

RideKC Transit Key Performance Indicators

September 2025

Reported October 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 ▼

Day ▼

Community ▼

All ▼

All ▼

All ▼

Previous Months

1/1/2019

9/1/2025

Completed Trips

95.2%

Goal: 97.0%

September 2025

Fixed Route OTP

82.8%

Goal: 80.0%, 90.0%

September 2025

Paratransit OTP

83.0%

Goal: 95.0%

September 2025

Fixed + Flex + Iris Ridership

1,036,299

September 2025

Fixed Route Ridership

1,015,810

September 2025

Flex + Iris Ridership

20,489

September 2025

Revenue Hours

31,730

September 2025

Platform Hours

43,961

September 2025

Passengers per Revenue Hour

32

September 2025

Paratransit Trips

18,921

September 2025

Paratransit Passengers

20,435

September 2025

Road Calls

126

September 2025

Vehicle Incidents

19

September 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

1,016,670

-1.27%

September 2025

September 2025

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
1	Main Street MAX	81,361	2,712	-1.16%
2	Troost MAX	107,343	3,578	1.22%
3	Prospect MAX	152,971	5,099	2.02%
9	9th Street	11,014	367	22.09%
11	Northeast-Westside	35,874	1,196	-4.28%
12	12th Street	23,502	783	1.84%
18	Indiana	35,383	1,179	3.48%
19	Crossroads	1,739	58	-20.56%
21	Cleveland-Antioch	12,408	477	-0.19%
23	23rd Street	6,977	233	-12.56%
24	Independence	81,109	2,704	-2.00%
25	Troost	42,451	1,415	3.13%
27	27th Street	11,396	380	18.96%
28	Blue Ridge	13,038	501	4.73%
29	Blue Ridge Limited	1,785	81	6.19%
31	31st Street	72,457	2,415	-7.53%
35	35th Street	17,241	575	-6.16%
39	39th Street	45,583	1,519	-7.66%
47	Broadway	39,302	1,310	-8.05%
57	Wornall	12,045	402	-8.27%
63	63rd Street	11,661	389	-7.20%
71	Prospect	16,304	543	9.58%
75	75th Street	13,455	449	-5.01%
85	Paseo	25,048	835	-0.61%
101	State Ave	57,771	1,926	-5.48%
107	7th Street/Parallel	8,292	319	9.77%
201	North Oak	29,980	999	3.08%
210	Front Street	12,577	419	-16.30%
229	Boardwalk/KCI	20,325	678	6.49%
238	Meadowbrook	14,244	475	-6.45%
298	North Kansas City Flex	860	29	0.94%
550	Lee's Summit Express	1,174	53	59.51%

