

# RideKC Transit Key Performance Indicators

## December 2023

Report Submitted January 9, 2024

### 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**   
All  All  Kansas City, MO

### Previous Months

1/1/2019  12/1/2023

<b>Completed Trips</b> <b>98.3%</b> Goal: 97.0% December 2023	<b>Fixed Route OTP</b> <b>89.7%</b> Goal: 80.0%, 90.0% December 2023	<b>Paratransit OTP</b> <b>92.0%</b> Goal: 95.0% December 2023
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<b>Fixed + Flex + Iris Ridership</b> <b>892,291</b> December 2023
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<b>Paratransit Trips</b> <b>20,182</b> December 2023
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<b>Paratransit Passengers</b> <b>21,988</b> December 2023
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<b>Fixed Route Ridership</b> <b>867,898</b> December 2023
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<b>Flex + Iris Ridership</b> <b>24,393</b> December 2023
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<b>Road Calls</b> <b>19</b> December 2023
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<b>Revenue Hours</b> <b>28,912</b> December 2023
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<b>Passengers per Revenue Hour</b> <b>27</b> December 2023
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<b>Vehicle Incidents</b> <b>1</b> December 2023
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<b>Platform Hours</b> <b>39,618</b> December 2023
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<b>Cost per Passenger</b> <b>\$2.24</b> December 2023
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### 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

# 872,261

# 9.62%

December 2023

December 2023

### Details by Route

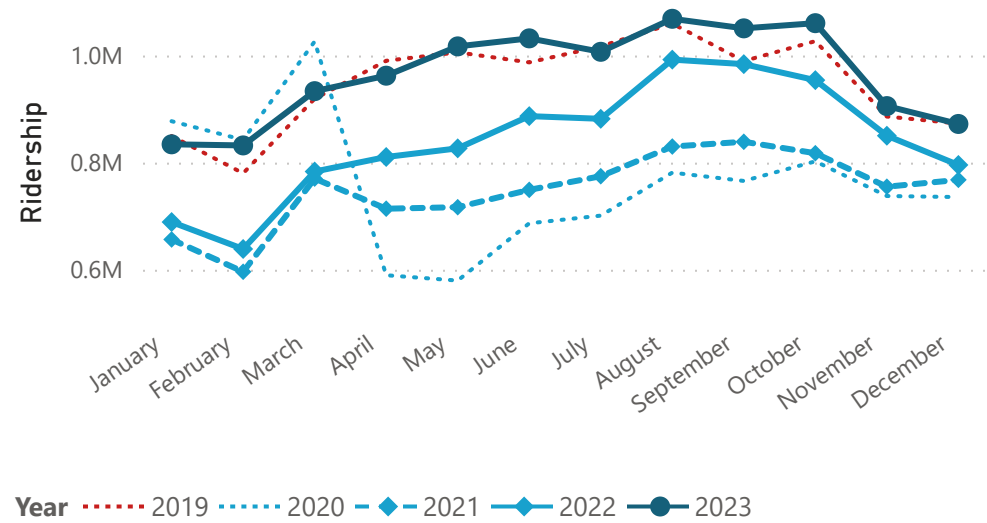
#	Route Name	Month Total	Daily Average	% Change (YoY)	% of 2019
1	Main Street MAX	76,041	2,453	47.11%	89.3%
2	Troost MAX	86,496	2,790	40.39%	91.5%
3	Prospect MAX	126,436	4,079	9.86%	148.7%
9	9th Street	6,272	202	19.42%	68.5%
11	Northeast-Westside	27,835	898	1.58%	112.2%
12	12th Street	19,467	628	-3.99%	101.6%
18	Indiana	26,706	861	-17.57%	100.6%
19	Crossroads	1,823	59		
21	Cleveland-Antioch	10,575	423	7.58%	105.5%
23	23rd Street	5,436	175	-12.48%	61.3%
24	Independence	74,374	2,399	15.30%	128.9%
25	Troost	34,414	1,110	2.66%	139.2%
27	27th Street	9,348	302	-3.13%	72.9%
28	Blue Ridge	11,382	455	11.49%	74.7%
29	Blue Ridge Limited	1,824	91	-13.72%	47.8%
31	31st Street	70,734	2,282	10.27%	113.0%
35	35th Street	14,524	469	-7.35%	69.2%
39	39th Street	40,009	1,291	-5.04%	83.2%
47	Broadway	31,361	1,012	-2.71%	82.1%
57	Wornall	10,212	329	14.87%	111.5%
63	63rd Street	8,502	274	-8.80%	51.9%
71	Prospect	14,328	462	-2.34%	44.2%
75	75th Street	11,727	378	3.29%	66.4%
85	Paseo	20,119	649	-8.62%	74.4%
99	South Kansas City Flex	3,587	143	18.19%	152.4%
101	State Ave	50,376	1,625	11.06%	134.8%
106	Quindaro-Amazon	10,285	332	0.67%	51.1%
201	North Oak	23,375	754	-2.46%	124.4%
210	Front Street	15,039	485	4.39%	91.2%
229	Boardwalk/KCI	15,106	487	7.29%	94.1%
238	Meadowbrook	13,032	420	1.44%	176.7%
297	Tiffany Springs Flex	242	12	48.47%	69.1%
399	Raytown Flex	534	27	10.56%	100.2%
550	Lee's Summit Express	528	26	-15.92%	29.8%
570	Blue Springs Express	212	11	-30.03%	11.9%

