

# RideKC Transit Key Performance Indicators

## January 2026

Reported February 10, 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.

### Completed Trips

**98.4%**

Goal: 97.0%  
January 2026

### Fixed Route OTP

**83.1%**

Goal: 80.0%, 90.0%  
January 2026

### Paratransit OTP

**91.0%**

Goal: 95.0%  
January 2026

### Fixed + Flex + Iris Ridership

**757,100**

January 2026

### Fixed Route Ridership

**752,543**

January 2026

### Flex + Iris Ridership

**4,557**

January 2026

### Revenue Hours

**26,371**

January 2026

### Platform Hours

**36,752**

January 2026

### Passengers per Revenue Hour

**25**

January 2026



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### Set Filters

Mode	Day	Community
All	All	Kansas City, MO

### Previous Months

1/1/2019 1/1/2026

### Paratransit Trips

**16,872**

January 2026

### Paratransit Passengers

**18,129**

January 2026

### Road Calls

**70**

January 2026

### Vehicle Incidents

**31**

January 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.

# 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

# 752,543

January 2026

## Year-over-Year Change

# 0.48%

January 2026

## Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
2	Troost MAX	84,082	2,712	1.68%
3	Prospect MAX	119,951	3,869	1.89%
9	9th Street	8,831	285	34.25%
11	Northeast-Westside	31,128	1,004	5.95%
12	12th Street	19,245	621	-1.00%
18	Indiana	27,640	892	-5.54%
19	Crossroads	1,722	56	-15.59%
21	Cleveland-Antioch	11,137	428	2.10%
23	23rd Street	6,410	207	3.40%
24	Independence	74,676	2,409	1.63%
25	Troost	35,441	1,143	11.44%
27	27th Street	8,725	281	-2.02%
28	Blue Ridge	11,214	431	4.72%
29	Blue Ridge Limited	1,426	68	12.11%
31	31st Street	59,851	1,931	1.64%
35	35th Street	13,488	435	-18.98%
39	39th Street	40,017	1,291	5.28%
47	Broadway	18,110	584	-42.78%
57	Wornall	10,136	327	20.49%
63	63rd Street	2,634	85	-67.18%
71	Prospect	13,261	428	-1.07%
75	75th Street	11,619	375	5.76%
85	Paseo	19,364	625	-1.70%
101	State Ave	52,173	1,683	7.40%
201	North Oak	26,830	865	14.13%
210	Front Street	11,650	376	5.09%
229	Boardwalk/KCI	17,350	560	9.96%
238	Meadowbrook	13,598	439	3.54%
550	Lee's Summit Express	834	40	13.16%

