

III. Transit & Mobility Services: Existing Conditions

Section III describes the Kansas City region’s current transit and mobility systems. This information provides context for challenges and gaps outlined later in the plan and the strategies the plan recommends to address them. For documentation on existing demographics and commute behaviors, please see Appendix F.

RideKC Coordination and Branding

The five transit agencies in the Kansas City region — KCATA, Johnson County Transit, Unified Government Transit, IndeBus and the KC Streetcar — are working together to coordinate services, creating a seamless system from the rider’s perspective. In October 2015, the agencies adopted the RideKC brand and create a single transit website for the entire region: RideKC.org. Since then, the agencies have coordinated in other ways as well:

- Created one regional fare (\$1.50)¹and standard monthly fare pass.
- Made the system free to ride for all qualified paratransit users.²
- Expanded the U-Pass program from serving only University of Missouri–Kansas City students to include Metropolitan Community College and Kansas City Art Institute students.³
- Made the RideKC system free for veterans.
- Began branding buses and bus stops with the RideKC colors and logo.
- Created a new RideKC system map.
- Initiated a route renumbering plan to make route numbers correspond geographically.

Traditional Fixed-Route Transit

Fixed-route transit is made up of buses, streetcars and other vehicles that follow prescribed routes and stop at regular, scheduled intervals. There are currently 87 bus routes and one streetcar route in the RideKC system. Each fixed-route bus belongs to one of four network categories: Fast and Frequent, 30-Minute, Express, or Other Local.

Fast and Frequent Service

Currently, there are six existing bus routes and a streetcar line that can be considered Fast and Frequent service. These are the two bus rapid transit (BRT) routes, Main and Troost MAX, the KC Streetcar and the following bus routes:

- 71 (which runs on Prospect and will be partially replaced by the Prospect MAX BRT route that will start operating in 2019)
- 39 (which runs on 39th Street)
- 31 (which runs on 31st Street)
- 24 (which runs on Independence Avenue)

¹ Effective January 4, 2016.

² Pilot program started on August 1, 2016.

³ August 2016.

RideKC Streetcar

The RideKC Streetcar, which began operations in May 2016, is 2.1 miles long and runs from the River Market to Union Station. It runs every 10 minutes, qualifying it as an integral piece of the Fast and Frequent network. The streetcar is administered by the Kansas City Streetcar Authority, which operates four streetcars in the Main Street corridor within a Transportation Development District (TDD). The streetcar, which has been fare-free since its inception, is funded with a 1 percent sales tax and special assessment on real estate and surface pay parking lots in the TDD. Streetcar extensions to the north along the riverfront and south to UMKC are proposed and currently under study.

30-Minute Service

There are 15 existing bus routes that can be considered 30-minute (or supporting) service. All routes run on 30-minute headways except #39, which runs every 20 minutes.

- 9, 9th Street
- 11, Northeast-Westside
- 12, 12th Street
- 15, Truman Road
- 25, Troost
- 35, 35th Street
- 57, Wornall
- 63, 63rd Street
- 75, 75th Street
- 85, Paseo
- 101, State Avenue
- 108, Indiana (soon to be changed to 18)

Express Network

Express bus service runs in the morning and evening peak commute hours, typically bringing people into downtown Kansas City, Missouri in the morning, and back out to suburban locations in the evening.

There are nine existing express routes:

- 535, Shoal Creek-Liberty (2 morning + 2 evening w/limited reverse commute)
- 550, Lee's Summit (5 morning + 5 evening w/limited reverse commute)
- 570, Blue Springs (4 morning + 4 evening)
- 571, 71 Hwy (7 morning + 7 evening w/limited reverse commute)
- 519, Olathe (7 morning + 9 evening w/limited reverse commute)
- 563, Shawnee (2 morning + 2 evening)
- 569, South Overland Park (4 morning + 5 evening)
- 595, Gardner-Overland Park (5 morning + 5 evening w/limited reverse commute)

The 510 (K-10 Connector) is also classified as an express route because it covers a long distance, but it operates on frequent headways (every 30 minutes) bi-directionally between Johnson County and Lawrence.

Other Local Service

While the focus of *Smart Moves 3.0* is interjurisdictional transit, community-based transit plays an important role in connecting riders to the regional network, as well as transporting them to local goods and services. The local network within the Kansas City metropolitan area provides an array of service types, including fixed-route transit.

For the purpose of this plan, Other Local Service is defined as routes operated by Unified Government Transit (UGT) or IndeBus, which provide transit service in Wyandotte County, Kansas, and the city of Independence, Missouri, respectively. Both systems are managed by the KCATA.

These local systems, including the names and headways of their routes, are as follows:

There are nine UGT routes:

- 101, State Avenue (30 min.)
- 102, Central Avenue (60 min.)
- 103, 3rd Street/Fairfax (60 min.)
- 104, Argentine (30 min. peak/60 min. midday)
- 106, Quindaro (30 min.)
- 107, 7th Street-Parallel (30 min. peak/60 min. midday)
- 113, Leavenworth Road (90 min.)
- 115, Kansas Avenue (60 min.)
- 116, West Parallel (90 min.)

