

# RideKC Transit Key Performance Indicators

April 2026

Reported May 7, 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  4/1/2026

<b>Completed Trips</b> <b>99.6%</b> Goal: 97.0% April 2026	<b>Fixed Route OTP</b> <b>83.1%</b> Goal: 80.0%, 90.0% April 2026	<b>Paratransit OTP</b> <b>89.0%</b> Goal: 95.0% April 2026
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Fixed + Flex + Iris Ridership

**875,040**

April 2026

Paratransit Trips

**19,438**

April 2026

Paratransit Passengers

**20,885**

April 2026

Fixed Route Ridership

**869,998**

April 2026

Flex + Iris Ridership

**5,042**

April 2026

Road Calls

**69**

April 2026

Revenue Hours

**24,604**

April 2026

Platform Hours

**34,357**

April 2026

Vehicle Incidents

**25**

April 2026

Passengers per Revenue Hour

**31**

April 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 Year-over-Year Change

# 869,998

April 2026

# 0.00%

April 2026

## Details by Route

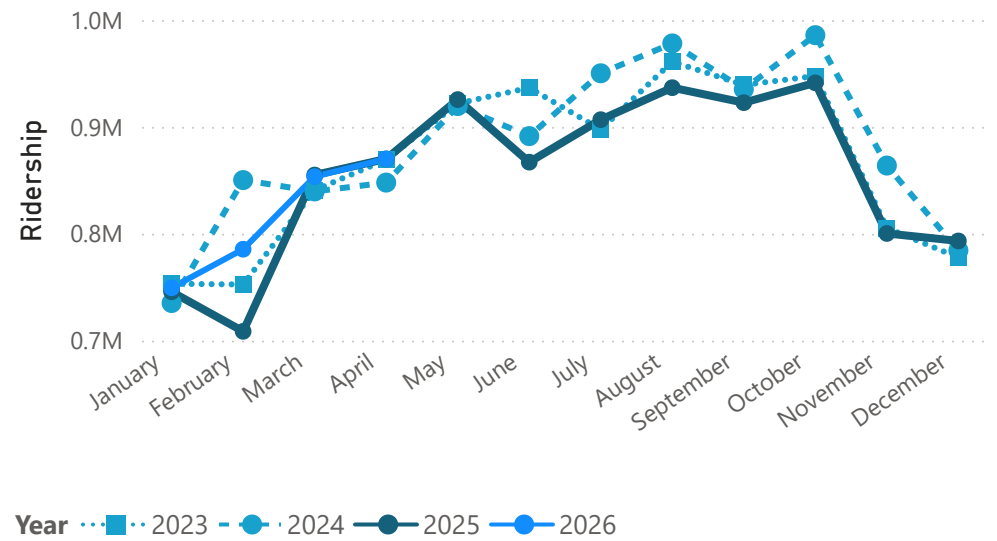
#	Route Name	Month Total	Daily Average	% Change (YoY)
2	Troost MAX	100,456	3,349	0.00%
3	Prospect MAX	140,464	4,682	0.00%
9	9th Street	8,217	274	0.00%
11	Northeast-Westside	30,398	1,013	0.00%
12	12th Street	23,000	767	0.00%
18	Indiana	26,490	883	0.00%
21	Cleveland-Antioch	13,441	517	0.00%
23	23rd Street	7,045	235	0.00%
24	Independence	77,799	2,593	0.00%
25	Troost	38,621	1,287	0.00%
27	27th Street	11,496	383	0.00%
28	Blue Ridge	12,086	465	0.00%
31	31st Street	69,581	2,319	0.00%
35	35th Street	18,668	622	0.00%
39	39th Street	44,577	1,486	0.00%
47	Broadway	36,760	1,225	0.00%
57	Wornall	12,821	427	0.00%
63	63rd Street	10,582	353	0.00%
71	Prospect	15,401	513	0.00%
75	75th Street	13,573	452	0.00%
85	Paseo	24,134	804	0.00%
101	State Ave	61,153	2,038	0.00%
201	North Oak	28,095	937	0.00%
210	Front Street	12,261	409	0.00%
229	Boardwalk/KCI	17,406	580	0.00%
238	Meadowbrook	14,017	467	0.00%
550	Lee's Summit Express	1,456	66	0.00%

\* Due to technical issues, ridership data for April is not available. The data shown is from April 2025 and serves as a placeholder until the issue is resolved.

