

RideKC Transit Key Performance Indicators

October 2023

Report Submitted November 8, 2023

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

Previous Months

Completed Trips 95.1% Goal: 97.0% October 2023	Fixed Route OTP 86.0% Goal: 80.0%, 90.0% October 2023	Paratransit OTP 91.0% Goal: 95.0% October 2023
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Fixed + Flex + Iris Ridership

1,092,338

October 2023

Paratransit Trips

22,721

October 2023

Paratransit Passengers

24,621

October 2023

Fixed Route Ridership

1,070,385

October 2023

Flex + Iris Ridership

21,953

October 2023

Road Calls

34

October 2023

Revenue Hours

33,947

October 2023

Passengers per Revenue Hour

32

October 2023

Vehicle Incidents

30

October 2023

Platform Hours

47,741

October 2023

Cost per Passenger

\$1.87

October 2023

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 **1,075,036** Year-over-Year Change **10.90%**

October 2023

October 2023

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	90,652	2,924	42.41%	91.4%
2	Troost MAX	104,527	3,372	29.63%	89.8%
3	Prospect MAX	152,366	4,915	13.08%	
9	9th Street	7,510	242	23.11%	61.6%
11	Northeast-Westside	33,841	1,092	4.88%	114.0%
12	12th Street	29,008	936	19.81%	118.0%
18	Indiana	35,676	1,151	-8.14%	117.2%
19	Crossroads				
21	Cleveland-Antioch	13,346	513	13.39%	93.8%
23	23rd Street	7,104	229	13.74%	69.9%
24	Independence	84,380	2,722	16.30%	128.7%
25	Troost	40,676	1,312	-4.79%	129.9%
27	27th Street	10,633	343	-0.77%	67.8%
28	Blue Ridge	13,039	502	8.06%	74.5%
29	Blue Ridge Limited	2,470	112	-1.32%	51.2%
31	31st Street	80,700	2,603	0.27%	103.7%
35	35th Street	18,633	601	4.11%	74.0%
39	39th Street	54,652	1,763	-1.21%	95.4%
47	Broadway	41,860	1,350	8.10%	94.1%
57	Wornall	12,459	402	15.34%	113.9%
63	63rd Street	11,362	367	0.74%	57.2%
71	Prospect	16,222	523	-6.08%	13.5%
75	75th Street	13,840	446	2.95%	65.2%
85	Paseo	23,657	763	-12.12%	74.8%
99	South Kansas City Flex	3,879	149	12.73%	100.6%
101	State Ave	59,828	1,930	15.86%	135.2%
104	Argentine	9,199	354	20.09%	86.6%
106	Quindaro-Amazon	12,642	408	6.49%	54.4%
107	7th Street/Parallel	7,535	290	-0.97%	51.1%
201	North Oak	30,606	987	3.57%	134.6%
210	Front Street	18,248	589	21.65%	102.2%
229	Boardwalk/KCI	18,374	593	21.62%	91.9%
238	Meadowbrook	14,233	459	-0.94%	159.1%
297	Tiffany Springs Flex	162	7	-38.87%	38.9%
399	Raytown Flex	610	28	15.53%	90.5%
550	Lee's Summit Express	774	35	7.80%	30.9%

