

RideKC Transit Key Performance Indicators

October 2024

Reported November 18, 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

All

Day

All

Community

Kansas City, MO

Previous Months

1/1/2019

10/1/2024

Completed Trips

99.2%

Goal: 97.0%
October 2024

Fixed Route OTP

82.1%

Goal: 80.0%, 90.0%
October 2024

Paratransit OTP

85.0%

Goal: 95.0%
October 2024

Fixed + Flex + Iris Ridership

1,117,309

October 2024

Fixed Route Ridership

1,089,872

October 2024

Flex + Iris Ridership

27,437

October 2024

Revenue Hours

29,751

October 2024

Platform Hours

40,967

October 2024

Passengers per Revenue Hour

33

October 2024

Paratransit Trips

22,340

October 2024

Paratransit Passengers

24,037

October 2024

Road Calls

63

October 2024

Vehicle Incidents

34

October 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

1,089,872

October 2024

Year-over-Year Change

3.23%

October 2024

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	87,820	2,833	-3.12%
2	Troost MAX	113,502	3,661	8.59%
3	Prospect MAX	159,977	5,161	5.00%
9	9th Street	8,855	286	17.91%
11	Northeast-Westside	39,872	1,286	17.82%
12	12th Street	26,293	848	-9.36%
18	Indiana	41,959	1,354	17.61%
19	Crossroads	1,925	62	-11.09%
21	Cleveland-Antioch	16,699	618	25.12%
23	23rd Street	8,762	283	23.34%
24	Independence	83,534	2,695	-1.00%
25	Troost	42,660	1,376	4.88%
27	27th Street	11,430	369	7.50%
28	Blue Ridge	14,242	527	9.23%
29	Blue Ridge Limited	1,973	86	-20.12%
31	31st Street	79,010	2,549	-2.09%
35	35th Street	20,566	663	10.37%
39	39th Street	50,952	1,644	-6.77%
47	Broadway	43,930	1,417	4.95%
57	Wornall	12,333	398	-1.01%
63	63rd Street	12,861	415	13.19%
71	Prospect	16,501	532	1.72%
75	75th Street	16,240	524	17.34%
85	Paseo	22,803	736	-3.61%
101	State Ave	61,619	1,988	2.99%
106	Quindaro-Amazon	12,343	398	-2.37%
201	North Oak	30,108	971	-1.63%
210	Front Street	14,042	453	-23.05%
229	Boardwalk/KCI	20,032	646	9.02%
238	Meadowbrook	16,270	525	14.31%
550	Lee's Summit Express	759	33	-1.94%
570	Blue Springs Express	236	12	-20.54%

