

RideKC Transit Key Performance Indicators

May 2025

Reported June 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

📅

5/1/2025

📅

Completed Trips

96.9%

Goal: 97.0%

May 2025

Fixed Route OTP

81.9%

Goal: 80.0%, 90.0%

May 2025

Paratransit OTP

88.0%

Goal: 95.0%

May 2025

Fixed + Flex + Iris Ridership

1,044,120

May 2025

Fixed Route Ridership

1,022,929

May 2025

Flex + Iris Ridership

21,191

May 2025

Revenue Hours

28,751

May 2025

Platform Hours

39,829

May 2025

Passengers per Revenue Hour

31

May 2025

Paratransit Trips

19,477

May 2025

Paratransit Passengers

21,241

May 2025

Road Calls

76

May 2025

Vehicle Incidents

17

May 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

1,022,929

May 2025

Year-over-Year Change

0.50%

May 2025

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	80,579	2,599	-1.29%
2	Troost MAX	106,822	3,446	3.09%
3	Prospect MAX	151,968	4,902	1.99%
9	9th Street	8,969	289	11.31%
11	Northeast-Westside	31,924	1,030	-11.77%
12	12th Street	25,591	826	9.00%
18	Indiana	29,315	946	-26.39%
19	Crossroads	1,833	59	-21.97%
21	Cleveland-Antioch	13,852	533	3.83%
23	23rd Street	8,058	260	-1.08%
24	Independence	78,647	2,537	-0.74%
25	Troost	38,553	1,244	-2.44%
27	27th Street	12,845	414	58.07%
28	Blue Ridge	13,128	505	-3.90%
29	Blue Ridge Limited	1,642	78	-9.43%
31	31st Street	77,515	2,500	-3.19%
35	35th Street	22,989	742	40.37%
39	39th Street	43,768	1,412	-4.29%
47	Broadway	37,650	1,215	-6.15%
57	Wornall	12,889	416	-5.64%
63	63rd Street	17,626	569	45.43%
71	Prospect	16,188	522	10.01%
75	75th Street	13,916	449	-1.77%
85	Paseo	26,163	844	10.85%
101	State Ave	59,142	1,908	1.36%
106	Quindaro-Amazon	13,341	430	6.51%
201	North Oak	29,794	961	0.05%
210	Front Street	12,828	414	-20.09%
229	Boardwalk/KCI	19,459	628	9.26%
238	Meadowbrook	14,407	465	2.18%
550	Lee's Summit Express	1,528	73	139.87%

