RideKC Transit Key Performance Indicators

February 2026

Reported March 6, 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: All

Day: All

Community: All

Previous Months

1/1/2019 — 2/1/2026

Completed Trips	Fixed Route OTP	Paratransit OTP
98.9%	**82.8%**	**91.0%**
Goal: 97.0%	Goal: 80.0%, 90.0%	Goal: 95.0%
February 2026	**February 2026**	**February 2026**

Fixed + Flex + Iris Ridership
817,907
February 2026

Fixed Route Ridership	Flex + Iris Ridership
813,510	**4,397**
February 2026	**February 2026**

Revenue Hours	Platform Hours
26,090	**36,563**
February 2026	**February 2026**

Passengers per Revenue Hour
30
February 2026

Paratransit Trips	Paratransit Passengers
17,368	**18,659**
February 2026	**February 2026**

Road Calls
62
February 2026

Vehicle Incidents
19
February 2026

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.

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Mode: All | Day: All | Community: All

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.

Previous Months

1/1/2019 — 2/1/2026

Ridership

813,964

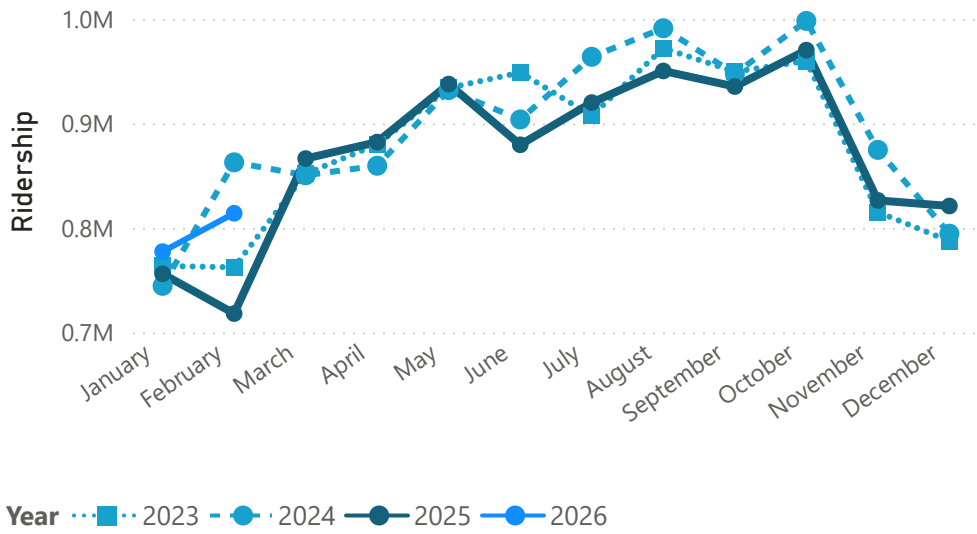
February 2026

Year-over-Year Change

13.37%

February 2026

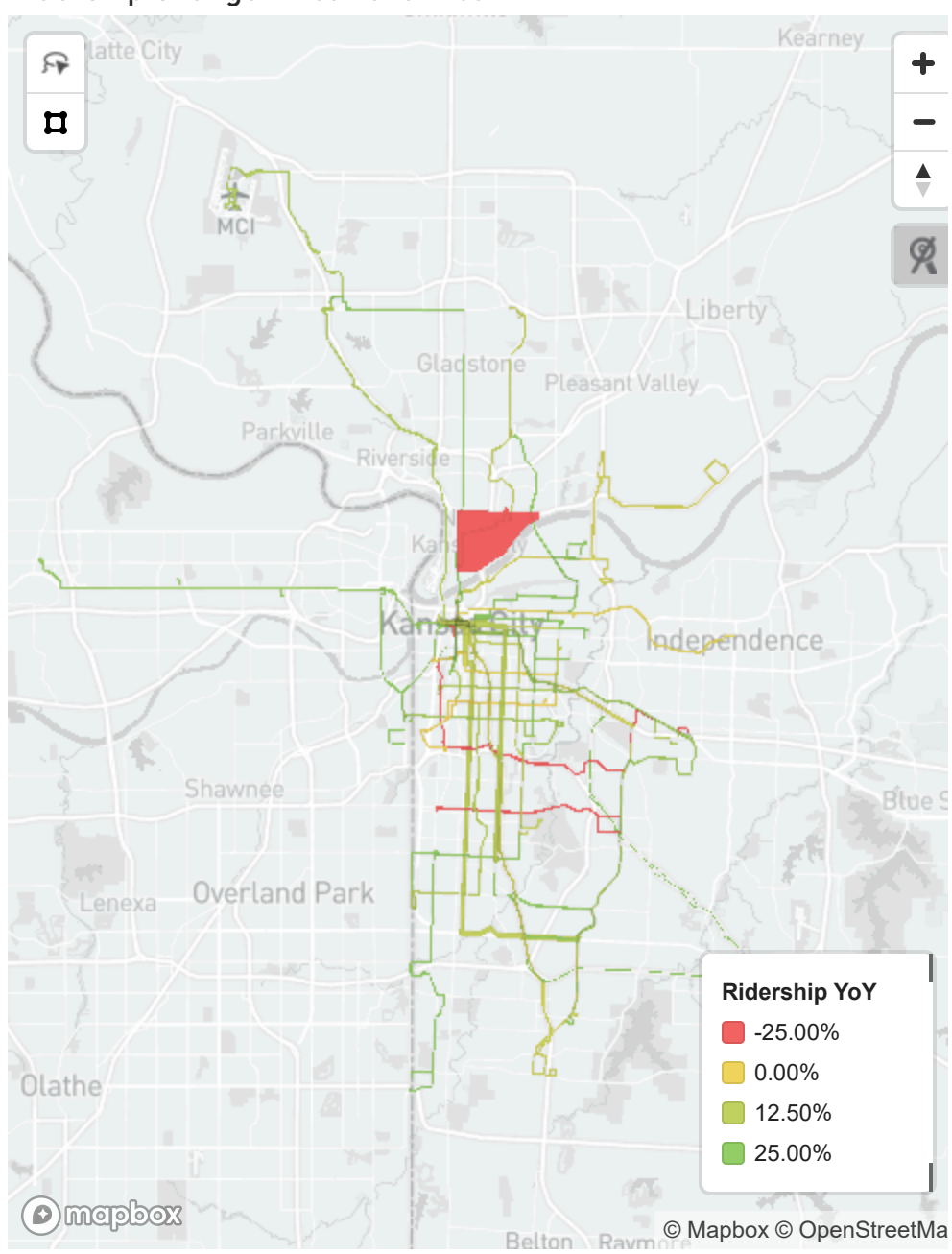
Monthly Ridership



Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