Mode

All

Day

All

Community

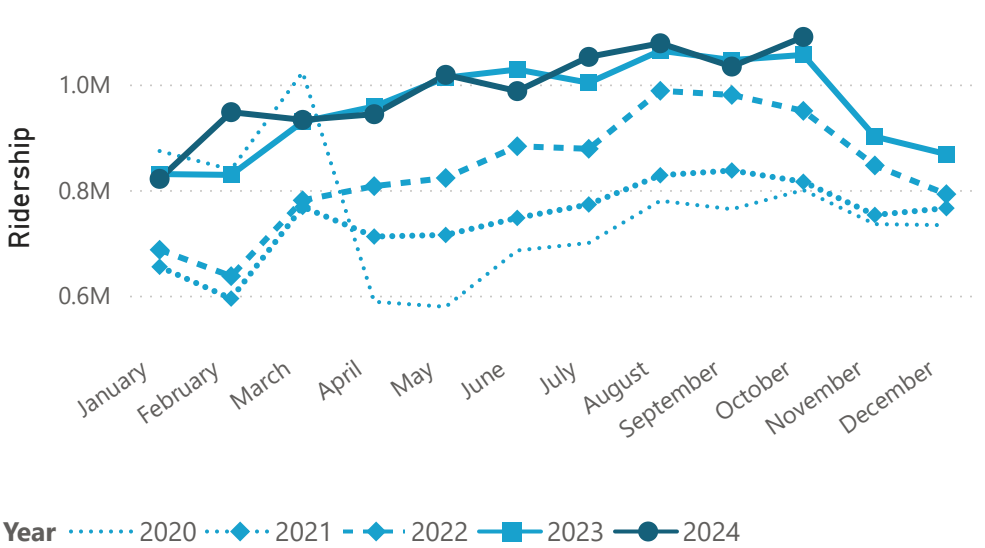
Kansas City, MO

Previous Months

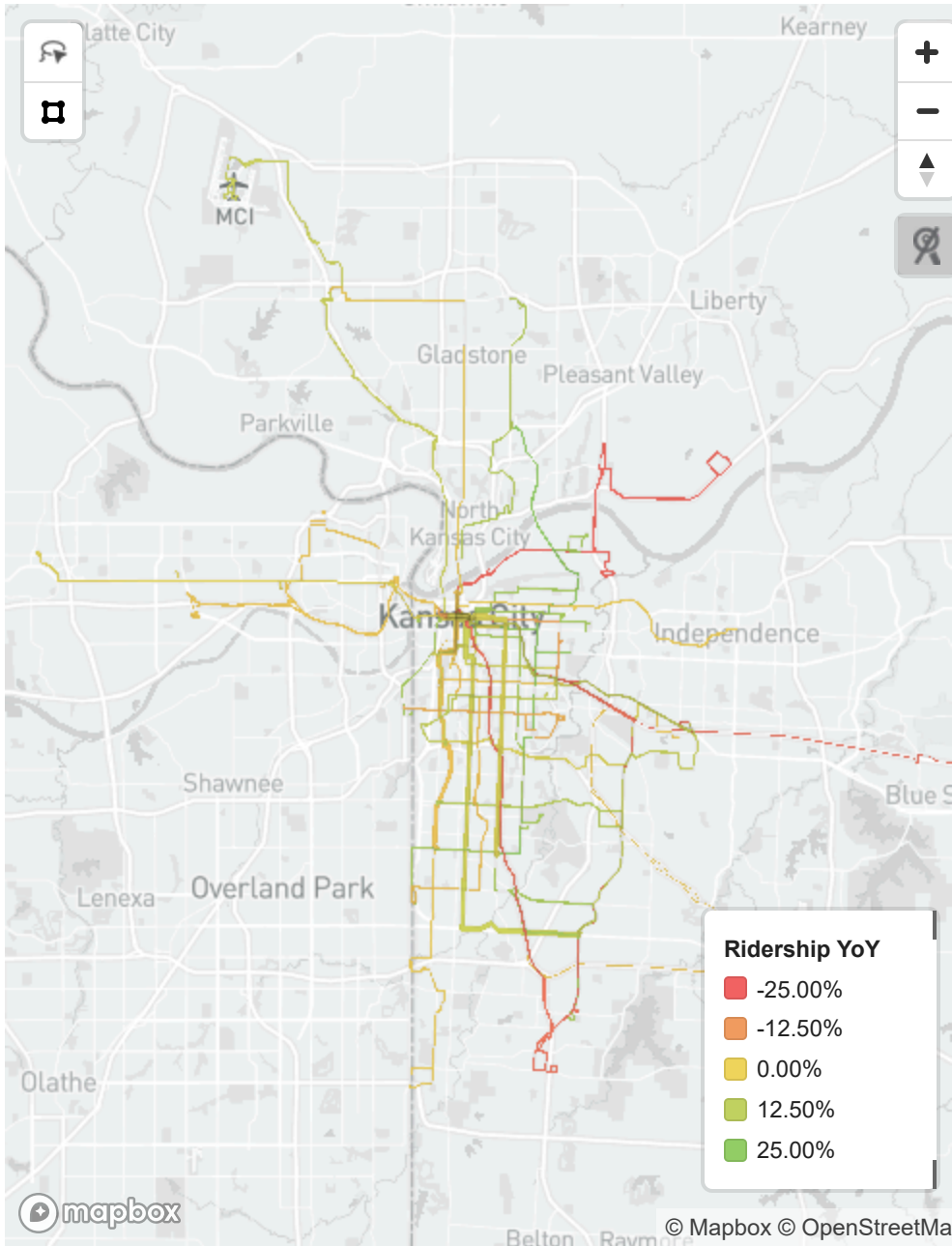
1/1/2019

10/1/2024

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

29,751

October 2024

Year-over-Year Change

3.9%

October 2024

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,268	-5.6%
2	Troost MAX	2,491	2.3%
3	Prospect MAX	3,186	5.9%
9	9th Street	388	1.7%
11	Northeast-Westside	1,482	6.0%
12	12th Street	685	0.5%
18	Indiana	1,250	2.3%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	607	7.7%
23	23rd Street	415	23.5%
24	Independence	1,422	2.3%
25	Troost	953	3.9%
27	27th Street	569	26.1%
28	Blue Ridge	543	2.7%
29	Blue Ridge Limited	147	-10.3%
31	31st Street	2,188	16.8%
35	35th Street	690	-6.3%
39	39th Street	1,161	11.5%
47	Broadway	1,382	8.4%
57	Wornall	711	1.1%
63	63rd Street	283	2.6%
71	Prospect	540	-0.2%
75	75th Street	784	15.7%
85	Paseo	980	7.3%
101	State Ave	250	3.8%
106	Quindaro-Amazon	131	0.7%
201	North Oak	1,426	2.1%
210	Front Street	859	-3.6%
229	Boardwalk/KCI	1,116	-3.7%
238	Meadowbrook	483	0.9%
550	Lee's Summit Express		9.5%
570	Blue Springs Express		-50.0%