Mode

All

Day

All

Community

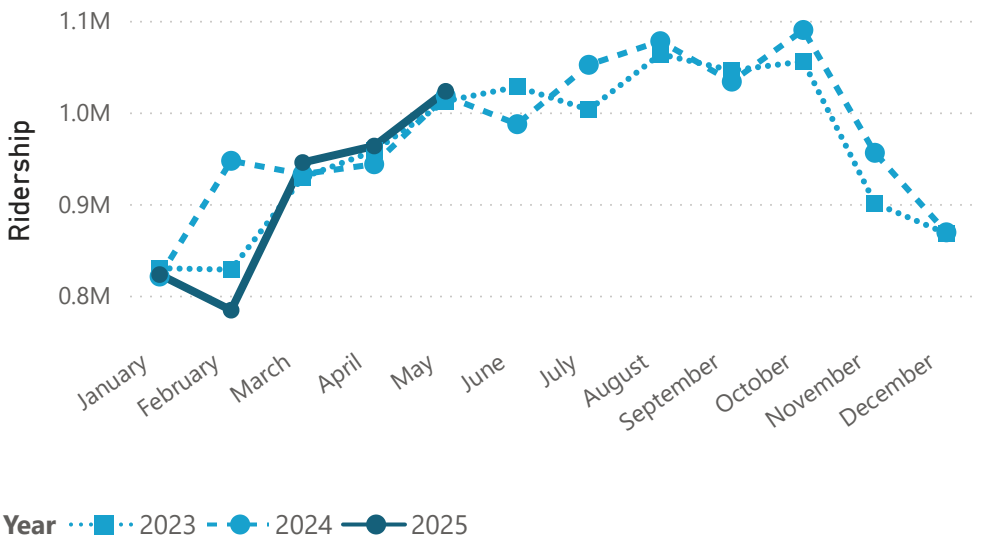
Kansas City, MO

Previous Months

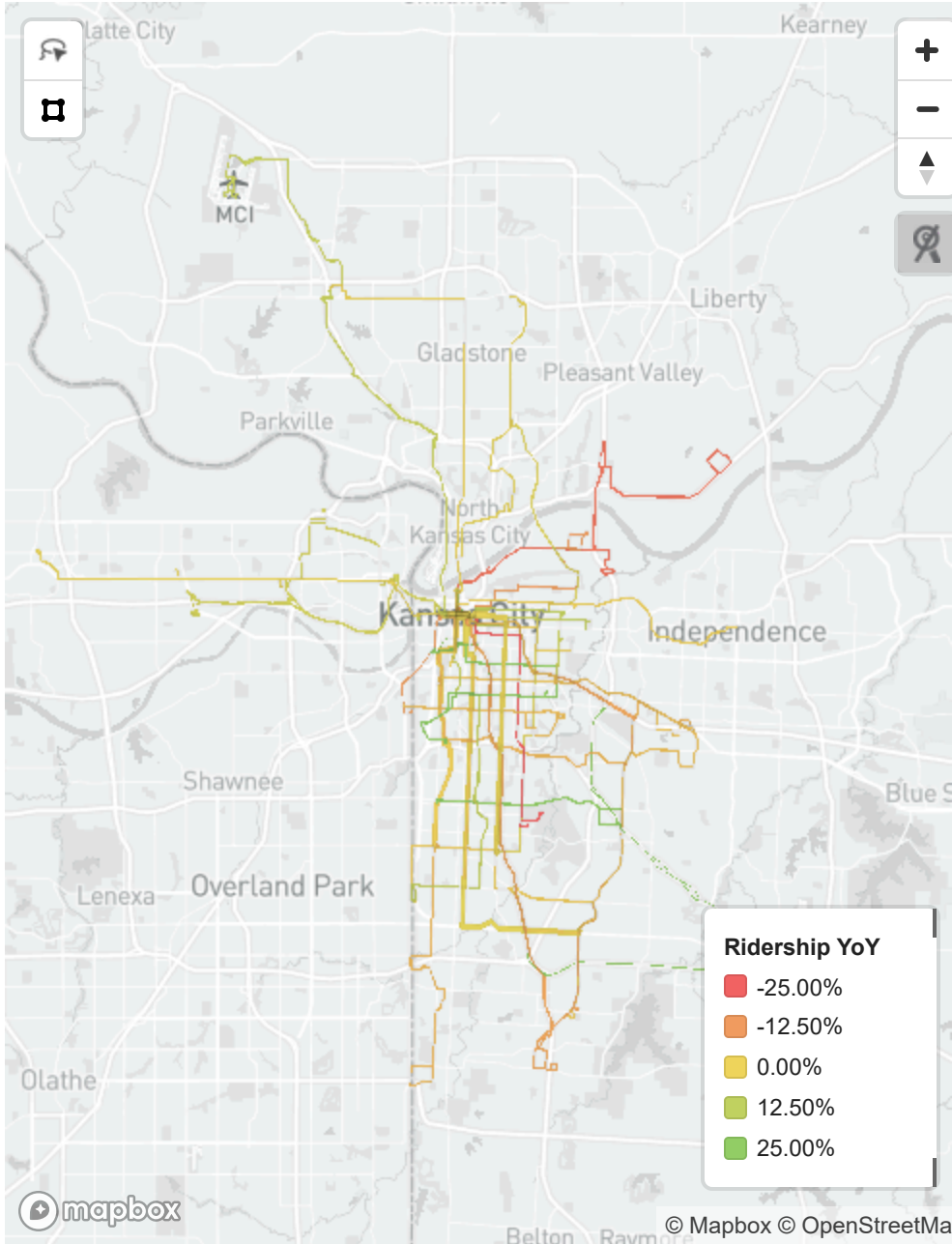
1/1/2019

5/1/2025

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

May 2025

Year-over-Year Change

-0.2%

May 2025

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,413	0.2%
2	Troost MAX	2,453	-0.2%
3	Prospect MAX	2,911	-7.8%
9	9th Street	379	-0.7%
11	Northeast-Westside	1,373	-1.3%
12	12th Street	681	-0.0%
18	Indiana	1,218	-0.3%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	591	2.6%
23	23rd Street	408	21.4%
24	Independence	1,284	-0.9%
25	Troost	936	2.1%
27	27th Street	555	23.0%
28	Blue Ridge	464	-0.3%
29	Blue Ridge Limited	127	-4.5%
31	31st Street	1,971	2.6%
35	35th Street	712	3.9%
39	39th Street	1,142	4.9%
47	Broadway	1,184	-3.7%
57	Wornall	706	0.4%
63	63rd Street	291	3.1%
71	Prospect	542	0.2%
75	75th Street	759	-1.0%
85	Paseo	964	1.8%
101	State Ave	172	-1.6%
106	Quindaro-Amazon	71	-1.9%
201	North Oak	1,314	-1.6%
210	Front Street	861	-3.4%
229	Boardwalk/KCI	1,160	1.5%
238	Meadowbrook	677	0.3%
550	Lee's Summit Express	73	-4.5%

