

# RideKC Transit Key Performance Indicators

## December 2024

Reported January 9, 2025

### 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  12/1/2024

<b>Completed Trips</b> <b>99.0%</b> Goal: 97.0% December 2024	<b>Fixed Route OTP</b> <b>84.9%</b> Goal: 80.0%, 90.0% December 2024	<b>Paratransit OTP</b> <b>85.0%</b> Goal: 95.0% December 2024
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<b>Fixed + Flex + Iris Ridership</b> <b>893,398</b> December 2024
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<b>Fixed Route Ridership</b> <b>868,995</b> December 2024	<b>Flex + Iris Ridership</b> <b>24,403</b> December 2024
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<b>Revenue Hours</b> <b>28,874</b> December 2024	<b>Platform Hours</b> <b>39,861</b> December 2024
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<b>Passengers per Revenue Hour</b> <b>27</b> December 2024
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<b>Paratransit Trips</b> <b>18,535</b> December 2024
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<b>Paratransit Passengers</b> <b>20,113</b> December 2024
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<b>Road Calls</b> <b>29</b> December 2024
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<b>Vehicle Incidents</b> <b>29</b> December 2024
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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

# 868,995

December 2024

# 0.13%

December 2024

## Details by Route

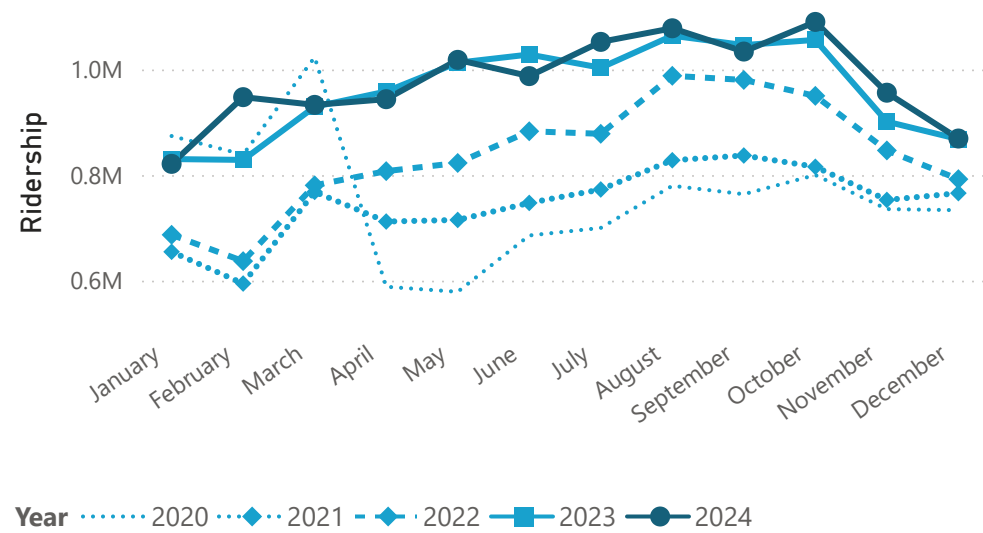
#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	70,618	2,278	-7.13%
2	Troost MAX	87,393	2,819	1.04%
3	Prospect MAX	127,178	4,103	0.59%
9	9th Street	6,401	206	2.06%
11	Northeast-Westside	29,033	937	4.30%
12	12th Street	18,702	603	-3.93%
18	Indiana	30,479	983	14.13%
19	Crossroads	1,698	55	-6.86%
21	Cleveland-Antioch	11,038	442	4.38%
23	23rd Street	5,847	189	7.56%
24	Independence	75,372	2,431	1.34%
25	Troost	35,580	1,148	3.39%
27	27th Street	9,608	310	2.78%
28	Blue Ridge	11,131	445	-2.21%
29	Blue Ridge Limited	1,457	69	-20.12%
31	31st Street	64,409	2,078	-8.94%
35	35th Street	16,570	535	14.09%
39	39th Street	40,454	1,305	1.11%
47	Broadway	32,148	1,037	2.51%
57	Wornall	7,955	257	-22.10%
63	63rd Street	10,003	323	17.65%
71	Prospect	12,378	399	-13.61%
75	75th Street	11,899	384	1.47%
85	Paseo	20,955	676	4.16%
101	State Ave	51,010	1,645	1.26%
106	Quindaro-Amazon	10,869	351	5.68%
201	North Oak	27,113	875	15.99%
210	Front Street	11,827	382	-21.36%
229	Boardwalk/KCI	16,119	520	6.71%
238	Meadowbrook	13,223	427	1.47%
550	Lee's Summit Express	528	25	0.00%
570	Blue Springs Express	236	12	-20.54%