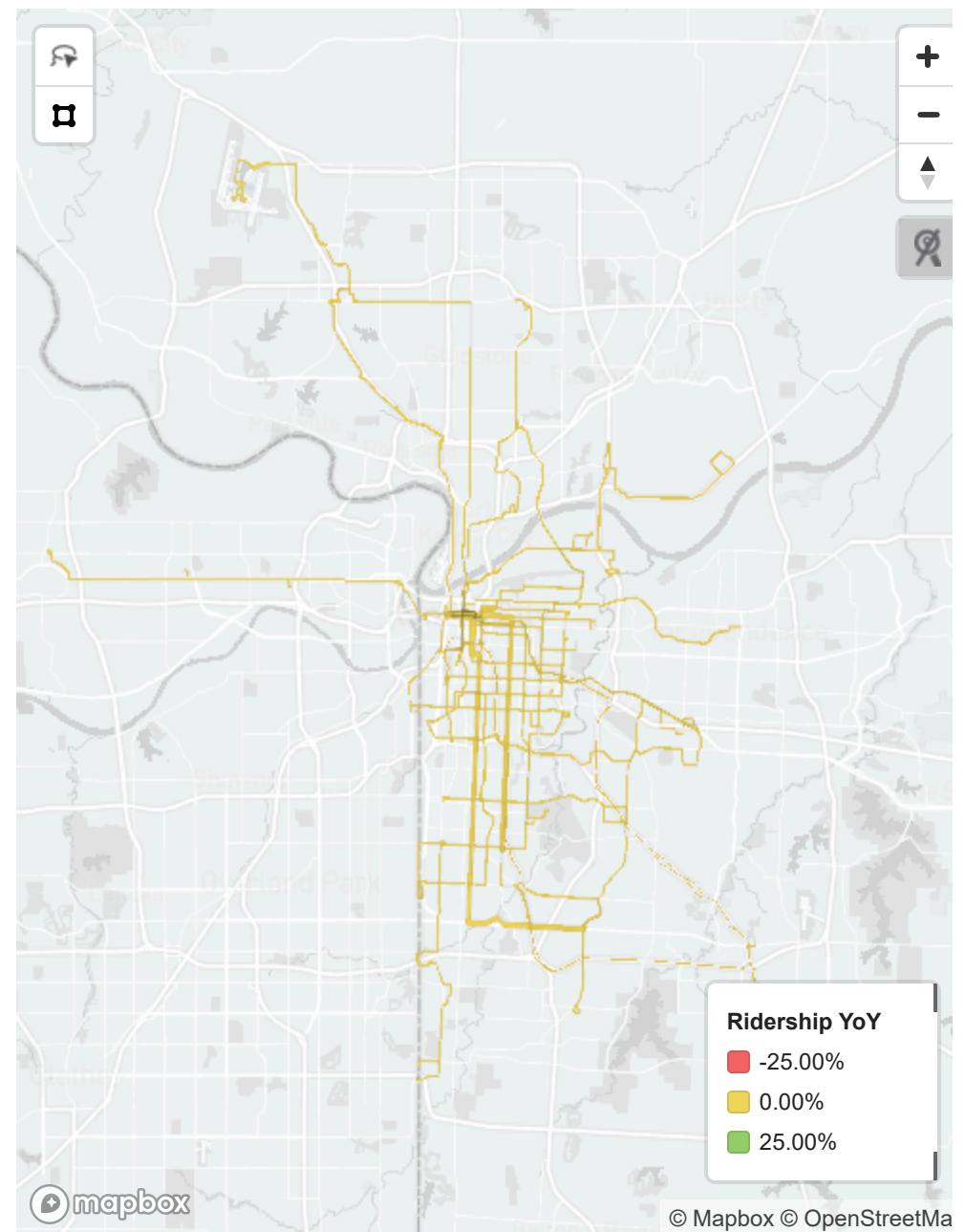
## Previous Months

1/1/2019 | 4/1/2026

## 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

## Year-over-Year Change

# 24,604

April 2026

# -3.2%

April 2026

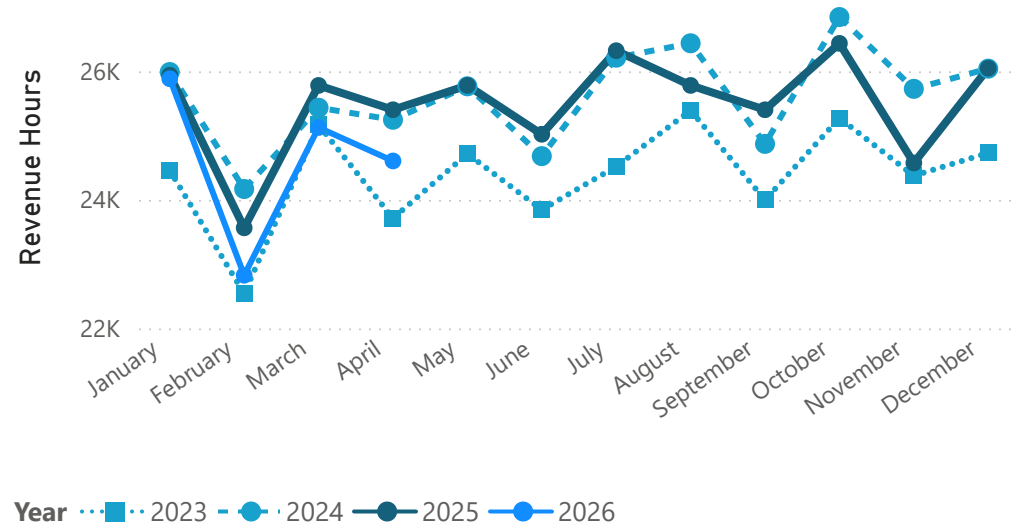
### Details by Route

#	Route Name	Month Total	% Change (YoY)
2	Troost MAX	2,405	0.0%
3	Prospect MAX	2,909	1.7%
9	9th Street	508	35.8%
11	Northeast-Westside	1,249	-9.3%
12	12th Street	599	-9.5%
18	Indiana	1,156	-3.6%
21	Cleveland-Antioch	577	-3.2%
23	23rd Street	374	-6.5%
24	Independence	1,287	1.0%
25	Troost	843	-8.3%
27	27th Street	502	-9.0%
28	Blue Ridge	453	-2.9%
31	31st Street	1,975	0.0%
35	35th Street	641	-7.8%
39	39th Street	1,119	-0.4%
47	Broadway	843	-27.9%
57	Wornall	623	-9.7%
63	63rd Street	274	-3.3%
71	Prospect	511	-2.3%
75	75th Street	662	-11.9%
85	Paseo	1,167	23.4%
101	State Ave	174	0.0%
201	North Oak	1,307	-0.0%
210	Front Street	782	-6.2%
229	Boardwalk/KCI	1,003	-10.3%
238	Meadowbrook	581	-10.4%
550	Lee's Summit Express	79	3.2%

