

RideKC Transit Key Performance Indicators

November 2024

Reported December 3, 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 11/1/2024

Completed Trips 99.3% Goal: 97.0% November 2024	Fixed Route OTP 82.9% Goal: 80.0%, 90.0% November 2024	Paratransit OTP 87.0% Goal: 95.0% November 2024
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Fixed + Flex + Iris Ridership 981,803 November 2024

Fixed Route Ridership 955,801 November 2024	Flex + Iris Ridership 26,002 November 2024
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Revenue Hours 28,525 November 2024	Platform Hours 39,343 November 2024
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Passengers per Revenue Hour 30 November 2024

Paratransit Trips 18,753 November 2024	Paratransit Passengers 20,322 November 2024
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Road Calls 16 November 2024

Vehicle Incidents 30 November 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

955,801

November 2024

6.08%

November 2024

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	77,908	2,597	-3.68%
2	Troost MAX	98,510	3,284	6.23%
3	Prospect MAX	140,202	4,673	5.33%
9	9th Street	7,649	255	15.23%
11	Northeast-Westside	34,105	1,137	23.37%
12	12th Street	24,640	821	20.27%
18	Indiana	31,794	1,060	5.42%
19	Crossroads	1,989	66	26.05%
21	Cleveland-Antioch	12,442	479	9.07%
23	23rd Street	6,795	227	7.86%
24	Independence	76,000	2,533	0.27%
25	Troost	38,040	1,268	5.33%
27	27th Street	10,039	335	12.37%
28	Blue Ridge	11,949	460	3.45%
29	Blue Ridge Limited	1,402	67	-26.05%
31	31st Street	64,415	2,147	-7.20%
35	35th Street	19,891	663	31.73%
39	39th Street	45,999	1,533	9.12%
47	Broadway	37,620	1,254	15.52%
57	Wornall	11,954	398	18.44%
63	63rd Street	9,993	333	1.51%
71	Prospect	13,580	453	-4.63%
75	75th Street	13,904	463	24.93%
85	Paseo	21,566	719	4.96%
101	State Ave	57,798	1,927	10.83%
106	Quindaro-Amazon	10,725	358	-3.37%
201	North Oak	26,567	886	10.42%
210	Front Street	14,211	474	-4.16%
229	Boardwalk/KCI	19,694	656	33.04%
238	Meadowbrook	13,784	459	6.97%
550	Lee's Summit Express	636	30	0.00%
570	Blue Springs Express	236	12	-20.54%