Mode  Day  Community   
 All  All  Kansas City, MO

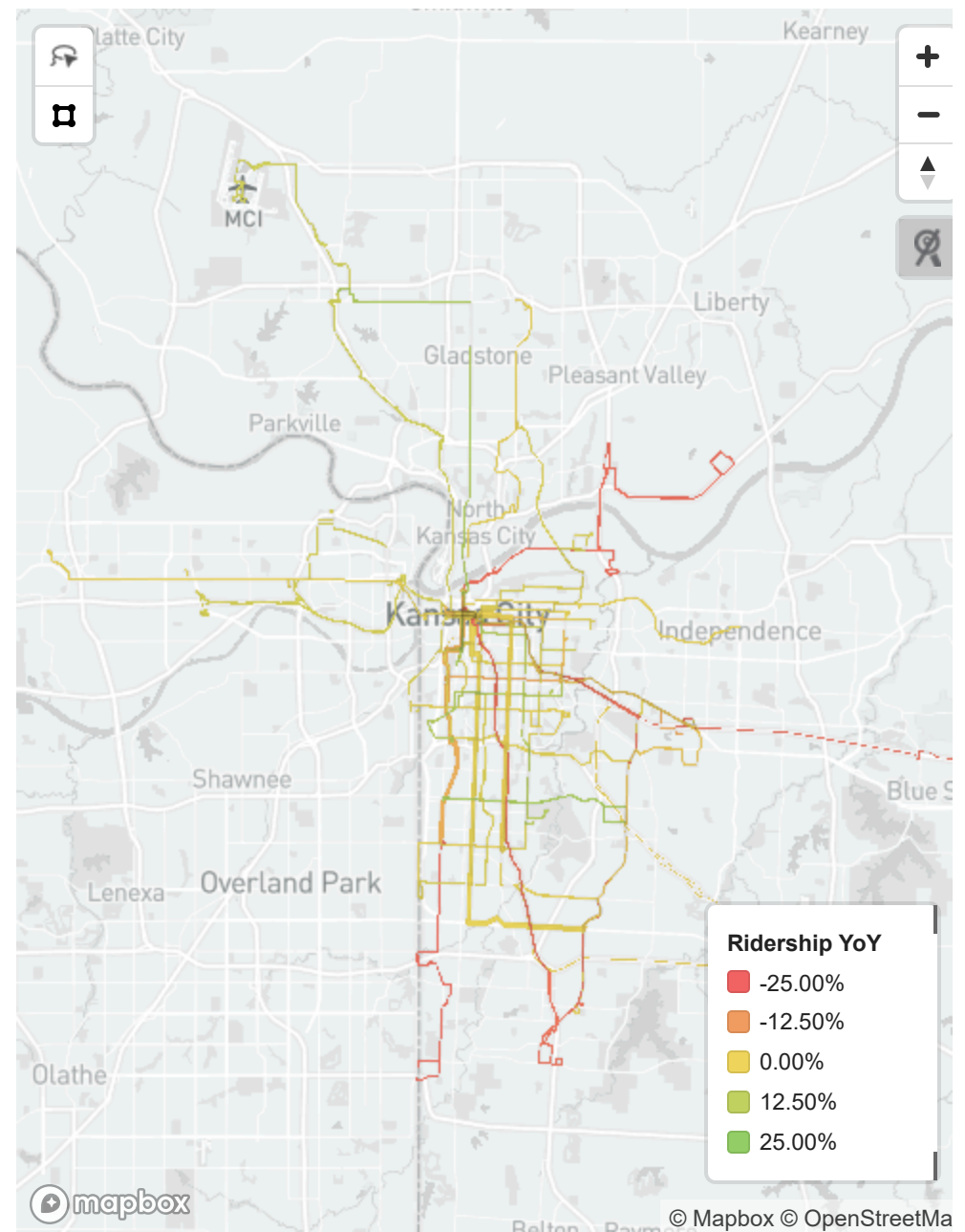
## Previous Months

1/1/2019  12/1/2024

## 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

# 28,874

December 2024

# 3.1%

December 2024

## Details by Route

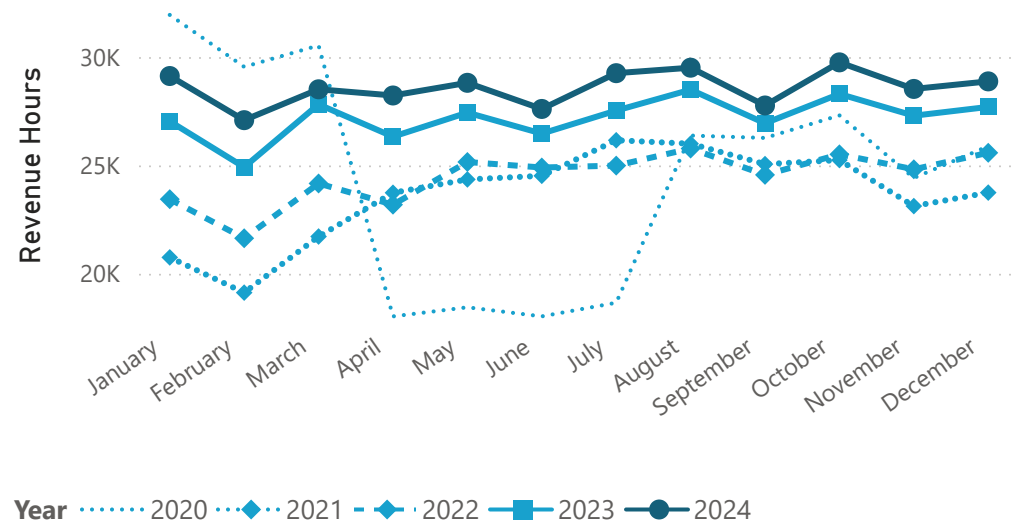
#	Route Name	Month Total	% Change (YoY)
3	Prospect MAX	3,061	3.8%
2	Troost MAX	2,428	1.1%
1	Main Street MAX	2,214	-6.3%
31	31st Street	2,093	16.1%
11	Northeast-Westside	1,426	6.4%
201	North Oak	1,383	2.1%
24	Independence	1,363	0.9%
47	Broadway	1,343	8.5%
18	Indiana	1,209	1.0%
39	39th Street	1,133	11.1%
229	Boardwalk/KCI	1,121	-3.1%
85	Paseo	958	6.7%
25	Troost	920	2.1%
210	Front Street	859	-3.3%
75	75th Street	757	15.4%
57	Wornall	696	0.1%
35	35th Street	680	-6.3%
12	12th Street	678	0.0%
21	Cleveland-Antioch	560	4.3%
27	27th Street	546	23.0%
71	Prospect	542	-0.2%
28	Blue Ridge	502	-0.7%
238	Meadowbrook	487	1.3%
23	23rd Street	408	21.6%
9	9th Street	375	0.7%
19	Crossroads	360	0.0%
63	63rd Street	277	1.5%
101	State Ave	236	3.7%
29	Blue Ridge Limited	134	-9.9%
106	Quindaro-Amazon	124	-1.7%
550	Lee's Summit Express		10.0%
570	Blue Springs Express		-50.0%

