

# RideKC Transit Key Performance Indicators

July 2025

Reported August 13, 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 

📅

7/1/2025 

📅

Completed Trips

97.0%

Goal: 97.0%

July 2025

Fixed Route OTP

82.7%

Goal: 80.0%, 90.0%

July 2025

Paratransit OTP

89.0%

Goal: 95.0%

July 2025

Fixed + Flex + Iris Ridership

1,010,639

July 2025

Fixed Route Ridership

989,001

July 2025

Flex + Iris Ridership

21,638

July 2025

Revenue Hours

29,278

July 2025

Platform Hours

40,477

July 2025

Passengers per Revenue Hour

30

July 2025

Paratransit Trips

19,064

July 2025

Paratransit Passengers

20,625

July 2025

Road Calls

99

July 2025

Vehicle Incidents

20

July 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

989,001

-4.72%

July 2025

July 2025

## Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	78,656	2,537	-6.56%
2	Troost MAX	103,679	3,344	-0.34%
3	Prospect MAX	138,713	4,475	-7.87%
9	9th Street	11,121	359	18.59%
11	Northeast-Westside	34,284	1,106	-6.27%
12	12th Street	22,489	725	-6.80%
18	Indiana	33,985	1,096	-9.26%
19	Crossroads	1,691	55	9.95%
21	Cleveland-Antioch	13,102	485	-26.00%
23	23rd Street	7,680	248	-9.03%
24	Independence	84,332	2,720	-0.60%
25	Troost	38,309	1,236	-0.43%
27	27th Street	12,015	388	23.21%
28	Blue Ridge	13,381	496	-6.16%
29	Blue Ridge Limited	1,928	84	-9.74%
31	31st Street	74,176	2,393	-13.90%
35	35th Street	16,959	547	-5.61%
39	39th Street	44,490	1,435	-10.59%
47	Broadway	41,301	1,332	-3.39%
57	Wornall	14,285	461	19.14%
63	63rd Street	9,364	302	-20.46%
71	Prospect	14,789	477	4.70%
75	75th Street	13,337	430	-10.74%
85	Paseo	24,744	798	7.17%
101	State Ave	60,980	1,967	0.35%
201	North Oak	29,245	943	-6.06%
210	Front Street	14,027	452	-3.77%
229	Boardwalk/KCI	20,075	648	2.28%
238	Meadowbrook	14,417	465	-5.34%
550	Lee's Summit Express	1,447	63	120.92%

