RideKC Transit Key Performance Indicators

April 2025

Reported May 12, 2025

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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   4/1/2025

Completed Trips
98.6%
Goal: 97.0%
April 2025

Fixed Route OTP
83.7%
Goal: 80.0%, 90.0%
April 2025

Paratransit OTP
88.0%
Goal: 95.0%
April 2025

Fixed + Flex + Iris Ridership
986,824
April 2025

Paratransit Trips
20,047
April 2025

Paratransit Passengers
21,819
April 2025

Fixed Route Ridership
963,218
April 2025

Flex + Iris Ridership

Road Calls
70
April 2025

Revenue Hours
28,328
April 2025

Platform Hours
39,176
April 2025

Vehicle Incidents
28
April 2025

Passengers per Revenue Hour
30
April 2025

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
963,218	**2.11%**
April 2025	April 2025

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	76,484	2,549	-4.04%
2	Troost MAX	100,456	3,349	4.78%
3	Prospect MAX	140,464	4,682	4.78%
9	9th Street	8,217	274	2.38%
11	Northeast-Westside	30,398	1,013	-7.29%
12	12th Street	23,000	767	7.11%
18	Indiana	26,490	883	-29.40%
19	Crossroads	1,809	60	-14.95%
21	Cleveland-Antioch	13,441	517	6.95%
23	23rd Street	7,045	235	2.50%
24	Independence	77,799	2,593	7.17%
25	Troost	38,621	1,287	4.64%
27	27th Street	11,496	383	42.00%
28	Blue Ridge	12,086	465	-5.41%
29	Blue Ridge Limited	1,828	83	5.36%
31	31st Street	69,581	2,319	-7.09%
35	35th Street	18,668	622	24.35%
39	39th Street	44,577	1,486	-2.08%
47	Broadway	36,760	1,225	10.56%
57	Wornall	12,821	427	13.73%
63	63rd Street	10,582	353	-11.75%
71	Prospect	15,401	513	18.12%
75	75th Street	13,573	452	8.32%
85	Paseo	24,134	804	4.21%
101	State Ave	61,153	2,038	10.33%
106	Quindaro-Amazon	13,099	437	9.84%
201	North Oak	28,095	937	6.59%
210	Front Street	12,261	409	-17.08%
229	Boardwalk/KCI	17,406	580	5.82%
238	Meadowbrook	14,017	467	0.94%
550	Lee's Summit Express	1,456	66	106.82%

Monthly Ridership

Year ◆ 2022 ■ 2023 ● 2024 ● 2025
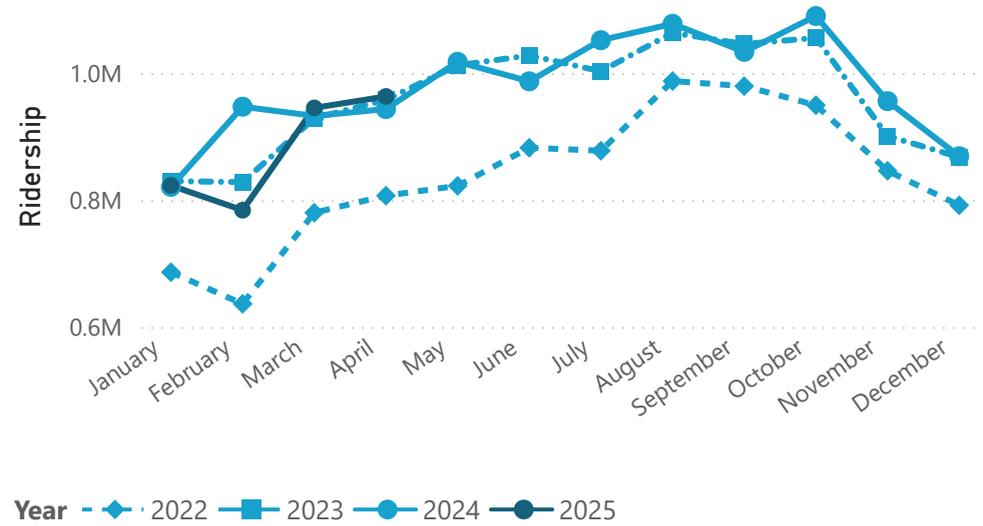
Ridership Change - Year over Year