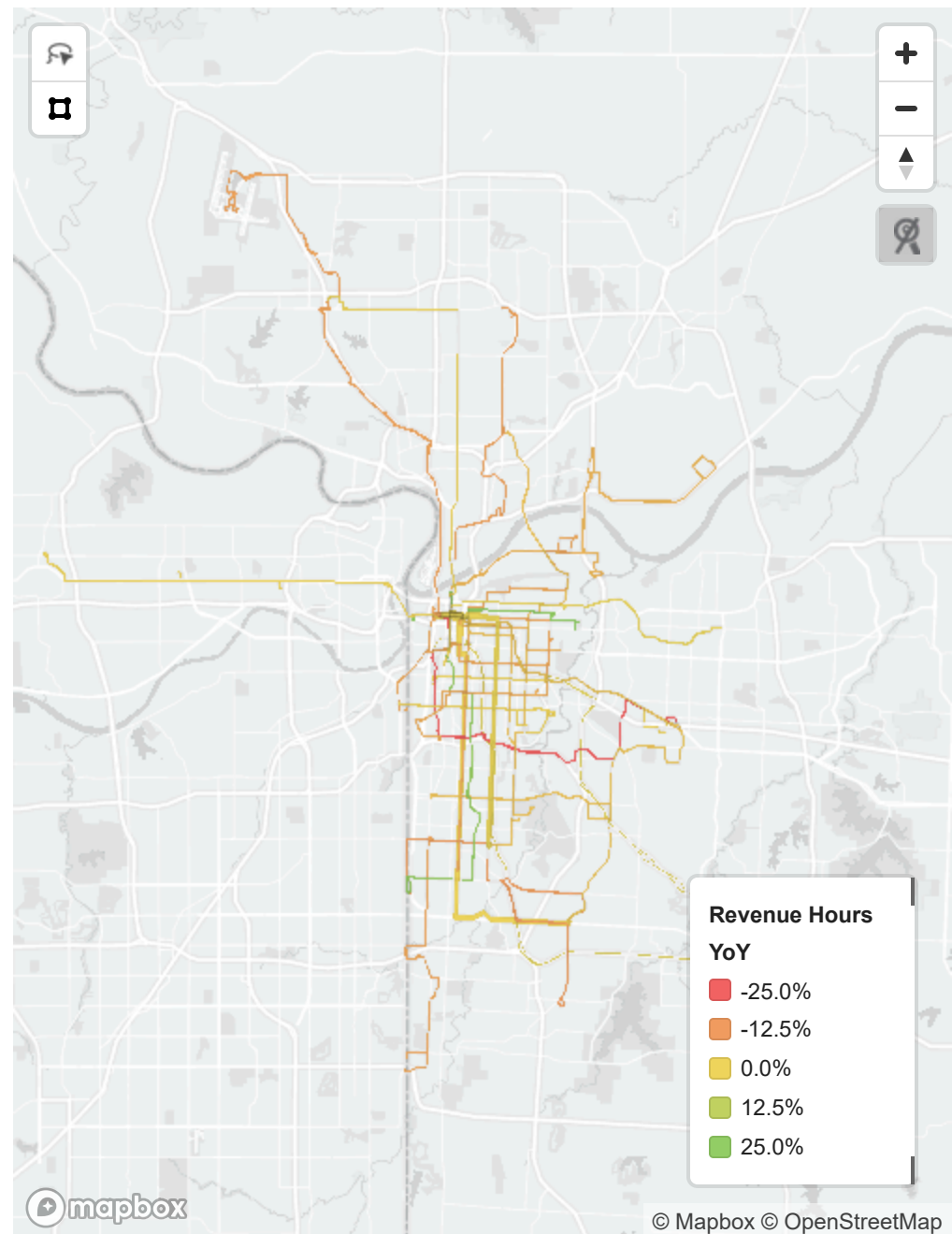
Mode 
 Day 
 Community

### Previous Months

### 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.*

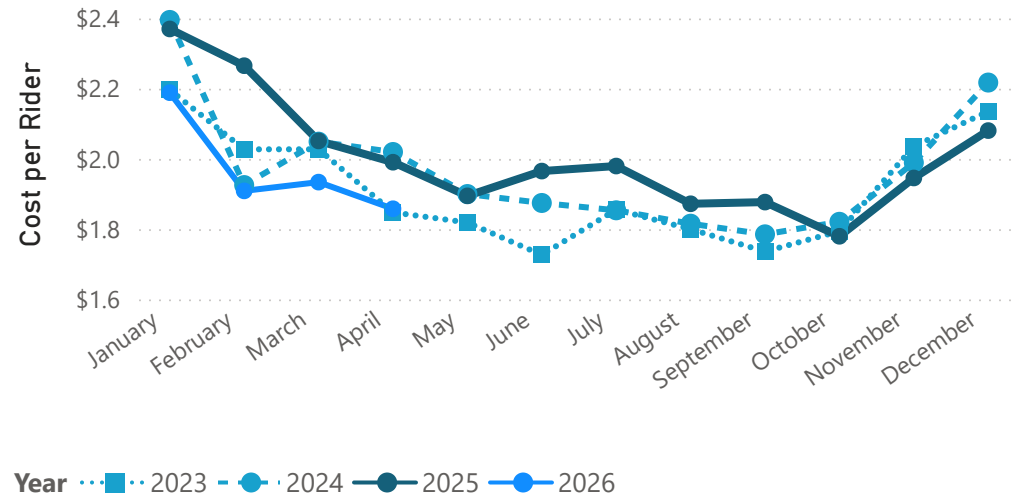
## Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
2	Troost MAX	\$1.44	-0.0%
3	Prospect MAX	\$1.24	-5.4%
9	9th Street	\$3.71	35.8%
11	Northeast-Westside	\$3.06	-0.8%
12	12th Street	\$1.73	0.0%
18	Indiana	\$2.72	-0.6%
21	Cleveland-Antioch	\$2.68	-0.0%
23	23rd Street	\$3.41	0.0%
24	Independence	\$1.21	1.0%
25	Troost	\$1.43	0.0%
27	27th Street	\$2.88	0.5%
28	Blue Ridge	\$2.92	1.4%
31	31st Street	\$1.98	0.0%
35	35th Street	\$2.24	4.2%
39	39th Street	\$1.59	0.0%
47	Broadway	\$1.79	-24.7%
57	Wornall	\$3.23	0.4%
63	63rd Street	\$1.63	-2.0%
71	Prospect	\$2.04	0.0%
75	75th Street	\$3.43	-0.2%
85	Paseo	\$2.89	22.7%
101	State Ave		-100.0%
201	North Oak	\$3.36	0.0%
210	Front Street	\$4.08	0.2%
229	Boardwalk/KCI	\$3.63	-6.0%
238	Meadowbrook	\$3.89	4.5%
550	Lee's Summit Express		-100.0%