Mode  Day  Community   
 All  All  Kansas City, MO

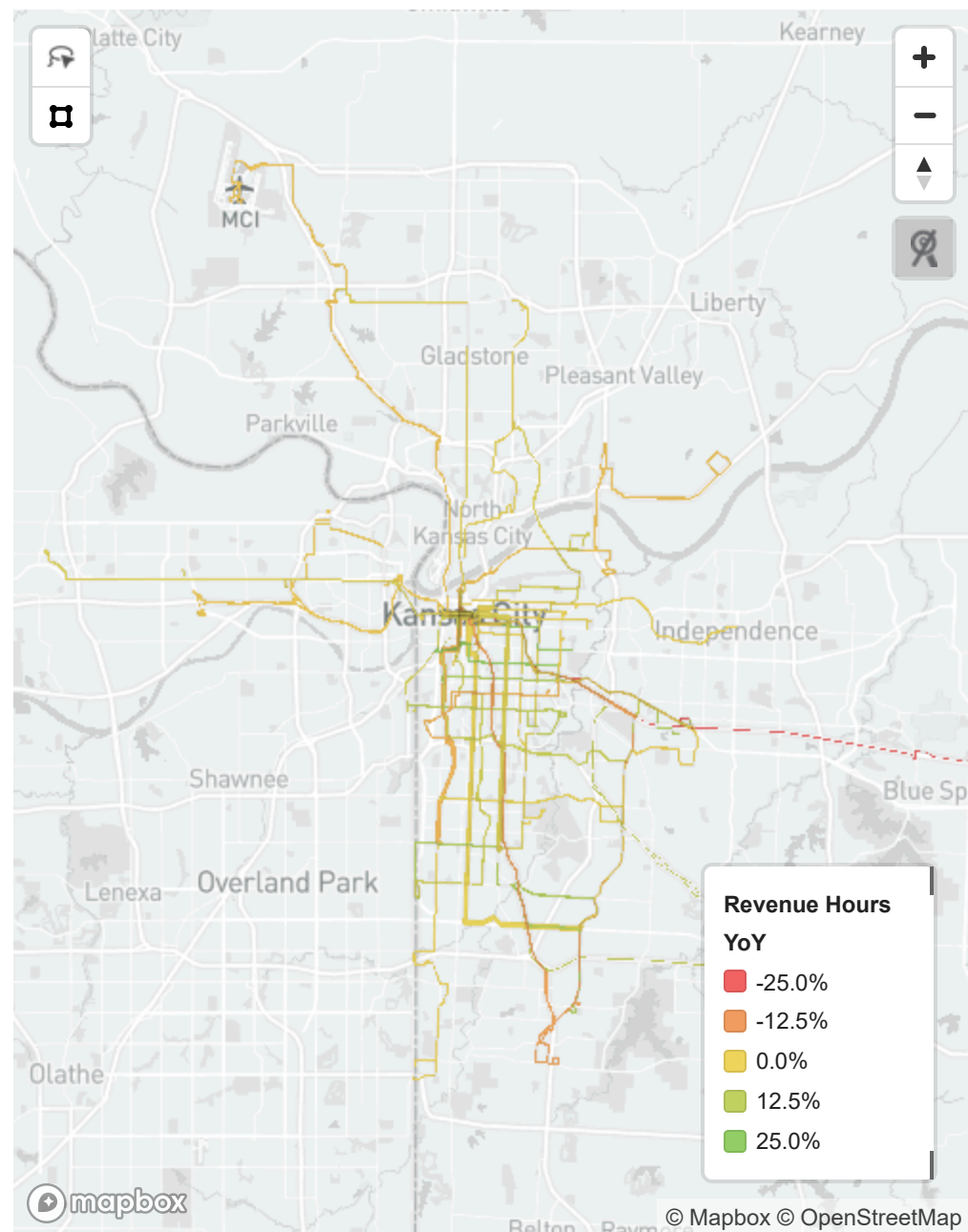
## Previous Months

1/1/2019  12/1/2024

## 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.*

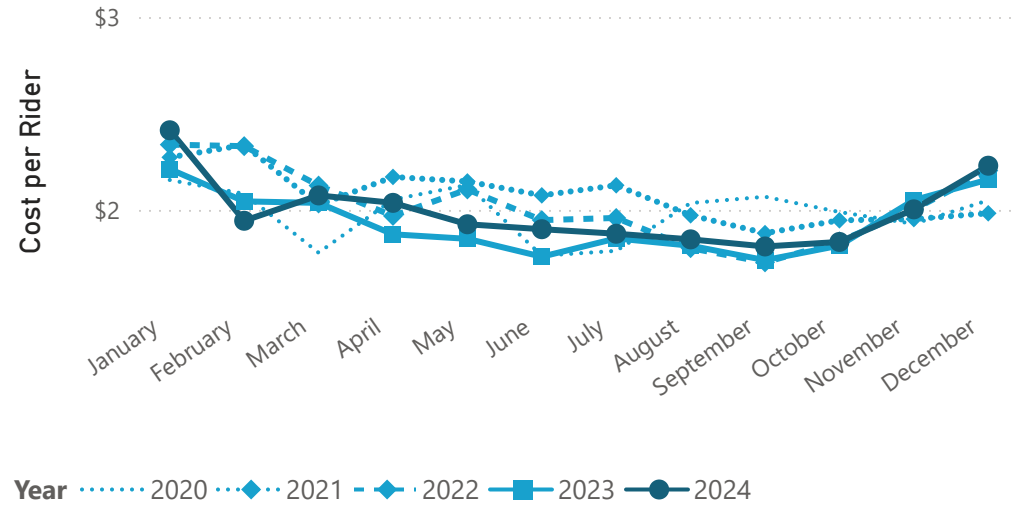
## Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.88	0.9%
2	Troost MAX	\$1.67	0.1%
3	Prospect MAX	\$1.44	3.2%
9	9th Street	\$3.51	-1.3%
11	Northeast-Westside	\$3.23	2.0%
12	12th Street	\$2.18	4.1%
18	Indiana	\$2.38	-11.5%
19	Crossroads	\$12.73	7.4%
21	Cleveland-Antioch	\$3.13	-0.0%
23	23rd Street	\$4.19	13.0%
24	Independence	\$1.23	-0.4%
25	Troost	\$1.55	-1.2%
27	27th Street	\$3.41	19.6%
28	Blue Ridge	\$3.00	1.5%
29	Blue Ridge Limited	\$5.67	12.8%
31	31st Street	\$2.12	27.5%
35	35th Street	\$2.46	-12.2%
39	39th Street	\$1.77	9.9%
47	Broadway	\$2.74	13.5%
57	Wornall	\$5.25	28.5%
63	63rd Street	\$1.78	-13.8%
71	Prospect	\$2.63	15.5%
75	75th Street	\$3.92	13.7%
85	Paseo	\$2.74	2.5%
101	State Ave	\$1.90	2.4%
106	Quindaro-Amazon	\$3.23	-7.0%
201	North Oak	\$3.50	-12.4%
210	Front Street	\$4.36	23.0%
229	Boardwalk/KCI	\$4.32	-9.2%
238	Meadowbrook	\$4.13	-1.7%
550	Lee's Summit Express	\$11.38	10.0%
570	Blue Springs Express	\$7.21	-37.1%

