

RideKC Transit Key Performance Indicators

October 2025

Reported November 18, 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

📅

10/1/2025

📅

Completed Trips

97.3%

Goal: 97.0%

October 2025

Fixed Route OTP

82.0%

Goal: 80.0%, 90.0%

October 2025

Paratransit OTP

87.0%

Goal: 95.0%

October 2025

Fixed + Flex + Iris Ridership

1,007,553

October 2025

Fixed Route Ridership

986,922

October 2025

Flex + Iris Ridership

20,631

October 2025

Revenue Hours

29,278

October 2025

Platform Hours

40,477

October 2025

Passengers per Revenue Hour

30

October 2025

Paratransit Trips

19,961

October 2025

Paratransit Passengers

21,542

October 2025

Road Calls

198

October 2025

Vehicle Incidents

22

October 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

986,922

-8.41%

October 2025

October 2025

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	42,310	1,365	-51.82%
2	Troost MAX	112,841	3,640	-0.58%
3	Prospect MAX	149,659	4,828	-6.45%
9	9th Street	11,989	387	35.39%
11	Northeast-Westside	38,098	1,229	-4.45%
12	12th Street	24,655	795	-6.23%
18	Indiana	34,820	1,123	-17.01%
19	Crossroads	1,553	50	-19.32%
21	Cleveland-Antioch	13,176	488	-21.10%
23	23rd Street	8,733	282	-0.33%
24	Independence	86,697	2,797	3.79%
25	Troost	43,197	1,393	1.26%
27	27th Street	11,166	360	-2.31%
28	Blue Ridge	13,376	495	-6.08%
29	Blue Ridge Limited	1,862	81	-5.63%
31	31st Street	78,430	2,530	-0.73%
35	35th Street	17,052	550	-17.09%
39	39th Street	49,918	1,610	-2.03%
47	Broadway	21,618	697	-50.79%
57	Wornall	12,107	391	-1.83%
63	63rd Street	12,861	415	0.00%
71	Prospect	13,415	433	-18.70%
75	75th Street	13,718	443	-15.53%
85	Paseo	26,722	862	17.19%
101	State Ave	64,509	2,081	4.69%
201	North Oak	31,184	1,006	3.57%
210	Front Street	13,685	441	-2.54%
229	Boardwalk/KCI	21,381	690	6.73%
238	Meadowbrook	15,199	490	-6.58%
550	Lee's Summit Express	991	43	30.57%

