RideKC Transit Key Performance Indicators

June 2024
Report Submitted July 11, 2024

RideKC®
Kansas City Area
Transportation Authority

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	All

Previous Months

1/1/2019   6/1/2024

Completed Trips	Fixed Route OTP	Paratransit OTP
98.3%	**86.1%**	**94.0%**
Goal: 97.0%	Goal: 80.0%, 90.0%	Goal: 95.0%
June 2024	**June 2024**	**June 2024**

Fixed + Flex + Iris Ridership

1,033,825

June 2024

Fixed Route Ridership	Flex + Iris Ridership
1,003,785	**30,040**
June 2024	**June 2024**

Paratransit Trips	Paratransit Passengers
21,625	**23,726**
June 2024	**June 2024**

Revenue Hours	Passengers per Revenue Hour
33,403	**30**
June 2024	**June 2024**

Road Calls

25

June 2024

Platform Hours	Cost per Passenger
46,804	**$1.99**
June 2024	**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.

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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
1,008,865	**-3.88%**
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%
104	Argentine	9,035	361	9.63%
106	Quindaro-Amazon	12,367	412	5.81%
107	7th Street/Parallel	7,516	301	-6.66%
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%
298	North Kansas City Flex	967	32	-22.02%
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: All
Day: All
Community: All

Previous Months

1/1/2019 — 6/1/2024

Monthly Ridership

Year: ······ 2020 ◆ 2021 - ◆ - 2022 ■ 2023 ● 2024
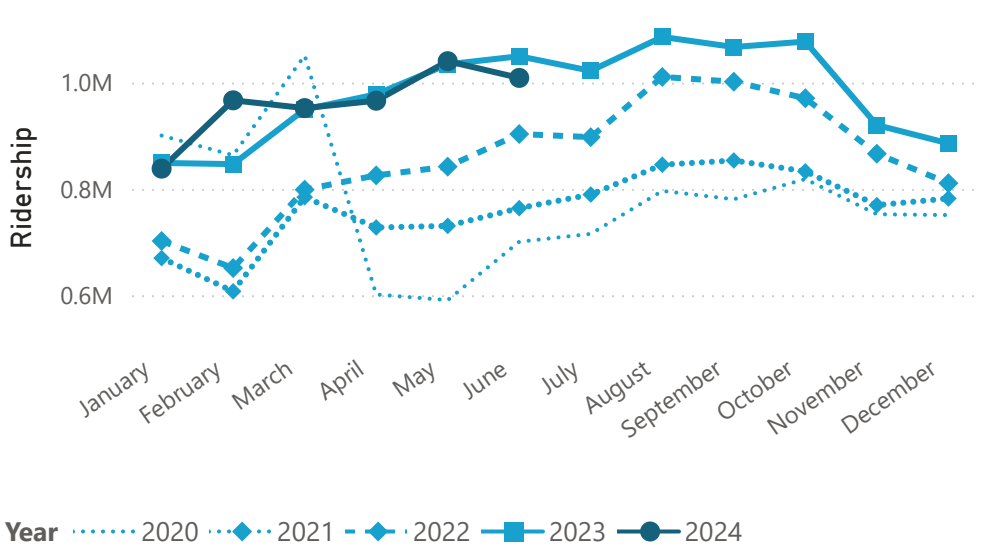
Ridership Change - Year over Year