Mode

All

Day

All

Community

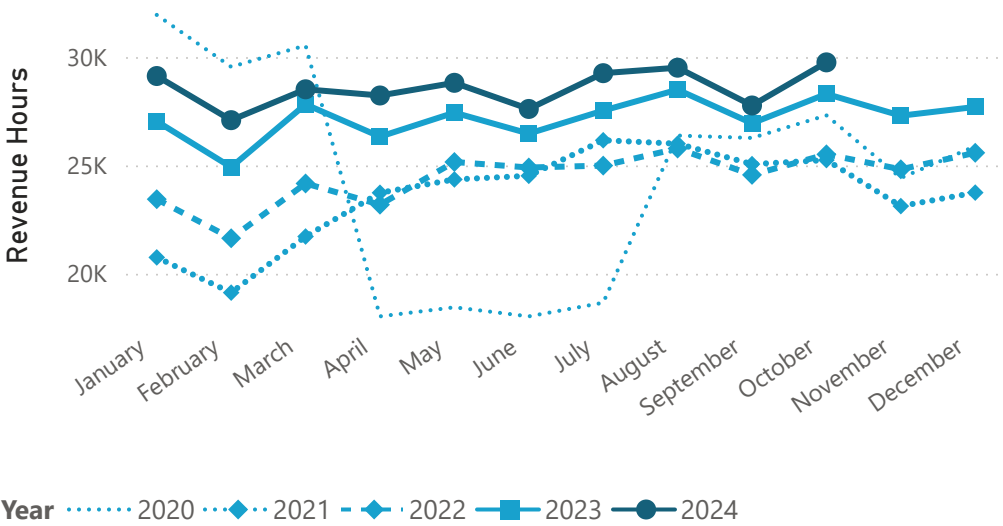
Kansas City, MO

Previous Months

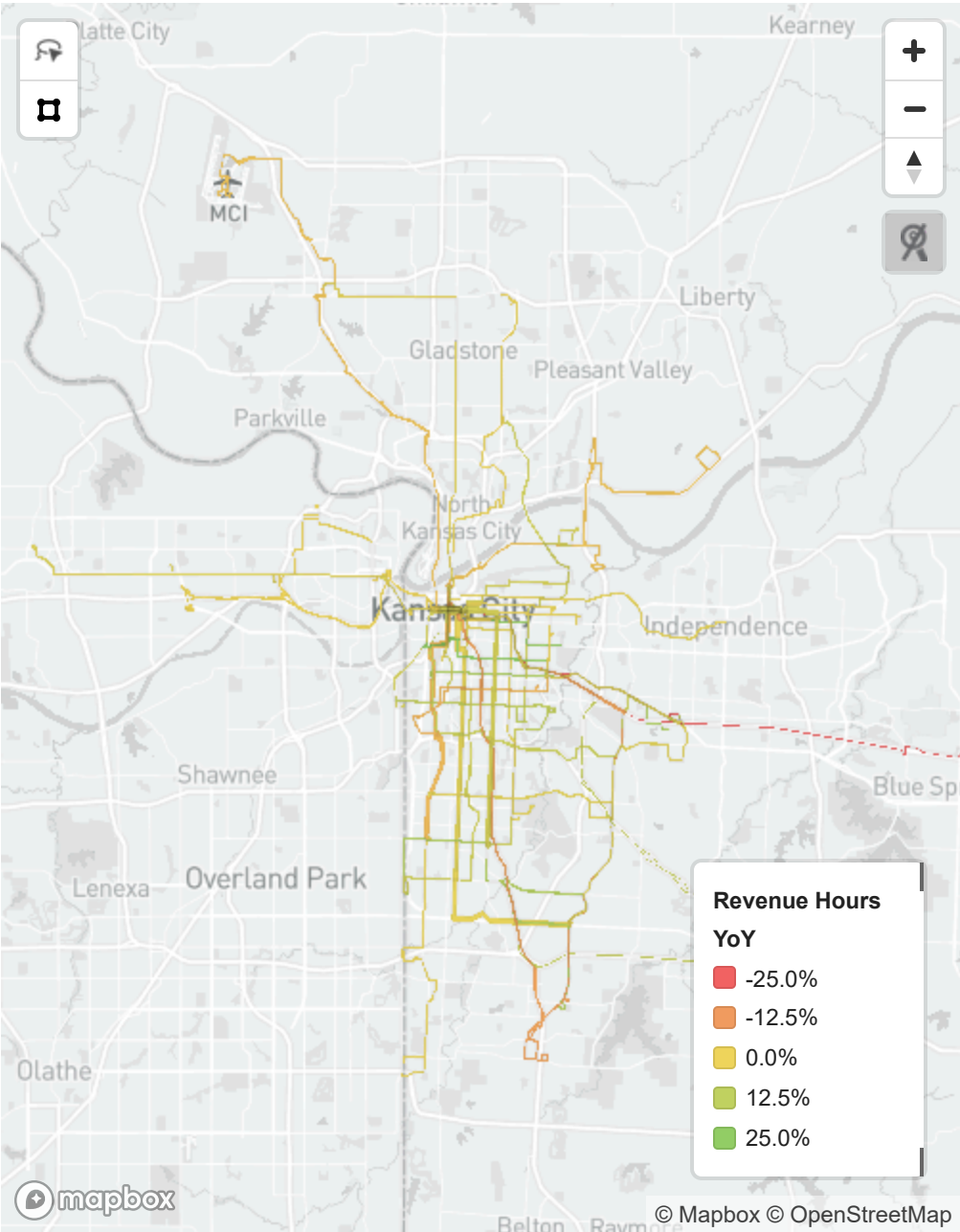
1/1/2019

10/1/2024

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	\$1.55	-2.5%
2	Troost MAX	\$1.32	-5.8%
3	Prospect MAX	\$1.20	0.8%
9	9th Street	\$2.63	-13.7%
11	Northeast-Westside	\$2.44	-10.1%
12	12th Street	\$1.56	10.9%
18	Indiana	\$1.79	-13.0%
19	Crossroads	\$11.23	12.5%
21	Cleveland-Antioch	\$2.24	-14.0%
23	23rd Street	\$2.84	0.1%
24	Independence	\$1.16	3.3%
25	Troost	\$1.34	-0.9%
27	27th Street	\$2.99	17.3%
28	Blue Ridge	\$2.54	-6.0%
29	Blue Ridge Limited	\$4.58	12.3%
31	31st Street	\$1.81	19.3%
35	35th Street	\$2.01	-8.8%
39	39th Street	\$1.44	19.6%
47	Broadway	\$2.06	11.3%
57	Wornall	\$3.46	2.1%
63	63rd Street	\$1.42	-9.4%
71	Prospect	\$1.96	-1.9%
75	75th Street	\$2.98	-1.4%
85	Paseo	\$2.58	11.3%
101	State Ave	\$1.66	0.8%
106	Quindaro-Amazon	\$2.99	3.1%
201	North Oak	\$3.25	3.2%
210	Front Street	\$3.67	25.3%
229	Boardwalk/KCI	\$3.46	-11.7%
238	Meadowbrook	\$3.31	-13.1%
550	Lee's Summit Express	\$8.67	11.7%
570	Blue Springs Express	\$7.21	-37.1%

