

RideKC Transit Key Performance Indicators

June 2024

Report Submitted July 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

📅

6/1/2024

📅

Completed Trips

98.2%

Goal: 97.0%

June 2024

Fixed Route OTP

86.2%

Goal: 80.0%, 90.0%

June 2024

Paratransit OTP

94.0%

Goal: 95.0%

June 2024

Fixed + Flex + Iris Ridership

1,016,307

June 2024

Fixed Route Ridership

987,234

June 2024

Flex + Iris Ridership

29,073

June 2024

Revenue Hours

28,816

June 2024

Passengers per Revenue Hour

31

June 2024

Platform Hours

40,114

June 2024

Cost per Passenger

\$1.97

June 2024

Paratransit Trips

21,625

June 2024

Paratransit Passengers

23,726

June 2024

Road Calls

25

June 2024

Vehicle Incidents

31

June 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

991,347

-3.95%

June 2024

June 2024

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	79,359	2,645	3.52%
2	Troost MAX	97,201	3,240	0.81%
3	Prospect MAX	142,405	4,747	-2.43%
9	9th Street	8,946	298	28.63%
11	Northeast-Westside	36,612	1,220	10.70%
12	12th Street	26,837	895	-18.15%
18	Indiana	37,773	1,259	9.70%
19	Crossroads	2,052	68	
21	Cleveland-Antioch	14,103	564	0.81%
23	23rd Street	8,506	284	21.13%
24	Independence	75,444	2,515	-5.08%
25	Troost	38,364	1,279	-0.78%
27	27th Street	8,599	287	-11.80%
28	Blue Ridge	13,432	537	0.19%
29	Blue Ridge Limited	1,933	97	-32.34%
31	31st Street	76,378	2,546	-7.82%
35	35th Street	16,918	564	-23.47%
39	39th Street	45,430	1,514	-17.61%
47	Broadway	37,568	1,252	-5.17%
57	Wornall	12,080	403	6.30%
63	63rd Street	11,268	376	7.52%
71	Prospect	12,952	432	-24.04%
75	75th Street	13,894	463	-10.17%
85	Paseo	21,641	721	-18.68%
99	South Kansas City Flex	3,446	138	0.73%
101	State Ave	56,997	1,900	-2.11%
106	Quindaro-Amazon	12,367	412	5.81%
201	North Oak	26,752	892	-17.21%
210	Front Street	16,112	537	-1.41%
229	Boardwalk/KCI	18,790	626	-3.65%
238	Meadowbrook	15,735	525	-7.32%
297	Tiffany Springs Flex	166	8	33.87%
399	Raytown Flex	501	25	20.43%
550	Lee's Summit Express	603	30	5.42%
570	Blue Springs Express	183	9	-47.71%

