RideKC Transit Key Performance Indicators

May 2024

Report Submitted June 7, 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	Kansas City, MO

Previous Months

1/1/2019   5/1/2024

Completed Trips	Fixed Route OTP	Paratransit OTP
97.8%	**86.2%**	**90.0%**
Goal: 97.0%	Goal: 80.0%, 90.0%	Goal: 95.0%
May 2024	**May 2024**	**May 2024**

Fixed + Flex + Iris Ridership
1,047,010
May 2024

Paratransit Trips	Paratransit Passengers
23,379	**25,437**
May 2024	**May 2024**

Fixed Route Ridership	Flex + Iris Ridership
1,018,030	**28,980**
May 2024	**May 2024**

Revenue Hours	Passengers per Revenue Hour
30,113	**30**
May 2024	**May 2024**

Road Calls
26
May 2024

Platform Hours	Cost per Passenger
41,827	**$2.00**
May 2024	**May 2024**

Vehicle Incidents
17
May 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
1,022,889	**0.57%**
May 2024	May 2024

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	81,631	2,633	7.35%
2	Troost MAX	103,625	3,343	8.33%
3	Prospect MAX	148,999	4,806	0.65%
9	9th Street	8,058	260	13.29%
11	Northeast-Westside	36,184	1,167	11.73%
12	12th Street	23,478	757	0.46%
18	Indiana	39,827	1,285	19.50%
19	Crossroads	2,349	76	
21	Cleveland-Antioch	13,341	513	4.79%
23	23rd Street	8,146	263	13.99%
24	Independence	79,231	2,556	-0.90%
25	Troost	39,517	1,275	1.93%
27	27th Street	8,126	262	-16.62%
28	Blue Ridge	13,661	525	8.77%
29	Blue Ridge Limited	1,813	82	-35.25%
31	31st Street	80,067	2,583	-6.49%
35	35th Street	16,378	528	-13.28%
39	39th Street	45,728	1,475	-16.32%
47	Broadway	40,119	1,294	3.28%
57	Wornall	13,660	441	13.63%
63	63rd Street	12,120	391	15.88%
71	Prospect	14,715	475	-13.44%
75	75th Street	14,167	457	-2.83%
85	Paseo	23,602	761	-12.20%
99	South Kansas City Flex	4,027	155	4.25%
101	State Ave	58,350	1,882	2.47%
106	Quindaro-Amazon	12,526	404	8.34%
201	North Oak	29,780	961	-7.55%
210	Front Street	16,053	518	0.35%
229	Boardwalk/KCI	17,809	574	-5.71%
238	Meadowbrook	14,099	455	-19.10%
297	Tiffany Springs Flex	212	10	1.44%
399	Raytown Flex	620	28	37.17%
550	Lee's Summit Express	637	29	-1.09%
570	Blue Springs Express	234	11	-32.76%

Monthly Ridership

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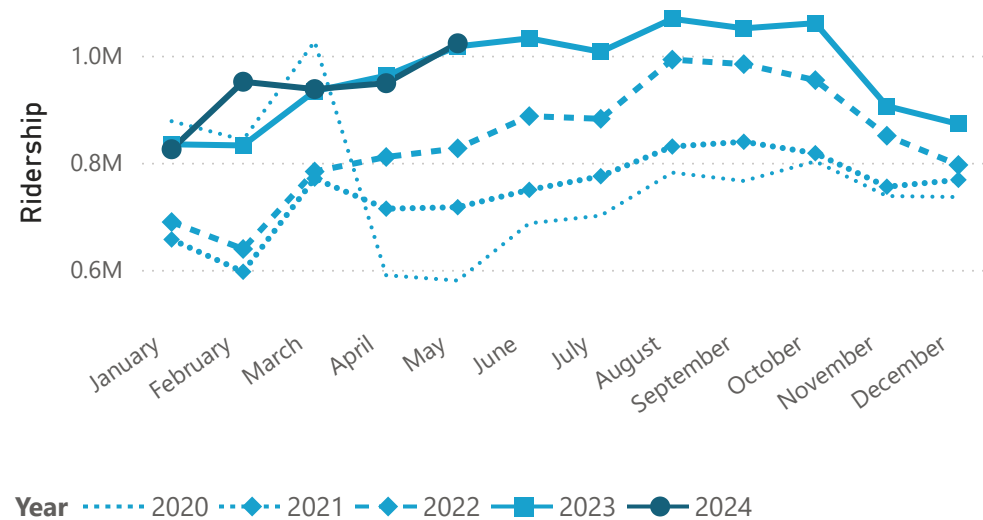
Ridership Change - Year over Year