2	Troost MAX	89,584	3,199	11.68%
3	Prospect MAX	125,271	4,474	12.15%
9	9th Street	9,231	330	38.65%
11	Northeast-Westside	31,896	1,139	24.19%
12	12th Street	20,852	745	9.34%
18	Indiana	29,569	1,056	9.80%
19	Crossroads	1,214	43	-26.78%
21	Cleveland-Antioch	12,132	506	26.26%
23	23rd Street	7,454	266	34.74%
24	Independence	74,233	2,651	3.07%
25	Troost	35,172	1,256	10.83%
27	27th Street	8,349	298	1.41%
28	Blue Ridge	12,713	530	19.47%
29	Blue Ridge Limited	1,182	59	7.85%
31	31st Street	66,552	2,377	15.62%
35	35th Street	14,153	505	-0.60%
39	39th Street	42,361	1,513	17.63%
47	Broadway	18,109	647	-40.04%
50	Wornall-Brookside	17,262	617	
57	Wornall	11,079	396	29.13%
63	63rd Street	2,634	94	-64.96%
71	Prospect	15,090	539	18.00%
75	75th Street	13,132	469	24.05%
85	Paseo	19,710	704	13.34%
101	State Ave	55,393	1,978	22.55%
107	7th Street/Parallel	8,383	349	50.45%
201	North Oak	27,980	999	25.20%
210	Front Street	10,775	385	6.50%
229	Boardwalk/KCI	17,634	630	15.49%
238	Meadowbrook	13,499	482	11.19%
298	North Kansas City Flex	454	23	-55.53%
550	Lee's Summit Express	912	46	46.86%

Ridership Change - Year over Year



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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.