Mode

Day

Community

All

All

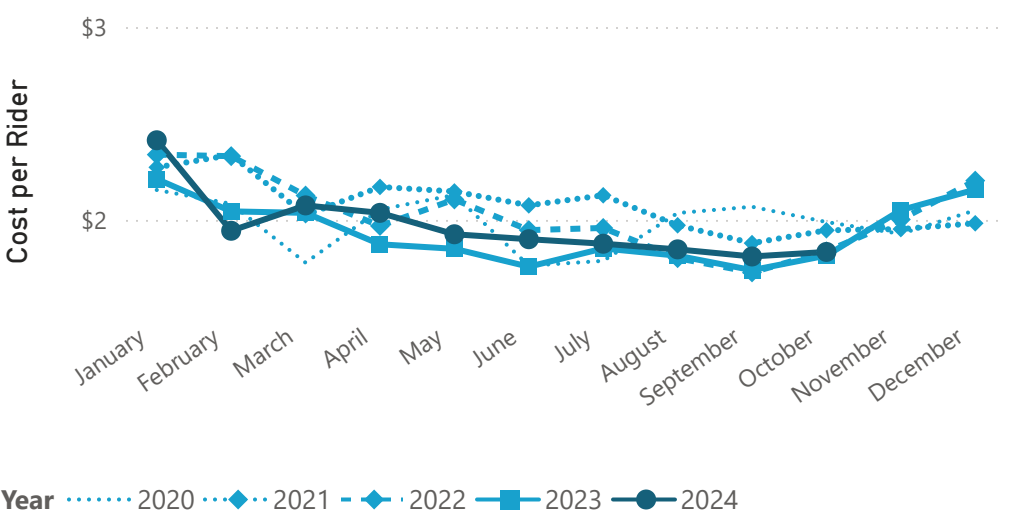
Kansas City, MO

Previous Months

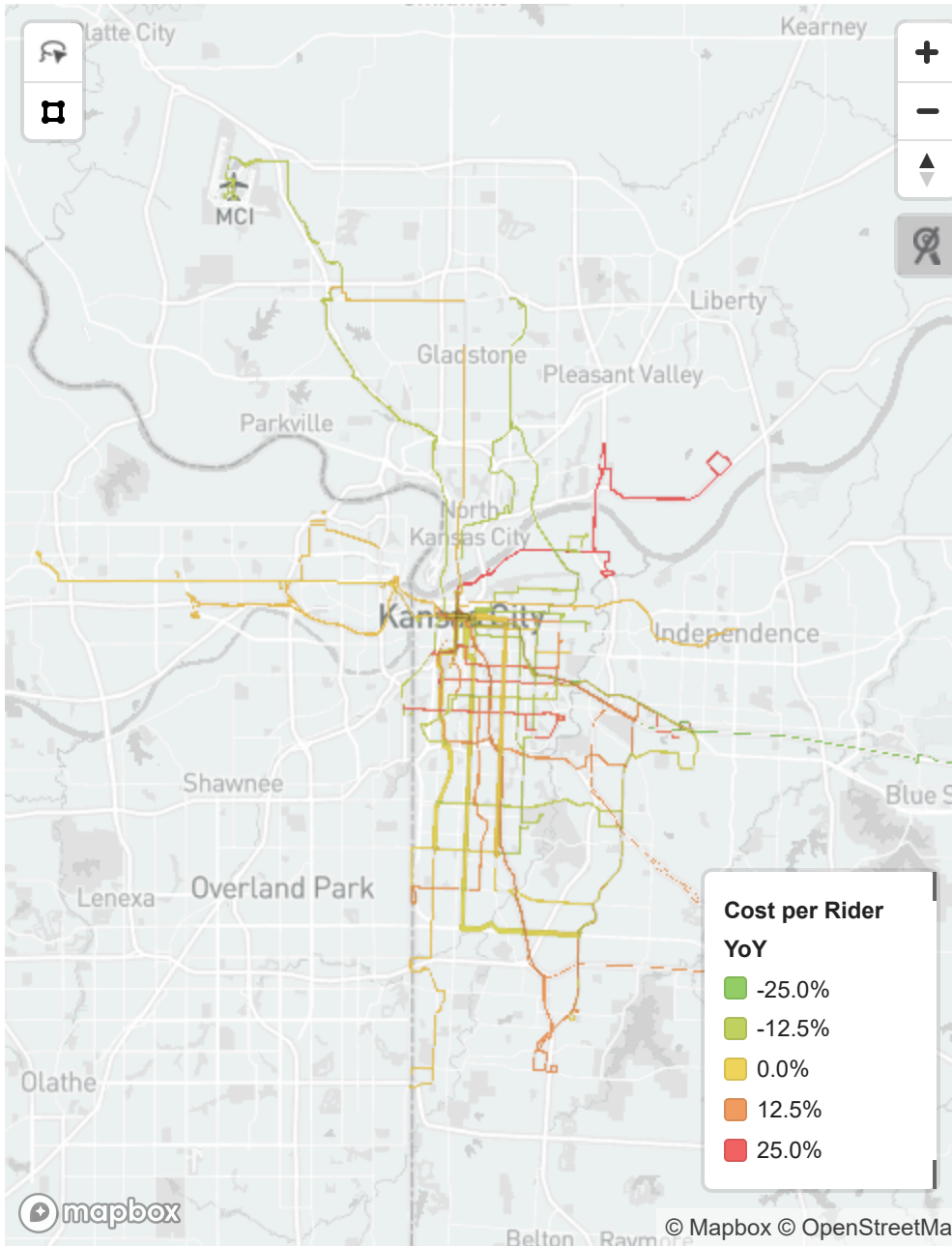
1/1/2019

10/1/2024

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

82.06%

-4.72%

October 2024

October 2024

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	82.34%	-7.23%	98.7%
2	Troost MAX	20	77.20%	-10.68%	98.9%
3	Prospect MAX	15	70.05%	-19.77%	98.4%
9	9th Street	60	75.61%	-7.38%	98.2%
11	Northeast-Westside	30	80.40%	-6.32%	98.4%
12	12th Street	45	74.99%	-11.39%	99.5%
18	Indiana	30	88.65%	2.36%	99.1%
19	Crossroads	30	84.84%	-7.84%	99.8%
21	Cleveland-Antioch	60	82.49%	-0.18%	99.4%
23	23rd Street	60	85.50%	-2.21%	99.3%
24	Independence	20	88.36%	1.94%	99.7%
25	Troost	30	89.85%	-4.09%	99.9%
