

# 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 

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Day 

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Community 

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All 

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All 

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All 

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## Previous Months

1/1/2019 

📅

12/1/2025 

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Completed Trips

97.2%

Goal: 97.0%

December 2025

Fixed Route OTP

83.0%

Goal: 80.0%, 90.0%

December 2025

Paratransit OTP

85.0%

Goal: 95.0%

December 2025

Fixed + Flex + Iris Ridership

840,402

December 2025

Fixed Route Ridership

819,905

December 2025

Flex + Iris Ridership

20,497

December 2025

Revenue Hours

30,014

December 2025

Platform Hours

41,900

December 2025

Passengers per Revenue Hour

26

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

820,948

December 2025

Year-over-Year Change

3.34%

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%        |
| 50  | Wornall-Brookside      | 15,770      | 509           |                |
| 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%          |
| 107 | 7th Street/Parallel    | 7,886       | 303           | 33.84%         |
| 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%         |
| 298 | North Kansas City Flex | 1,043       | 34            | 3.68%          |
| 550 | Lee's Summit Express   | 871         | 40            | 64.96%         |

Mode

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Day

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Community

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All

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All

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All

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## Previous Months

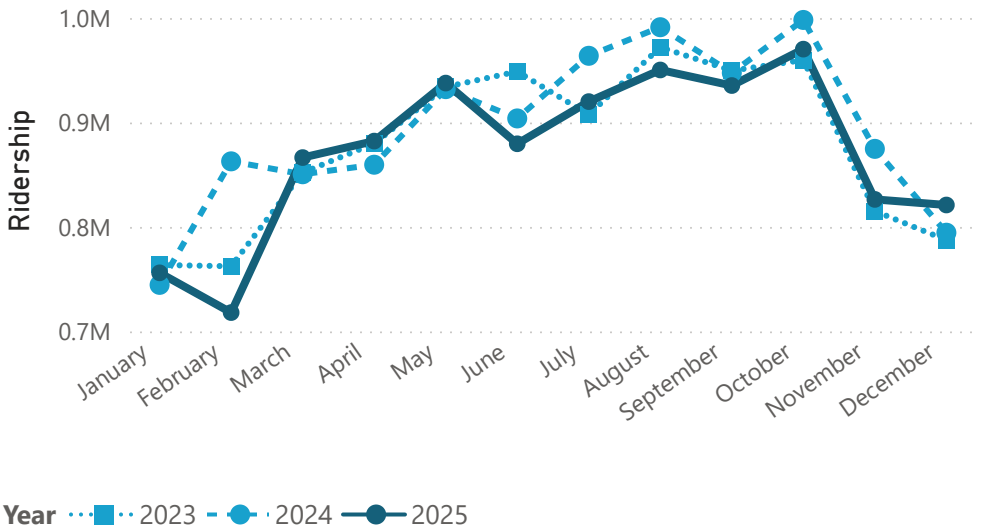
1/1/2019

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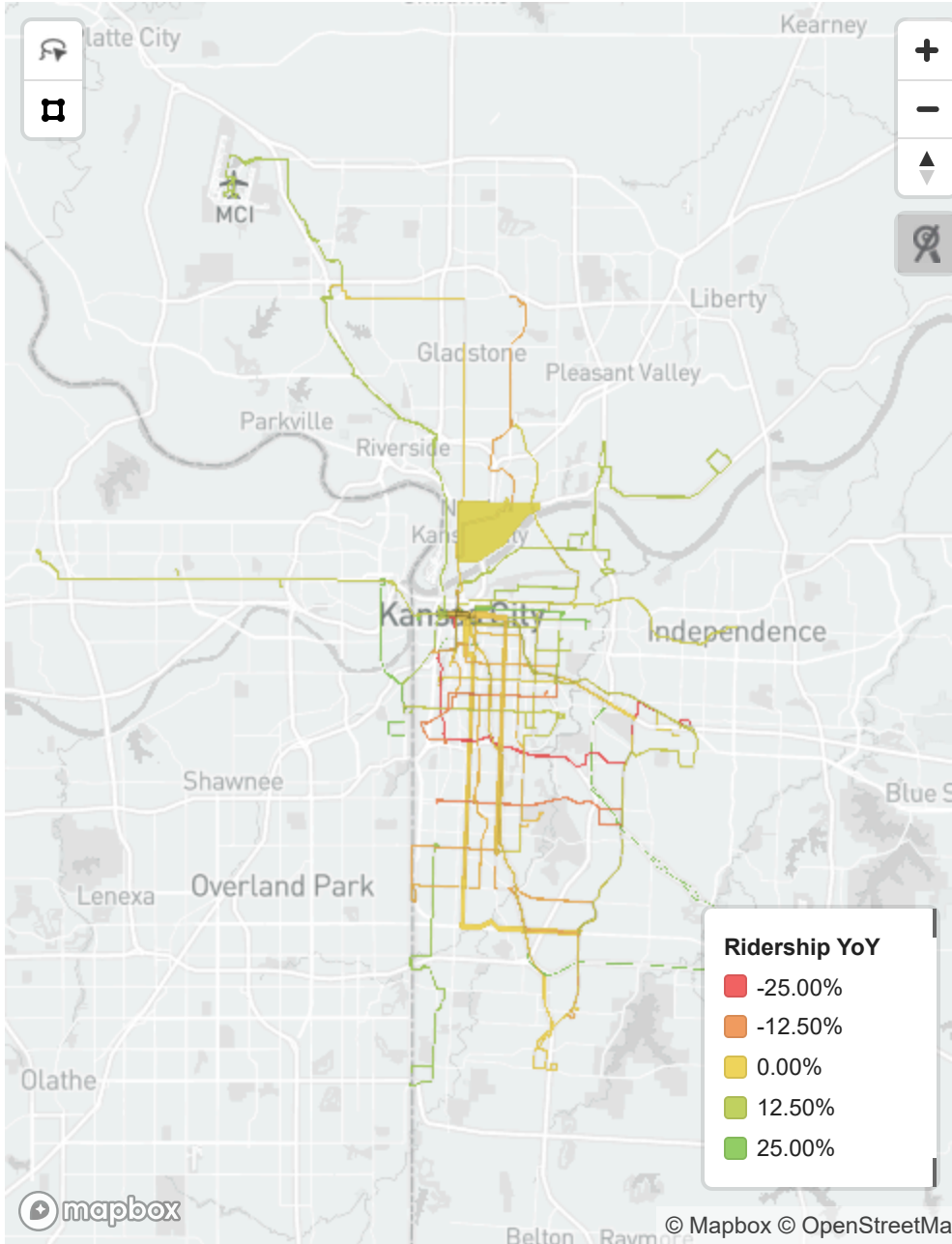