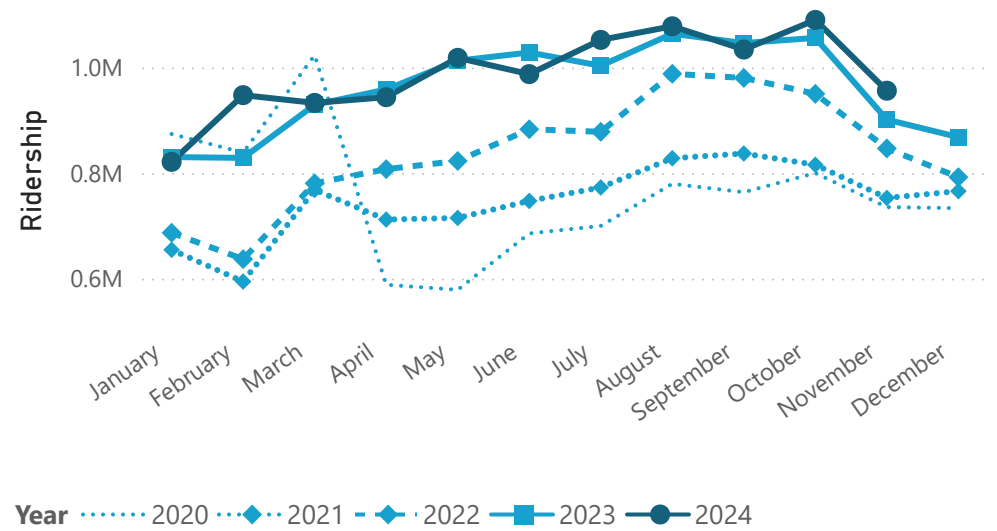
Mode Day **Community**

All All Kansas City, MO

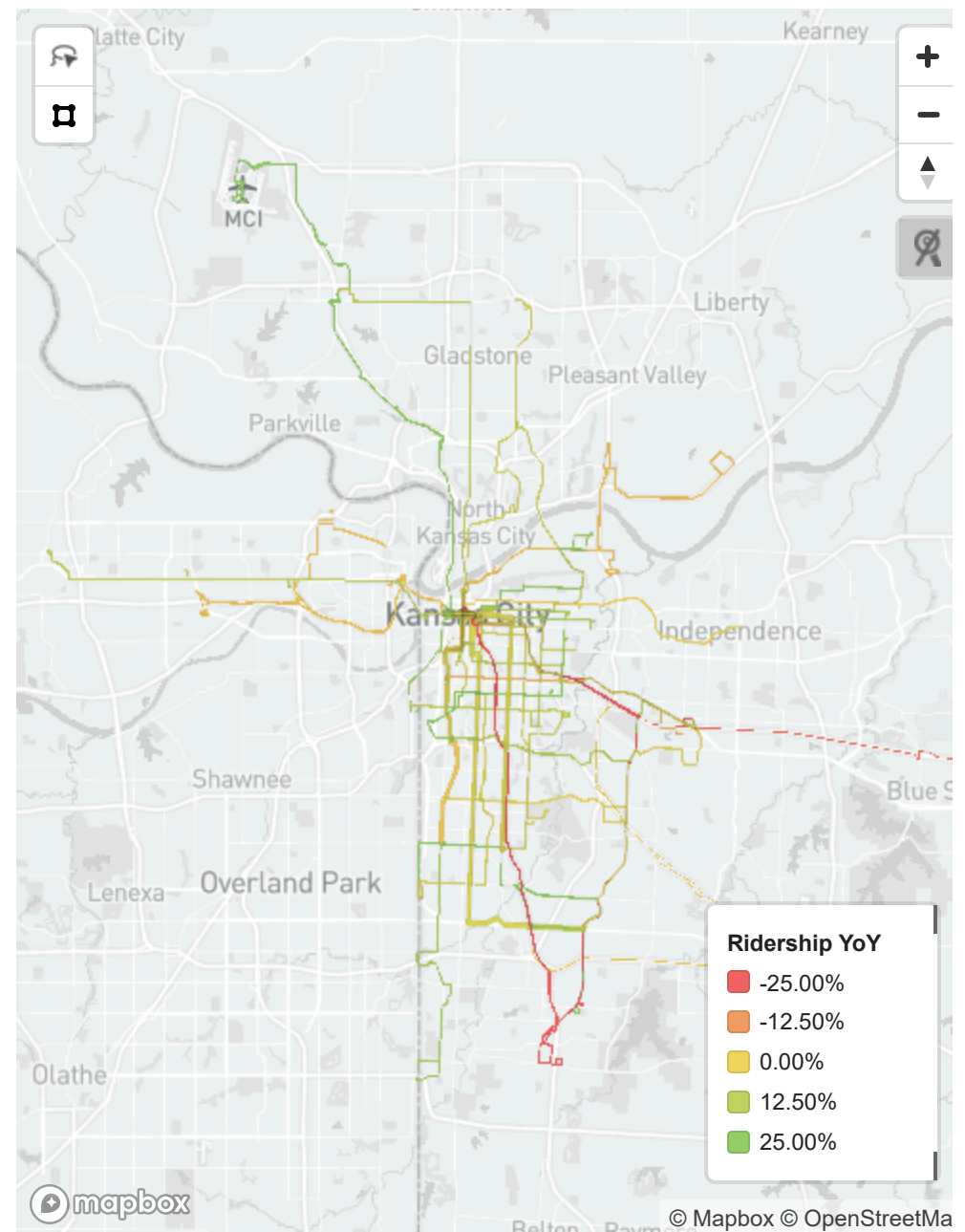
Previous Months

1/1/2019 11/1/2024

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

28,525

November 2024

3.2%

November 2024

Details by Route

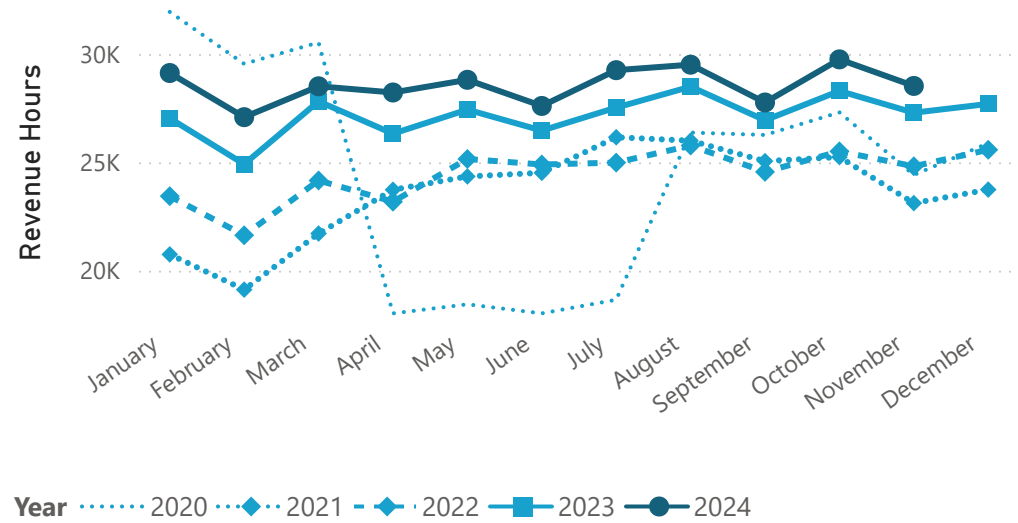
#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,189	-5.6%
2	Troost MAX	2,401	2.1%
3	Prospect MAX	3,067	5.6%
9	9th Street	371	1.1%
11	Northeast-Westside	1,399	4.0%
12	12th Street	662	0.5%
18	Indiana	1,202	2.0%
19	Crossroads	349	0.0%
21	Cleveland-Antioch	578	6.9%
23	23rd Street	397	22.1%
24	Independence	1,356	1.5%
25	Troost	920	4.0%
27	27th Street	543	24.7%
28	Blue Ridge	520	2.4%
29	Blue Ridge Limited	134	-14.2%
31	31st Street	2,068	14.7%
35	35th Street	666	-6.4%
39	39th Street	1,111	10.6%
47	Broadway	1,321	7.5%
57	Wornall	686	1.0%
63	63rd Street	273	2.4%
71	Prospect	524	0.0%
75	75th Street	751	15.1%
85	Paseo	941	6.7%
101	State Ave	234	1.4%
106	Quindaro-Amazon	127	0.7%
201	North Oak	1,353	0.5%
210	Front Street	831	-3.6%
229	Boardwalk/KCI	1,083	-3.5%
238	Meadowbrook	469	1.2%
550	Lee's Summit Express		4.8%
570	Blue Springs Express		-50.0%