27	27th Street	60	91.89%	-1.95%	99.7%
28	Blue Ridge	60	84.80%	-2.81%	99.9%
29	Blue Ridge Limited		83.93%	-1.90%	100.0%
31	31st Street	15	89.07%	1.39%	99.6%
35	35th Street	45	69.93%	-9.39%	100.0%
39	39th Street	30	89.59%	-2.27%	98.9%
47	Broadway	45	68.23%	-2.15%	99.4%
57	Wornall	45	87.32%	3.34%	100.0%
63	63rd Street	60	79.17%	-12.38%	99.8%
71	Prospect	60	86.28%	6.57%	98.0%
75	75th Street	45	82.00%	-2.06%	99.8%
85	Paseo	60	73.53%	-13.07%	99.5%
101	State Ave	30	75.58%	-5.74%	99.0%
106	Quindaro-Amazon	60	67.88%	-21.11%	99.2%
201	North Oak	30	80.49%	-3.67%	98.9%
210	Front Street	60	81.47%	-2.97%	99.4%
229	Boardwalk/KCI	60	83.60%	5.64%	99.2%
238	Meadowbrook	60	74.54%	-4.31%	99.5%
550	Lee's Summit Express		70.00%	-10.31%	100.0%
570	Blue Springs Express		67.42%	15.37%	100.0%

