

RideKC Transit Key Performance Indicators

April 2025

Reported May 12, 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

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Day

▼

Community

▼

All

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All

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All

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Previous Months

1/1/2019

📅

4/1/2025

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Completed Trips

98.7%
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

1,004,245
April 2025

Fixed Route Ridership

979,575
April 2025

Flex + Iris Ridership

24,670
April 2025

Revenue Hours

32,602
April 2025

Platform Hours

45,208
April 2025

Passengers per Revenue Hour

30
April 2025

Paratransit Trips

20,047
April 2025

Paratransit Passengers

21,819
April 2025

Road Calls

70
April 2025

Vehicle Incidents

28
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

980,639

April 2025

Year-over-Year Change

2.05%

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%
104	Argentine	8,928	343	-8.64%
106	Quindaro-Amazon	13,099	437	9.84%
107	7th Street/Parallel	7,429	286	6.33%
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%
298	North Kansas City Flex	1,064	35	30.55%
550	Lee's Summit Express	1,456	66	106.82%

Mode

Day

Community

All

All

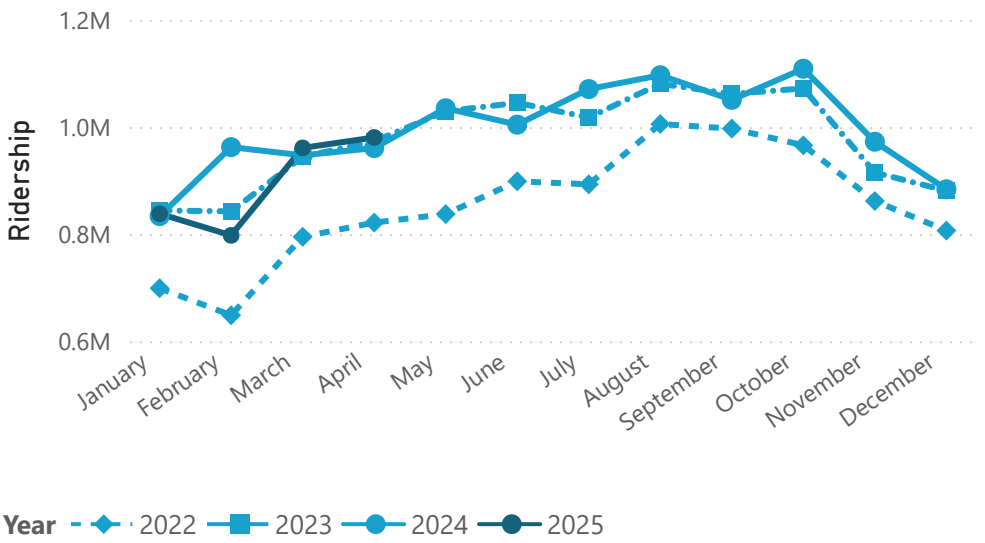
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Previous Months