There are six IndeBus routes:

- 301, Green Route (60 min.)
- 302, Blue Route (60 min.)
- 303, Purple Route (60 min.)
- 304, Yellow Route (120 min.)
- 305, Orange Route (120 min.)
- 306, Red Route (60 min.)
- The two independently operating transit services in the Kansas City region are IndeBus and Unified Government.

Figure 1: IndeBus Fixed-Route Service Characteristics	
Service Frequency	Routes operate on one-hour headways all day
Service Hours	Service hours vary, with one starting as early as 5:30 a.m. and ending as late as 8:30 p.m.
Operating Characteristics	Lines operate in mixed traffic with high-capacity transit vehicles.
Capital Amenities	Independence Transit Center is the only transit center. Otherwise, most transit stops have basic signage, along with some seating and shelter amenities.

Figure 2: Unified Government Fixed-Route Service Characteristics	
Service Frequency	Each route operates with a different headway, varying from 1 to 1.5 hours.
Service Hours	Routes operate from 6 a.m. to 6 p.m. Monday through Friday, and 9 a.m. to 6 p.m. on Saturday.
Operating Characteristics	Lines operate in mixed traffic with high-capacity transit vehicles.
Capital Amenities	There are two transit centers, the 7th and Minnesota Transit Center and the 47 th and State Avenue Transit Center. Otherwise, most transit stops have basic signage, along with some seating and shelter amenities.

Trends in Transit and Travel

Ridership

In 2016, annual ridership across all systems (including RideKC Streetcar, which launched on May 5, 2016) was 15.9 million rides. Since 2006, despite year-to-year changes that are influenced by gas prices and other economic factors, ridership has increased 2.61 percent in the Kansas City region, which is similar to national trends in transit usage.

Figure 3: KCATA Annual Regional Ridership

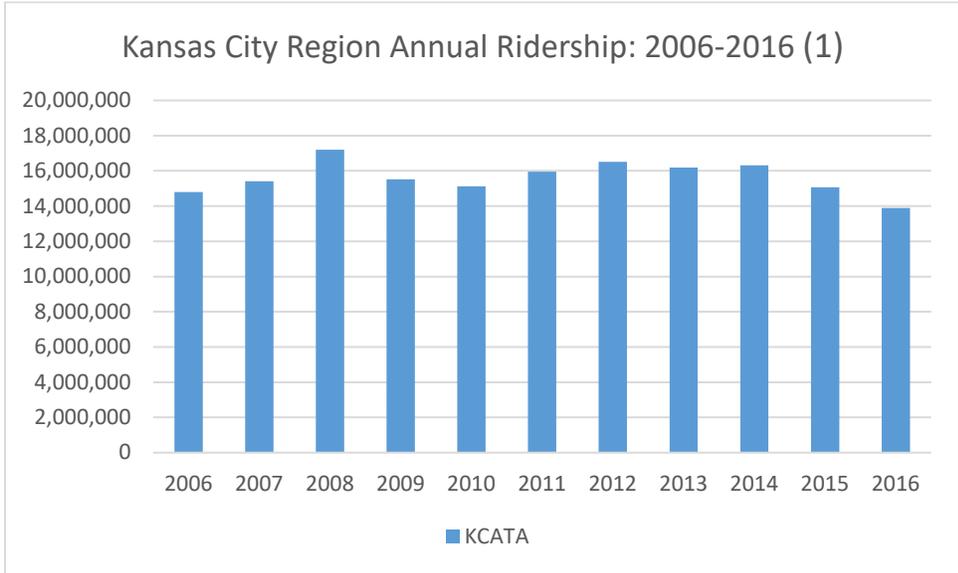
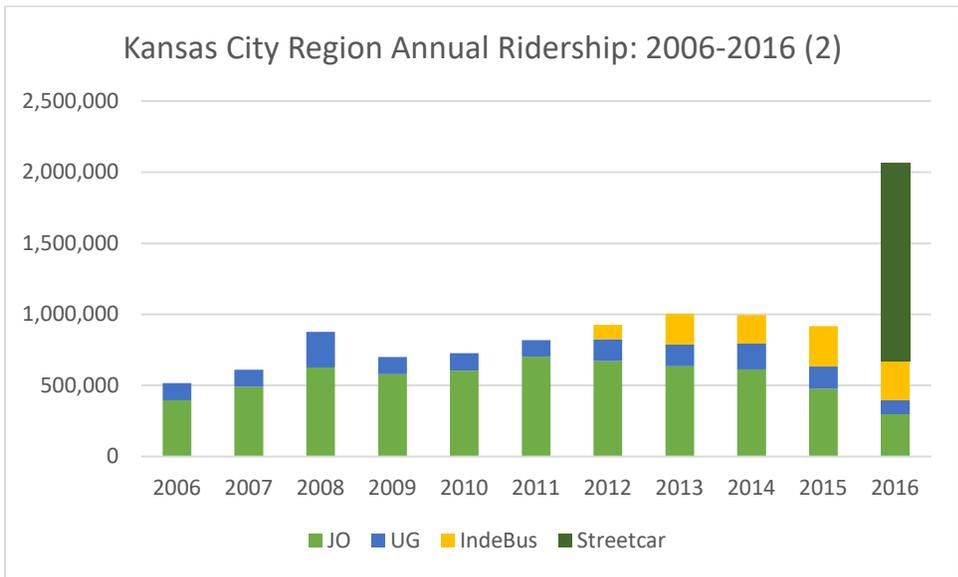


Figure 4: The JO, UGT, IndeBus And Streetcar Annual Regional Ridership



Commute Distance, Time and Cost

Although there are many factors that play into how a worker experiences his/her commute, three key considerations are distance, time and cost. The average residents’s commute in the Kansas City region is under 23 minutes, and the vast majority of them are driving alone to work. Compared to other metro areas, there is low congestion on Kansas City highways and roads, so the personal vehicle commute is often more time-competitive than available transit options.