Mode

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Previous Months

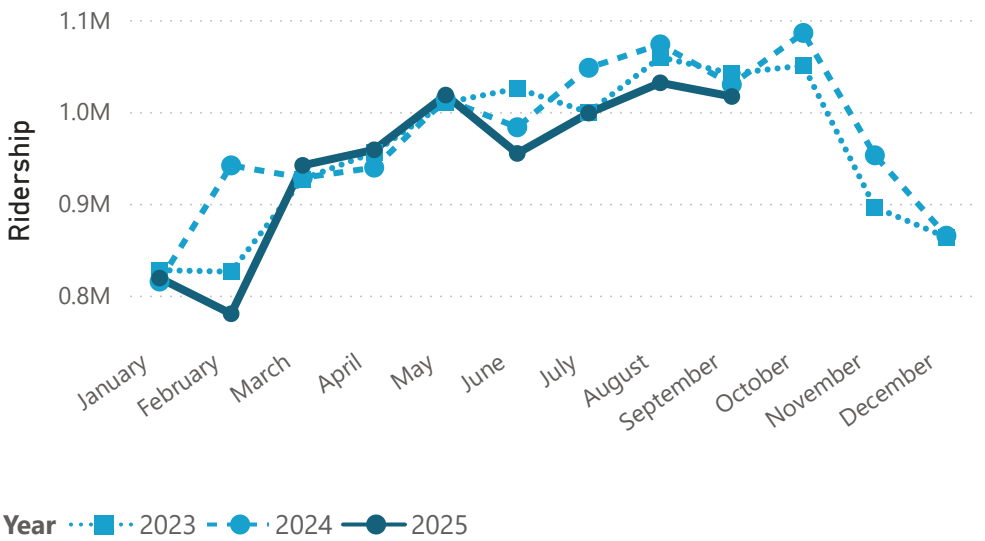
1/1/2019

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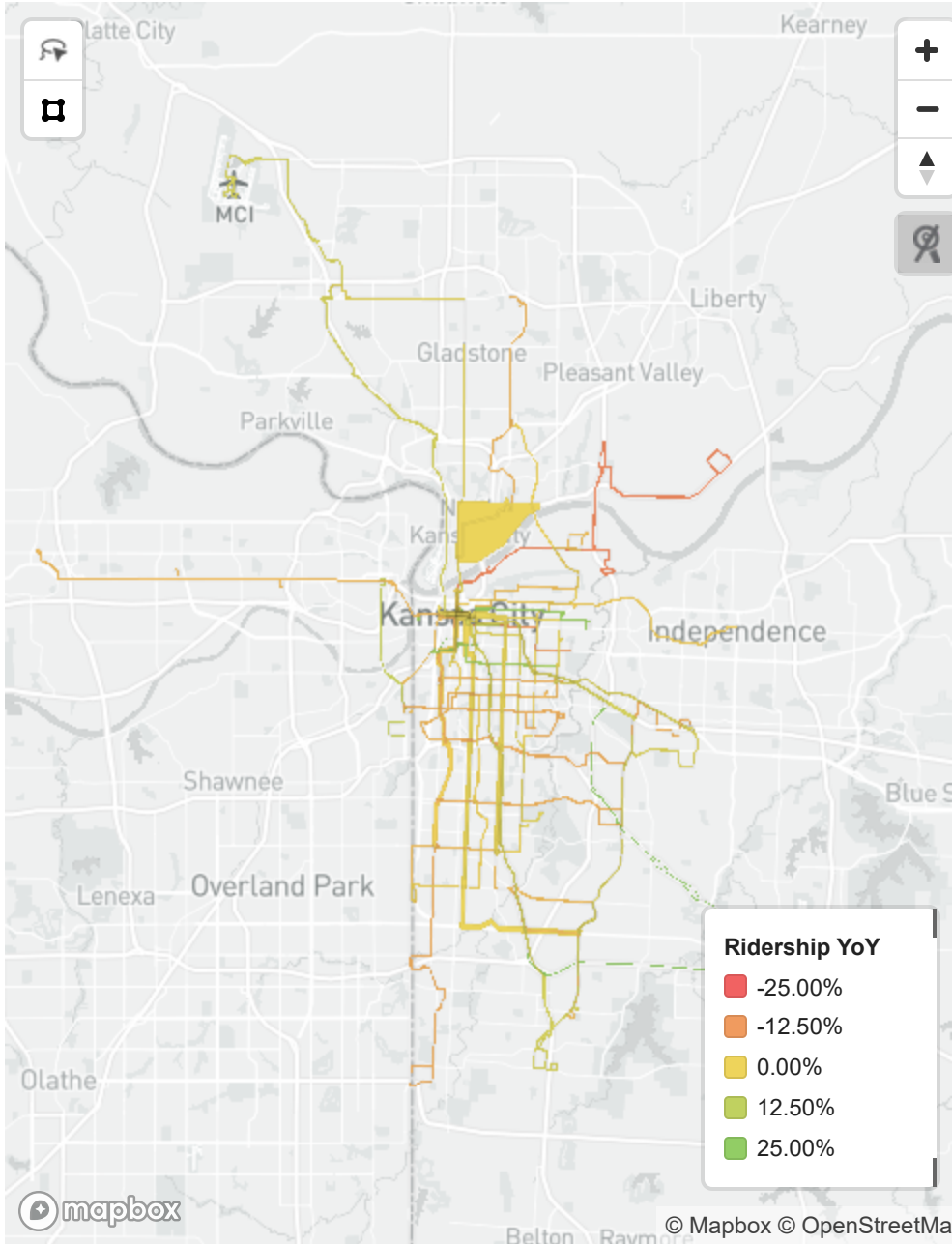
9/1/2025

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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

31,730

September 2025

Year-over-Year Change

1.6%

September 2025

Details by Route

#	Route Name	Month Total	% Change (YoY)
1	Main Street MAX	2,374	3.8%
2	Troost MAX	2,405	2.7%
3	Prospect MAX	2,859	-7.3%
9	9th Street	374	3.7%
11	Northeast-Westside	1,550	5.4%
12	12th Street	662	1.0%
18	Indiana	1,199	3.5%
19	Crossroads	349	0.0%
21	Cleveland-Antioch	600	8.6%
23	23rd Street	400	23.2%
24	Independence	1,558	4.9%
25	Troost	920	6.0%
27	27th Street	552	28.6%
28	Blue Ridge	587	8.7%
29	Blue Ridge Limited	144	10.0%
31	31st Street	2,290	4.4%
35	35th Street	696	5.9%
39	39th Street	1,179	6.2%
47	Broadway	1,429	1.0%
57	Wornall	690	2.7%
63	63rd Street	297	0.9%
71	Prospect	523	-0.4%
75	75th Street	751	3.4%
85	Paseo	946	3.3%
101	State Ave	1,640	7.2%
107	7th Street/Parallel	232	9.1%
201	North Oak	1,600	3.3%
210	Front Street	833	-3.2%
229	Boardwalk/KCI	1,118	-0.5%
238	Meadowbrook	869	-1.4%
298	North Kansas City Flex		-100.0%
550	Lee's Summit Express	105	10.0%