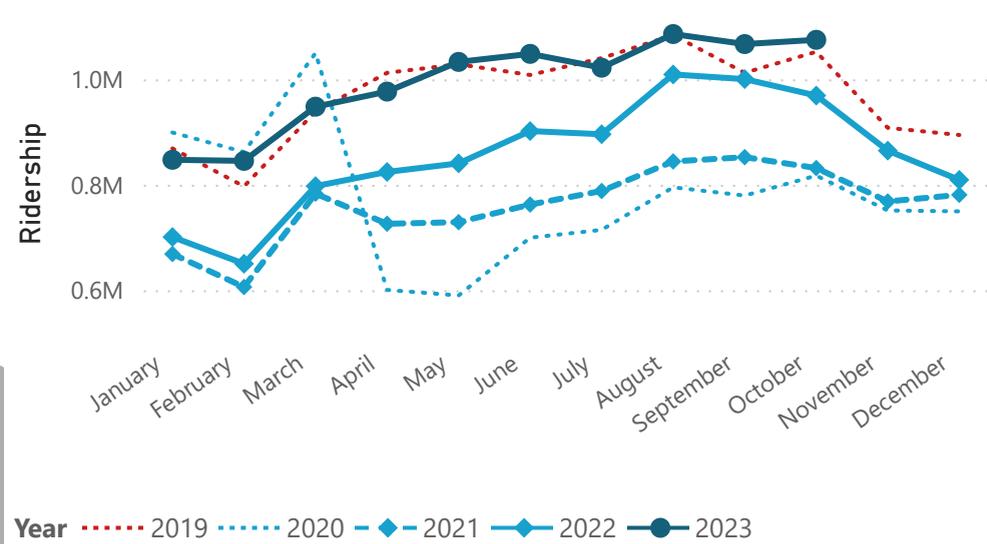
Mode Day Community

All All All

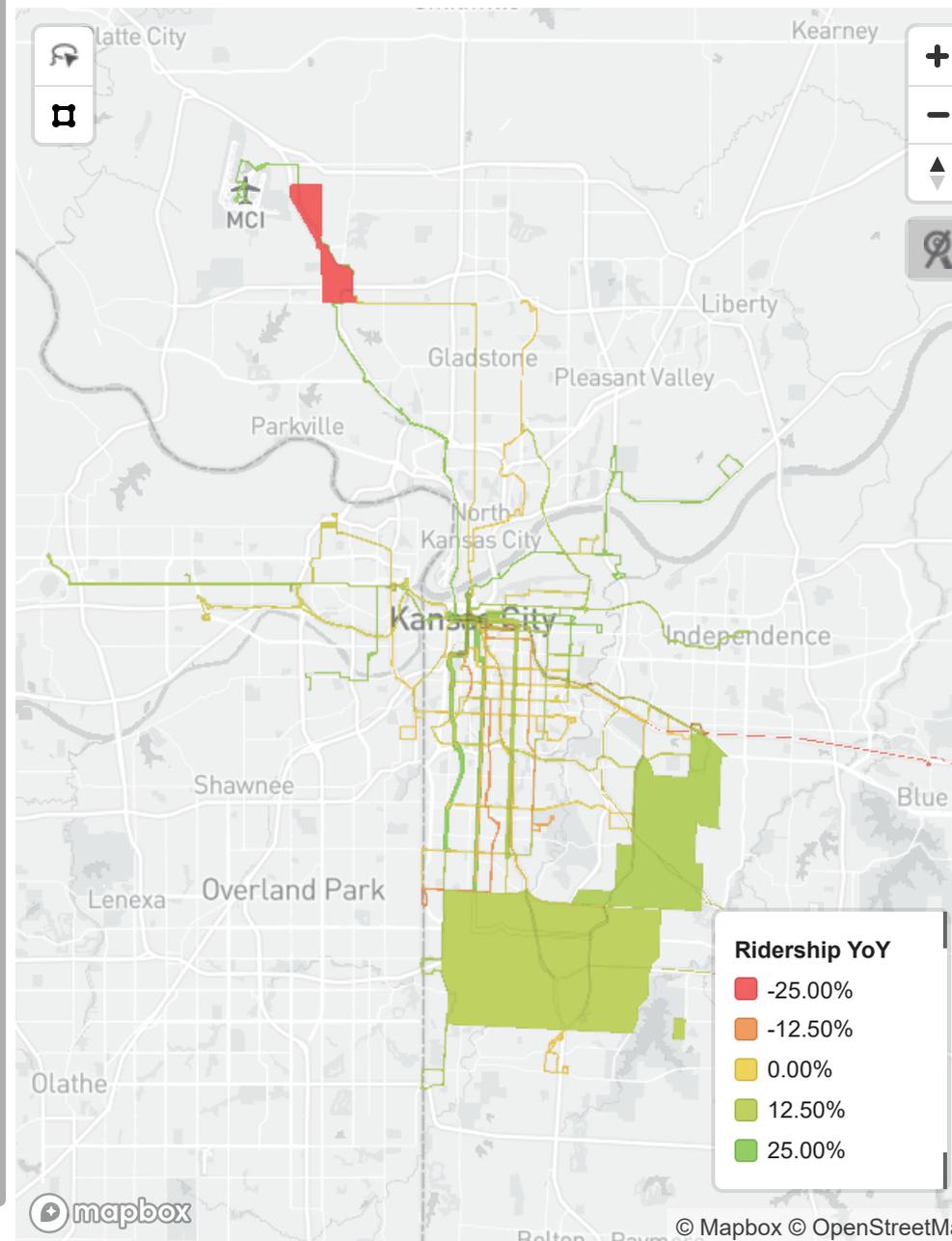
Previous Months

1/1/2019 10/1/2023

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

33,947

10.0%

October 2023

October 2023

Details by Route

#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	2,402	52.0%	79.2%
2	Troost MAX	2,436	33.7%	69.3%
3	Prospect MAX	3,010	17.0%	
9	9th Street	381	18.0%	63.7%
11	Northeast-Westside	1,532	3.1%	104.4%
12	12th Street	681	-12.7%	89.0%
18	Indiana	1,222	0.9%	94.7%
19	Crossroads			
21	Cleveland-Antioch	580	0.8%	96.2%
23	23rd Street	336	-7.4%	63.9%
24	Independence	1,580	3.7%	81.5%
25	Troost	917	-0.5%	78.6%
27	27th Street	451	0.1%	62.2%
28	Blue Ridge	586	0.4%	55.7%
29	Blue Ridge Limited	168	4.8%	50.9%
31	31st Street	2,037	0.7%	92.9%
35	35th Street	736	-8.3%	74.6%
39	39th Street	1,095	0.8%	72.6%
47	Broadway	1,394	9.3%	94.3%
57	Wornall	703	8.4%	77.1%
63	63rd Street	296	4.2%	49.5%
71	Prospect	541	-4.3%	15.8%
75	75th Street	696	30.7%	76.7%
85	Paseo	913	-2.3%	60.4%
99	South Kansas City Flex	1,040	5.0%	97.9%
101	State Ave	1,645	20.9%	111.7%
104	Argentine	279	7.2%	55.5%
106	Quindaro-Amazon	611	6.5%	49.0%
107	7th Street/Parallel	239	3.5%	32.8%
201	North Oak	1,598	14.5%	129.0%
210	Front Street	891	1.0%	
229	Boardwalk/KCI	1,200	0.3%	95.9%
238	Meadowbrook	889	-10.6%	121.0%
297	Tiffany Springs Flex	180	4.8%	95.7%
399	Raytown Flex	176	4.8%	95.7%
550	Lee's Summit Express	100	4.8%	71.0%
570	Blue Springs Express	62	4.8%	55.3%