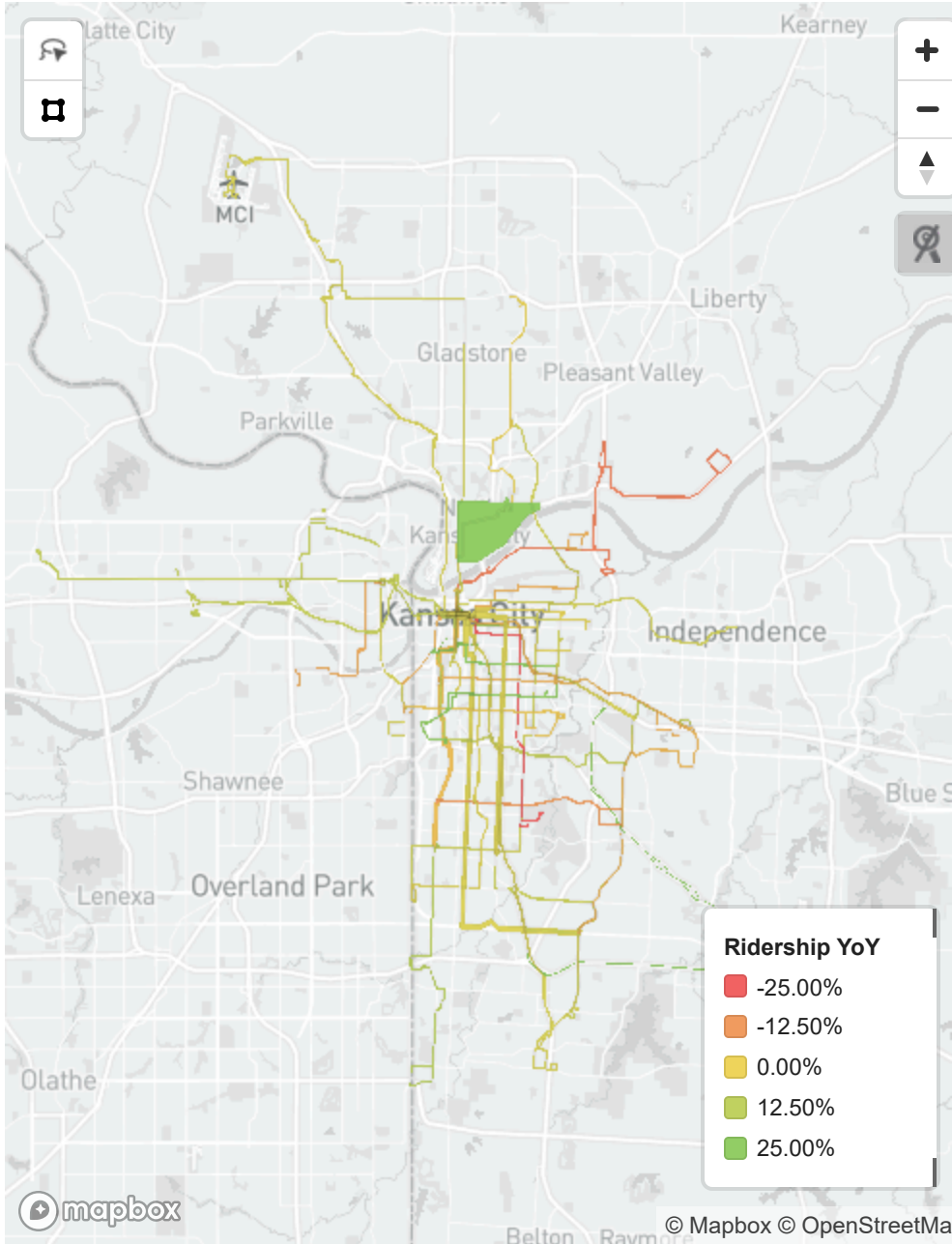
1/1/2019

4/1/2025

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

32,602

April 2025

Year-over-Year Change

-0.8%

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	1,550	0.6%
12	12th Street	662	0.0%
18	Indiana	1,199	-0.0%
19	Crossroads	349	0.0%
21	Cleveland-Antioch	600	3.5%
23	23rd Street	400	23.3%
24	Independence	1,558	0.0%
25	Troost	920	2.1%
27	27th Street	552	24.7%
28	Blue Ridge	587	0.2%
29	Blue Ridge Limited	144	-0.0%
31	31st Street	2,290	4.5%
35	35th Street	696	4.3%
39	39th Street	1,179	5.7%
47	Broadway	1,429	-3.1%
57	Wornall	690	0.4%
63	63rd Street	297	2.9%
71	Prospect	523	-0.0%
75	75th Street	751	-0.2%
85	Paseo	946	2.4%
101	State Ave	1,640	0.9%
104	Argentine	279	-0.0%
106	Quindaro-Amazon	594	-1.9%
107	7th Street/Parallel	232	-0.0%
201	North Oak	1,600	0.0%
210	Front Street	833	-3.5%
229	Boardwalk/KCI	1,118	1.1%
238	Meadowbrook	869	0.0%
298	North Kansas City Flex		-100.0%
550	Lee's Summit Express	105	0.0%

Mode

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Previous Months

1/1/2019

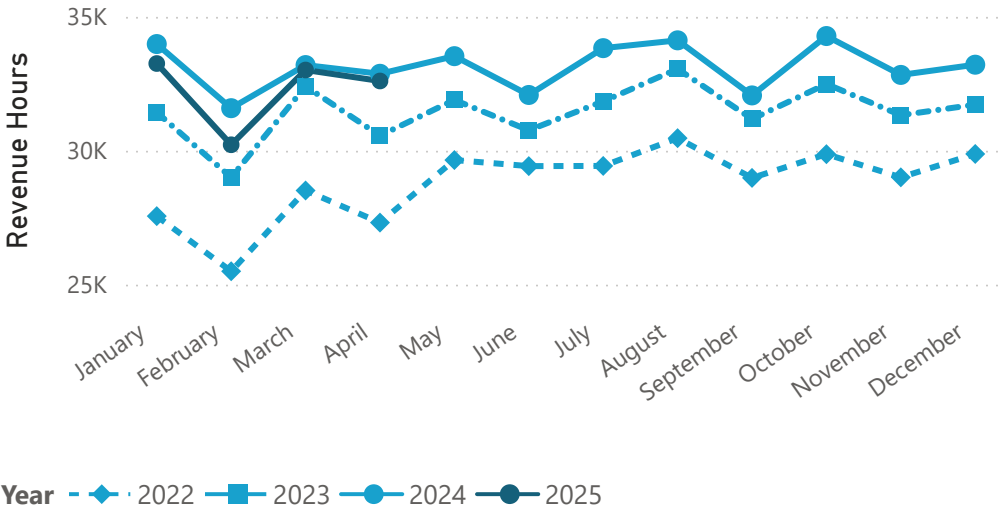
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4/1/2025