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## Monthly Ridership



## 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

30,014

December 2025

Year-over-Year Change

3.2%

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     | 1,576       | 0.9%           |
| 12  | 12th Street            | 681         | 0.5%           |
| 18  | Indiana                | 1,222       | 1.1%           |
| 19  | Crossroads             | 360         | 0.0%           |
| 21  | Cleveland-Antioch      | 600         | 4.1%           |
| 23  | 23rd Street            | 411         | 0.8%           |
| 24  | Independence           | 1,595       | 3.4%           |
| 25  | Troost                 | 936         | 1.8%           |
| 27  | 27th Street            | 561         | 2.6%           |
| 28  | Blue Ridge             | 587         | 5.5%           |
| 29  | Blue Ridge Limited     | 144         | 4.8%           |
| 31  | 31st Street            | 2,327       | 2.3%           |
| 35  | 35th Street            | 713         | 4.9%           |
| 39  | 39th Street            | 1,207       | 1.2%           |
| 47  | Broadway               | 1,126       | -23.3%         |
| 50  | Wornall-Brookside      |             |                |
| 57  | Wornall                | 706         | 1.5%           |
| 63  | 63rd Street            | 295         | -0.9%          |
| 71  | Prospect               | 541         | -0.2%          |
| 75  | 75th Street            | 765         | 1.5%           |
| 85  | Paseo                  | 1,184       | 23.6%          |
| 101 | State Ave              | 1,659       | 3.0%           |
| 107 | 7th Street/Parallel    | 249         | 12.1%          |
| 201 | North Oak              | 1,635       | 1.6%           |
| 210 | Front Street           | 861         | 0.2%           |
| 229 | Boardwalk/KCI          | 1,158       | -0.2%          |
| 238 | Meadowbrook            | 877         | -3.6%          |
| 298 | North Kansas City Flex |             | -100.0%        |
| 550 | Lee's Summit Express   | 105         | 4.8%           |