Mode: All | Day: All | Community: All

Previous Months

1/1/2019 – 2/1/2026

Revenue Hours

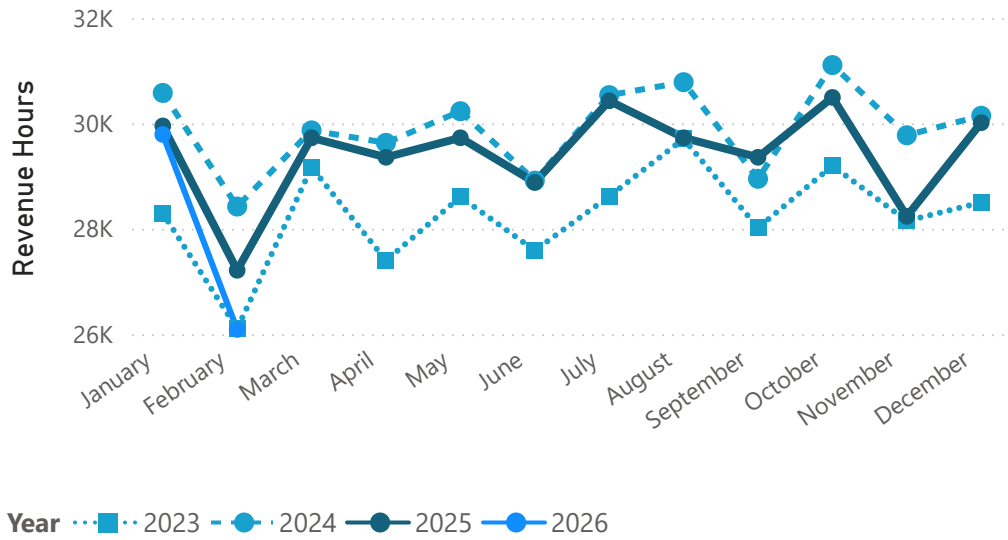
26,090

February 2026

Year-over-Year Change

-0.6%

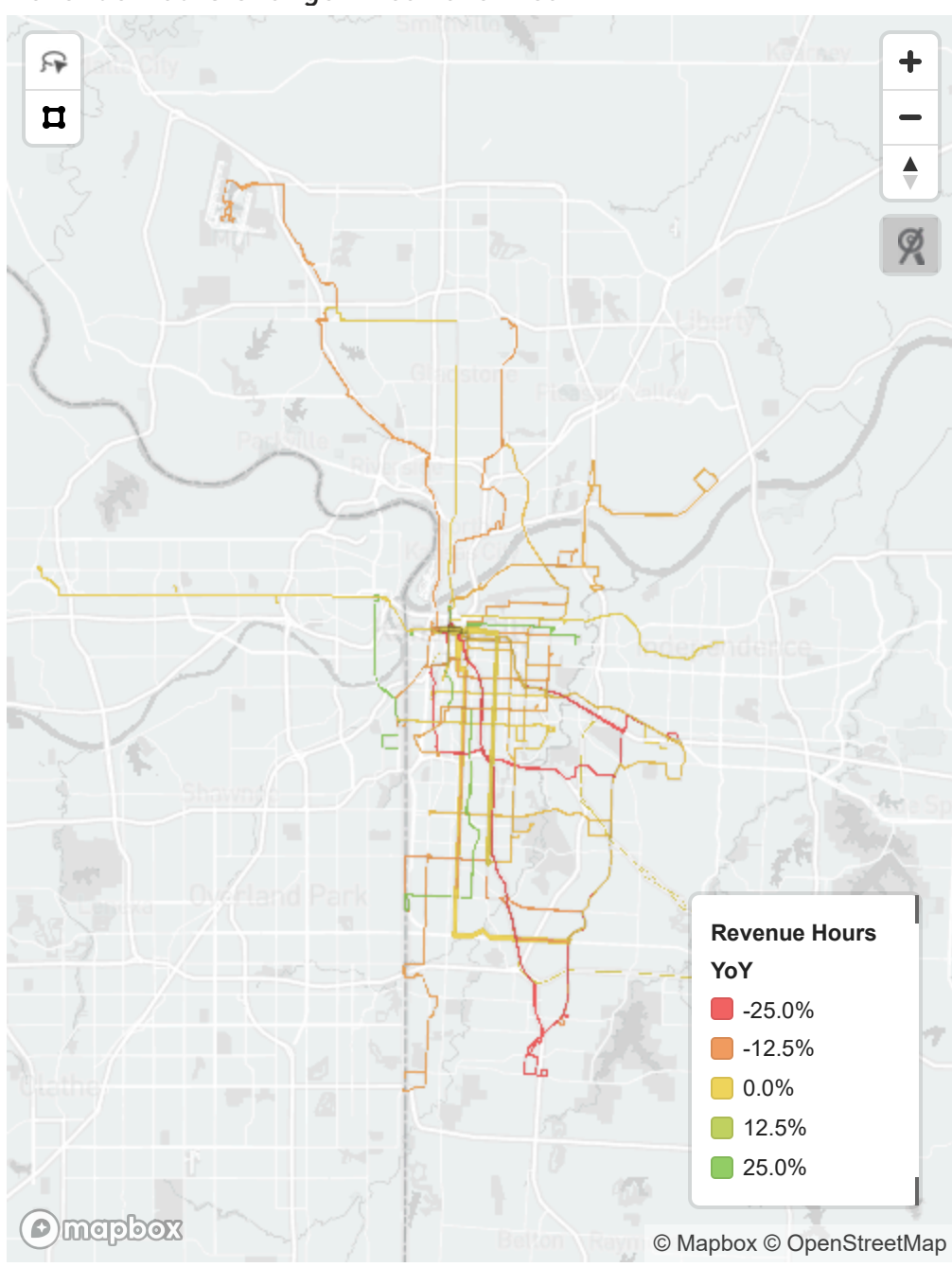
February 2026



Details by Route

#	Route Name	Month Total	% Change (YoY)
2	Troost MAX	2,235	0.0%
3	Prospect MAX	2,700	1.7%
9	9th Street	471	35.8%
11	Northeast-Westside	1,298	-9.2%
12	12th Street	559	-9.4%
18	Indiana	1,072	-3.6%
19	Crossroads		-100.0%
21	Cleveland-Antioch	535	-3.2%
23	23rd Street	347	-6.5%
24	Independence	1,454	1.0%
25	Troost	784	-8.2%
27	27th Street	464	-9.0%
28	Blue Ridge	525	-2.9%
29	Blue Ridge Limited		-100.0%
31	31st Street	2,113	0.0%
35	35th Street	596	-7.9%