Mode Day Community
 All All Kansas City, MO

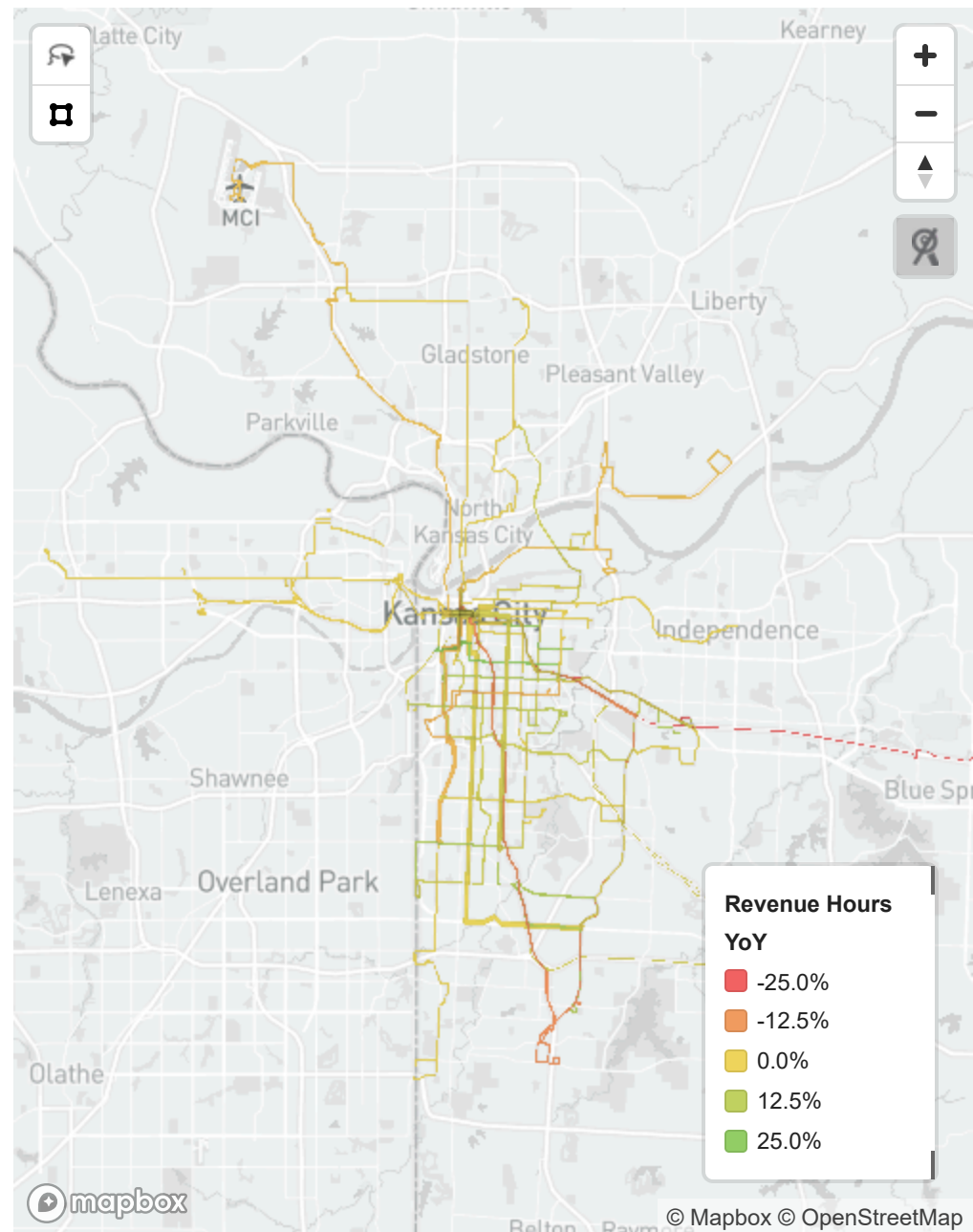
Previous Months

1/1/2019 11/1/2024

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.