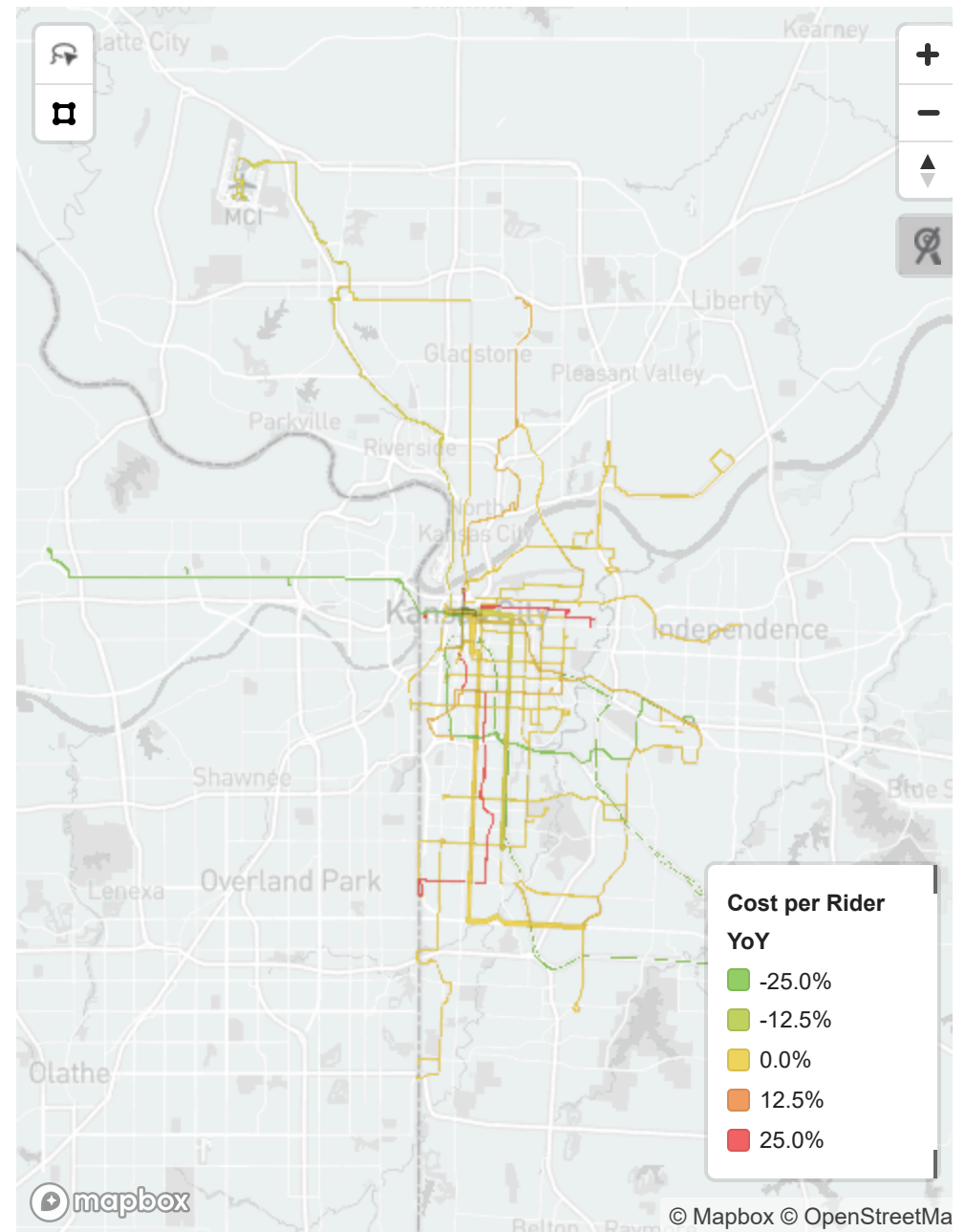
## Previous Months

1/1/2019 | 4/1/2026

## 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 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

Year-over-Year Change

# 83.12%

April 2026

# -0.51%

April 2026

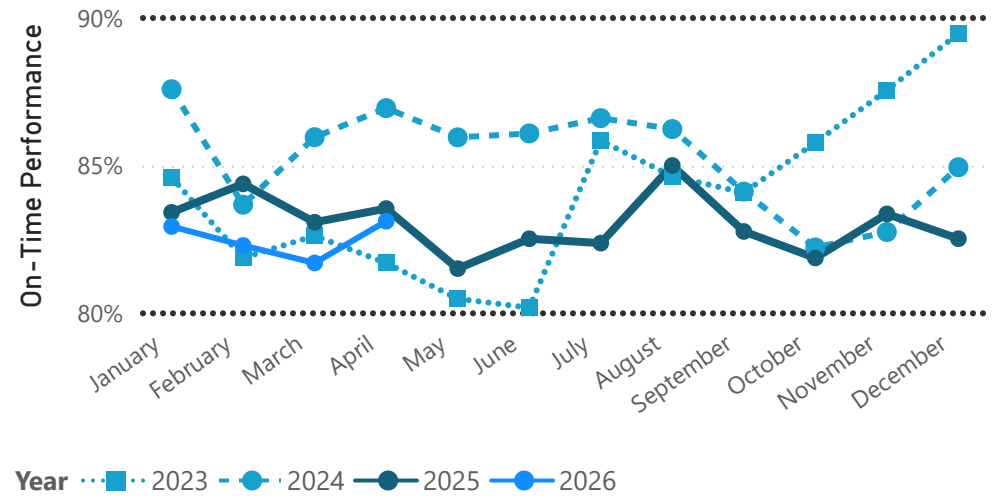
## Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
2	Troost MAX	20	82.61%	-4.08%	99.2%
3	Prospect MAX	15	84.87%	0.46%	99.1%
9	9th Street	60	82.08%	-1.93%	99.9%
11	Northeast-Westside	30	72.24%	-4.32%	99.8%
12	12th Street	45	84.48%	3.33%	99.9%
18	Indiana	30	88.40%	-1.59%	99.5%
21	Cleveland-Antioch	60	82.32%	2.13%	99.1%
23	23rd Street	60	81.75%	-2.56%	100.0%
24	Independence	20	83.76%	-4.63%	99.9%
25	Troost	30	92.19%	-1.14%	99.9%
27	27th Street	60	89.11%	-0.48%	100.0%
28	Blue Ridge	60	76.37%	-11.64%	99.7%
31	31st Street	15	88.53%	-2.67%	99.6%
35	35th Street	45	76.81%	-0.15%	100.0%
39	39th Street	30	85.00%	2.48%	99.8%
47	Broadway	45	65.45%	-9.87%	99.5%
57	Wornall	45	89.59%	7.81%	99.4%
63	63rd Street	60	91.00%	2.56%	100.0%
71	Prospect	60	89.11%	6.89%	100.0%
75	75th Street	45	78.50%	1.77%	99.8%
85	Paseo	60	63.57%	-16.11%	100.0%
101	State Ave	30	67.83%	-13.64%	-Infinity
201	North Oak	30	80.38%	-8.20%	99.9%
210	Front Street	60	82.54%	5.87%	100.0%
229	Boardwalk/KCI	60	72.87%	-10.79%	99.6%
238	Meadowbrook	60	68.95%	17.64%	99.8%
550	Lee's Summit Express		72.36%	9.58%	100.0%