Figure 5 provides examples comparing the distance and commute time to reach two large employment centers — the University of Kansas Medical Center and Corporate Woods, where Sprint and other

companies are located — from four residential locations popular with workers at these employment sites.

Figure 5: Travel Times For Sample Commutes

Travel Times for Sample Commutes in the Metro Area, Auto v. Transit

<i>Employment Center</i>	<i>Residential Location</i>	<i>Zone Centroid</i>	<i>Distance (miles)</i>	<i>Auto Travel Time (minutes)</i>	<i>Transit Travel Time (minutes)</i>
KU Med	Downtown KC	Approx. 10th and Main	5.4	9	59
	Country Club Plaza	Approx. 47th and Pennsylvania	2.4	7	52
	Prairie Village	Approx. 71st and Roe	5.2	13	93
	Lenexa	Approx. 87th and Lackman	14.5	23	118
Corporate Woods	Downtown KC	Approx. 10th and Main	17.4	22	102
	Country Club Plaza	Approx. 47th and Pennsylvania	13.8	23	123
	Prairie Village	Approx. 71st and Roe	9.1	16	135
	Lenexa	Approx. 87th and Lackman	10.0	17	105

MARC Travel Demand Model, 2010

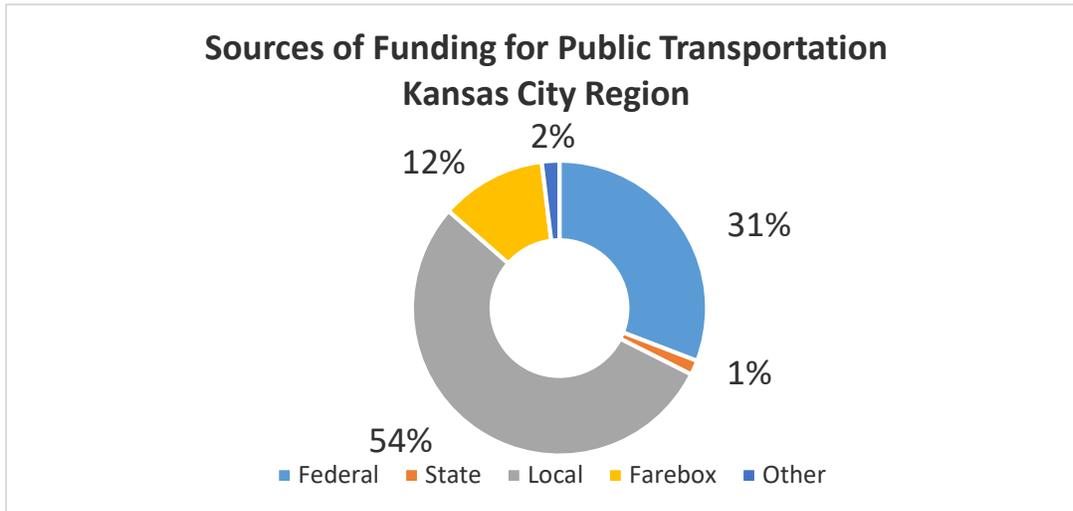
Though the commutes range in distance from 2.4 to 17.4 miles, the auto travel times only vary between seven and 23 minutes, while the transit travel times for the same commutes vary between 52 and 135 minutes. In fact, only two of the commutes — Downtown Kansas City and Country Club Plaza to University of Kansas Medical Center — are under an hour by transit.

In terms of monetary costs, a 31-day RideKC bus pass costs \$50. The cost of a one-way personal vehicle commute is calculated by dividing the trip distance by the average vehicle fuel economy (miles per gallon) and then multiplying the number of gallons needed by the average price of fuel. Using this methodology, the cost of the driving commutes in Figure 5 range from \$11 to \$79 per month, assuming two one-way trips per day and 23 working days per month. This cost, of course, does not factor in parking, insurance or maintenance, which are likely to cost car owners at least an additional \$50 dollars per month, making the real cost of owning a car and using it for work-based trips a minimum of \$61-\$129 monthly, and likely considerably more.