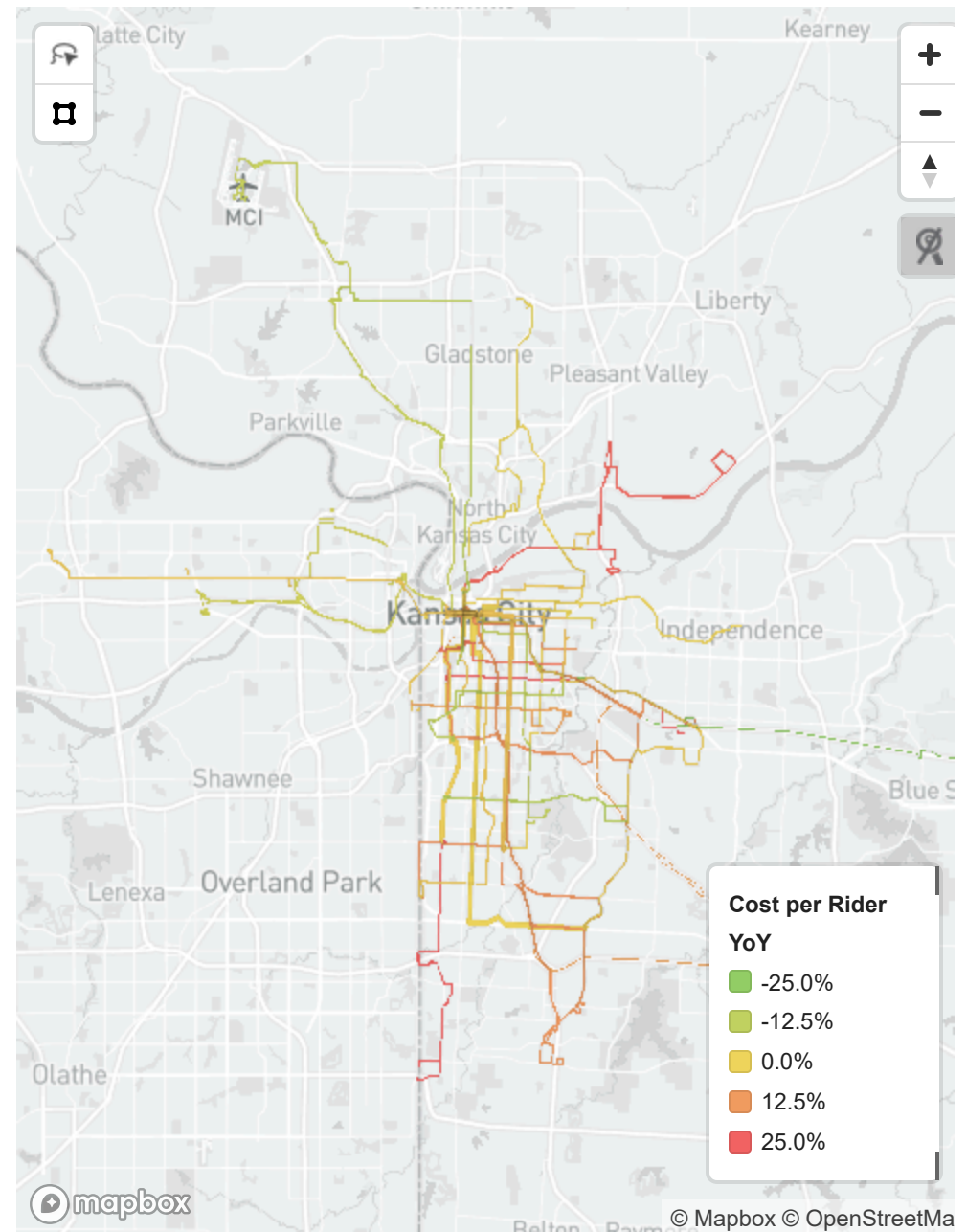
## Previous Months

1/1/2019 | 12/1/2024

## 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

# 84.87%

December 2024

# -5.35%

December 2024

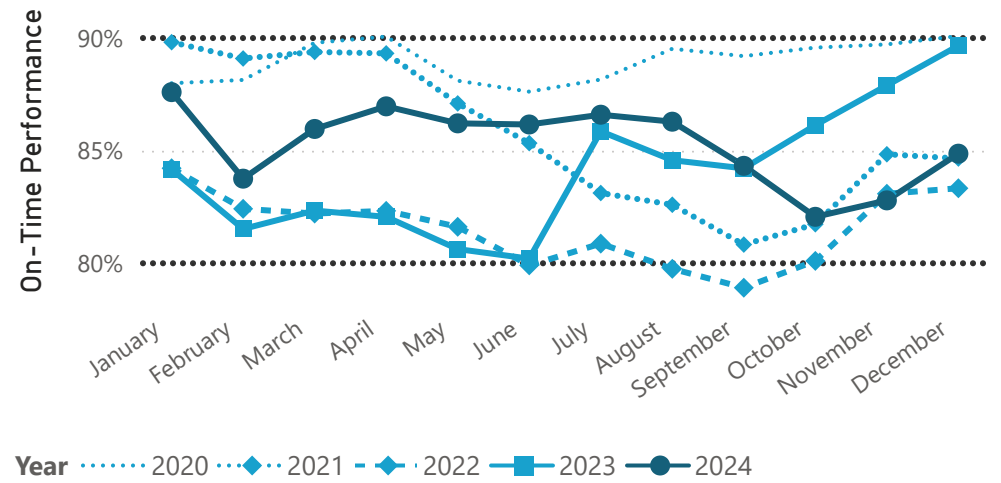
## Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	82.24%	-8.69%	98.9%
2	Troost MAX	20	86.16%	-5.64%	98.6%
3	Prospect MAX	15	84.87%	-7.29%	97.5%
9	9th Street	60	81.73%	-1.88%	100.0%
11	Northeast-Westside	30	81.56%	-9.39%	98.8%
12	12th Street	45	80.11%	-9.27%	98.1%
18	Indiana	30	89.14%	-1.75%	97.3%
19	Crossroads	30	90.59%	-4.11%	100.0%
21	Cleveland-Antioch	60	80.47%	-9.62%	99.4%
23	23rd Street	60	86.47%	4.77%	99.7%
24	Independence	20	89.17%	0.18%	99.3%
25	Troost	30	91.11%	-5.18%	100.0%
27	27th Street	60	89.88%	-4.75%	99.6%
28	Blue Ridge	60	82.38%	-7.80%	100.0%
29	Blue Ridge Limited		81.77%	-4.96%	100.0%
31	31st Street	15	86.15%	-6.13%	99.5%
35	35th Street	45	74.97%	-10.64%	100.0%
39	39th Street	30	88.92%	-7.12%	98.4%
47	Broadway	45	72.77%	-4.41%	98.2%
57	Wornall	45	83.79%	-6.64%	100.0%
63	63rd Street	60	84.41%	-12.90%	99.5%
71	Prospect	60	84.62%	-2.72%	99.4%
75	75th Street	45	78.42%	-10.74%	100.0%
85	Paseo	60	75.93%	-12.97%	99.3%
101	State Ave	30	83.06%	-1.56%	99.2%
106	Quindaro-Amazon	60	74.32%	-19.53%	99.8%
201	North Oak	30	85.29%	-2.34%	99.3%
210	Front Street	60	80.23%	-2.18%	99.0%
229	Boardwalk/KCI	60	84.31%	2.17%	99.5%
238	Meadowbrook	60	73.01%	-11.28%	100.0%
550	Lee's Summit Express		73.51%	-0.49%	100.0%
570	Blue Springs Express		67.42%	15.37%	100.0%

