

RideKC Transit Key Performance Indicators

December 2025

Reported January 13, 2026

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

📅

12/1/2025

📅

Completed Trips

97.1%

Goal: 97.0%

December 2025

Fixed Route OTP

82.6%

Goal: 80.0%, 90.0%

December 2025

Paratransit OTP

85.0%

Goal: 95.0%

December 2025

Fixed + Flex + Iris Ridership

815,703

December 2025

Fixed Route Ridership

796,249

December 2025

Flex + Iris Ridership

19,454

December 2025

Revenue Hours

26,541

December 2025

Platform Hours

36,996

December 2025

Passengers per Revenue Hour

27

December 2025

Paratransit Trips

17,206

December 2025

Paratransit Passengers

18,634

December 2025

Road Calls

70

December 2025

Vehicle Incidents

19

December 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

796,249

1.11%

December 2025

December 2025

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
2	Troost MAX	87,414	2,820	0.02%
3	Prospect MAX	125,084	4,035	-1.65%
9	9th Street	9,165	296	43.18%
11	Northeast-Westside	33,374	1,077	14.95%
12	12th Street	21,142	682	13.05%
18	Indiana	29,603	955	-2.87%
19	Crossroads	1,576	51	-7.18%
21	Cleveland-Antioch	11,616	447	5.24%
23	23rd Street	6,441	208	10.16%
24	Independence	80,753	2,605	7.14%
25	Troost	34,911	1,126	-1.88%
27	27th Street	9,066	292	-5.64%
28	Blue Ridge	11,970	460	7.54%
29	Blue Ridge Limited	1,451	66	-0.41%
31	31st Street	66,172	2,135	2.74%
35	35th Street	14,317	462	-13.60%
39	39th Street	43,923	1,417	8.58%
47	Broadway	18,971	612	-40.99%
57	Wornall	9,487	306	19.26%
63	63rd Street	8,474	273	-15.29%
71	Prospect	12,601	406	1.80%
75	75th Street	11,023	356	-7.36%
85	Paseo	19,960	644	-4.75%
101	State Ave	55,628	1,794	9.05%
201	North Oak	27,209	878	0.35%
210	Front Street	13,308	429	12.52%
229	Boardwalk/KCI	18,495	597	14.74%
238	Meadowbrook	12,244	395	-7.40%
550	Lee's Summit Express	871	40	64.96%