Mode

All

Day

All

Community

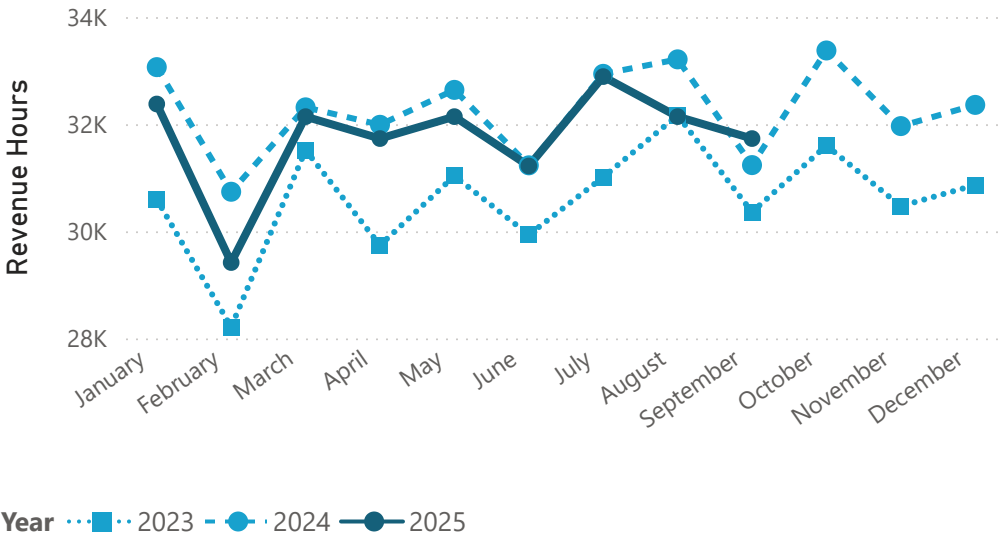
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Previous Months

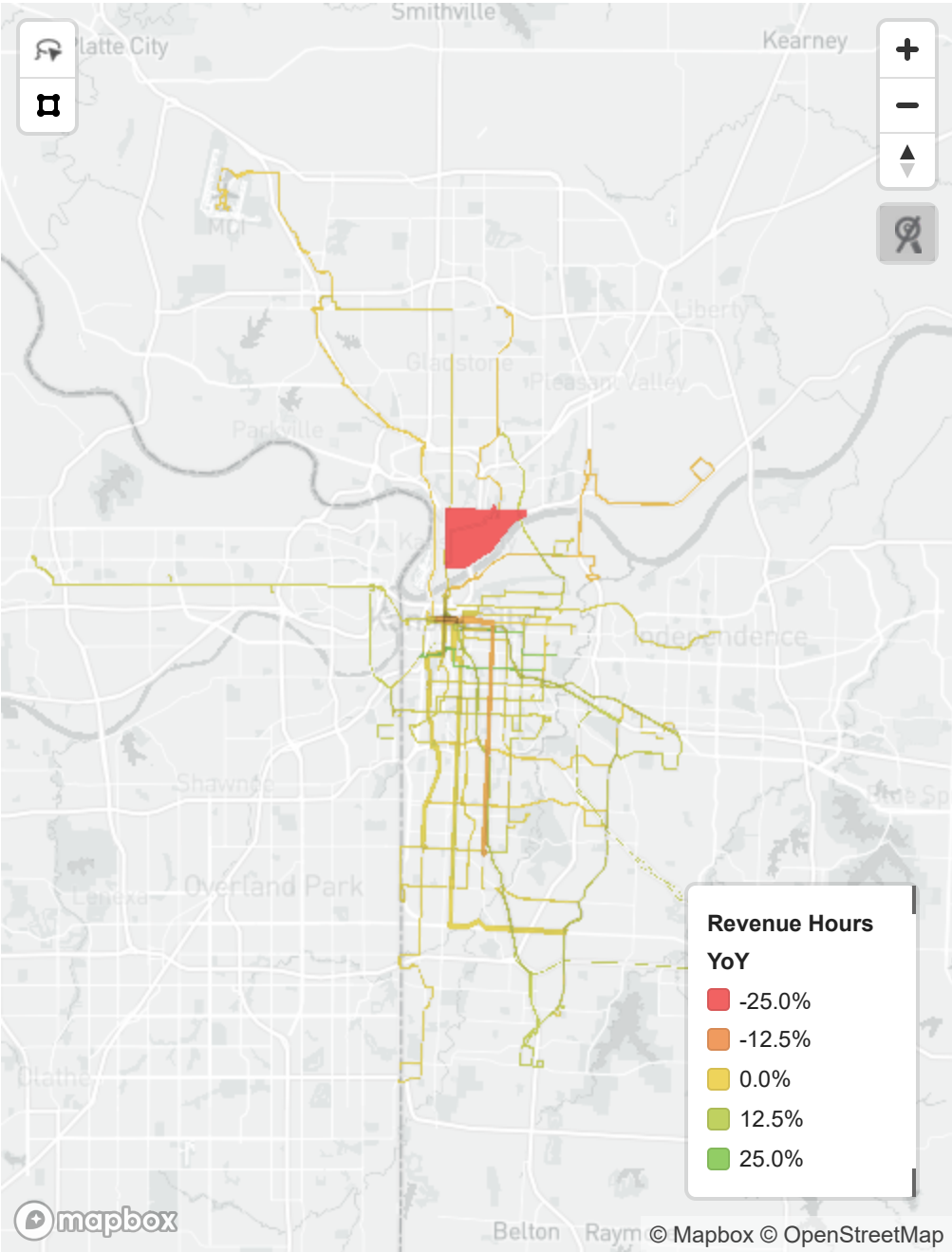
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9/1/2025