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

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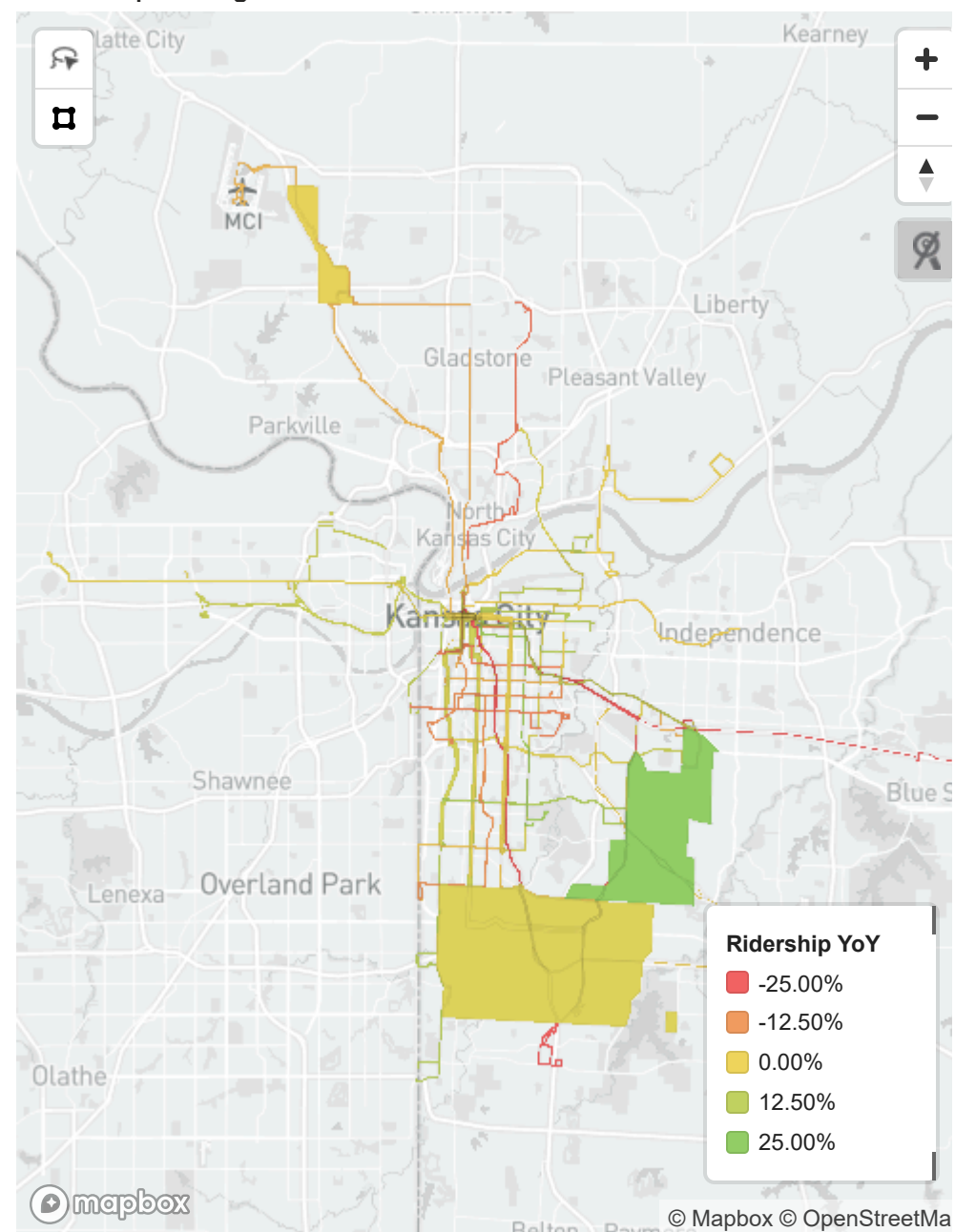
Service

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.

Mode	Day	Community
All	All	Kansas City, MO

Previous Months

1/1/2019	5/1/2024

Revenue Hours

30,113

May 2024

Year-over-Year Change

4.6%

May 2024

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,408	-0.8%
2	Troost MAX	2,459	0.9%
3	Prospect MAX	3,157	4.9%
9	9th Street	381	18.0%
11	Northeast-Westside	1,432	2.2%
12	12th Street	681	-1.8%
18	Indiana	1,222	1.6%
19	Crossroads	360	
21	Cleveland-Antioch	563	0.0%
23	23rd Street	336	0.0%
24	Independence	1,392	2.9%
25	Troost	917	0.0%
27	27th Street	451	0.0%
28	Blue Ridge	408	0.0%
29	Blue Ridge Limited	136	-14.2%
31	31st Street	2,068	9.4%
35	35th Street	685	-14.2%
39	39th Street	1,061	4.1%
47	Broadway	1,371	14.3%
57	Wornall	703	2.0%
63	63rd Street	283	0.0%
71	Prospect	541	-4.3%
75	75th Street	771	44.8%
85	Paseo	946	0.9%
99	South Kansas City Flex	1,038	1.9%
101	State Ave	242	13.0%
106	Quindaro-Amazon	138	-1.2%
201	North Oak	1,274	8.2%
210	Front Street	891	0.0%
229	Boardwalk/KCI	1,101	1.1%
238	Meadowbrook	429	-0.1%
297	Tiffany Springs Flex	180	0.0%
399	Raytown Flex	88	0.0%
550	Lee's Summit Express		4.8%
570	Blue Springs Express		-50.0%