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

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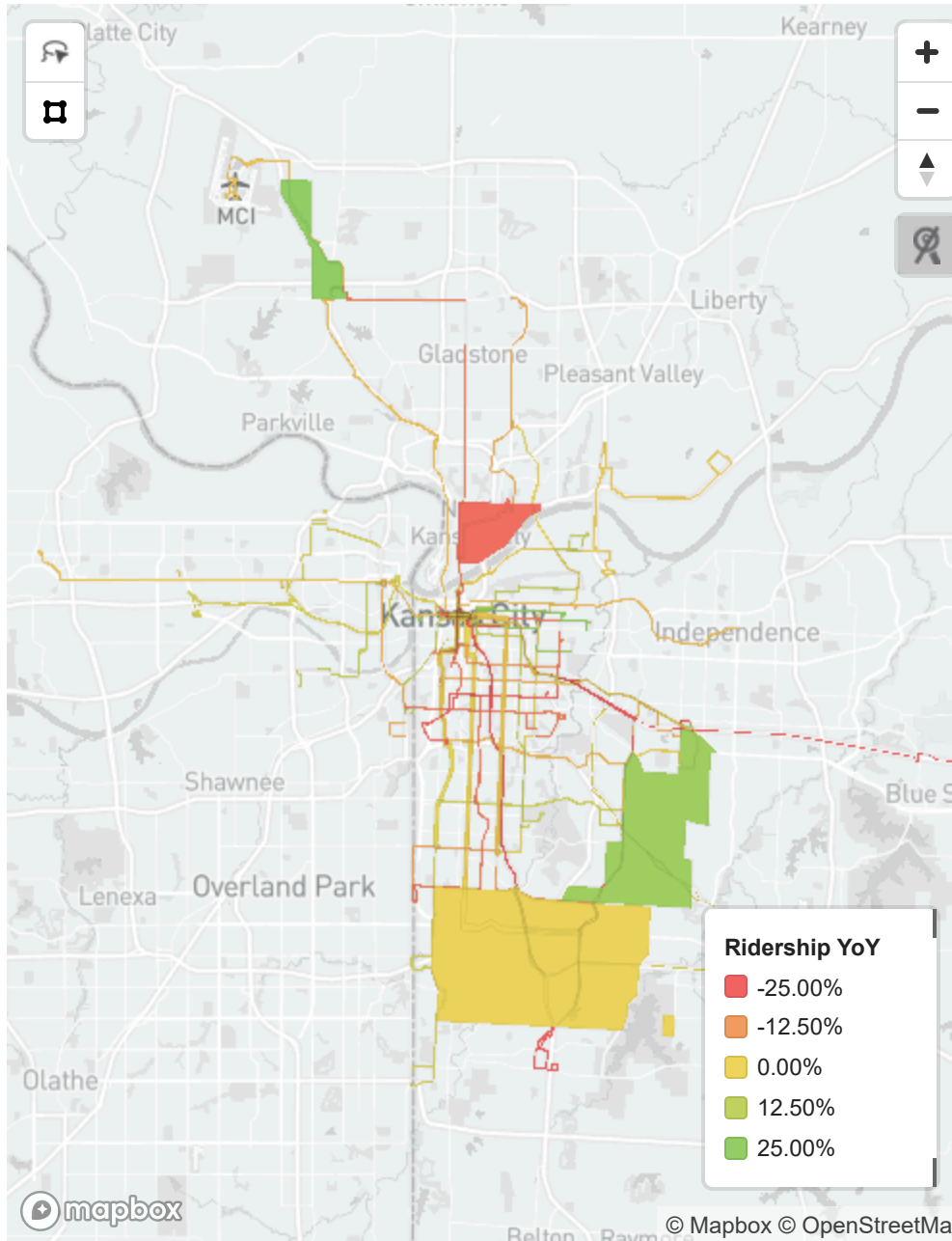
Service

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.

Revenue Hours	Year-over-Year Change
33,403	**3.9%**
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	1,474	0.1%
12	12th Street	659	-1.8%
18	Indiana	1,174	1.3%
19	Crossroads	349	
21	Cleveland-Antioch	552	-0.8%
23	23rd Street	325	-0.1%
24	Independence	1,507	1.9%
25	Troost	884	-0.0%
27	27th Street	435	-0.1%
28	Blue Ridge	561	-0.5%
29	Blue Ridge Limited	131	-18.3%
31	31st Street	2,107	7.5%
35	35th Street	661	-14.5%
39	39th Street	1,092	3.2%
47	Broadway	1,426	12.6%
57	Wornall	679	1.9%
63	63rd Street	286	-0.1%
71	Prospect	525	-4.1%
75	75th Street	757	43.7%
85	Paseo	909	0.4%
99	South Kansas City Flex	972	-0.3%
101	State Ave	1,535	9.8%
104	Argentine	261	12.5%
106	Quindaro-Amazon	588	-1.3%
107	7th Street/Parallel	224	8.9%
201	North Oak	1,523	6.3%
210	Front Street	861	-0.2%
229	Boardwalk/KCI	1,109	1.3%
238	Meadowbrook	878	0.2%
297	Tiffany Springs Flex	163	-4.8%
298	North Kansas City Flex	430	18.9%
399	Raytown Flex	160	-4.8%
550	Lee's Summit Express	95	-0.2%
570	Blue Springs Express	28	-52.4%

Revenue Hours

Year — 2020 ···◆··· 2021 —◆— 2022 —■— 2023 —●— 2024
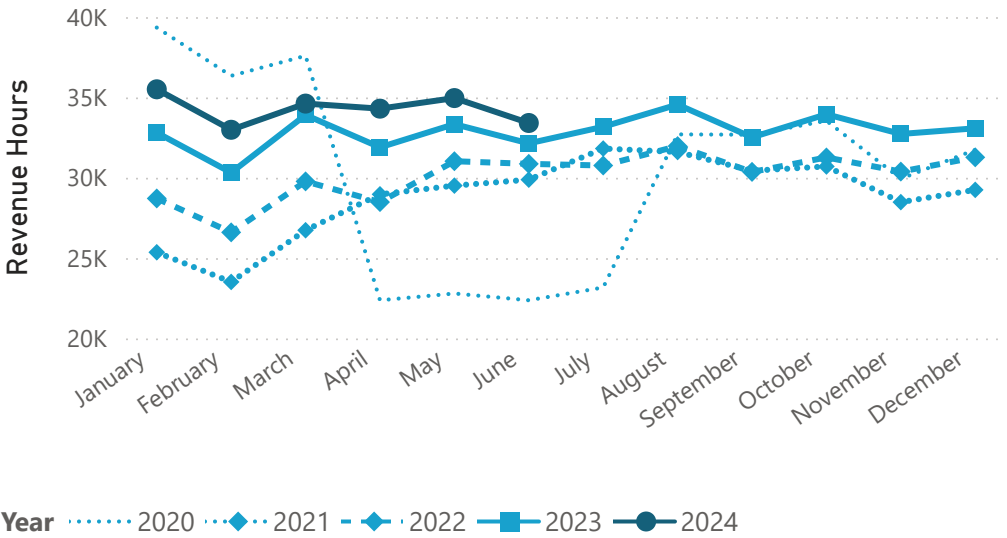
Revenue Hours Change - Year over Year