Mode

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Day

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Community

▼

All

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All

▼

Kansas City, MO

▼

Previous Months

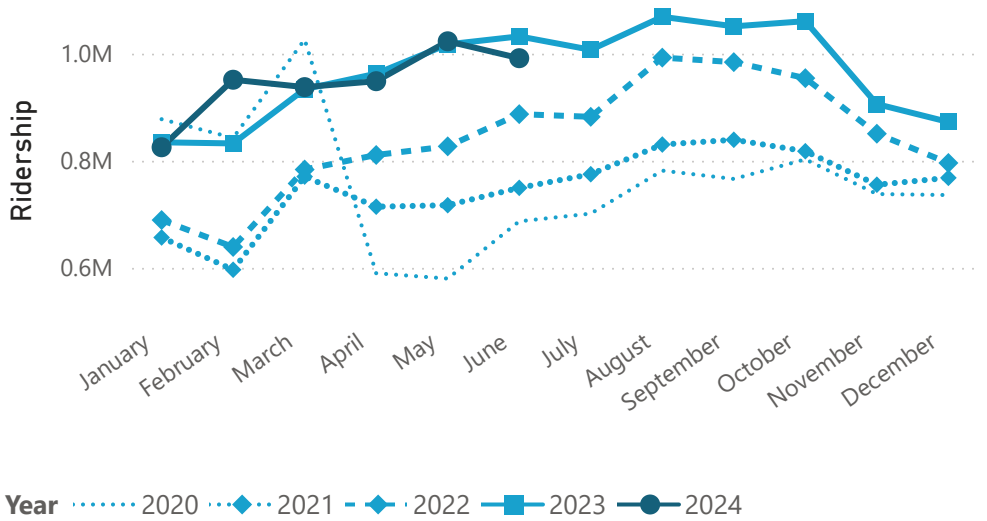
1/1/2019

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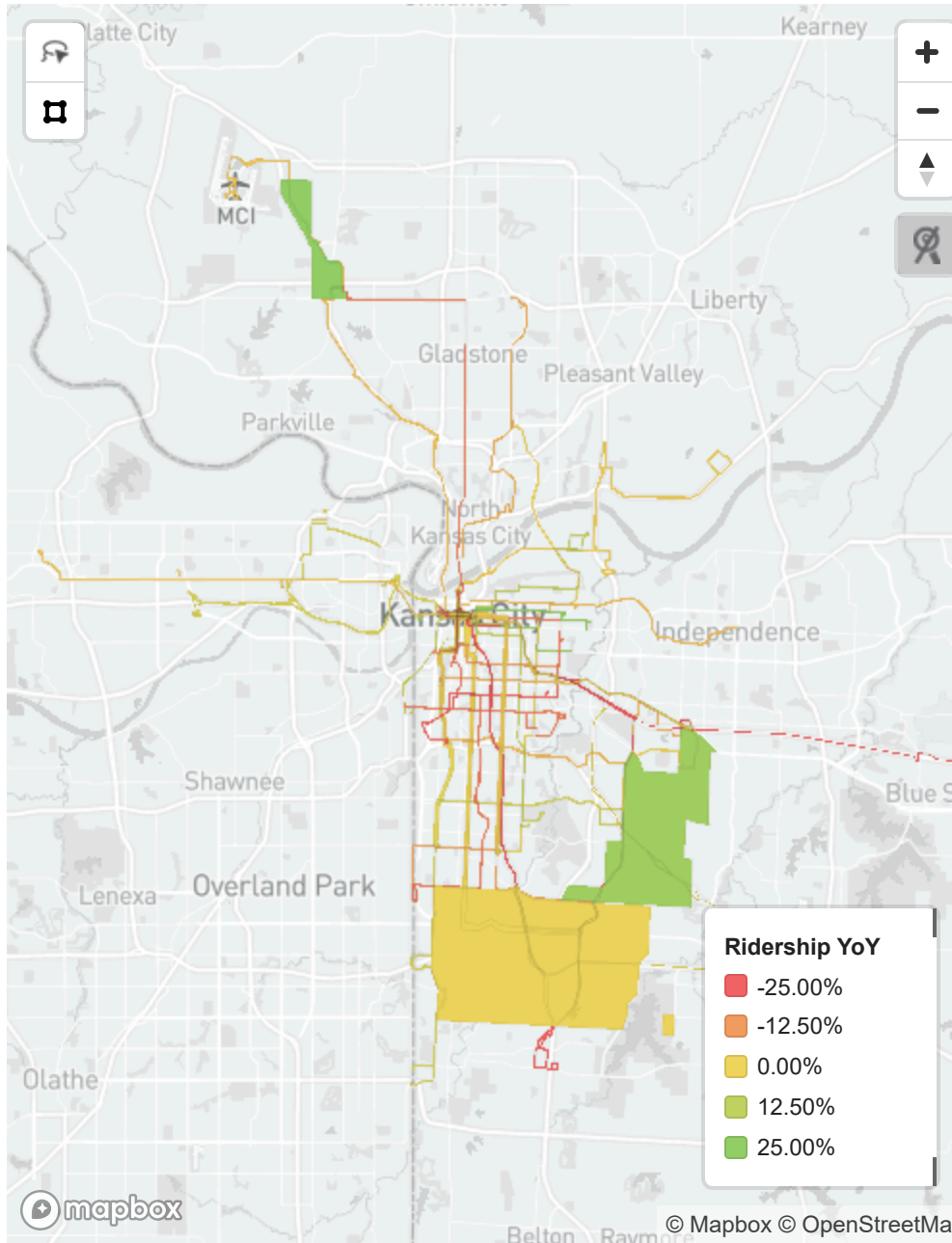
6/1/2024

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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

Year-over-Year Change

28,816

3.7%

June 2024

June 2024

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,317	-1.1%
2	Troost MAX	2,368	0.7%
3	Prospect MAX	3,034	4.5%
9	9th Street	365	16.9%
11	Northeast-Westside	1,348	0.1%
12	12th Street	659	-1.8%
18	Indiana	1,174	1.3%
19	Crossroads	349	
21	Cleveland-Antioch	536	-0.8%
23	23rd Street	325	-0.1%
24	Independence	1,327	1.9%
25	Troost	884	-0.0%
27	27th Street	435	-0.1%
28	Blue Ridge	391	-0.5%
29	Blue Ridge Limited	123	-18.3%
31	31st Street	1,956	7.5%
35	35th Street	661	-14.5%
39	39th Street	1,015	3.2%
47	Broadway	1,302	12.6%
57	Wornall	679	1.9%
63	63rd Street	274	-0.1%
71	Prospect	525	-4.1%
75	75th Street	737	43.7%
85	Paseo	909	0.4%
99	South Kansas City Flex	972	-0.3%
101	State Ave	226	9.8%
106	Quindaro-Amazon	133	-1.3%
201	North Oak	1,208	6.3%
210	Front Street	861	-0.2%
229	Boardwalk/KCI	1,068	1.3%
238	Meadowbrook	416	0.2%
297	Tiffany Springs Flex	163	-4.8%
399	Raytown Flex	80	-4.8%
550	Lee's Summit Express		-0.2%
570	Blue Springs Express		-52.4%