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	\$1.62	-3.0%
2	Troost MAX	\$1.35	1.5%
3	Prospect MAX	\$1.21	-2.3%
9	9th Street	\$2.04	-15.1%
11	Northeast-Westside	\$2.61	11.0%
12	12th Street	\$1.69	-0.8%
18	Indiana	\$2.05	0.7%
19	Crossroads	\$12.03	25.9%
21	Cleveland-Antioch	\$2.90	8.9%
23	23rd Street	\$3.44	40.9%
24	Independence	\$1.15	7.0%
25	Troost	\$1.30	2.8%
27	27th Street	\$2.89	7.5%
28	Blue Ridge	\$2.67	3.6%
29	Blue Ridge Limited	\$4.85	3.6%
31	31st Street	\$1.90	12.9%
35	35th Street	\$2.32	8.1%
39	39th Street	\$1.55	15.0%
47	Broadway	\$2.23	12.0%
57	Wornall	\$3.42	11.5%
63	63rd Street	\$1.51	7.3%
71	Prospect	\$1.93	-9.1%
75	75th Street	\$3.47	9.1%
85	Paseo	\$2.27	3.9%
101	State Ave	\$1.70	13.4%
107	7th Street/Parallel	\$1.73	-0.6%
201	North Oak	\$3.15	0.2%
210	Front Street	\$3.97	15.8%
229	Boardwalk/KCI	\$3.30	-6.6%
238	Meadowbrook	\$3.66	5.4%
298	North Kansas City Flex	\$30.01	-0.9%
550	Lee's Summit Express	\$5.36	-31.0%

Mode

Day

Community

All

All

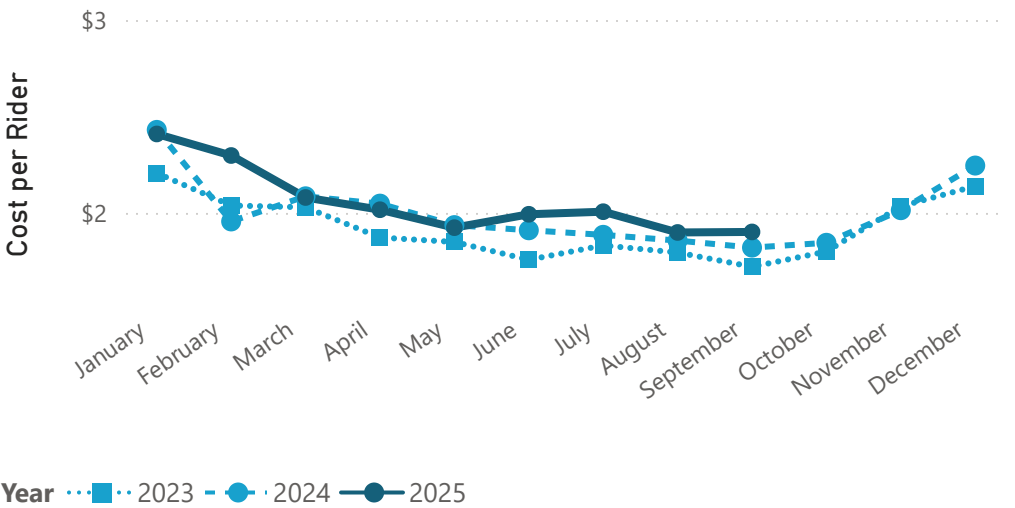
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Previous Months