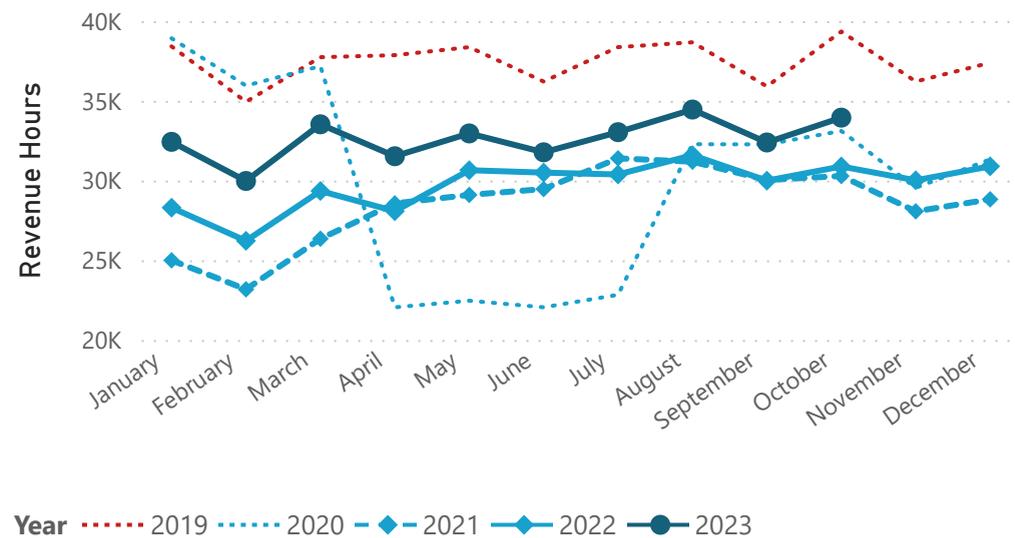
Mode Day **Community**

All All All

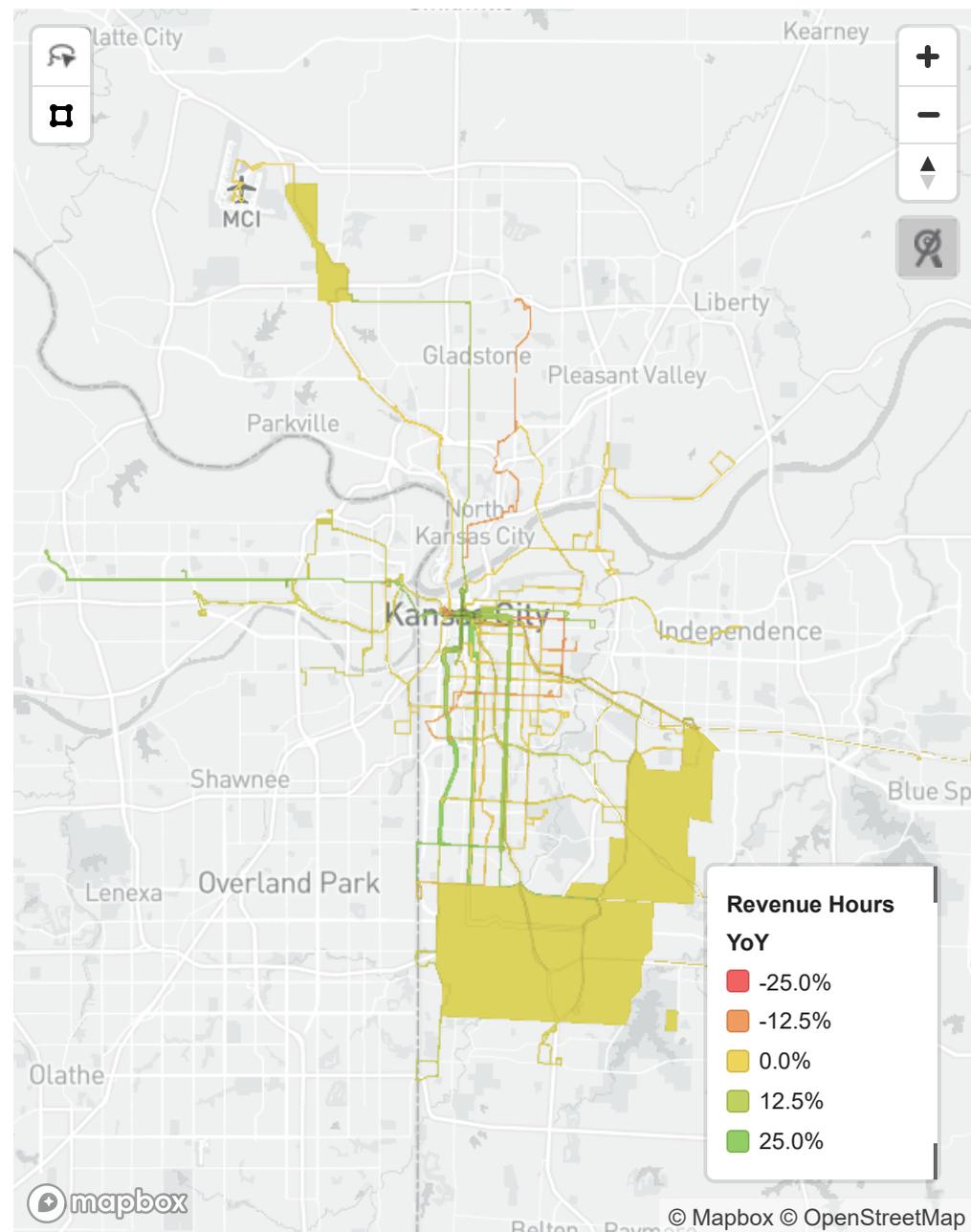
Previous Months

1/1/2019 10/1/2023

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. See the [NTD Glossary](#) for more definitions.