Mode

Day

Community

All

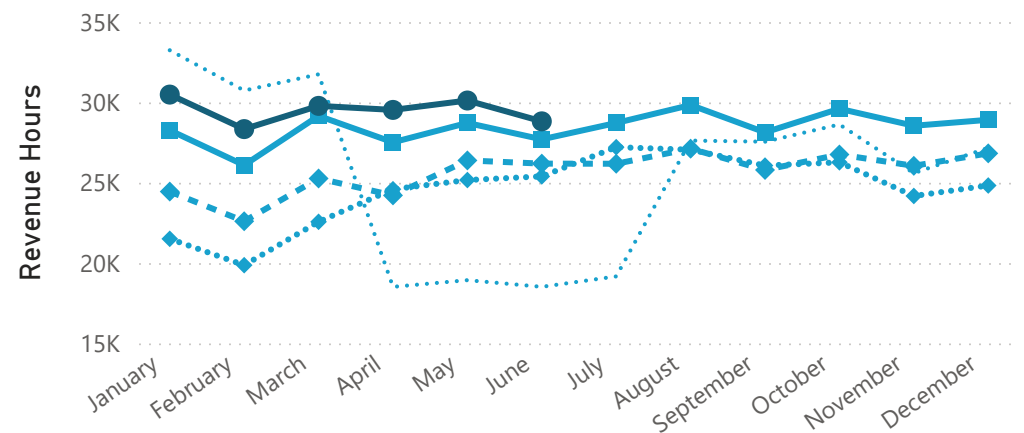
All

Kansas City, MO

Previous Months

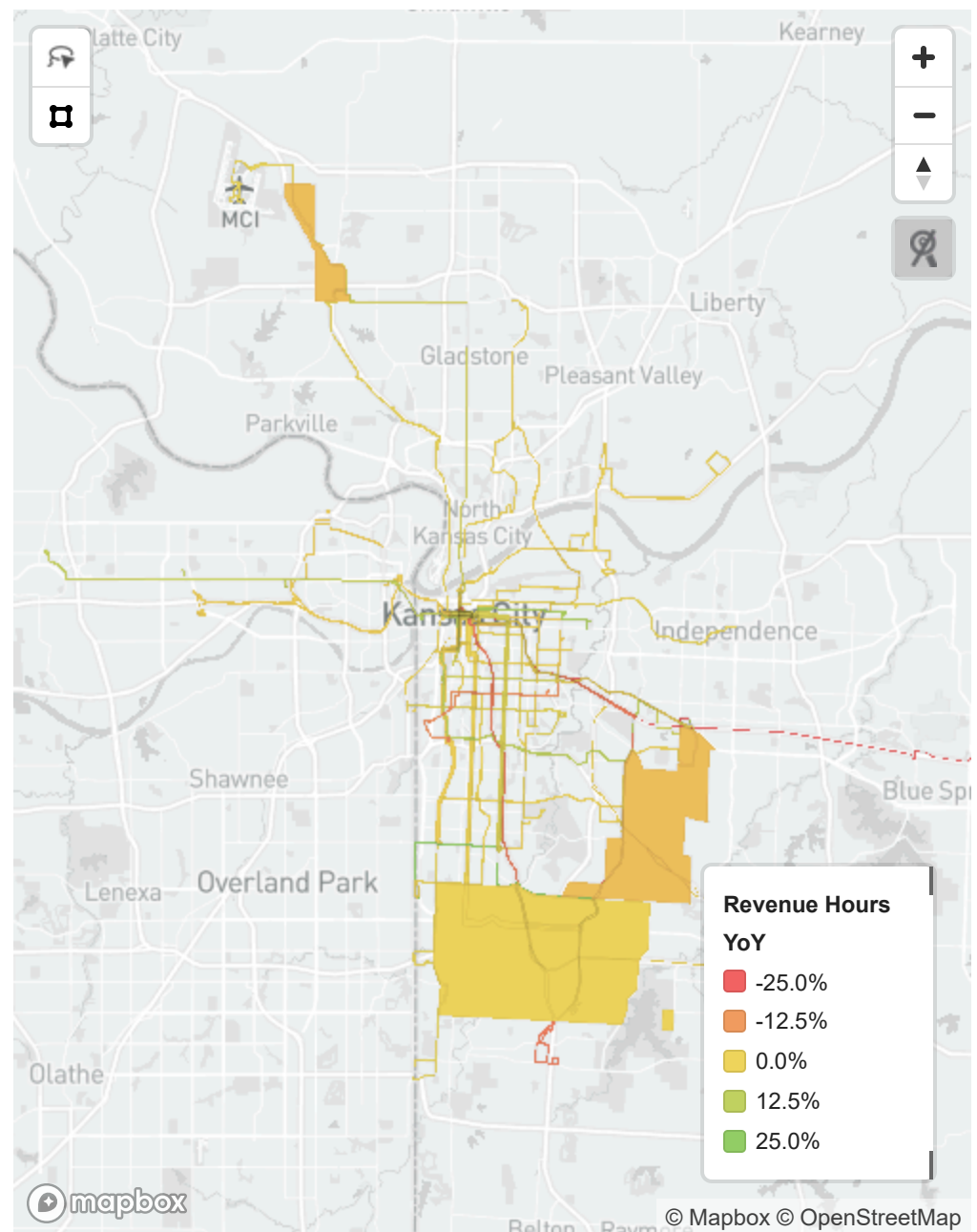
1/1/2019

6/1/2024



Year 2020 2021 2022 2023 2024

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

\$1.97

7.8%

June 2024

June 2024

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.75	-4.5%
2	Troost MAX	\$1.46	-0.1%
3	Prospect MAX	\$1.28	7.1%
9	9th Street	\$2.45	-9.1%
11	Northeast-Westside	\$2.42	-9.6%
12	12th Street	\$1.47	20.0%
18	Indiana	\$1.87	-7.7%
19	Crossroads	\$10.19	
21	Cleveland-Antioch	\$2.35	-1.6%
23	23rd Street	\$2.29	-17.5%
24	Independence	\$1.20	7.4%
25	Troost	\$1.38	0.7%
27	27th Street	\$3.04	13.2%
28	Blue Ridge	\$2.50	-0.6%
29	Blue Ridge Limited	\$4.07	20.8%
31	31st Street	\$1.69	19.0%
35	35th Street	\$2.34	11.7%
39	39th Street	\$1.46	26.5%
47	Broadway	\$2.28	18.7%
57	Wornall	\$3.37	-6.0%
63	63rd Street	\$1.52	-7.1%
71	Prospect	\$2.43	26.3%
75	75th Street	\$3.27	60.0%
85	Paseo	\$2.52	23.5%
99	South Kansas City Flex	\$16.93	-1.0%
101	State Ave	\$1.62	12.2%
106	Quindaro-Amazon	\$2.86	-6.8%
201	North Oak	\$3.42	28.4%
210	Front Street	\$3.21	1.3%
229	Boardwalk/KCI	\$3.54	-0.9%
238	Meadowbrook	\$3.35	8.1%
297	Tiffany Springs Flex	\$59.06	-28.9%
399	Raytown Flex	\$19.17	-20.9%
550	Lee's Summit Express	\$9.49	-5.4%
570	Blue Springs Express	\$9.29	-8.9%