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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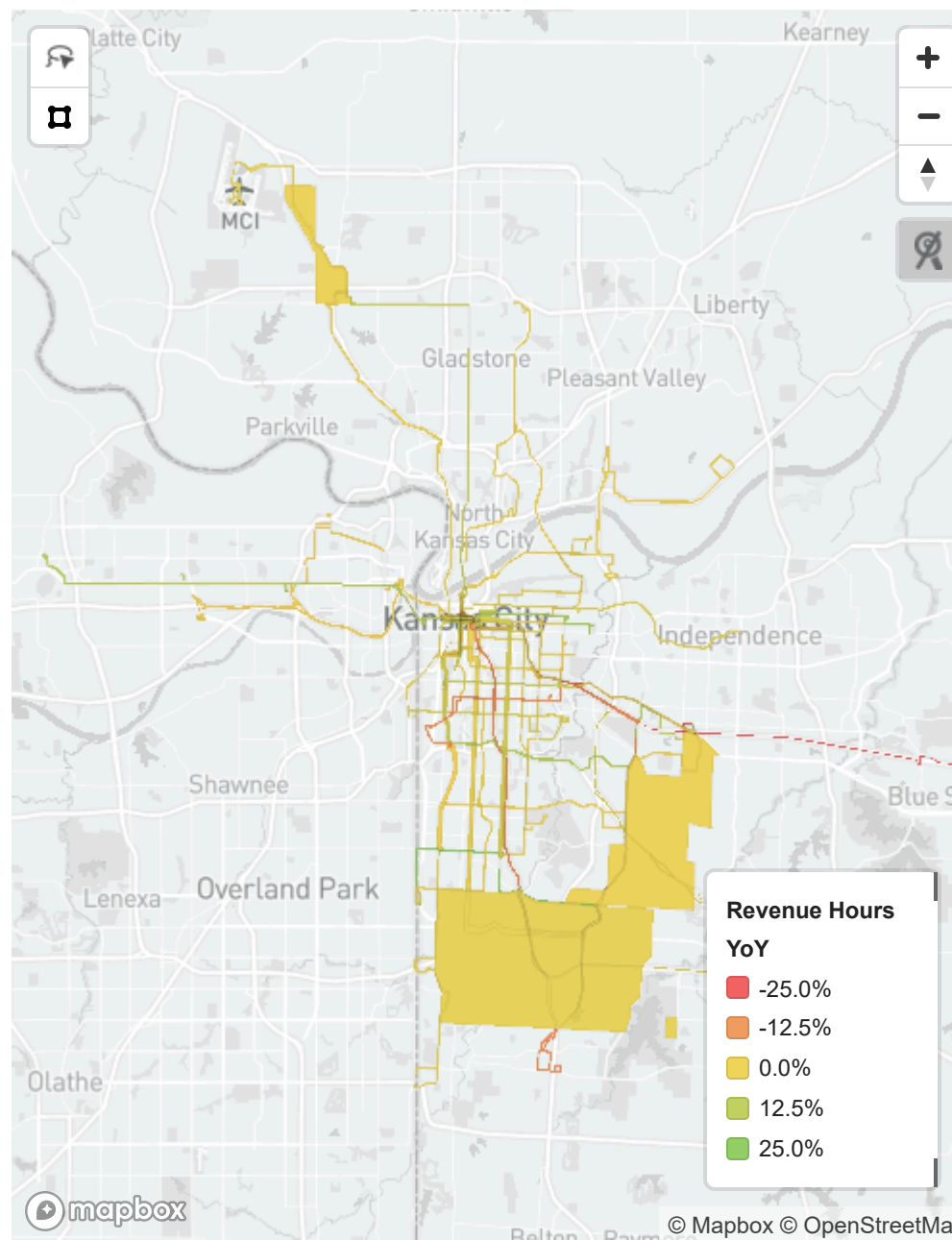
Efficiency

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.

Mode	Day	Community
All	All	Kansas City, MO

Previous Months

1/1/2019	5/1/2024

Cost per Rider	Year-over-Year Change
$2.00	**3.9%**
May 2024	May 2024

Cost per Rider

Year: 2020, 2021, 2022, 2023, 2024

Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	$1.77	-7.6%
2	Troost MAX	$1.42	-6.8%
3	Prospect MAX	$1.27	4.2%
9	9th Street	$2.84	4.1%
11	Northeast-Westside	$2.60	-8.5%
12	12th Street	$1.74	-2.2%
18	Indiana	$1.84	-14.9%
19	Crossroads	$9.20	
21	Cleveland-Antioch	$2.61	-4.6%
23	23rd Street	$2.47	-12.3%
24	Independence	$1.20	3.9%
25	Troost	$1.39	-1.9%
27	27th Street	$3.33	19.9%
28	Blue Ridge	$2.57	-8.1%
29	Blue Ridge Limited	$4.77	32.5%
31	31st Street	$1.71	19.5%
35	35th Street	$2.51	-1.1%
39	39th Street	$1.51	25.5%
47	Broadway	$2.25	10.6%
57	Wornall	$3.09	-12.0%
63	63rd Street	$1.47	-13.7%
71	Prospect	$2.21	10.5%
75	75th Street	$3.35	49.1%
85	Paseo	$2.41	15.0%
99	South Kansas City Flex	$15.47	-2.2%
101	State Ave	$1.69	10.3%
106	Quindaro-Amazon	$2.93	-8.8%
201	North Oak	$3.24	17.0%
210	Front Street	$3.33	-0.3%
229	Boardwalk/KCI	$3.85	1.1%
238	Meadowbrook	$3.85	23.5%
297	Tiffany Springs Flex	$50.87	-1.4%
399	Raytown Flex	$17.04	-27.1%
550	Lee's Summit Express	$9.88	5.9%
570	Blue Springs Express	$7.99	-25.6%

