

RideKC Transit Key Performance Indicators

March 2025

Reported April 9, 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: All | Day: All | Community: Community | Kansas City, MO

Previous Months

1/1/2019 | 3/1/2025

Completed Trips 98.4% Goal: 97.0% March 2025	Fixed Route OTP 83.2% Goal: 80.0%, 90.0% March 2025	Paratransit OTP 88.0% Goal: 95.0% March 2025
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Fixed + Flex + Iris Ridership 969,913 March 2025
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Fixed Route Ridership 945,214 March 2025	Flex + Iris Ridership 5
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Revenue Hours 28,751 March 2025	Platform Hours 39,829 March 2025
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Passengers per Revenue Hour 29 March 2025

Paratransit Trips 18,962 March 2025	Paratransit Passengers 20,529 March 2025
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Road Calls 68 March 2025
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Vehicle Incidents 22 March 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

945,214

March 2025

1.34%

March 2025

Details by Route

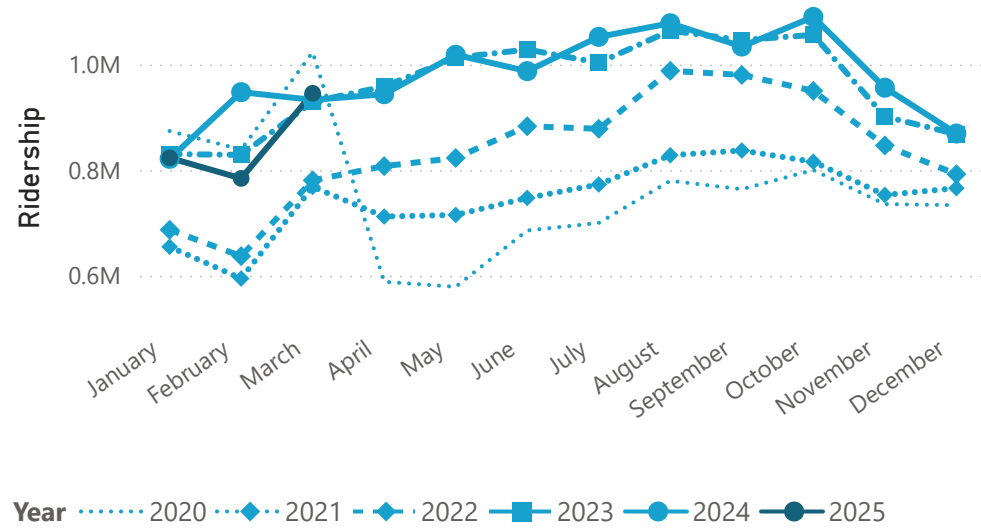
#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	75,334	2,430	-3.10%
2	Troost MAX	96,920	3,126	-1.49%
3	Prospect MAX	135,909	4,384	3.09%
9	9th Street	7,570	244	5.58%
11	Northeast-Westside	29,917	965	-0.73%
12	12th Street	23,397	755	9.90%
18	Indiana	33,486	1,080	4.61%
19	Crossroads	1,581	51	-29.58%
21	Cleveland-Antioch	12,307	473	5.39%
23	23rd Street	6,928	223	9.48%
24	Independence	82,198	2,652	4.39%
25	Troost	37,798	1,219	11.63%
27	27th Street	12,382	399	38.16%
28	Blue Ridge	12,388	476	-3.30%
29	Blue Ridge Limited	1,674	80	-11.43%
31	31st Street	67,591	2,180	-15.64%
35	35th Street	18,084	583	11.63%
39	39th Street	44,436	1,433	6.58%
47	Broadway	34,149	1,102	-1.73%
57	Wornall	10,710	345	-10.02%
63	63rd Street	11,127	359	-5.41%
71	Prospect	14,256	460	8.25%
75	75th Street	12,980	419	9.48%
85	Paseo	22,803	736	2.42%
101	State Ave	53,634	1,730	-1.38%
106	Quindaro-Amazon	11,697	377	5.88%
201	North Oak	28,864	931	15.86%
210	Front Street	12,275	396	-17.61%
229	Boardwalk/KCI	17,900	577	21.60%
238	Meadowbrook	13,845	447	6.25%
550	Lee's Summit Express	1,074	51	54.31%
570	Blue Springs Express	236	12	-20.54%

Mode: Day: Community:

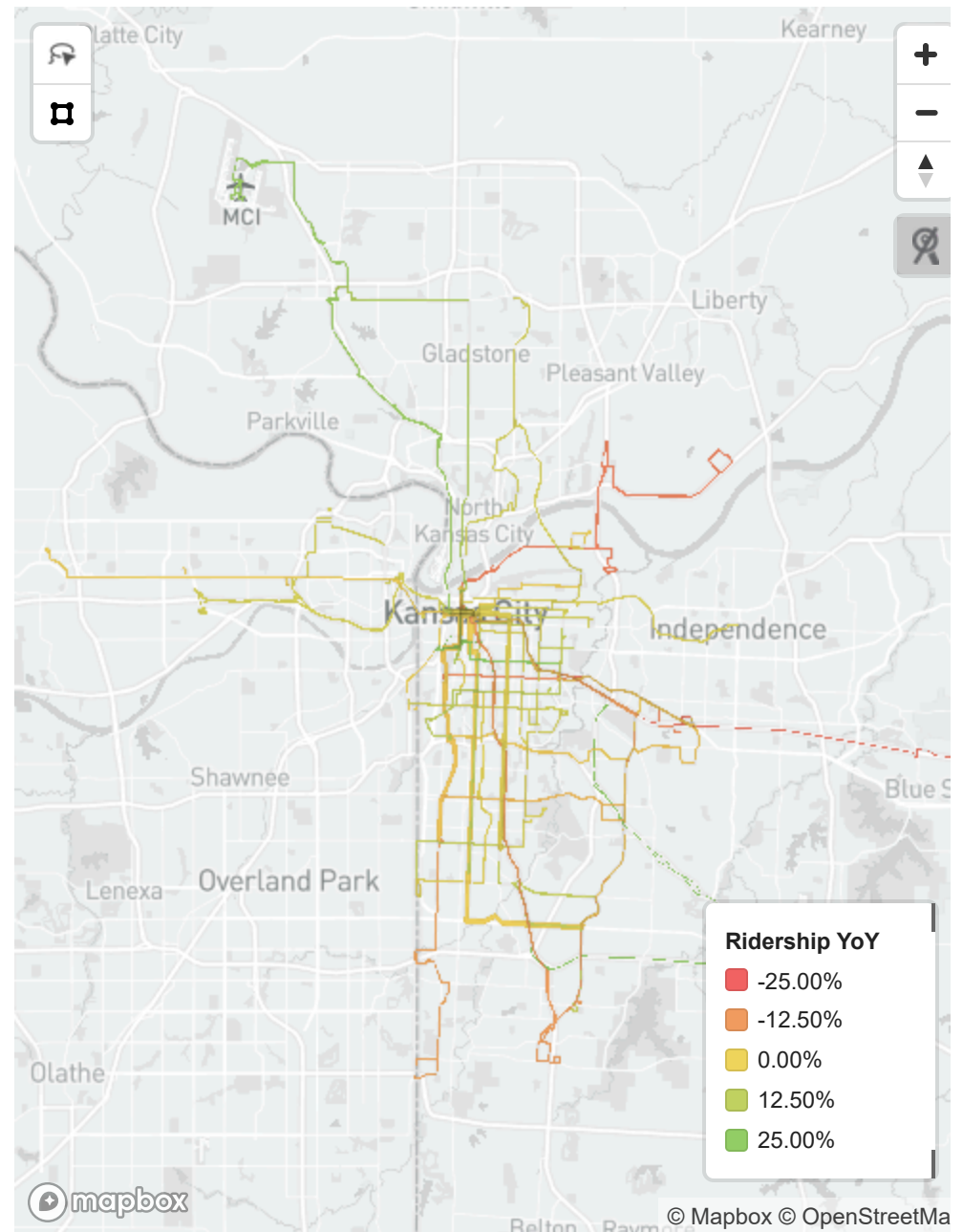
Previous Months

1/1/2019 3/1/2025

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

28,751

March 2025

Year-over-Year Change

0.6%

March 2025

Details by Route

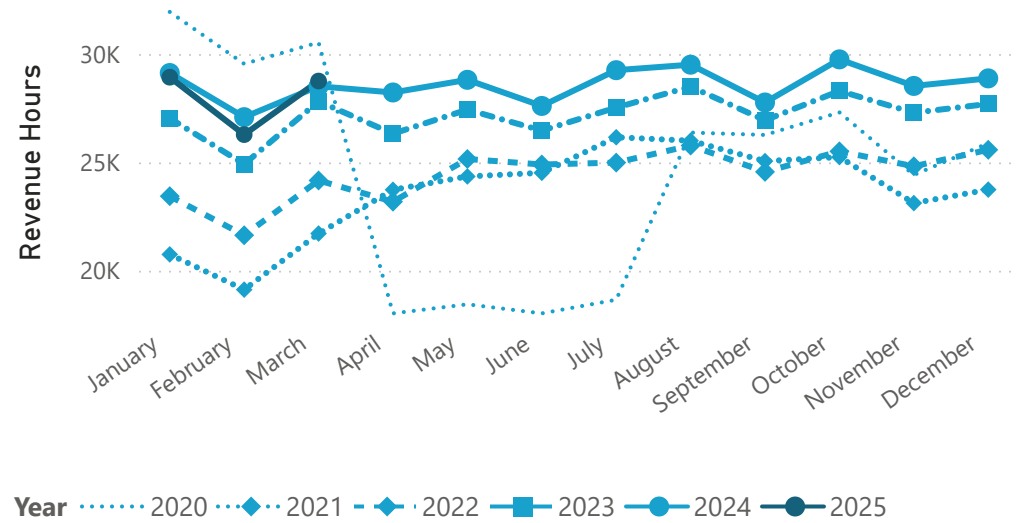
#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,413	-1.3%
2	Troost MAX	2,453	-0.4%
3	Prospect MAX	2,911	-7.5%
9	9th Street	379	0.0%
11	Northeast-Westside	1,373	0.8%
12	12th Street	681	0.0%
18	Indiana	1,218	-0.0%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	591	3.4%
23	23rd Street	408	21.5%
24	Independence	1,284	0.0%
25	Troost	936	2.1%
27	27th Street	555	23.1%
28	Blue Ridge	464	0.2%
29	Blue Ridge Limited	127	-14.2%
31	31st Street	1,971	4.3%
35	35th Street	712	4.0%
39	39th Street	1,142	10.2%
47	Broadway	1,184	3.7%
57	Wornall	706	-2.3%
63	63rd Street	291	3.2%
71	Prospect	542	-0.0%
75	75th Street	759	1.0%
85	Paseo	964	6.1%
101	State Ave	172	1.1%
106	Quindaro-Amazon	71	-1.8%
201	North Oak	1,314	0.0%
210	Front Street	861	-3.3%
229	Boardwalk/KCI	1,160	1.3%
238	Meadowbrook	677	0.0%
550	Lee's Summit Express	73	4.8%
570	Blue Springs Express		-50.0%