Cost per Rider Year-over-Year Change

\$1.87 **-2.3%**

October 2023

October 2023

Details by Route

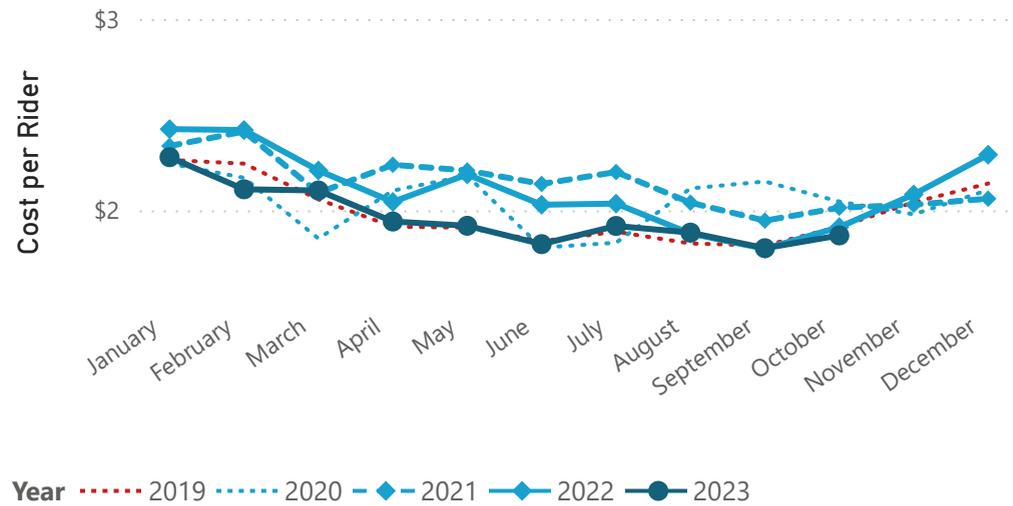
#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.59	6.7%
2	Troost MAX	\$1.40	3.1%
3	Prospect MAX	\$1.19	3.5%
9	9th Street	\$3.05	-4.2%
11	Northeast-Westside	\$2.72	-1.7%
12	12th Street	\$1.41	-27.1%
18	Indiana	\$2.06	9.9%
19	Crossroads		
21	Cleveland-Antioch	\$2.61	-11.1%
23	23rd Street	\$2.84	-18.6%
24	Independence	\$1.12	-10.8%
25	Troost	\$1.35	4.5%
27	27th Street	\$2.55	0.9%
28	Blue Ridge	\$2.70	-7.0%
29	Blue Ridge Limited	\$4.08	6.2%
31	31st Street	\$1.52	0.4%
35	35th Street	\$2.21	-18.1%
39	39th Street	\$1.20	2.1%
47	Broadway	\$1.86	-6.2%
57	Wornall	\$3.39	-6.0%
63	63rd Street	\$1.56	2.6%
71	Prospect	\$2.00	1.9%
75	75th Street	\$3.02	27.0%
85	Paseo	\$2.32	11.2%
99	South Kansas City Flex	\$16.09	-6.9%
101	State Ave	\$1.65	4.4%
104	Argentine	\$1.82	-10.8%
106	Quindaro-Amazon	\$2.90	0.0%
107	7th Street/Parallel	\$1.90	4.6%
201	North Oak	\$3.15	11.2%
210	Front Street	\$2.93	-17.0%
229	Boardwalk/KCI	\$3.92	-17.5%
238	Meadowbrook	\$3.81	-8.3%
297	Tiffany Springs Flex	\$66.57	71.4%
399	Raytown Flex	\$17.32	-9.3%
550	Lee's Summit Express	\$7.76	-2.8%