Mode Day Community

All

All

Community

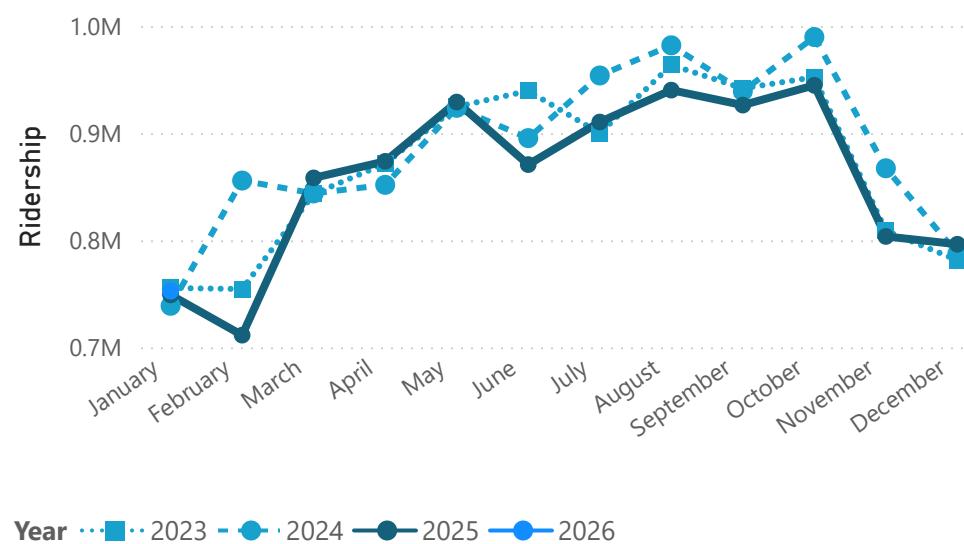
Kansas City, MO

## Previous Months

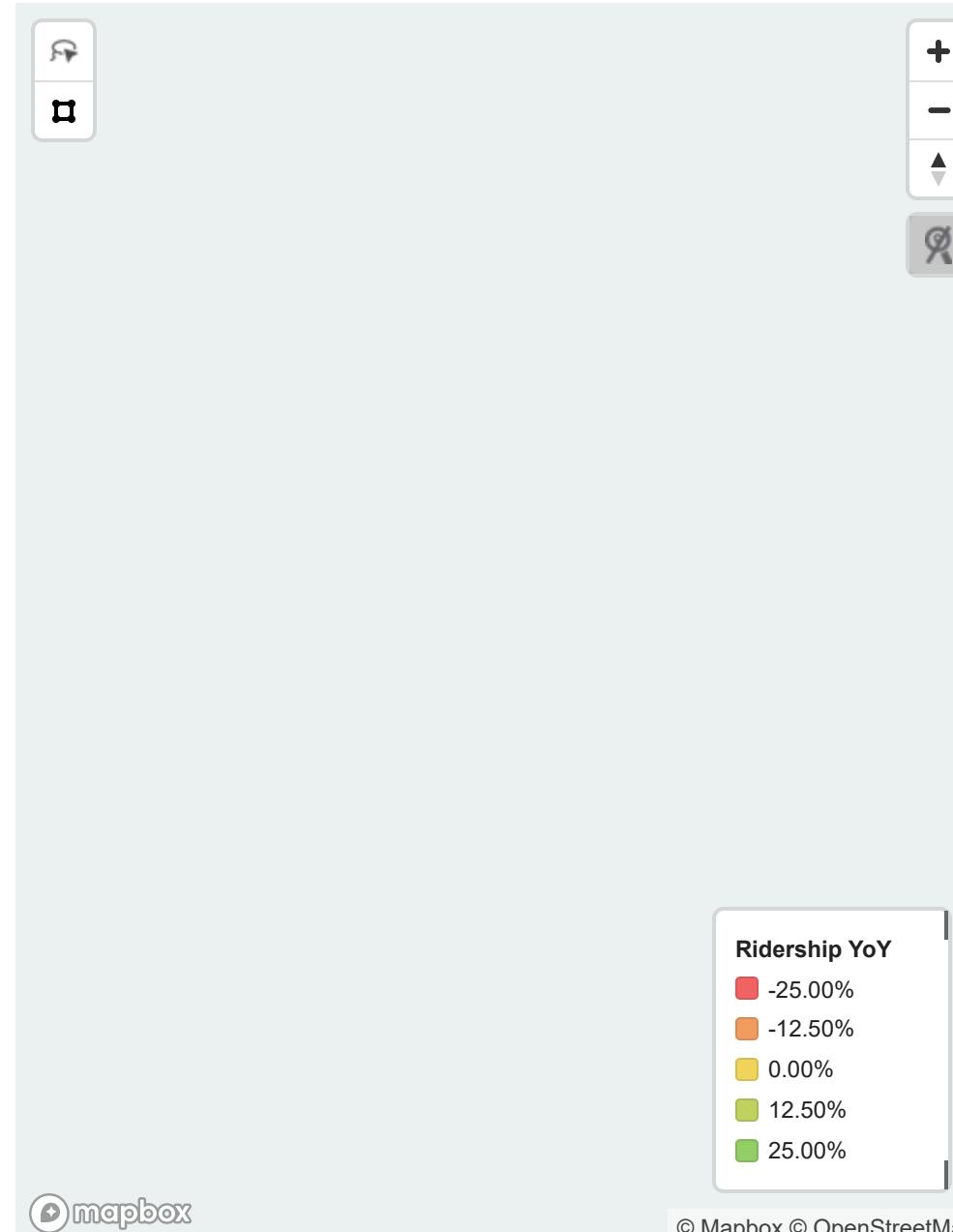
1/1/2019

1/1/2026

## 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

**26,371**

January 2026

## Year-over-Year Change

**-0.6%**

January 2026

## Details by Route

#	Route Name	Month Total	% Change (YoY)
2	Troost MAX	2,453	-0.2%
3	Prospect MAX	2,958	1.7%
9	9th Street	514	34.9%
11	Northeast-Westside	1,373	-1.9%
12	12th Street	681	-0.0%
18	Indiana	1,218	-0.3%
19	Crossroads	360	0.0%
21	Cleveland-Antioch	591	-0.9%
23	23rd Street	408	-0.9%
24	Independence	1,296	0.0%
25	Troost	936	-0.0%
27	27th Street	555	-1.0%
28	Blue Ridge	464	-0.4%
29	Blue Ridge Limited	127	-4.5%
31	31st Street	1,971	-1.8%
35	35th Street	711	-0.5%
39	39th Street	1,142	-0.8%
47	Broadway	916	-23.3%
57	Wornall	706	0.0%
63	63rd Street	281	-3.3%
71	Prospect	542	0.2%
75	75th Street	759	-0.8%
85	Paseo	1,169	20.6%
101	State Ave	172	-2.4%
201	North Oak	1,314	-1.6%
210	Front Street	861	-0.0%
229	Boardwalk/KCI	1,160	0.2%
238	Meadowbrook	659	-2.3%
550	Lee's Summit Express	73	-4.5%