39	39th Street	1,090	-0.4%
47	Broadway	958	-27.6%
50	Wornall-Brookside		
57	Wornall	580	-9.7%
63	63rd Street	268	-3.3%
71	Prospect	477	-2.4%
75	75th Street	615	-11.7%
85	Paseo	1,080	22.9%
101	State Ave	1,507	0.0%
107	7th Street/Parallel	387	82.2%
201	North Oak	1,480	-0.0%
210	Front Street	730	-6.2%
229	Boardwalk/KCI	937	-10.3%
238	Meadowbrook	730	-10.3%
298	North Kansas City Flex		
550	Lee's Summit Express	98	3.2%

Revenue Hours Change - Year over Year



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Mode: All | Day: All | Community: All

Previous Months

1/1/2019 — 2/1/2026

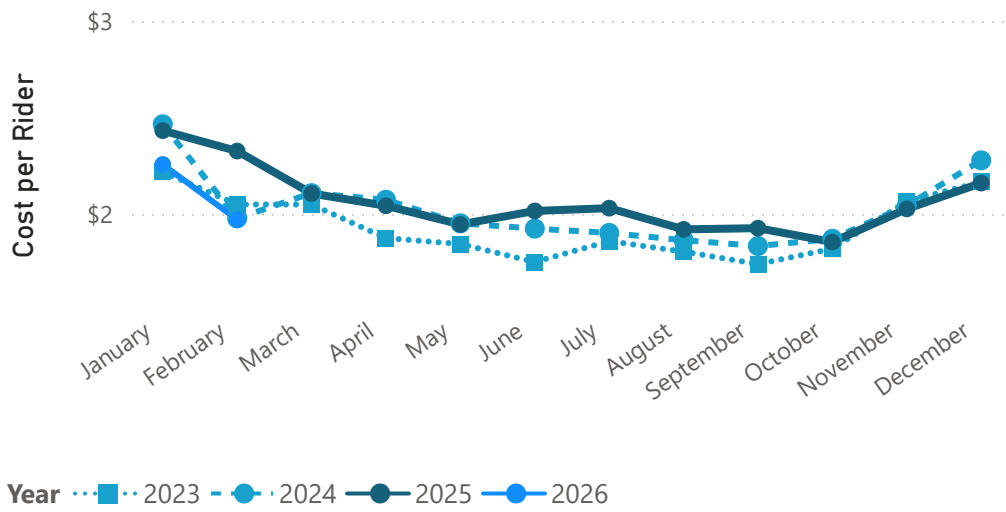
Efficiency

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.