Ridership YoY
- -25.00%
- -12.50%
- 0.00%
- 12.50%
- 25.00%

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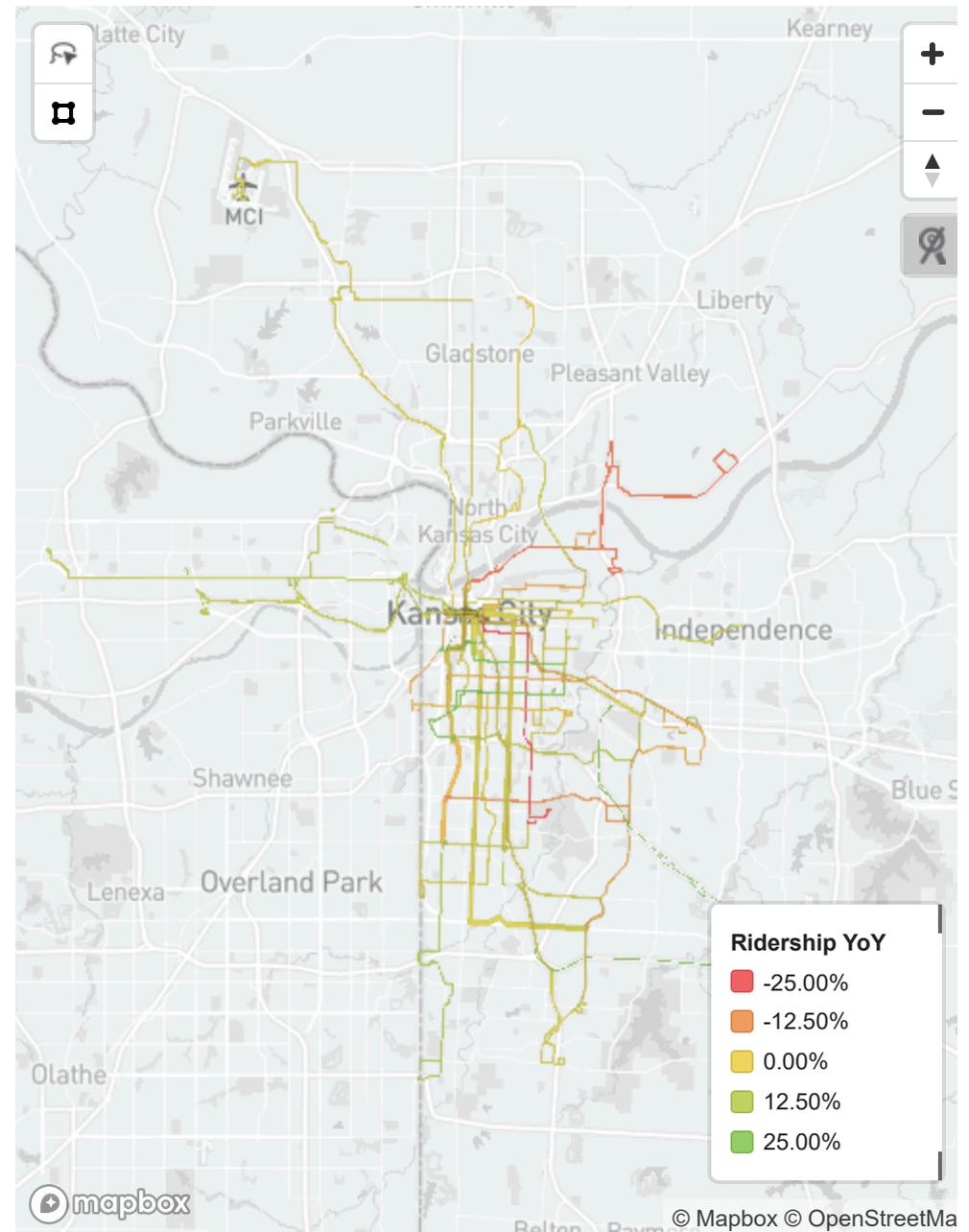
Service

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
28,328	**0.5%**
April 2025	April 2025

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,374	0.7%
2	Troost MAX	2,405	0.0%
3	Prospect MAX	2,859	-8.0%
9	9th Street	374	0.0%
11	Northeast-Westside	1,377	0.6%
12	12th Street	662	0.0%
18	Indiana	1,199	-0.0%
19	Crossroads	349	0.0%
21	Cleveland-Antioch	596	3.5%
23	23rd Street	400	23.3%
24	Independence	1,274	0.0%
25	Troost	920	2.1%
27	27th Street	552	24.7%
28	Blue Ridge	466	0.2%
29	Blue Ridge Limited	134	-0.0%
31	31st Street	1,975	4.5%
35	35th Street	696	4.3%
39	39th Street	1,124	5.7%
47	Broadway	1,170	-3.1%
57	Wornall	690	0.4%
63	63rd Street	284	2.9%
71	Prospect	523	-0.0%
75	75th Street	751	-0.2%
85	Paseo	946	2.4%
101	State Ave	174	0.9%
106	Quindaro-Amazon	71	-1.9%
201	North Oak	1,307	0.0%
210	Front Street	833	-3.5%
229	Boardwalk/KCI	1,118	1.1%
238	Meadowbrook	649	0.0%
550	Lee's Summit Express	77	0.0%

Mode: All
Day: All
Community: Kansas City, MO

Previous Months
1/1/2019 — 4/1/2025

Revenue Hours

Year: 2022, 2023, 2024, 2025
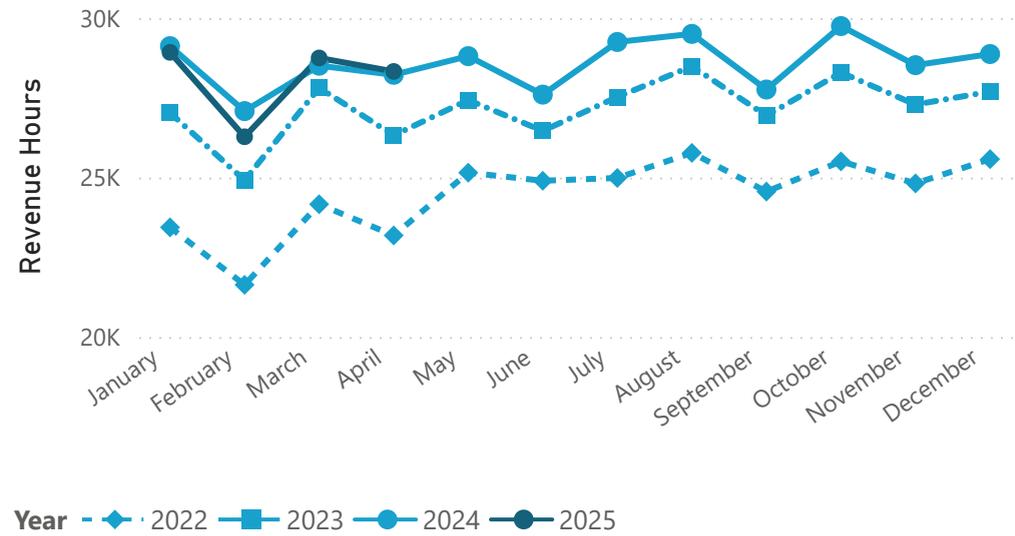
Revenue Hours Change - Year over Year