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

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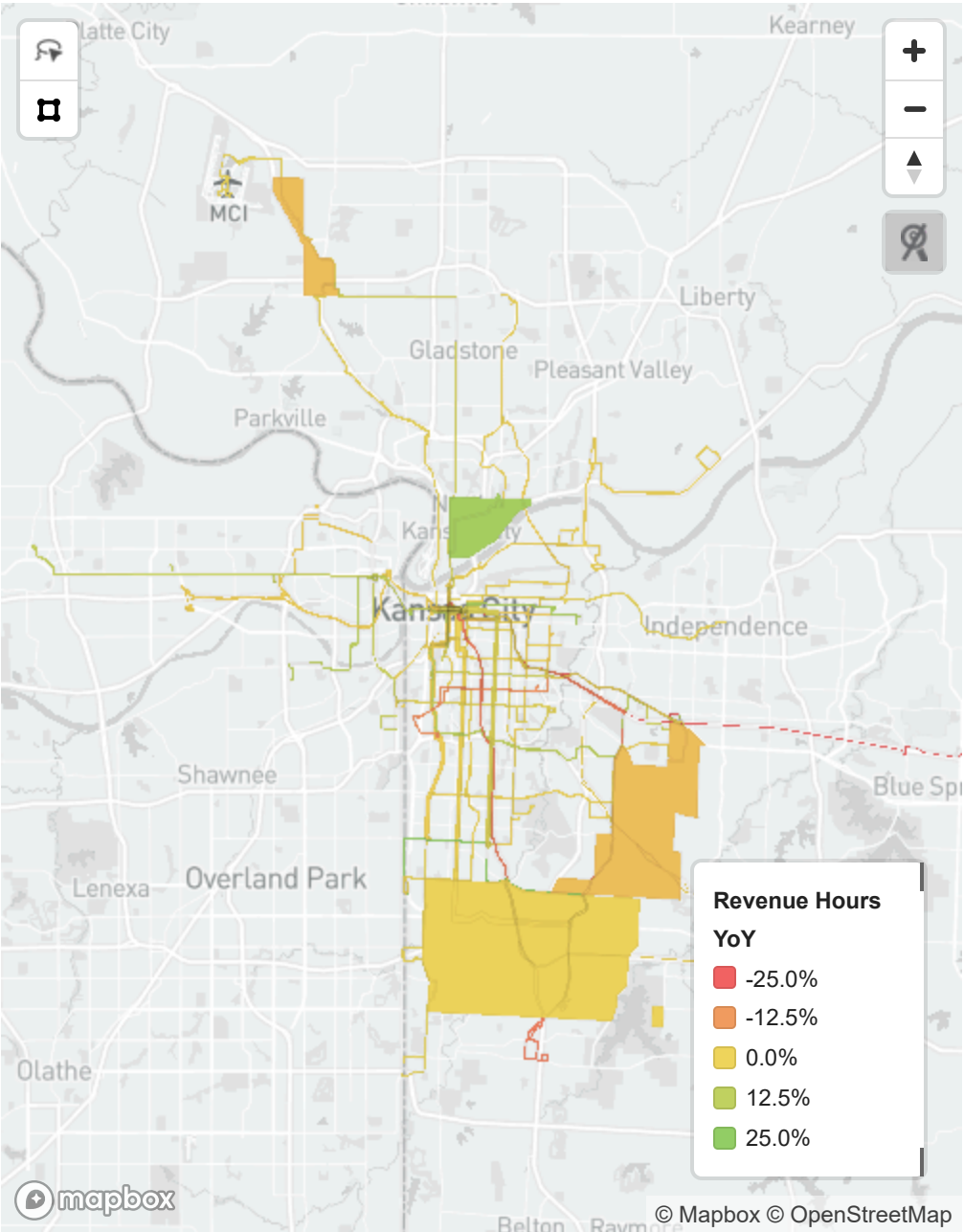
Efficiency

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
$1.99	**8.1%**
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%
104	Argentine	$1.74	2.6%
106	Quindaro-Amazon	$2.86	-6.8%
107	7th Street/Parallel	$1.79	16.6%
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%
298	North Kansas City Flex	$26.69	52.4%
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:** All