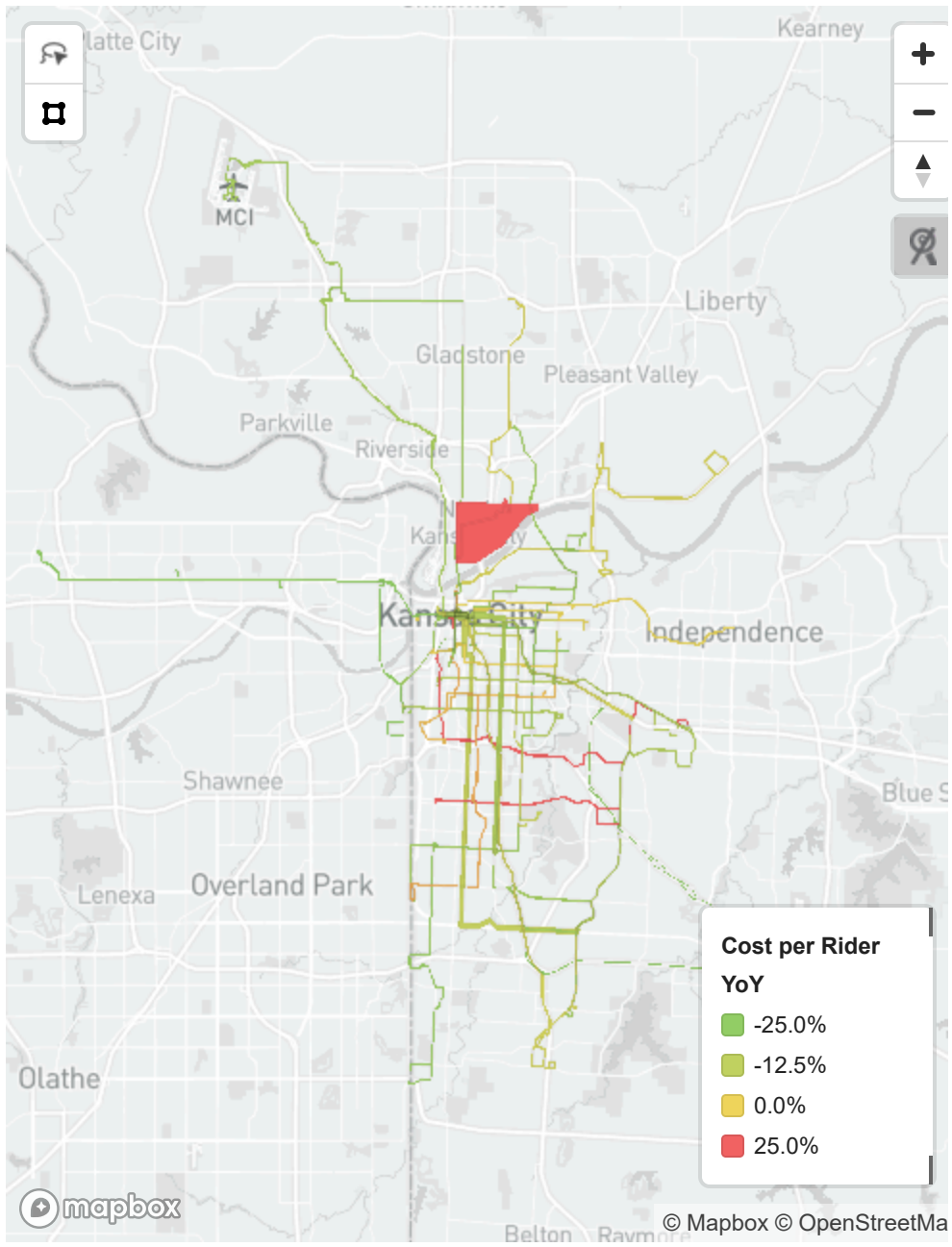
Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
2	Troost MAX	$1.50	-10.5%
3	Prospect MAX	$1.29	-15.5%
9	9th Street	$3.06	-2.0%
11	Northeast-Westside	$2.69	-20.2%
12	12th Street	$1.78	-8.5%
18	Indiana	$2.26	-9.5%
19	Crossroads	$16.08	36.6%
21	Cleveland-Antioch	$2.73	-20.8%
23	23rd Street	$2.99	-25.8%
24	Independence	$1.18	-2.0%
25	Troost	$1.46	-9.8%
27	27th Street	$3.67	-0.9%
28	Blue Ridge	$2.55	-15.2%
29	Blue Ridge Limited	$6.65	-7.3%
31	31st Street	$1.91	-13.5%
35	35th Street	$2.74	4.7%
39	39th Street	$1.55	-15.0%
47	Broadway	$3.38	26.0%
50	Wornall-Brookside	$3.47	
57	Wornall	$3.48	-22.2%
63	63rd Street	$6.10	179.8%
71	Prospect	$1.94	-15.3%
75	75th Street	$3.28	-19.6%
85	Paseo	$3.27	7.8%
101	State Ave		-100.0%
107	7th Street/Parallel		-100.0%
201	North Oak	$3.12	-20.1%
210	Front Street	$4.33	-5.9%
229	Boardwalk/KCI	$3.35	-18.4%
238	Meadowbrook	$3.78	-6.1%
298	North Kansas City Flex	$37.90	60.6%
550	Lee's Summit Express		-100.0%

Cost per Rider



Cost per Rider Change - Year over Year



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Mode: All | Day: All | Community: All