Mode: Day: Community:

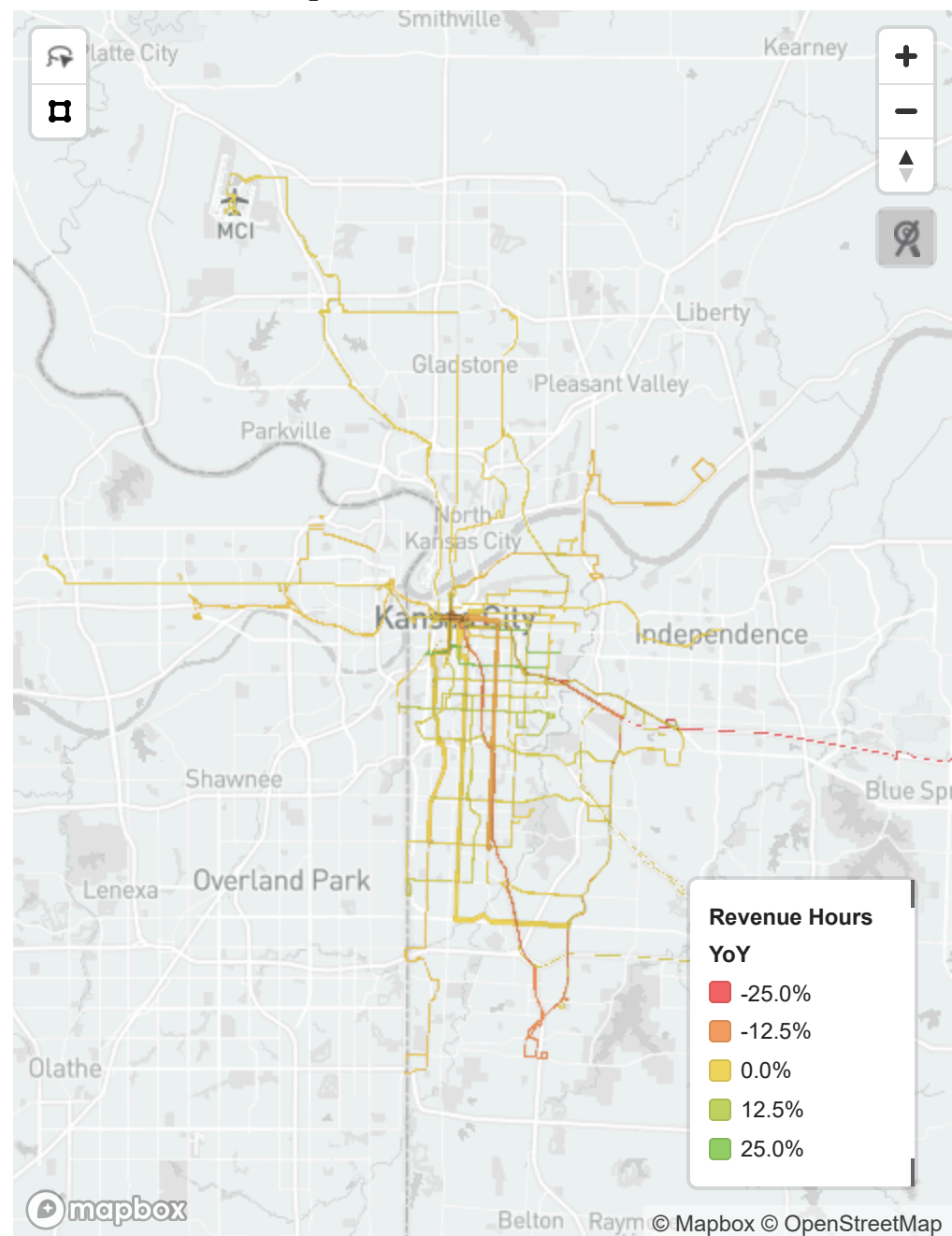
Previous Months

1/1/2019 3/1/2025

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.