Mode

All

Day

All

Community

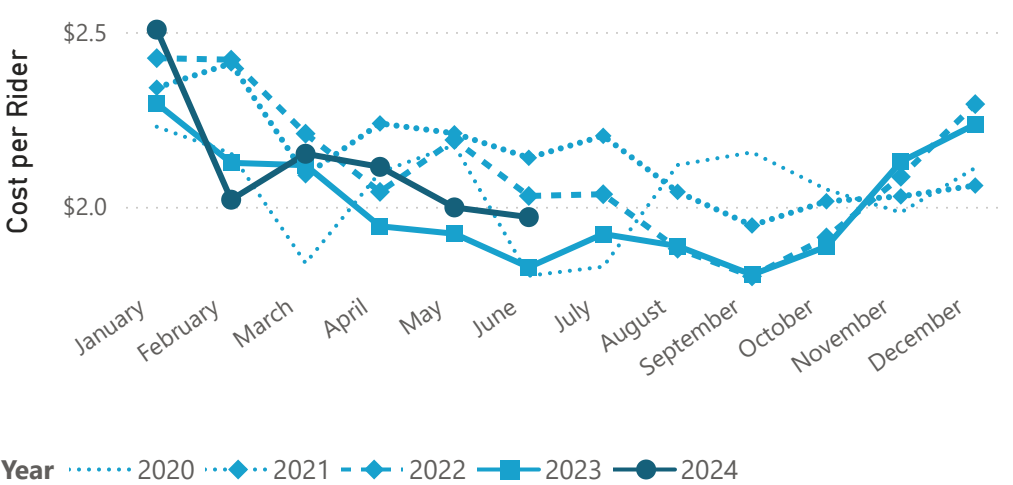
Kansas City, MO

Previous Months

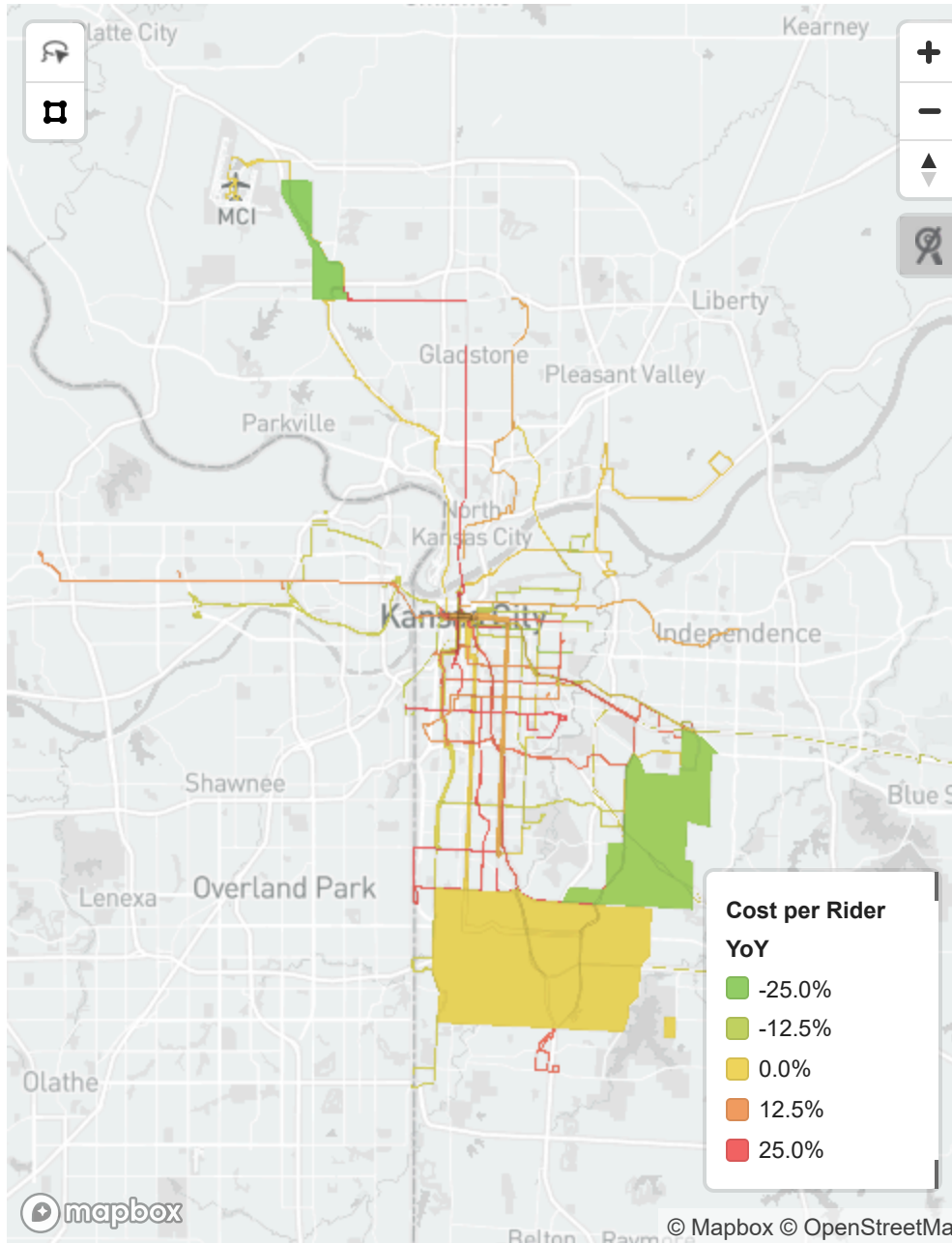
1/1/2019

6/1/2024

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

86.16%

7.43%

June 2024

June 2024

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	85.84%	5.21%	98.5%
2	Troost MAX	20	89.06%	7.60%	98.7%
3	Prospect MAX	15	87.49%	5.02%	97.3%
9	9th Street	60	85.23%	15.16%	98.3%
11	Northeast-Westside	30	83.44%	5.46%	98.8%
12	12th Street	45	77.51%		95.9%
18	Indiana	30	88.59%	6.88%	98.4%
19	Crossroads	30	89.34%		99.5%
21	Cleveland-Antioch	60	78.66%	-1.75%	99.2%
23	23rd Street	60	92.02%	13.23%	98.8%
24	Independence	20	87.28%	12.81%	97.8%
25	Troost	30	91.63%	1.27%	97.9%
27	27th Street	60	90.74%	17.83%	98.5%
28	Blue Ridge	60	81.29%	4.15%	98.5%
29	Blue Ridge Limited		82.65%	10.92%	98.3%
31	31st Street	15	90.00%	9.44%	97.9%
35	35th Street	45	72.01%	16.52%	100.0%
39	39th Street	30	93.41%	7.81%	98.3%
47	Broadway	45	73.81%		96.9%
57	Wornall	45	88.70%	0.15%	98.9%
63	63rd Street	60	88.17%	7.91%	100.0%
71	Prospect	60	82.06%	-1.05%	94.6%
75	75th Street	45	75.89%		99.3%
85	Paseo	60	84.50%	13.61%	98.4%
101	State Ave	30	77.87%	24.89%	98.4%
106	Quindaro-Amazon	60	87.15%	12.39%	97.8%
201	North Oak	30	76.96%	5.15%	98.7%
210	Front Street	60	84.50%	14.38%	99.5%
229	Boardwalk/KCI	60	81.29%	7.12%	98.3%
238	Meadowbrook	60	79.93%	12.72%	99.4%
550	Lee's Summit Express		65.45%	13.22%	100.0%
570	Blue Springs Express		84.68%	46.69%	92.5%