Mode Day Community

All

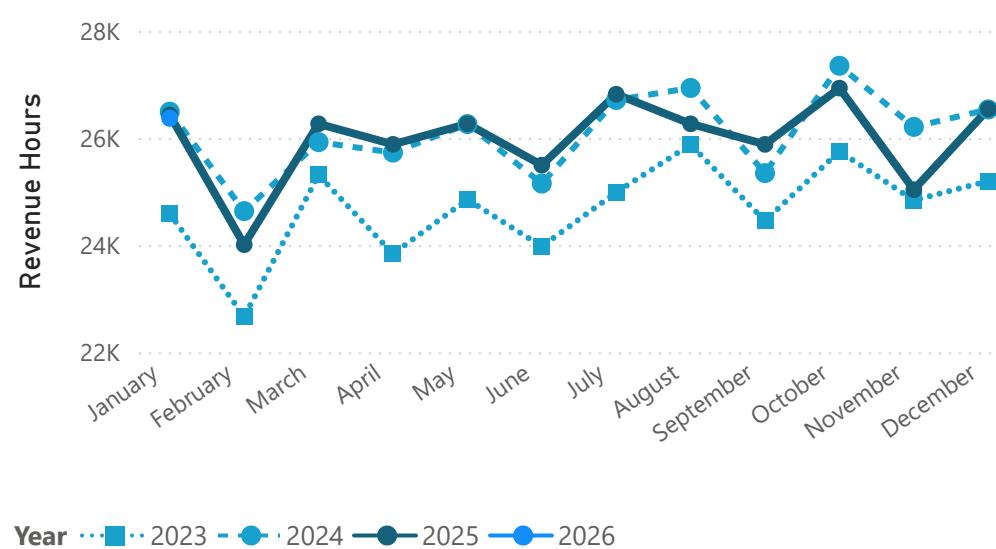
All

Kansas City, MO

## Previous Months

1/1/2019 1/1/2026

## 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.*

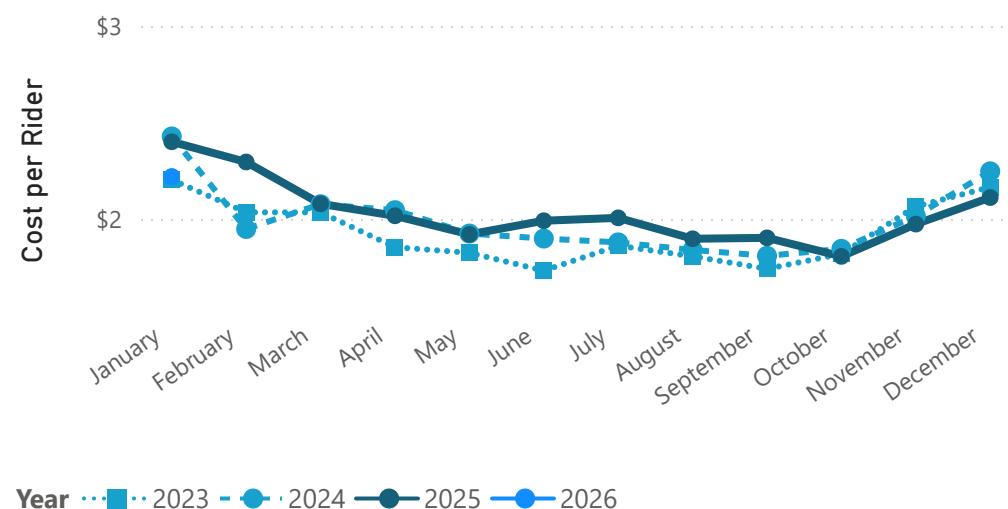
## Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
2	Troost MAX	\$1.75	-1.9%
3	Prospect MAX	\$1.48	-7.1%
9	9th Street	\$3.50	0.5%
11	Northeast-Westside	\$2.98	-8.4%
12	12th Street	\$2.12	1.0%
18	Indiana	\$2.64	4.8%
19	Crossroads	\$12.55	18.5%
21	Cleveland-Antioch	\$3.21	-2.9%
23	23rd Street	\$3.82	-4.2%
24	Independence	\$1.27	-1.6%
25	Troost	\$1.59	-10.3%
27	27th Street	\$3.82	1.6%
28	Blue Ridge	\$3.13	-3.6%
29	Blue Ridge Limited	\$5.79	-14.9%
31	31st Street	\$2.29	-3.4%
35	35th Street	\$3.16	28.0%
39	39th Street	\$1.80	-5.8%
47	Broadway	\$3.71	31.3%
57	Wornall	\$4.18	-16.7%
63	63rd Street	\$6.72	198.8%
71	Prospect	\$2.45	1.3%
75	75th Street	\$4.05	-6.4%
85	Paseo	\$3.62	22.7%
101	State Ave		-100.0%
201	North Oak	\$3.54	-13.7%
210	Front Street	\$4.44	-4.7%
229	Boardwalk/KCI	\$3.80	-13.8%
238	Meadowbrook	\$4.17	1.1%
550	Lee's Summit Express		-100.0%