Revenue Hours YoY
- -25.0%
- -12.5%
- 0.0%
- 12.5%
- 25.0%

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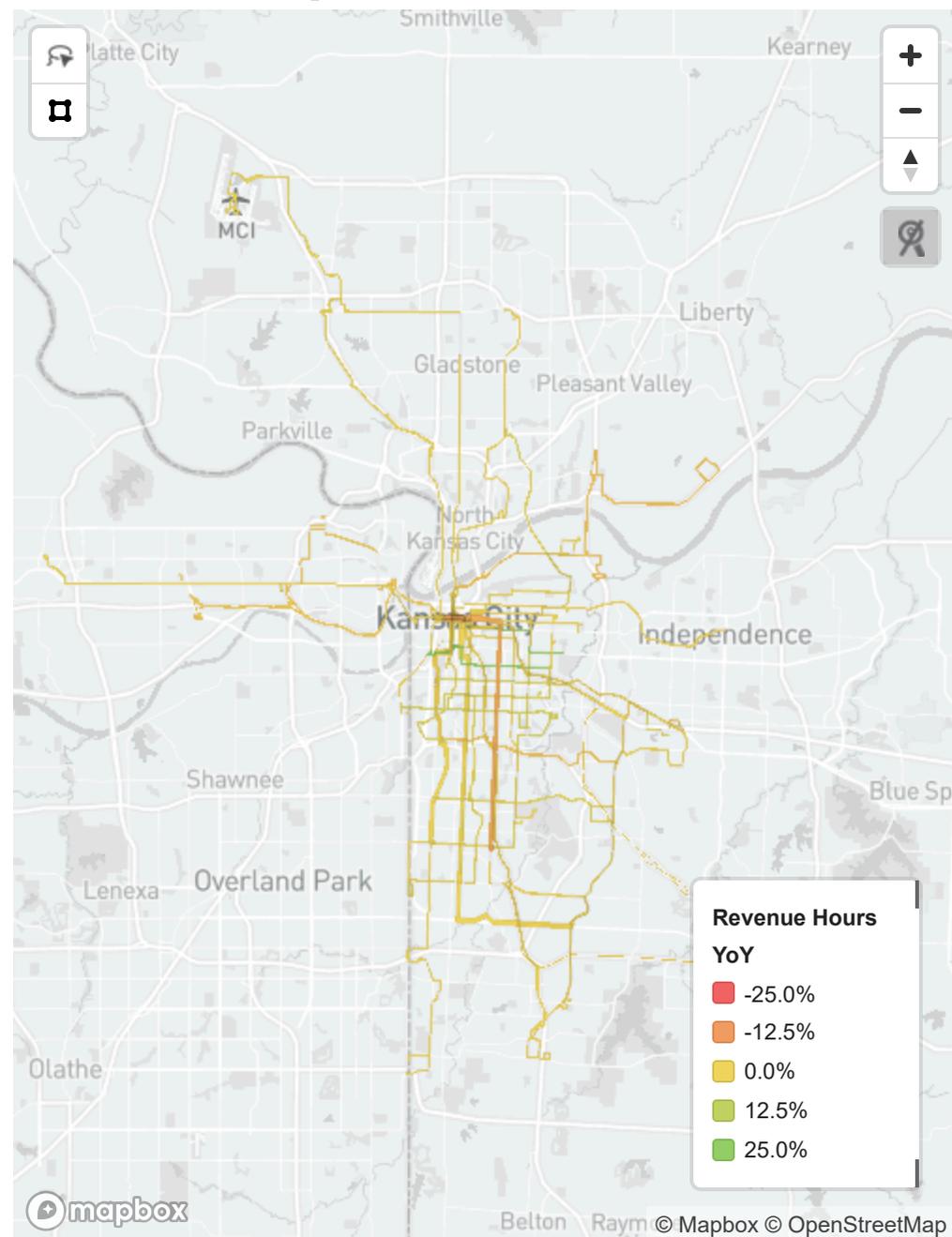
Efficiency

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	$1.72	-3.1%
2	Troost MAX	$1.44	-4.5%
3	Prospect MAX	$1.31	-5.6%
9	9th Street	$2.73	-2.3%
11	Northeast-Westside	$3.09	9.4%
12	12th Street	$1.73	-6.6%
18	Indiana	$2.73	42.5%
19	Crossroads	$11.56	17.6%
21	Cleveland-Antioch	$2.68	-3.2%
23	23rd Street	$3.41	20.2%
24	Independence	$1.20	-6.7%
25	Troost	$1.43	-2.3%
27	27th Street	$2.86	-12.6%
28	Blue Ridge	$2.88	4.5%
29	Blue Ridge Limited	$4.73	-5.1%
31	31st Street	$1.98	10.1%
35	35th Street	$2.14	-19.6%
39	39th Street	$1.59	7.1%
47	Broadway	$2.38	-10.6%
57	Wornall	$3.22	-12.1%
63	63rd Street	$1.67	15.1%
71	Prospect	$2.04	-15.3%
75	75th Street	$3.44	-7.7%
85	Paseo	$2.35	-1.7%
101	State Ave	$1.61	-8.6%
106	Quindaro-Amazon	$2.72	-10.7%
201	North Oak	$3.36	-6.2%
210	Front Street	$4.07	16.1%
229	Boardwalk/KCI	$3.86	-4.4%
238	Meadowbrook	$3.72	-0.9%
550	Lee's Summit Express	$4.32	-51.6%