Previous Months: 1/1/2019 — 6/1/2024

Cost per Rider

Year — 2020 · 2021 · 2022 · 2023 · 2024
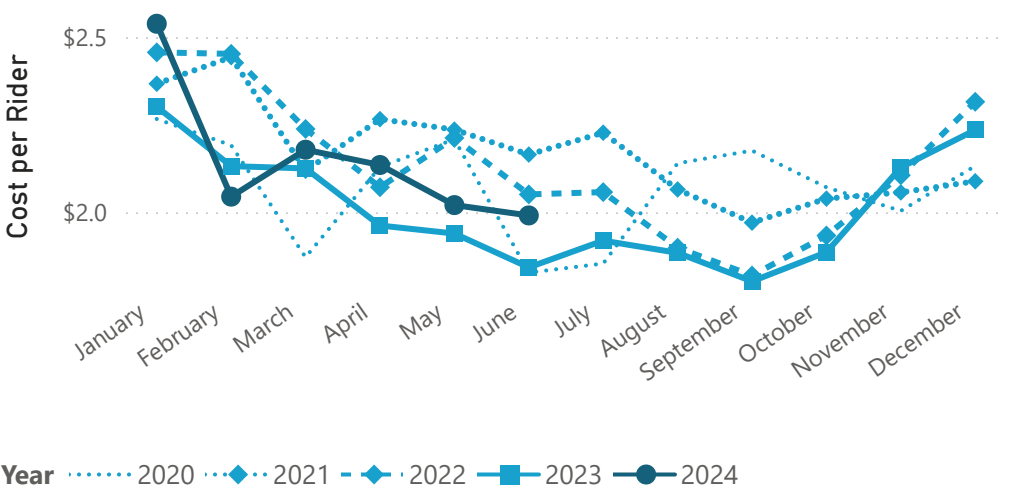
Cost per Rider Change - Year over Year

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

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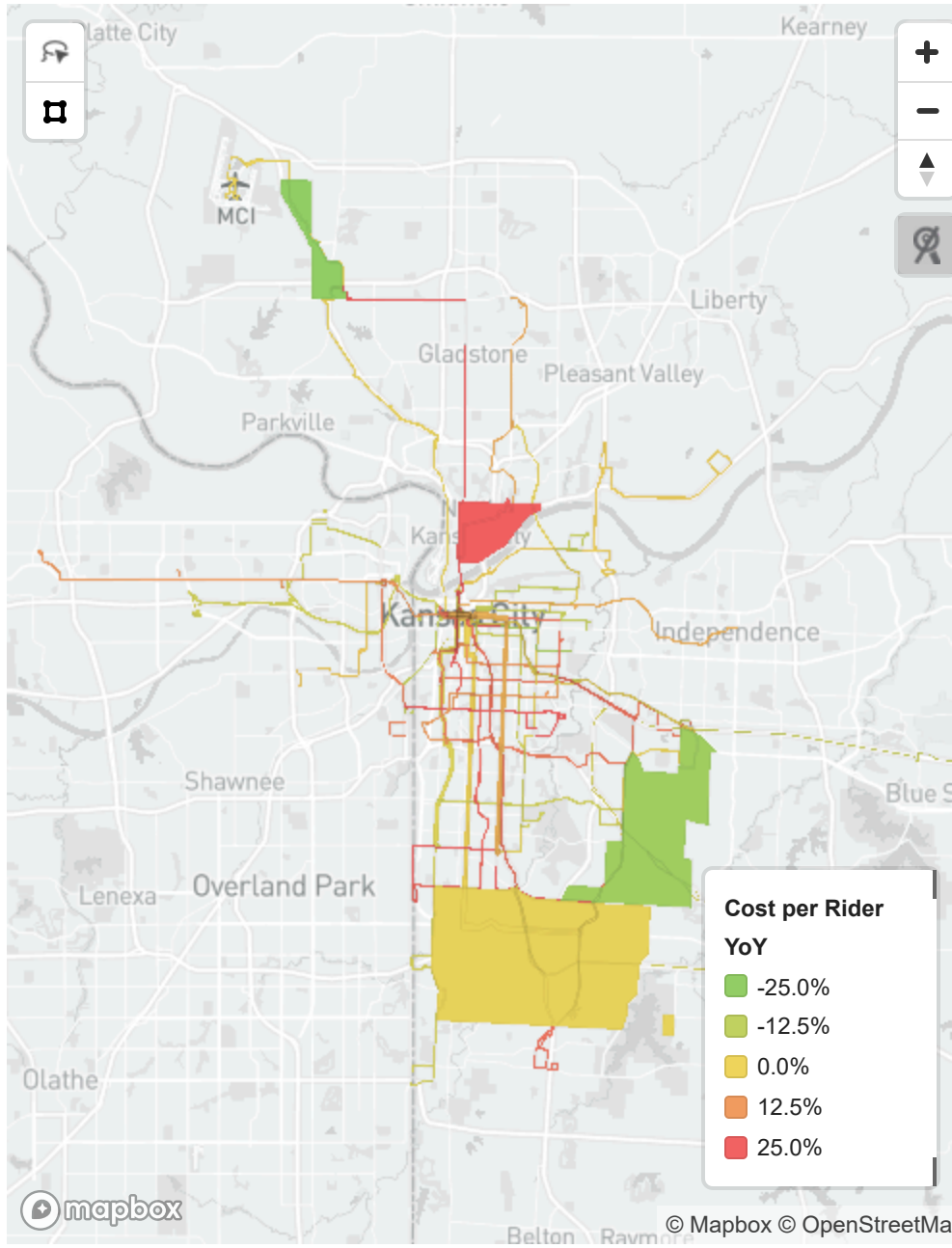
Reliability

