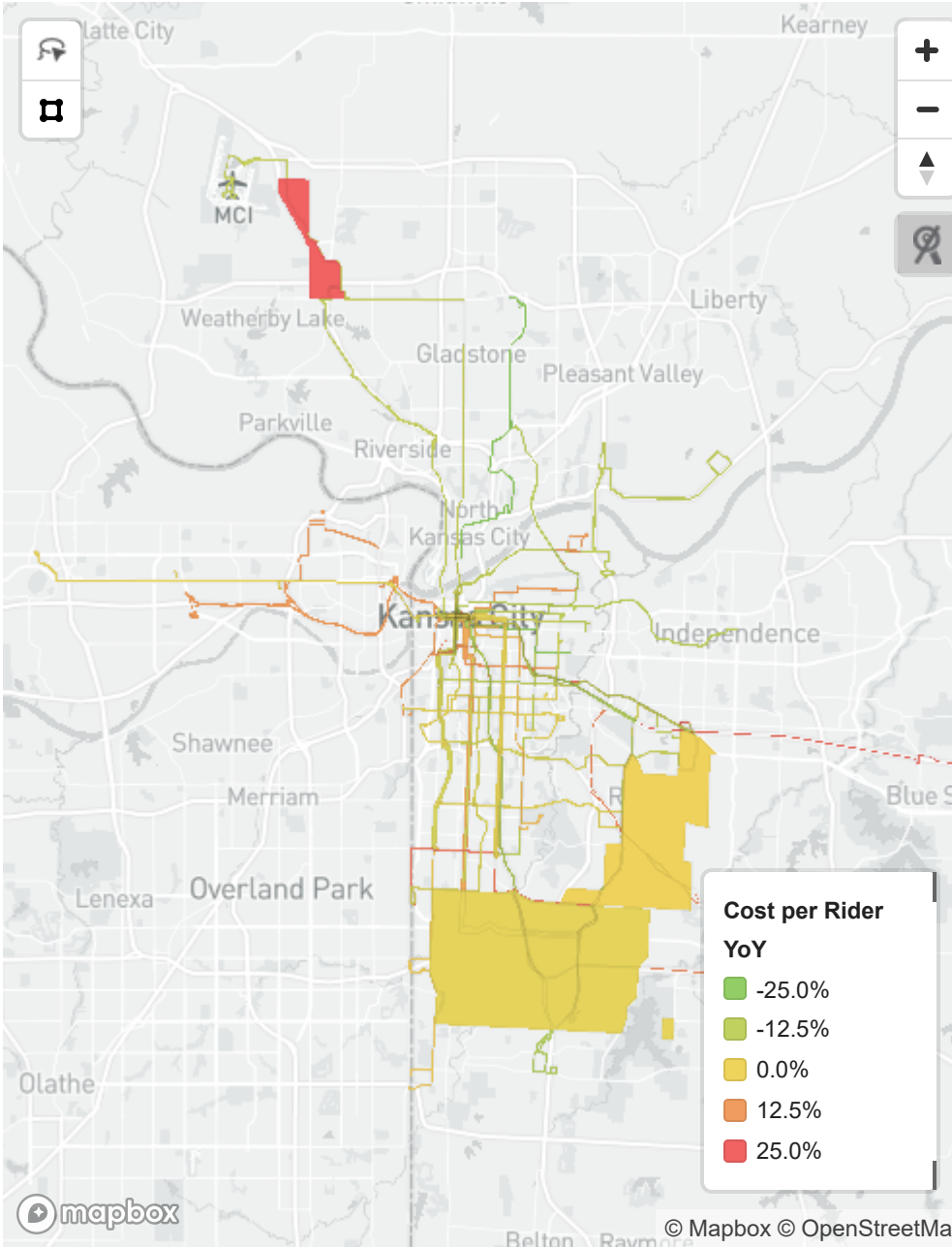
Reliability

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 2 minutes early or 10 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.

In July 2023 On Time Performance criteria were changed to better reflect our community and union agreements. Past data will be updated to keep consistency. OTP for 47 Broadway and 75 75th Street has been omitted for the month of July due to ongoing construction along these routes.