Mode

Day

Community

All

All

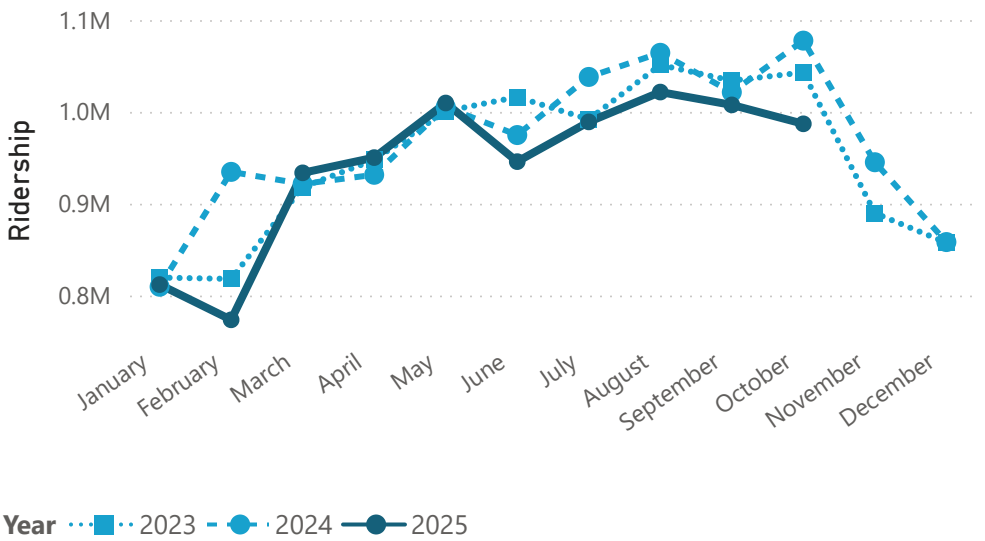
Kansas City, MO

Previous Months

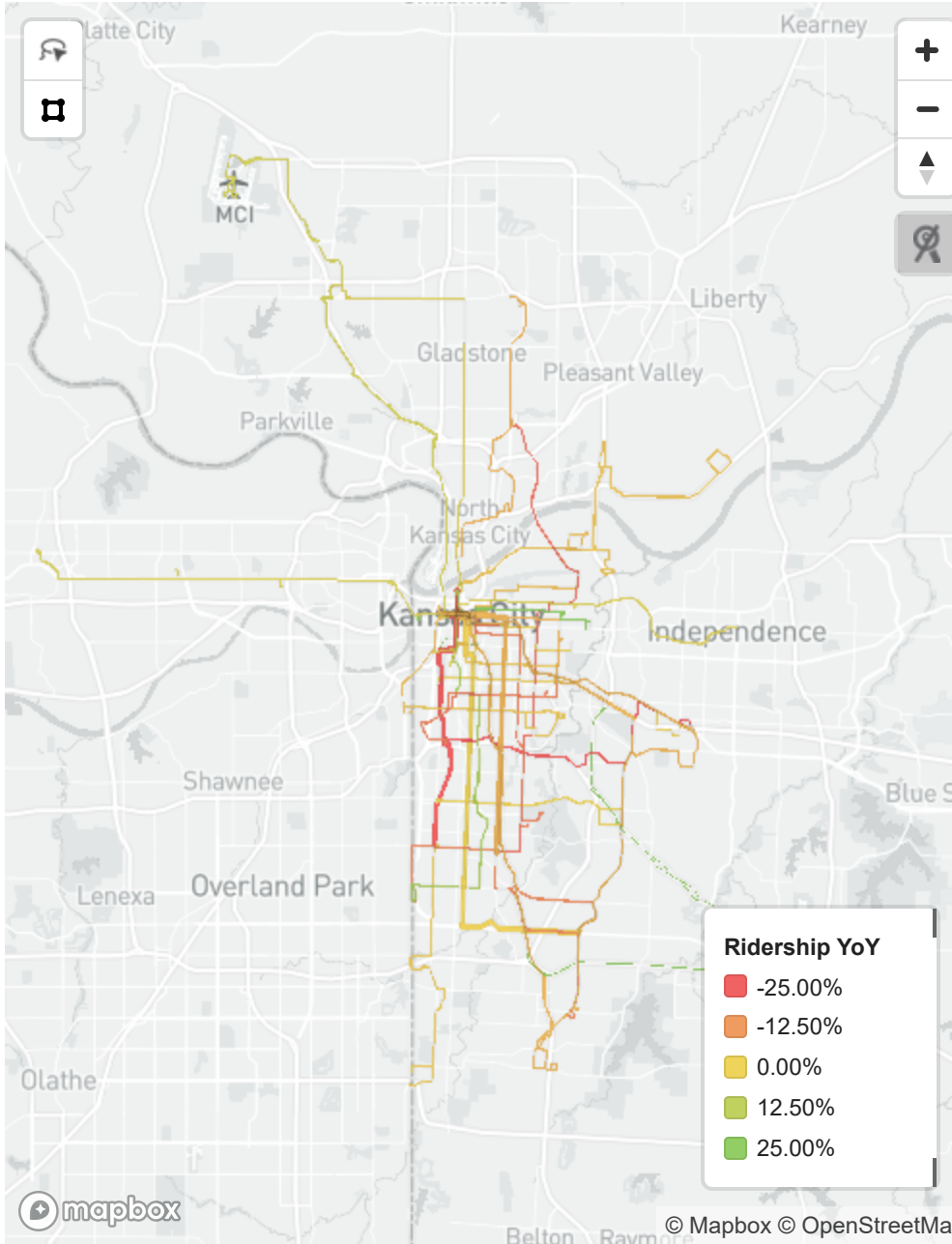
1/1/2019

10/1/2025

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

October 2025

Year-over-Year Change

-0.1%

October 2025

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,459	8.4%
2	Troost MAX	2,490	-0.0%
3	Prospect MAX	2,961	-7.1%
9	9th Street	388	0.0%
11	Northeast-Westside	1,430	-0.8%
12	12th Street	685	0.0%
18	Indiana	1,242	-0.6%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	620	-0.0%
23	23rd Street	415	-0.0%
24	Independence	1,322	0.0%
25	Troost	953	-0.0%
27	27th Street	572	0.5%
28	Blue Ridge	485	1.4%
29	Blue Ridge Limited	140	0.0%
31	31st Street	2,051	0.0%
35	35th Street	720	4.4%
39	39th Street	1,164	-0.0%
47	Broadway	1,213	-2.0%
57	Wornall	714	0.4%
63	63rd Street	293	1.2%
71	Prospect	540	-0.0%
75	75th Street	779	-0.2%
85	Paseo	980	0.0%
101	State Ave	181	0.0%
201	North Oak	1,357	0.0%
210	Front Street	861	0.2%
229	Boardwalk/KCI	1,155	0.0%
238	Meadowbrook	670	0.0%
550	Lee's Summit Express	80	0.0%