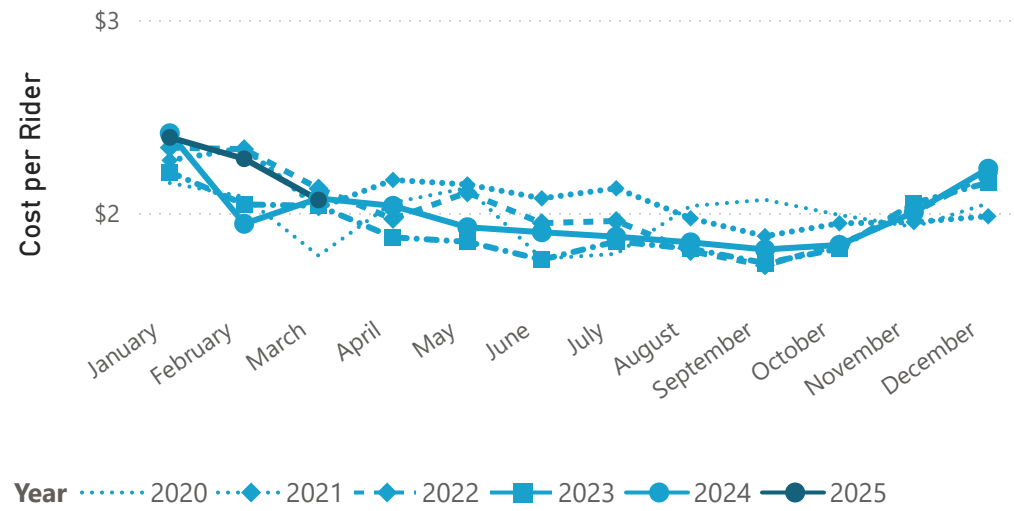
Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
1	Main Street MAX	\$1.78	-3.5%
2	Troost MAX	\$1.52	1.1%
3	Prospect MAX	\$1.38	-4.0%
9	9th Street	\$3.00	-5.3%
11	Northeast-Westside	\$3.13	2.6%
12	12th Street	\$1.75	-9.0%
18	Indiana	\$2.20	-3.8%
19	Crossroads	\$13.67	42.0%
21	Cleveland-Antioch	\$2.90	-1.9%
23	23rd Street	\$3.53	11.0%
24	Independence	\$1.14	-4.2%
25	Troost	\$1.49	-8.4%
27	27th Street	\$2.68	-11.3%
28	Blue Ridge	\$2.79	2.2%
29	Blue Ridge Limited	\$4.93	-3.1%
31	31st Street	\$2.03	23.7%
35	35th Street	\$2.27	-10.4%
39	39th Street	\$1.62	3.4%
47	Broadway	\$2.59	7.7%
57	Wornall	\$3.94	11.1%
63	63rd Street	\$1.62	7.2%
71	Prospect	\$2.28	-7.6%
75	75th Street	\$3.63	-8.7%
85	Paseo	\$2.54	3.6%
101	State Ave	\$1.81	2.5%
106	Quindaro-Amazon	\$3.08	-7.3%
201	North Oak	\$3.29	-13.7%
210	Front Street	\$4.20	17.2%
229	Boardwalk/KCI	\$3.89	-16.7%
238	Meadowbrook	\$3.93	-5.9%
550	Lee's Summit Express	\$5.59	-32.1%
570	Blue Springs Express	\$7.21	-37.1%