Funding

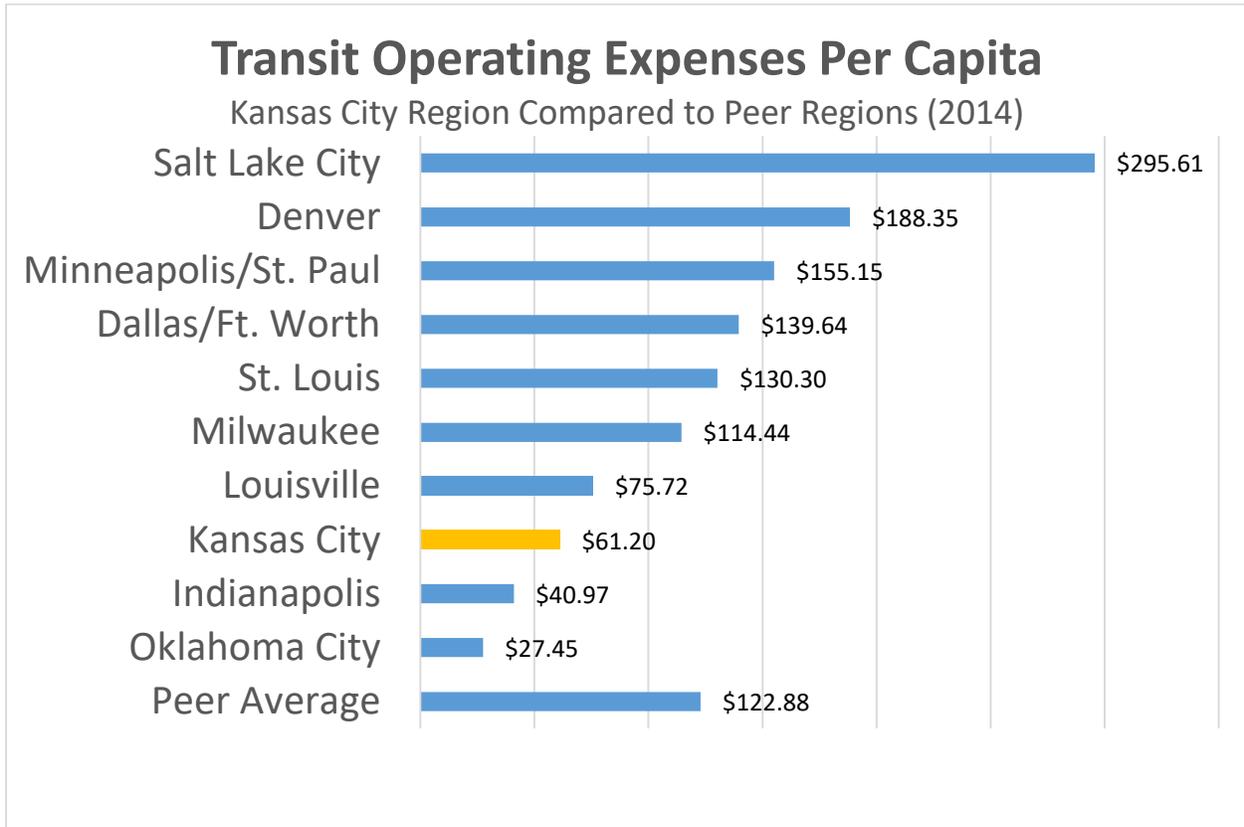
Funding for transit service in the Kansas City region comes from federal, state, and local sources, as well as fare revenues and other sources, such as advertising. Over half of funding for transit comes from local sources (dedicated sales tax and general funds) in the region.

Figure 6: Current Sources of Funding For Public Transportation



Transit spending per capita is a useful measure when comparing the Kansas City region to peer regions from around the country. The figure below shows transit operating expenses per capita, using each region's transit service area population. In 2014, the region spent \$61.20 in operating funds per person on transit, 50 percent of the peer region per capita average. Most of the peer regions with higher per capita spending on transit, have significantly more local funds dedicated specifically for transit service. Currently in the Kansas City region, a region with 119 municipalities, only Kansas City, Missouri, contributes dedicated funding (sales tax) for transit. Other local funding comes from city and county general funds and is subject to year-to-year budget negotiations.

Figure 7: Transit Operating Expenses Per Capita



Paratransit

Public transit agencies are required by the Americans with Disabilities Act (ADA) to provide complementary paratransit services to all residents meeting ADA eligibility standards within three-quarters of a mile of an existing fixed-route bus line, excluding transit that operates only for commuter purposes (e.g., express service). To qualify for ADA paratransit service, users must be physically disabled to the extent where using public transit is prohibitively difficult. However, public transit agencies also typically provide paratransit services to those who require enhanced mobility services, but may not meet the eligibility standards of ADA. Specifically, non-ADA paratransit service further encompasses users who are over 65 years old, those with developmentally disabilities, adult day care program participants, hospital discharges, dialysis patients, and more. Below is a list of transit agency-sponsored ADA complementary and non-ADA paratransit services in the Kansas City region, their eligibility requirements, service areas and operating characteristics.