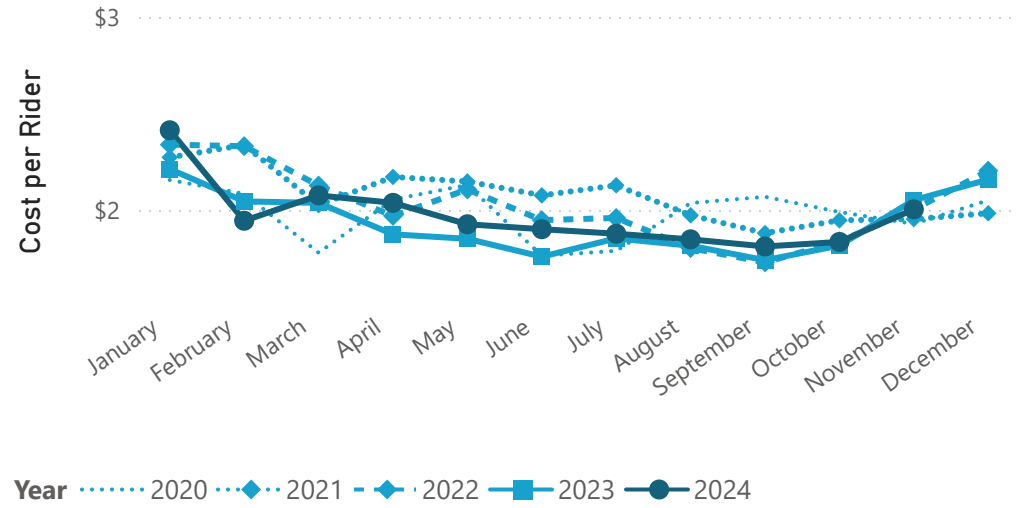
Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.69	-2.0%
2	Troost MAX	\$1.46	-3.9%
3	Prospect MAX	\$1.31	0.3%
9	9th Street	\$2.91	-12.3%
11	Northeast-Westside	\$2.70	-15.7%
12	12th Street	\$1.61	-16.5%
18	Indiana	\$2.27	-3.2%
19	Crossroads	\$10.52	-20.7%
21	Cleveland-Antioch	\$2.87	-2.0%
23	23rd Street	\$3.50	13.2%
24	Independence	\$1.22	1.2%
25	Troost	\$1.45	-1.3%
27	27th Street	\$3.25	11.0%
28	Blue Ridge	\$2.90	-1.0%
29	Blue Ridge Limited	\$5.89	16.0%
31	31st Street	\$2.10	23.6%
35	35th Street	\$2.01	-23.7%
39	39th Street	\$1.53	1.4%
47	Broadway	\$2.30	0.2%
57	Wornall	\$3.45	-14.7%
63	63rd Street	\$1.76	0.9%
71	Prospect	\$2.32	4.9%
75	75th Street	\$3.33	-7.9%
85	Paseo	\$2.62	1.7%
101	State Ave	\$1.66	-8.5%
106	Quindaro-Amazon	\$3.32	4.2%
201	North Oak	\$3.50	-9.4%
210	Front Street	\$3.51	0.6%
229	Boardwalk/KCI	\$3.42	-27.4%
238	Meadowbrook	\$3.80	-6.9%
550	Lee's Summit Express	\$9.45	4.8%
570	Blue Springs Express	\$7.21	-37.1%