Mode

Day

Community

All

All

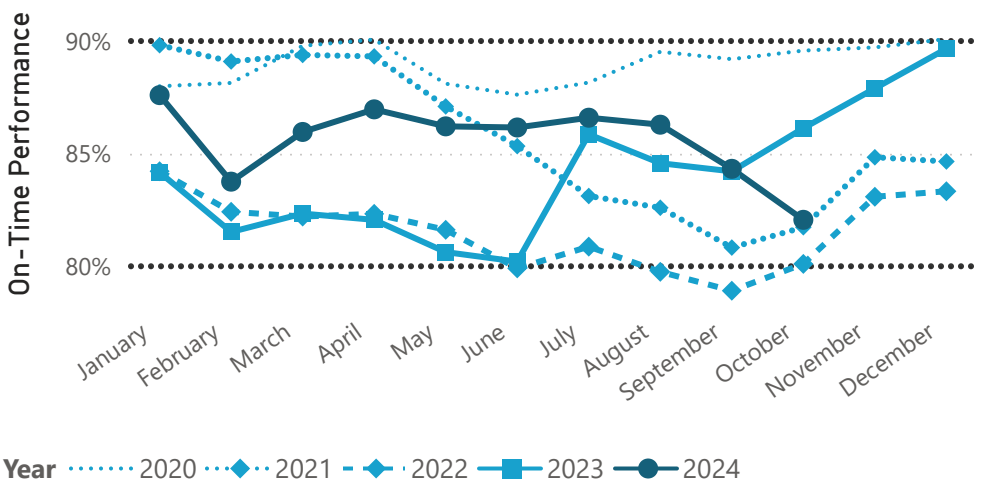
Kansas City, MO

Previous Months

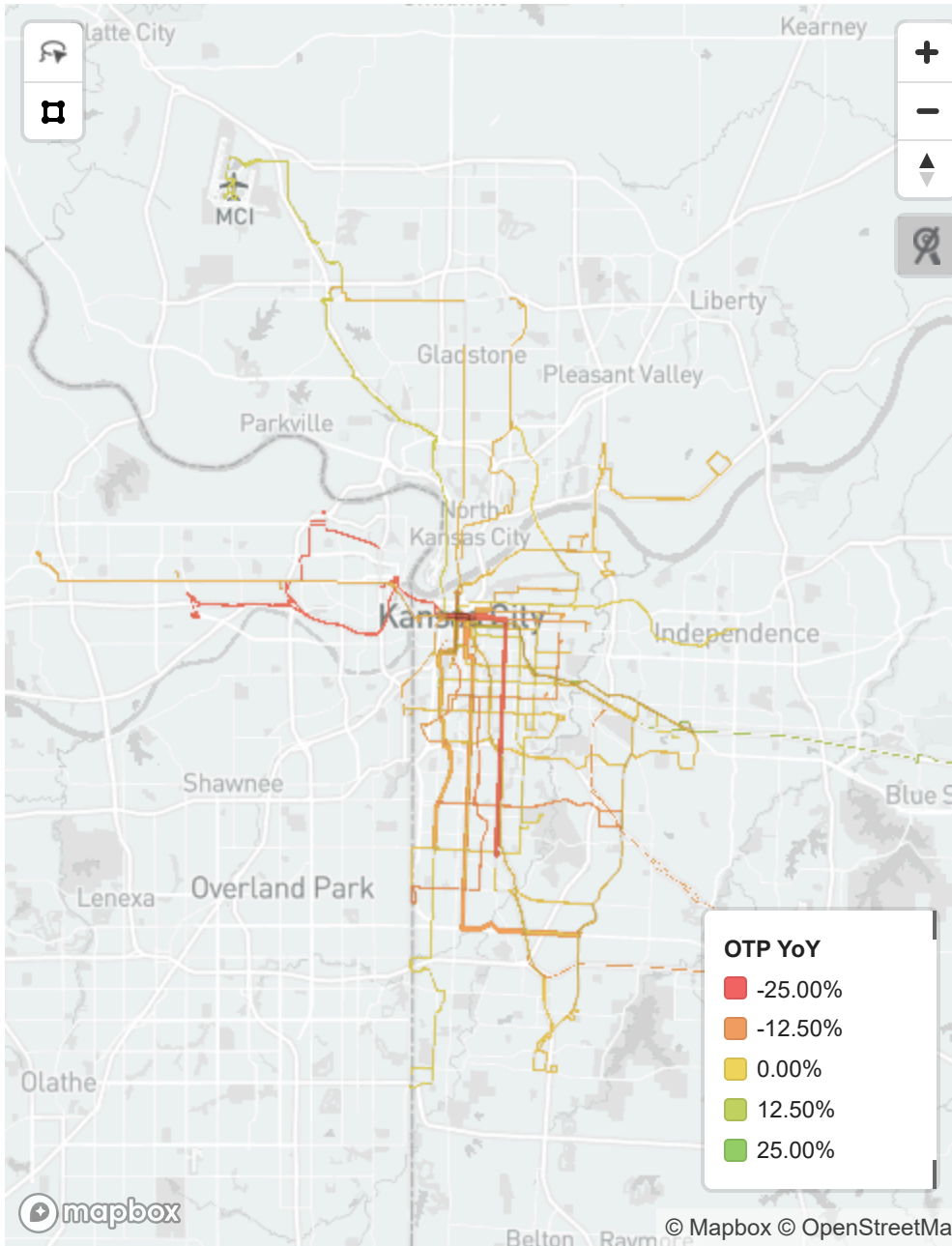
1/1/2019

10/1/2024

On-Time Performance



On-Time Performance Change - Year over Year

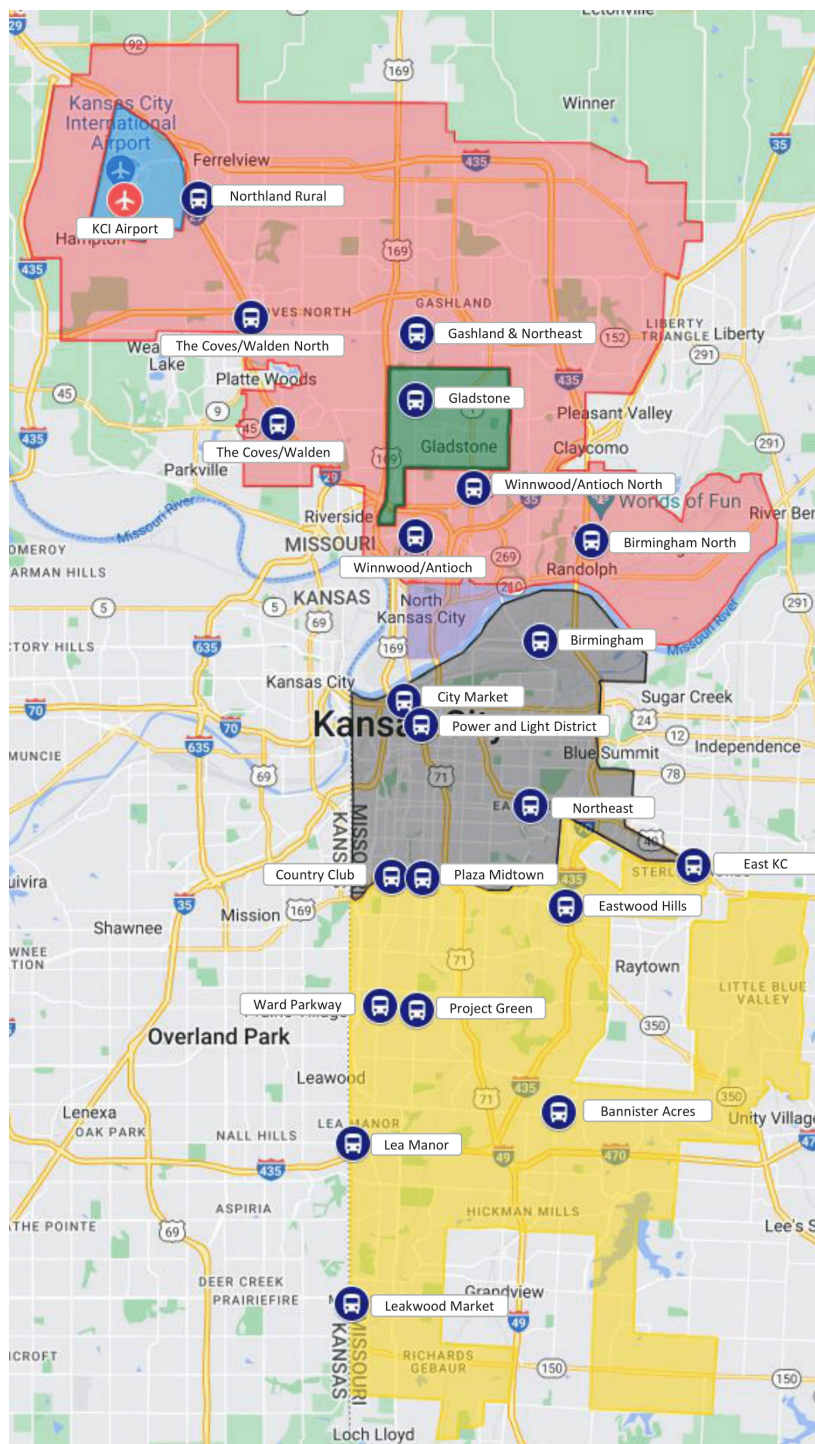