Mode

Day

Community

All

All

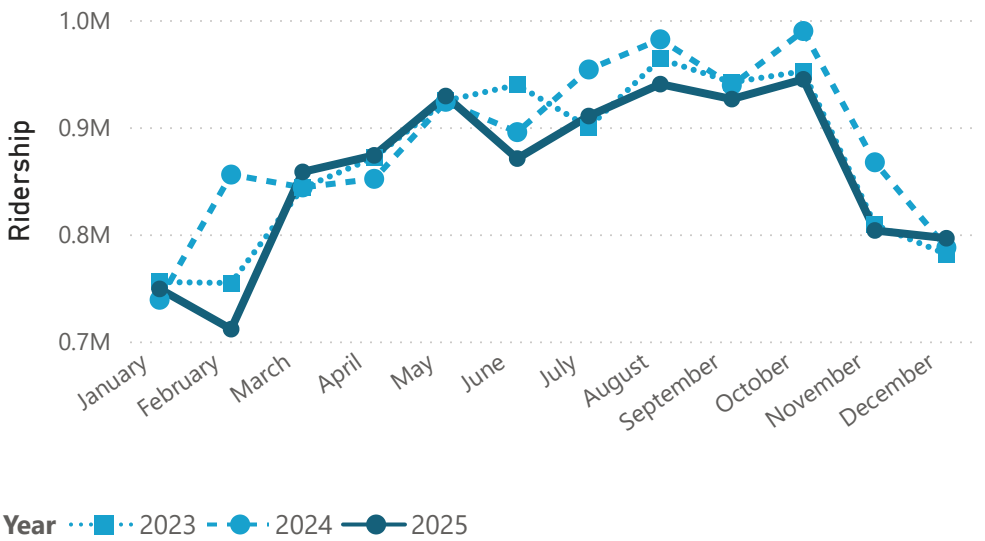
Kansas City, MO

Previous Months

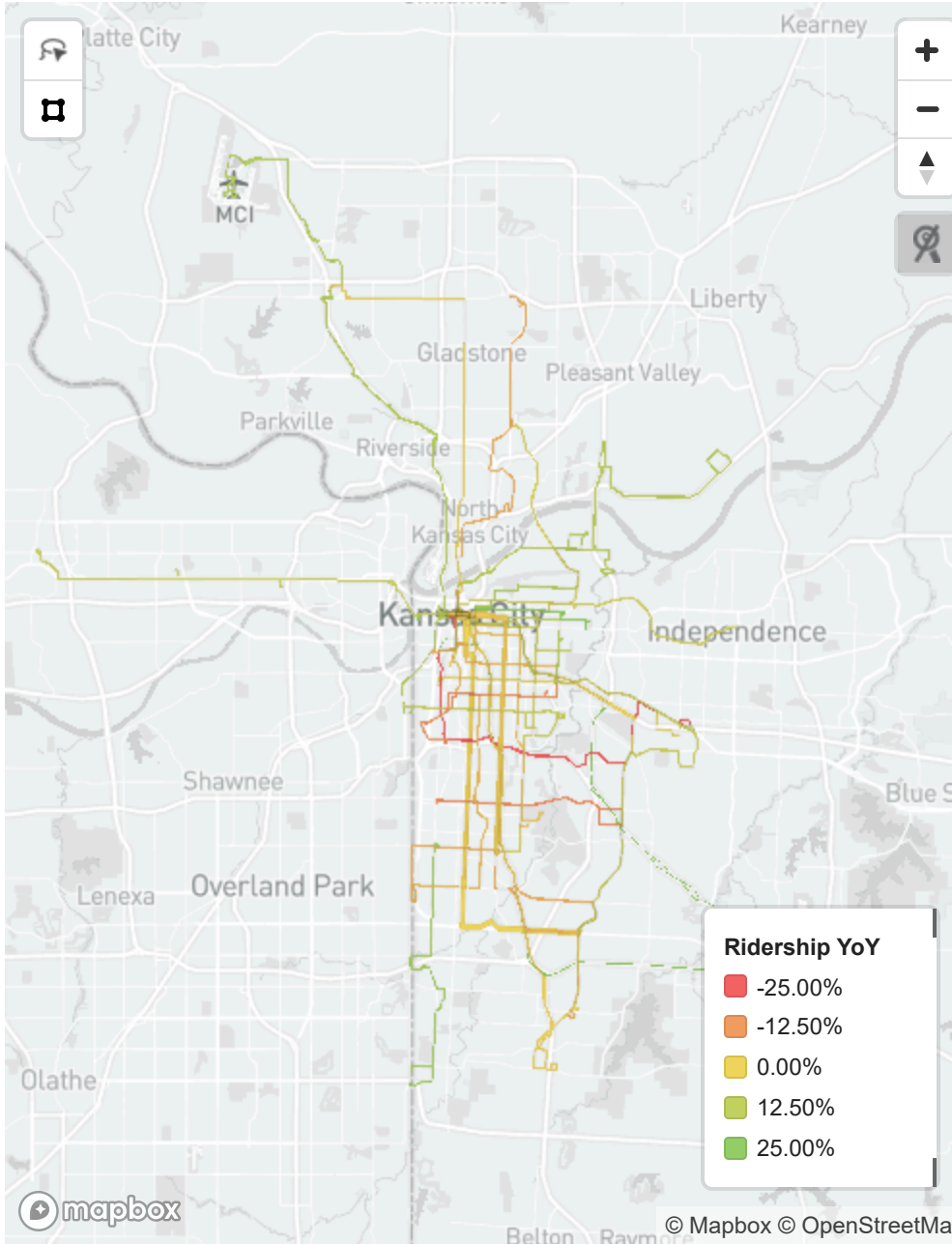
1/1/2019

12/1/2025

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

26,541

December 2025

Year-over-Year Change

1.0%

December 2025

Details by Route

#	Route Name	Month Total	% Change (YoY)
2	Troost MAX	2,459	1.3%
3	Prospect MAX	2,958	-3.4%
9	9th Street	515	37.6%
11	Northeast-Westside	1,400	0.9%
12	12th Street	681	0.5%
18	Indiana	1,222	1.1%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	596	4.1%
23	23rd Street	411	0.8%
24	Independence	1,309	3.4%
25	Troost	936	1.8%
27	27th Street	561	2.6%
28	Blue Ridge	466	5.5%
29	Blue Ridge Limited	134	4.8%
31	31st Street	2,007	2.3%
35	35th Street	713	4.9%
39	39th Street	1,151	1.2%
47	Broadway	922	-23.3%
57	Wornall	706	1.5%
63	63rd Street	281	-0.9%
71	Prospect	541	-0.2%
75	75th Street	765	1.5%
85	Paseo	1,184	23.6%
101	State Ave	176	3.0%
201	North Oak	1,335	1.6%
210	Front Street	861	0.2%
229	Boardwalk/KCI	1,158	-0.2%
238	Meadowbrook	655	-3.6%
550	Lee's Summit Express	77	4.8%