Previous Months: 1/1/2019 – 2/1/2026

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

82.78%

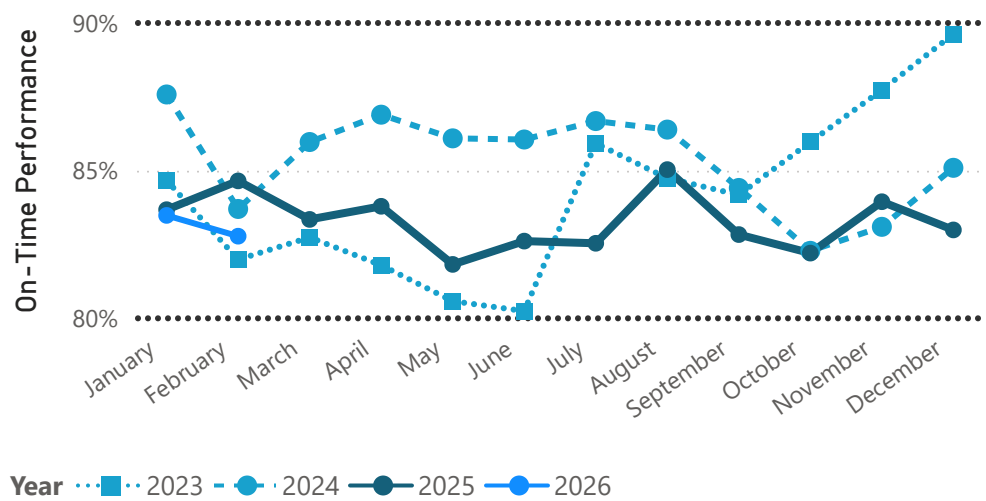
February 2026

Year-over-Year Change

-2.21%

February 2026

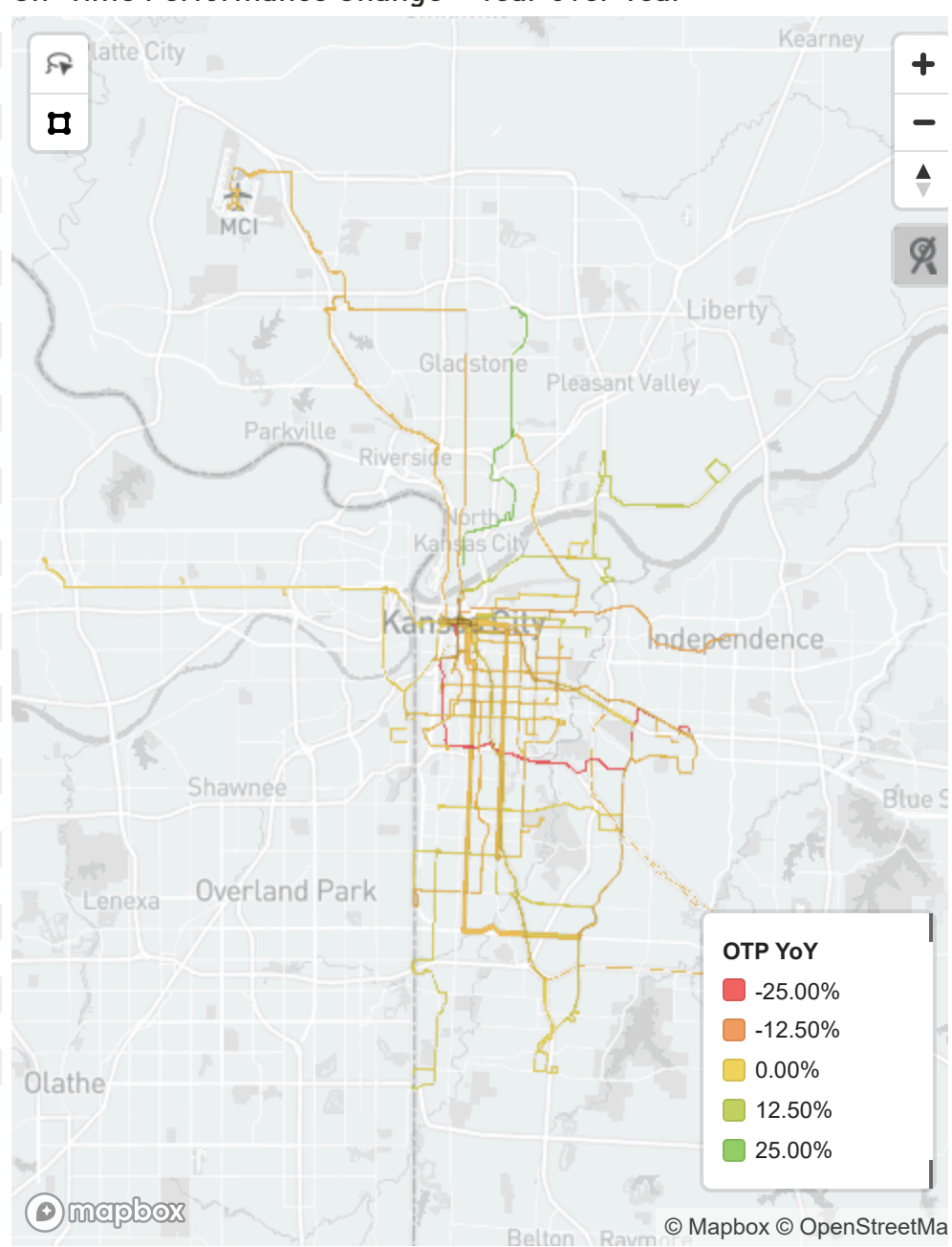
On-Time Performance



Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
2	Troost MAX	20	83.12%	-4.67%	99.3%
3	Prospect MAX	15	83.56%	-3.24%	97.5%
9	9th Street	60	84.76%	7.01%	96.5%
11	Northeast-Westside	30	79.41%	-0.19%	98.9%
12	12th Street	45	79.10%	-3.75%	97.4%
18	Indiana	30	88.54%	-2.84%	99.0%
19	Crossroads	30	92.87%	-2.76%	100.0%
21	Cleveland-Antioch	60	80.31%	-2.28%	97.5%
23	23rd Street	60	80.63%	-7.48%	98.1%
24	Independence	20	80.41%	-8.01%	99.5%
25	Troost	30	92.64%	-2.01%	99.0%
27	27th Street	60	87.59%	-4.87%	99.4%
28	Blue Ridge	60	79.31%	-4.44%	99.3%
29	Blue Ridge Limited		80.91%	1.83%	98.3%
31	31st Street	15	88.58%	-2.78%	99.4%
35	35th Street	45	71.70%	-3.44%	100.0%
39	39th Street	30	86.00%	-2.28%	99.6%
50	Wornall-Brookside	20	92.79%		99.5%
57	Wornall	45	86.21%	4.11%	99.2%
63	63rd Street	60	88.08%	1.31%	100.0%
71	Prospect	60	84.36%	5.57%	96.8%
75	75th Street	45	75.83%	4.18%	100.0%
85	Paseo	60	72.54%	-5.07%	98.7%
101	State Ave	30	75.85%	0.16%	-Infinity
107	7th Street/Parallel	60	84.43%	-0.57%	100.0%
201	North Oak	30	83.35%	-4.56%	99.5%
210	Front Street	60	81.21%	8.69%	99.4%
229	Boardwalk/KCI	60	74.10%	-3.93%	100.0%
238	Meadowbrook	60	65.74%	25.16%	99.4%
550	Lee's Summit Express		62.60%	-3.81%	100.0%