Mode Day Community
 All All All

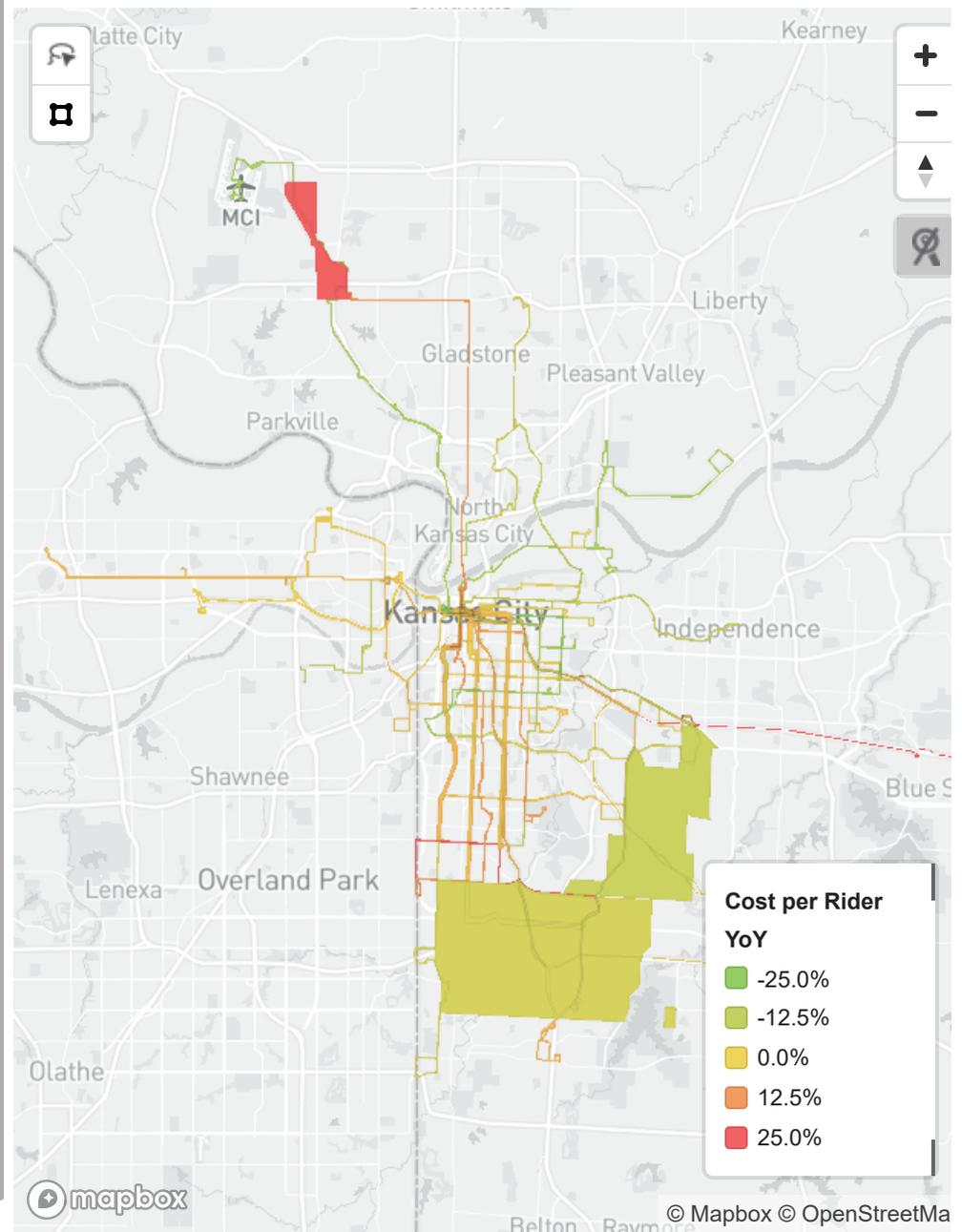
Previous Months

1/1/2019 10/1/2023

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

86.02%

October 2023

Year-over-Year Change

7.21%

October 2023

Details by Route

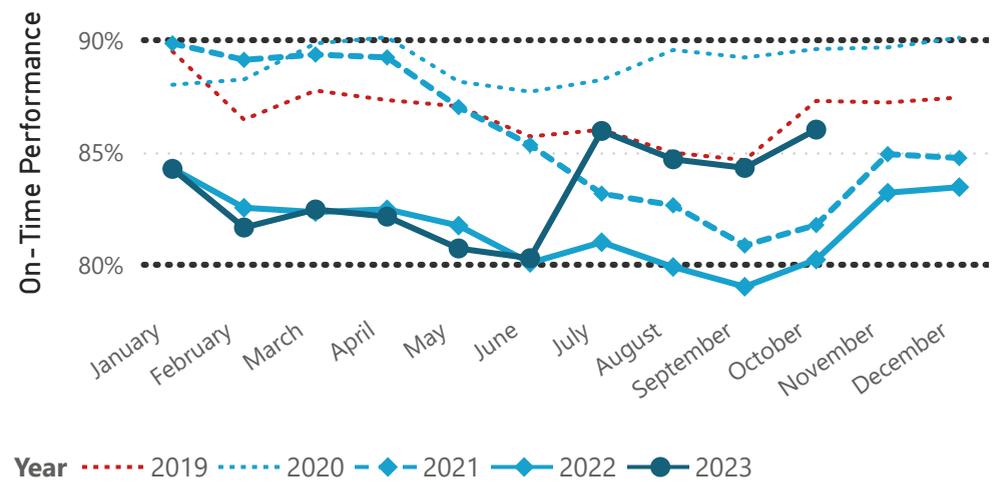
#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	88.76%	27.22%	94.6%
2	Troost MAX	20	86.44%	12.99%	94.5%
3	Prospect MAX	15	87.31%	0.20%	90.3%
9	9th Street	60	81.64%	13.34%	98.5%
11	Northeast-Westside	30	85.82%	7.53%	94.5%
12	12th Street	45	84.63%	6.60%	92.9%
18	Indiana	30	86.61%	3.04%	95.9%
21	Cleveland-Antioch	60	82.64%	-0.81%	95.6%
23	23rd Street	60	87.44%	0.61%	98.0%
24	Independence	20	86.68%	5.59%	95.6%
25	Troost	30	93.68%	9.87%	98.4%
27	27th Street	60	93.72%	9.21%	96.5%
28	Blue Ridge	60	87.26%	3.93%	97.8%
29	Blue Ridge Limited		85.56%	22.48%	96.6%
31	31st Street	15	87.85%	8.11%	94.3%
35	35th Street	45	77.18%	17.37%	99.5%
39	39th Street	30	91.67%	4.01%	90.6%
47	Broadway	45	69.73%	4.12%	92.4%
57	Wornall	45	84.50%	-1.05%	96.9%
63	63rd Street	60	90.36%	5.75%	98.4%
71	Prospect	60	80.96%	1.06%	91.8%
75	75th Street	45	83.72%	-0.33%	96.0%
85	Paseo	60	84.58%	10.88%	95.0%
101	State Ave	30	80.18%	8.61%	97.6%
104	Argentine	60	88.37%	2.32%	95.5%
106	Quindaro-Amazon	60	86.04%	-2.34%	95.8%
107	7th Street/Parallel	60	88.45%	-2.45%	96.9%
201	North Oak	30	83.55%	13.07%	97.6%
210	Front Street	60	83.97%	7.24%	98.3%
229	Boardwalk/KCI	60	79.13%	4.79%	97.7%
238	Meadowbrook	60	77.90%	15.48%	98.9%
550	Lee's Summit Express		78.05%	40.64%	97.7%
570	Blue Springs Express		65.20%	5.35%	92.0%