Mode

All

Day

All

Community

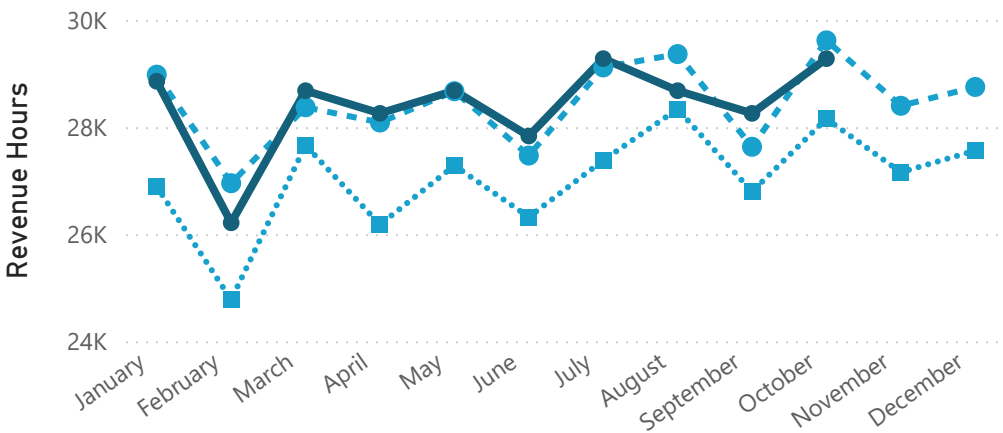
Kansas City, MO

Previous Months

1/1/2019

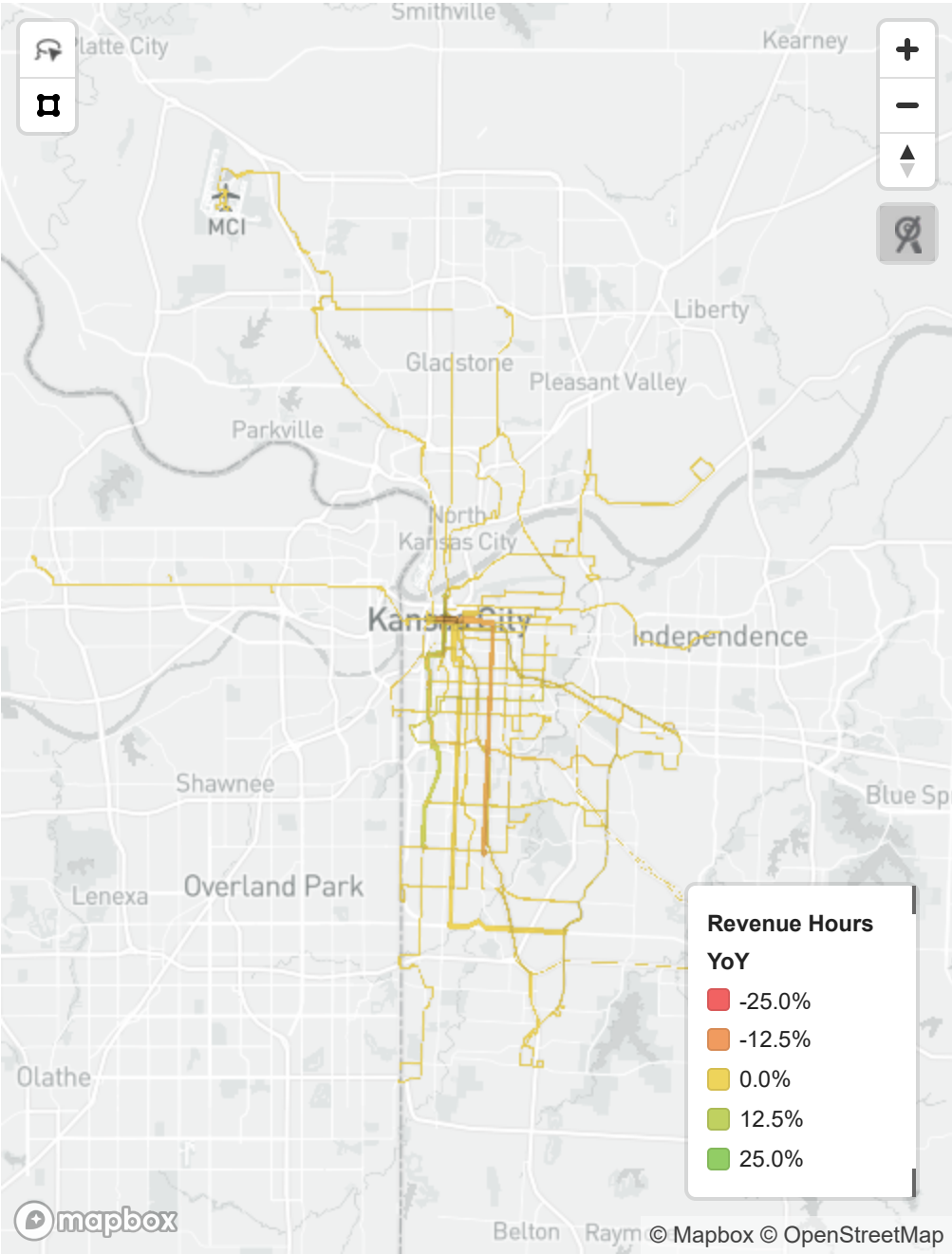
10/1/2025

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	\$3.22	107.6%
2	Troost MAX	\$1.33	0.6%
3	Prospect MAX	\$1.28	6.9%
9	9th Street	\$1.94	-26.1%
11	Northeast-Westside	\$2.56	4.7%
12	12th Street	\$1.67	6.6%
18	Indiana	\$2.16	20.5%
19	Crossroads	\$13.92	24.0%
21	Cleveland-Antioch	\$2.84	26.7%
23	23rd Street	\$2.85	0.3%
24	Independence	\$1.12	-3.6%
25	Troost	\$1.32	-1.2%
27	27th Street	\$3.06	2.4%
28	Blue Ridge	\$2.70	6.5%
29	Blue Ridge Limited	\$4.86	6.0%
31	31st Street	\$1.82	0.7%
35	35th Street	\$2.43	20.6%
39	39th Street	\$1.47	2.1%
47	Broadway	\$4.20	103.2%
57	Wornall	\$3.53	1.9%
63	63rd Street	\$1.42	0.0%
71	Prospect	\$2.42	23.0%
75	75th Street	\$3.52	18.4%
85	Paseo	\$2.20	-14.7%
101	State Ave	\$1.59	-4.5%
201	North Oak	\$3.14	-3.5%
210	Front Street	\$3.77	2.6%
229	Boardwalk/KCI	\$3.24	-6.3%
238	Meadowbrook	\$3.54	7.0%
550	Lee's Summit Express	\$6.64	-23.4%

