

RideKC Transit Key Performance Indicators

August 2025

Reported September 10, 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

📅

8/1/2025

📅

Completed Trips

96.1%
Goal: 97.0%
August 2025

Fixed Route OTP

85.1%
Goal: 80.0%, 90.0%
August 2025

Paratransit OTP

87.0%
Goal: 95.0%
August 2025

Fixed + Flex + Iris Ridership

1,042,494
August 2025

Fixed Route Ridership

1,021,509
August 2025

Flex + Iris Ridership

20,985
August 2025

Revenue Hours

28,680
August 2025

Platform Hours

39,727
August 2025

Passengers per Revenue Hour

32
August 2025

Paratransit Trips

19,096
August 2025

Paratransit Passengers

20,745
August 2025

Road Calls

119
August 2025

Vehicle Incidents

29
August 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

1,021,509

-4.02%

August 2025

August 2025

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	81,383	2,625	-1.09%
2	Troost MAX	107,421	3,465	0.13%
3	Prospect MAX	148,527	4,791	-3.12%
9	9th Street	10,692	345	10.49%
11	Northeast-Westside	36,252	1,169	-5.23%
12	12th Street	24,145	779	-8.01%
18	Indiana	35,011	1,129	-11.94%
19	Crossroads	1,695	55	-11.86%
21	Cleveland-Antioch	13,632	524	1.65%
23	23rd Street	7,168	231	-10.92%
24	Independence	88,160	2,844	1.31%
25	Troost	39,087	1,261	-9.61%
27	27th Street	11,434	369	9.05%
28	Blue Ridge	14,067	541	-10.66%
29	Blue Ridge Limited	1,771	84	-9.83%
31	31st Street	73,057	2,357	-15.43%
35	35th Street	17,961	579	-6.09%
39	39th Street	47,207	1,523	-8.52%
47	Broadway	40,105	1,294	-9.63%
57	Wornall	12,664	409	1.19%
63	63rd Street	11,118	359	-7.00%
71	Prospect	15,607	503	2.64%
75	75th Street	13,708	442	-10.58%
85	Paseo	25,795	832	4.63%
101	State Ave	61,233	1,975	-2.03%
201	North Oak	30,891	996	1.99%
210	Front Street	13,393	432	-7.55%
229	Boardwalk/KCI	21,744	701	4.76%
238	Meadowbrook	15,404	497	-2.05%
550	Lee's Summit Express	1,177	56	76.73%