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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Mode	Day	Community
All	All	Kansas City, MO
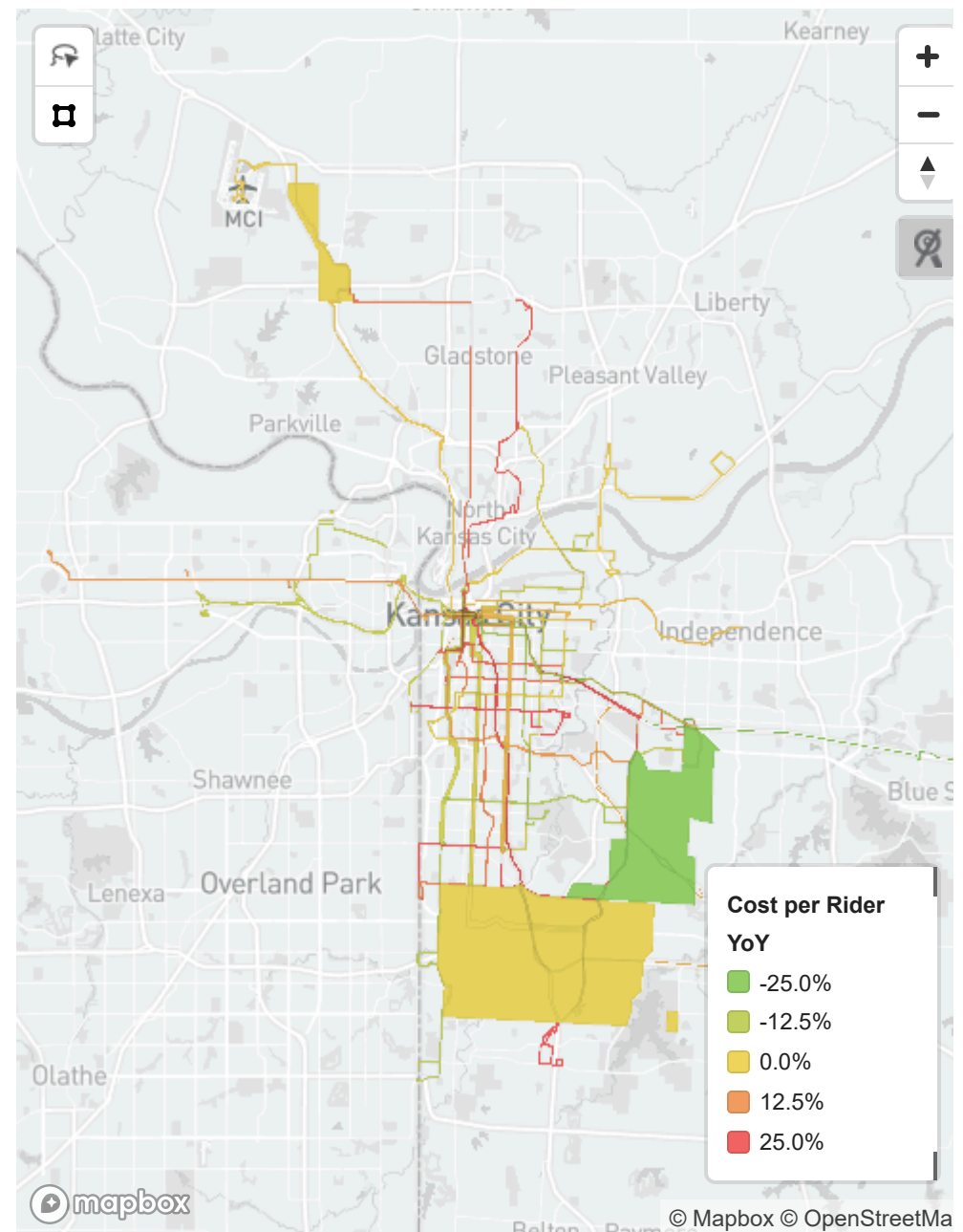
Reliability