Mode

All

Day

All

Community

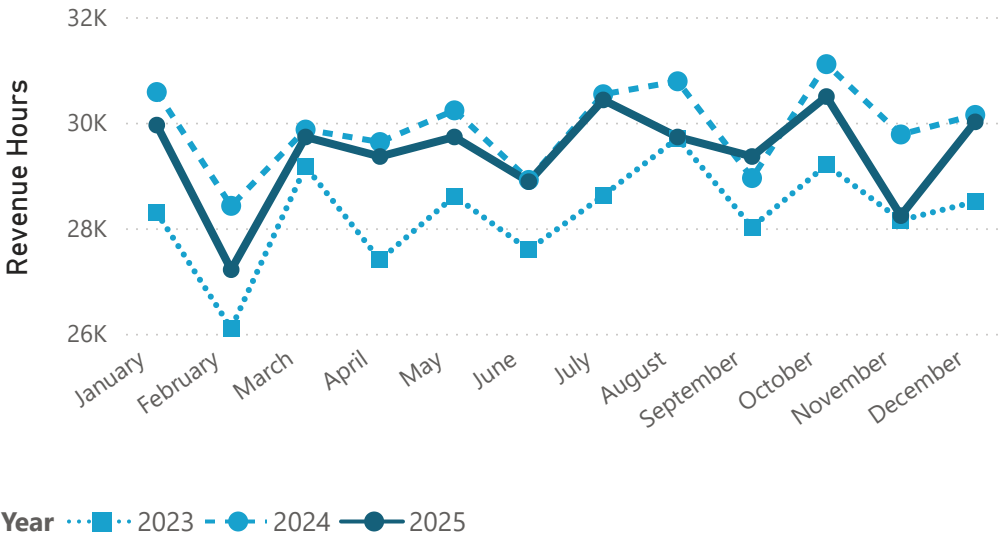
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## Previous Months