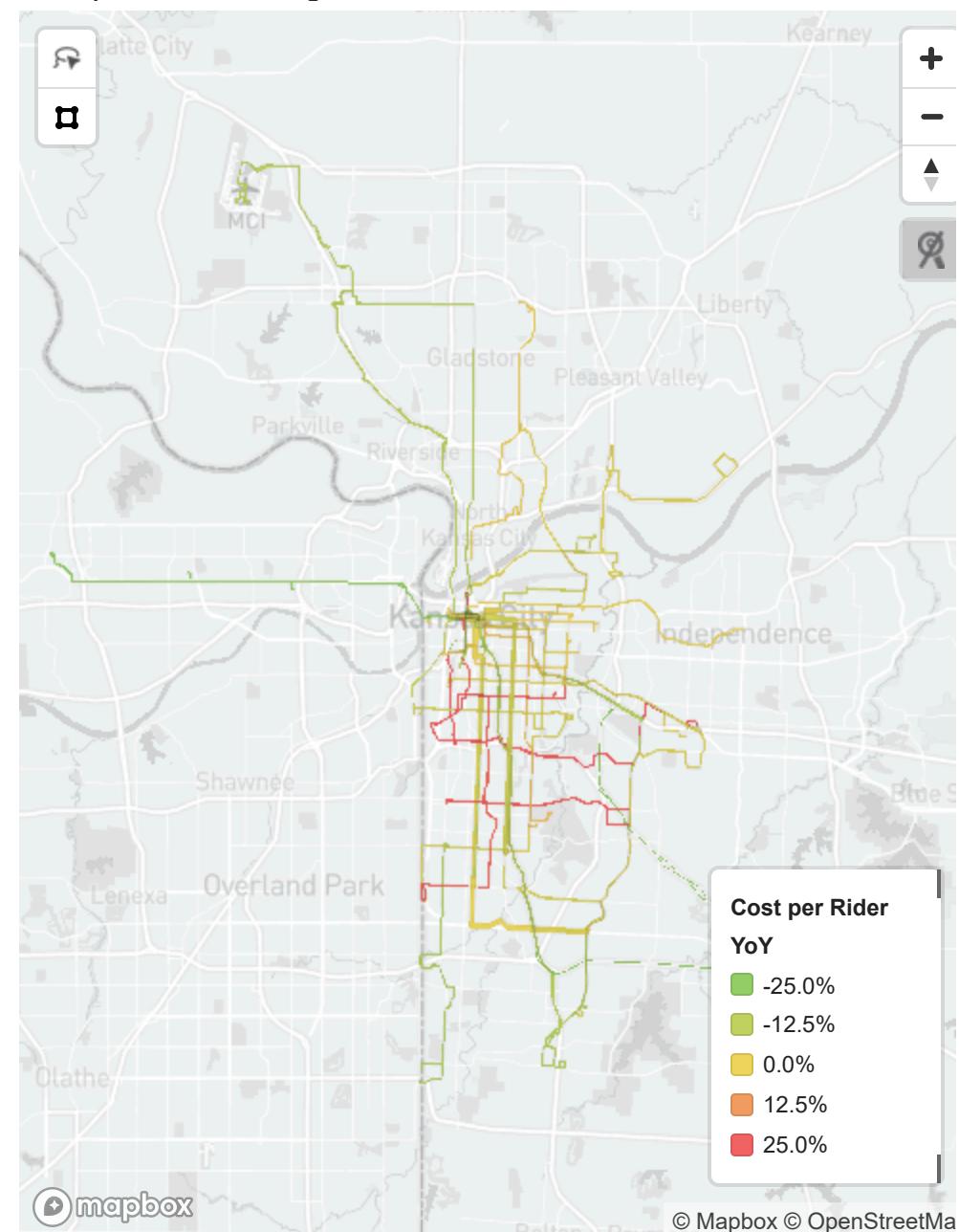
## Previous Months

1/1/2019 1/1/2026

### 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 minute 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

**83.11%**

January 2026

## Year-over-Year Change

**-0.65%**

January 2026

## Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
2	Troost MAX	20	84.97%		98.8%
3	Prospect MAX	15	81.59%		97.2%
9	9th Street	60	85.22%	7.92%	95.2%
11	Northeast-Westside	30	81.24%	-0.09%	98.4%
12	12th Street	45	77.85%	-2.92%	98.6%
18	Indiana	30	90.85%	-0.32%	97.1%
19	Crossroads	30	92.33%	1.56%	100.0%
21	Cleveland-Antioch	60	81.70%	1.42%	95.3%
23	23rd Street	60	82.83%	-4.80%	99.3%
24	Independence	20	81.35%	-5.39%	99.6%
25	Troost	30	93.59%	0.70%	97.9%
27	27th Street	60	85.43%	-6.77%	98.8%
28	Blue Ridge	60	83.47%	3.18%	98.5%
29	Blue Ridge Limited		80.55%	-1.75%	100.0%
31	31st Street	15	91.07%	1.09%	99.3%
35	35th Street	45	66.78%	-9.56%	99.1%
39	39th Street	30	86.48%	-0.07%	99.4%
47	Broadway	45	73.50%	-4.33%	98.1%
57	Wornall	45	87.98%	8.12%	99.0%
63	63rd Street	60	89.25%	0.05%	99.7%
71	Prospect	60	80.44%	1.05%	94.7%
75	75th Street	45	75.64%	0.21%	98.9%
85	Paseo	60	76.04%	1.01%	98.4%
101	State Ave	30	78.41%	2.35%	-Infinity
201	North Oak	30	85.62%	-3.12%	98.1%
210	Front Street	60	80.20%	7.81%	98.8%
229	Boardwalk/KCI	60	79.34%	-2.65%	98.6%
238	Meadowbrook	60	62.22%	-14.59%	99.4%
550	Lee's Summit Express		71.84%	6.41%	100.0%