Mode

Day

Community

All

All

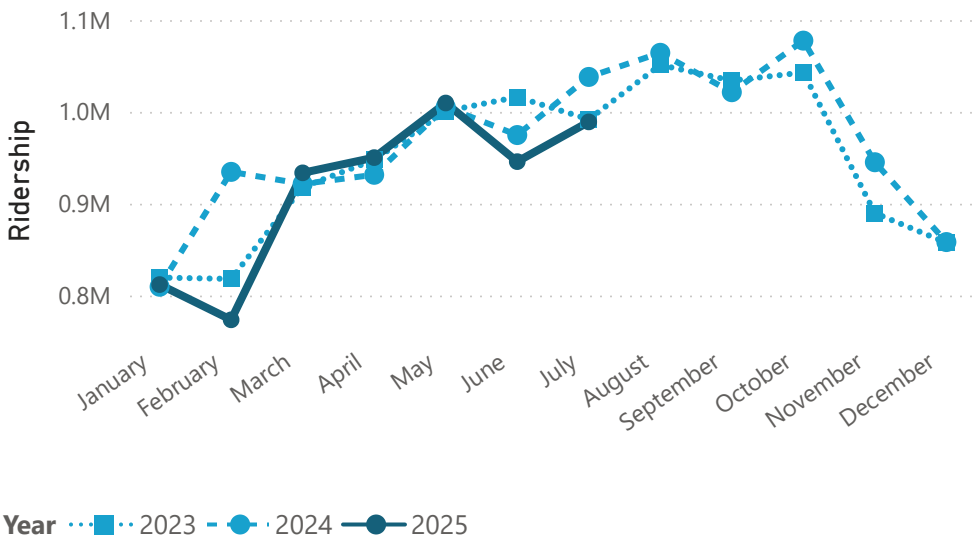
Kansas City, MO

## Previous Months

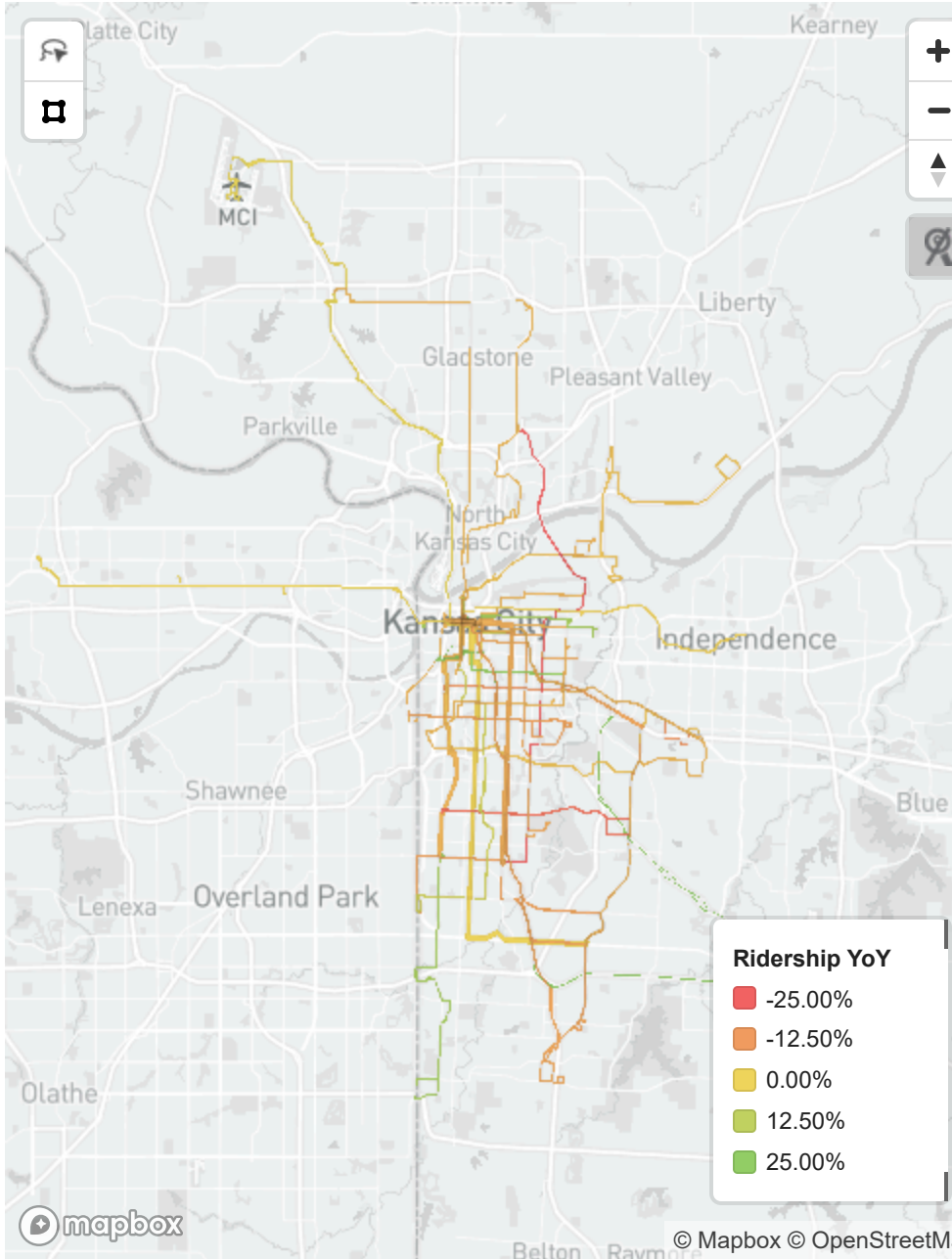
1/1/2019

7/1/2025

## 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

29,278

July 2025

Year-over-Year Change

1.2%

July 2025

## Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,459	2.4%
2	Troost MAX	2,490	1.3%
3	Prospect MAX	2,961	-9.6%
9	9th Street	388	1.8%
11	Northeast-Westside	1,430	2.8%
12	12th Street	685	0.5%
18	Indiana	1,242	1.7%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	620	4.0%
23	23rd Street	415	23.5%
24	Independence	1,322	2.3%
25	Troost	953	4.0%
27	27th Street	572	26.8%
28	Blue Ridge	485	4.1%
29	Blue Ridge Limited	140	4.5%
31	31st Street	2,051	1.9%
35	35th Street	720	5.1%
39	39th Street	1,164	4.9%
47	Broadway	1,213	-1.2%
57	Wornall	714	1.5%
63	63rd Street	293	-0.3%
71	Prospect	540	-0.2%
75	75th Street	779	1.5%
85	Paseo	980	2.0%
101	State Ave	181	3.8%
201	North Oak	1,357	1.6%
210	Front Street	861	-3.4%
229	Boardwalk/KCI	1,155	-0.2%
238	Meadowbrook	670	-0.7%
550	Lee's Summit Express	80	4.5%