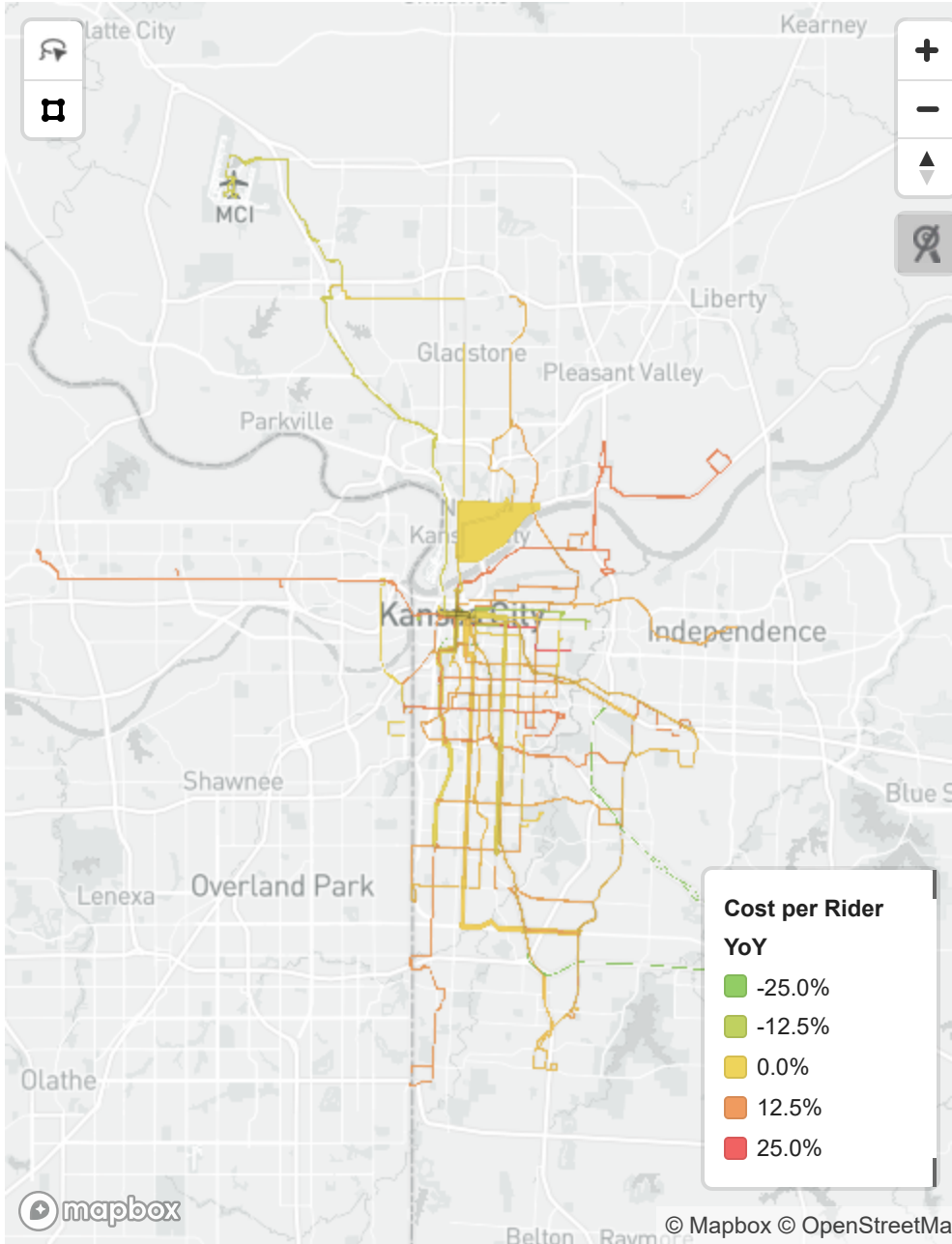
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Cost per Rider