Cost per Rider

Year: 2022, 2023, 2024, 2025
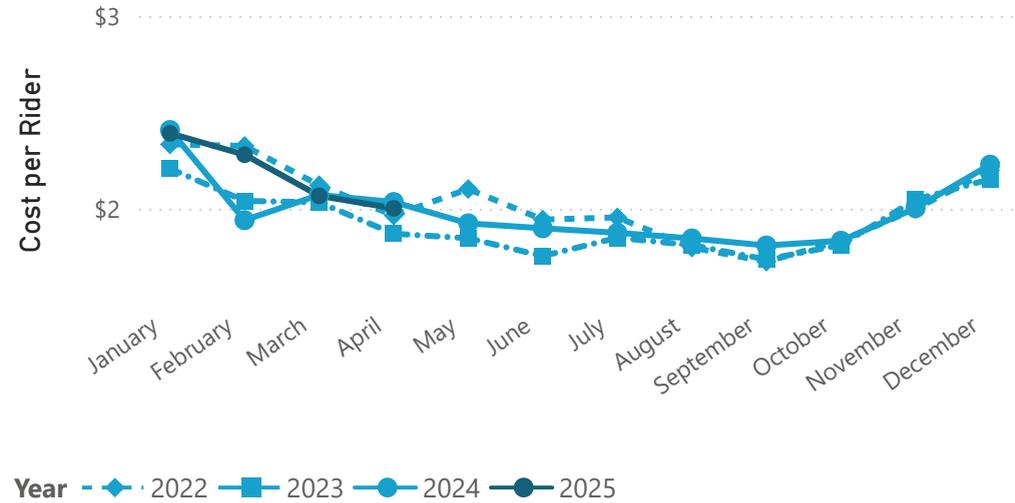
Cost per Rider Change - Year over Year

Cost per Rider YoY
- -25.0%
- -12.5%
- 0.0%
- 12.5%
- 25.0%

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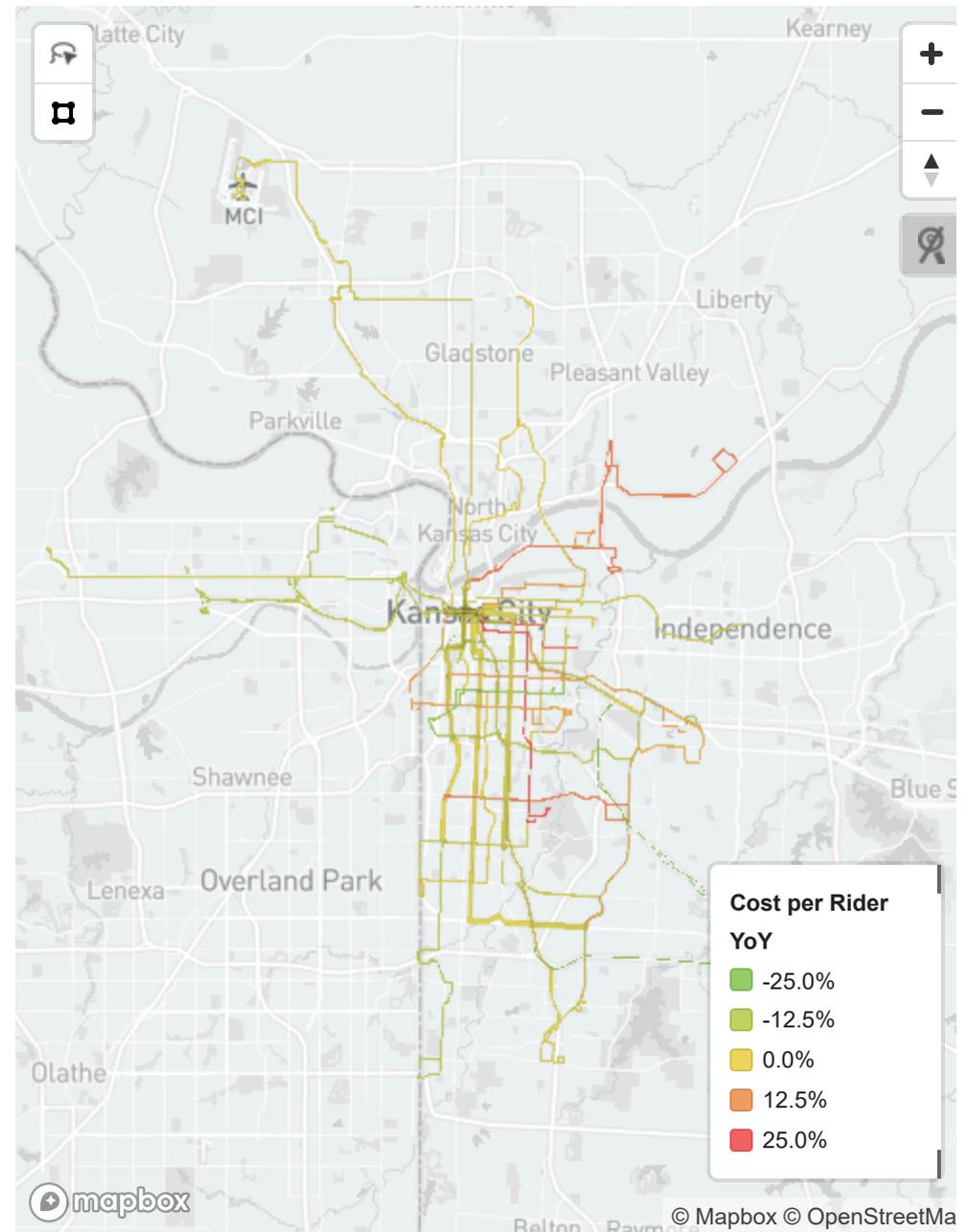
Reliability