Mode

All

Day

All

Community

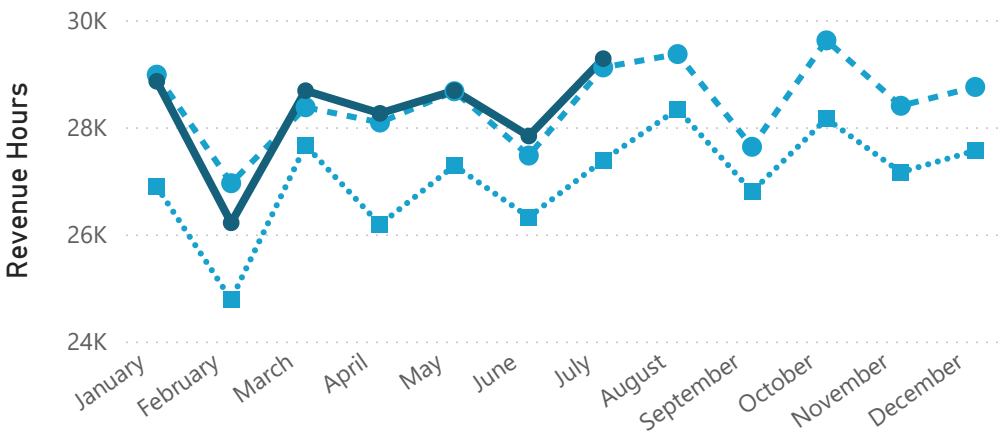
Kansas City, MO

## Previous Months

1/1/2019

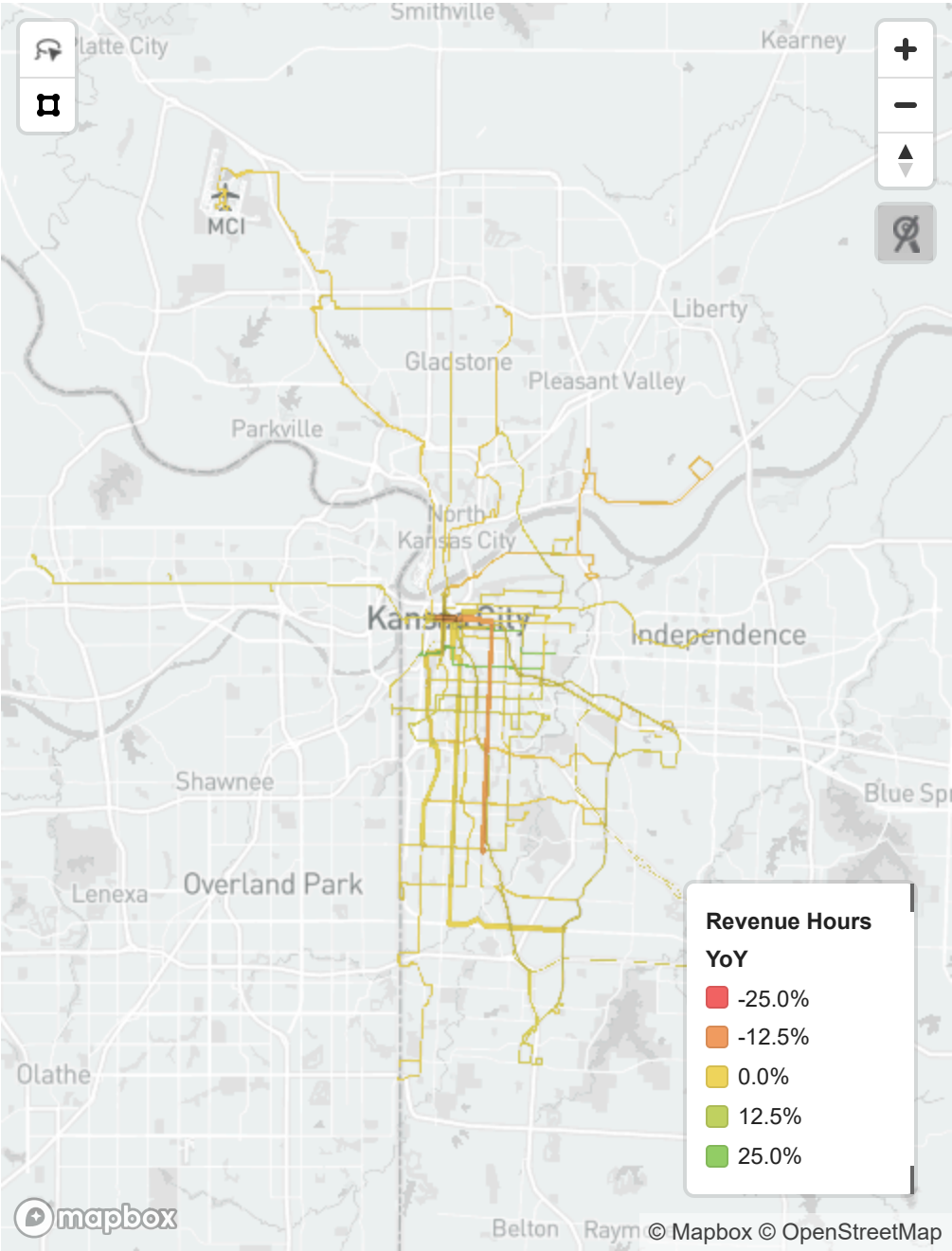
7/1/2025

## 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	\$1.73	1.1%
2	Troost MAX	\$1.44	1.7%
3	Prospect MAX	\$1.38	5.6%
9	9th Street	\$2.09	-14.2%
11	Northeast-Westside	\$2.84	10.6%
12	12th Street	\$1.83	7.8%
18	Indiana	\$2.21	12.8%
19	Crossroads	\$12.78	-9.0%
21	Cleveland-Antioch	\$2.86	40.5%
23	23rd Street	\$3.24	35.8%
24	Independence	\$1.15	2.9%
25	Troost	\$1.49	4.4%
27	27th Street	\$2.84	2.3%
28	Blue Ridge	\$2.70	10.7%
29	Blue Ridge Limited	\$4.69	15.8%
31	31st Street	\$1.93	18.3%
35	35th Street	\$2.44	6.7%
39	39th Street	\$1.65	17.4%
47	Broadway	\$2.20	4.3%
57	Wornall	\$2.99	-15.2%
63	63rd Street	\$1.95	23.9%
71	Prospect	\$2.19	-4.7%
75	75th Street	\$3.62	14.0%
85	Paseo	\$2.38	-4.8%
101	State Ave	\$1.68	3.4%
201	North Oak	\$3.35	8.1%
210	Front Street	\$3.68	0.5%
229	Boardwalk/KCI	\$3.45	-2.5%
238	Meadowbrook	\$3.73	4.9%
550	Lee's Summit Express	\$4.55	-52.7%