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
86.11%	**7.24%**
June 2024	June 2024

On-Time Performance

Year: ⋯ 2020 ⟡⋯ 2021 ⟡— 2022 ▪— 2023 ●— 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%
104	Argentine	60	94.58%	12.24%	98.9%
106	Quindaro-Amazon	60	87.15%	12.39%	97.8%
107	7th Street/Parallel	60	75.67%	-14.37%	99.0%
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%
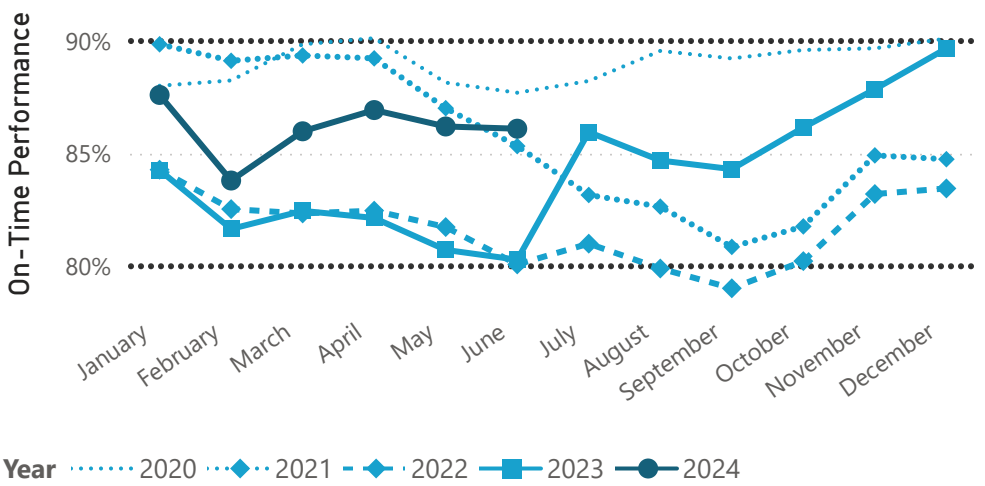
On-Time Performance Change - Year over Year