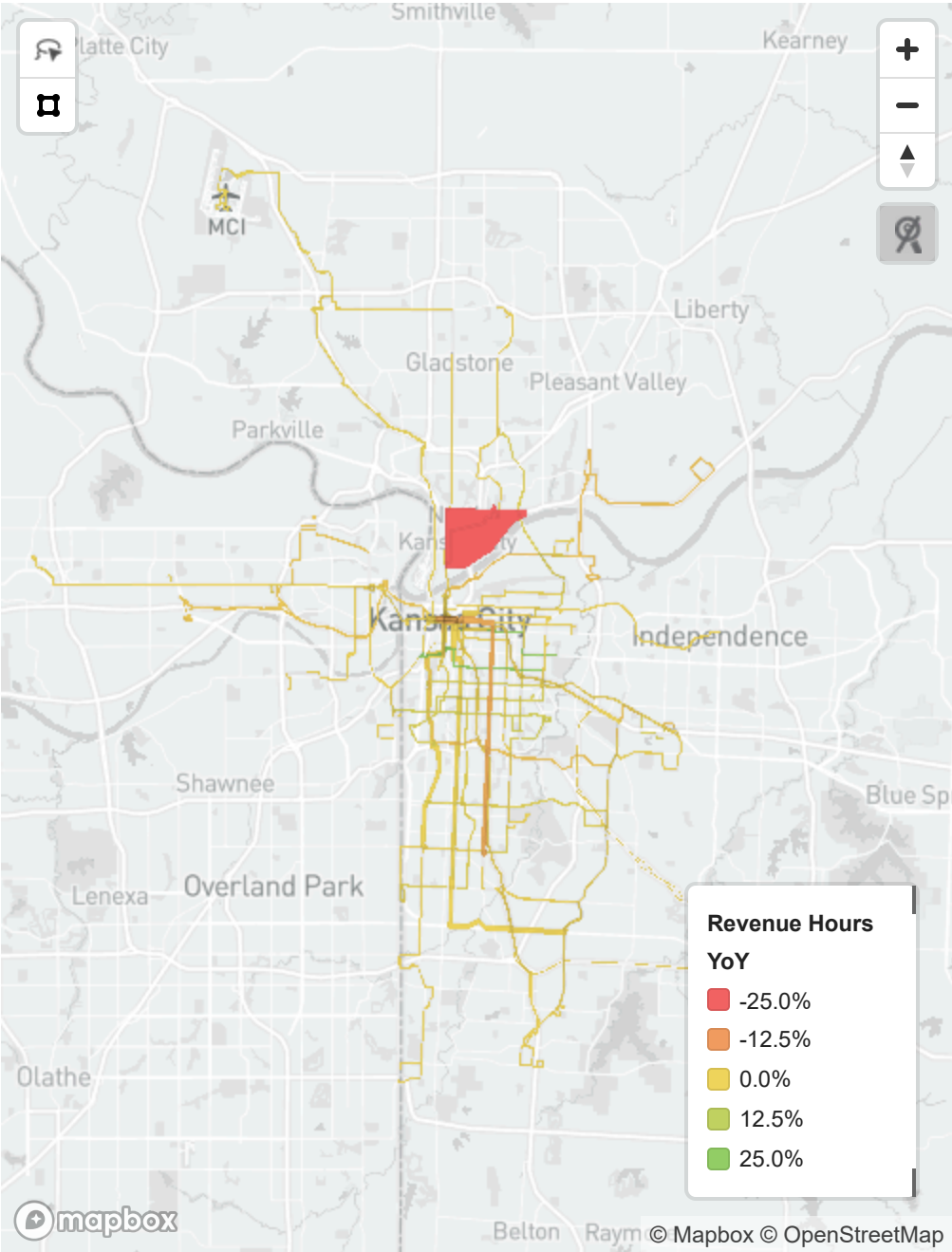
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Revenue Hours



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	\$1.72	-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%
104	Argentine	\$1.87	9.5%
106	Quindaro-Amazon	\$2.72	-10.7%
107	7th Street/Parallel	\$1.93	-5.9%
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%
298	North Kansas City Flex	\$24.26	-23.4%
550	Lee's Summit Express	\$4.32	-51.6%