Mode

Day

Community

All

All

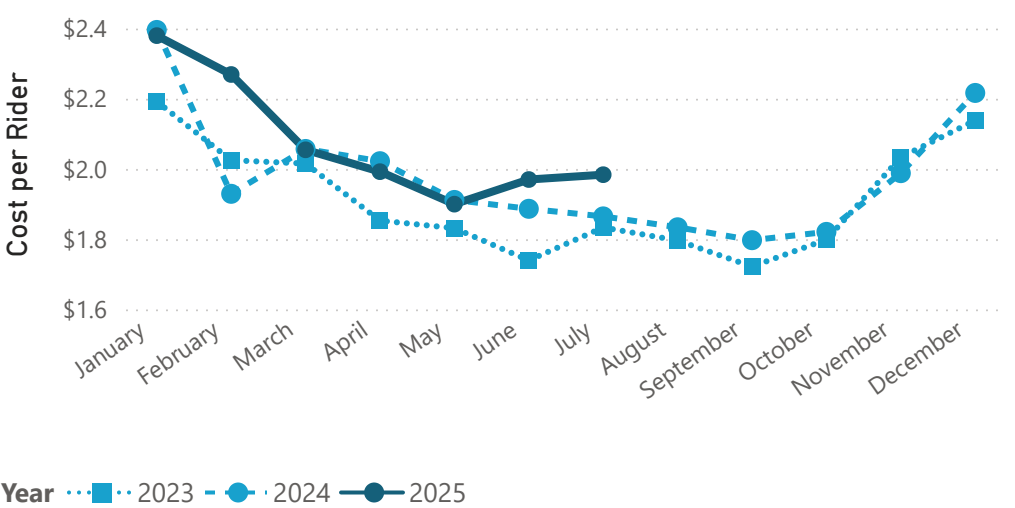
Kansas City, MO

## Previous Months

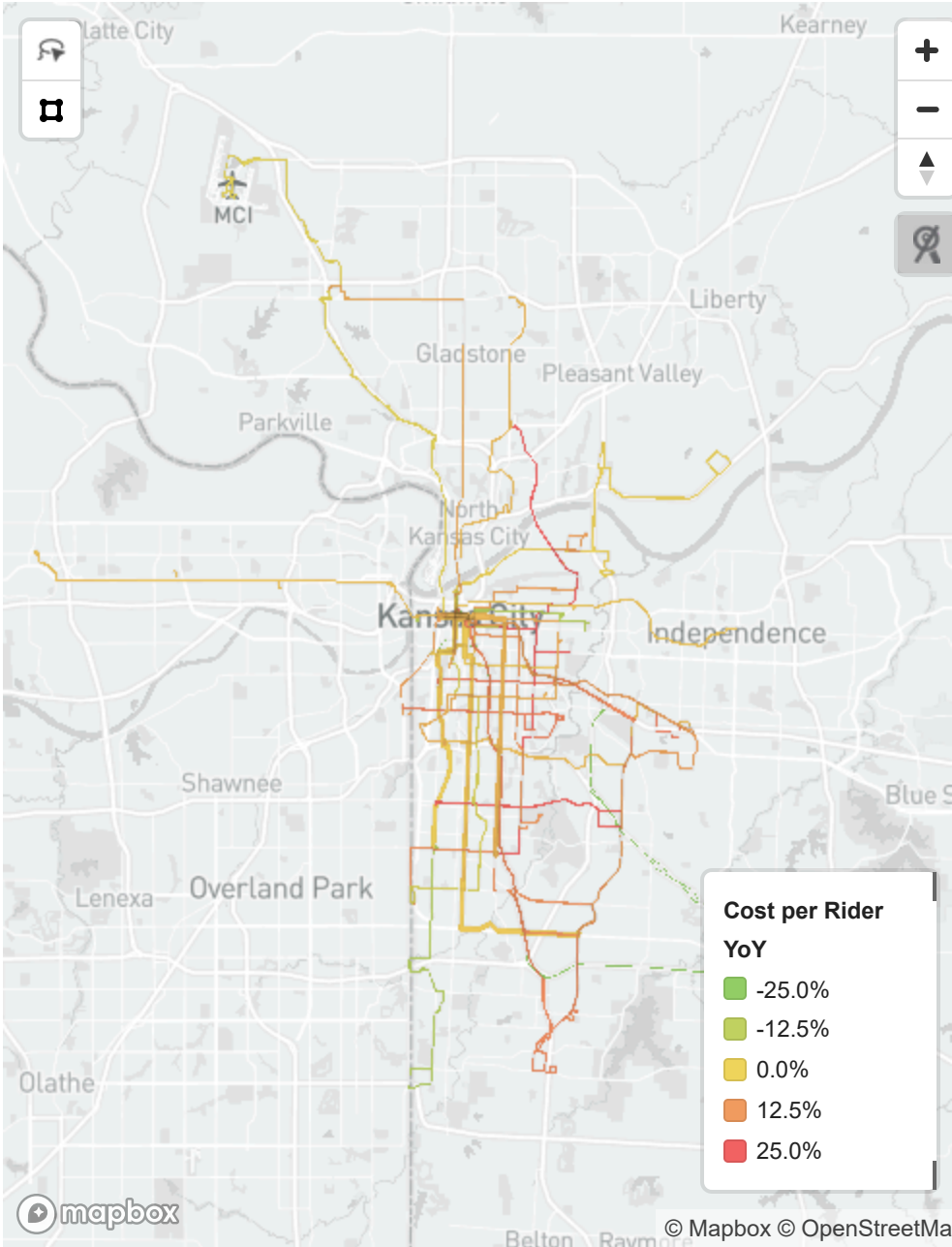
1/1/2019

7/1/2025

## 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

82.65%

July 2025

Year-over-Year Change

-4.55%

July 2025

## Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	84.00%	1.79%	93.5%
2	Troost MAX	20	86.02%	-0.92%	97.5%
3	Prospect MAX	15	81.12%	-6.47%	93.1%
9	9th Street	60	79.80%	-3.07%	94.6%
11	Northeast-Westside	30	76.86%	-6.95%	95.3%
12	12th Street	45	84.23%	15.27%	97.2%
18	Indiana	30	89.21%	1.12%	97.8%
19	Crossroads	30	90.49%	0.14%	99.7%
21	Cleveland-Antioch	60	73.37%	-10.51%	97.0%
23	23rd Street	60	80.14%	-9.22%	99.3%
24	Independence	20	86.56%	-1.25%	97.1%
25	Troost	30	94.16%	1.62%	99.0%
27	27th Street	60	86.92%	-4.22%	97.6%
28	Blue Ridge	60	75.25%	-10.71%	99.1%
29	Blue Ridge Limited		80.81%	-5.87%	100.0%
31	31st Street	15	88.85%	-1.83%	97.1%
35	35th Street	45	74.84%	11.14%	100.0%
39	39th Street	30	86.38%	-8.60%	97.8%
47	Broadway	45	74.17%	-3.18%	96.6%
57	Wornall	45	85.15%	-2.63%	99.7%
63	63rd Street	60	87.61%	-4.89%	99.5%
71	Prospect	60	82.17%	-4.77%	95.8%
75	75th Street	45	72.80%	-7.14%	98.8%
85	Paseo	60	70.28%	-16.40%	97.9%
101	State Ave	30	78.44%	-2.88%	97.6%
201	North Oak	30	87.20%	4.39%	96.6%
210	Front Street	60	80.28%	-4.20%	99.3%
229	Boardwalk/KCI	60	79.17%	-6.91%	99.3%
238	Meadowbrook	60	60.12%	-28.09%	100.0%
550	Lee's Summit Express		65.26%	-8.51%	100.0%