Mode  Day  Community   
 All  All  Kansas City, MO

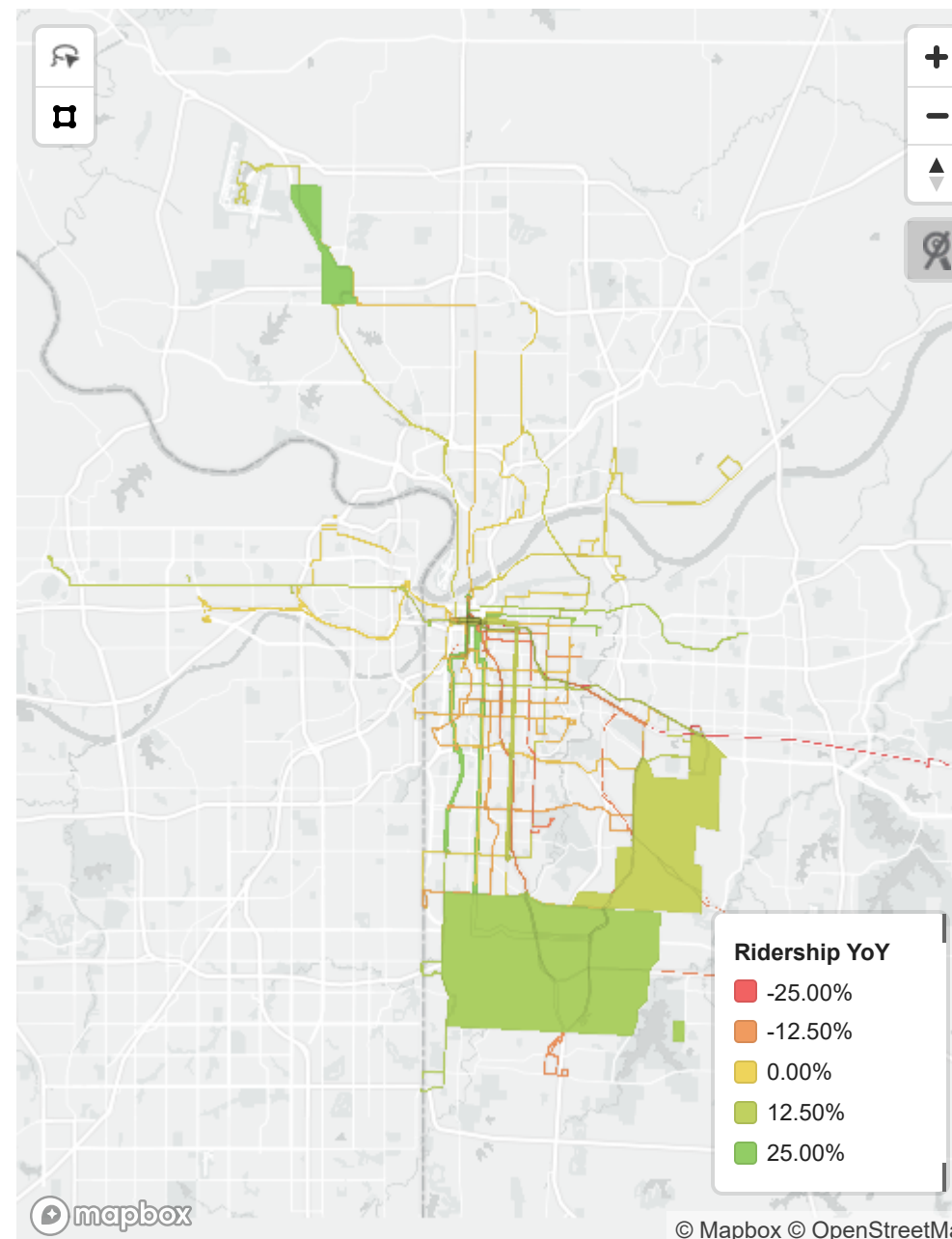
### Previous Months

1/1/2019  12/1/2023

### 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

# 28,912

December 2023

#### Year-over-Year Change

# 7.2%

December 2023

#### Details by Route

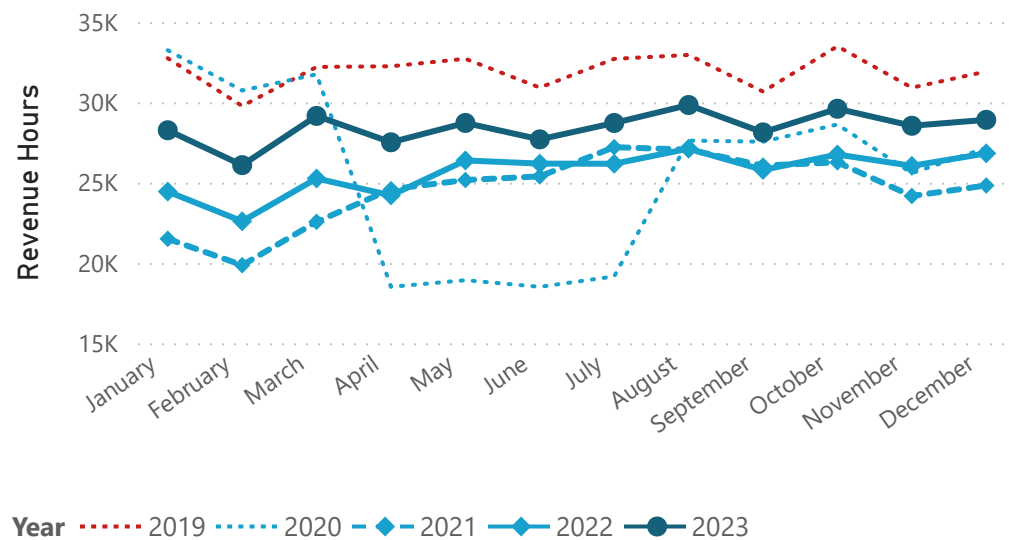
#	Route Name	Month Total	% Change (YoY)	% of 2019
1	Main Street MAX	2,363	48.7%	81.3%
2	Troost MAX	2,401	31.7%	71.5%
3	Prospect MAX	2,949	14.6%	
9	9th Street	372	15.1%	65.7%
11	Northeast-Westside	1,257	-2.2%	105.1%
12	12th Street	678	-13.1%	92.7%
18	Indiana	1,197	-1.1%	96.3%
19	Crossroads	343		
21	Cleveland-Antioch	536	-4.0%	99.2%
23	23rd Street	335	-7.5%	70.0%
24	Independence	1,349	0.4%	83.2%
25	Troost	901	-1.8%	80.2%
27	27th Street	444	-1.5%	64.5%
28	Blue Ridge	391	-3.9%	57.8%
29	Blue Ridge Limited	126	-4.8%	50.7%
31	31st Street	1,881	-2.1%	93.4%
35	35th Street	726	-9.8%	75.6%
39	39th Street	1,004	-1.2%	74.1%
47	Broadway	1,248	8.4%	95.2%
57	Wornall	695	0.8%	79.1%
63	63rd Street	280	3.1%	52.0%
71	Prospect	543	-3.9%	16.6%
75	75th Street	649	24.2%	78.4%
85	Paseo	898	-3.9%	62.2%
99	South Kansas City Flex	973	-1.7%	99.8%
101	State Ave	229	13.7%	111.6%
106	Quindaro-Amazon	134	3.6%	51.4%
201	North Oak	1,266	11.0%	129.2%
210	Front Street	889	-0.1%	
229	Boardwalk/KCI	1,150	-0.1%	98.1%
238	Meadowbrook	461	-6.6%	132.6%
297	Tiffany Springs Flex	163	-4.8%	95.2%
399	Raytown Flex	80	-4.8%	95.2%
550	Lee's Summit Express		-4.8%	70.7%
570	Blue Springs Express		-4.8%	55.1%