Mode

All

Day

All

Community

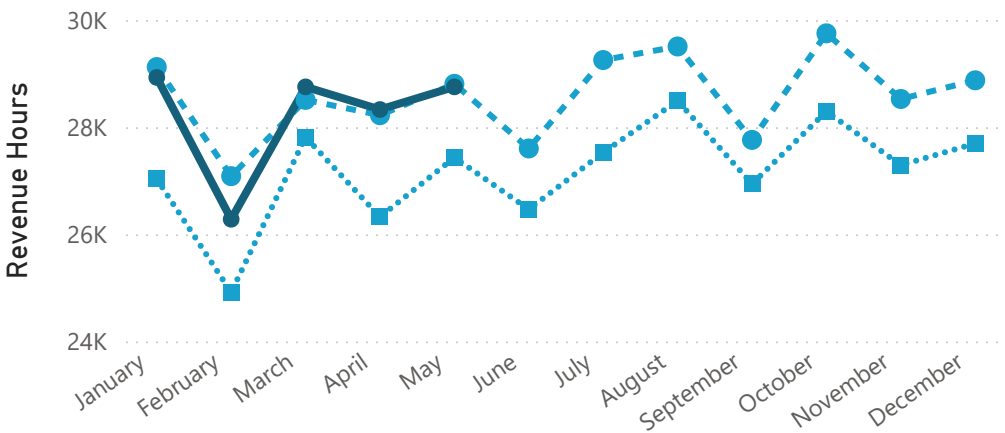
Kansas City, MO

Previous Months

1/1/2019

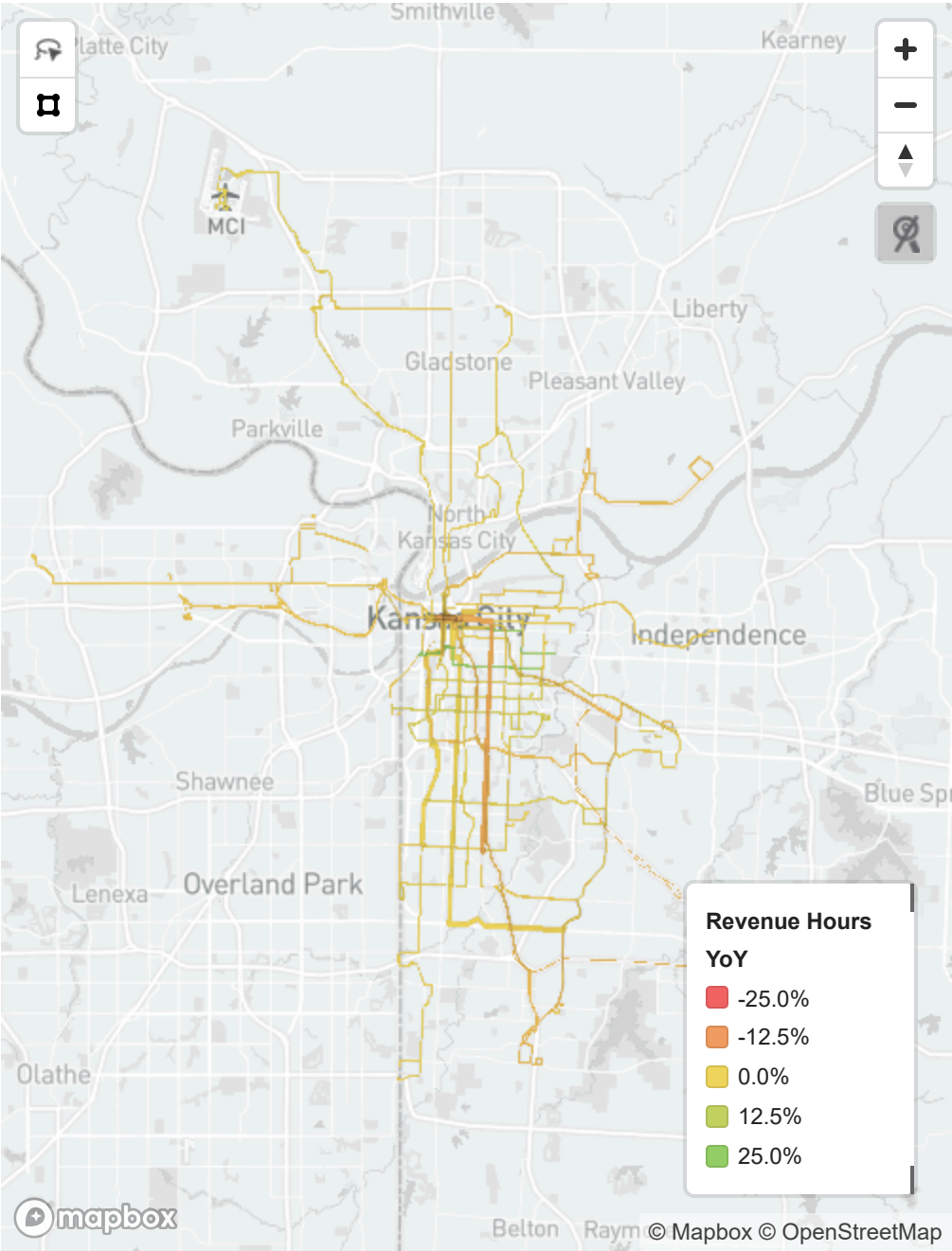
5/1/2025

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	\$1.67	-5.8%
2	Troost MAX	\$1.38	-3.2%
3	Prospect MAX	\$1.23	-3.2%
9	9th Street	\$2.53	-10.8%
11	Northeast-Westside	\$2.94	13.0%
12	12th Street	\$1.60	-8.3%
18	Indiana	\$2.51	36.2%
19	Crossroads	\$11.79	28.2%
21	Cleveland-Antioch	\$2.58	-1.2%
23	23rd Street	\$3.04	22.7%
24	Independence	\$1.19	-0.2%
25	Troost	\$1.46	4.8%
27	27th Street	\$2.58	-22.6%
28	Blue Ridge	\$2.64	2.4%
29	Blue Ridge Limited	\$5.03	5.4%
31	31st Street	\$1.77	3.7%
35	35th Street	\$1.79	-28.9%
39	39th Street	\$1.64	8.7%
47	Broadway	\$2.35	4.7%
57	Wornall	\$3.27	5.9%
63	63rd Street	\$1.02	-30.3%
71	Prospect	\$2.01	-8.9%
75	75th Street	\$3.39	1.1%
85	Paseo	\$2.21	-8.1%
101	State Ave	\$1.64	-2.9%
106	Quindaro-Amazon	\$2.70	-7.9%
201	North Oak	\$3.19	-1.6%
210	Front Street	\$4.02	20.6%
229	Boardwalk/KCI	\$3.58	-7.1%
238	Meadowbrook	\$3.78	-1.8%
550	Lee's Summit Express	\$3.93	-60.2%