On-Time Performance Change - Year over Year



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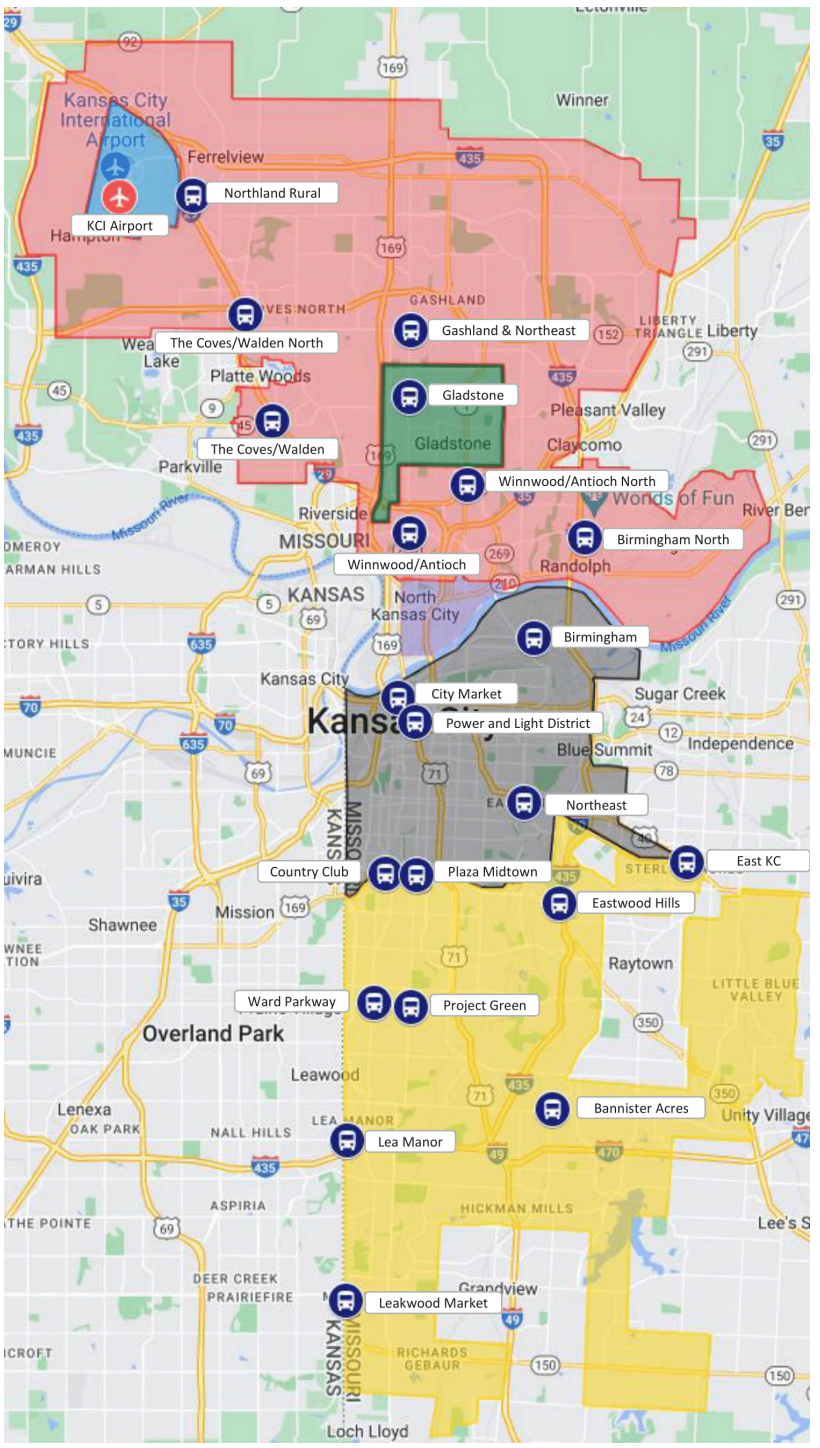
IRIS