Mode

Day

Community

All

All

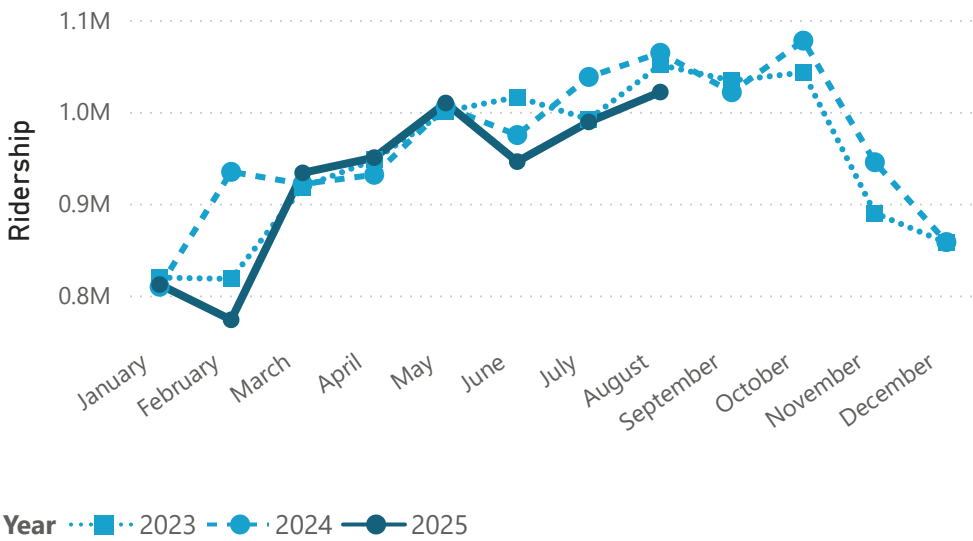
Kansas City, MO

Previous Months

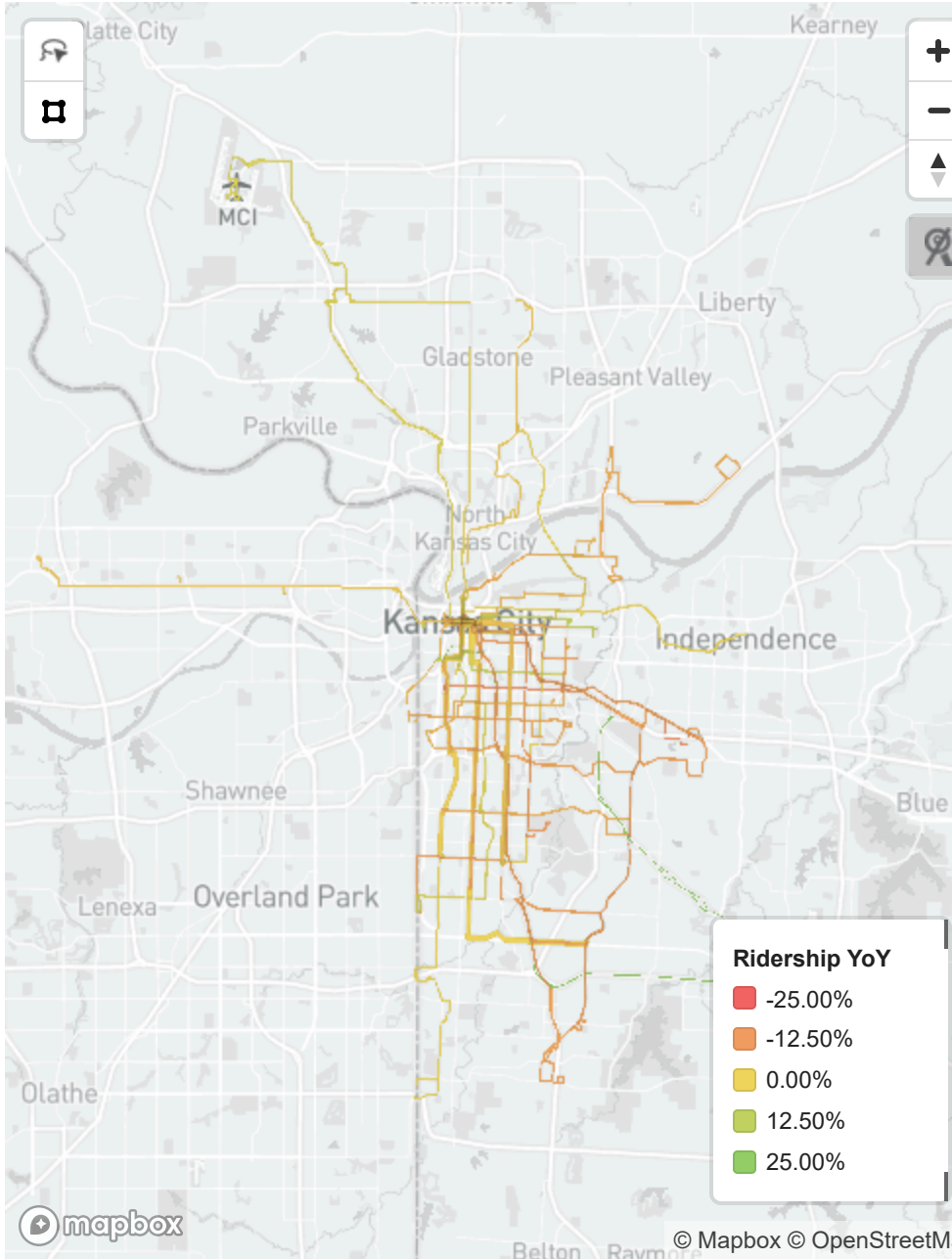
1/1/2019

8/1/2025

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

28,680

August 2025

Year-over-Year Change

-1.9%

August 2025

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,413	-0.6%
2	Troost MAX	2,453	-1.3%
3	Prospect MAX	2,911	-12.6%
9	9th Street	379	-1.7%
11	Northeast-Westside	1,373	-1.5%
12	12th Street	681	-0.5%
18	Indiana	1,218	-1.6%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	591	-3.9%
23	23rd Street	408	21.5%
24	Independence	1,284	-2.3%
25	Troost	936	0.4%
27	27th Street	555	21.3%
28	Blue Ridge	464	-3.6%
29	Blue Ridge Limited	127	-4.5%
31	31st Street	1,971	-2.5%
35	35th Street	712	3.3%
39	39th Street	1,142	2.6%
47	Broadway	1,184	-4.2%
57	Wornall	706	-0.6%
63	63rd Street	291	-1.9%
71	Prospect	542	0.2%
75	75th Street	759	-2.0%
85	Paseo	964	-0.2%
101	State Ave	172	-1.9%
201	North Oak	1,314	-1.6%
210	Front Street	861	-3.4%
229	Boardwalk/KCI	1,160	0.2%
238	Meadowbrook	677	0.7%
550	Lee's Summit Express	73	-4.5%