Mode

Day

Community

All

All

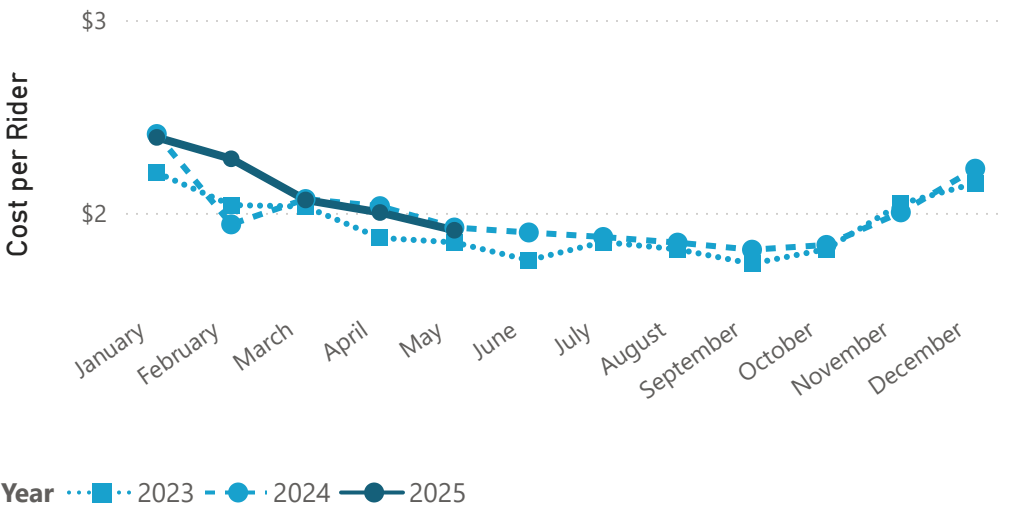
Kansas City, MO

Previous Months

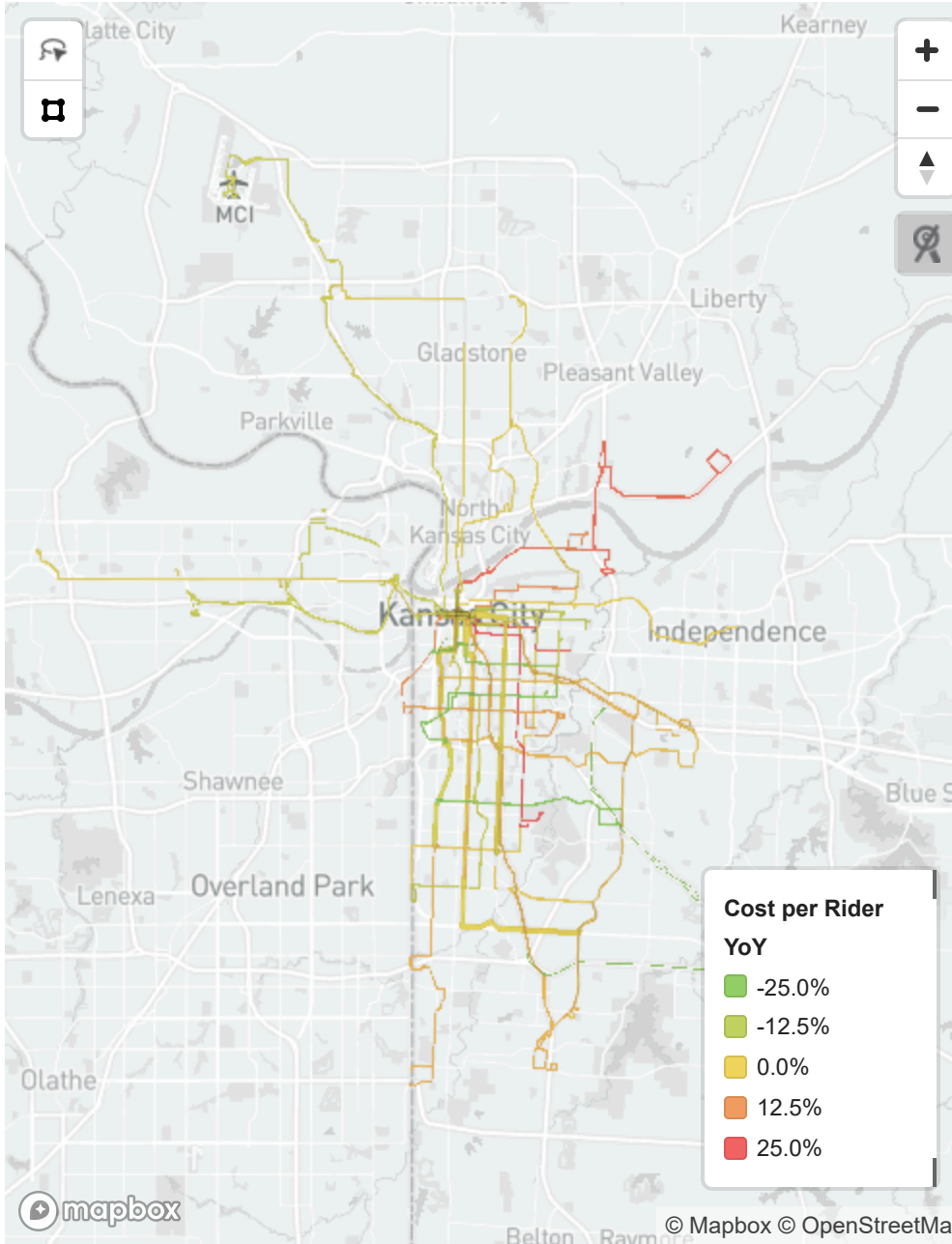
1/1/2019

5/1/2025

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

81.88%

May 2025

Year-over-Year Change

- 5.03%

May 2025

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	83.22%	-4.11%	95.2%
2	Troost MAX	20	83.61%	-6.79%	98.2%
3	Prospect MAX	15	82.12%	-5.39%	94.5%
9	9th Street	60	85.45%	-0.33%	96.4%
11	Northeast-Westside	30	75.82%	-9.08%	95.4%
12	12th Street	45	79.82%	-2.90%	93.7%
18	Indiana	30	88.62%	0.00%	95.5%
19	Crossroads	30	96.64%	3.46%	100.0%
21	Cleveland-Antioch	60	77.97%	1.95%	96.6%
23	23rd Street	60	81.45%	-11.74%	96.7%
24	Independence	20	86.42%	-1.15%	95.9%