Mode Day Community
 All All All

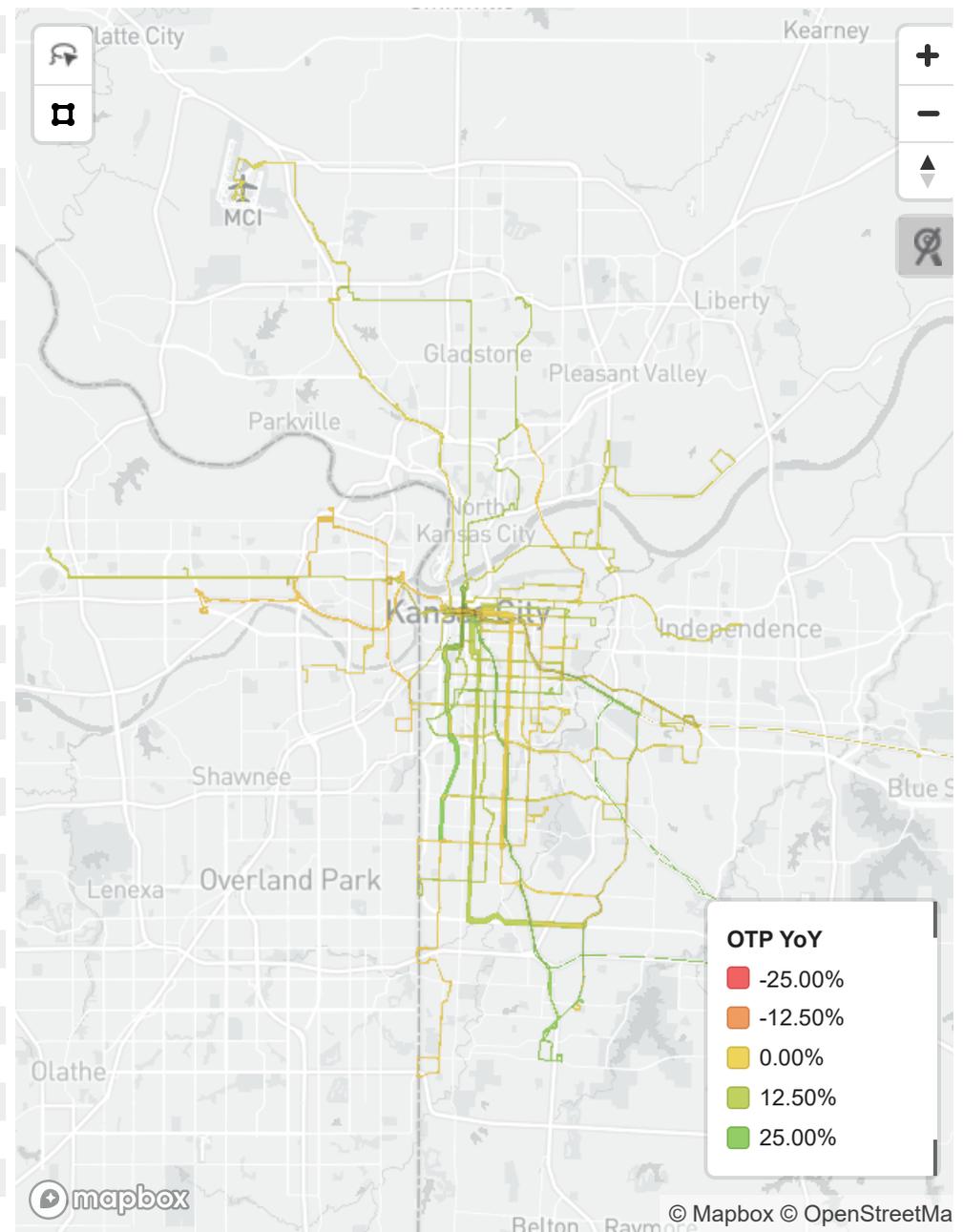
Previous Months

1/1/2019 10/1/2023

On-Time Performance



On-Time Performance Change - Year over Year



RideKC[®]