Mode

Day

Community

All

All

Kansas City, MO

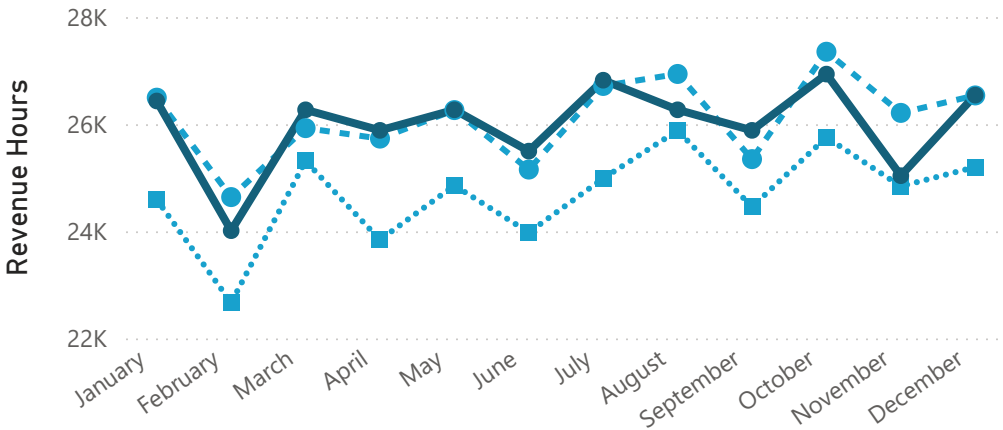
Previous Months

1/1/2019

12/1/2025

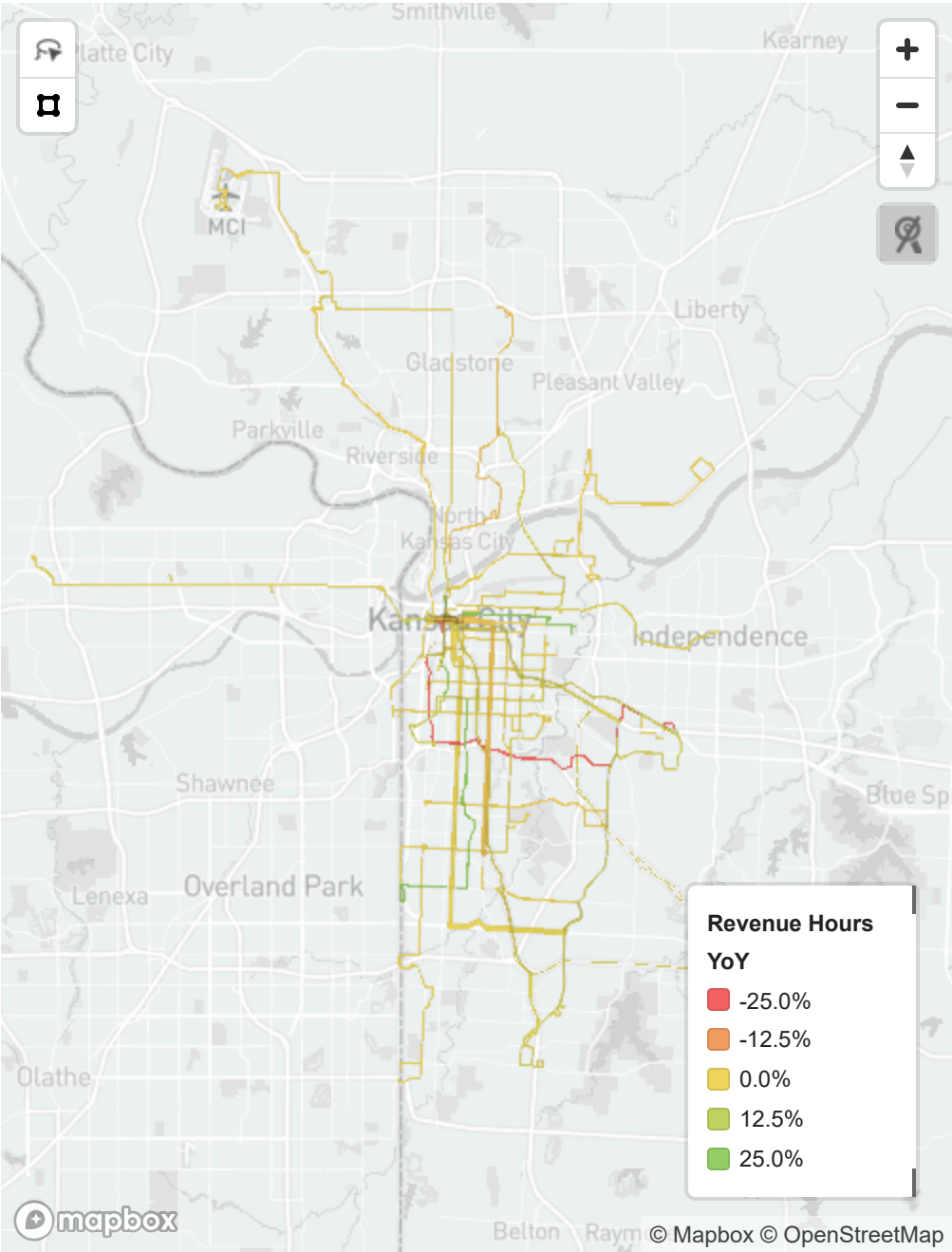


Revenue Hours



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)
2	Troost MAX	\$1.69	1.2%
3	Prospect MAX	\$1.42	-1.7%
9	9th Street	\$3.37	-3.9%
11	Northeast-Westside	\$2.83	-12.2%
12	12th Street	\$1.93	-11.1%
18	Indiana	\$2.48	4.1%
19	Crossroads	\$13.72	7.7%
21	Cleveland-Antioch	\$3.10	-1.1%
23	23rd Street	\$3.83	-8.5%
24	Independence	\$1.19	-3.5%
25	Troost	\$1.61	3.7%
27	27th Street	\$3.71	8.8%
28	Blue Ridge	\$2.94	-1.9%
29	Blue Ridge Limited	\$5.96	5.2%
31	31st Street	\$2.11	-0.5%
35	35th Street	\$2.99	21.4%
39	39th Street	\$1.65	-6.8%
47	Broadway	\$3.56	30.0%
57	Wornall	\$4.47	-14.9%
63	63rd Street	\$2.09	17.0%
71	Prospect	\$2.58	-2.0%
75	75th Street	\$4.30	9.6%
85	Paseo	\$3.56	29.7%
101	State Ave		-100.0%
201	North Oak	\$3.54	1.2%
210	Front Street	\$3.88	-11.0%
229	Boardwalk/KCI	\$3.54	-18.0%
238	Meadowbrook	\$4.62	12.0%
550	Lee's Summit Express		-100.0%