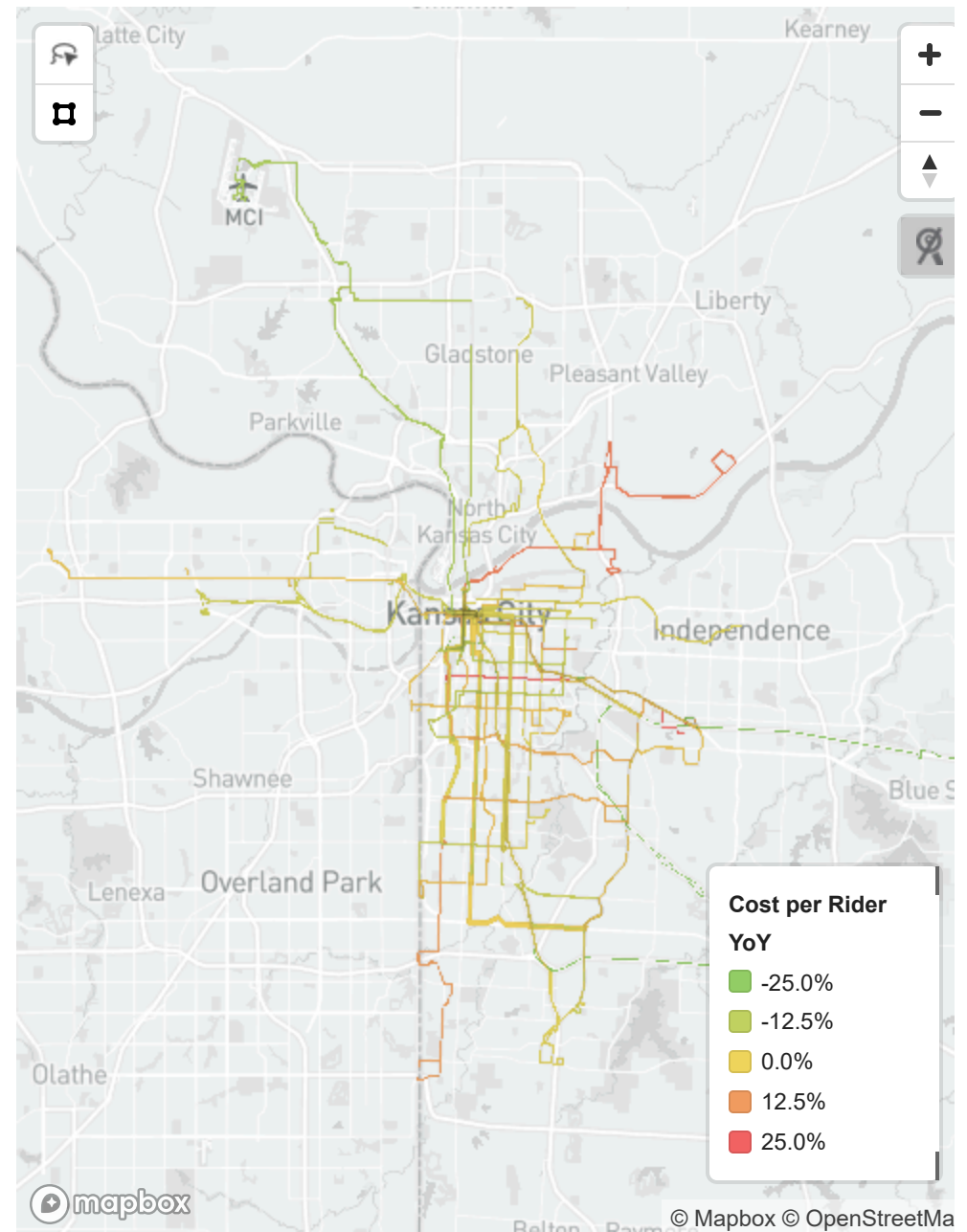
Previous Months

1/1/2019 | 3/1/2025

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

Year-over-Year Change

83.19%

March 2025

-3.23%

March 2025

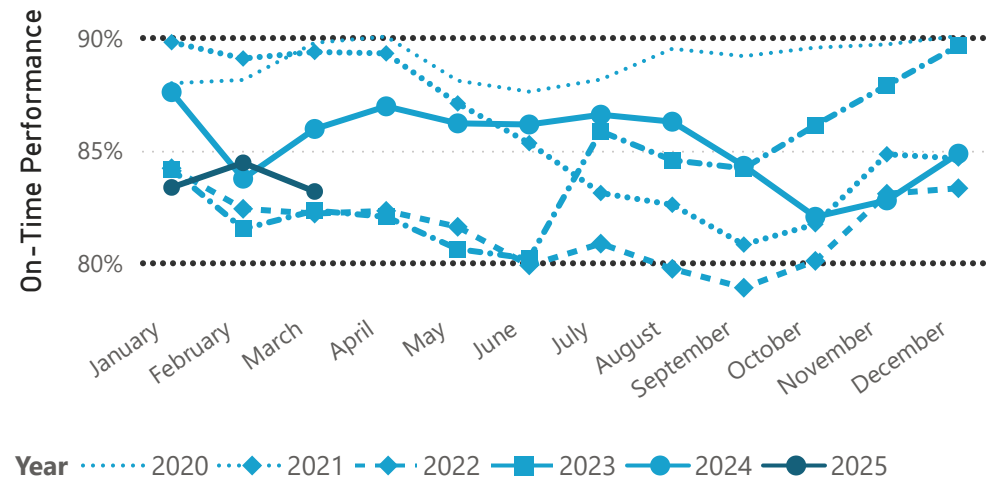
Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	82.90%	-3.59%	97.1%
2	Troost MAX	20	86.37%	-1.43%	98.1%
3	Prospect MAX	15	84.94%	0.46%	97.0%
9	9th Street	60	82.85%	-2.67%	98.3%
11	Northeast-Westside	30	76.26%	-11.72%	98.8%
12	12th Street	45	82.01%	-7.06%	96.1%
18	Indiana	30	92.25%	2.28%	97.5%
19	Crossroads	30	94.00%		100.0%
21	Cleveland-Antioch	60	78.64%	-0.15%	97.5%
23	23rd Street	60	83.54%	-9.84%	99.7%
24	Independence	20	86.15%	-0.71%	98.1%
25	Troost	30	93.52%	-0.57%	99.2%
27	27th Street	60	90.87%	3.75%	97.3%
28	Blue Ridge	60	84.42%	-6.45%	99.7%
29	Blue Ridge Limited		83.26%	-3.39%	99.2%
31	31st Street	15	89.91%	-1.13%	98.4%
35	35th Street	45	74.91%	-8.62%	100.0%
39	39th Street	30	87.30%	-5.98%	99.5%
47	Broadway	45	69.85%	-4.70%	98.6%
57	Wornall	45	83.32%	-2.73%	99.7%
63	63rd Street	60	84.04%	-7.36%	100.0%
71	Prospect	60	78.30%	-0.92%	98.6%
75	75th Street	45	71.81%	-5.78%	99.8%
85	Paseo	60	74.00%	-12.29%	98.8%
101	State Ave	30	78.57%	-2.06%	98.7%
106	Quindaro-Amazon	60	72.87%	-16.67%	98.7%
201	North Oak	30	84.60%	-3.81%	99.5%
210	Front Street	60	77.84%		99.3%
229	Boardwalk/KCI	60	78.33%	-6.68%	97.5%
238	Meadowbrook	60	54.90%	-30.95%	99.7%
550	Lee's Summit Express		63.73%	-11.82%	100.0%
570	Blue Springs Express		67.42%	15.37%	100.0%