Mode

All

Day

All

Community

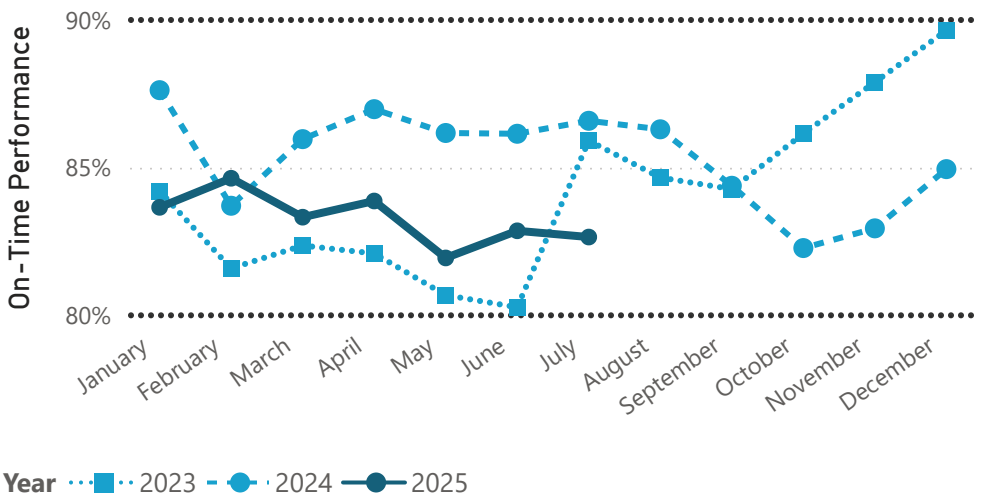
Kansas City, MO

## Previous Months

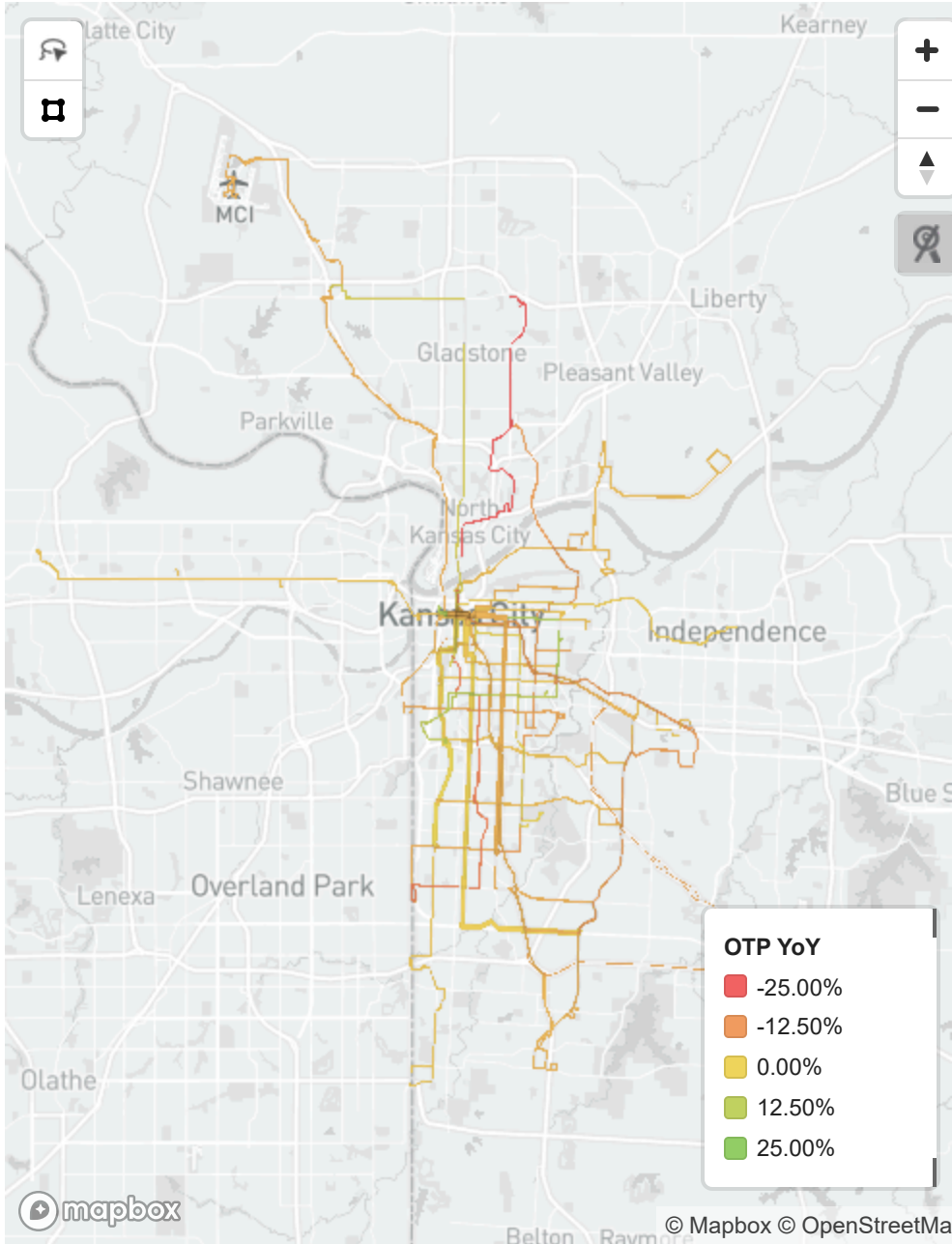
1/1/2019

7/1/2025