Mode

Day

Community

All

All

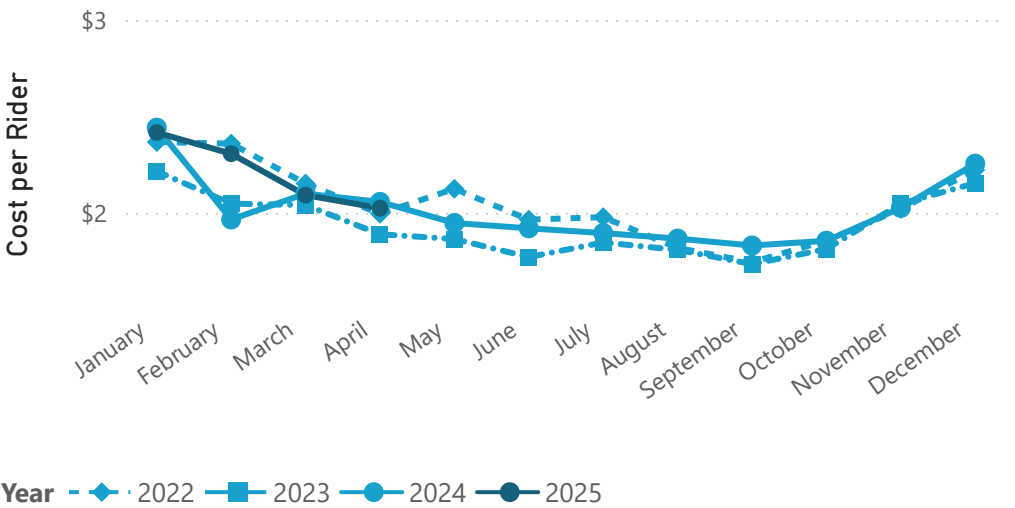
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Previous Months

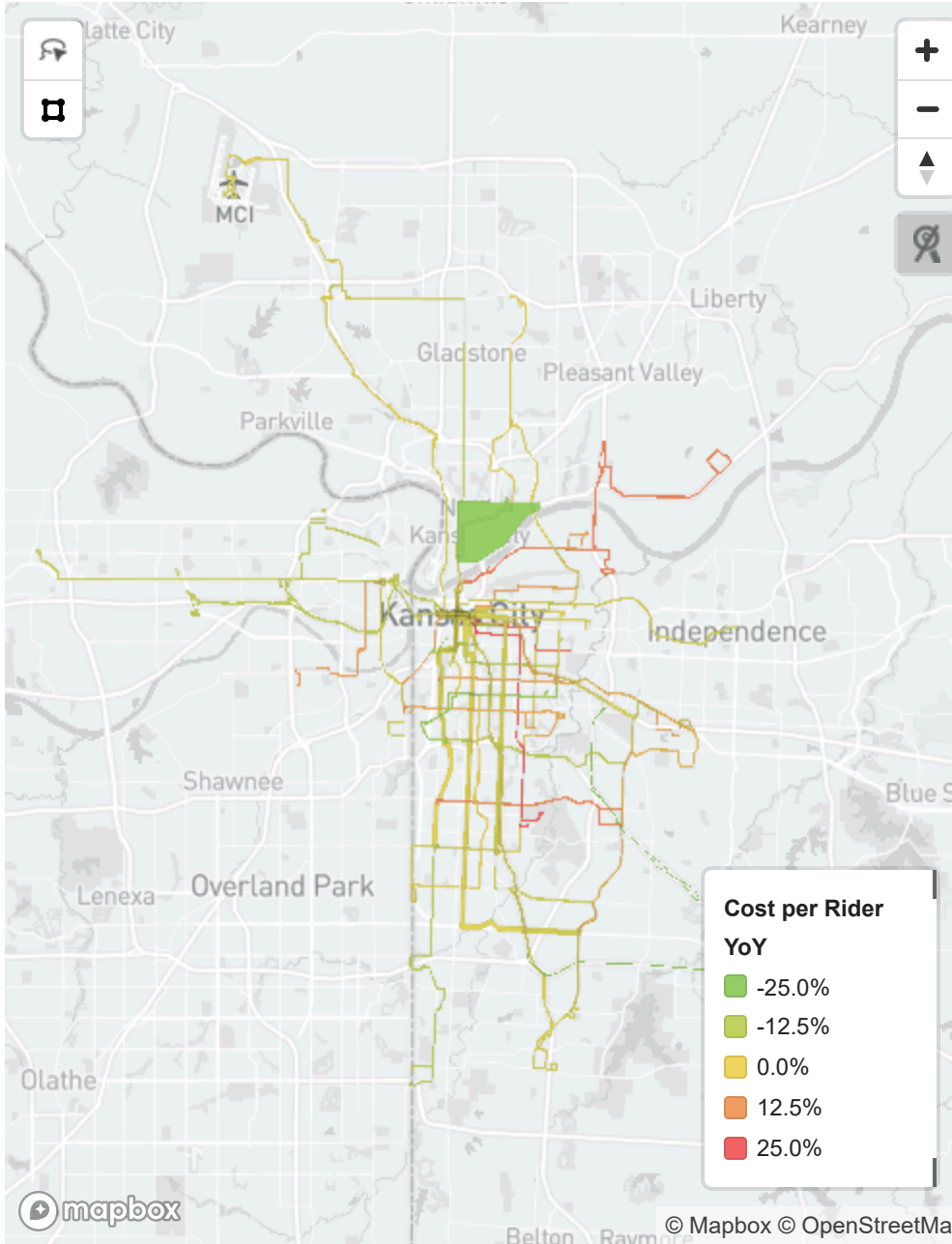
1/1/2019

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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