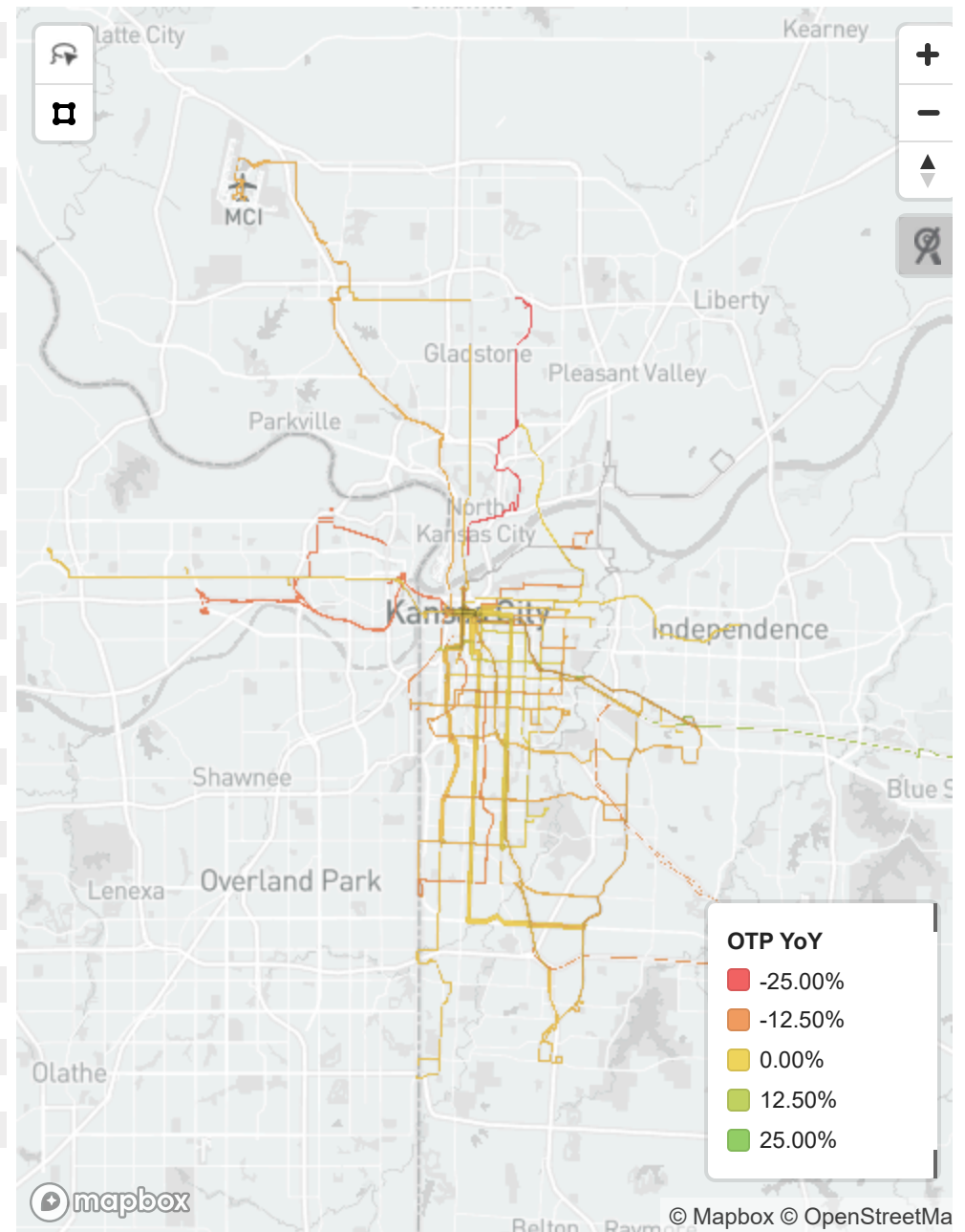
Previous Months

1/1/2019 | 3/1/2025

On-Time Performance



On-Time Performance Change - Year over Year

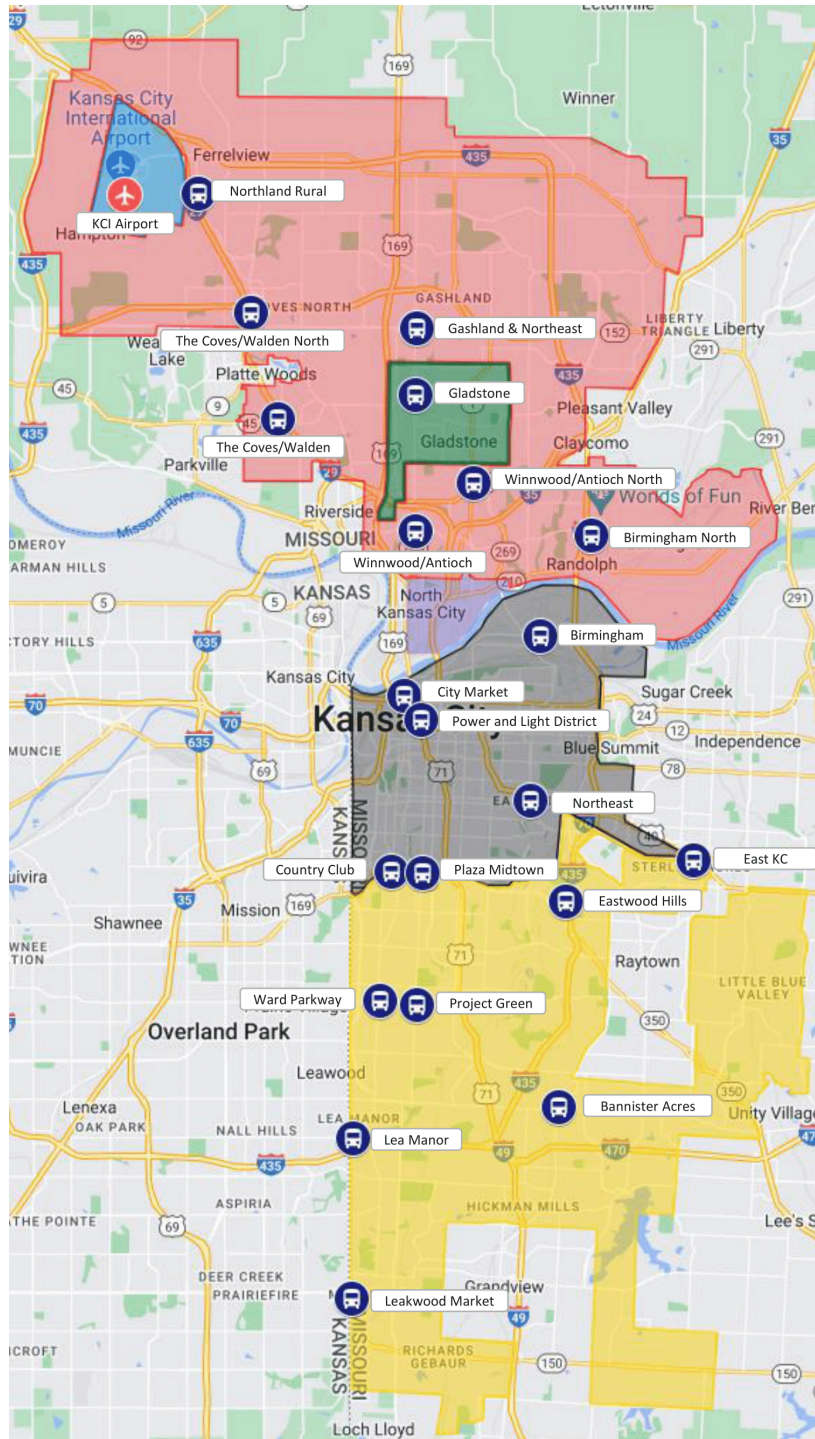


IRIS

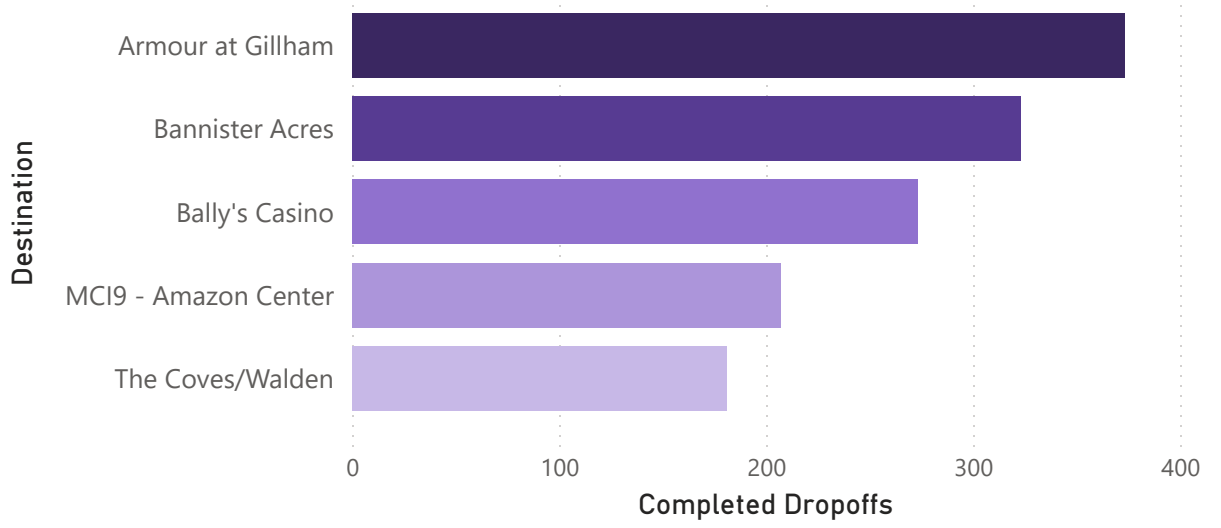
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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.



Popular Destinations



Average Wait Time (Minutes)

12

March 2025

Average Trip Time (Minutes)