Mode

All

Day

All

Community

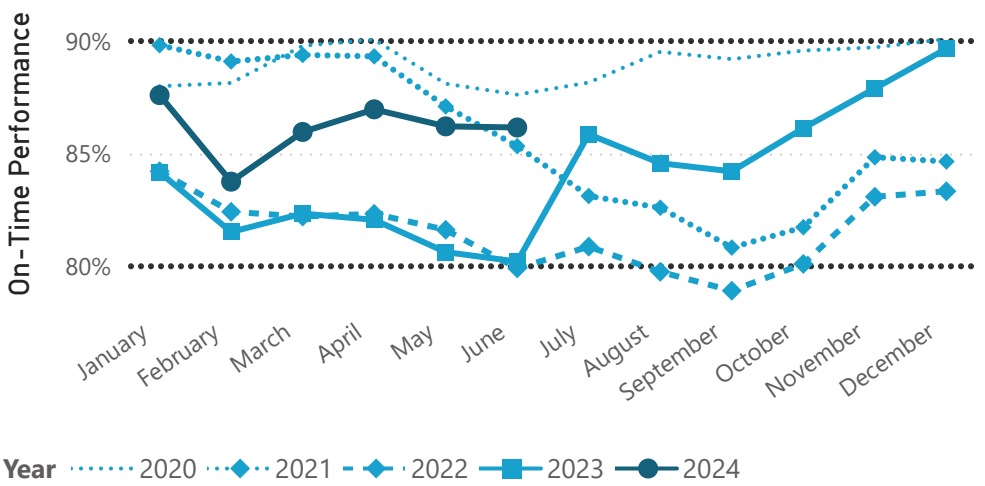
Kansas City, MO

Previous Months

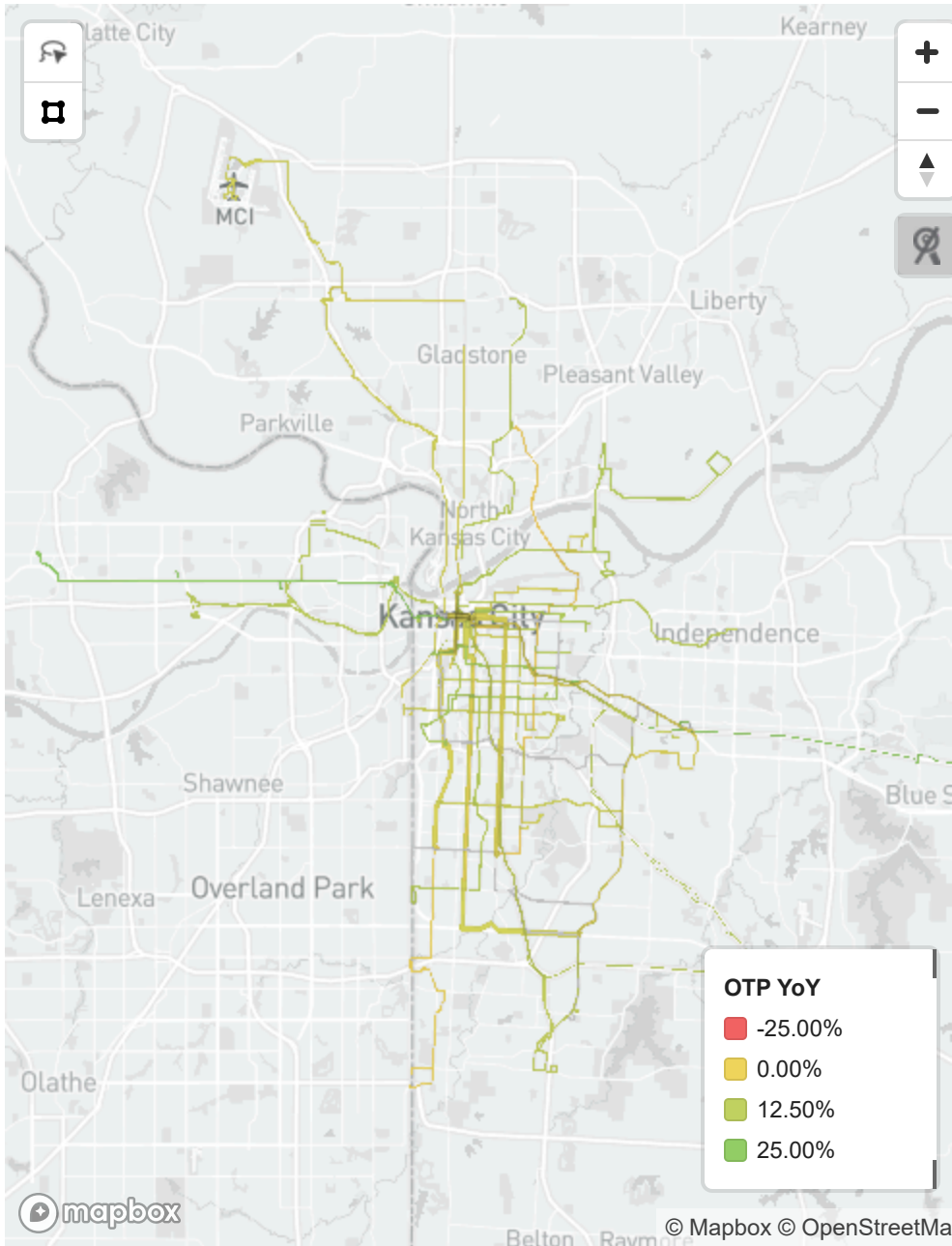
1/1/2019

6/1/2024

On-Time Performance