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

82.76%

September 2025

Year-over-Year Change

-1.89%

September 2025

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
1	Main Street MAX	20	81.72%	-2.00%	91.9%
2	Troost MAX	20	85.60%	1.98%	96.8%
3	Prospect MAX	15	81.27%	-4.75%	90.7%
9	9th Street	60	85.03%	22.97%	88.9%
11	Northeast-Westside	30	78.10%	-2.62%	92.2%
12	12th Street	45	76.89%	5.51%	88.9%
18	Indiana	30	88.74%	1.30%	96.2%
19	Crossroads	30	86.51%	-8.96%	100.0%
21	Cleveland-Antioch	60	84.59%	3.71%	91.8%
23	23rd Street	60	82.39%	1.61%	96.4%
24	Independence	20	86.62%	-1.17%	95.1%
25	Troost	30	92.76%	2.34%	97.5%
27	27th Street	60	85.96%	-5.28%	96.4%
28	Blue Ridge	60	82.26%	-5.37%	98.8%
29	Blue Ridge Limited		82.85%	-1.72%	98.9%
31	31st Street	15	88.88%	-0.31%	95.3%
35	35th Street	45	68.25%	3.59%	99.1%
39	39th Street	30	84.24%	-9.81%	94.8%
47	Broadway	45	71.69%	-8.53%	96.2%
57	Wornall	45	83.26%	-1.18%	98.9%
63	63rd Street	60	78.54%	-10.07%	100.0%
71	Prospect	60	81.94%	-3.22%	93.5%
75	75th Street	45	72.94%	-4.58%	98.6%
85	Paseo	60	73.56%	-10.93%	98.2%
101	State Ave	30	75.95%	0.28%	96.5%
107	7th Street/Parallel	60	79.27%	-2.40%	100.0%
201	North Oak	30	84.29%	3.42%	94.9%
210	Front Street	60	84.98%	8.95%	97.4%
229	Boardwalk/KCI	60	83.95%	1.16%	97.3%
238	Meadowbrook	60	61.85%	-20.71%	97.9%
550	Lee's Summit Express		67.48%	1.96%	100.0%

Mode

All

Day

All

Community

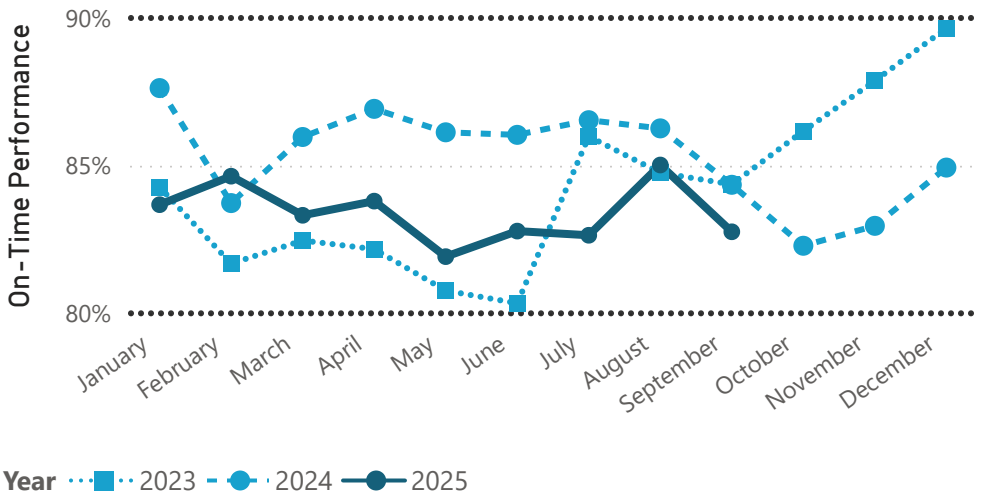
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Previous Months