IRIS

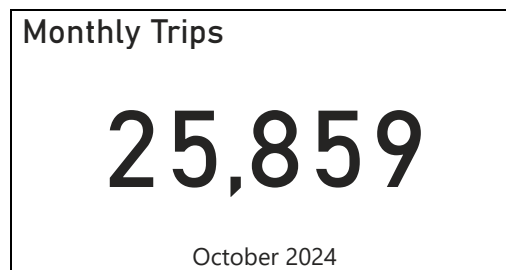
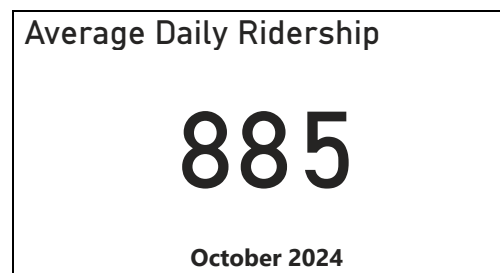
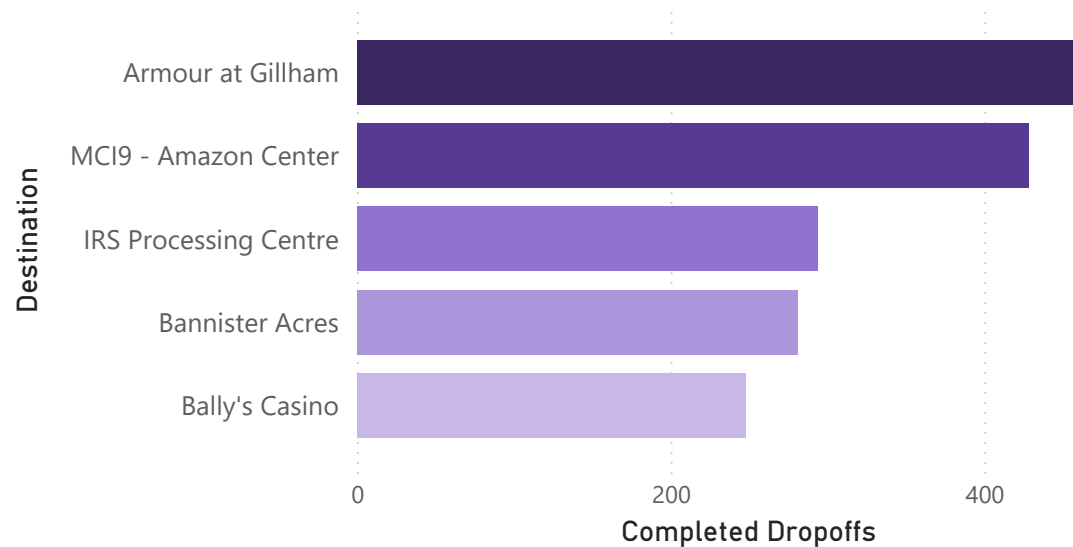
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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.