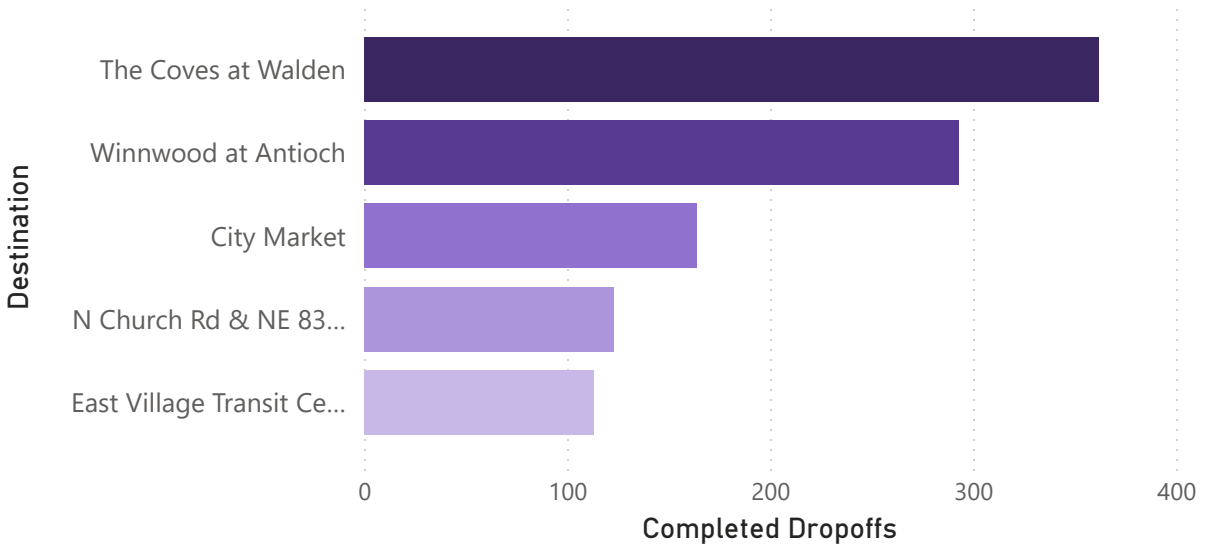
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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



Average Wait Time (Minutes)

7

February 2026

Average Trip Time (Minutes)

19

February 2026

Average Daily Ridership

141

February 2026

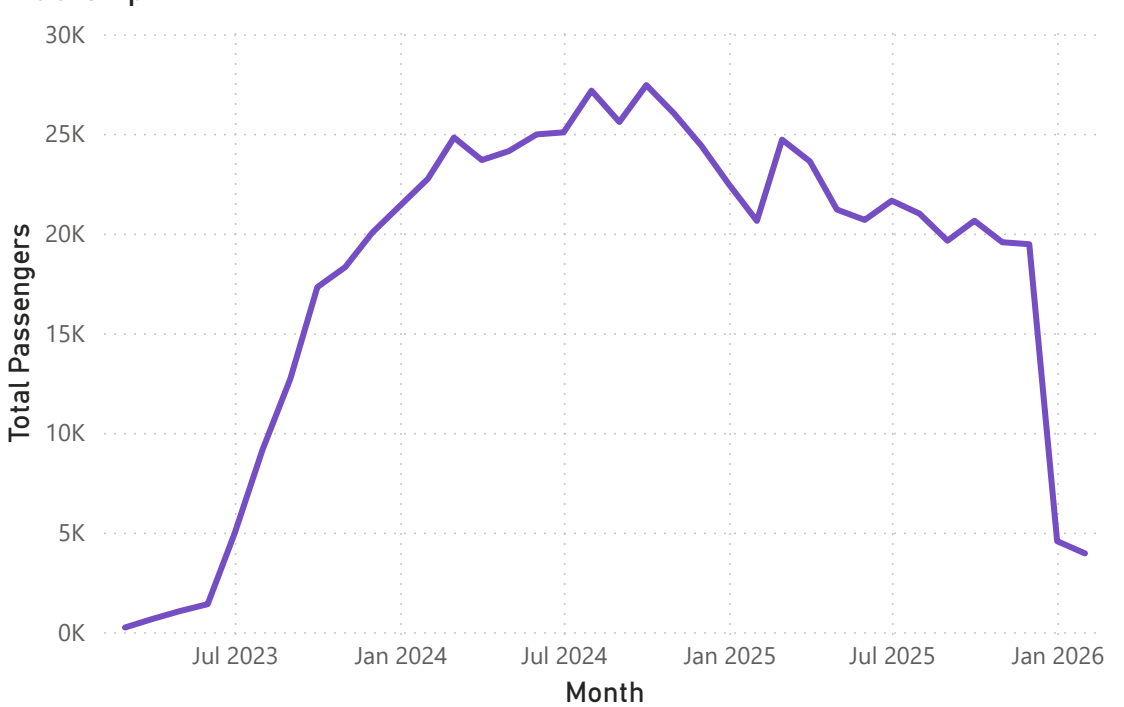
Monthly Trips

3,702

February 2026

Monthly Ridership

3,943

February 2026

Ridership