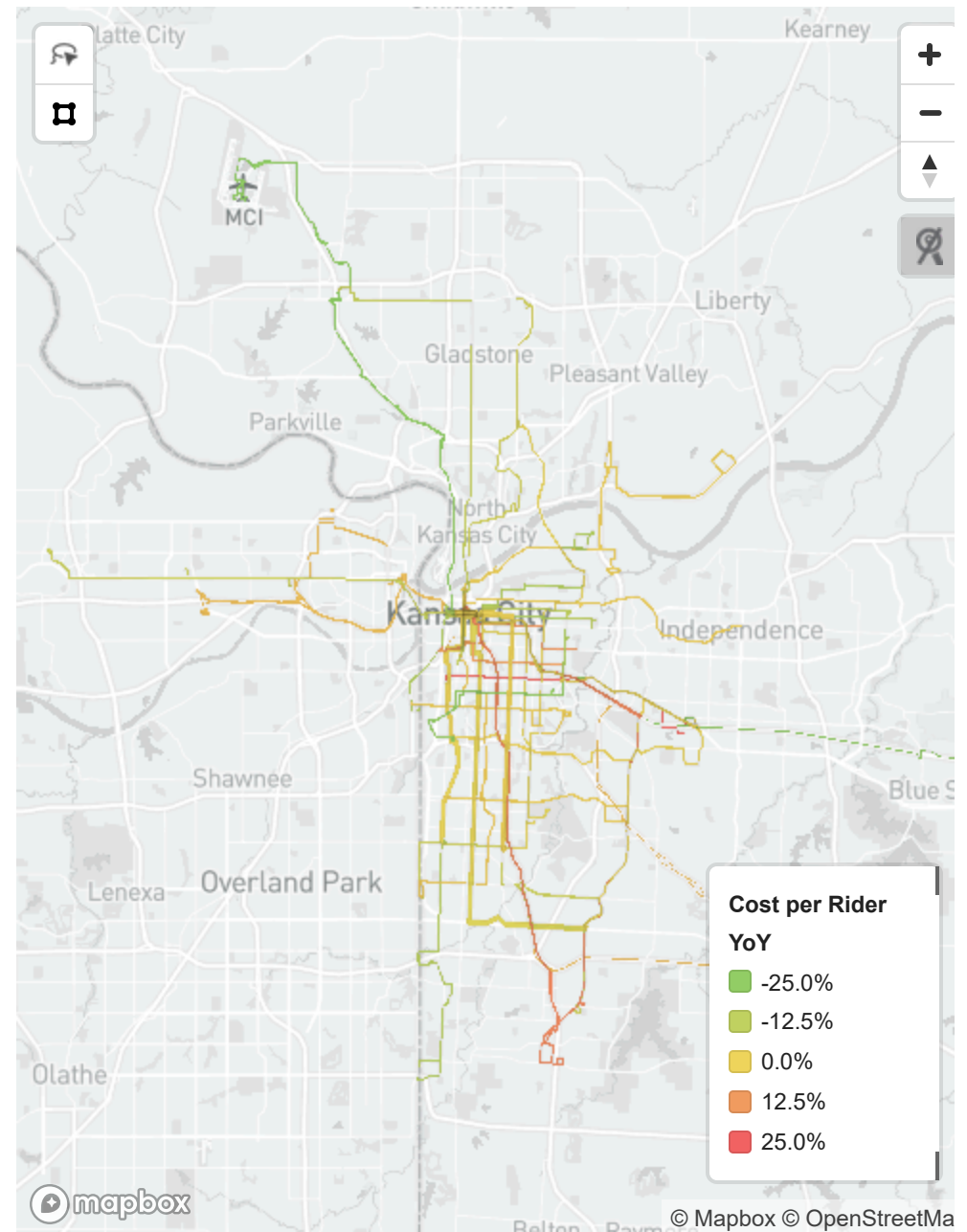
Previous Months

1/1/2019 | 11/1/2024

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

82.86%

November 2024

-5.73%

November 2024

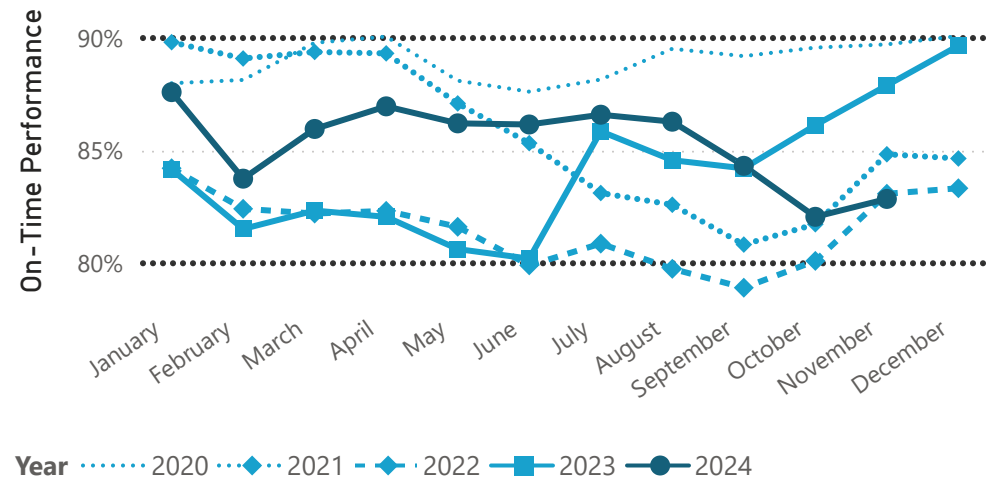
Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	80.41%	-10.42%	98.9%
2	Troost MAX	20	81.23%	-7.91%	99.4%
3	Prospect MAX	15	78.21%	-13.41%	97.8%
9	9th Street	60	71.73%	-10.23%	99.6%
11	Northeast-Westside	30	81.74%	-6.06%	99.5%
12	12th Street	45	72.88%	-14.57%	98.8%
18	Indiana	30	89.07%	-0.01%	98.6%
19	Crossroads	30	93.61%	-1.93%	100.0%
21	Cleveland-Antioch	60	79.17%	-0.29%	100.0%
23	23rd Street	60	86.67%	0.17%	99.2%
24	Independence	20	88.14%	-0.85%	99.8%
25	Troost	30	90.12%	-5.24%	99.6%
27	27th Street	60	89.78%	-4.39%	99.6%
28	Blue Ridge	60	83.34%	-7.92%	100.0%
29	Blue Ridge Limited		83.27%	-3.19%	100.0%
31	31st Street	15	87.89%	-3.50%	99.3%
35	35th Street	45	68.27%	-13.12%	100.0%
39	39th Street	30	89.21%	-2.67%	99.4%
47	Broadway	45	70.91%	-3.59%	99.8%
57	Wornall	45	85.91%	-2.67%	100.0%
63	63rd Street	60	80.77%	-10.11%	100.0%
71	Prospect	60	84.84%	0.35%	99.4%
75	75th Street	45	80.29%	-7.62%	99.9%
85	Paseo	60	72.56%	-17.17%	100.0%
101	State Ave	30	81.42%	-1.75%	99.5%
106	Quindaro-Amazon	60	68.26%	-23.42%	99.1%
201	North Oak	30	83.21%	-1.47%	98.9%
210	Front Street	60	79.67%	-4.68%	100.0%
229	Boardwalk/KCI	60	82.32%	1.82%	99.8%
238	Meadowbrook	60	70.83%	-13.79%	100.0%
550	Lee's Summit Express		63.68%	-11.21%	100.0%
570	Blue Springs Express		67.42%	15.37%	100.0%