On-Time Performance Change - Year over Year



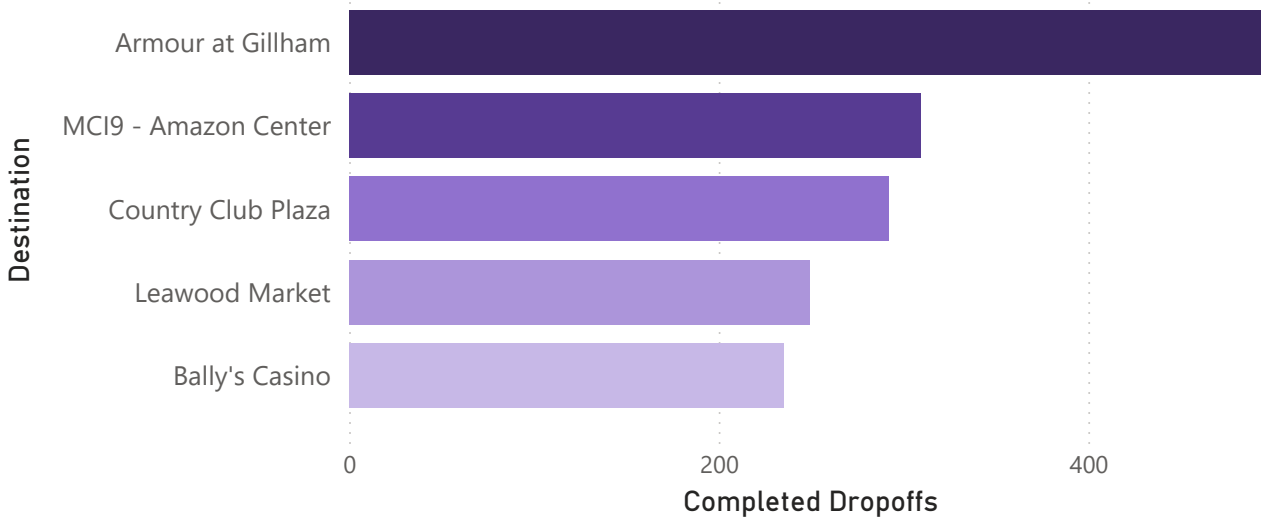
IRIS

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

June 2024

Average Trip Time (Minutes)