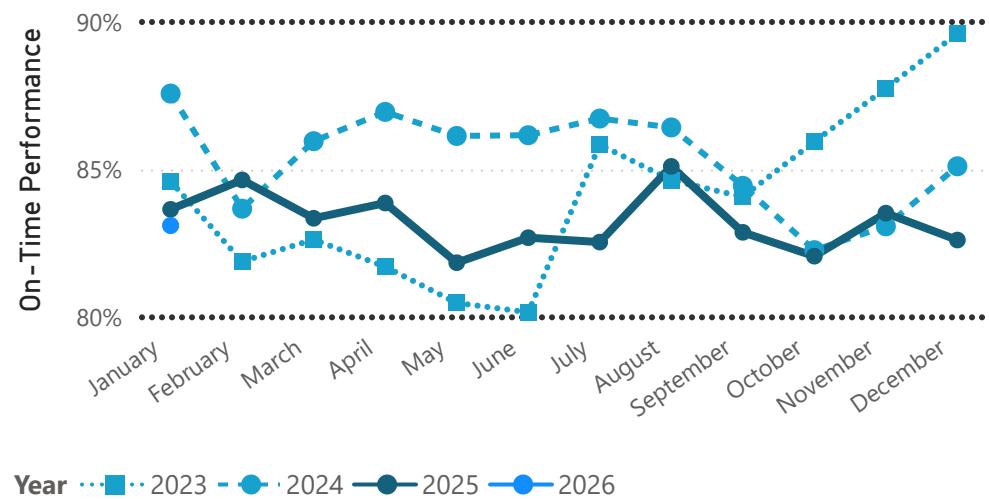
Mode	▼	Day	▼	Community	▼
All	▼	All	▼	Kansas City, MO	▼