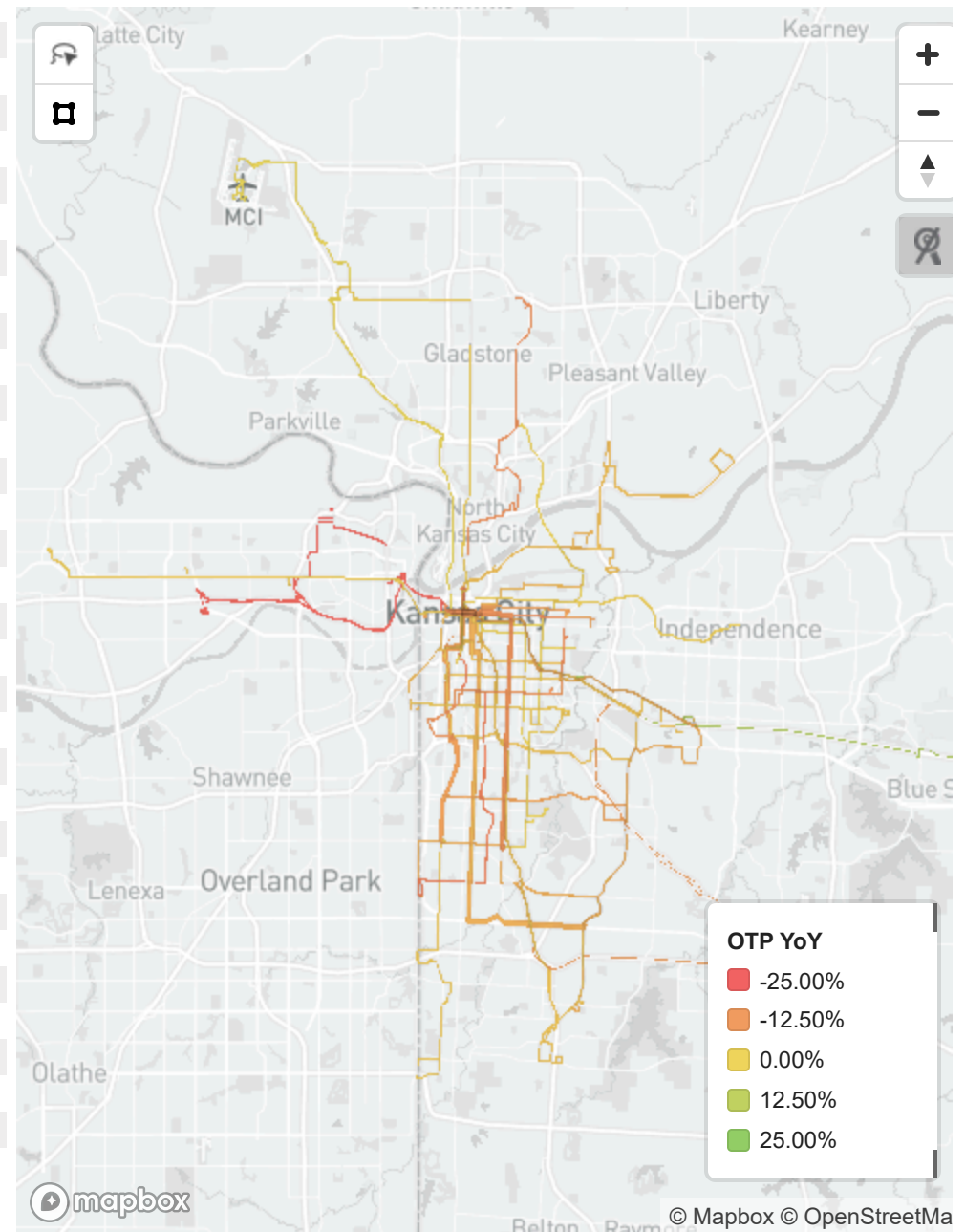
Previous Months

1/1/2019 | 11/1/2024

On-Time Performance



On-Time Performance Change - Year over Year

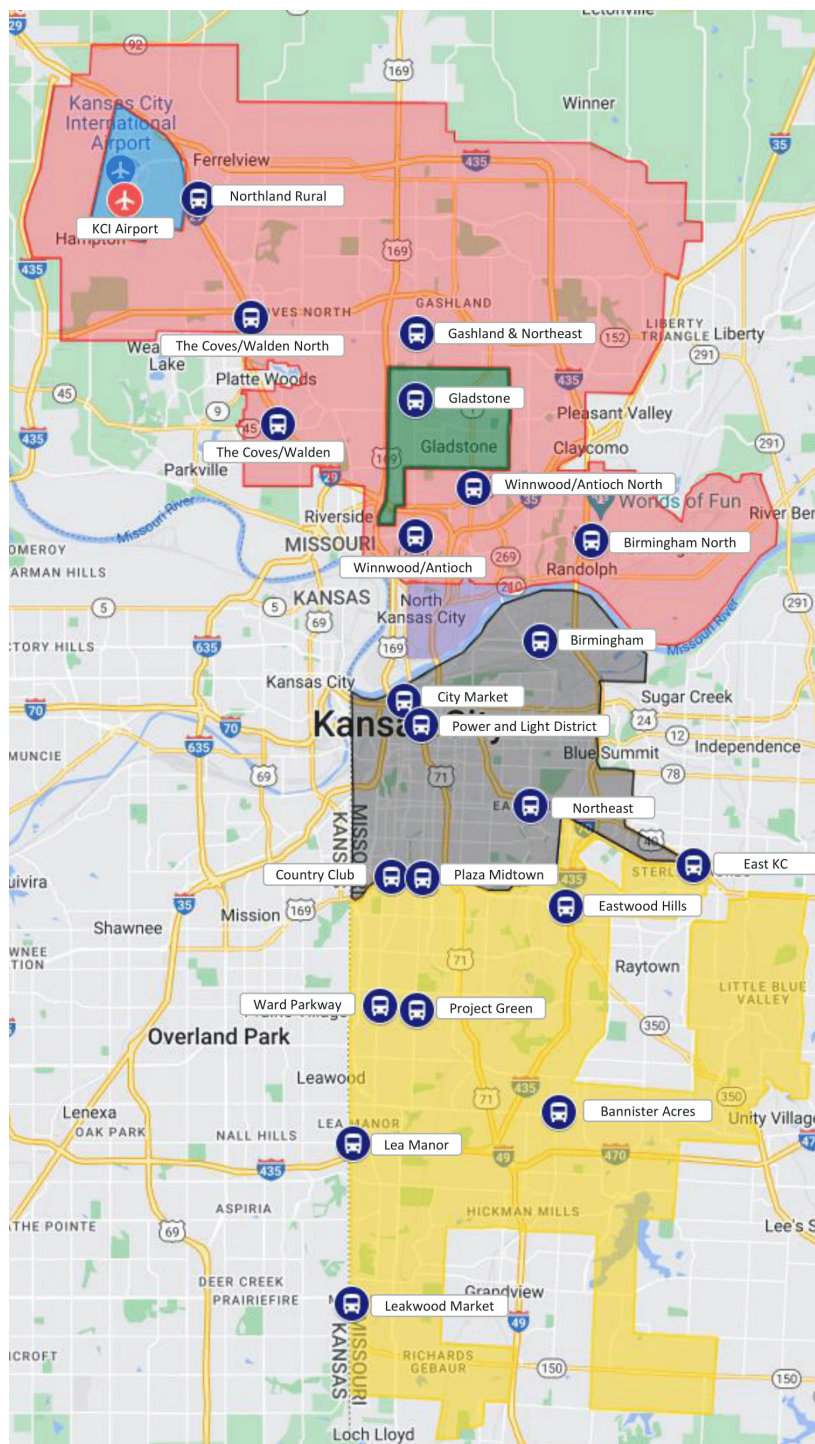


IRIS

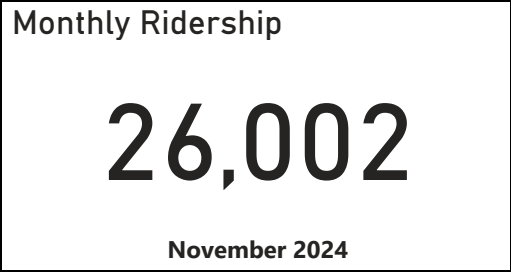
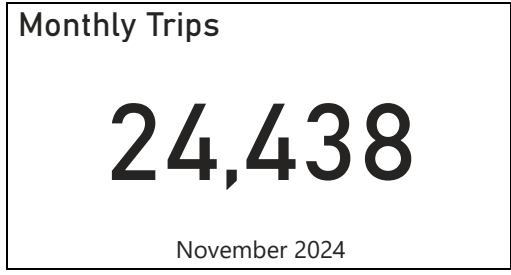
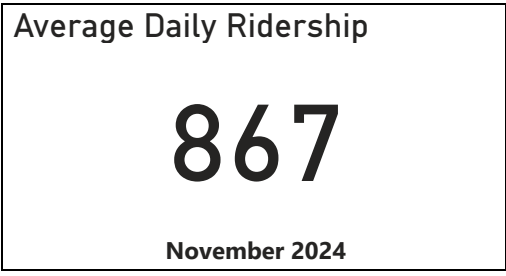