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

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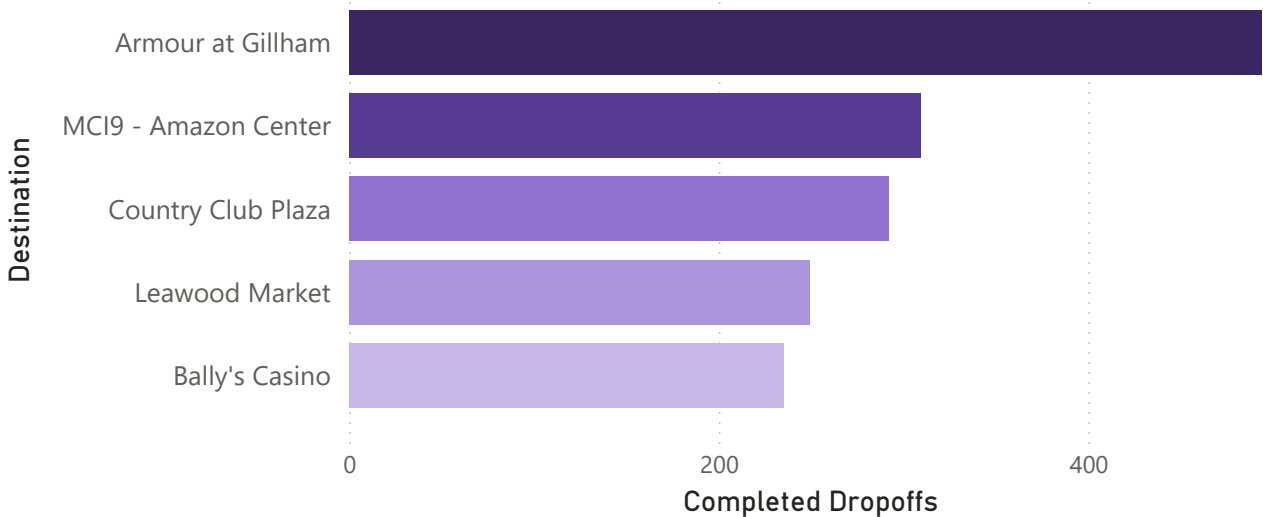## Kansas City Area Transportation Authority
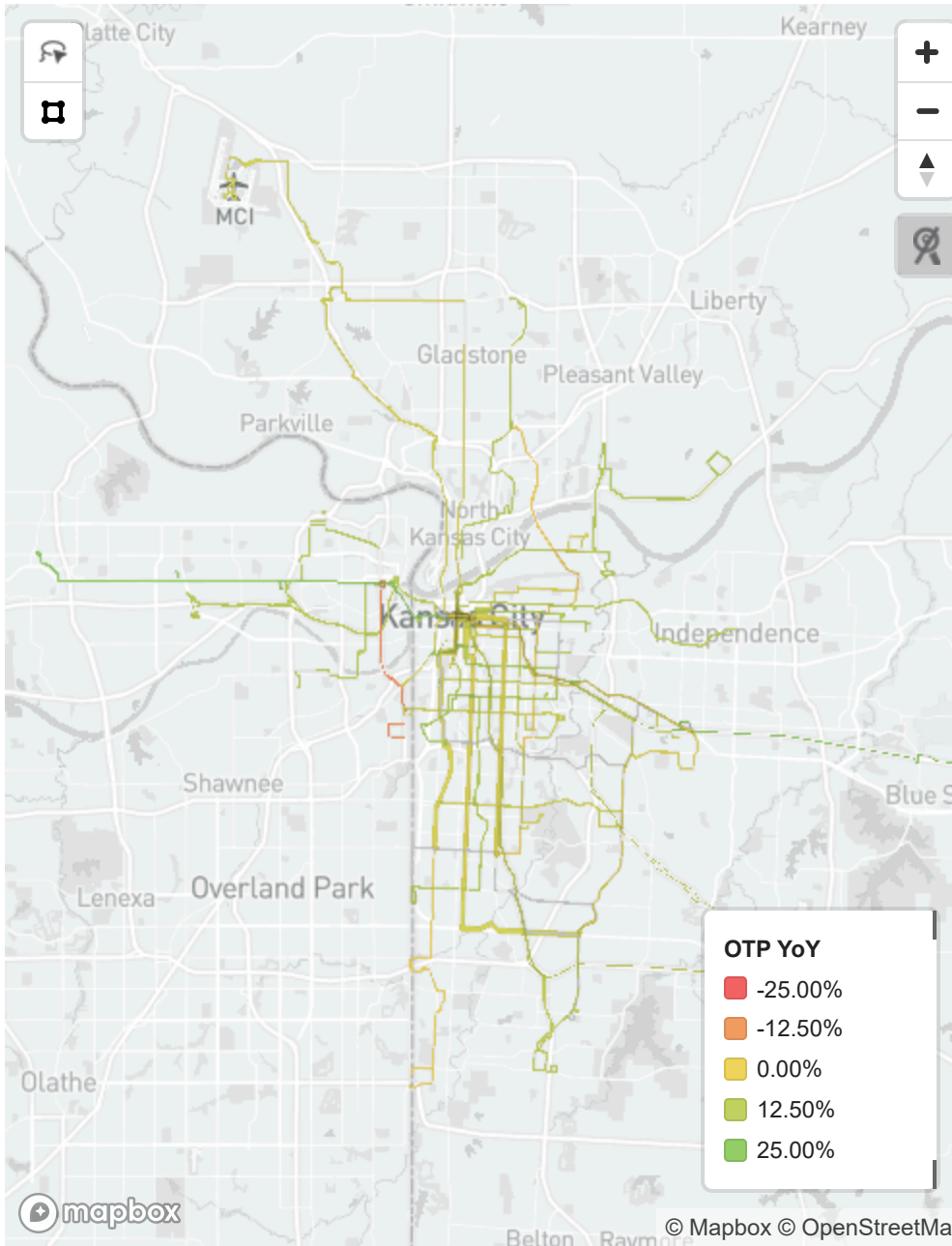
IRIS

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

Popular Destinations

Bar chart: Completed Dropoffs by Destination
- Armour at Gillham (~490)
- MCI9 - Amazon Center (~300)
- Country Club Plaza (~280)
- Leawood Market (~250)
- Bally's Casino (~230)

Average Wait Time (Minutes)

15

June 2024

Average Trip Time (Minutes)