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

83.73%

April 2025

Year-over-Year Change

-3.72%

April 2025

On-Time Performance

Year - ◆ - 2022 ■ 2023 ● 2024 ● 2025

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	83.88%	-3.98%	96.8%
2	Troost MAX	20	86.12%	-3.44%	98.6%
3	Prospect MAX	15	84.48%	-3.32%	97.3%
9	9th Street	60	83.70%	-2.12%	99.0%
11	Northeast-Westside	30	75.50%	-11.56%	97.2%
12	12th Street	45	81.76%	-3.13%	96.8%
18	Indiana	30	89.83%	-0.11%	98.9%
19	Crossroads	30	96.02%	9.22%	100.0%
21	Cleveland-Antioch	60	80.61%	0.69%	98.7%
23	23rd Street	60	83.90%	-10.29%	99.5%
24	Independence	20	87.83%	-0.64%	99.3%
25	Troost	30	93.25%	3.91%	100.0%
27	27th Street	60	89.54%	1.49%	98.8%
28	Blue Ridge	60	86.43%	1.28%	99.2%
29	Blue Ridge Limited		86.75%	4.35%	100.0%
31	31st Street	15	90.96%	0.00%	98.5%
35	35th Street	45	76.26%	-1.43%	100.0%
39	39th Street	30	82.95%	-11.76%	99.0%
47	Broadway	45	72.28%	-5.66%	98.4%
57	Wornall	45	83.10%	-4.51%	99.8%
63	63rd Street	60	88.73%	-1.68%	98.8%
71	Prospect	60	83.37%	5.59%	99.9%
75	75th Street	45	77.13%	-1.53%	100.0%
85	Paseo	60	75.86%	-12.59%	99.4%
101	State Ave	30	78.54%	-2.87%	99.0%
106	Quindaro-Amazon	60	76.31%	-11.46%	98.8%
201	North Oak	30	87.56%	2.92%	98.9%
210	Front Street	60	77.96%	-6.52%	98.9%
229	Boardwalk/KCI	60	81.69%	-2.13%	98.9%
238	Meadowbrook	60	58.61%	-28.59%	99.6%
550	Lee's Summit Express		66.04%	-2.26%	100.0%
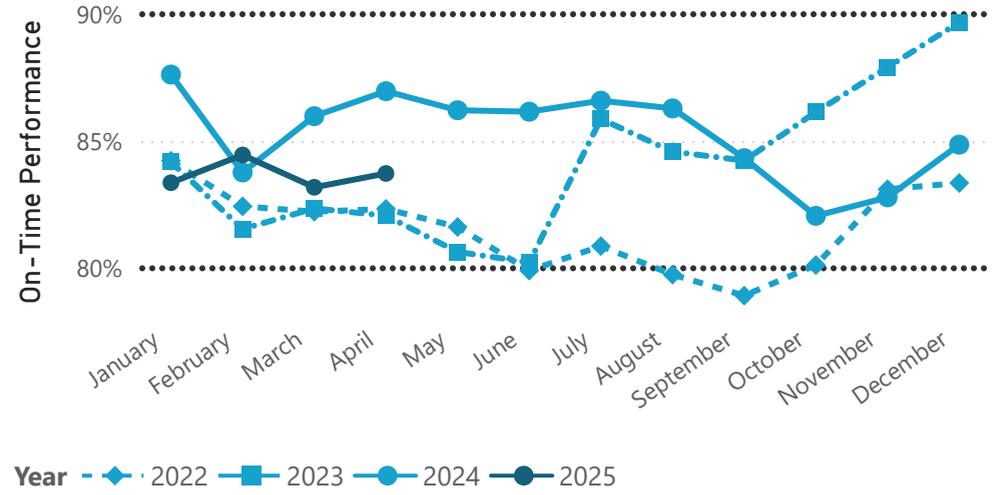
On-Time Performance Change - Year over Year