Mode

All

Day

All

Community

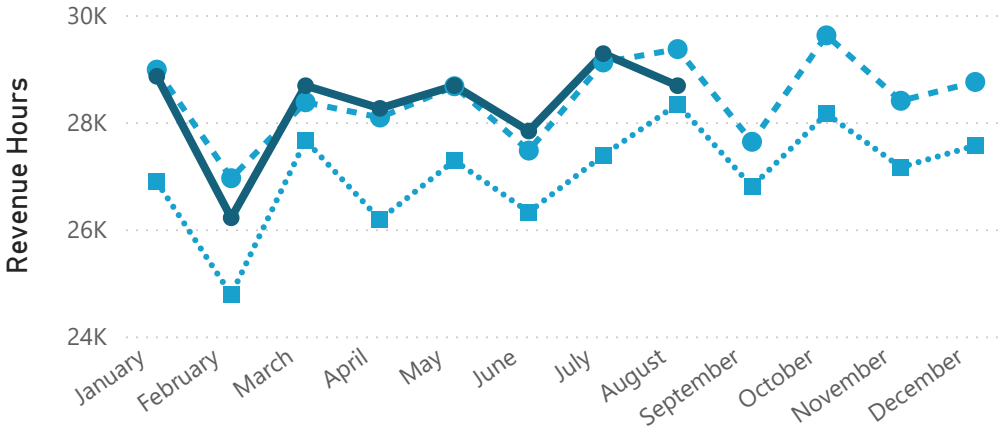
Kansas City, MO

Previous Months

1/1/2019

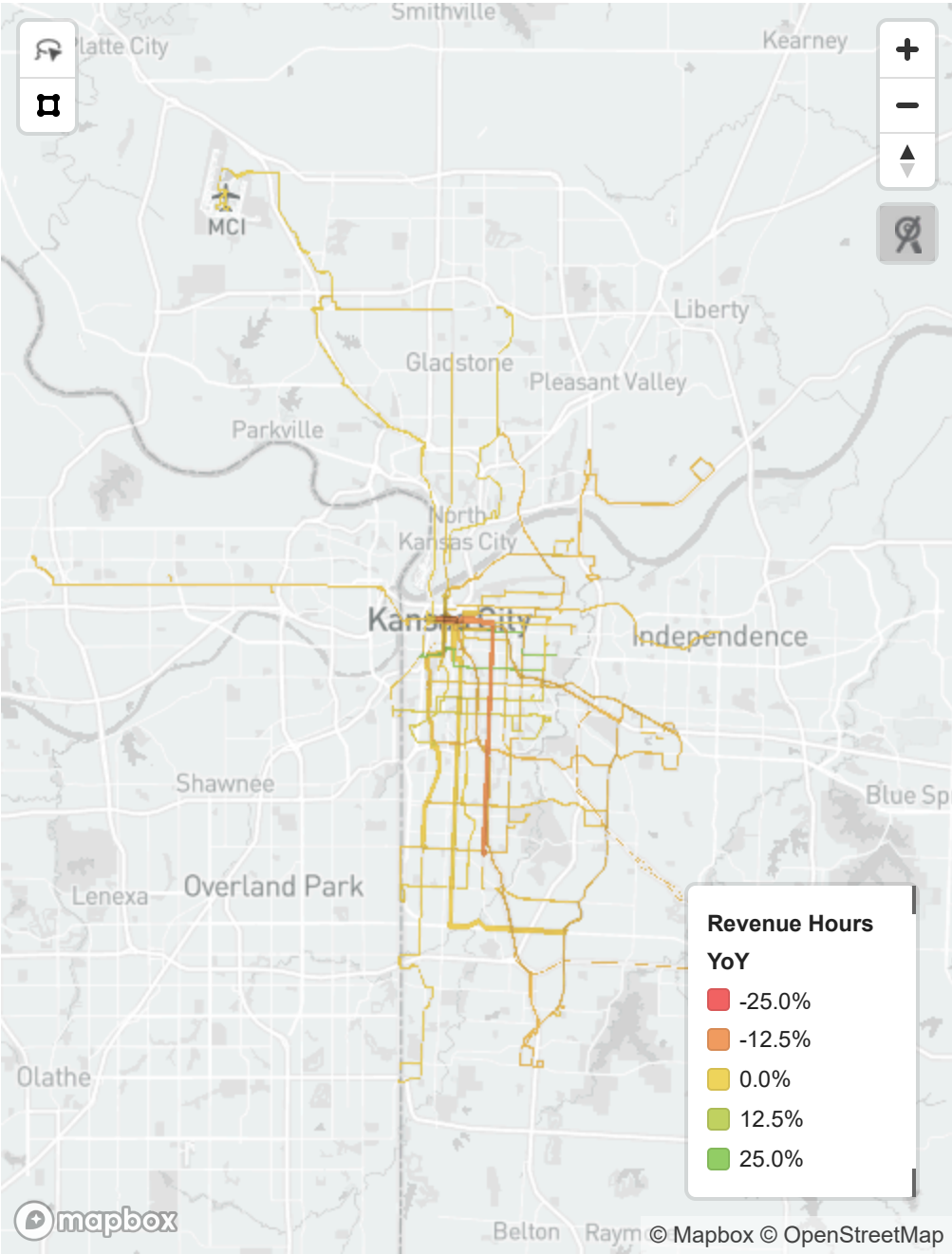
8/1/2025

Revenue Hours



Year 2023 2024 2025

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	\$1.65	-6.7%
2	Troost MAX	\$1.37	-1.4%
3	Prospect MAX	\$1.26	-3.4%
9	9th Street	\$2.12	-11.1%
11	Northeast-Westside	\$2.59	5.0%
12	12th Street	\$1.69	8.2%
18	Indiana	\$2.10	12.4%
19	Crossroads	\$12.75	13.5%
21	Cleveland-Antioch	\$2.62	-5.4%
23	23rd Street	\$3.41	36.4%
24	Independence	\$1.07	-3.5%
25	Troost	\$1.44	11.1%
27	27th Street	\$2.90	10.7%
28	Blue Ridge	\$2.46	7.7%
29	Blue Ridge Limited	\$4.66	5.9%
31	31st Street	\$1.88	15.3%
35	35th Street	\$2.29	5.7%
39	39th Street	\$1.52	12.1%
47	Broadway	\$2.21	8.3%
57	Wornall	\$3.33	-2.2%
63	63rd Street	\$1.62	3.7%
71	Prospect	\$2.09	-2.4%
75	75th Street	\$3.44	9.9%
85	Paseo	\$2.24	-4.6%
101	State Ave	\$1.59	0.2%
201	North Oak	\$3.07	-3.5%
210	Front Street	\$3.85	4.6%
229	Boardwalk/KCI	\$3.20	-4.3%
238	Meadowbrook	\$3.53	2.8%
550	Lee's Summit Express	\$5.10	-46.0%