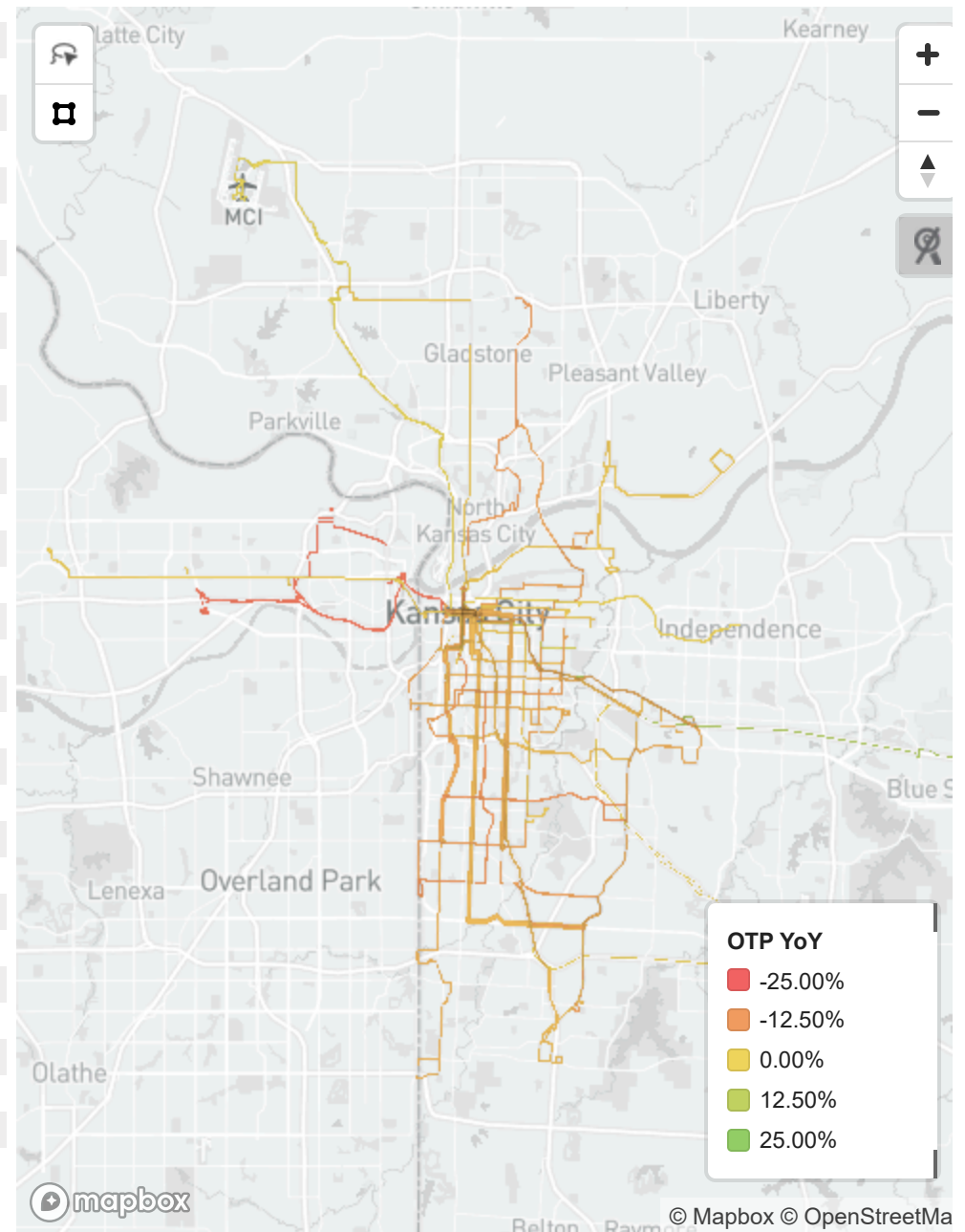
## Previous Months

1/1/2019 | 12/1/2024

## On-Time Performance



## On-Time Performance Change - Year over Year

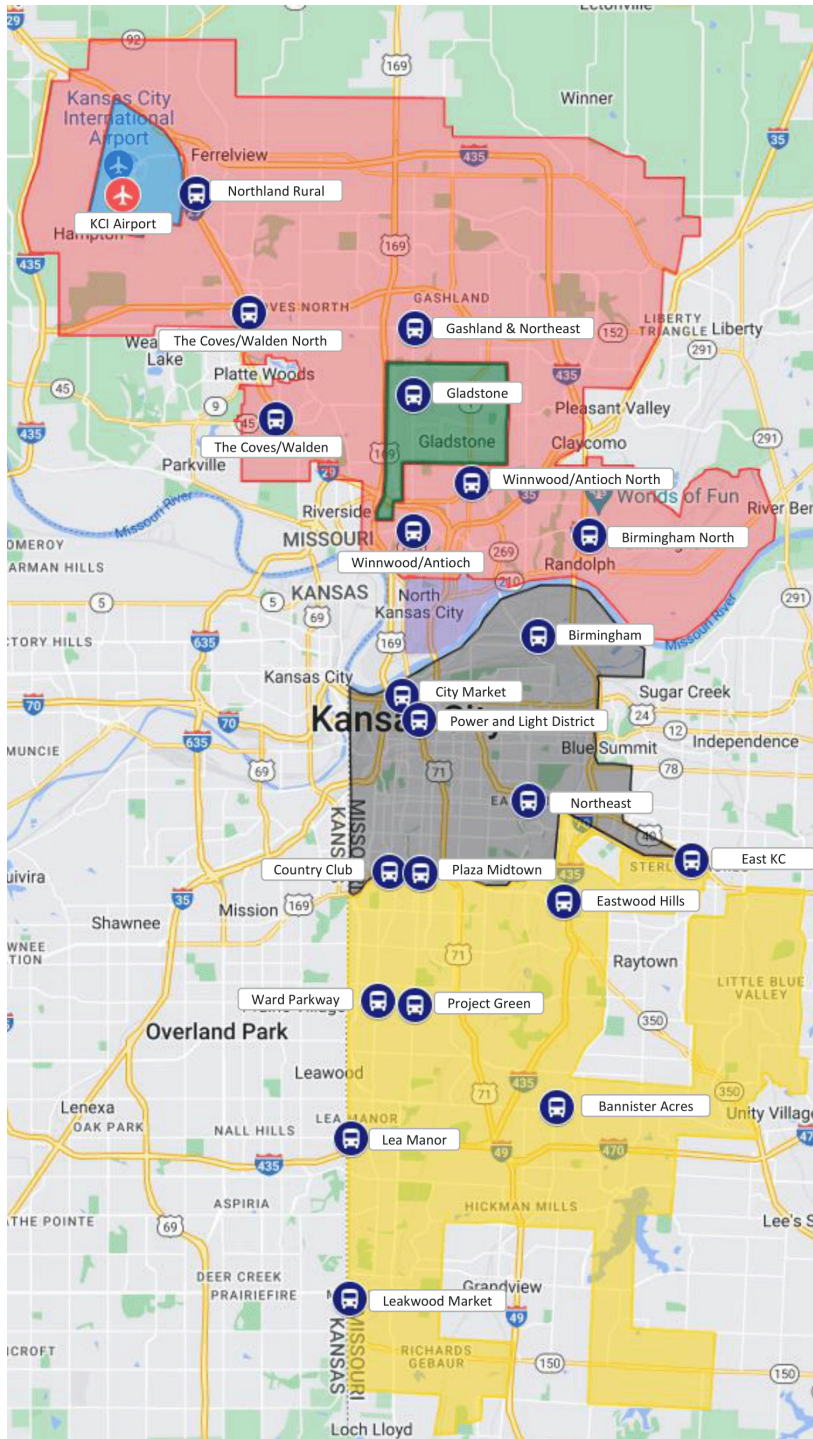