Mode

Day

Community

All

All

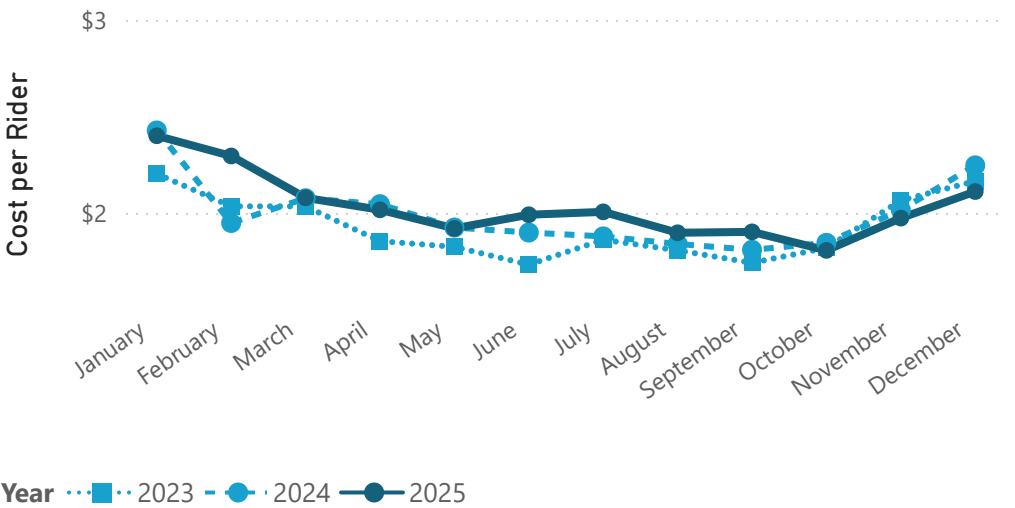
Kansas City, MO

Previous Months

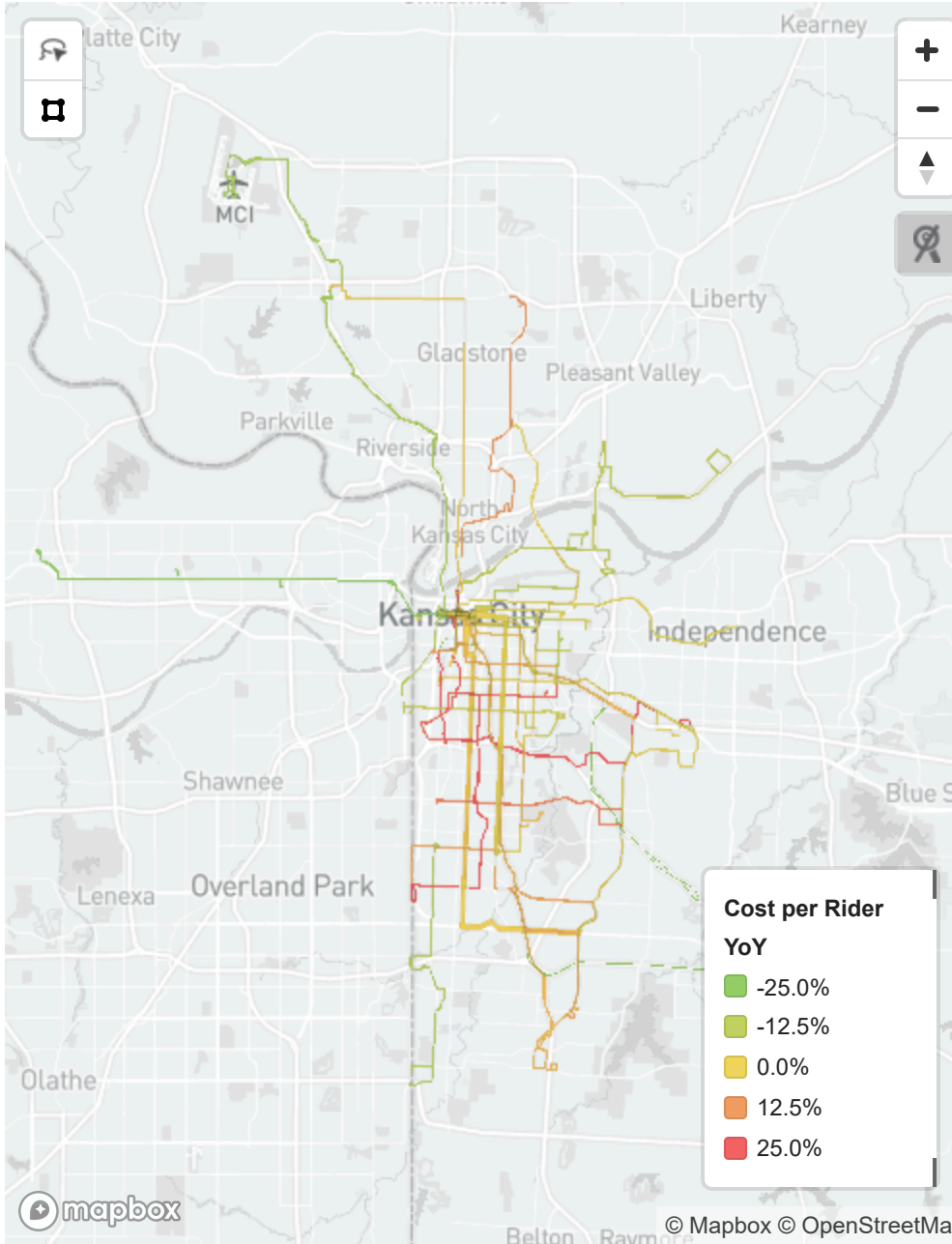
1/1/2019

12/1/2025

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

82.62%

December 2025

Year-over-Year Change

-2.93%

December 2025

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
2	Troost MAX	20	85.92%	-0.28%	97.5%
3	Prospect MAX	15	81.31%	-4.19%	95.3%
9	9th Street	60	83.85%	2.59%	94.0%
11	Northeast-Westside	30	80.57%	-1.20%	97.5%
12	12th Street	45	80.22%	0.14%	94.8%
18	Indiana	30	90.40%	1.41%	96.3%
19	Crossroads	30	87.34%	-3.59%	100.0%
21	Cleveland-Antioch	60	84.00%	4.39%	96.6%
23	23rd Street	60	75.28%	-12.94%	95.8%
24	Independence	20	79.21%	-11.17%	96.9%
25	Troost	30	94.24%	3.44%	97.9%
27	27th Street	60	81.02%	-9.85%	97.6%
28	Blue Ridge	60	83.26%	1.06%	99.2%
29	Blue Ridge Limited		81.50%	-0.33%	100.0%
31	31st Street	15	90.25%	4.77%	96.6%
35	35th Street	45	78.74%	5.02%	100.0%
39	39th Street	30	88.16%	-0.85%	97.9%
47	Broadway	45	80.02%	9.97%	96.5%
57	Wornall	45	85.26%	1.75%	99.1%
63	63rd Street	60	90.28%	6.95%	99.7%
71	Prospect	60	84.17%	-0.53%	97.7%
75	75th Street	45	75.09%	-4.25%	99.4%
85	Paseo	60	73.93%	-2.63%	95.7%
101	State Ave	30	75.41%	-9.21%	-Infinity
201	North Oak	30	81.00%	-5.04%	96.1%
210	Front Street	60	82.03%	2.25%	99.6%
229	Boardwalk/KCI	60	75.06%	-10.98%	98.1%
238	Meadowbrook	60	56.63%	-22.43%	98.7%
550	Lee's Summit Express		68.50%	-6.82%	100.0%