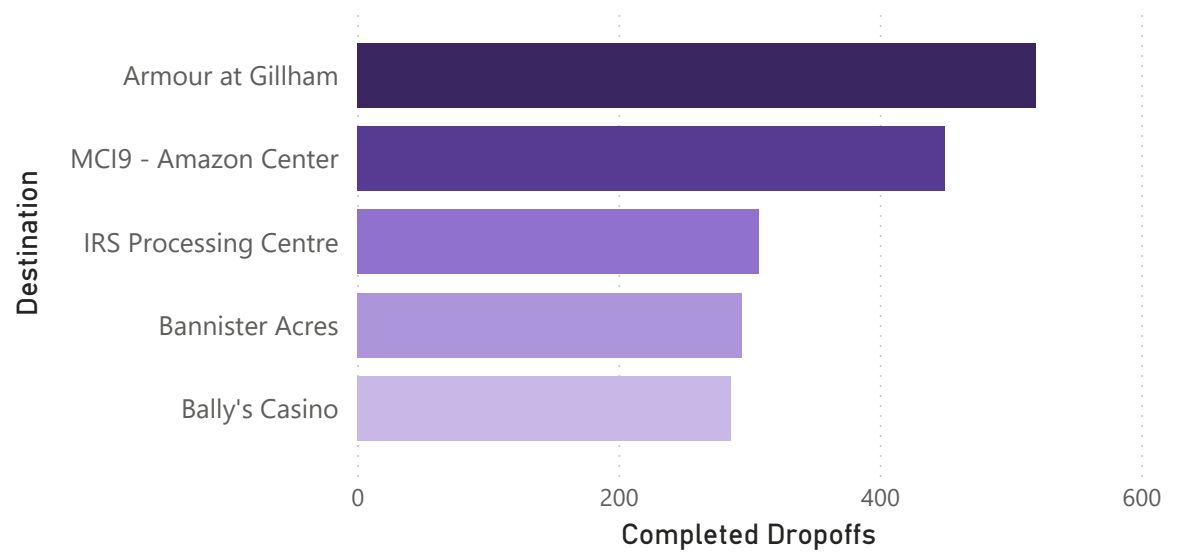
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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.

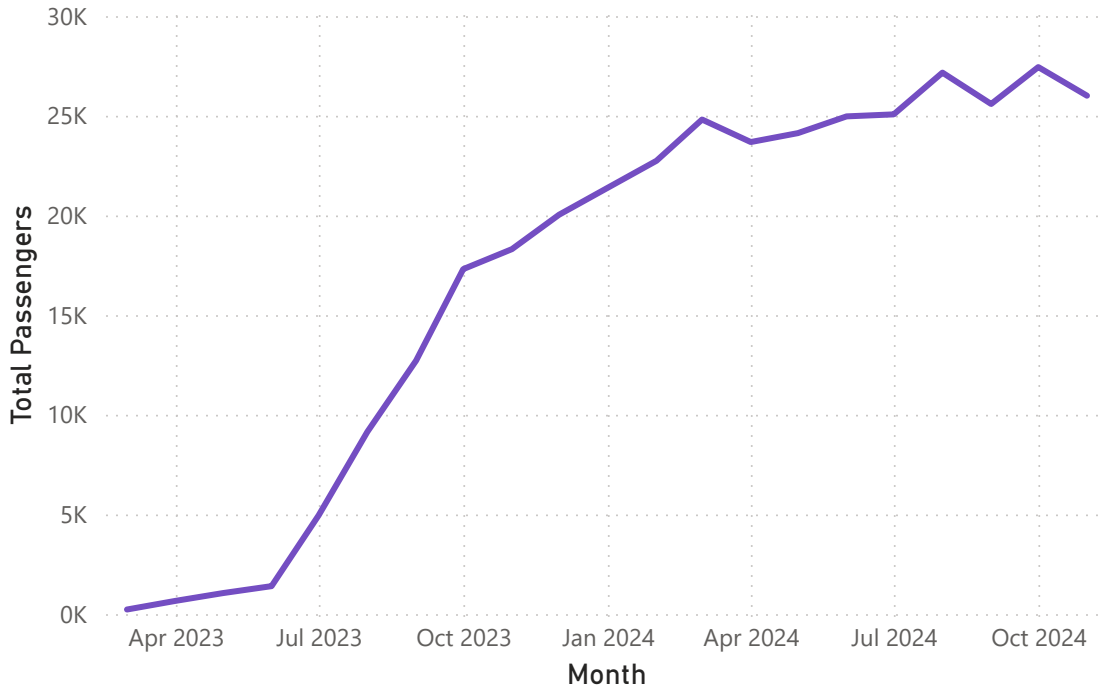
The map below displays the IRIS service area. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.