# IRIS

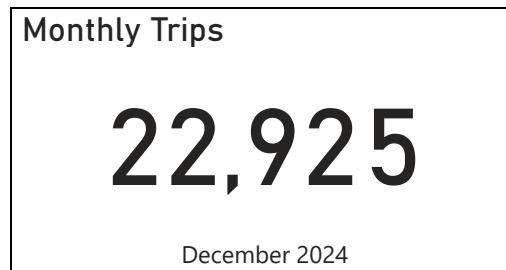
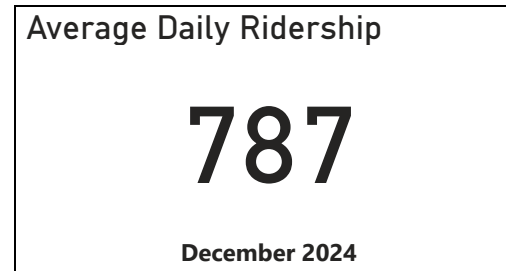
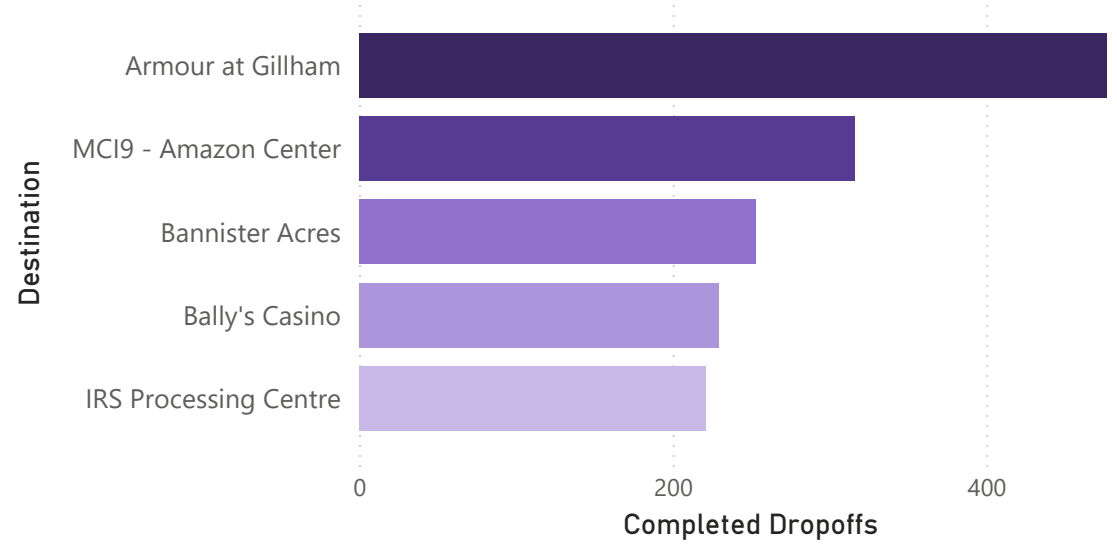
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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.