On-Time Performance

On-Time Performance	Year-over-Year Change
93.44%	**15.54%**
July 2023	July 2023

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	94.06%	23.55%	96.2%
2	Troost MAX	20	94.82%	12.10%	95.8%
3	Prospect MAX	15	94.49%	11.68%	95.6%
9	9th Street	60	93.18%	34.89%	98.6%
11	Northeast-Westside	30	91.23%	13.19%	97.7%
12	12th Street	45	93.64%	11.28%	94.3%
18	Indiana	30	92.36%	5.54%	97.3%
21	Cleveland-Antioch	60	94.53%	20.28%	98.2%
23	23rd Street	60	96.95%	5.47%	99.8%
24	Independence	20	93.65%	22.05%	96.9%
25	Troost	30	97.55%	9.99%	98.7%
27	27th Street	60	95.37%	9.21%	98.4%
28	Blue Ridge	60	93.98%	2.72%	98.0%
29	Blue Ridge Limited		88.52%	9.67%	97.5%
31	31st Street	15	92.10%	7.83%	97.2%
35	35th Street	45	91.32%	24.91%	100.0%
39	39th Street	30	95.11%	8.84%	95.9%
57	Wornall	45	95.25%	18.83%	98.8%
63	63rd Street	60	96.25%	16.18%	99.7%
71	Prospect	60	87.29%	6.82%	96.6%
85	Paseo	60	90.35%	11.06%	98.8%
101	State Ave	30	91.74%	39.43%	99.0%
106	Quindaro-Amazon	60	93.25%	4.00%	98.3%
201	North Oak	30	94.44%	21.68%	98.1%
210	Front Street	60	91.57%	24.13%	98.8%
229	Boardwalk/KCI	60	88.84%	45.48%	94.5%
238	Meadowbrook	60	89.90%	61.14%	99.9%
550	Lee's Summit Express		71.65%	7.69%	100.0%
570	Blue Springs Express		82.39%	1.69%	98.8%
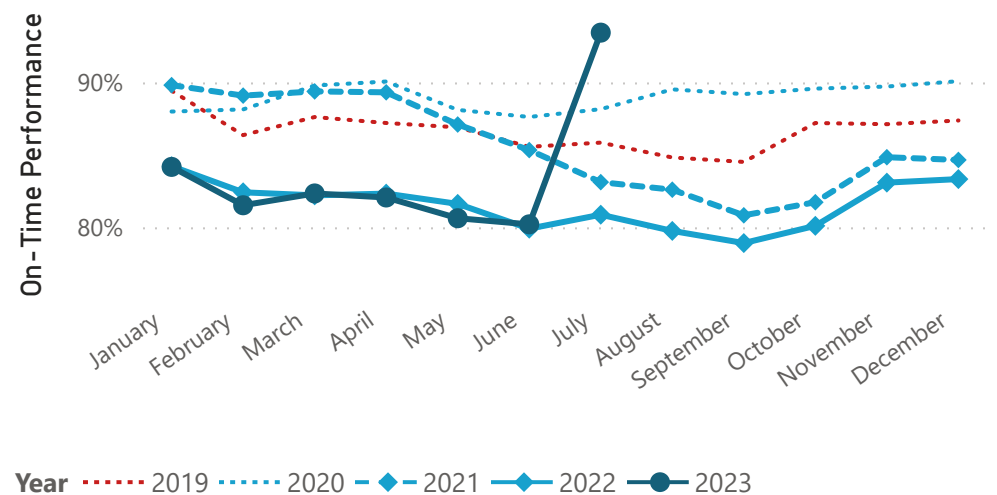
On-Time Performance Change - Year over Year