27

June 2024

Average Daily Ridership

832

June 2024

Monthly Trips

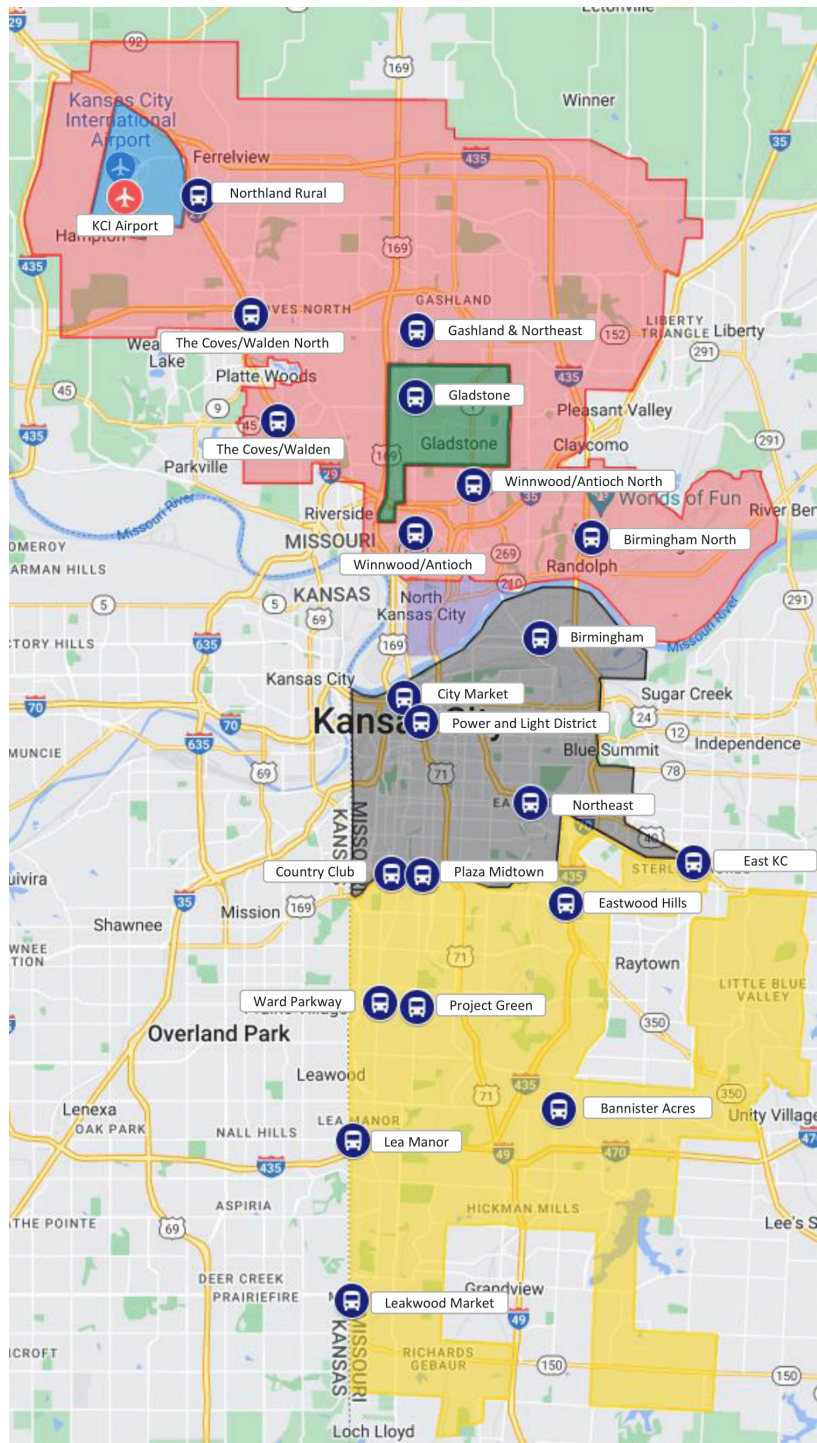
22,507

June 2024

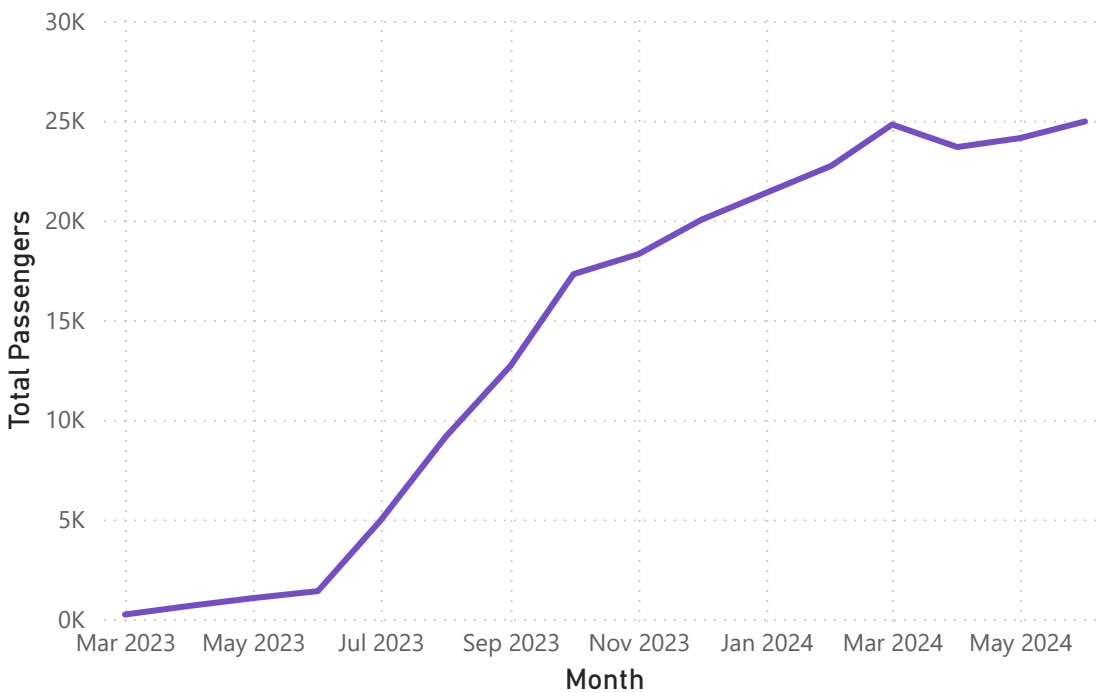
Monthly Ridership

24,960

June 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

4,464

June 2024

Unique Users