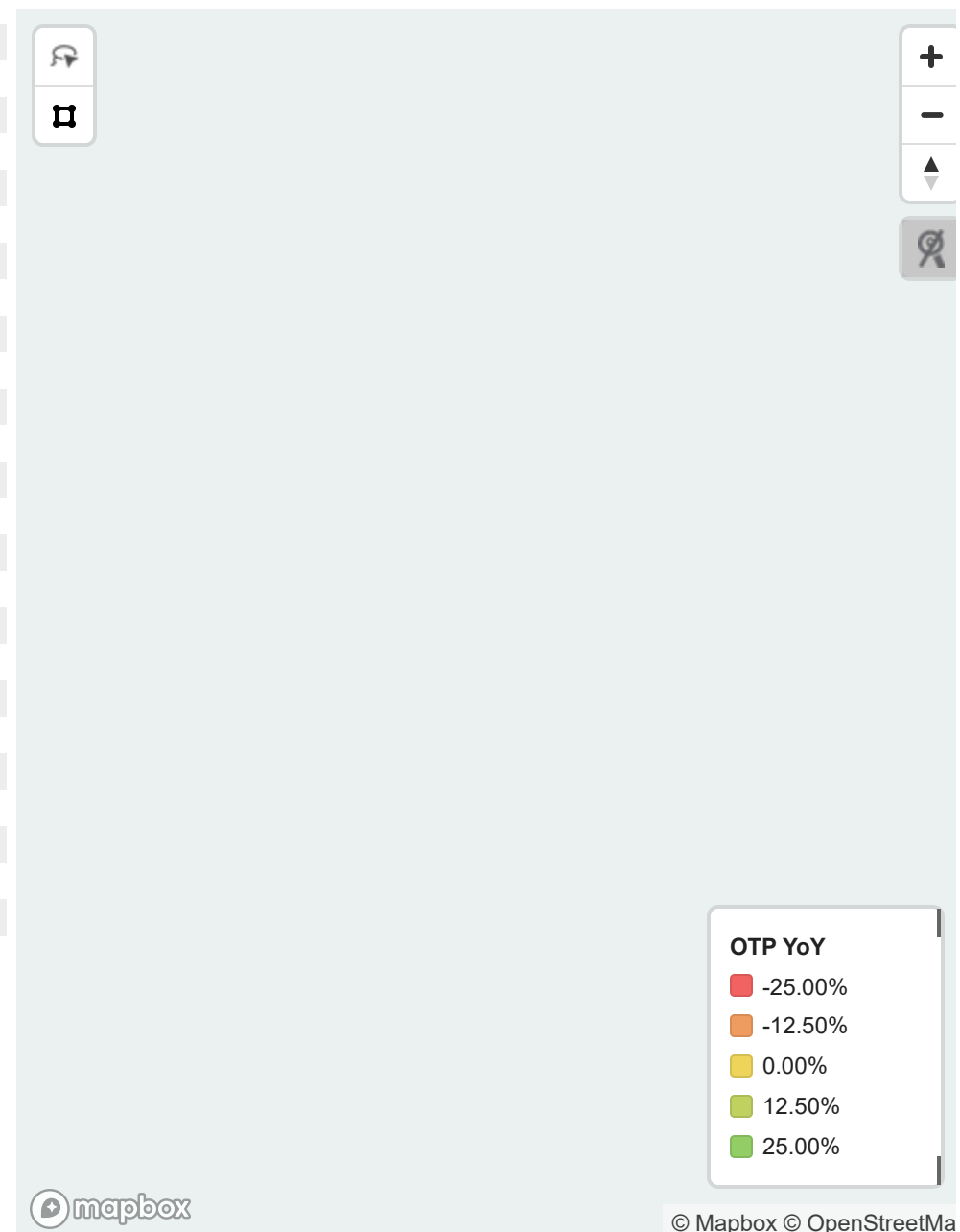
## Previous Months

1/1/2019 | 4/1/2026

## On-Time Performance



## On-Time Performance Change - Year over Year

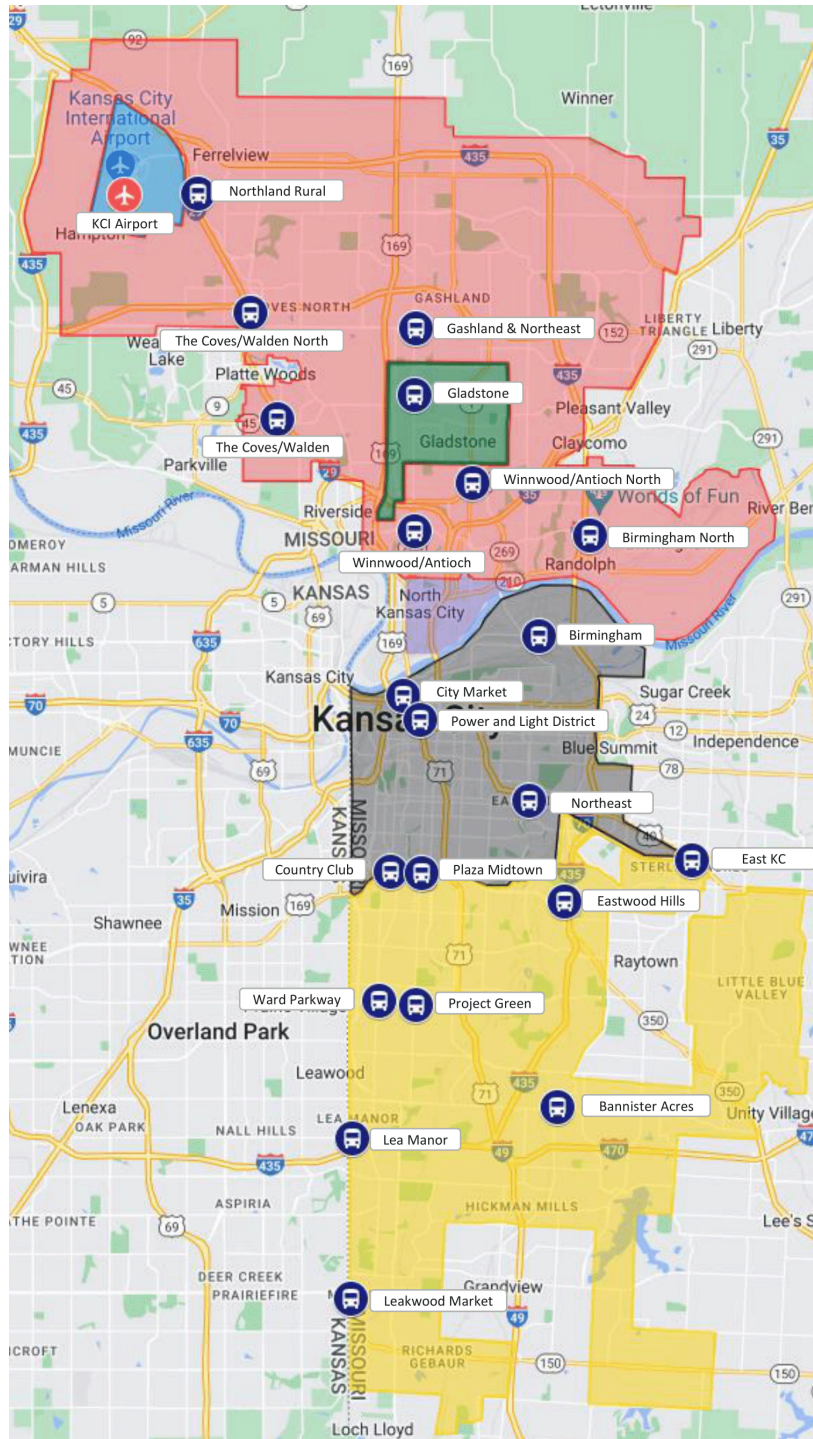


# IRIS

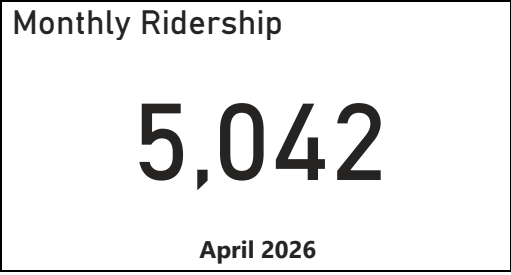