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

86.21%

May 2024

Year-over-Year Change

6.92%

May 2024

On-Time Performance

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	86.79%	3.91%	96.7%
2	Troost MAX	20	89.70%	8.06%	97.5%
3	Prospect MAX	15	86.81%	1.10%	97.9%
9	9th Street	60	85.73%	15.98%	98.5%
11	Northeast-Westside	30	83.40%	8.02%	98.3%
12	12th Street	45	82.20%	18.57%	93.6%
18	Indiana	30	88.62%	9.85%	98.4%
19	Crossroads	30	93.41%		98.2%
21	Cleveland-Antioch	60	76.48%	-6.29%	99.4%
23	23rd Street	60	92.27%	12.01%	98.9%
24	Independence	20	87.43%	8.26%	97.4%
25	Troost	30	90.42%	-1.79%	97.4%
27	27th Street	60	85.68%	6.56%	98.8%
28	Blue Ridge	60	81.40%	-0.22%	99.6%
29	Blue Ridge Limited		81.01%	2.61%	100.0%
31	31st Street	15	90.76%	8.60%	97.3%
35	35th Street	45	73.94%	23.06%	100.0%
39	39th Street	30	90.50%	3.05%	97.3%
47	Broadway	45	78.97%		98.3%
57	Wornall	45	89.44%	2.21%	97.1%
63	63rd Street	60	89.32%	13.80%	99.0%
71	Prospect	60	81.24%	-4.15%	93.6%
75	75th Street	45	75.50%	14.07%	99.9%
85	Paseo	60	86.17%	15.43%	97.6%
101	State Ave	30	78.65%	25.81%	99.2%
106	Quindaro-Amazon	60	89.03%	14.03%	98.9%
201	North Oak	30	80.79%	9.51%	99.0%
210	Front Street	60	84.45%	8.08%	96.8%
229	Boardwalk/KCI	60	84.27%	6.73%	97.2%
238	Meadowbrook	60	81.68%	12.61%	100.0%
550	Lee's Summit Express		68.86%	7.41%	100.0%
570	Blue Springs Express		70.20%	3.85%	97.7%
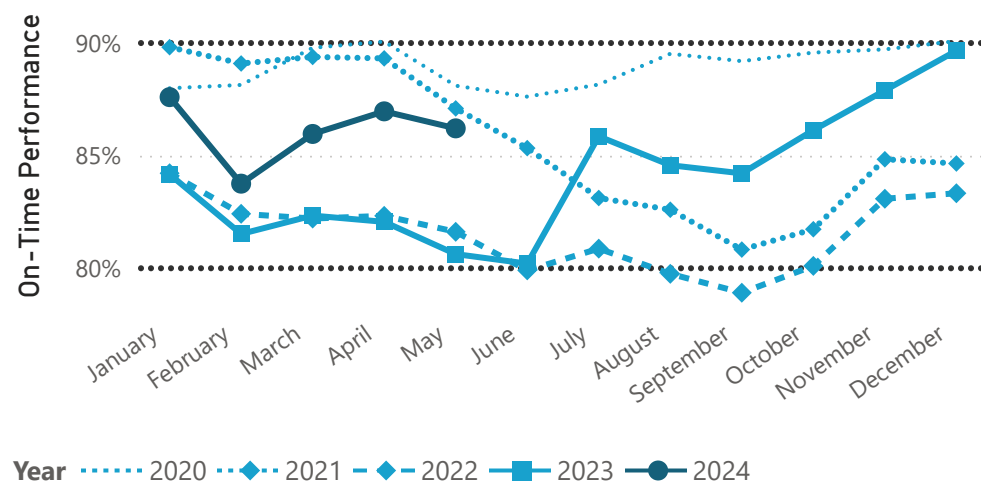
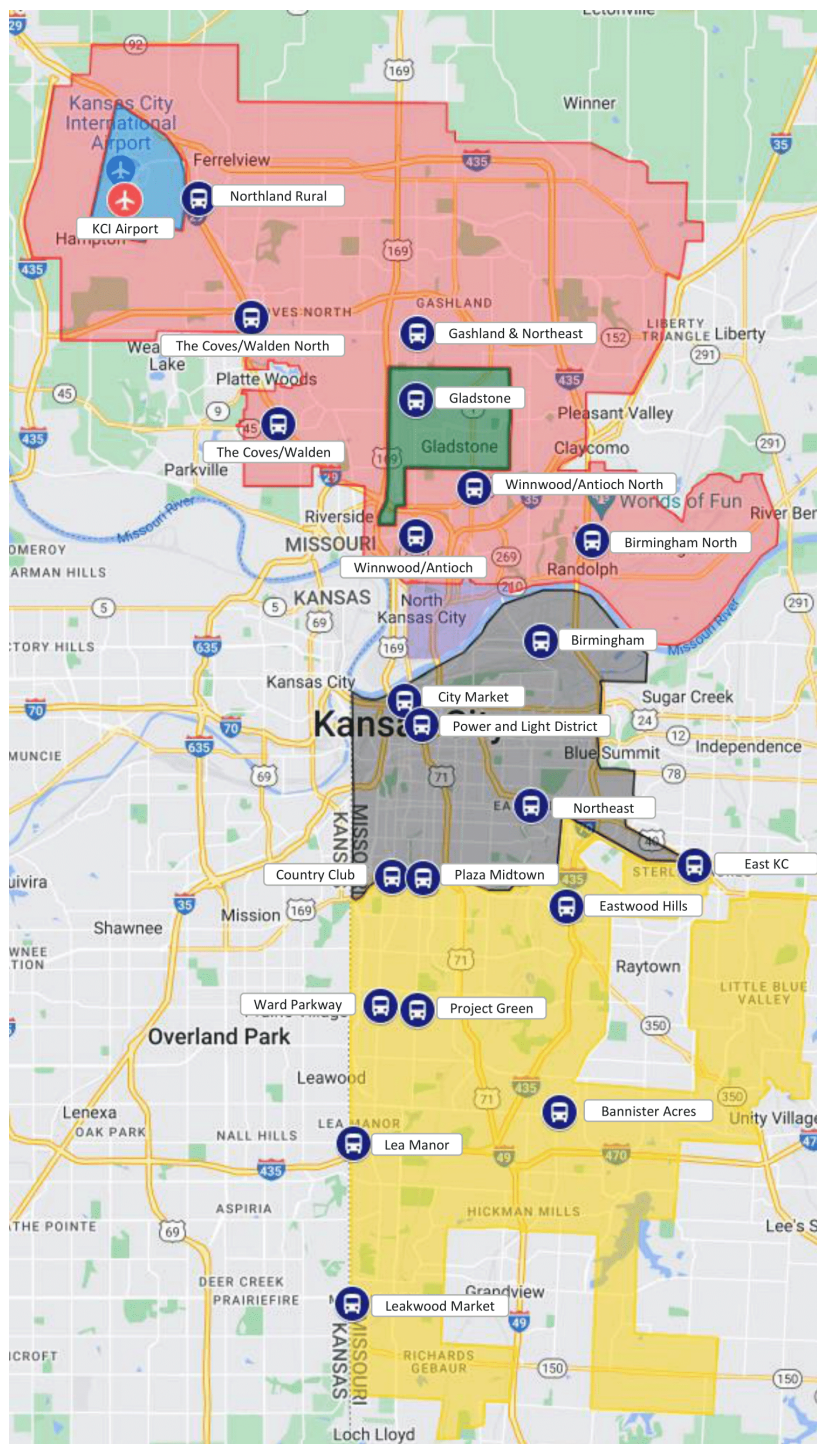## On-Time Performance Change - Year over Year
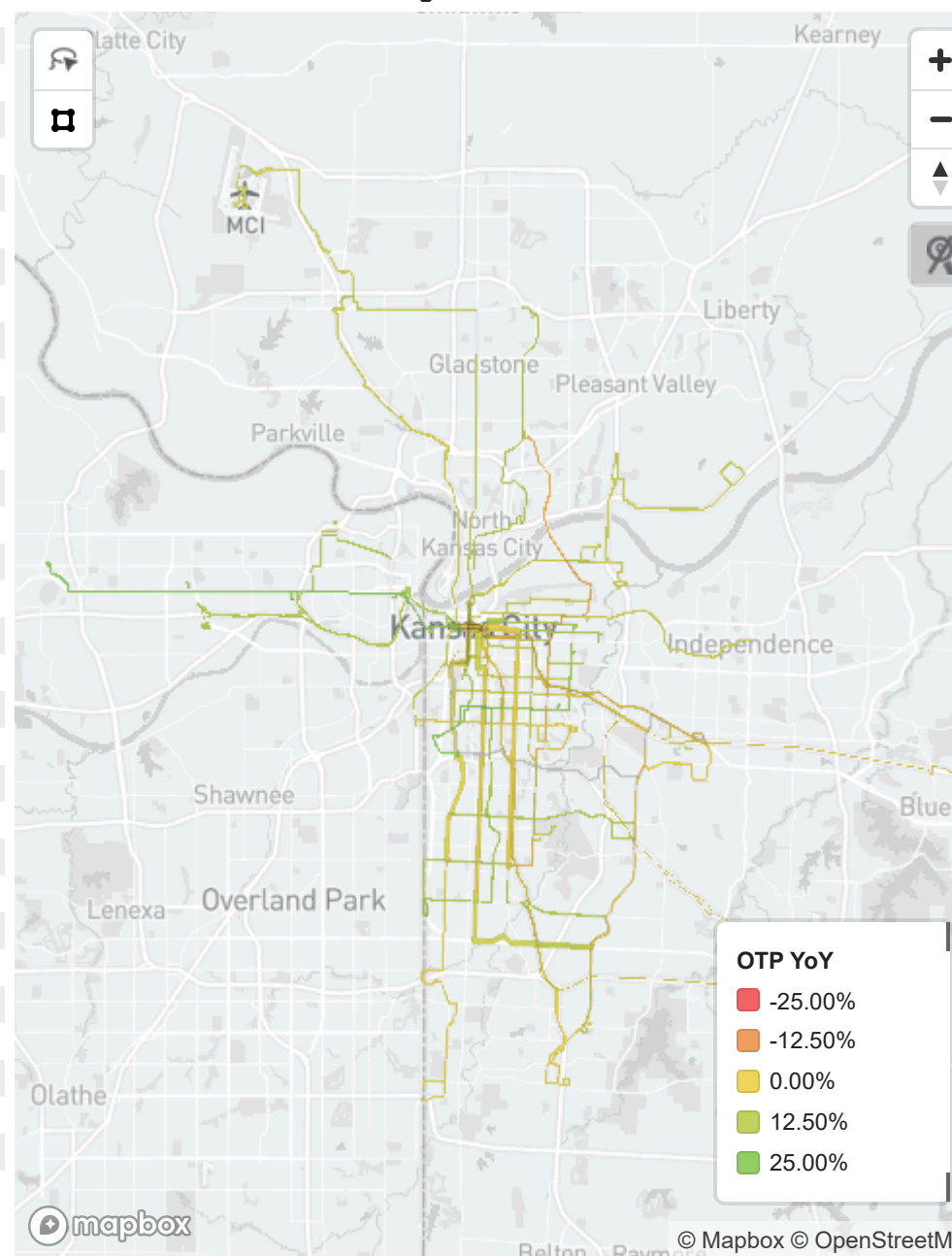
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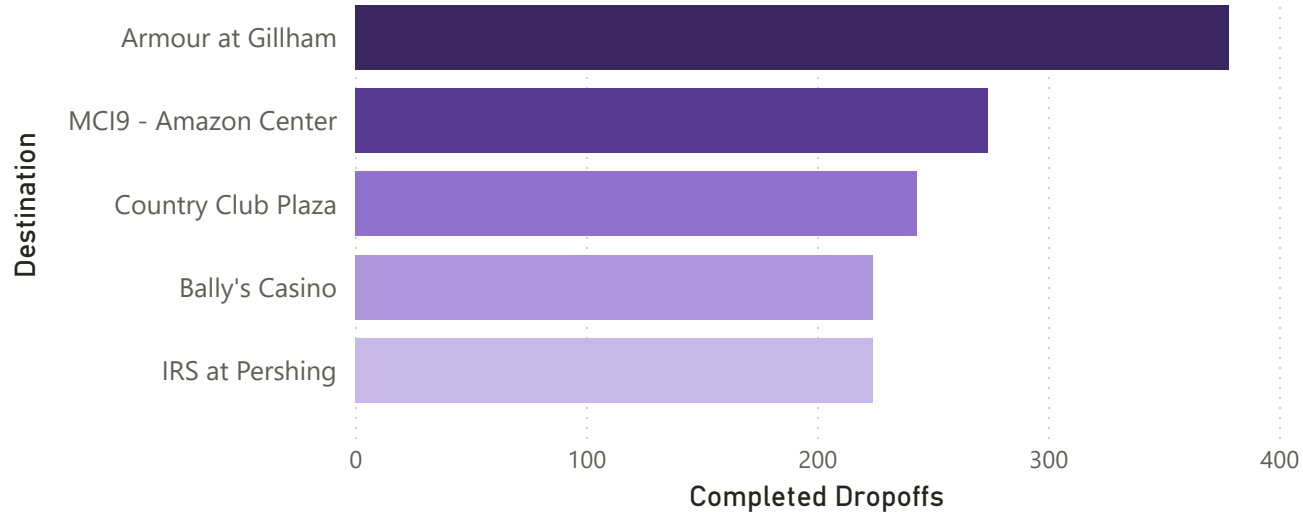
IRIS