Mode

Day

Community

All

All

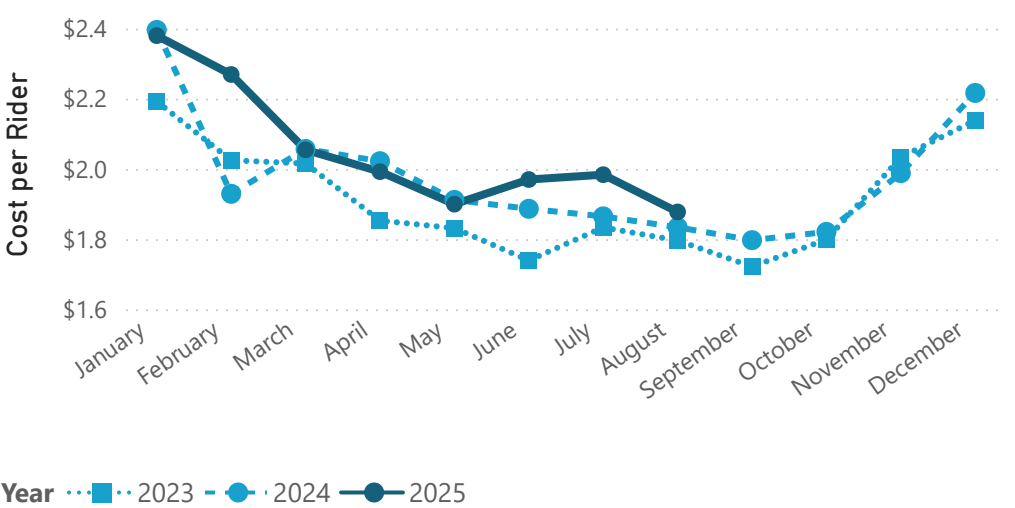
Kansas City, MO

Previous Months

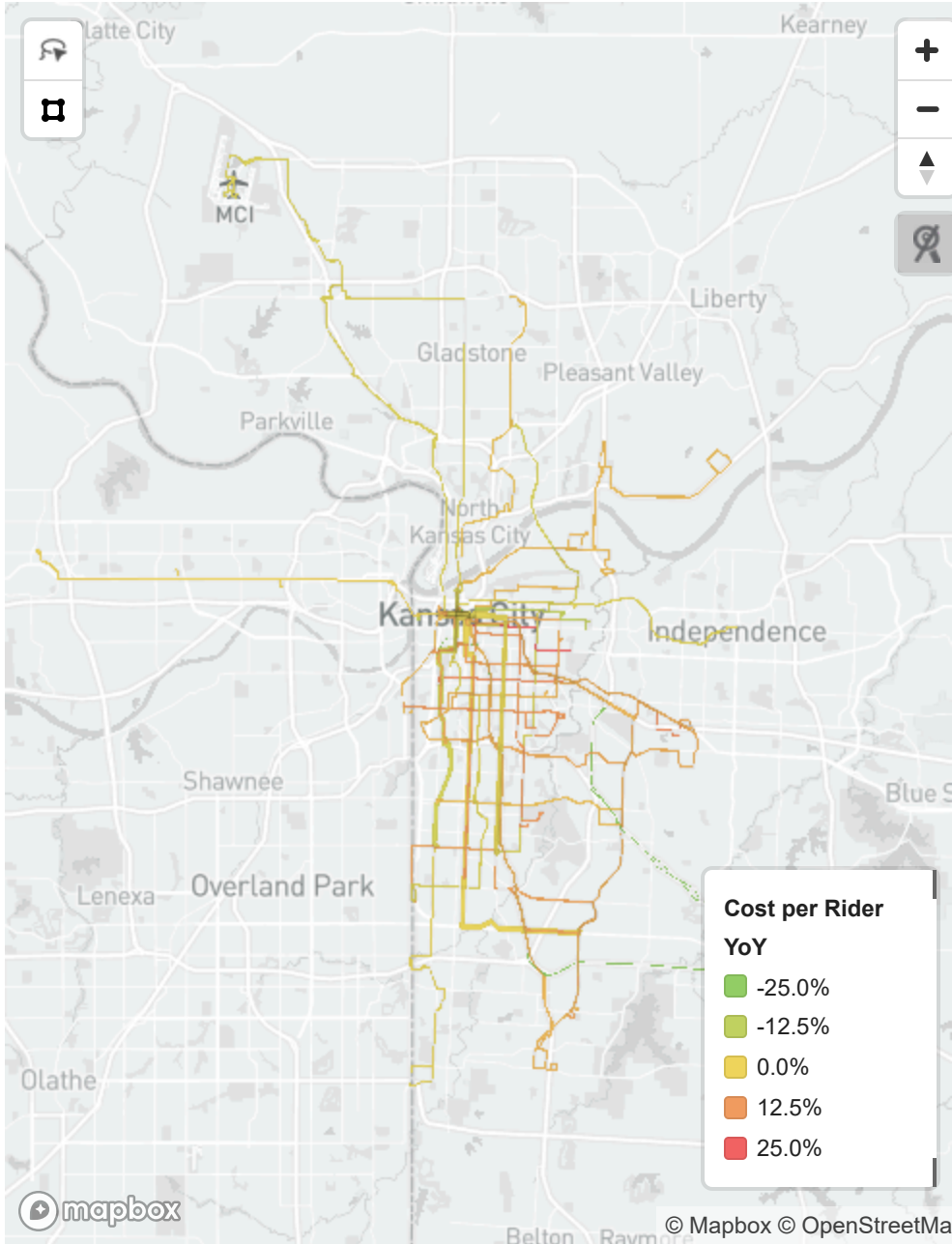
1/1/2019

8/1/2025

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

85.09%

August 2025

Year-over-Year Change

-1.40%

August 2025

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	84.87%	2.34%	93.0%
2	Troost MAX	20	86.76%	0.05%	96.9%
3	Prospect MAX	15	83.43%	-3.41%	92.5%
9	9th Street	60	87.78%	14.30%	93.0%
11	Northeast-Westside	30	80.46%	-3.63%	95.4%
12	12th Street	45	83.53%	10.23%	92.3%
18	Indiana	30	91.32%	2.29%	97.9%
19	Crossroads	30	89.00%	-3.58%	100.0%
21	Cleveland-Antioch	60	80.13%	-4.95%	94.4%
23	23rd Street	60	83.89%	-6.76%	98.9%
24	Independence	20	87.26%	-2.98%	94.5%
25	Troost	30	92.89%	2.00%	97.9%
27	27th Street	60	87.77%	-3.09%	98.0%
28	Blue Ridge	60	82.23%	-5.07%	98.1%
29	Blue Ridge Limited		80.26%	-7.26%	99.2%
31	31st Street	15	90.64%	2.54%	96.3%
35	35th Street	45	71.53%	5.33%	100.0%
39	39th Street	30	86.50%	-8.35%	94.7%
47	Broadway	45	70.02%	-6.84%	96.2%
57	Wornall	45	86.42%	-1.25%	99.4%
63	63rd Street	60	87.96%	-3.73%	99.9%
71	Prospect	60	85.22%	-2.58%	94.6%
75	75th Street	45	73.41%	-9.11%	98.3%
85	Paseo	60	68.69%	-13.36%	97.6%
101	State Ave	30	78.61%	-0.51%	97.5%
201	North Oak	30	86.48%	4.74%	97.0%
210	Front Street	60	84.21%	5.15%	98.5%
229	Boardwalk/KCI	60	84.11%	-1.12%	96.2%
238	Meadowbrook	60	63.16%	-22.54%	99.7%
550	Lee's Summit Express		69.22%	-6.26%	100.0%