OTP YoY

- -25.00%
- -12.50%
- 0.00%
- 12.50%
- 25.00%

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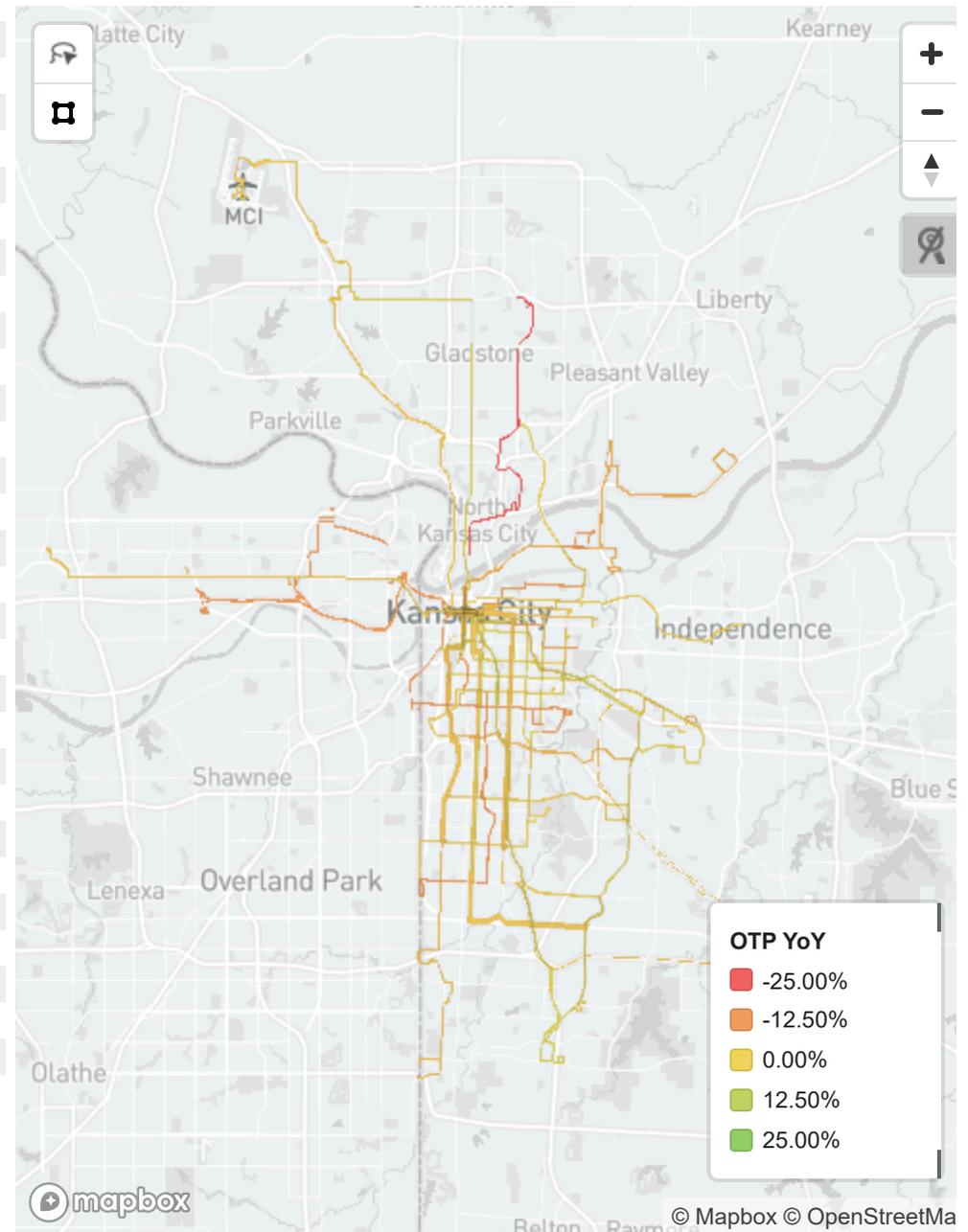
IRIS

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

Destination	Completed Dropoffs
Armour at Gillham	~510
Bally's Casino	~310
Bannister Acres	~300
The Coves/Walden	~190
City Market	~185