Figure 8: RideKC Freedom Services

SERVICE NAME	ELIGIBLE USERS	SERVICE AREA	OPERATING CHARACTERISTICS
RideKC Freedom (Formerly Share-a-Fare)	Must be approved through eligibility process. Criteria is specific to the Americans with Disabilities Act (ADA).	ADA Paratransit – Operated within ¾ miles of local bus routes.	Operating hours are the same as the hours of operation of fixed route adjacent to the trip.
	Must meet one of the following criteria: 1. Age 16-65, with a disability. 2. Age 65 or older with an annual income of no more than 150% of the U.S. poverty level.	Non-ADA Paratransit – Service is provided anywhere within Kansas City, Missouri, city limits.	Operating hours are 6 a.m.-midnight, seven days a week.
Unified Government Transit Dial-A-Ride	Must be approved through eligibility process. Criteria is specific to ADA.	ADA Paratransit – Operated within ¾ miles of local bus routes.	Operating hours are the same as the hours of operation of fixed route adjacent to the trip.
Unified Government Transit Dial-A-Ride Aging Transit	Must be approved through eligibility process.	Covers all of Wyandotte County.	Provides demand-responsive transit, congregate meals and meals on wheels.
City of Independence IndeAccess	Must be approved through eligibility process. Criteria is specific to ADA.	ADA Paratransit – Operated within ¾ miles of local bus routes.	Operating hours are the same as the hours of operation as the fixed route adjacent to the trip.
City of Independence IndeAccess+	Must be approved through eligibility process.	Covers all of the city of Independence.	Operating hours are the same as the rest of the City of Independence transit system.
Johnson County Special Edition	Must be approved through eligibility process and meet one of the following criteria: 1. Age 65 or older. 2. Have a documented disability. 3. Have a monthly family income within low-income guidelines.	One leg of the trip must be in Johnson County, but the other leg can be in Kansas City, Kansas, or Kansas City, Missouri.	Operating hours are Monday through Friday, 6 a.m.-6 p.m.

SERVICE NAME	ELIGIBLE USERS	SERVICE AREA	OPERATING CHARACTERISTICS
Johnson County SWIFT	Only available to Johnson County Development Support clients.	Johnson County.	Provides services for Johnson County Development Support clients to sheltered workshops.

In addition to the paratransit services offered by KCATA and community transit providers in the region, numerous social service agencies and municipalities receive Federal Transit Administration (FTA) Section 5310 funding (Enhanced Mobility for Elderly Individuals and Individuals with Disabilities Program) through a biennial competitive selection process sponsored by MARC and the KCATA. These agencies purchase or lease vehicles to provide services to meet the needs of specific clientele within the elderly or disabled community, or to serve areas or times of day that are not currently met through existing public transportation resources. This funding also provides funding for mobility management and infrastructure projects, which increase access to transit and mobility services.

Mobility Services

Rideshare

According to the FTA, ridesharing involves adding passengers to a private trip in which driver and passengers share a destination. Such an arrangement provides additional transportation options for riders while allowing drivers to fill otherwise empty seats in their vehicles.⁴ Carpooling and vanpooling are the ridesharing options available for the Greater Kansas City Metro area. Ridesharing is distinct from taxi-like ridehailing services in that it does not involve payments to the driver, except as reimbursement for gas, tolls and/or parking.

Carpooling

In a carpool, an individual with a car provides the vehicle and shares a ride to a common destination with others. Carpoolers typically take turns driving or passengers reimburse drivers for the cost of the ride. Family members, neighbors, co-workers and friends account for most carpool trips nationwide, but many commuters find partners through regional or employer-based ride matching services.

MARC hosts the regional ride matching website [RideshareKC.org](https://www.RideshareKC.org). Commuters create a secure account and input their trip details, and the software returns a list of potential carpool partners with the option to contact likely matches through the website. Details such as meeting time and place and sharing arrangements are at the discretion of the participants. Additionally, users can see transit routes and bike paths which could connect them to trips or destinations, and participate in challenges and other incentives.

⁴ FTA Shared Mobility Definitions <https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-definitions>

Currently, RideshareKC has over 2,200 people registered through the site, with over 1,000 available for commute partner matches. Carpooling, including both RideshareKC-facilitated and informal trips, accounts for 9 percent of commuter trips in the Kansas City region.

Vanpooling

In a vanpool, a group of commuters — typically between six and 14 individuals — ride to and from work on a regular basis in a designated van. Vanpool passengers pay a monthly fee based on the cost of operating the van. The vanpool provider handles maintenance and insurance.

KCATA coordinates the RideKC Van program, contracting with a vanpool service to provide the vanpool vehicles, coordinate payments, train drivers, process payments and provide employer outreach and customer service. Vanpool service is available to commuters in Jackson, Johnson, Wyandotte, Clay, Platte, Leavenworth and Cass counties in the Kansas City area. Vehicles include seven to 15-passenger vans, along with sport utility vehicles.

Currently, there are 50 vanpools in the region, transporting over 400 commuters.

Employer Shuttles

Employer-based shuttles can take many forms, including shuttles that employees meet at park-and-ride lots, or campus shuttles that transport employees between buildings at large-scale work complexes. In addition to carpooling and vanpooling, the *SmartMoves 3.0* plan calls for programming that supports employers who choose to transport their employees via employer/business shuttles.

There are currently few employer shuttles in operation in the Kansas City region, isolated mostly to schools, hospitals and other large institutions.

Transportation Management Associations

Transportation Management Associations (TMAs) provide transportation services and education to businesses and employees in a particular geographic area, combining the efforts of many employers to reduce program costs. Most TMAs are nonprofit collaborations of private and public sector employers working together toward common goals, such as congestion mitigation or pollution reduction. TMAs typically serve employers in congested urban areas with rideshare matching, marketing travel options, conducting travel surveys, and development of trip reduction plans. TMAs also help with parking management, flexible work hours, vanpools, special events management and freight transport movements.