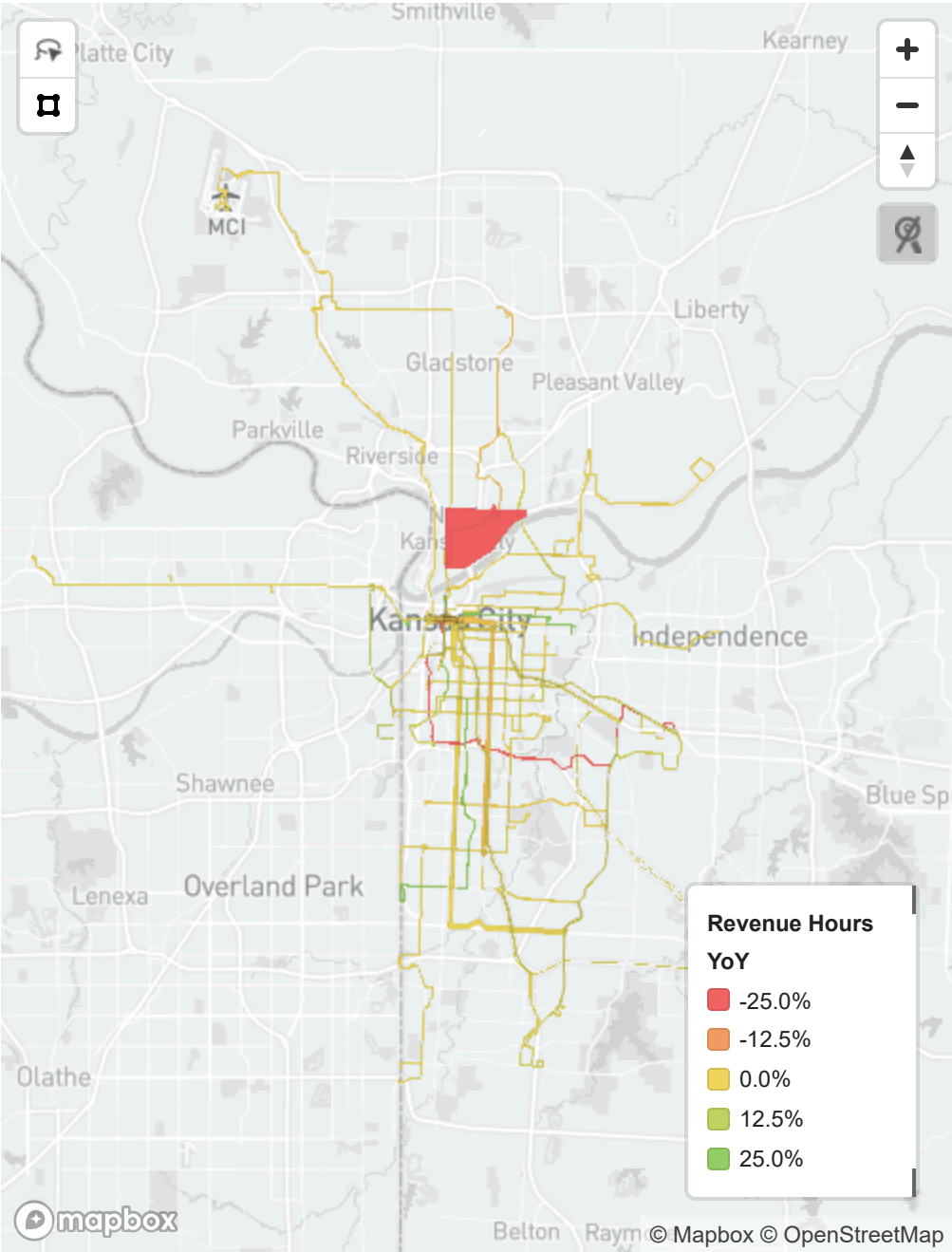
1/1/2019

12/1/2025

## 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) |
|-----|------------------------|----------------|----------------|
| 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%          |
| 50  | Wornall-Brookside      | \$4.18         |                |
| 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%        |
| 107 | 7th Street/Parallel    |                | -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%          |
| 298 | North Kansas City Flex | \$25.57        | -3.5%          |
| 550 | Lee's Summit Express   |                | -100.0%        |

Mode

Day

Community

All

All

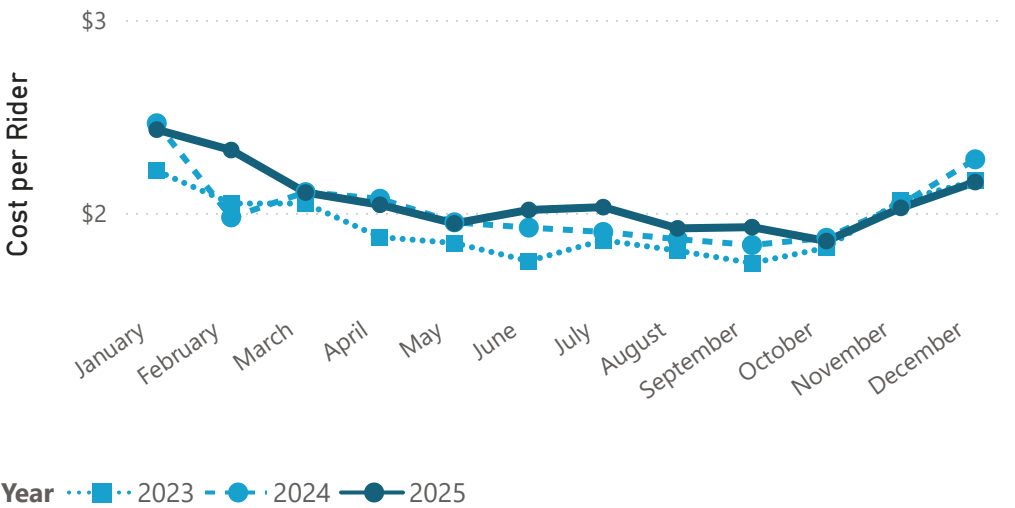
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## Previous Months