Average Wait Time (Minutes)
12
April 2025

Average Trip Time (Minutes)
26
April 2025

Average Daily Ridership
## 787
April 2025

Monthly Trips
22,463
April 2025

Monthly Ridership
23,606
April 2025
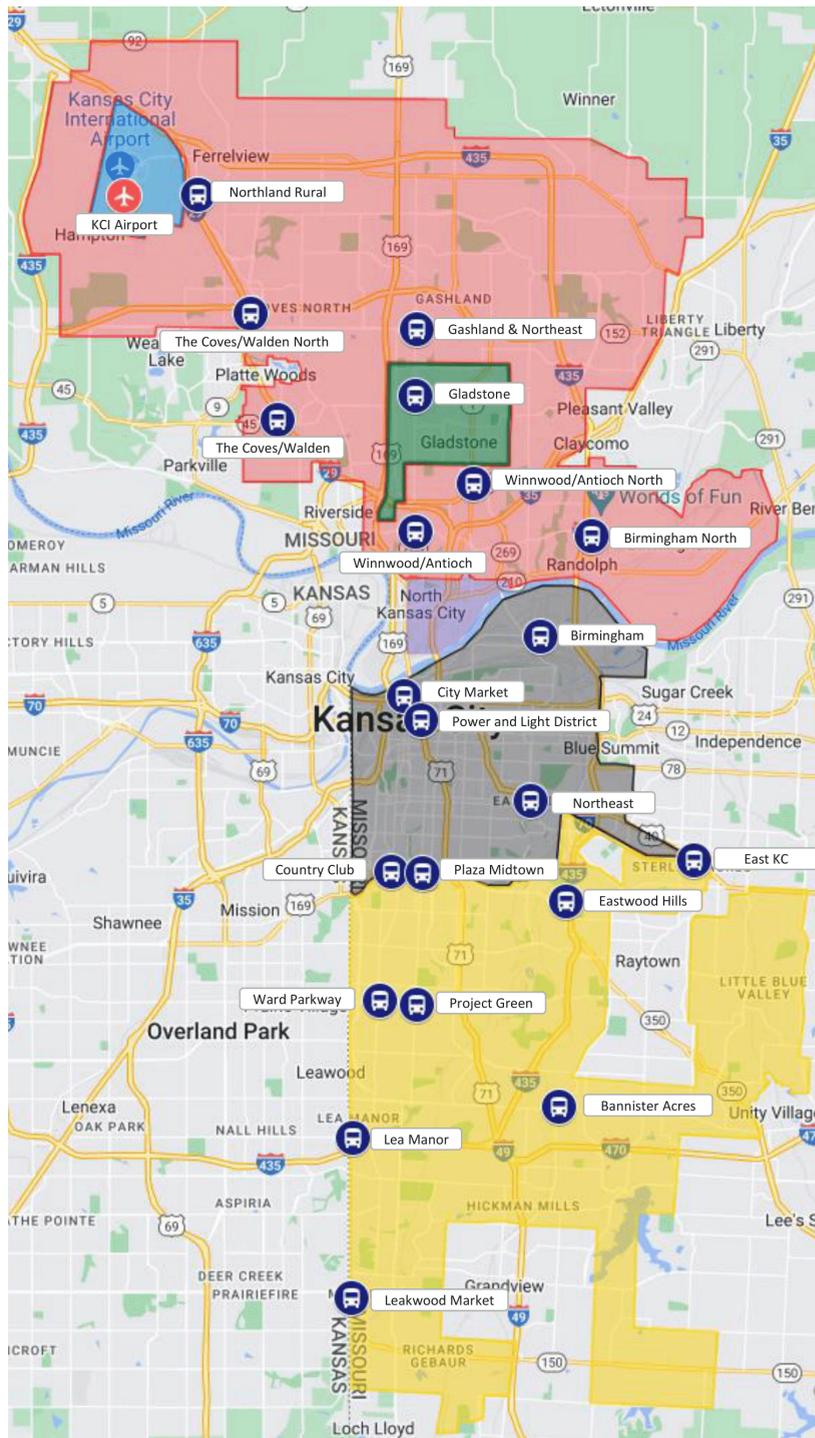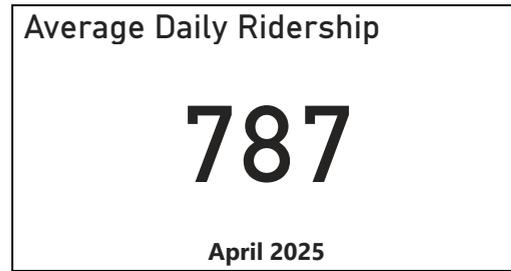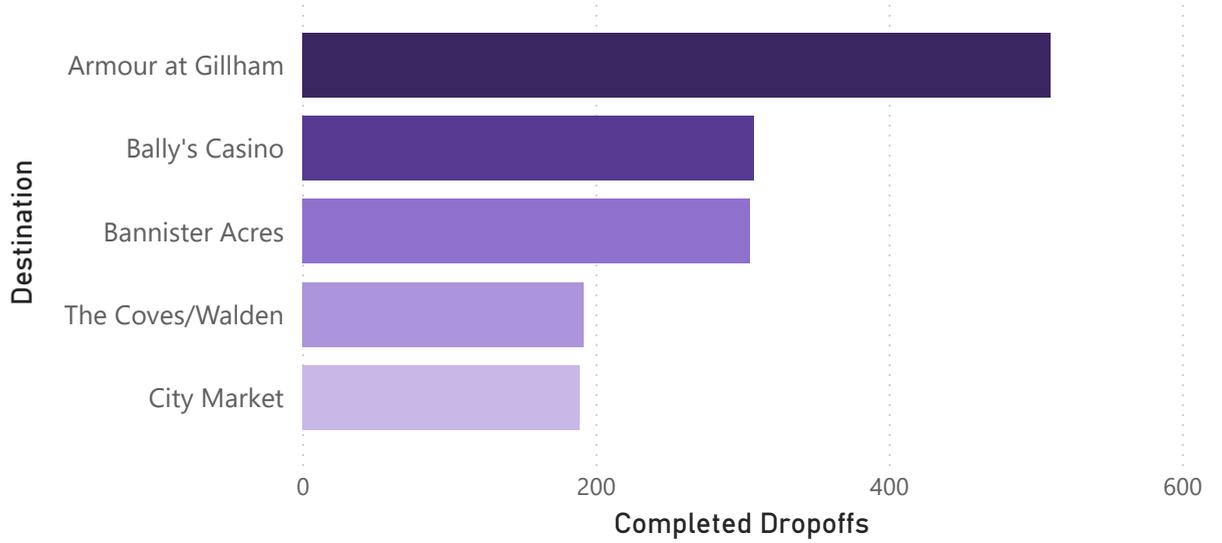
Ridership
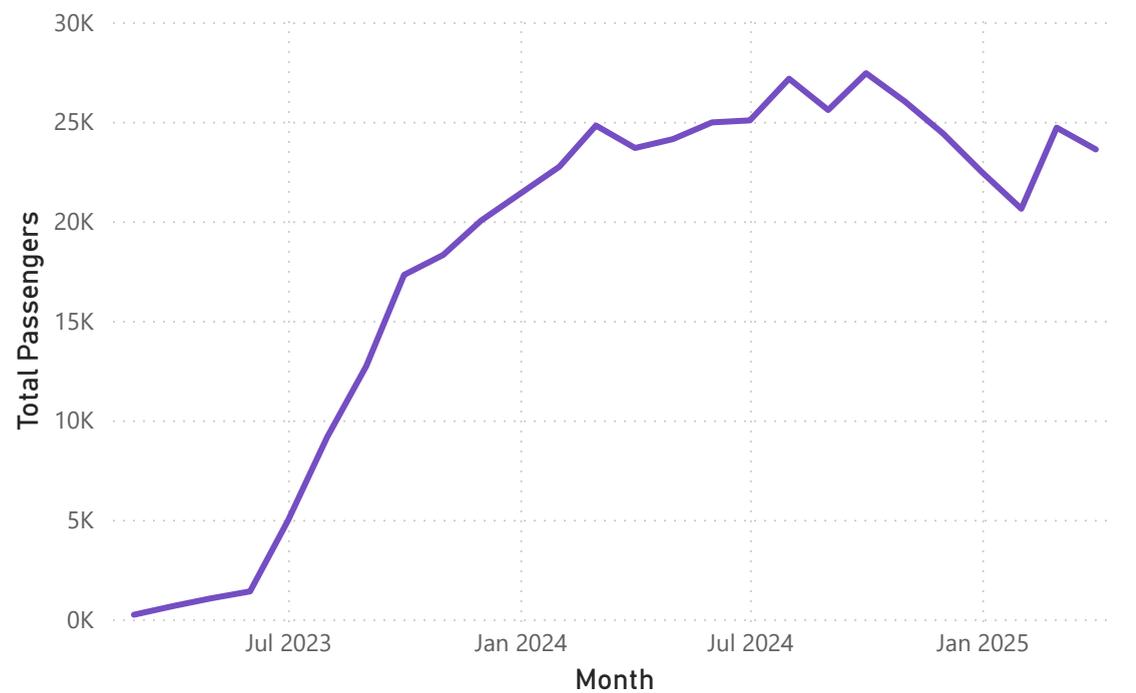
RideKC Bike