There are currently no active TMAs in the Kansas City Region.

Transit Pass Programs

Transit passes allow employers to partner with area transit agencies to provide access to the fixed-route network. Employers purchase transit passes in bulk, frequently at a discounted rate, and provide them to their employees either as a free benefit or at an additionally discounted price. Transit passes under this model incentivize card/pass holders to use fixed-route transit by enhancing convenience and affordability. For businesses, beyond providing reliable transportation for their employees, transit pass programs can provide tangible tax benefits, as IRS regulations permit employer-provided transit passes to be excluded as a taxable benefit (up to \$100 per month).

Current pass programs exist for students attending UMKC, all Metropolitan Community College campuses, the Kansas City Art Institute, and KCK Community College. This increases accessibility to these institutions, which can eliminate a barrier to higher education for those without personal transportation. Many regional employers, both public and private sector, currently purchase monthly transit passes for their employees.

Ridehailing / Demand Responsive Services

Demand responsive operations provide smaller scale transportation services that meet the demands of individual users or, in some cases, multiple users who share trips. The following section provides definitions of mobility service types.

Transportation Network Companies

Transportation Network Companies (TNCs) are technology companies that operate via websites or mobile apps to connect users to independent, non-commercial drivers who provide standard transportation services.

To date, two TNCs (Uber and Lyft) have been in operation in the Kansas City region, while others have been restricted by state laws. However, those laws changed in Missouri in spring 2017, enabling other companies to enter the market. Data regarding the number of drivers, users and trips provided, as well as the origins/destinations of those trips, was not available during the *SmartMoves 3.0* planning process.

RideKC Freedom On-Demand



RideKC Freedom is the umbrella name for the complimentary paratransit services offered by fixed-route operators in the Kansas City metropolitan area. Beneath that umbrella, a ridehailing pilot program was launched in May 2017. Through the RideKC Freedom smartphone app (or by calling the regional call center), eligible paratransit users may book an on-demand trip in a traditional or ADA-accessible taxi. Trips can be booked on-demand, whereas typical ADA-complementary paratransit services typically must be booked at least 24-hours in advance, although frequently those advance times are much longer.

Non-paratransit users within the service area may also use the RideKC Freedom app much the same way they would use a TNC. A portion of the revenue from these non-ADA trips subsidizes the paratransit operations.

In the first two months of operation, RideKC Freedom provided 121 retail trips, and over 3,000 ADA paratransit trips.

Figure 9: RideKC Freedom On-Demand versus Traditional Paratransit

Freedom On-Demand	Freedom (previously Share-A-Fare)
No advance reservation required	Schedule at least 24 hours in advance
Curb-to-curb service	Door-to-door service
To book a trip: use app or call 816.842.9070	To book a trip: call 816.842.9070
Pay with cash, credit or debit card, or through the app	Pay cash

ADA: \$3 for the first 8 miles & \$2 each mile after
Ages 65+: \$5 for the first 8 miles & \$2 each mile after
Up to 4 trips per day

Book a trip for a friend or family member

Up to three guests for free

ADA \$3 per trip

Unlimited daily trips

Book a trip for a friend or family member

No guests (except PCAs) for free

FLEX

KCATA offers five demand-responsive services in the Kansas City metropolitan area, called RideKC Flex (formerly MetroFlex). They are located in the following areas:

- North Kansas City
- Raytown
- Gladstone-Antioch
- South Kansas City
- Bannister-Hillcrest

This service is best utilized in small areas where traditional fixed-route transit is not feasible, allowing users to access the larger transit network or seek goods and services within the service area.

Reservations must be made at least 24 hours in advance, and service is limited to certain hours and days of the week.

Taxis

Several taxi companies operate in the Kansas City metro region. They are typically used by individuals or small groups of passengers for one-way trips. Kansas City taxicab companies include 10/10 Taxi, Checker Cab Company, Yellow Cab Taxi, and a number of smaller providers.

A growing mobility option for older adults or individuals with disabilities are taxi vouchers. With taxi voucher programs, a locally determined eligible participant receives vouchers for reduced cost rides with participating taxis. When a customer wants a ride, he or she contacts the taxi company directly to dispatch the ride and pays with a voucher. The company then invoices the applicable agency for the trip. Using taxis instead of general paratransit services saves money and builds a strong partnership with the private sector while also providing positive benefits for users.

Olathe and Shawnee, Kansas have successful local taxi voucher programs. KCATA has recently introduced a regional taxi voucher pilot program called RideKC Taxi. This service provides taxi service to residents of Johnson County, Kansas; Raytown, Missouri; Sugar Creek, Missouri; Independence, Missouri; and areas of Kansas City, Missouri. To be eligible for the service, the customer must be age 65 or older or have a disability and live in the service area.

Microtransit

The Federal Transit Administration defines microtransit as multi-passenger transportation services that serve passengers using information technology to create dynamically-generated routes. These services may expect passengers to make their way to and from common pick-up or drop-off points. Vehicles can range from large SUVs to vans to shuttle buses. Because they provide transit-like service but on a smaller, more flexible scale, these new services are known as microtransit.