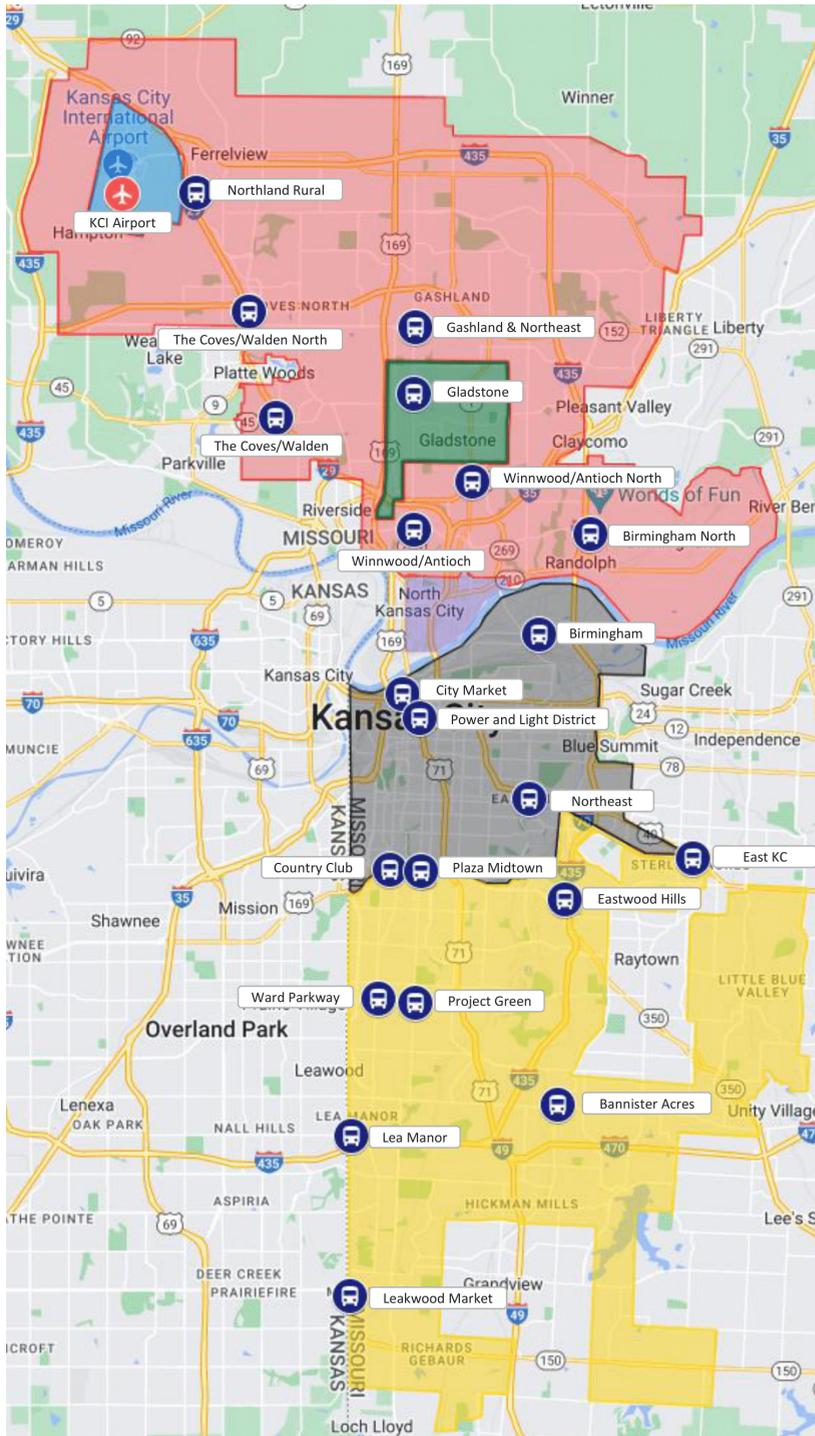
Kansas City Area Transportation Authority

IRIS

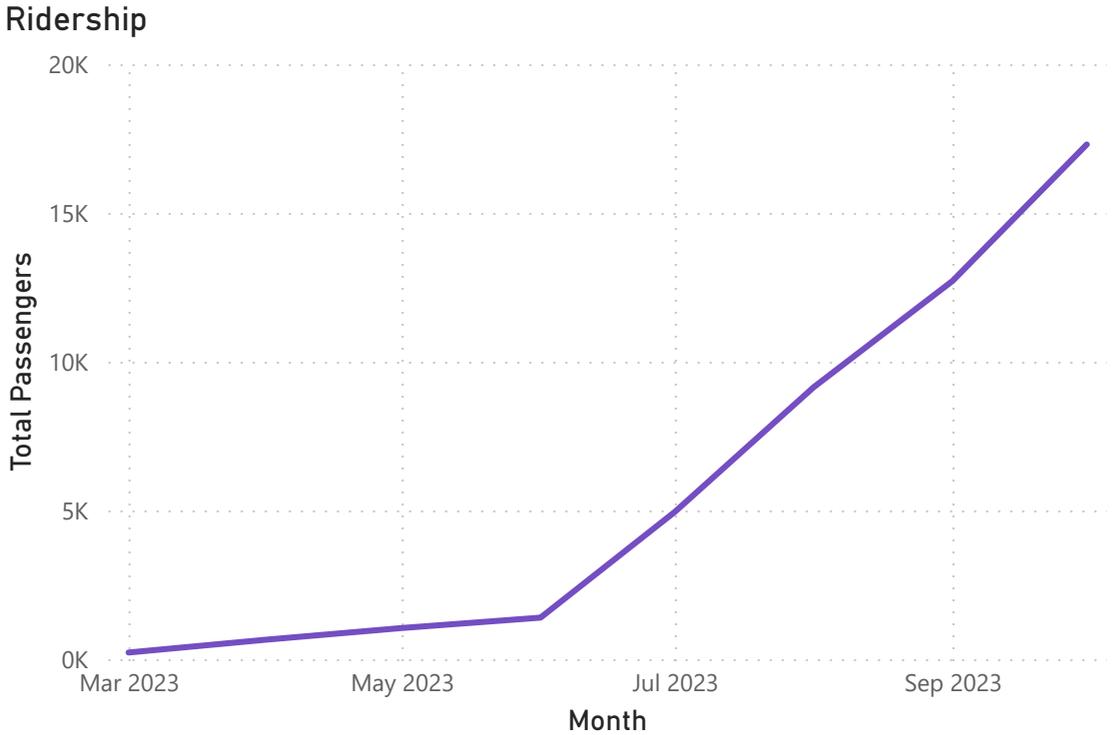
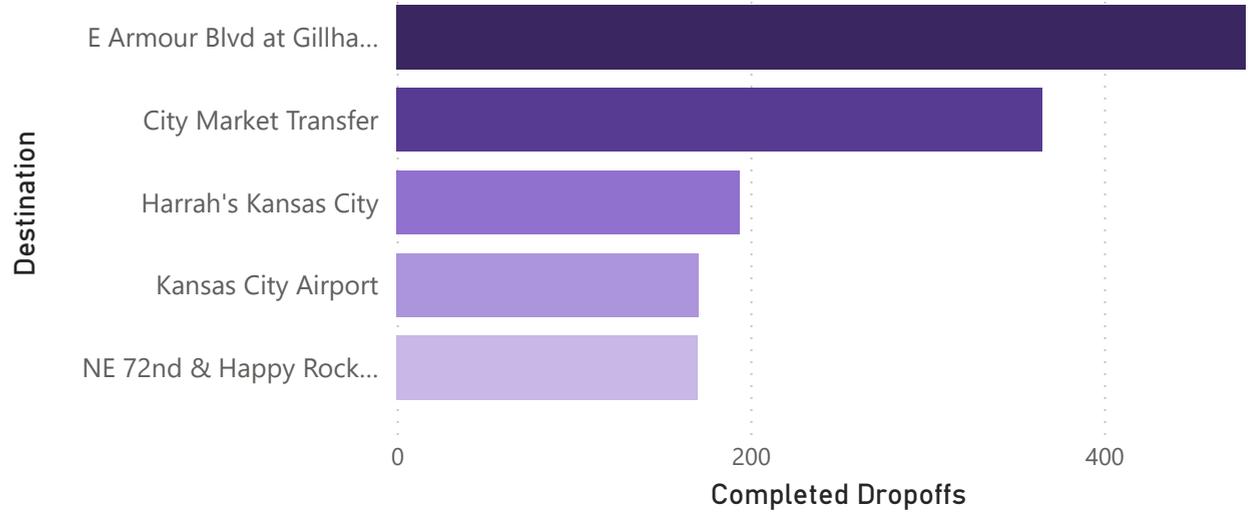
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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