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

Destination (Completed Dropoffs):
- Armour at Gillham
- MCI9 - Amazon Center
- Country Club Plaza
- Bally's Casino
- IRS at Pershing

Average Wait Time (Minutes)	Average Trip Time (Minutes)
13	27
May 2024	May 2024

Average Daily Ridership

778

May 2024

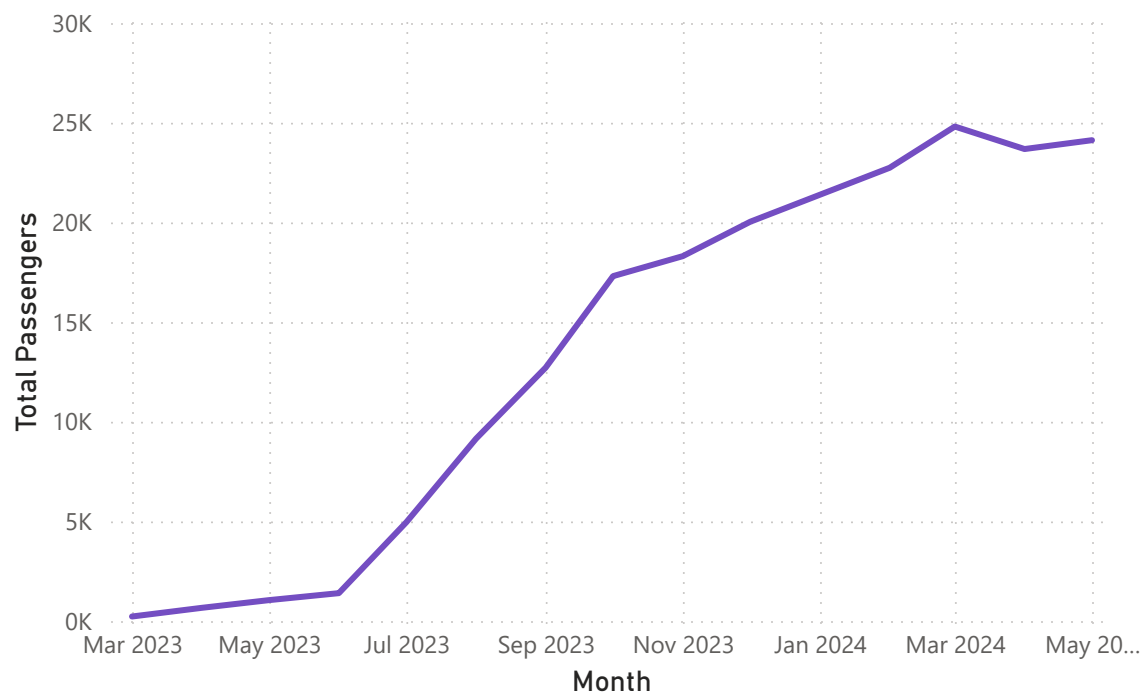| Monthly Trips	Monthly Ridership
22,022	24,121
May 2024	**May 2024**

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.