In March 2016, KCATA embarked on a first-of-its-kind public-private partnership with microtransit provider Bridj. The pilot, called RideKC Bridj, used a smartphone app to allow users to book rides on 14-seat passenger vans driven by KCATA drivers. Ride requests made through the app generated crowd-sourced routes with few stops and short travel times. Fares were \$1.50, the same charged to ride a non-express bus.

Although RideKC Bridj was discontinued after the first year, KCATA gained valuable insight from the project. A survey conducted by the University of California–Berkeley identified low customer awareness and geographic barriers as factors contributing to low ridership numbers. While the project was not as successful as hoped, through the pilot, KCATA learned who likely microtransit customers are as well as how a similar model might operate more efficiently in the region in the future.

Carshare

Carshare is a service that provides members with access to an automobile for intervals of less than a day. Nationwide there are three major business models for carsharing:

- Round-trip or traditional carshare requires users to borrow from and return vehicles to the same location.
- One way or free-floating allows users to pick up a vehicle at one location and drop off at another.
- Peer-to-peer (p2p) uses an online platform to enable car owners to rent their personal vehicles to other carshare members.⁵

The Kansas City Metropolitan Area has been home to a small fleet of Zipcar carshare vehicles since 2012. The initial two vehicles were located at the University of Missouri–Kansas City campus. Two more vehicles were added at the Kansas City International Airport, and eight vehicles were added to four locations in downtown Kansas City.

Biking and Walking

Bicycle and pedestrian infrastructure is a critical element of a transportation system that provides individuals and families with access to affordable and healthy transportation options. In 2012, a task force composed of members of MARC’s transportation modal and programming committees drafted a regional complete streets policy for input and approval from the Total Transportation Policy Committee and the MARC Board of Directors. The policy, which was updated in 2015, calls for “a safe, balanced, regional multimodal transportation system that is coordinated with land use planning, supports equitable access to opportunities and protects the environment.” Currently, 12 local governments and the states of Missouri and Kansas have adopted complete streets policies. This regional complete streets policy sets the stage for regional and local bicycle and pedestrian facility plans.

Bicycle

In addition to plans adopted by local governments, the Kansas City metro has regional plans for both off-street (trails) and on-street bicycle facilities.

⁵ FTA

MetroGreen

Initially adopted in 1991 and later updated in 2002, MetroGreen™ is the region's vision of a system of interconnected trails and greenways. While some of the corridors were designated solely to protect or restore streams, about half contain either a trail or an off-street facility. Currently, the region has 701 miles of trails.

Greater Kansas City Regional Bikeway Plan

The Greater Kansas City Regional Bikeway Plan was adopted in January 2015. The plan envisions a cohesive regional network of bikeways, connected across city, county and state boundaries, that promotes active transportation. The proposed Regional Bikeway Network would make it easier for people across the metro to use bicycling not only for recreation, but as a viable mode of transportation.

Currently, the region has 602 miles of on-street bicycle facilities including 93 miles of bike lanes. When fully implemented, the Regional Bikeway Plan calls for over 2,000-miles of on-road and off-road facilities that will expand active transportation choices for residents of eight-counties in the bistate Kansas City region. This network will complement the regional trails system along steamway, rivers and rail-road utility corridors.

Bikeshare

Bikeshare is a system in which a rider can check out a bicycle at a given station and use it for a few minutes or longer before returning it to another station. Stations are equipped with docks that securely lock bicycles. Typically, users can pay a membership fee and then check bicycles out for short periods of time for free, only paying rental rates if they have a bicycle out for a longer period. Non-members can also check out a bicycle, using a credit card.

Kansas City BCycle, launched in July 2012 with 12 stations spread out between the River Market and Crown Center. There are currently 30 stations, and there will be 42 by the end of summer 2017. New areas that will get bikeshare stations include North Kansas City, West 39th Street, the University of Missouri–Kansas City campus, and Longview Lake. B-Cycle is also working with Johnson County Parks on a plan for stations in Shawnee Mission Park with installation anticipated in 2018. Bikeshare is also in talks to expand into the University of Kansas Medical Center area, Westwood and Olathe, Kansas.

In 2016, riders took 16,700 trips (a 20 percent increase from 2015). One-third of riders use public transit in conjunction with their bikeshare trip. Although there is no specific statistic on the percentage of trips that are work trips, annual members make up 12 percent of total ridership and these riders tend to use the service most for work and errand-related transportation.

Pedestrian

MARC is currently in the process of creating the region's first pedestrian plan. This plan will synthesize a vision to improve walkability across jurisdictional boundaries and coordinate planning efforts at the regional level.

In late 2016, 78 communities responded to a Local Government Pedestrian Inventory (LGPI) survey. Of those, 27 percent reported that they have a Pedestrian Master Plan, 33 percent reported having a Bicycle Master Plan, and 53 percent reported having a Trails Linkage Plan. Additionally, 26 percent of respondents cited "lack of adopted plans" as the greatest challenge to bicycle/pedestrian planning,

which was tied with “lack of implementation,” and “lack of supporting development ordinances.” Lack of support from land developers was identified by 42 percent of respondents as their greatest barrier. Finally, 53 percent of communities reported that they did not have an adopted Complete Streets Policy.

