

April 2024

Attachment B
REPORTING REQUIREMENTS
Fiscal Year 2024 – 2025

The City and the KCATA's mutual goal is to increase the effectiveness of the system. In the interest of monitoring KCATA's performance under the Agreement to provide transit services, a number of performance related areas have been identified for the contract period.

Unless otherwise indicated, KCATA will provide a report covering the following information to the City's Director of Transportation and Transit Liaison each month. Reports shall be submitted by the twentieth (20th) of each month.

A. Performance Measures of Section VI

As documented in Section VI of this agreement, KCATA shall report on the defined contract Performance Measures for City of Kansas City, Missouri service:

1. Scheduled Service Not Provided – Fixed Route
2. On-Time Performance – Fixed Route
3. Paratransit Service Performance Report (Monthly Trip Summary and On-Time Performance Report)
4. On-Demand Flex Services (IRIS)
5. Timely Report Submission
6. Service Modifications without City Notice

For Performance Measures identified in Section VI, the following definitions are consistent with the National Transit Database (NTD) Glossary:

Platform Hours are defined as the total time it takes for drivers to operate revenue service, spend time in a layover, or travel to and from a maintenance facility. Per the NTD Glossary, it is the time during which an operator operates the revenue vehicle in a) line service or in deadheading (including layover periods in the vehicle at a rest point) or b) for charter, contract, and special non-contract service, or is deadheading or laying over as a result of such service.

Revenue Service Hours are defined as the time when a vehicle is available to the general public and there is an expectation of carrying passengers. Vehicles operated in fare free service are considered in revenue service. Revenue service includes running time and layover / recovery time; it excludes deadhead and vehicle maintenance testing, school bus service, and charter service, consistent with the NTD Glossary.

B. Other Measures of System Effectiveness

1. Fixed Route Service

KCATA maintains a route performance monitoring system that tracks the performance of each route and will provide to the City the following measures for each Contract Services route:

1. Total ridership (in Unlinked Passenger Trips)
2. Vehicle Revenue Miles
3. Vehicle Revenue Hours
4. Passengers per vehicle revenue mile
5. Passengers per vehicle revenue hour
6. Operating Cost
7. Cost per passenger
8. Other metrics as agreed upon by the KCATA and the City

The report shall also include average ridership for all routes by weekday, Saturday and Sunday for City of Kansas City, Missouri transit service.

2. Paratransit Service

1. Monthly Paratransit Report
2. Annual Paratransit Report
3. The RideKC Freedom on Demand program operates and is measured differently as an on-demand service. KCATA will provide a monthly report for this service showing the breakdown of:
 - a. Completed trips,
 - b. Passenger count, and
 - c. Passenger and revenue miles.

C. Safety and Reliability

The City and KCATA recognize the importance of providing safe and reliable transportation to customers, and KCATA maintains such key performance measures as:

1. Vehicle accidents,
2. Mechanical road calls, and
3. Other measures as agreed upon by the KCATA and the City

D. Public Satisfaction

The City and the KCATA recognize the importance of meeting customer expectations. To that end, KCATA conducts an on-board customer satisfaction survey every year. The results of this report help establish performance goals and priorities related to improving satisfaction. KCATA agrees to coordinate these surveys with the City and other transit providers when they are conducted. The customer satisfaction survey report and resulting priority areas for improvement will be provided to the City upon completion.

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