83.69%

April 2025

Year-over-Year Change

-3.74%

April 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%
104	Argentine	60	89.71%	-2.03%	99.6%
106	Quindaro-Amazon	60	76.31%	-11.46%	98.8%
107	7th Street/Parallel	60	75.16%	-7.57%	99.7%
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%

Mode

All

Day

All

Community

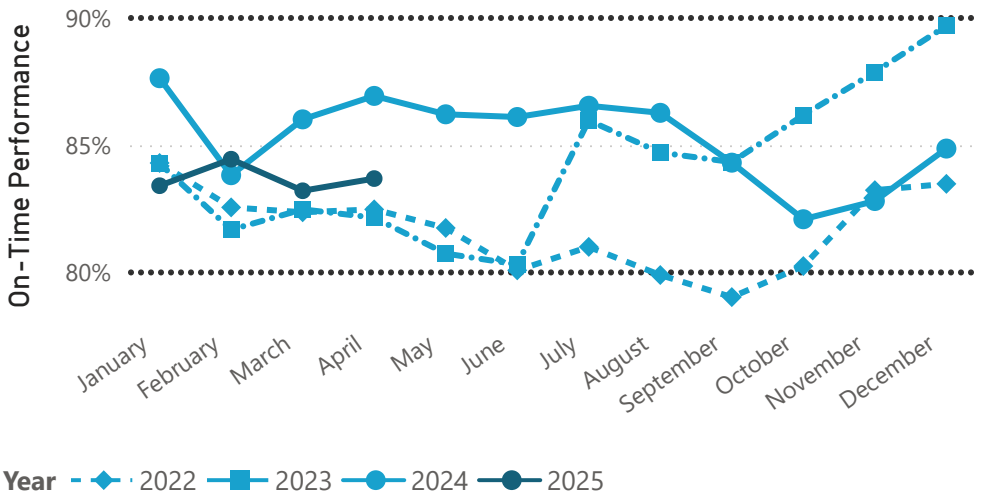
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Previous Months