ModeAll

DayAll

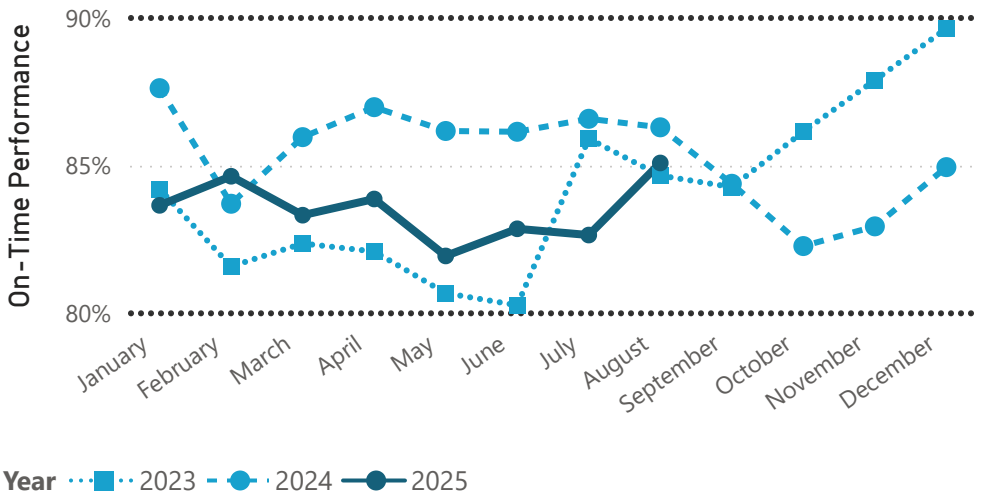
CommunityKansas City, MO

Previous Months

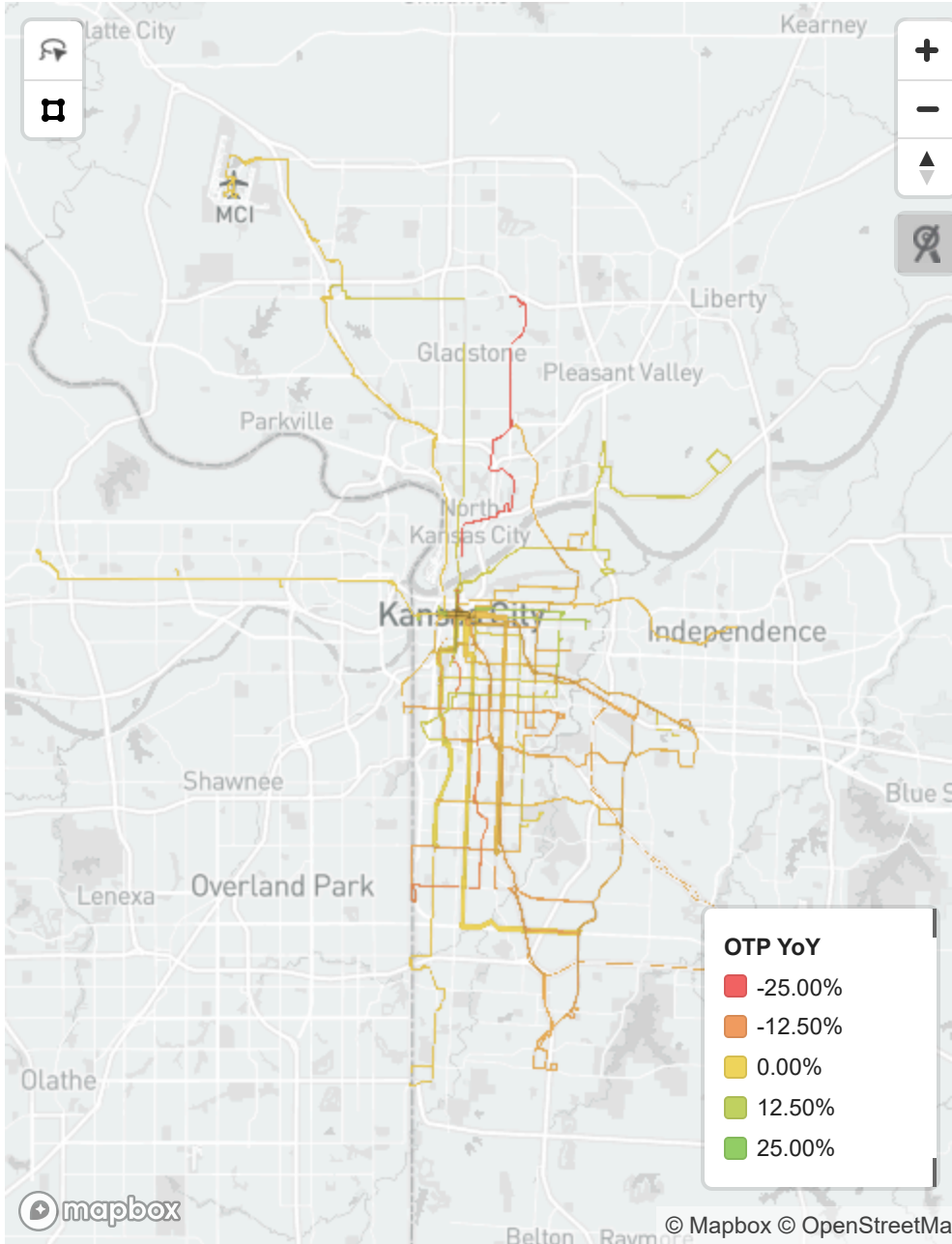
1/1/2019

8/1/2025

On-Time Performance