Popular Destinations



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

3,375

November 2024

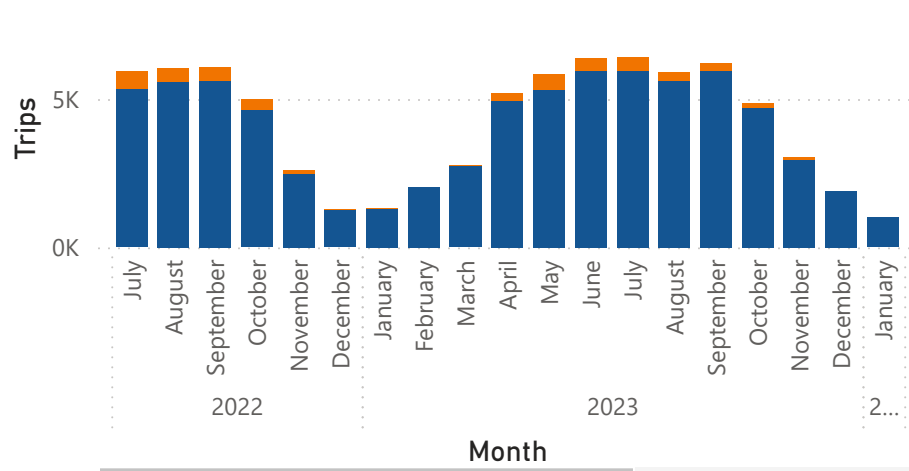
Unique Users

590

November 2024

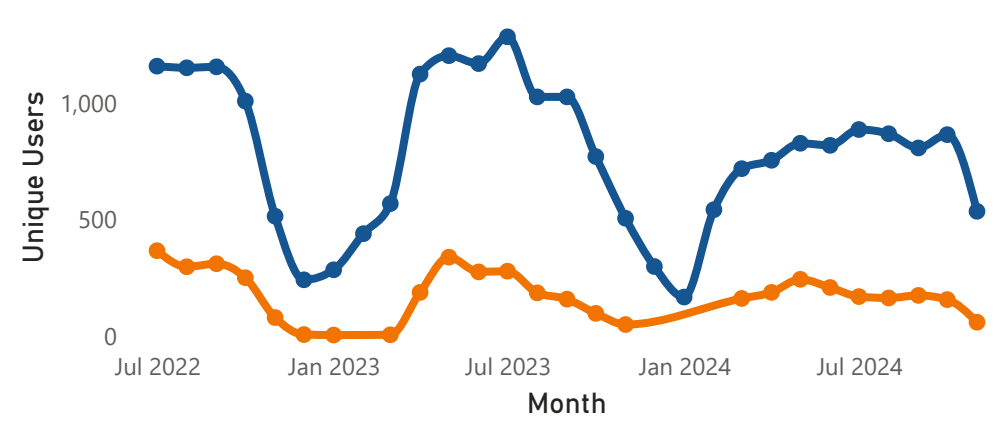
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



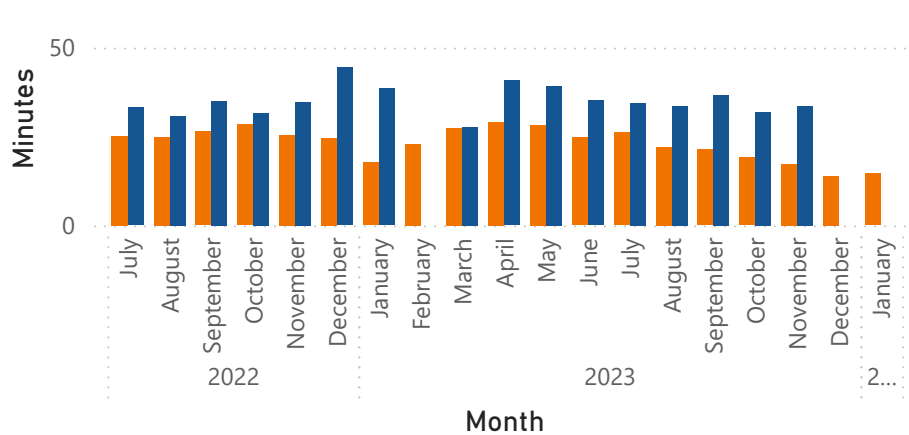
Avg Trip Time (mins)

19

November 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