Regional and local data on sidewalk mileage and condition is currently lacking. Many cities do not have sidewalk inventories, and some have only partial data. MARC’s sidewalk data for 21 jurisdictions in the region — where 60 percent of the metro population reside — indicates that there are over 6,000 miles of sidewalk in these communities.⁶ In 2017, the cities of Kansas City and Independence, Missouri, contracted for their entire roadway networks to be studied. This data shows that Kansas City has over 2,200 miles of sidewalks, while the Independence study had not been completed at the time of this study’s publishing.

Technology

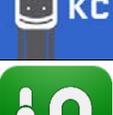
Mobile Software Applications (Apps)

Smartphones have substantially changed the way people are able to access information, particularly relating to mobility options. TNCs like Uber, Lyft and SilverRides, as well as services like RideKC Freedom On-Demand, would not exist were it not for mobile technology that can track rides geospatially and facilitate payments. Many rely on navigation apps like Google and Apple Maps to access step-by-step directions, avoid congested roadways, and even search for new destinations. Apps like Waze make it easy to estimate the time and cost of a range of different mobility options, including transit, taxis, bikeshare, TNCs and carshare. All of these advancements have affected how we make decisions about how to travel.

One critical component that factors into the adoption of mobility apps is the digital divide. While there is evidence that that gap has been closing in recent years, there are still many individuals, often those who need assistance the most, who are unable to access this technology because of their inability to afford a smartphone, because they do not have a bank account, or because they do not have the physical ability to use a smartphone effectively. These individuals must be accounted for in any planned shifts to mobile app technology to support public transportation services. For example, while RideKC Freedom is primarily app-based, users are still able to call a reservation desk to book their trips and have a ride dispatched to them. Lyft has been piloting services under the Concierge brand that allow seniors in assisted living facilities to book a trip using Lyft by calling the front desk. Accommodations like these are critical to maintaining accessibility for all.

⁶ MARC has data from: Lee’s Summit, Grandview, Blue Springs, and Kansas City (in Missouri) and Mission, Overland Park, Olathe, Lenexa, and Kansas City (in Kansas). The Lenexa data, as well as the Kansas City, Missouri, Overland Park, and Olathe data is dated.

Figure 10: Transit Apps

Logo	Name	Cost	Platform(s)	Description
	RideKC App	Free	iOS, Android	This app allows riders to pay fares, track RideKC buses and KC Streetcar, and plan trips.
	Freedom On-Demand	Free	iOS, Android	This app-based option offers same-day taxi service. Designed for paratransit trips and available for everyone.
	Google Maps	Free	Android, BlackBerry, iPhone/iPad, Nokia, S60, Windows	Provides public transit directions (trip planning) and information.
	ItsAB.us	Free	Web	Real-time bus tracking
	KC Street Track	\$0.99	iOS, Android	Tracks RideKC Bus and Streetcar stops and gives directions, along with street view, social media interfaces and more.
	Transit App	Free	iOS, Android	Provides information about the next bus or train arrival in 53 regions. Includes a trip planner.
	TransitTimes+	\$2.99	iOS, Android	TransitTimes+ provides public transit trip planning and schedules for more than 50 cities.
	RideshareKC	Free	iOS, Android	Helps commuters find commute partners and transit routes and participate in incentive programs.

Informational Kiosks

One way to address the digital divide is by providing interactive, informational, digital kiosks at critical junction points (e.g., mobility hubs). These digital kiosks currently enable users to track the real-time location of their ride and access information regarding destinations in the vicinity of the transit stop, which boosts economic activity. However, these kiosks are capable of much more.

There are currently 25 interactive kiosks in use along the RideKC Streetcar Line in Downtown Kansas City. These kiosks provide real-time arrival information, information about adjacent mobility options, and advertising for local businesses. Headphone jacks on the kiosks allow visually-impaired users to utilize the services. Additionally, 311 services are accessible through these kiosks.

Mobility Hubs

While there currently are no mobility hubs in the Kansas City region branded as such, there are many locations that are remarkably close to the intended concept. Although not entirely a new idea, proposed mobility hubs are more than simple bus stops. Mobility hubs serve as a place where riders are introduced to a range of transportation choices that are part of an integrated family of services, making the entire system more accessible and appealing. For a more in-depth examination of what is meant by mobility hubs in the context of this planning effort, see the *Defining the Smart Moves System* section.

There are a handful of locations in existence today in the Kansas City area that demonstrate the mobility hub concept. Brookside, Union Station, Midtown Transit Center, Mission Transit Center, UMKC, KU Medical Center and 3rd and Grand are all prime examples of places where transit interacts with other mobility options and is supported by strong land use. Improvements are still needed at these locations, including adding additional mobility options and developing additional residential and commercial capacity adjacent to these nascent hubs.



A rendering of buildings at 3rd and Grand in Kansas City, Missouri showing many mobility options.⁷

⁷ From https://media.bizj.us/view/img/10308590/kcata-briarcliff-office-buildings*1200xx5794-3270-0-2453.jpg