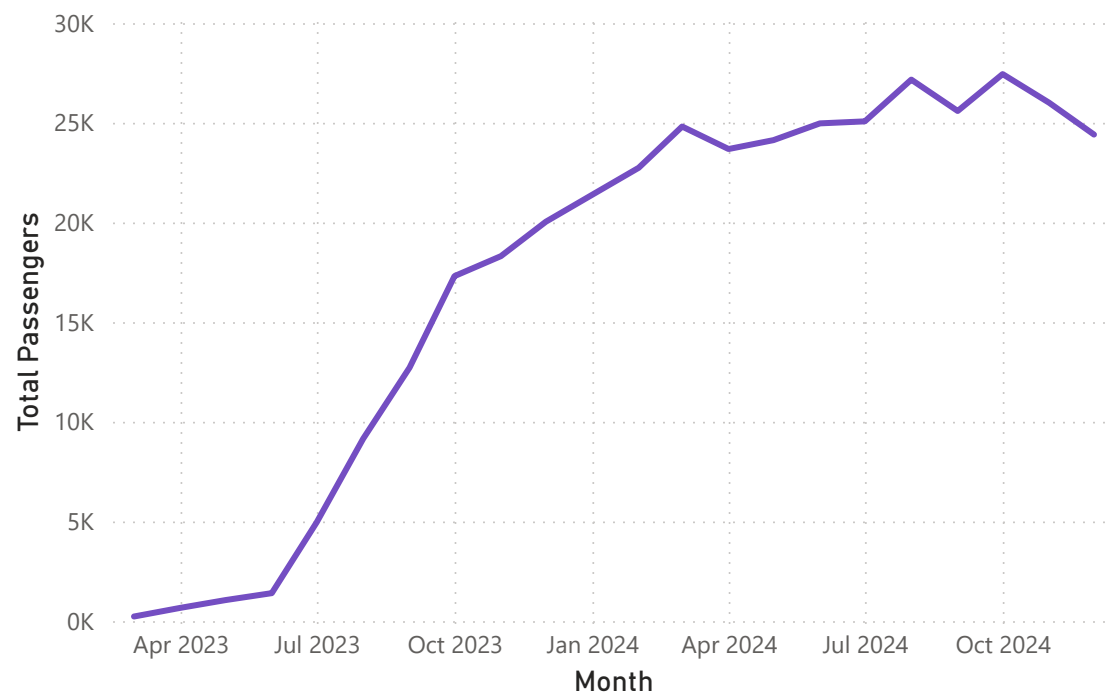
The map below displays the IRIS service area. Anyone within the service area boundaries can summon a ride using the IRIS mobile app.