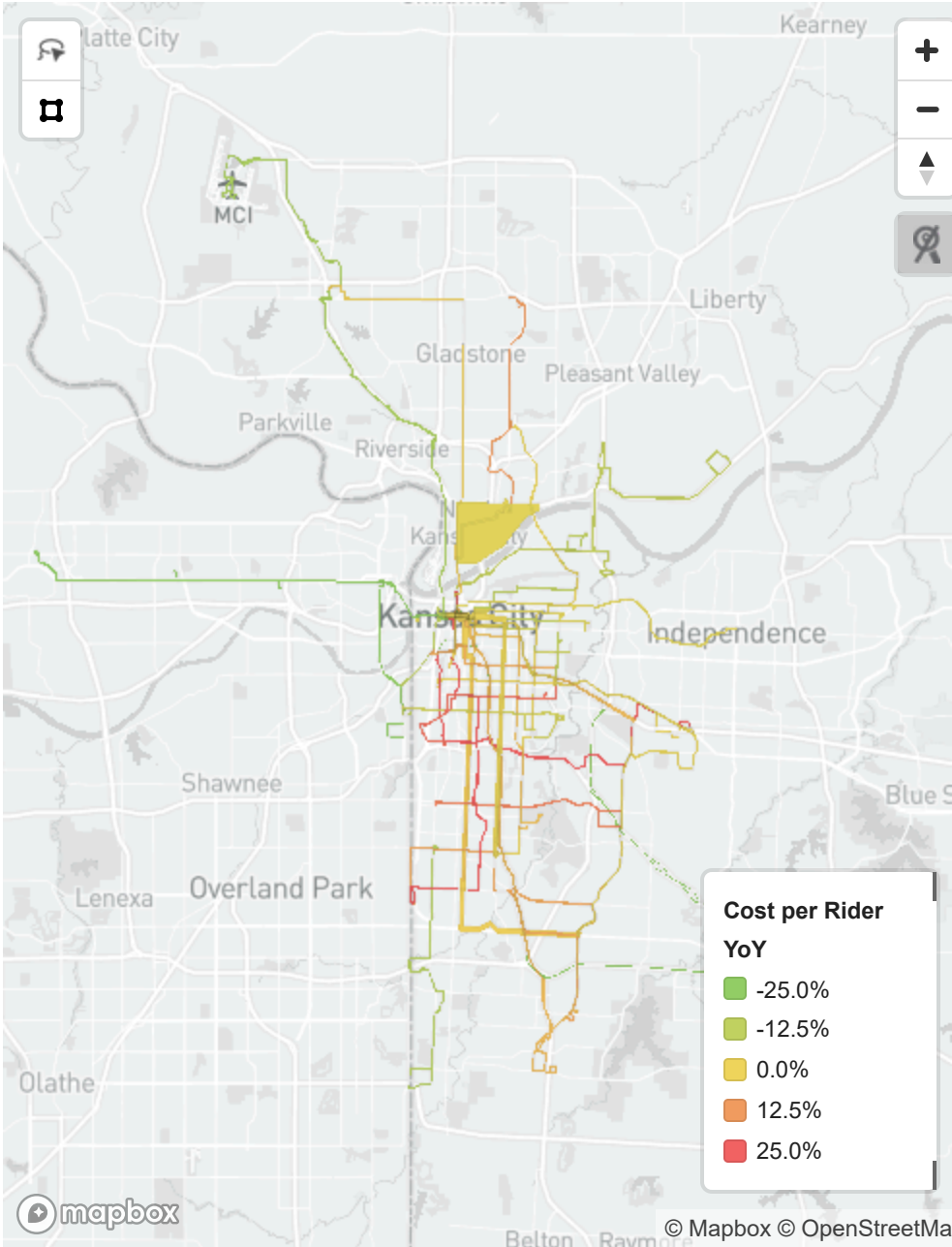
1/1/2019

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

82.99%

December 2025

Year-over-Year Change

-2.47%

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%           |
| 50  | Wornall-Brookside    | 20                          | 92.33%      |                | 99.2%           |
| 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       |
| 107 | 7th Street/Parallel  | 60                          | 85.59%      | 2.32%          | -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

Day

Community

All

All

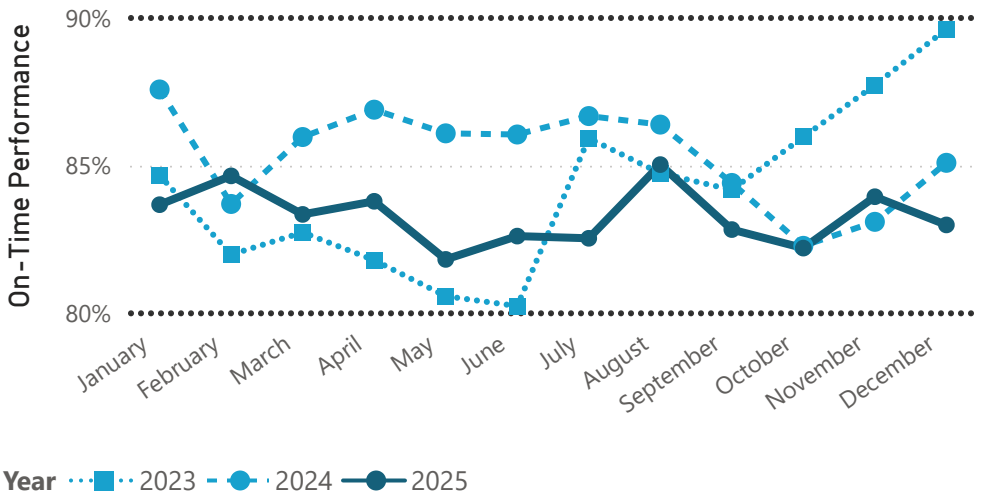
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## Previous Months