25

March 2025

Average Daily Ridership

797

March 2025

Monthly Trips

23,332

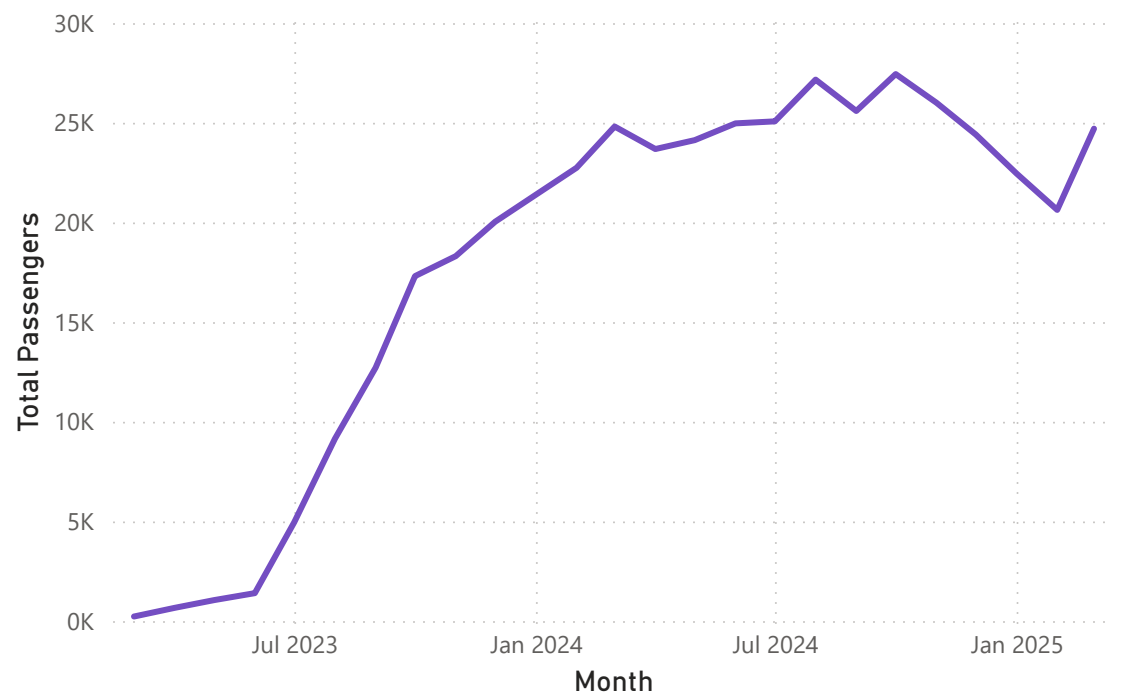
March 2025

Monthly Ridership

24,699

March 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

2,701

March 2025

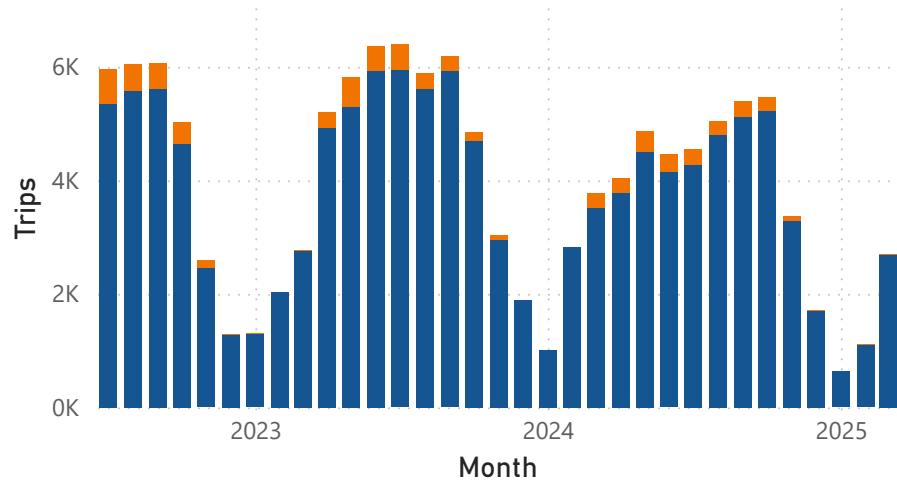
Unique Users

789

March 2025

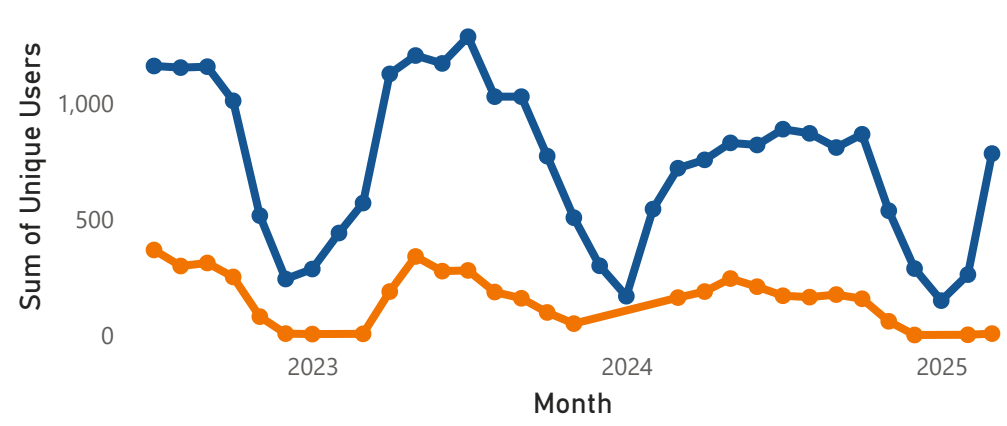
Trips by Vehicle Type

Vehicle Type ● E-Bike ● Pedal Bike



Unique Users per Month

Vehicle Type ● E-Bike ● Pedal Bike



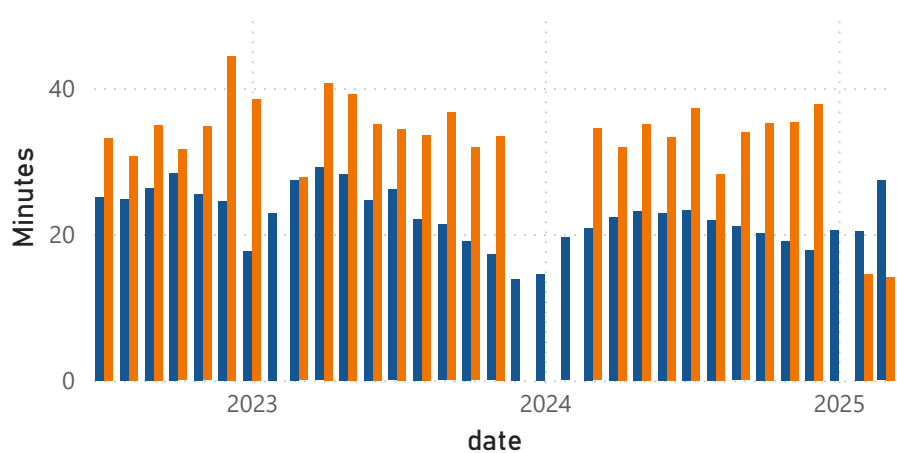
Avg Trip Time (mins)

21

March 2025

Average Trip Time (minutes)

Vehicle Type ● E-Bike ● Pedal Bike



Trips by Checkout Hub in past Year