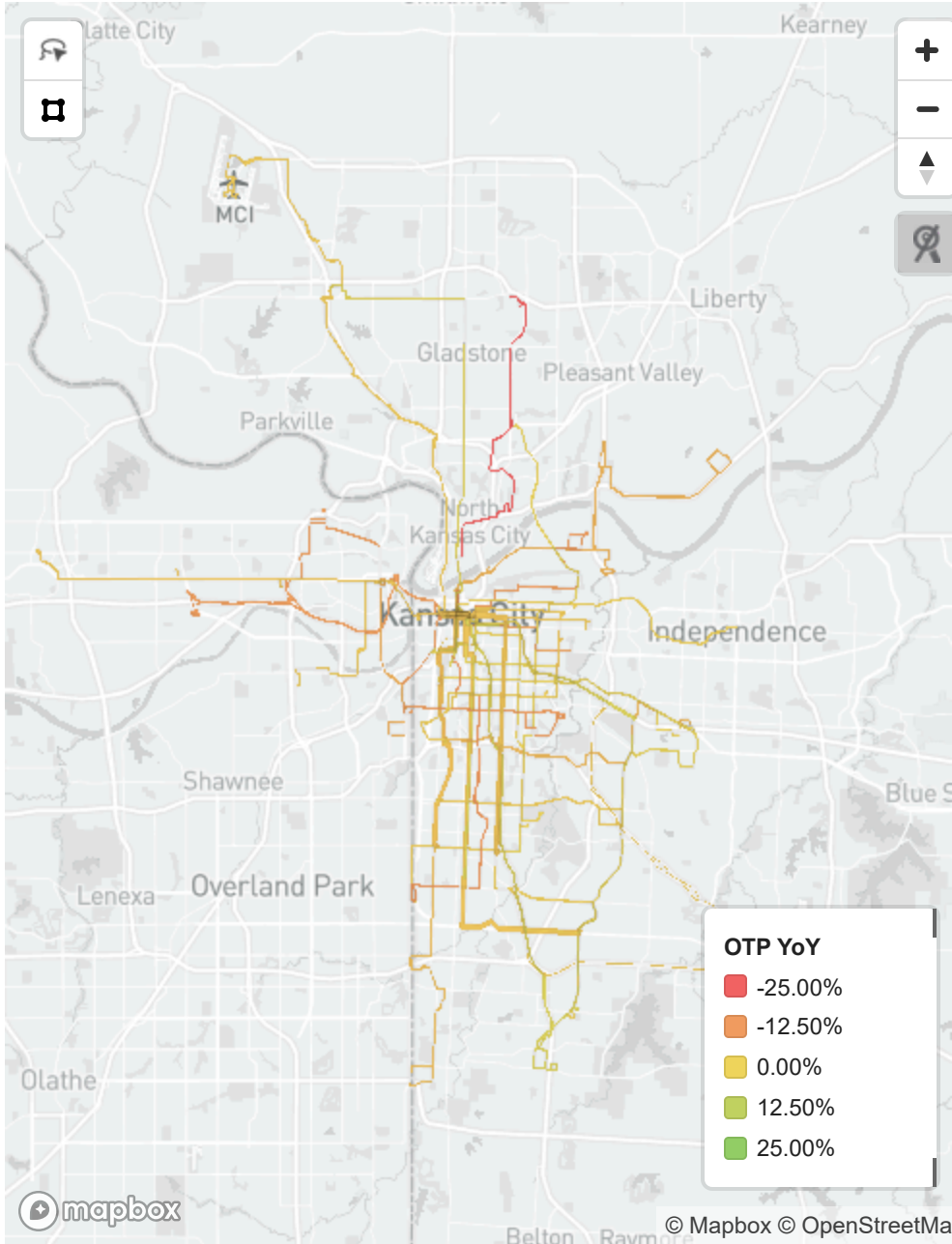
1/1/2019

4/1/2025

On-Time Performance



On-Time Performance