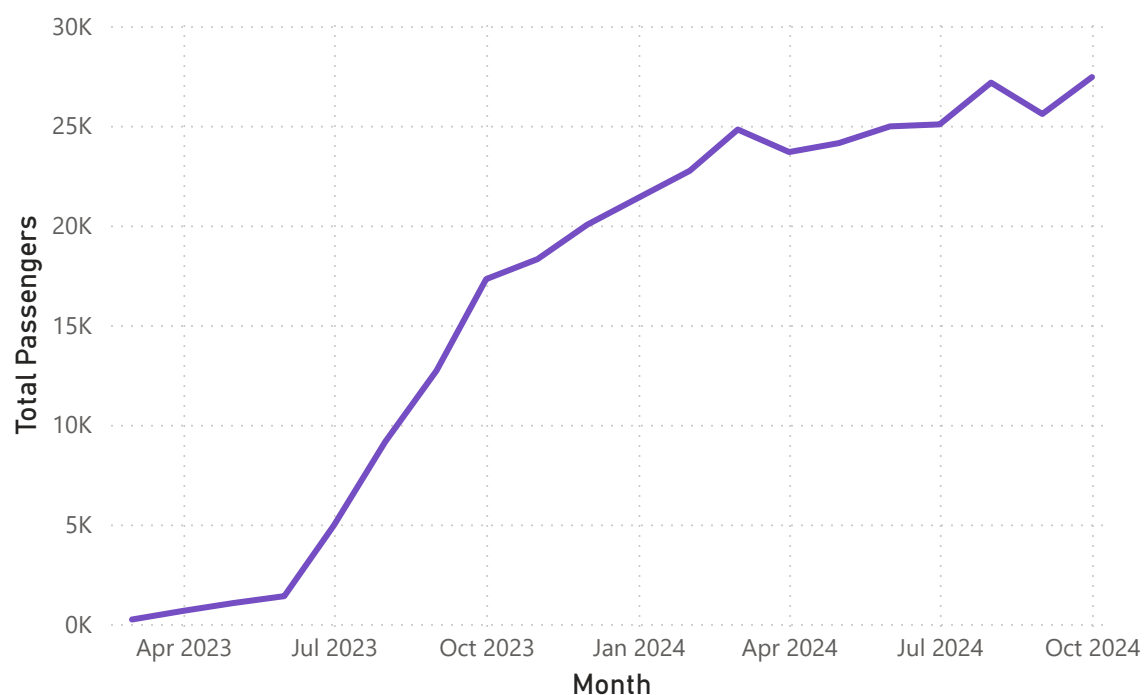
The map below displays the IRIS service area. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.



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

5,466

October 2024

Unique Users

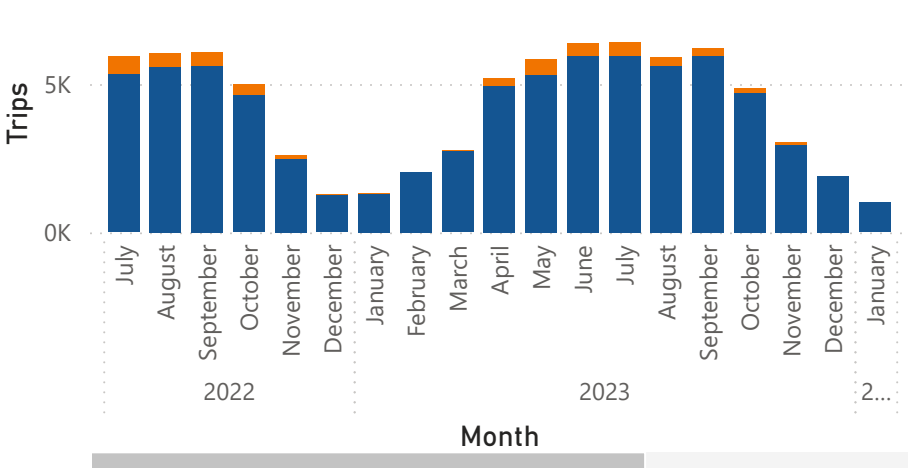
1,000

October 2024



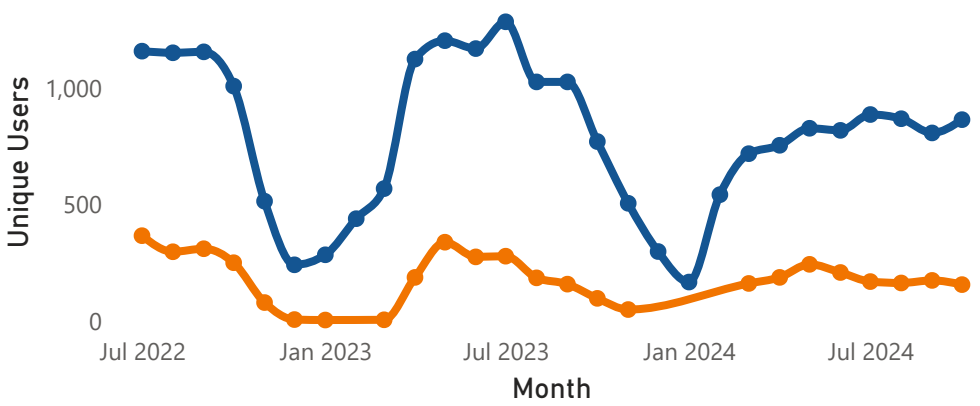
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



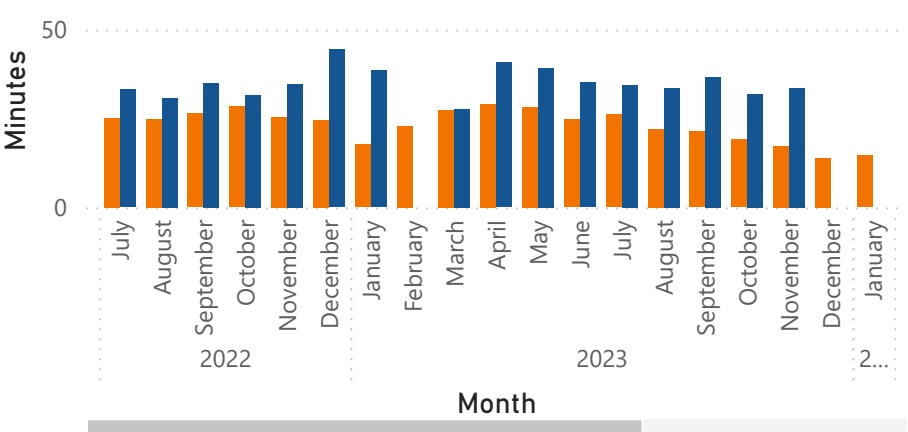
Avg Trip Time (mins)

21

October 2024

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