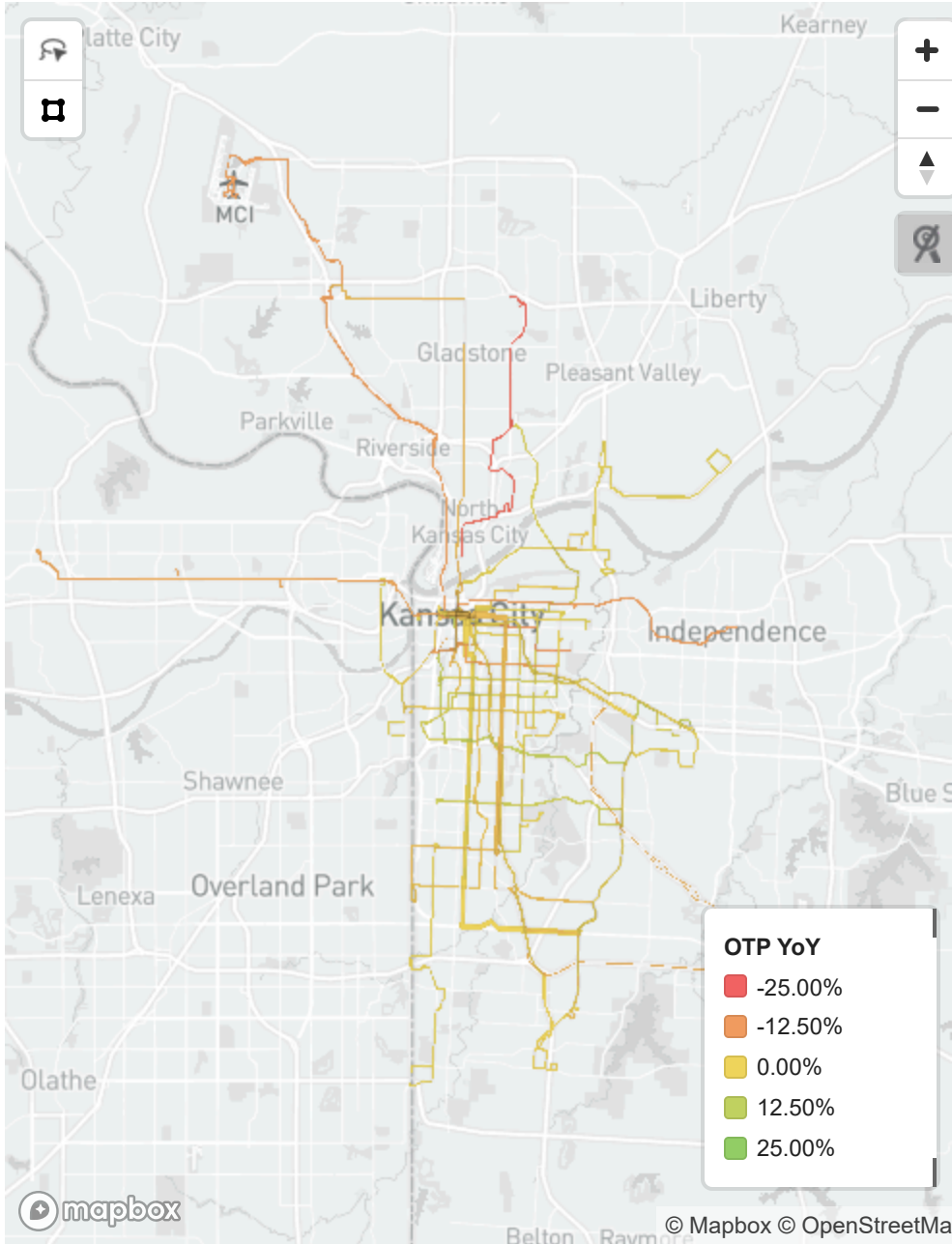
1/1/2019

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.