25	Troost	30	91.17%	0.83%	96.9%
27	27th Street	60	89.08%	3.97%	95.7%
28	Blue Ridge	60	77.02%	-5.39%	98.5%
29	Blue Ridge Limited		77.97%	-3.75%	99.6%
31	31st Street	15	89.29%	-1.61%	97.4%
35	35th Street	45	69.81%	-5.59%	100.0%
39	39th Street	30	83.70%	-7.52%	97.2%
47	Broadway	45	71.63%	-9.31%	96.0%
57	Wornall	45	85.77%	-4.11%	98.5%
63	63rd Street	60	82.16%	-8.01%	99.5%
71	Prospect	60	82.14%	1.11%	97.0%
75	75th Street	45	78.47%	3.93%	100.0%
85	Paseo	60	70.07%	-18.68%	96.2%
101	State Ave	30	79.85%	1.53%	98.0%
106	Quindaro-Amazon	60	77.20%	-13.29%	97.8%
201	North Oak	30	86.09%	6.56%	98.4%
210	Front Street	60	74.20%	-12.14%	98.0%
229	Boardwalk/KCI	60	75.95%	-9.88%	98.4%
238	Meadowbrook	60	57.60%	-29.48%	99.9%
550	Lee's Summit Express		66.00%	-4.14%	100.0%