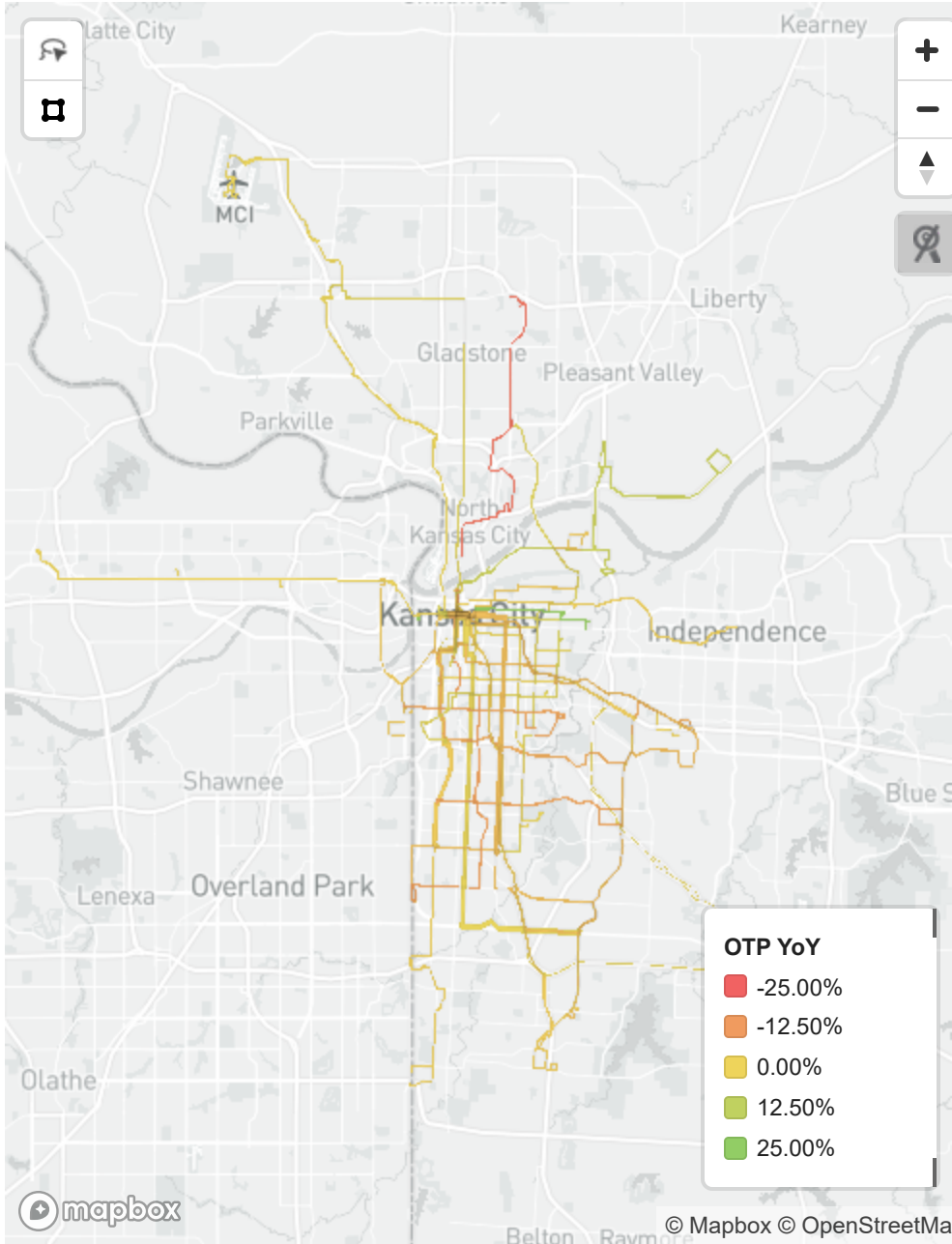
1/1/2019

9/1/2025

On-Time Performance



On-Time Performance Change - Year over Year

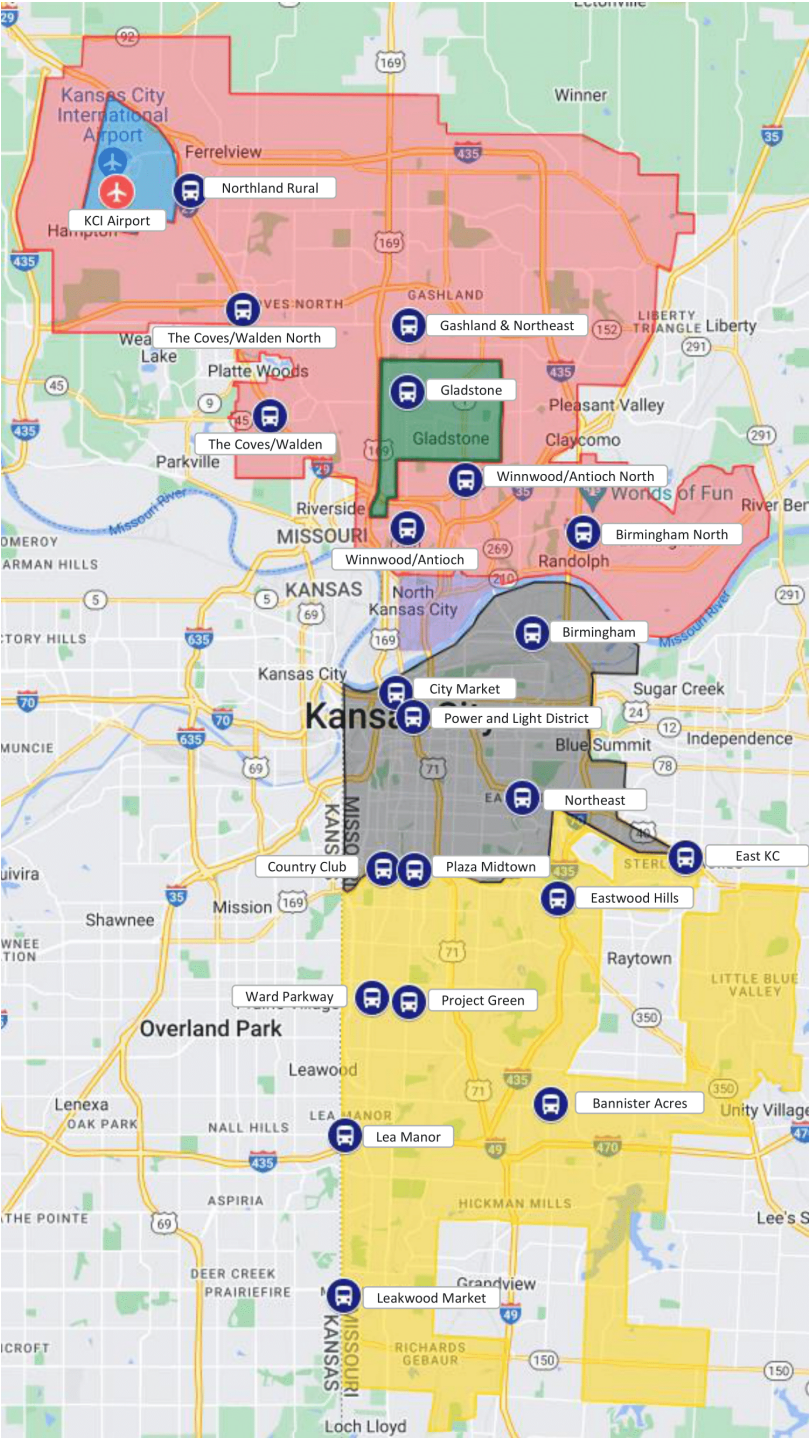


IRIS

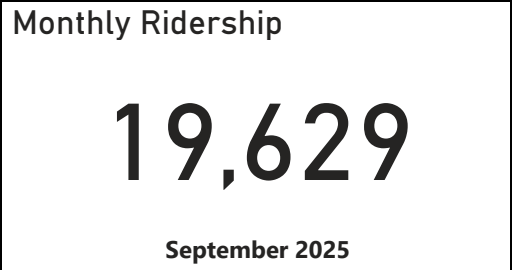