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	Unique Users
2,814	**747**
April 2025	April 2025

Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike
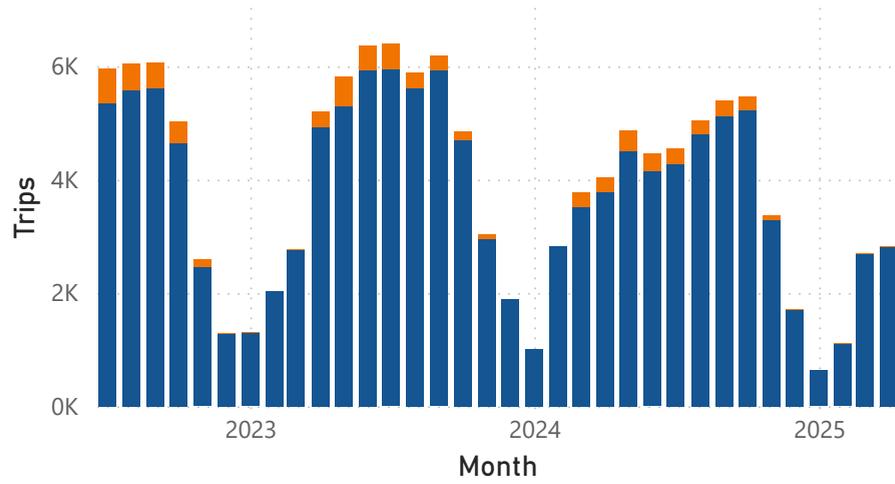
## Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike
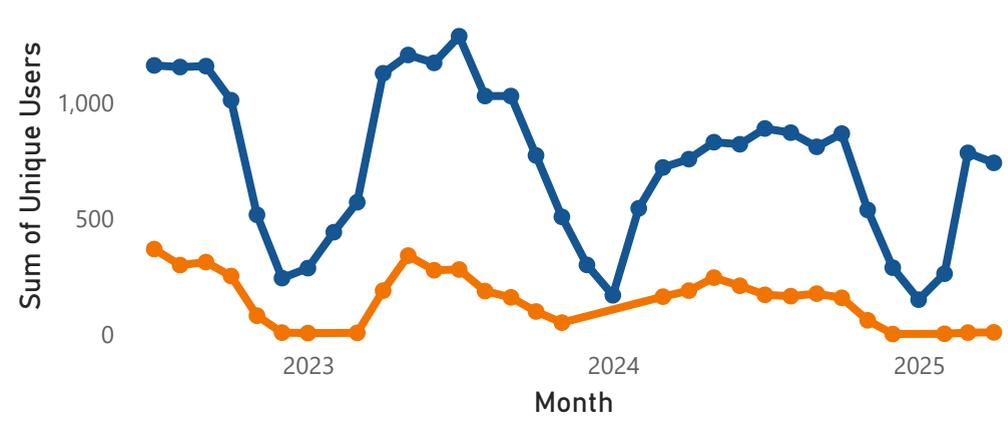
Avg Trip Time (mins)
34
April 2025

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike
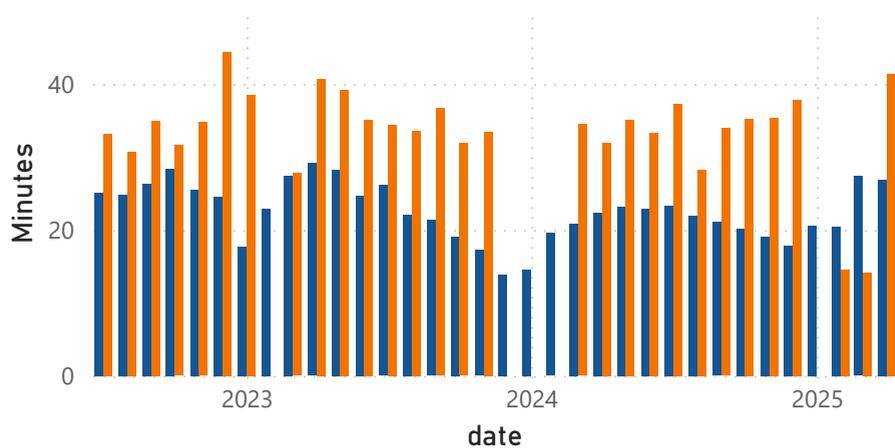
Trips by Checkout Hub in past Year

Checkout Hub	Sum of trips
Brookside 51	1,006
4th and Delaware	956
Armour and Main	851
47th and Mill	829
Nelson Atkins	824
40th and Broadway	745
KCAI	617
Little Mill Creek Nor…	590
Union Station Hub	589
Woodside	574
Black Hoof Park (So…	542
Black Hoof Park (No…	527
Plaza 209	527
13th and Grand	506
18th and Oak	490
Sar Ko Par East	475
Freighthouse District	473
Martini Corner	436