Mode  Day  Community   
 All  All  Kansas City, MO

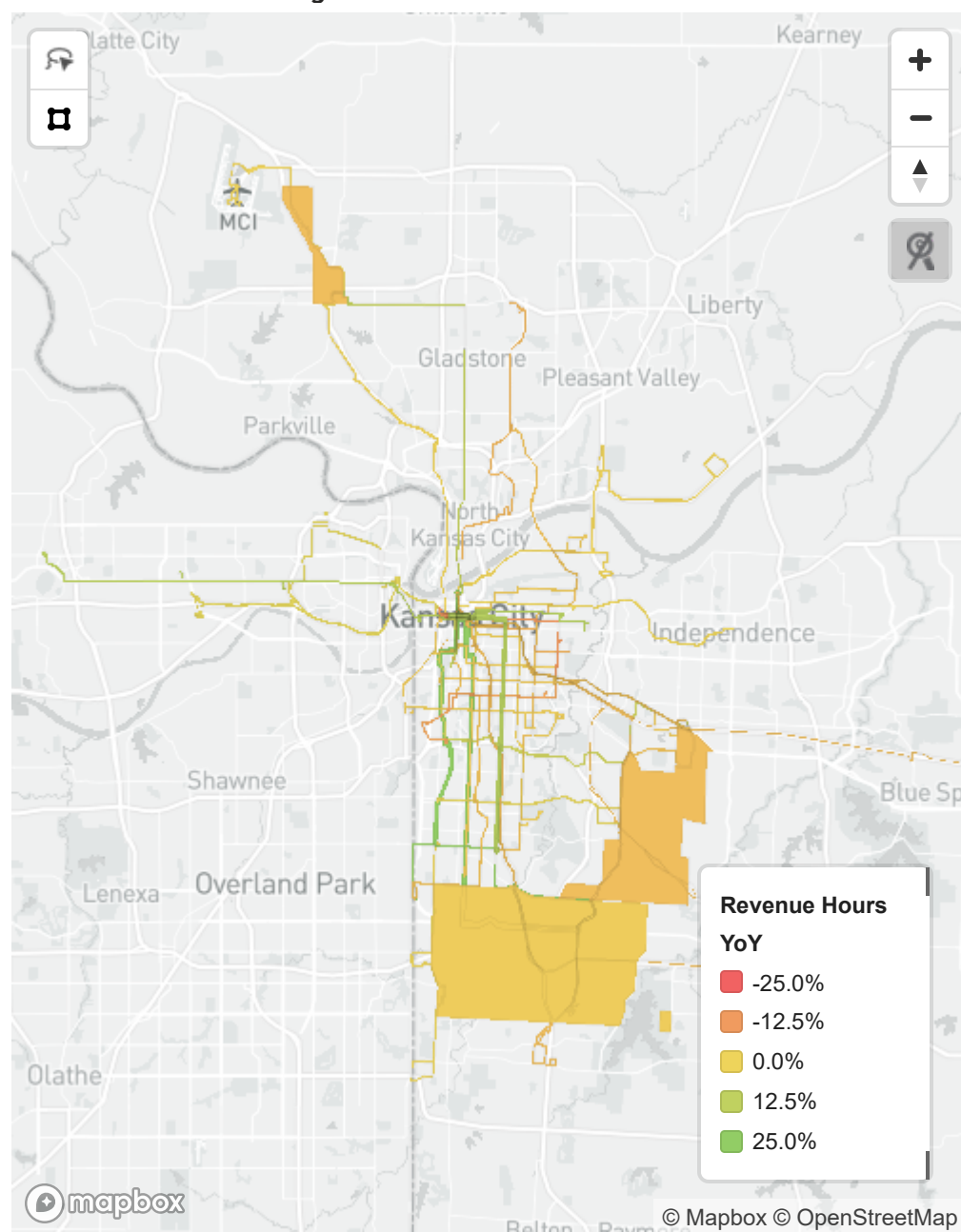
#### Previous Months

1/1/2019  12/1/2023

#### 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

**\$2.24** **-2.5%**

December 2023

December 2023

### Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.87	1.1%
2	Troost MAX	\$1.67	-6.2%
3	Prospect MAX	\$1.40	4.4%
9	9th Street	\$3.56	-3.6%
11	Northeast-Westside	\$3.17	-3.8%
12	12th Street	\$2.09	-9.5%
18	Indiana	\$2.69	20.0%
19	Crossroads	\$11.86	
21	Cleveland-Antioch	\$3.14	-10.8%
23	23rd Street	\$3.70	5.7%
24	Independence	\$1.23	-12.9%
25	Troost	\$1.57	-4.3%
27	27th Street	\$2.85	1.7%
28	Blue Ridge	\$2.96	-13.8%
29	Blue Ridge Limited	\$5.02	10.4%
31	31st Street	\$1.66	-11.3%
35	35th Street	\$2.81	-8.9%
39	39th Street	\$1.61	4.0%
47	Broadway	\$2.41	4.0%
57	Wornall	\$4.09	-12.3%
63	63rd Street	\$2.07	11.9%
71	Prospect	\$2.28	-1.6%
75	75th Street	\$3.45	20.2%
85	Paseo	\$2.68	5.1%
99	South Kansas City Flex	\$16.29	-16.8%
101	State Ave	\$1.85	2.3%
106	Quindaro-Amazon	\$3.47	2.9%
201	North Oak	\$4.00	14.4%
210	Front Street	\$3.55	-4.3%
229	Boardwalk/KCI	\$4.76	-6.9%
238	Meadowbrook	\$4.20	-6.4%
297	Tiffany Springs Flex	\$40.51	-35.9%
399	Raytown Flex	\$17.99	-13.9%
550	Lee's Summit Express	\$10.35	13.3%
570	Blue Springs Express	\$16.04	36.1%