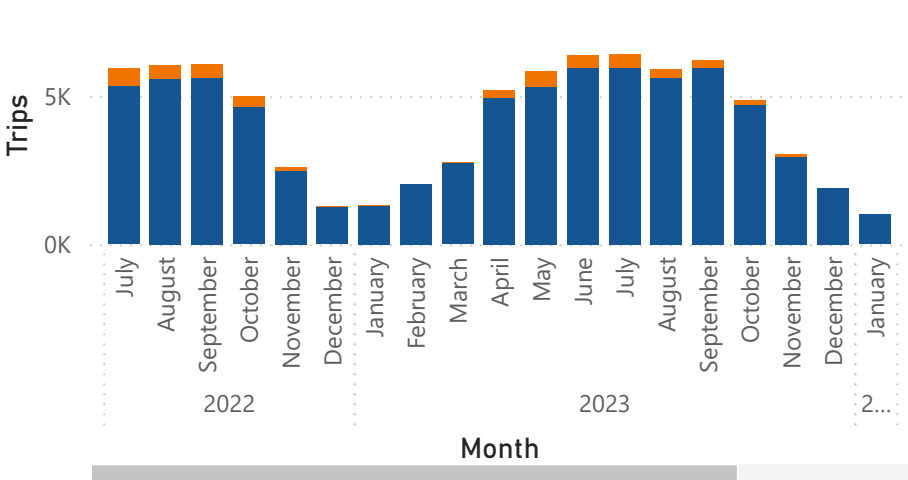
1,003

June 2024



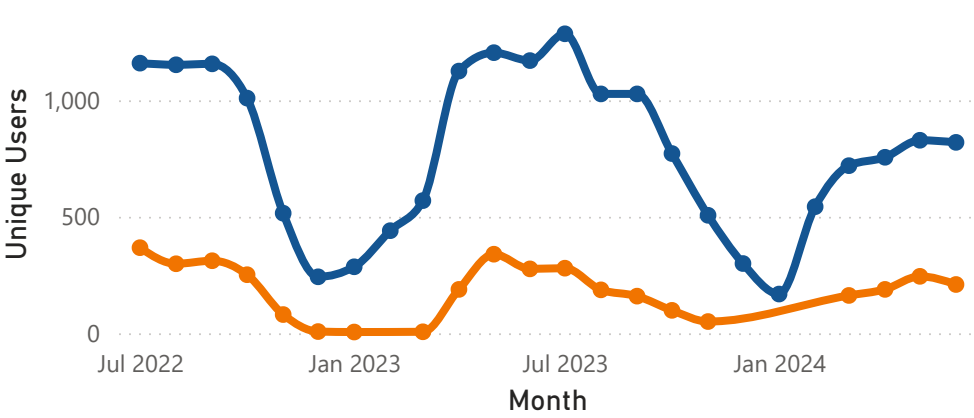
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



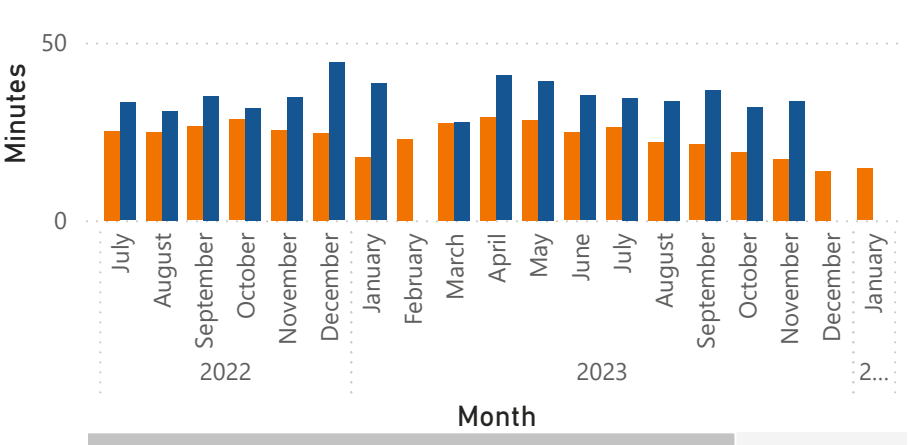
Avg Trip Time (mins)

24

June 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