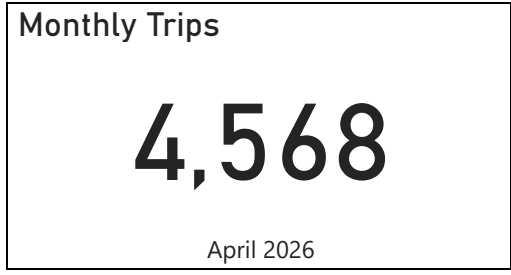
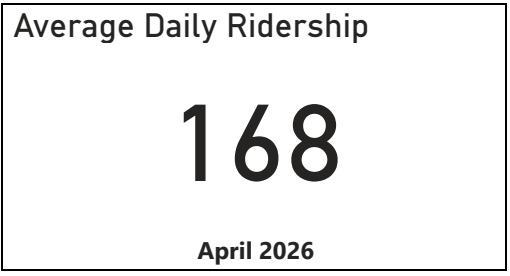
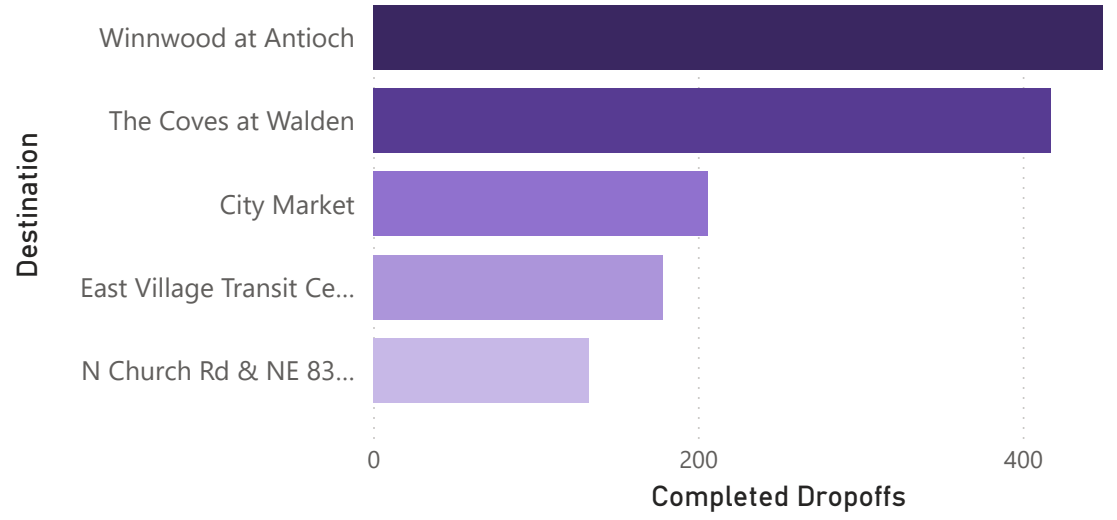
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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



## Ridership