27

June 2024

Average Daily Ridership

832

June 2024
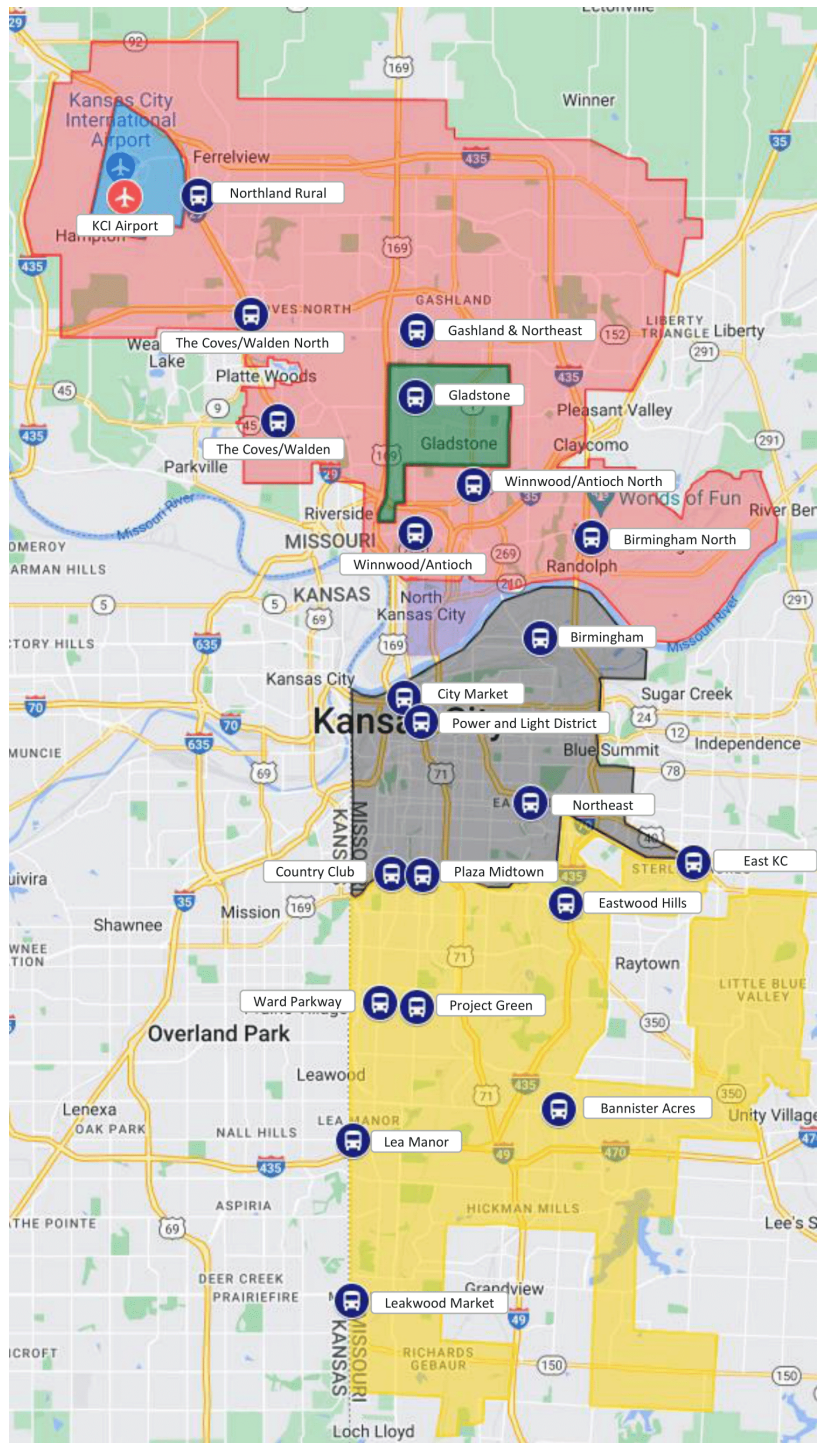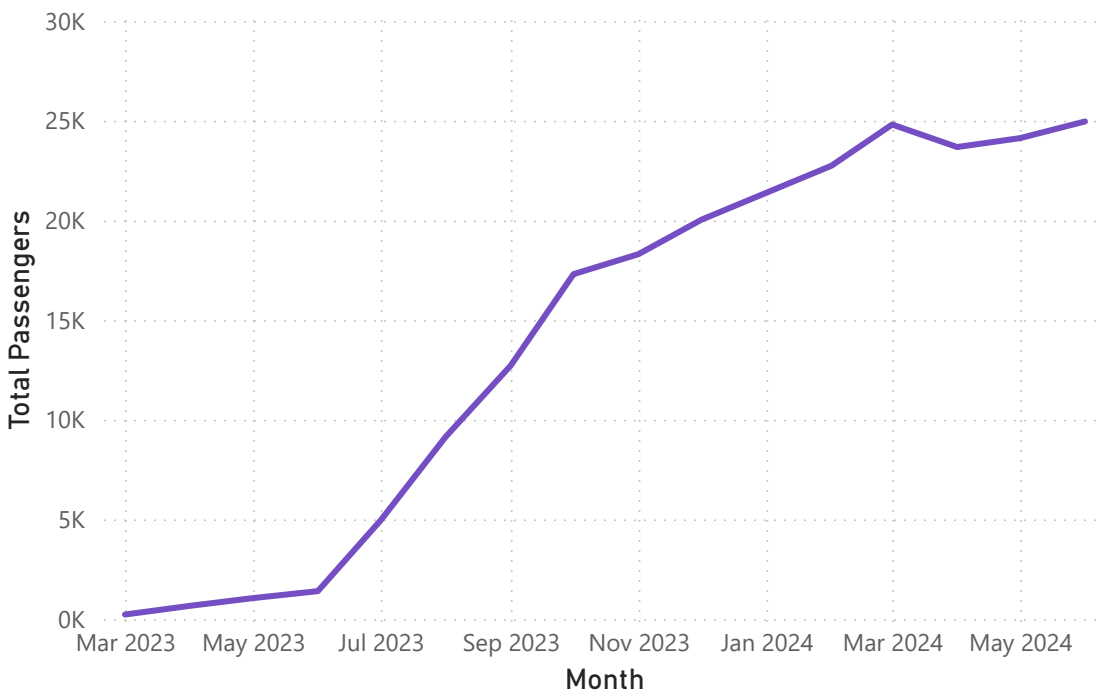
Monthly Trips

22,507

June 2024

Monthly Ridership

24,960

June 2024

Ridership

Line chart: Total Passengers by Month (Mar 2023 – May 2024), rising from ~0K to ~25K.