Mode

All

Day

All

Community

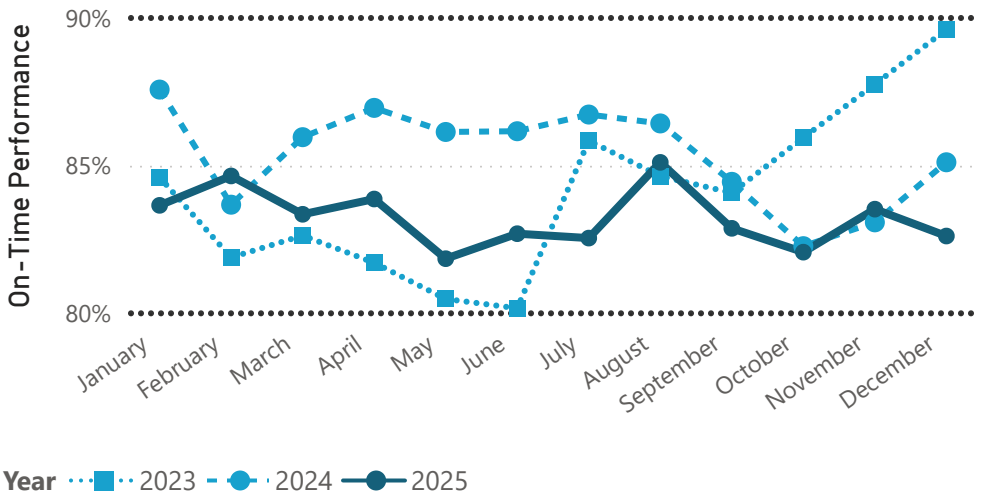
Kansas City, MO

Previous Months

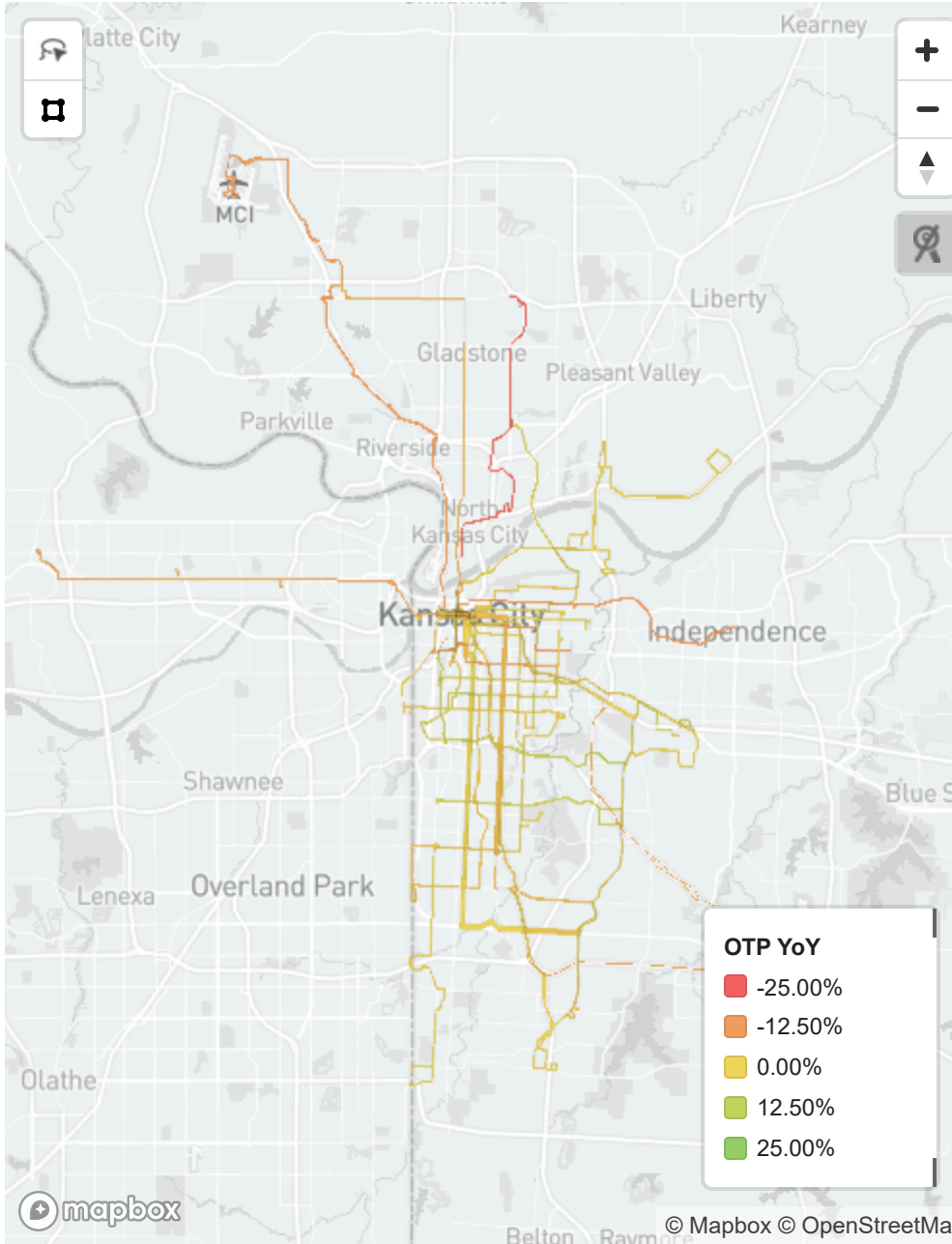
1/1/2019

12/1/2025

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.