## Previous Months

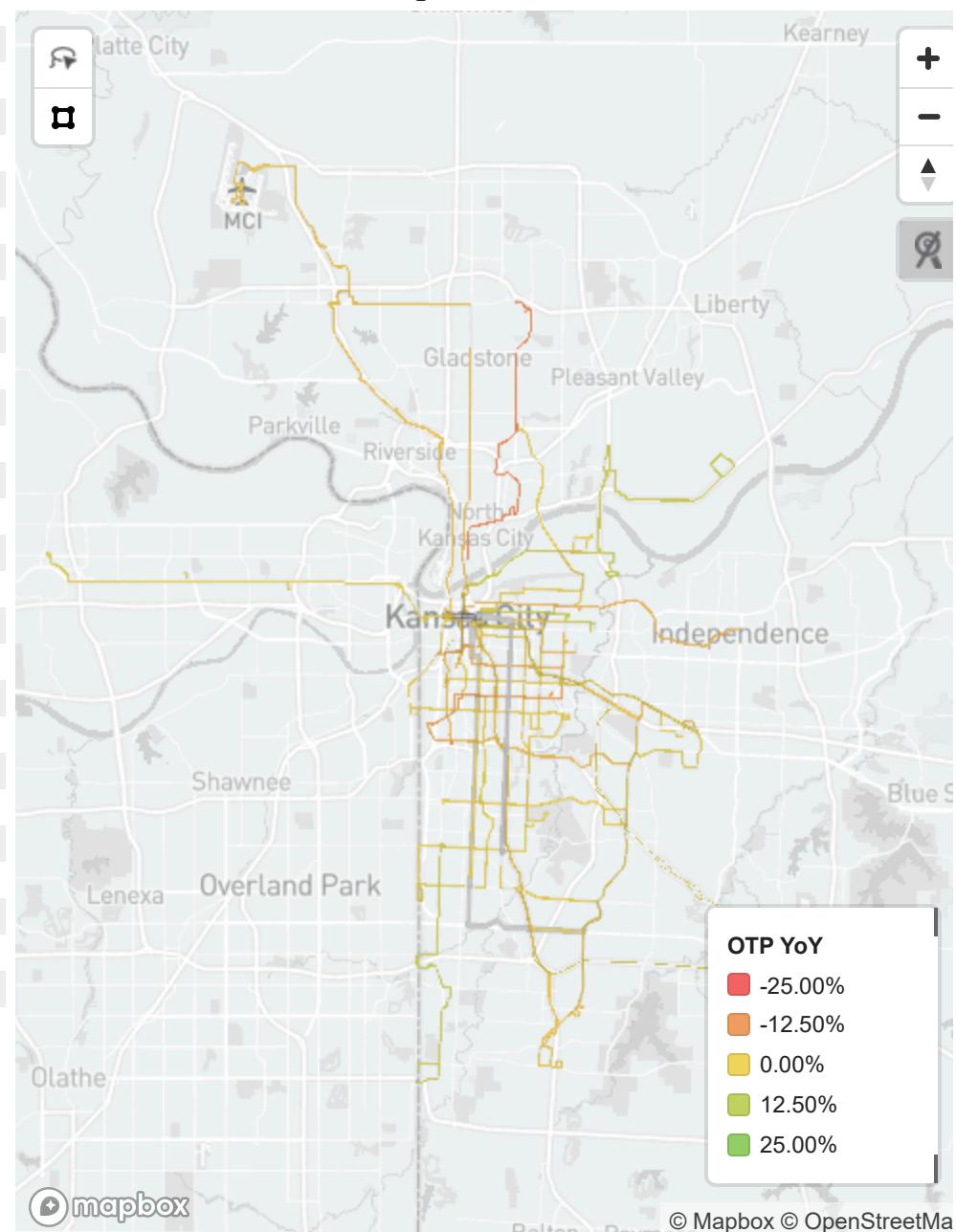
1/1/2019

1/1/2026

## On-Time Performance



## On-Time Performance Change - Year over Year

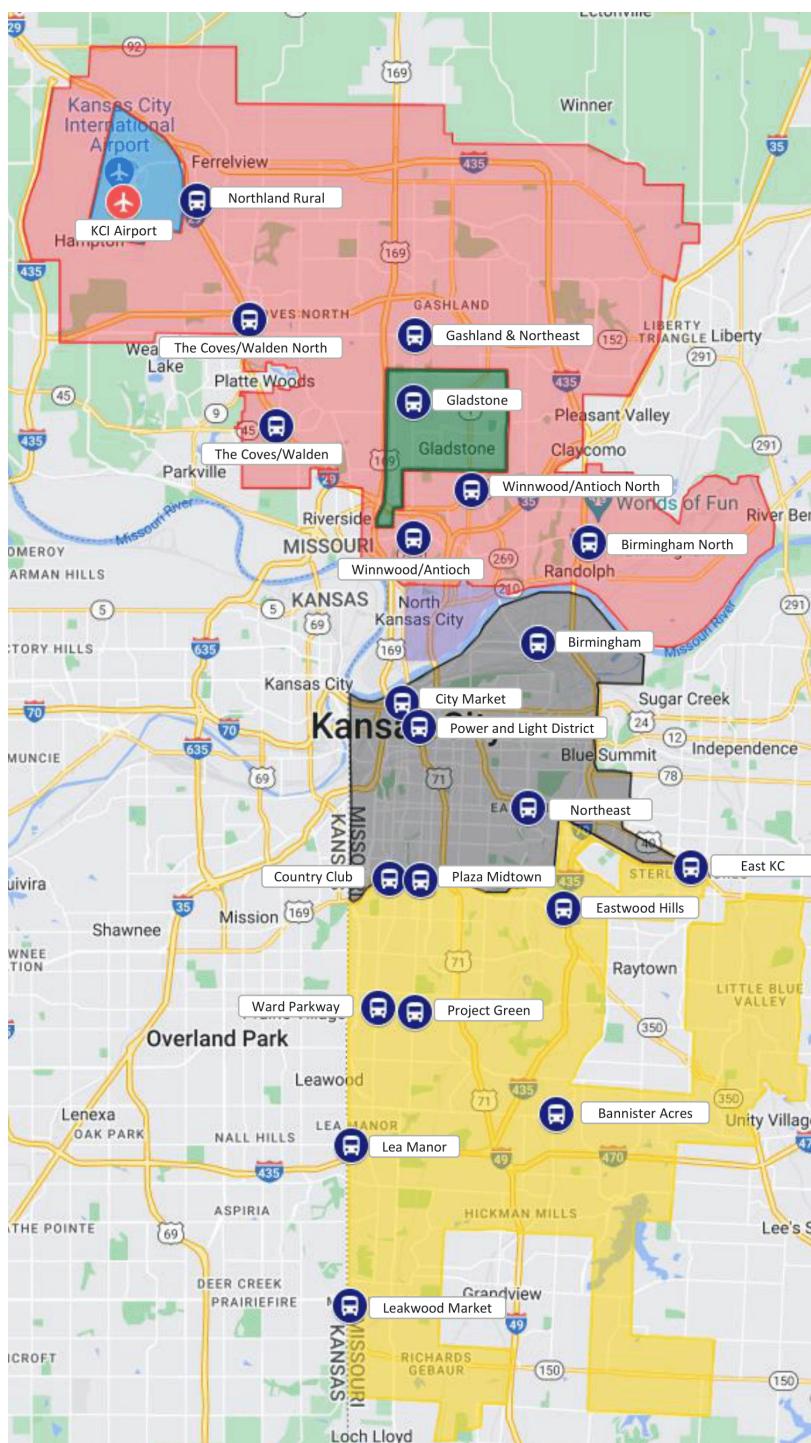


# IRIS

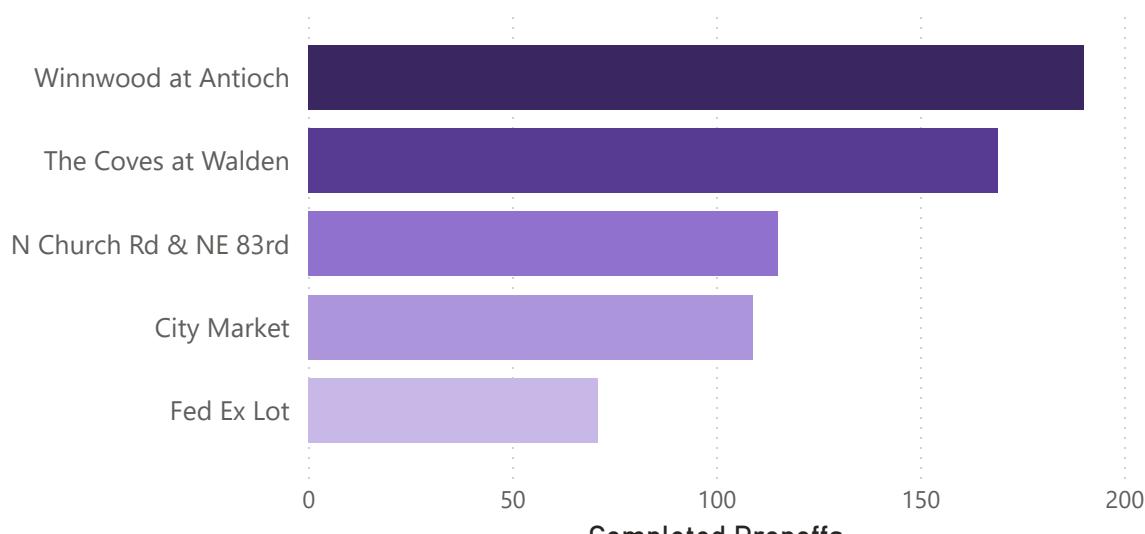
**IRIS** is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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



6

January 2026



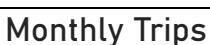
18

January 2026



147

January 2026



4,280

January 2026



4,557

January 2026

## Ridership