OTP YoY
- -25.00%
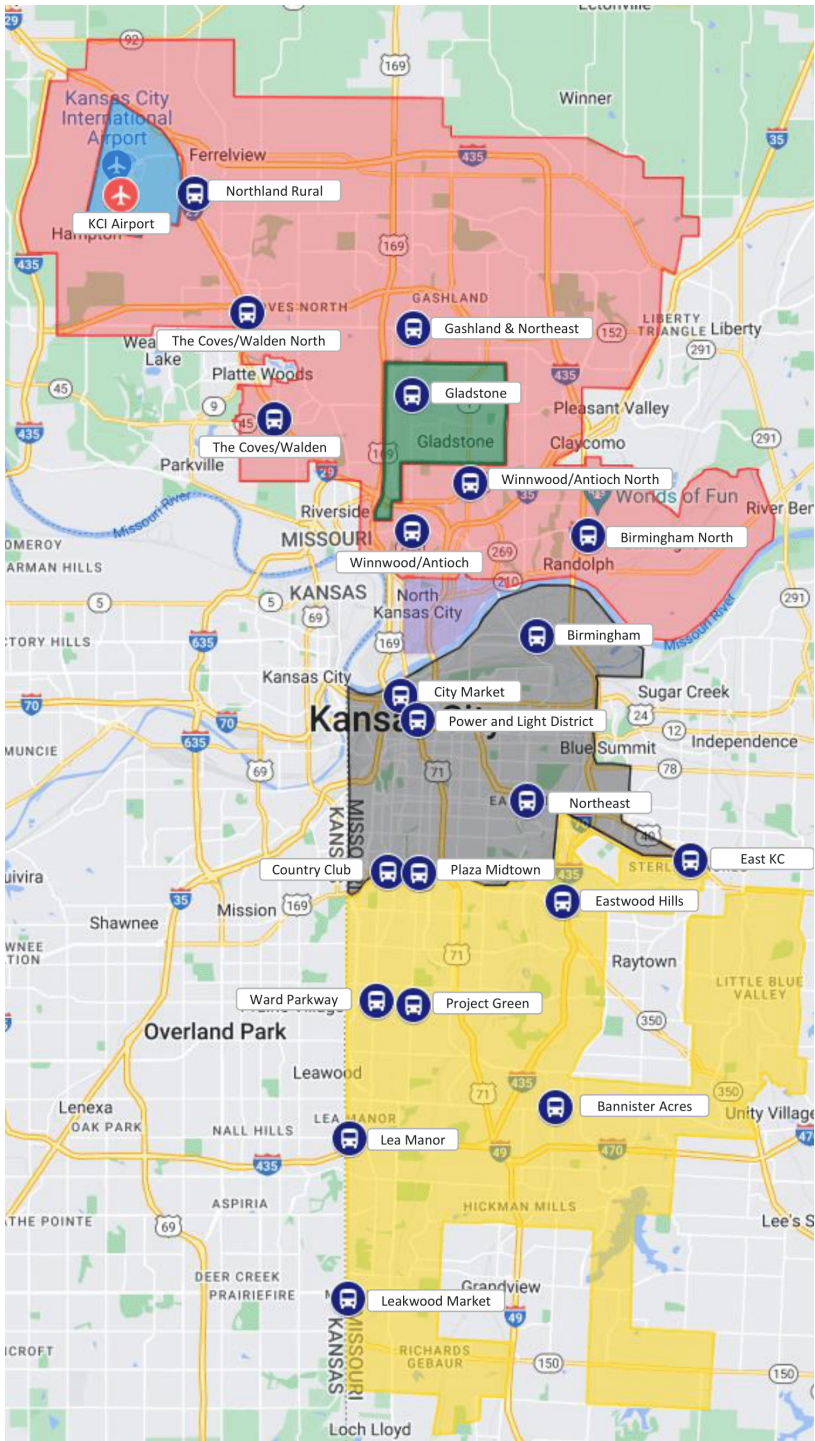- 0.00%
- 12.50%
- 25.00%