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.
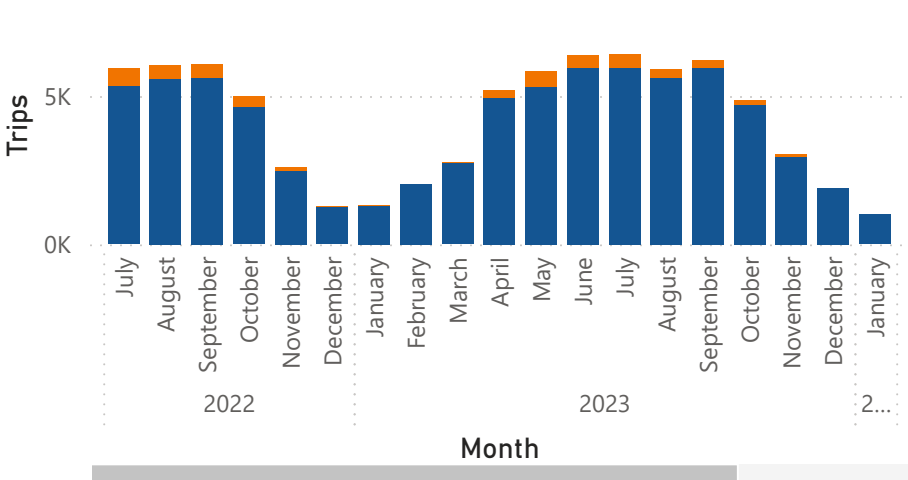
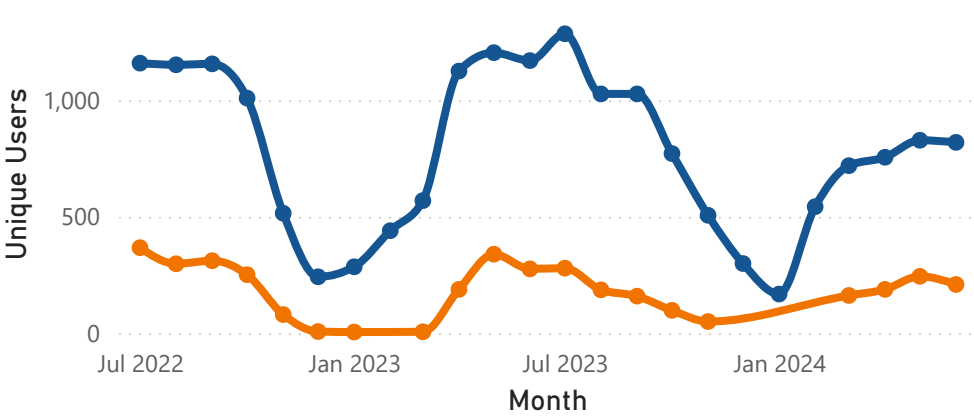| Combined Bike Trips	Unique Users
4,464	**1,003**
June 2024	June 2024

Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike

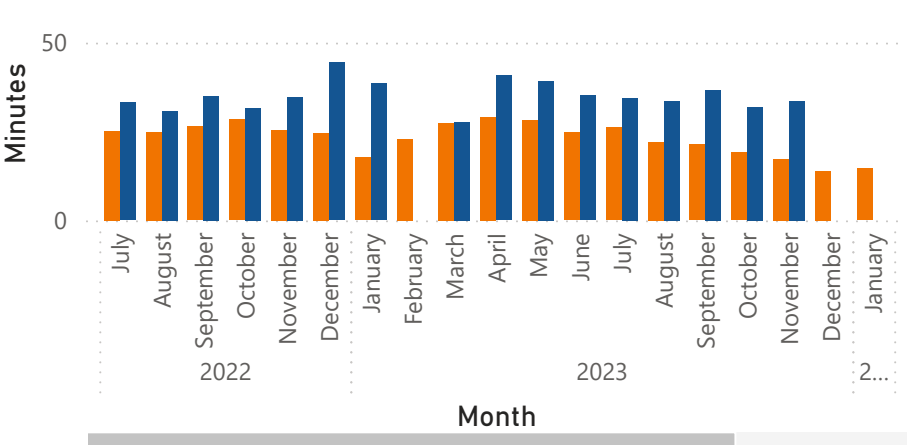## Unique Users per Month

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

Checkout Hub	Trips
Brookside 51	1323
Armour and Main	890
47th and Mill	843
4th and Delaware	836
18th and Oak	718
Nelson Atkins	706
Berkley Riverfront P...	705
13th and Grand	676
Plaza 209	625
Little Mill Creek Nor...	611