## On-Time Performance



## On-Time Performance Change - Year over Year

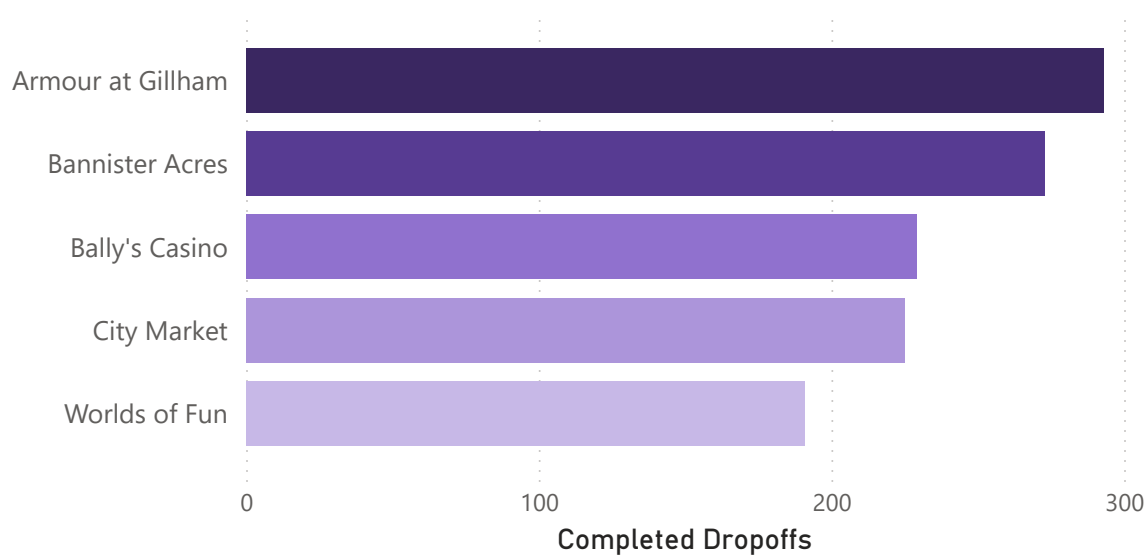
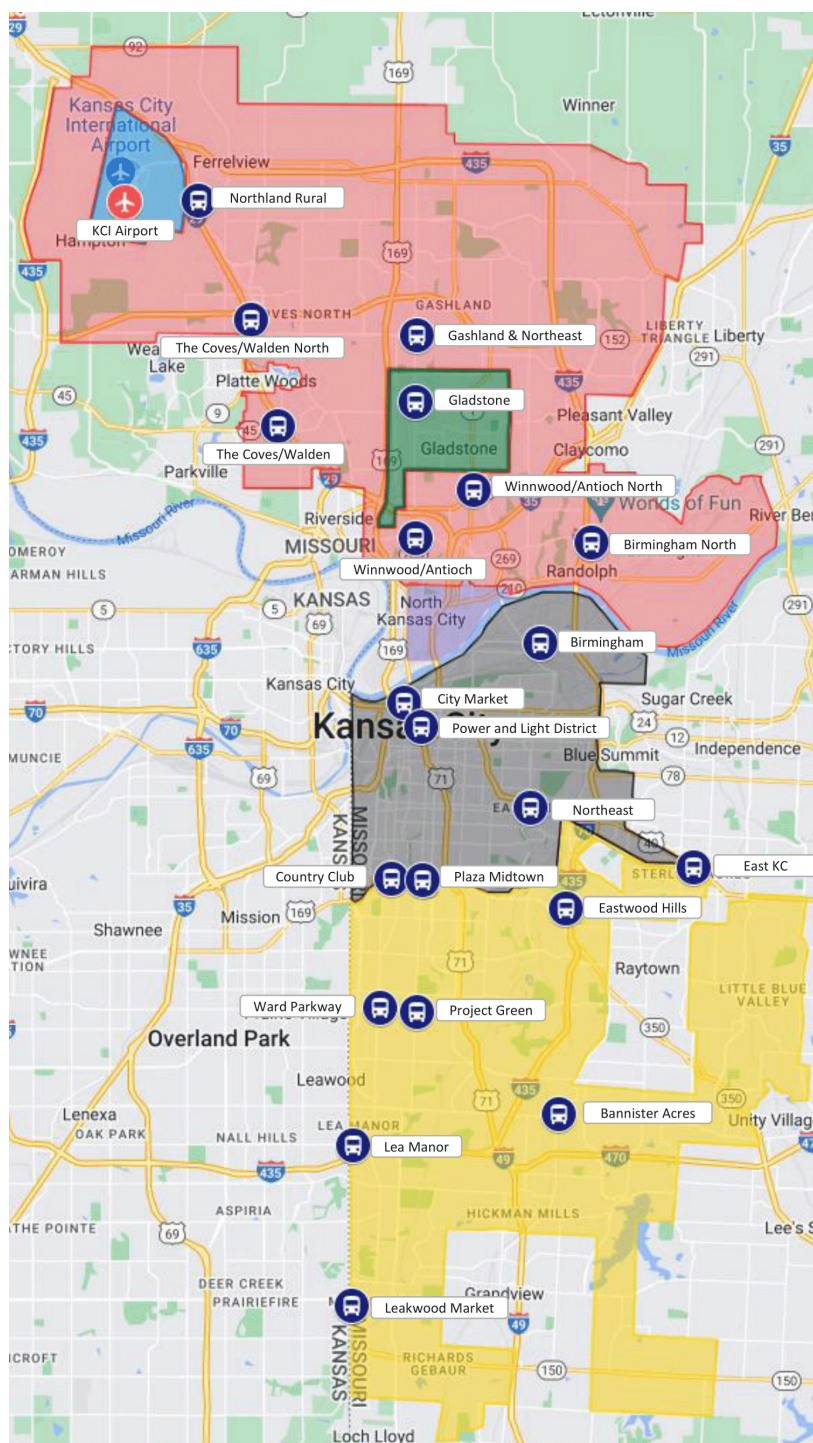


# IRIS

**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

July 2025

Average Trip Time (Minutes)

25

July 2025

### Average Daily Ridership

698

**July 2025**

Monthly Trips

20,582

July 2025

Monthly Ridership

21,638

**July 2025**

## Ridership