Mode

All

Day

All

Community

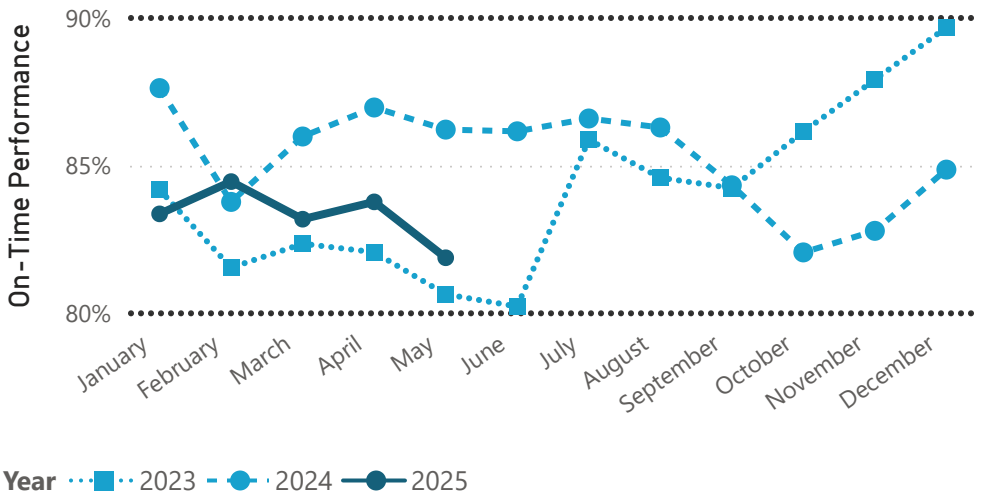
Kansas City, MO

Previous Months

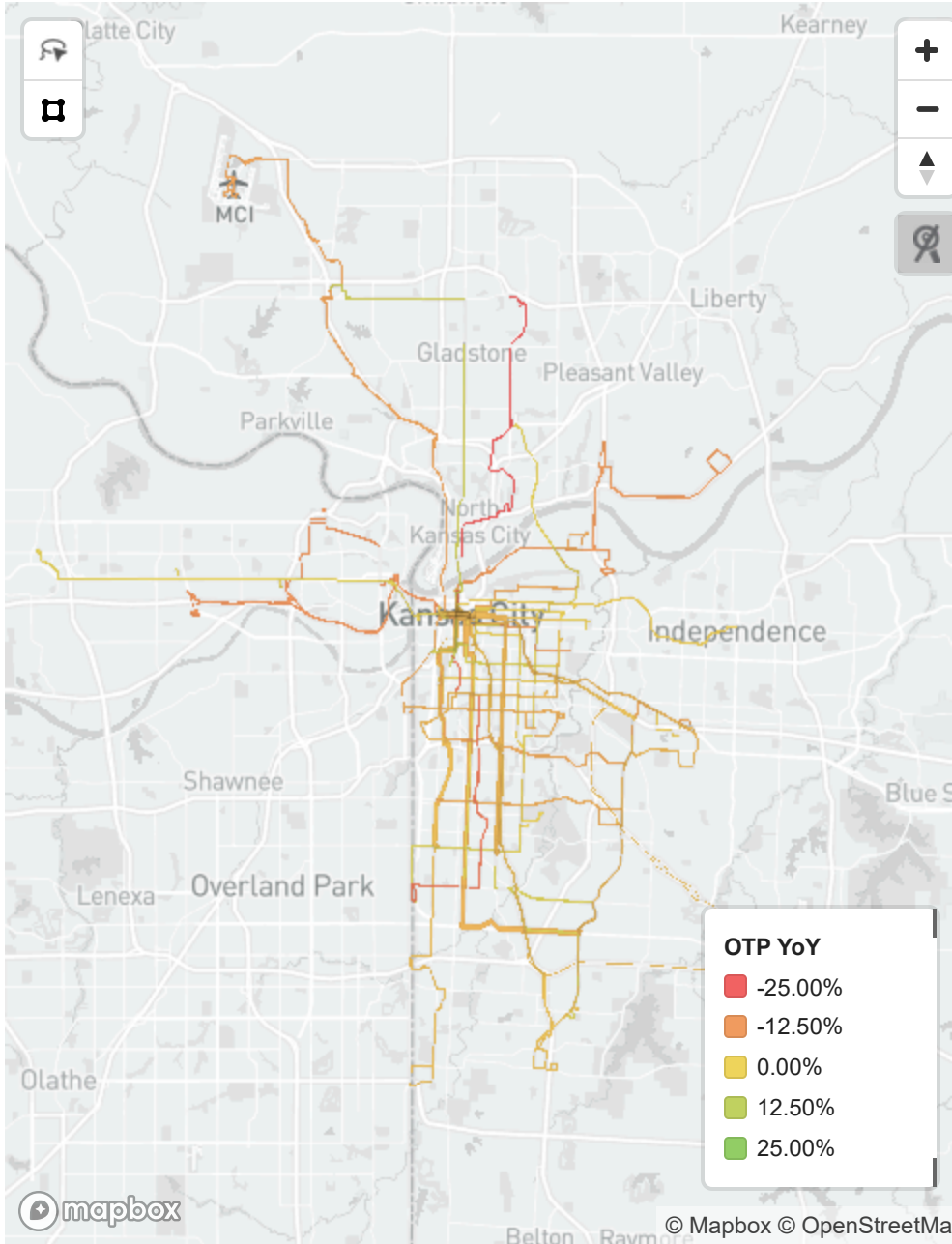
1/1/2019

5/1/2025

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.