## 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

**1,712**

December 2024

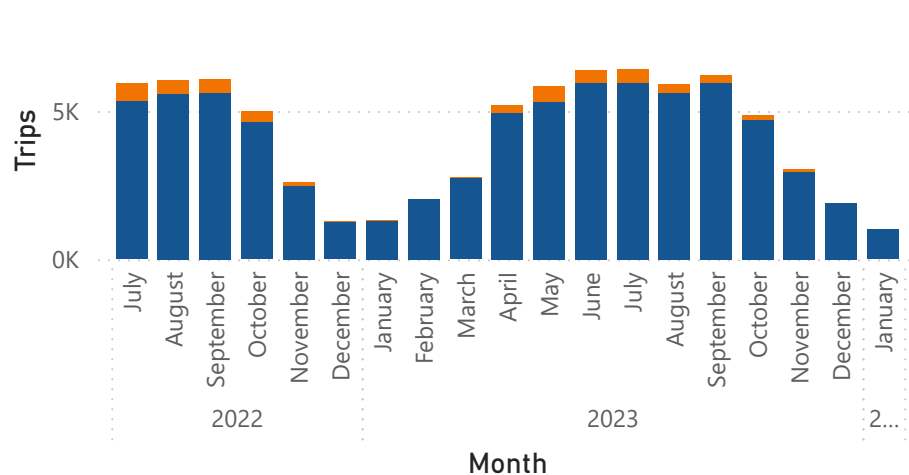
## Unique Users

**288**

December 2024

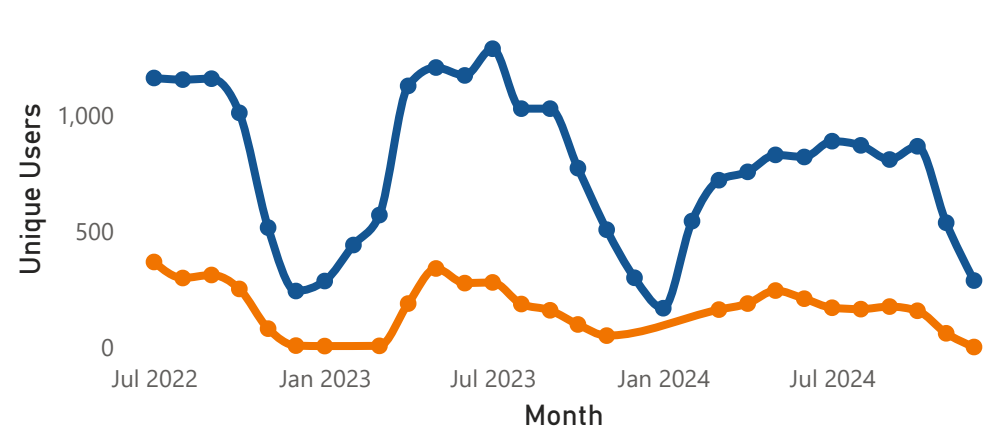
## Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



## Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



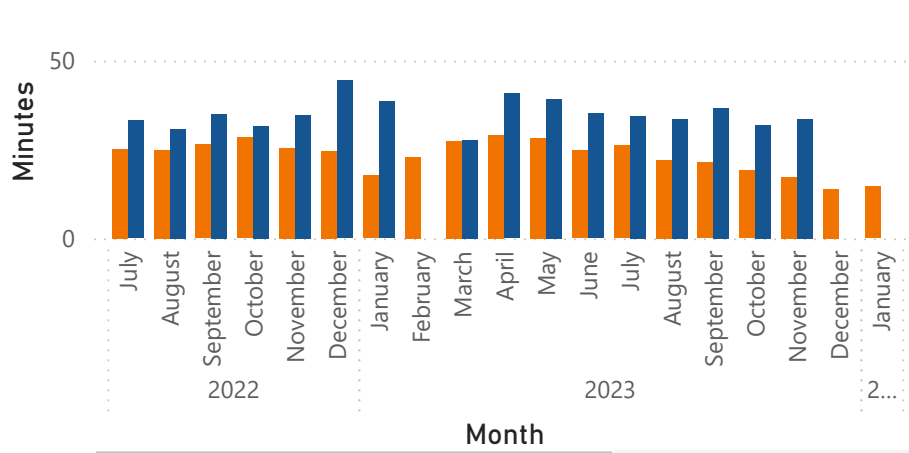
## Avg Trip Time (mins)

**18**

December 2024

## Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



## Trips by Checkout Hub in past Year