Change - Year over Year

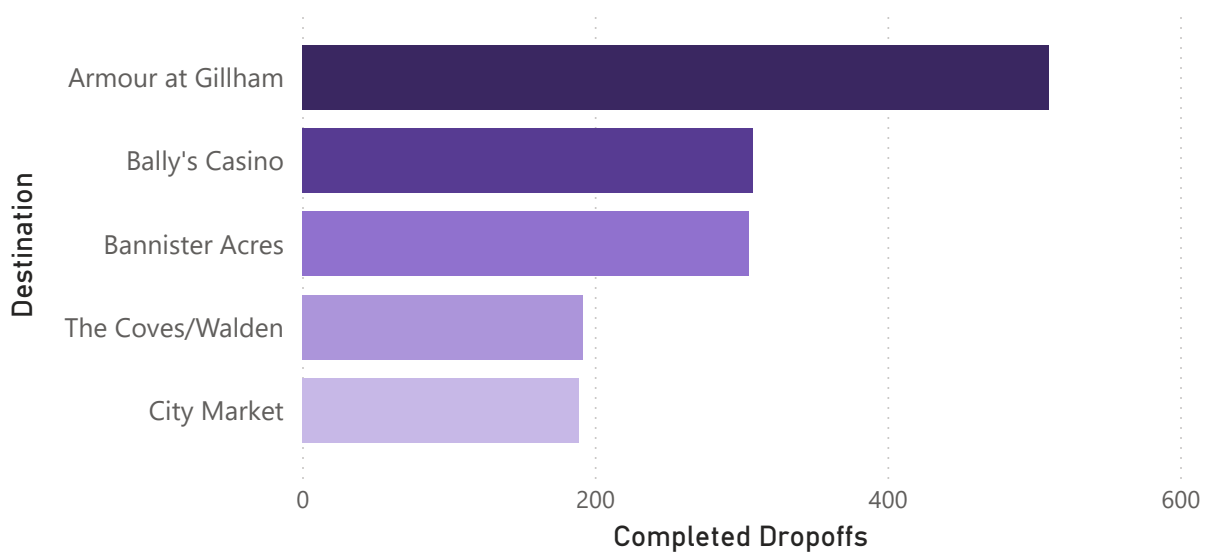
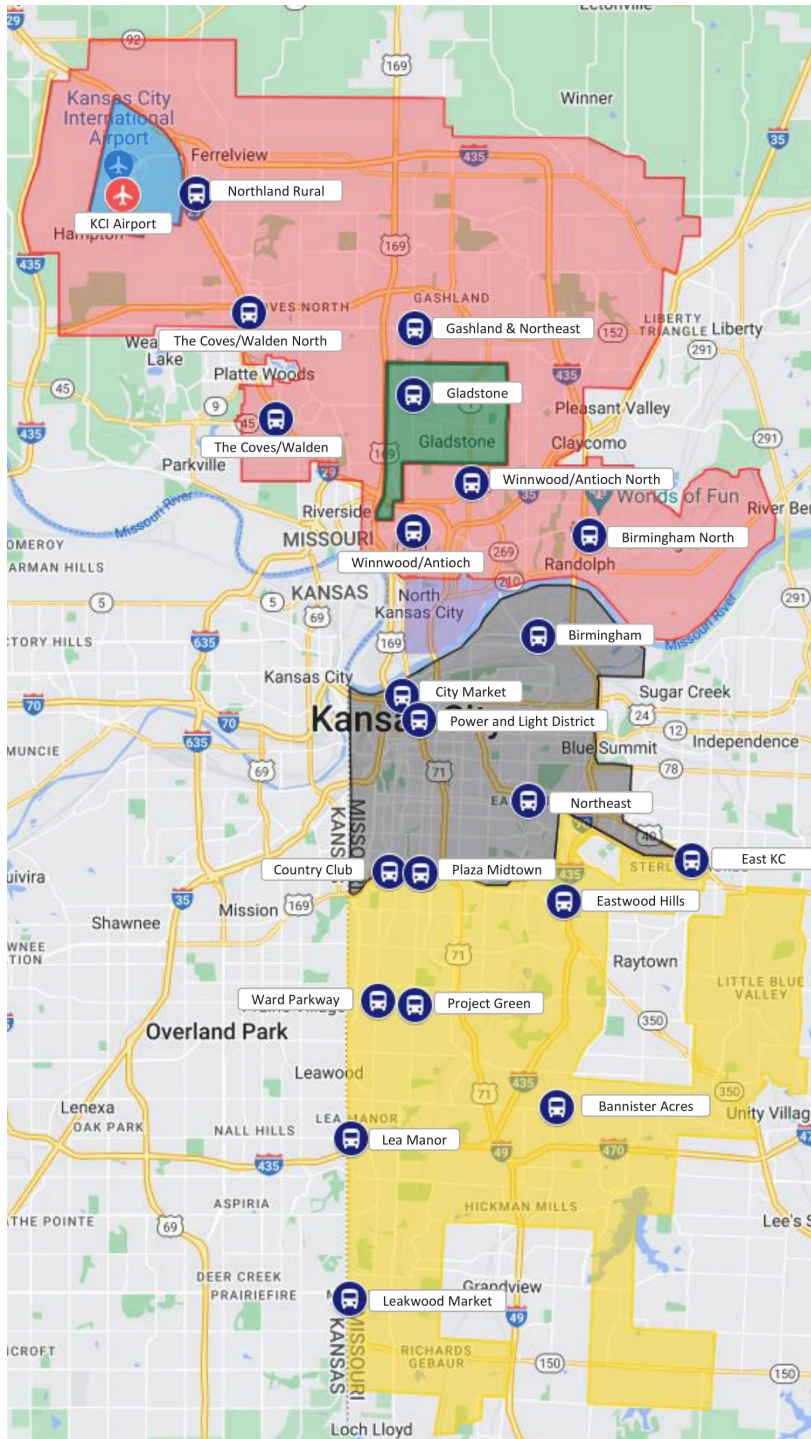