Mode

Day

Community

All

All

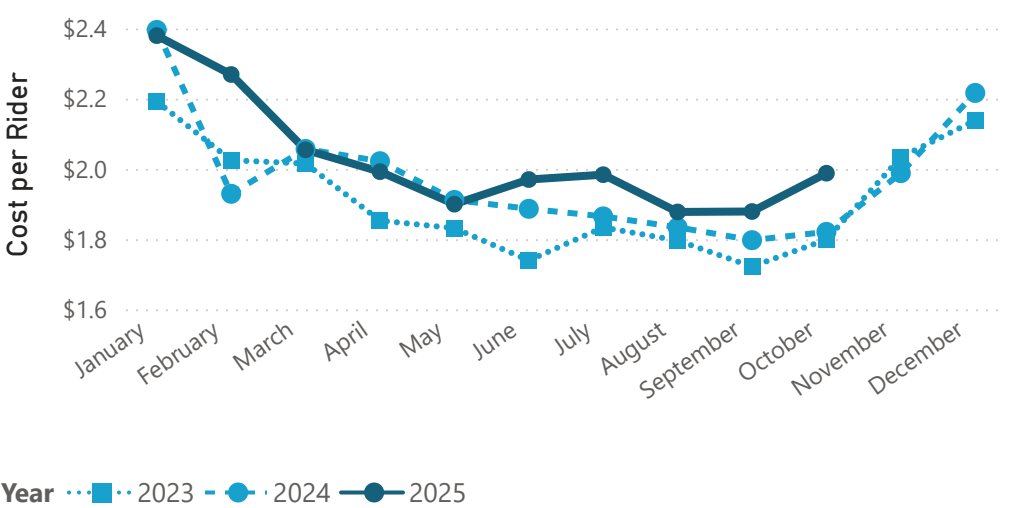
Kansas City, MO

Previous Months

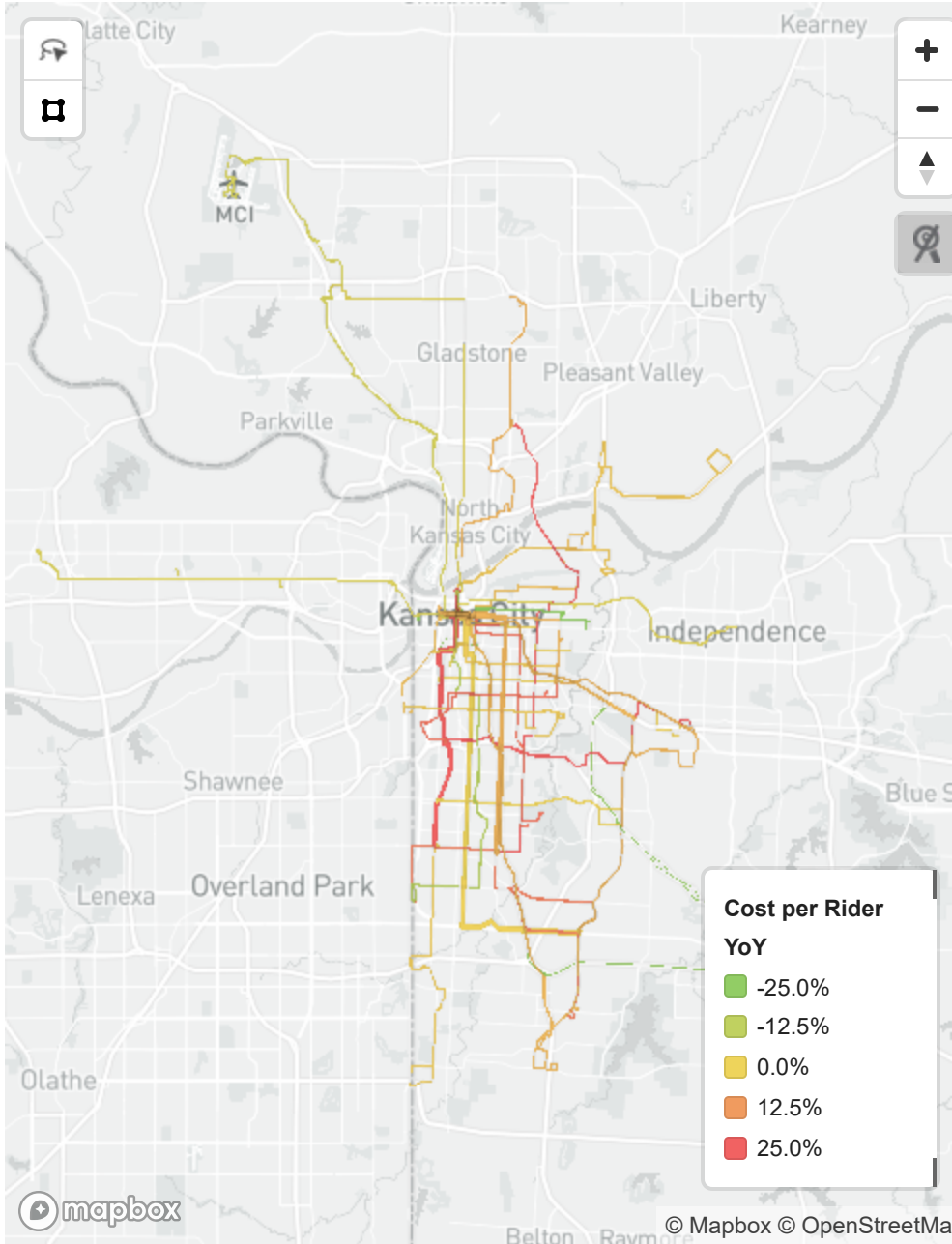
1/1/2019

10/1/2025

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

81.98%

October 2025

Year-over-Year Change

-0.36%

October 2025

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	60.79%	-26.18%	95.6%
9	9th Street	60	82.22%	8.73%	92.2%
11	Northeast-Westside	30	79.19%	-1.50%	96.1%
12	12th Street	45	77.03%	2.72%	95.6%
18	Indiana	30	88.60%	-0.06%	96.2%
19	Crossroads	30	88.88%	4.76%	99.7%
21	Cleveland-Antioch	60	81.17%	-1.61%	97.2%
23	23rd Street	60	76.41%	-10.64%	98.9%
24	Independence	20	85.75%	-2.95%	97.4%
25	Troost	30	91.36%	1.69%	99.3%
27	27th Street	60	85.57%	-6.87%	98.1%
28	Blue Ridge	60	78.58%	-7.34%	97.3%
29	Blue Ridge Limited		79.21%	-5.62%	99.6%
31	31st Street	15	89.30%	0.26%	97.3%
35	35th Street	45	69.32%	-0.87%	100.0%
39	39th Street	30	83.91%	-6.34%	98.1%
47	Broadway	45	72.23%	5.86%	96.9%
57	Wornall	45	84.17%	-3.61%	99.6%
63	63rd Street	60	83.46%	5.41%	100.0%
71	Prospect	60	80.69%	-6.48%	95.1%
75	75th Street	45	70.38%	-14.17%	99.9%
85	Paseo	60	71.65%	-2.55%	98.9%
101	State Ave	30	78.33%	3.64%	97.8%
201	North Oak	30	83.72%	4.02%	97.6%
210	Front Street	60	85.35%	4.75%	99.4%
229	Boardwalk/KCI	60	82.47%	-1.34%	98.5%
238	Meadowbrook	60	62.38%	-16.31%	98.6%
550	Lee's Summit Express		62.89%	-10.16%	100.0%