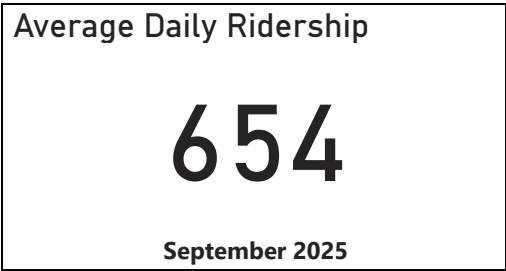
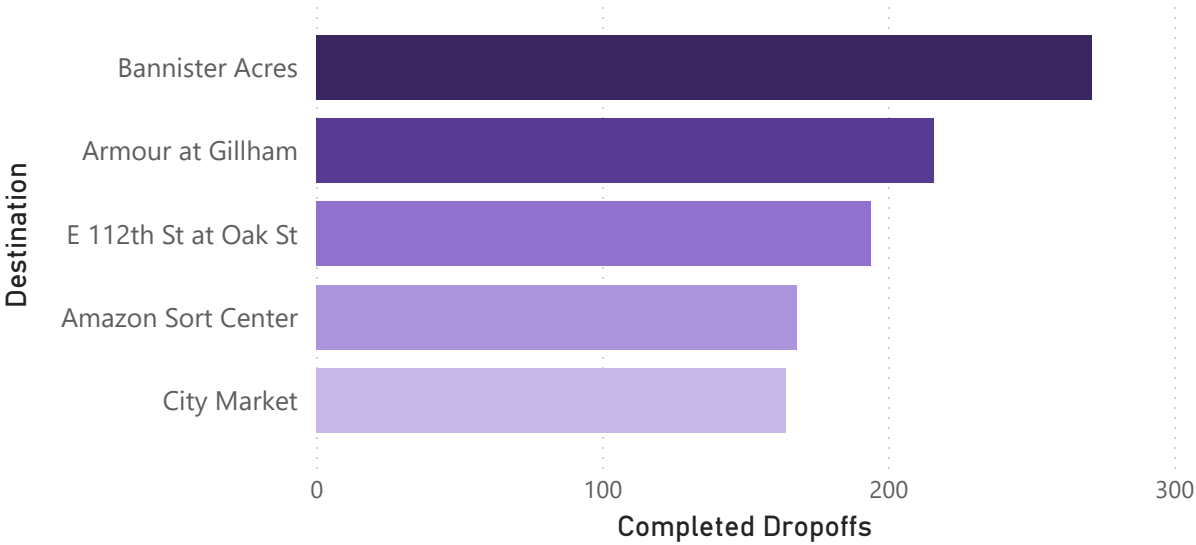
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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



Ridership