On-Time Performance Change - Year over Year

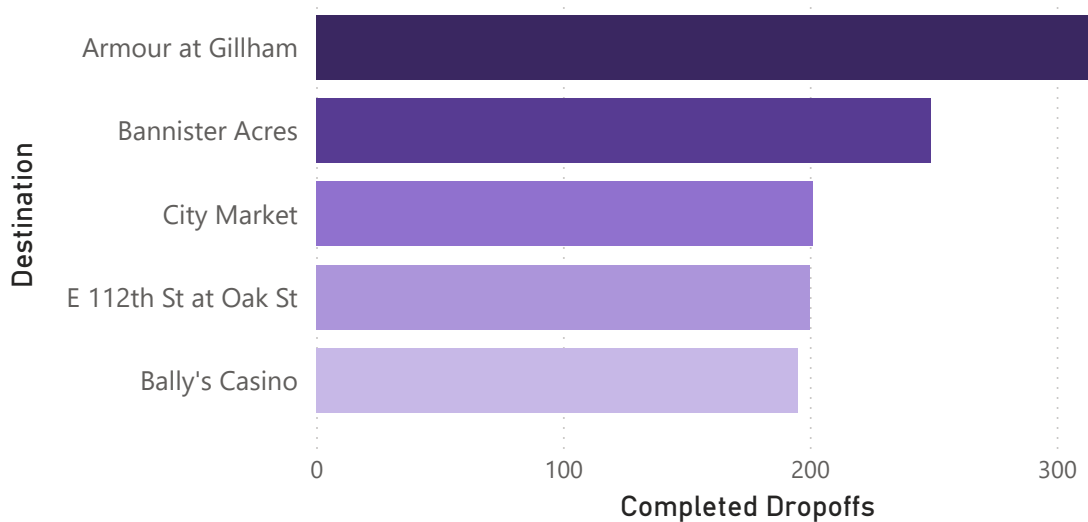
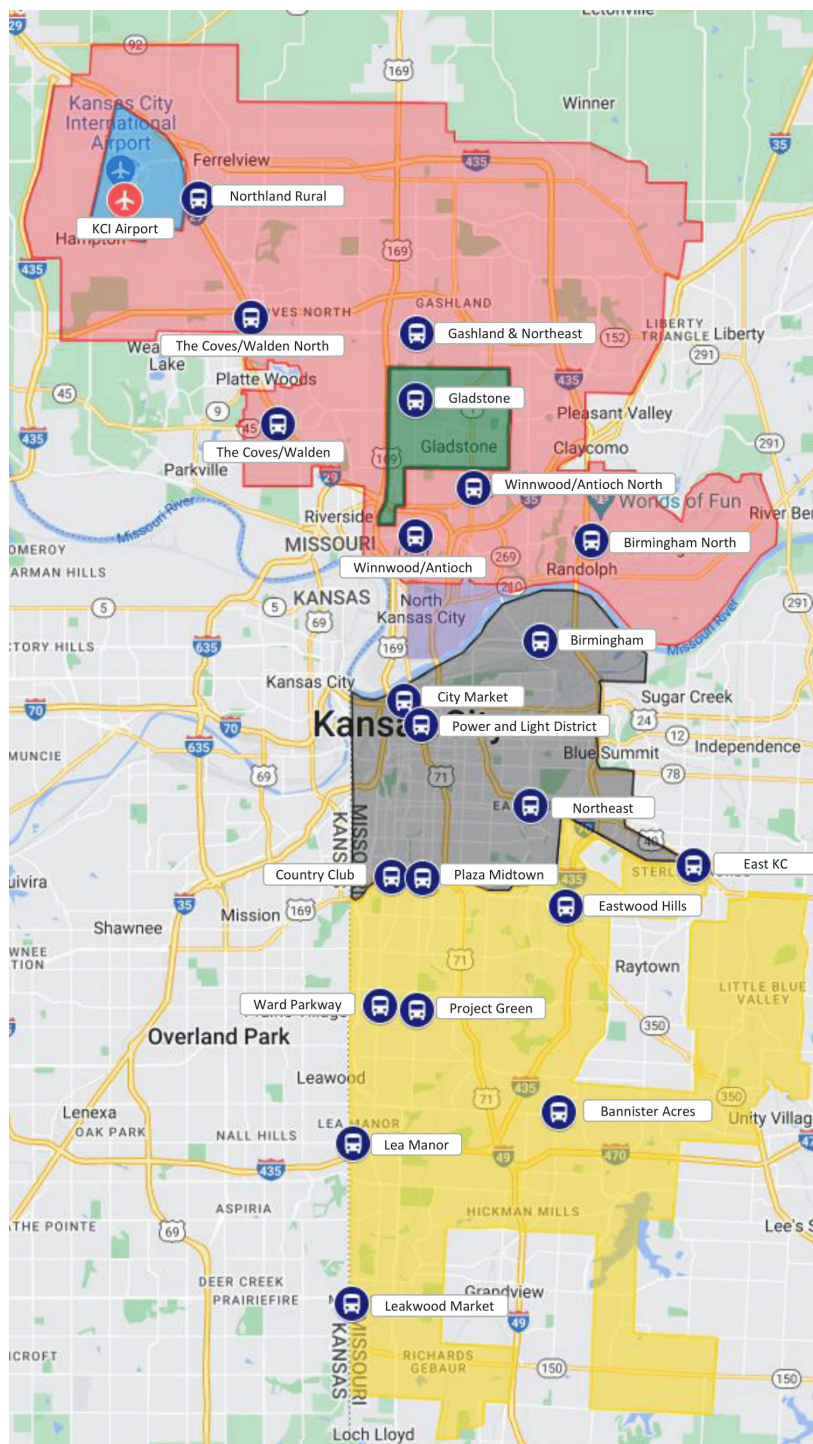


IRIS

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)

13

August 2025

Average Trip Time (Minutes)

26

August 2025

Average Daily Ridership

677

August 2025

Monthly Trips

20,059

August 2025

Monthly Ridership

20,985

August 2025

Ridership