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.

BIKE
WALK



Combined Bike Trips

4,839

October 2023

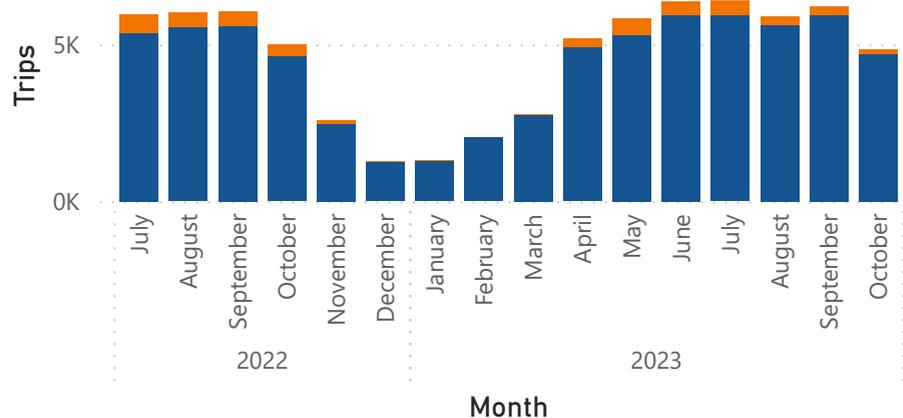
Unique Users

858

October 2023

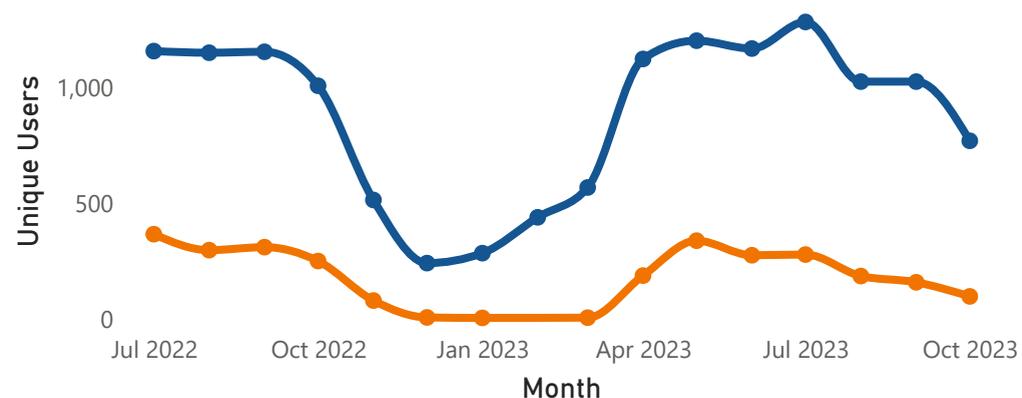
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



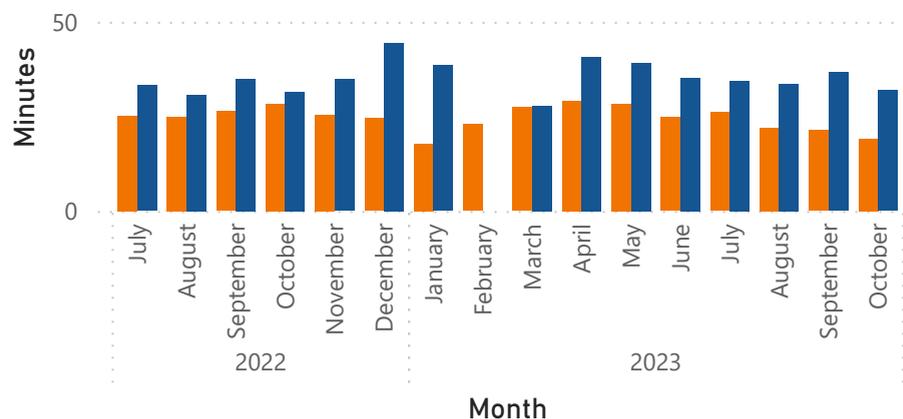
Avg Trip Time (mins)

19

October 2023

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub