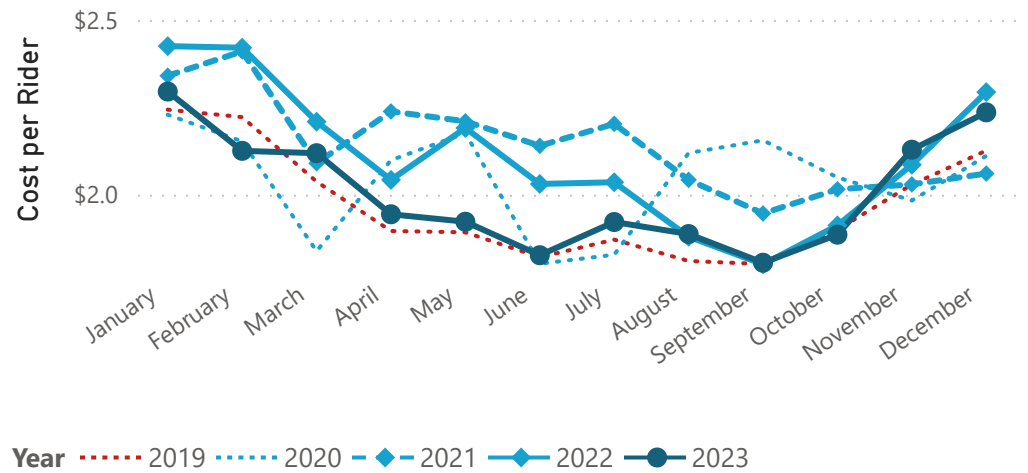
Mode  Day  **Community**

All  All  Kansas City, MO

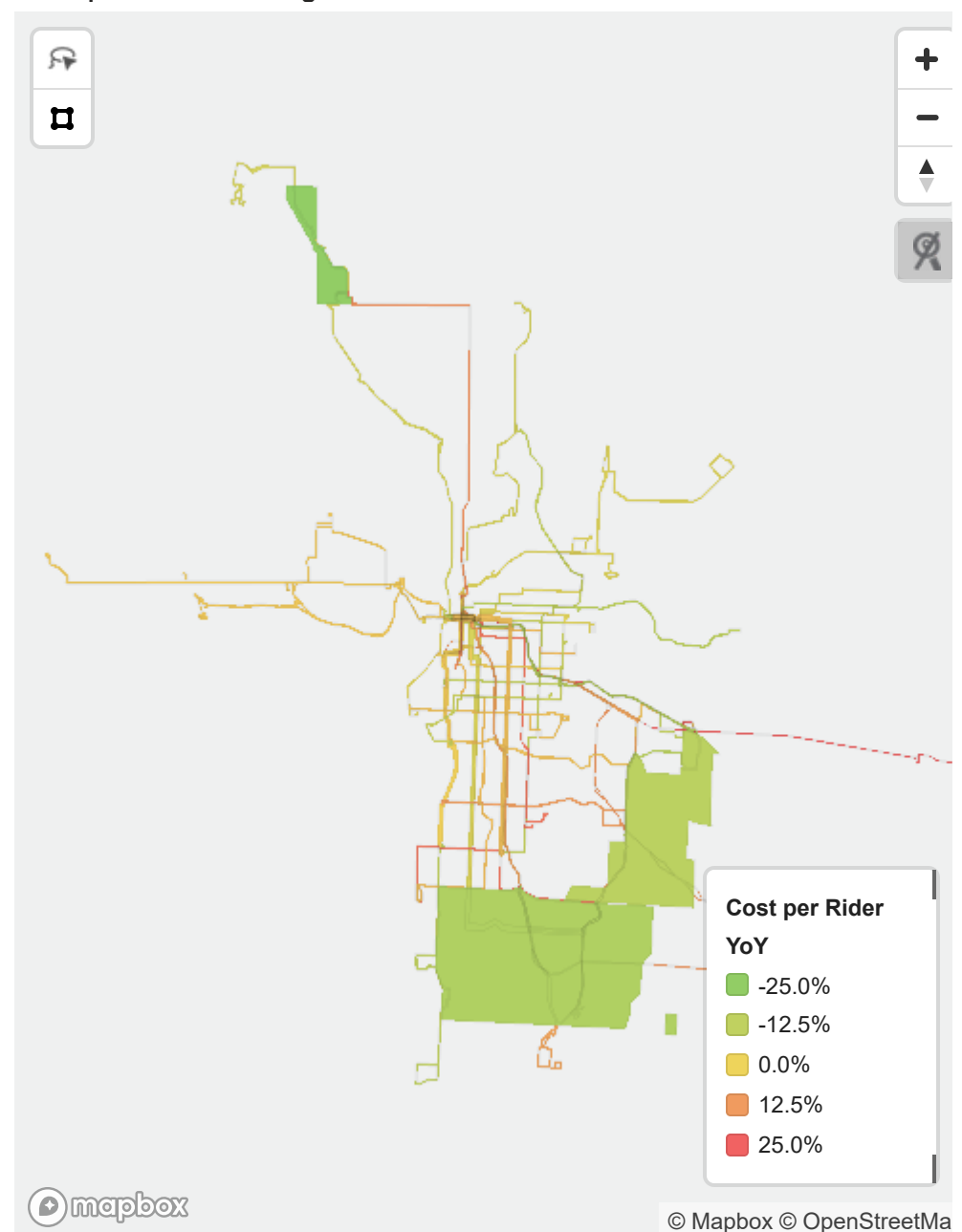
### Previous Months

1/1/2019  12/1/2023

### 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

Year-over-Year Change

# 89.66%

December 2023

# 7.59%

December 2023

### Details by Route

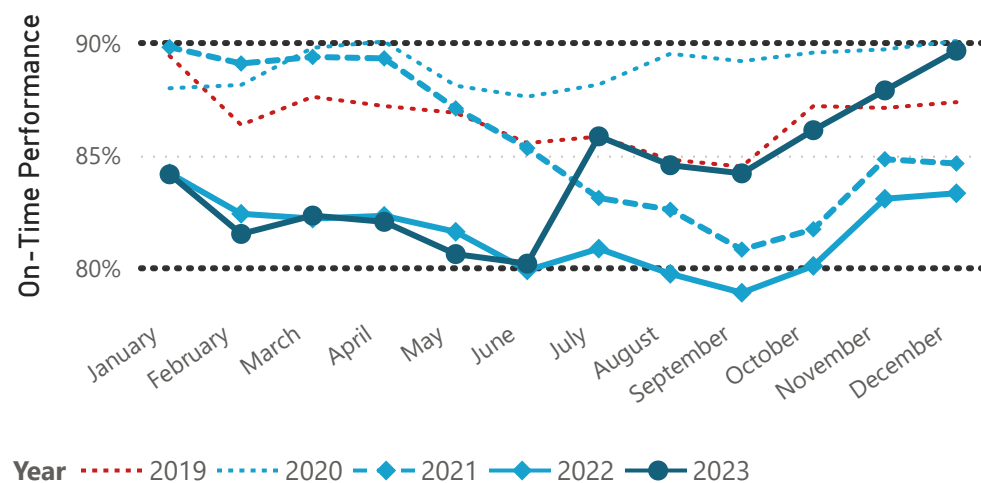
#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	90.06%	23.76%	98.0%
2	Troost MAX	20	91.31%	6.59%	96.8%
3	Prospect MAX	15	91.55%	4.34%	98.2%
9	9th Street	60	83.30%	7.19%	98.3%
11	Northeast-Westside	30	90.00%	6.19%	98.3%
12	12th Street	45	88.29%	6.16%	99.1%
18	Indiana	30	90.72%	6.15%	99.1%
19	Crossroads	30	94.48%		97.6%
21	Cleveland-Antioch	60	89.04%	4.83%	98.9%
23	23rd Street	60	82.53%	-8.32%	99.9%
24	Independence	20	89.00%	1.44%	98.9%
25	Troost	30	96.09%	11.22%	98.7%
27	27th Street	60	94.36%	8.93%	99.5%
28	Blue Ridge	60	89.35%	6.34%	99.9%
29	Blue Ridge Limited		86.04%	22.01%	98.3%
31	31st Street	15	91.78%	7.98%	98.4%
35	35th Street	45	83.90%	23.27%	99.8%
39	39th Street	30	95.74%	6.98%	98.7%
47	Broadway	45	76.13%	6.88%	97.5%
57	Wornall	45	89.75%	2.27%	99.8%
63	63rd Street	60	96.92%	4.57%	99.5%
71	Prospect	60	86.99%	8.35%	94.0%
75	75th Street	45	87.86%	2.62%	97.6%
85	Paseo	60	87.24%	13.84%	98.7%
101	State Ave	30	84.38%	2.29%	96.8%
106	Quindaro-Amazon	60	92.36%	8.97%	97.1%
201	North Oak	30	87.34%	8.51%	97.6%
210	Front Street	60	82.02%	0.16%	99.5%
229	Boardwalk/KCI	60	82.52%	1.43%	99.0%
238	Meadowbrook	60	82.29%	12.94%	99.4%
550	Lee's Summit Express		73.88%	23.05%	99.2%
570	Blue Springs Express		68.58%	13.86%	97.5%

Mode  Day  Community   
 All  All  Kansas City, MO

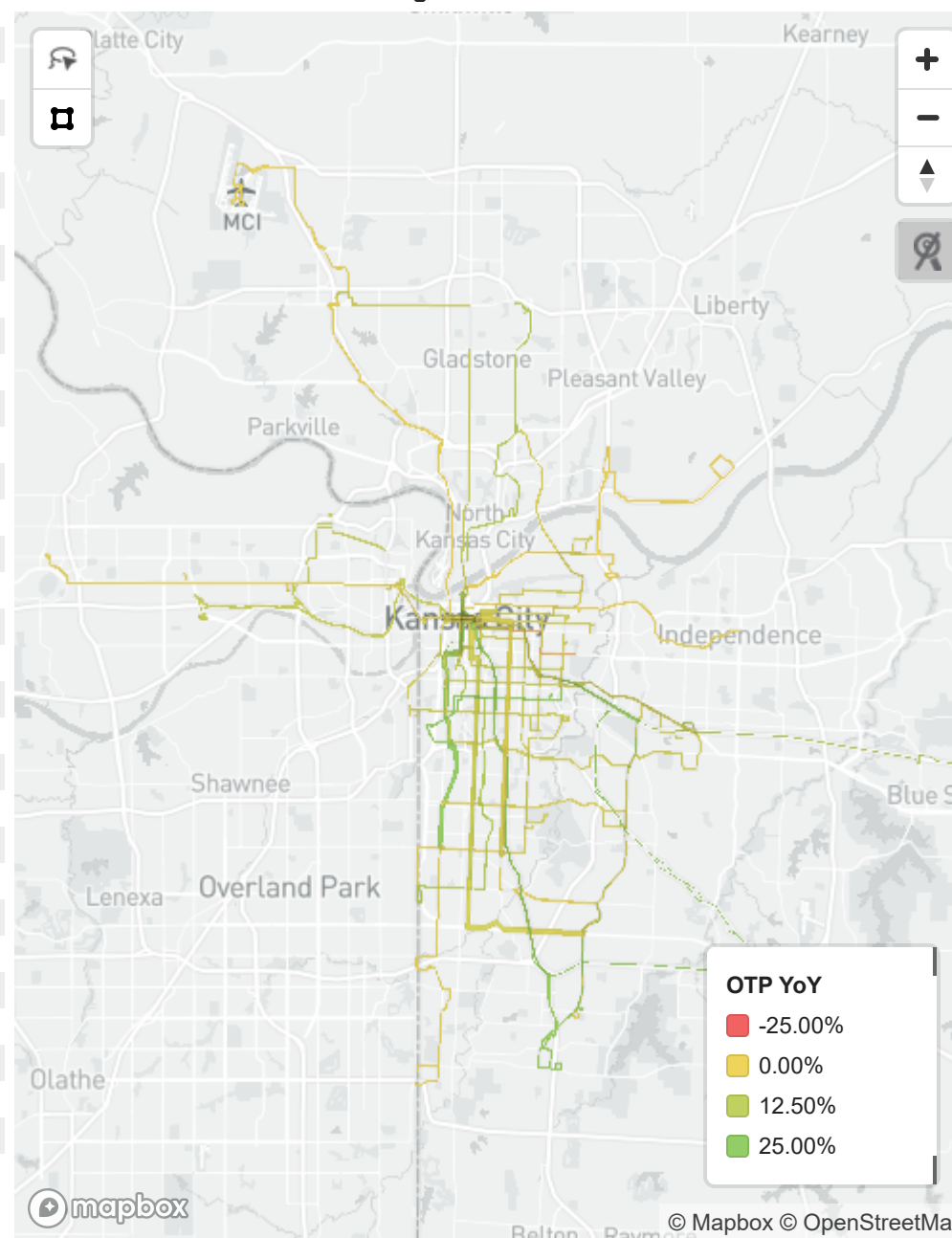
### Previous Months

1/1/2019  12/1/2023

### On-Time Performance



### On-Time Performance Change - Year over Year



# RideKC<sup>®</sup>

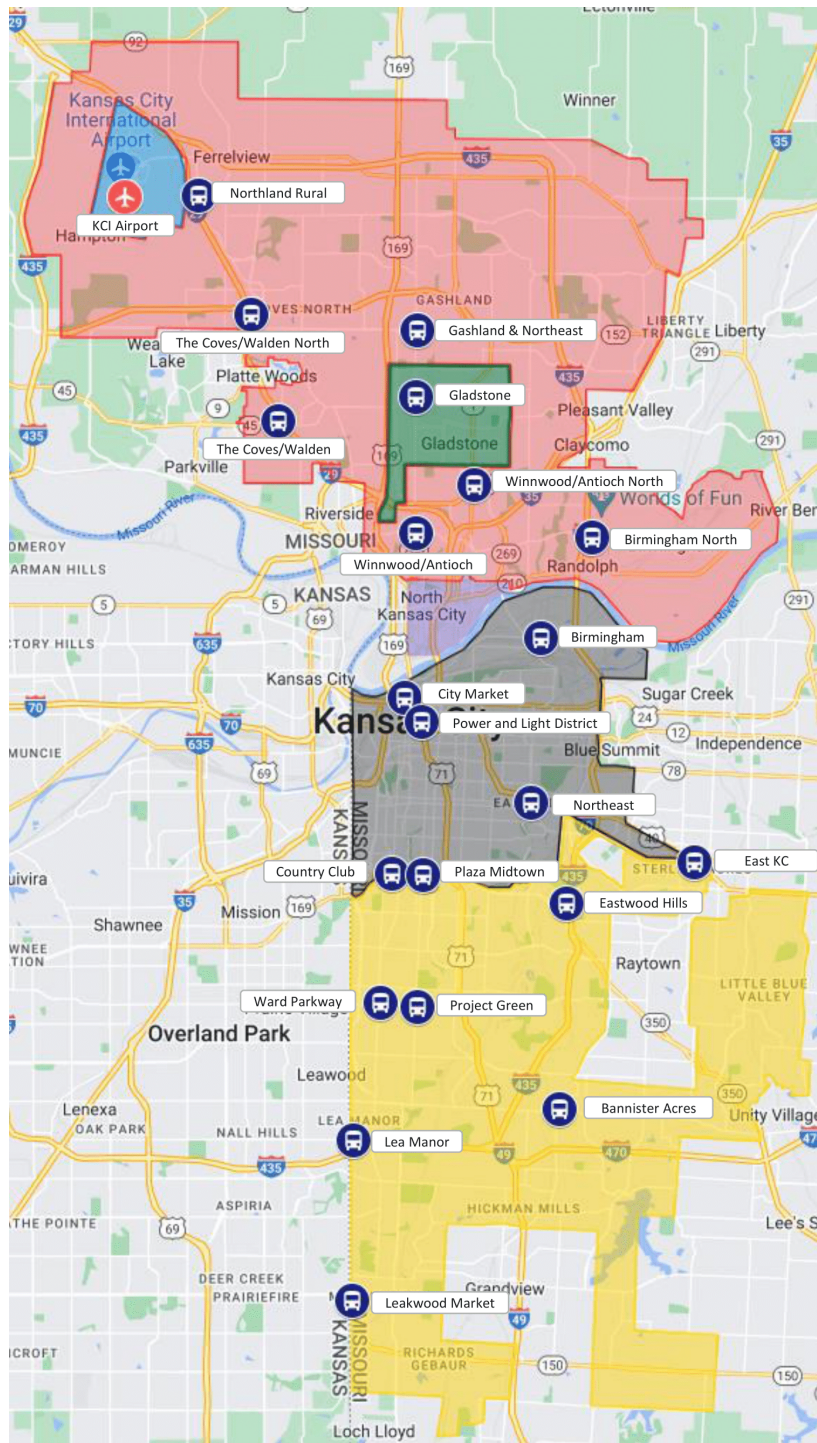
## Kansas City Area Transportation Authority

### IRIS

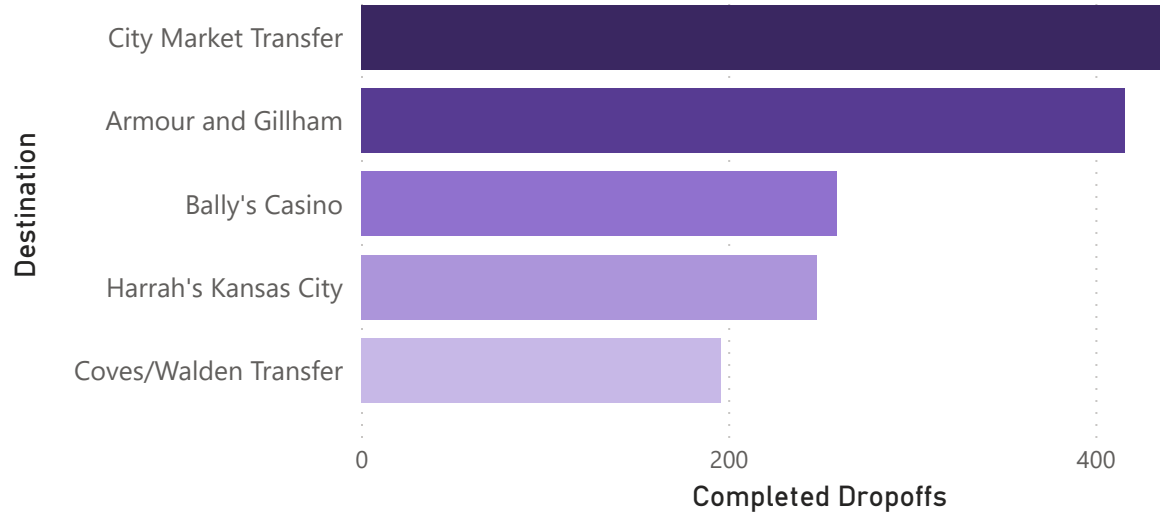
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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