IRIS

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.



Average Wait Time (Minutes)

12

April 2025

Average Trip Time (Minutes)

26

April 2025

Average Daily Ridership	
2010	1,000
2011	1,000
2012	1,000
2013	1,000
2014	1,000
2015	1,000
2016	1,000
2017	1,000
2018	1,000
2019	1,000
2020	1,000
2021	1,000
2022	1,000
2023	1,000
2024	1,000
2025	1,000
2026	1,000
2027	1,000
2028	1,000
2029	1,000
2030	1,000

787

April 2025

Monthly Trips

22,463

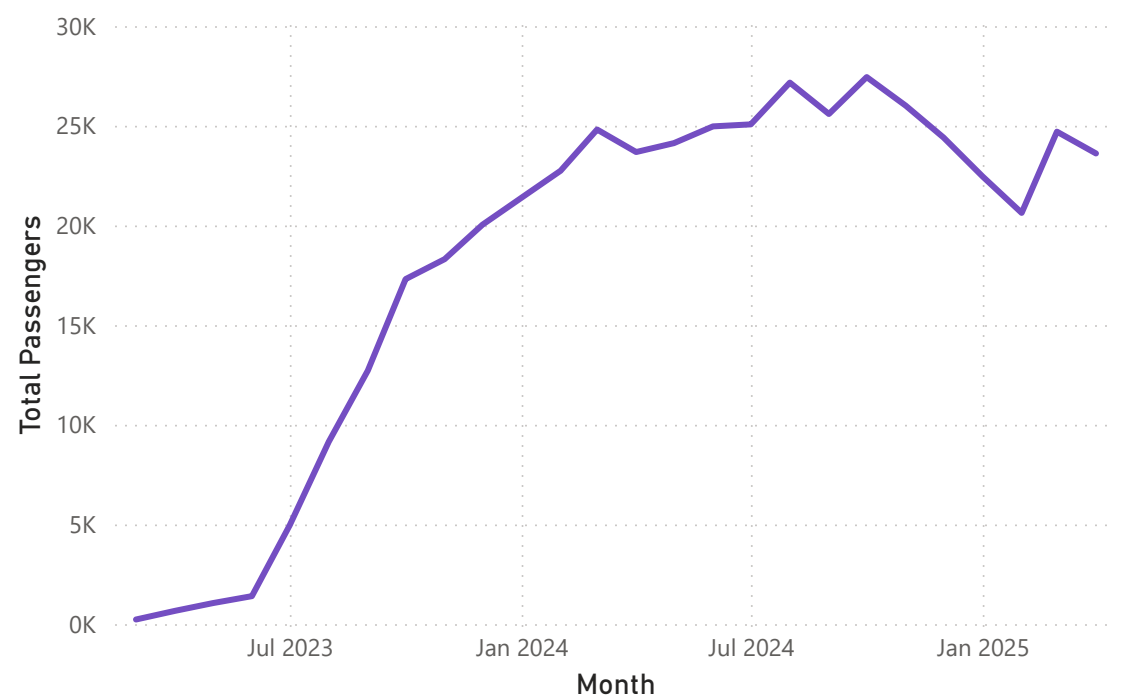
April 2025

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

2,814

April 2025

Unique Users

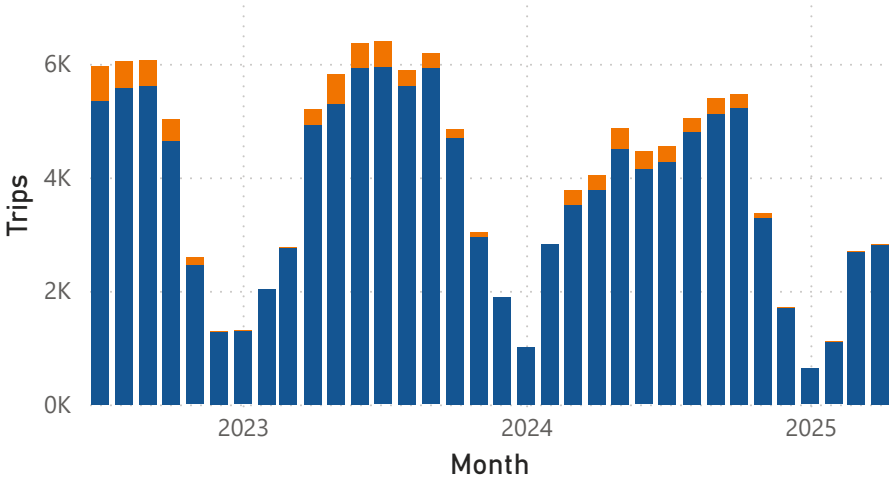
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April 2025



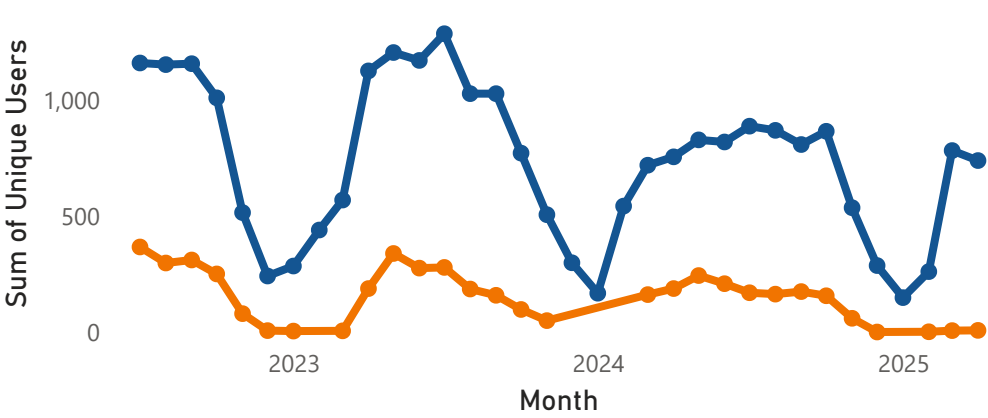
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



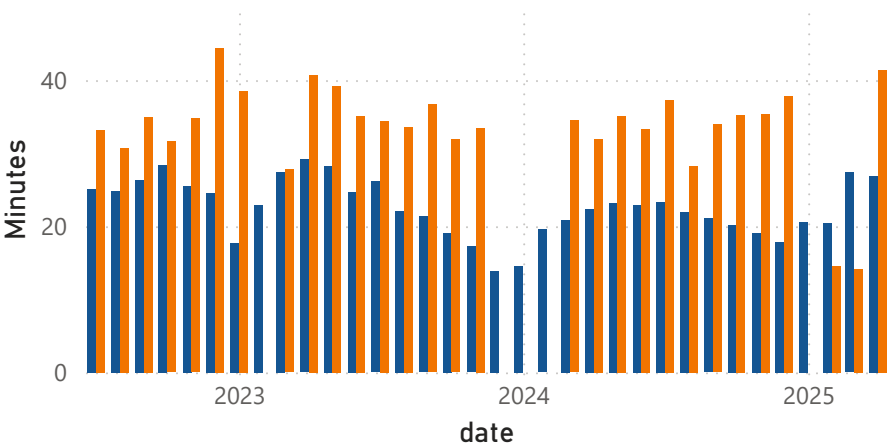
Avg Trip Time (mins)

34

April 2025

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