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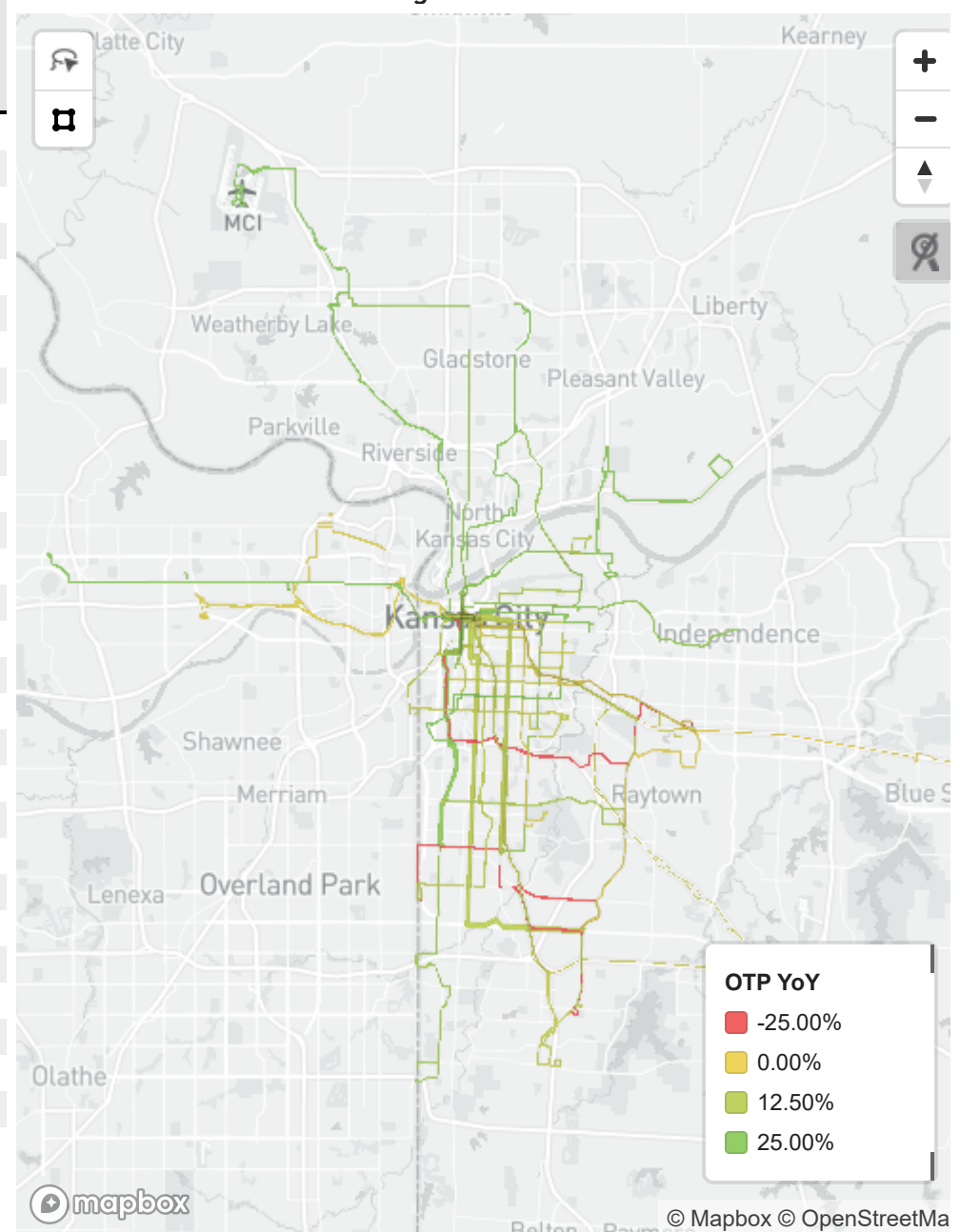
RideKC®
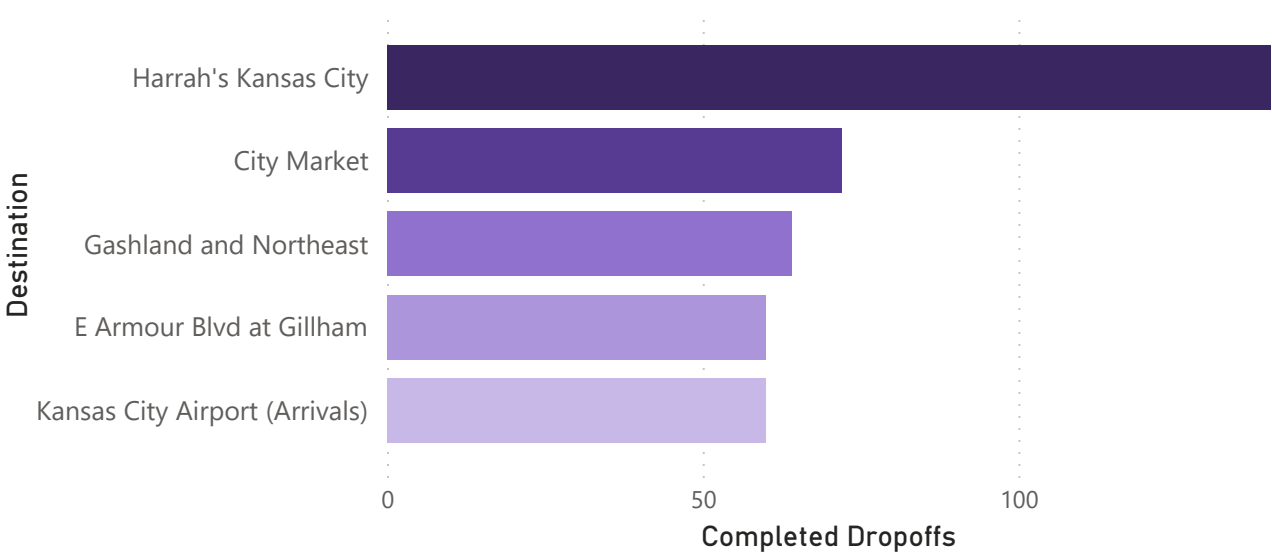## Kansas City Area Transportation Authority

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. As of July 2023, the IRIS service area has expanded to include all of Kansas City, MO. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.

Popular Destinations

Bar chart — Completed Dropoffs by Destination:
- Harrah's Kansas City
- City Market
- Gashland and Northeast
- E Armour Blvd at Gillham
- Kansas City Airport (Arrivals)

Average Wait Time (Minutes)
July 2023

7.20

Average Trip Time (Minutes)
July 2023

16.30

Average Daily Ridership
July 2023

159.70

Monthly Trips
July 2023

4405

Monthly Ridership
July 2023

4951

IRIS service area map.

Ridership

Line chart — Total Passengers by Month (Mar 2023 – Jul 2023).