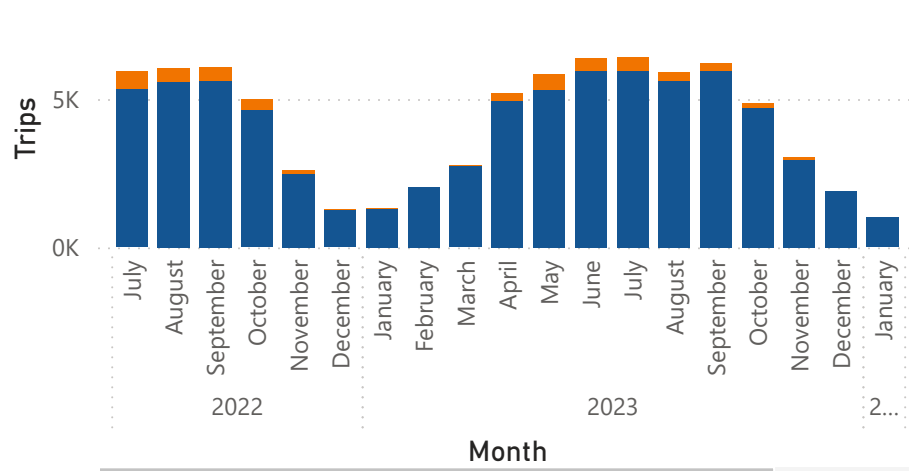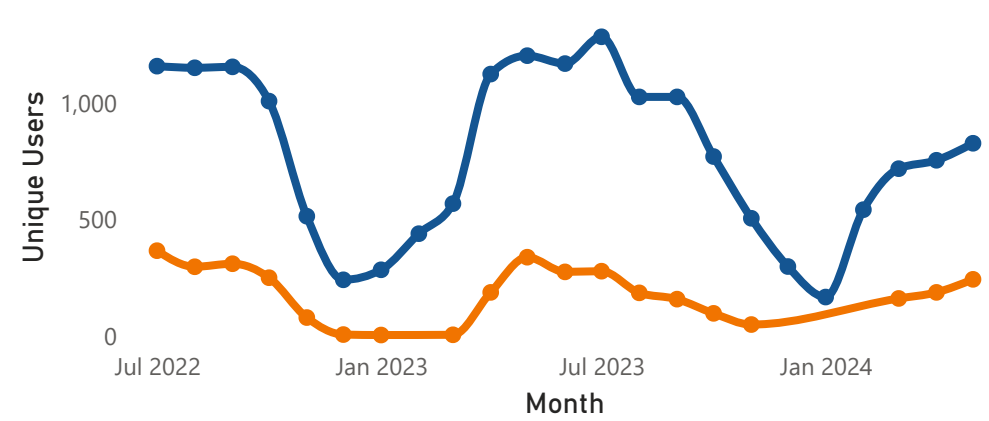| Combined Bike Trips	Unique Users
4,863	**1,048**
May 2024	**May 2024**

Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike

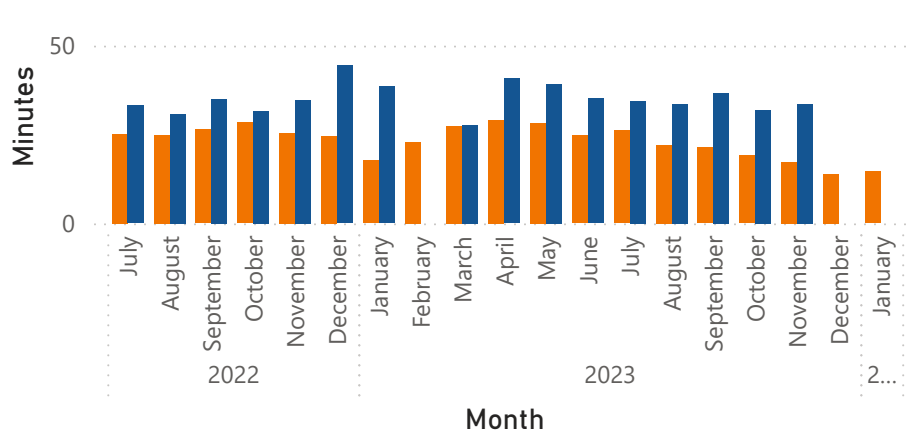## Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike

Avg Trip Time (mins)
24
May 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike

Trips by Checkout Hub in past Year

Checkout Hub	Trips
Brookside 51	1423
Armour and Main	929
47th and Mill	896
4th and Delaware	838
Berkley Riverfront P...	811
18th and Oak	790
Brookside Shops	757
Nelson Atkins	734
13th and Grand	712
Plaza 209	675