Mode

All

Day

All

Community

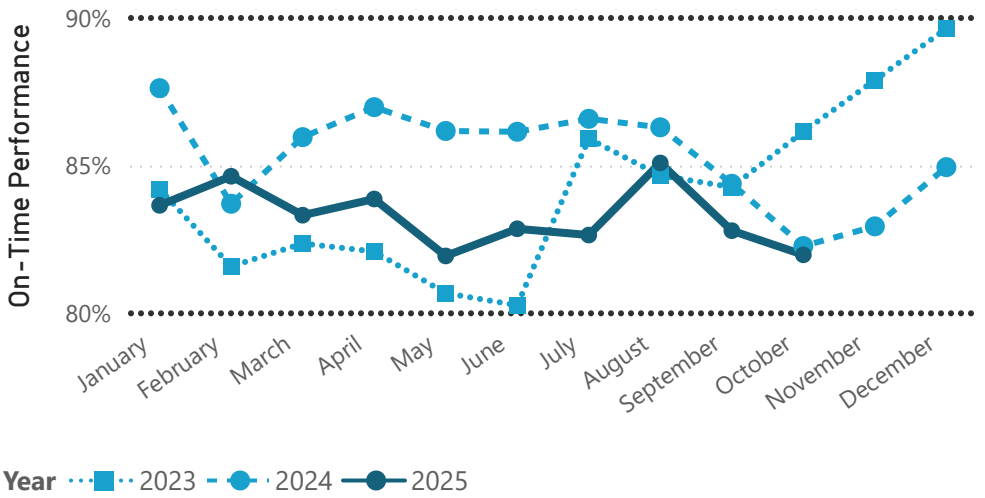
Kansas City, MO

Previous Months

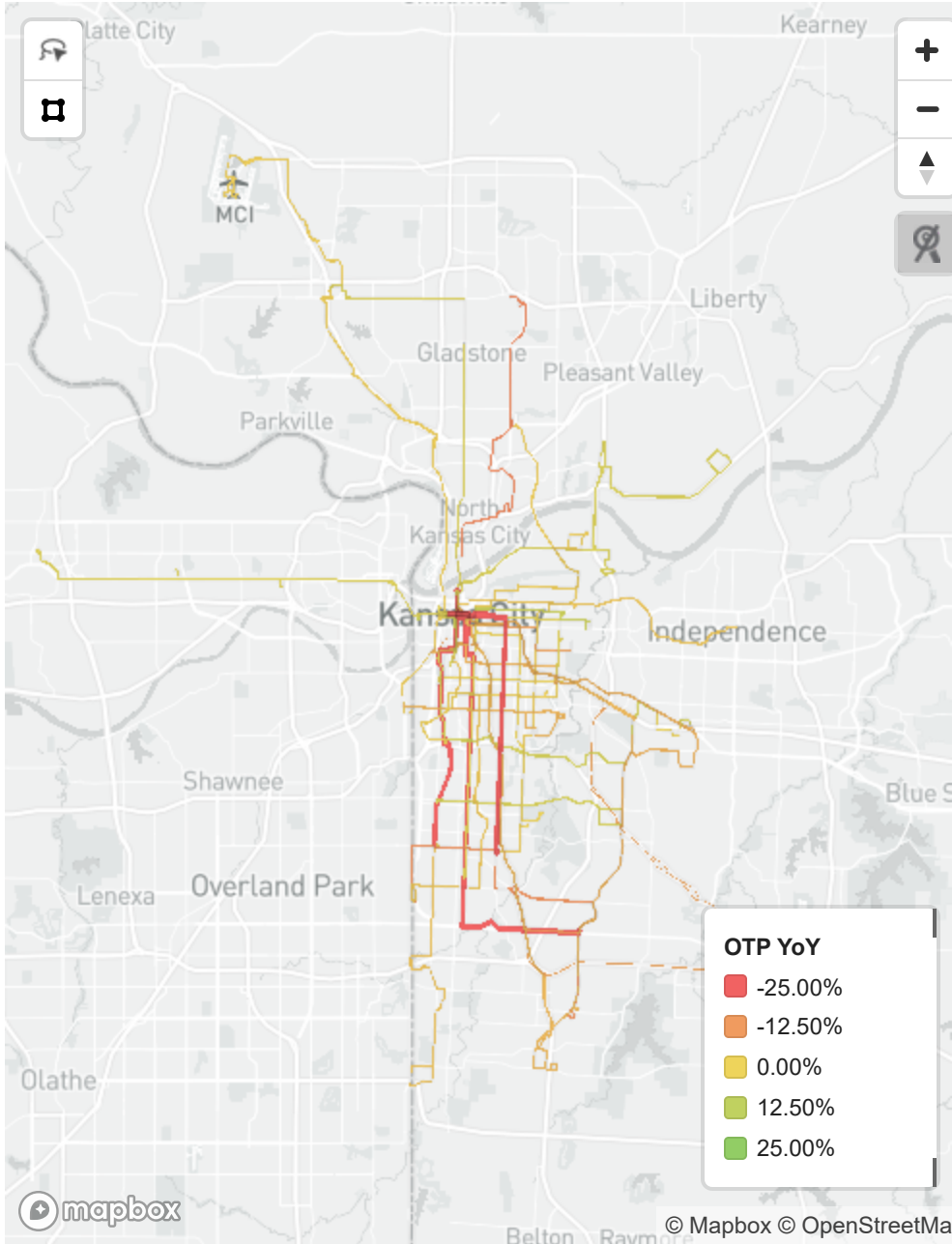
1/1/2019

10/1/2025

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