### Average Wait Time (Minutes)

12

December 2023

### Average Trip Time (Minutes)

24

December 2023

### Average Daily Ridership

646

December 2023

### Monthly Trips

17,950

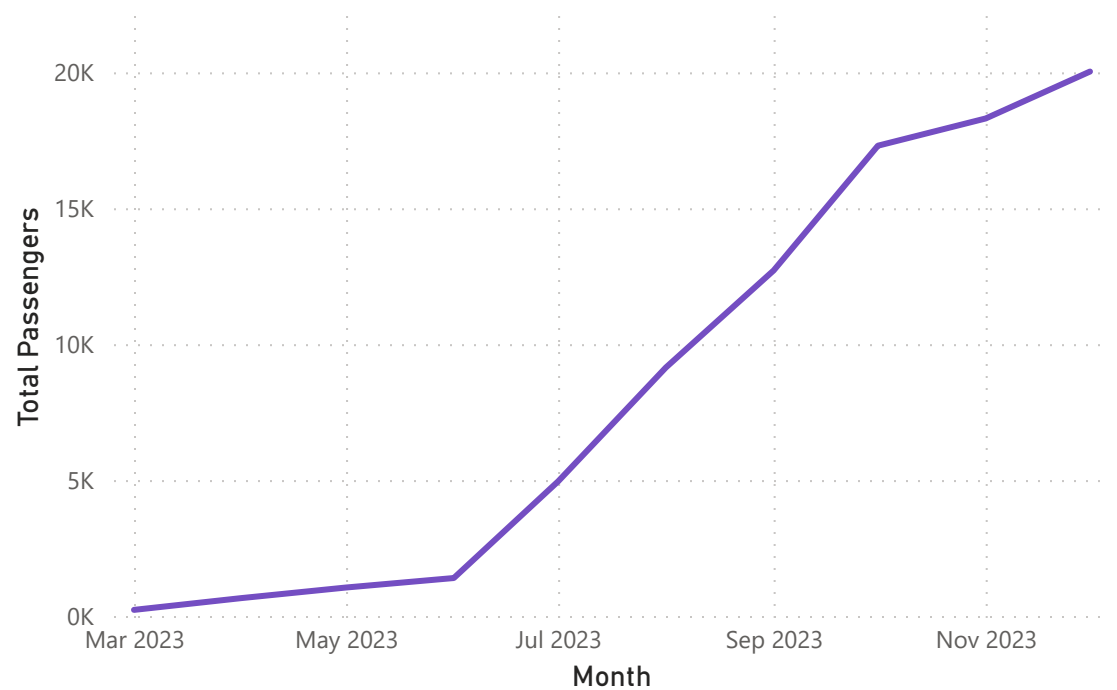
December 2023

### Monthly Ridership

20,030

December 2023

### 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.

BIKE  
WALK



### Combined Bike Trips

**1,891**

December 2023

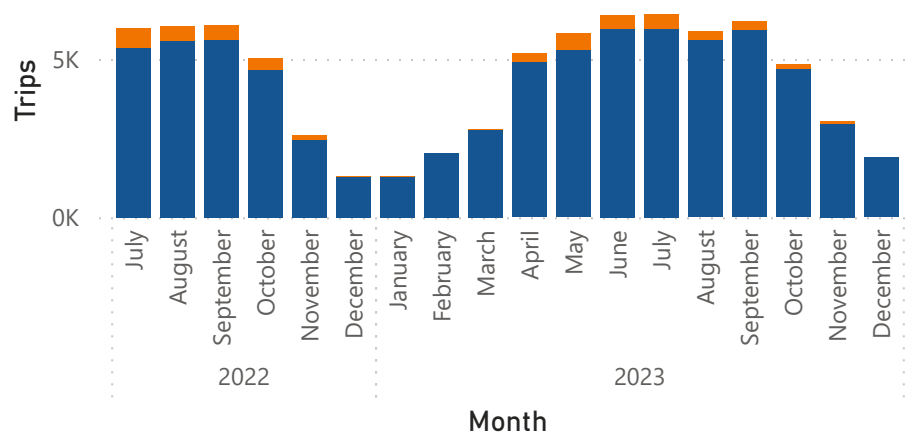
### Unique Users

**299**

December 2023

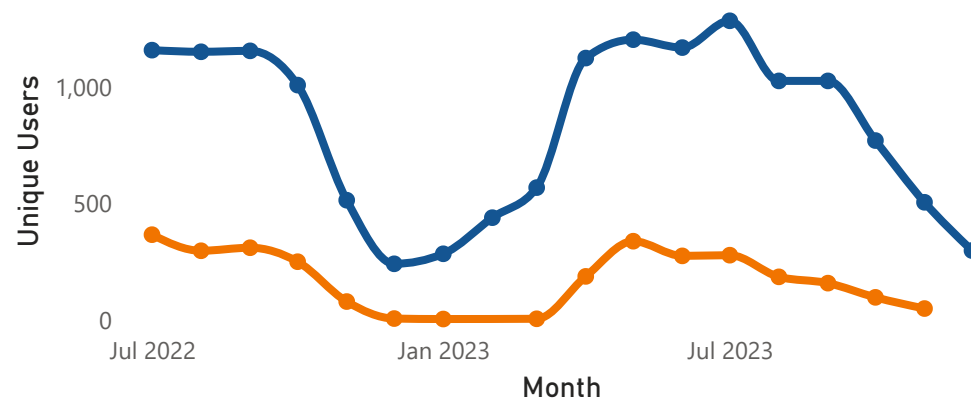
### Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



### Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



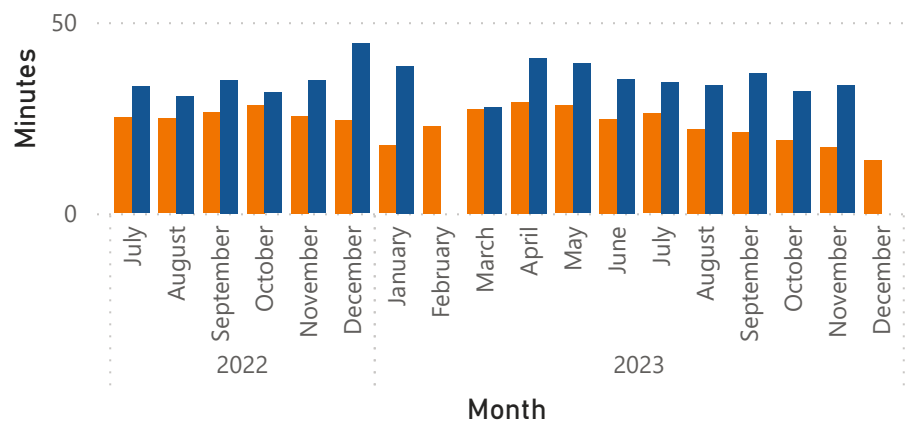
### Avg Trip Time (mins)

**14**

December 2023

### Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



### Trips by Checkout Hub in past Year

