

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 All

Previous Months

1/1/2019 4/1/2026

Completed Trips

99.6%
Goal: 97.0%
April 2026

Fixed Route OTP

83.2%
Goal: 80.0%, 90.0%
April 2026

Paratransit OTP

89.0%
Goal: 95.0%
April 2026

Fixed + Flex + Iris Ridership

902,300
April 2026

Fixed Route Ridership

896,782
April 2026

Flex + Iris Ridership

5,518
April 2026

Revenue Hours

28,143
April 2026

Platform Hours

39,440
April 2026

Passengers per Revenue Hour

31
April 2026

Paratransit Trips

19,438
April 2026

Paratransit Passengers

20,885
April 2026

Road Calls

69
April 2026

Vehicle Incidents

25
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

897,258

April 2026

2.14%

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% |
| 50 | Wornall-Brookside | 19,355 | 645 | 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% |
| 107 | 7th Street/Parallel | 7,429 | 286 | 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% |
| 298 | North Kansas City Flex | 476 | 22 | -55.26% |
| 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.

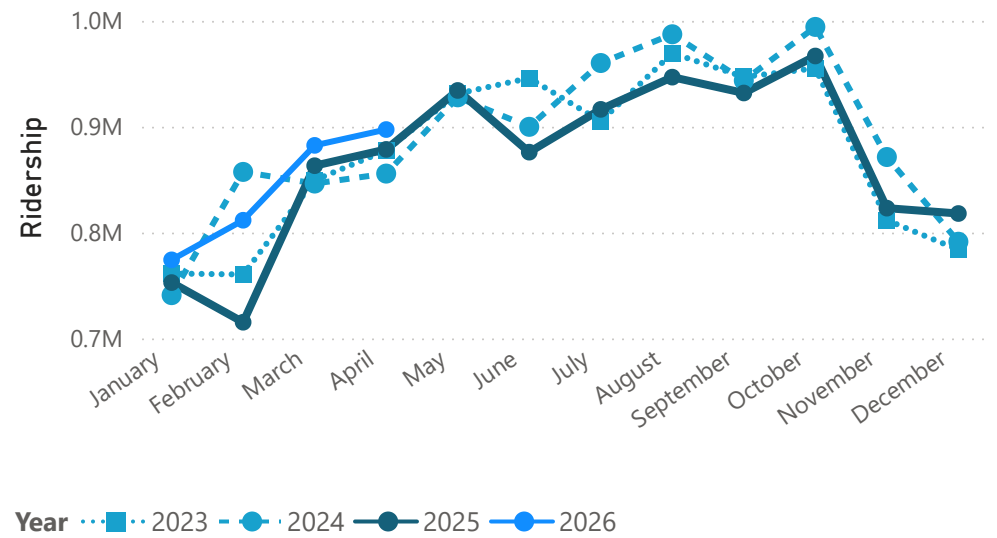
Mode Day **Community**

All All All

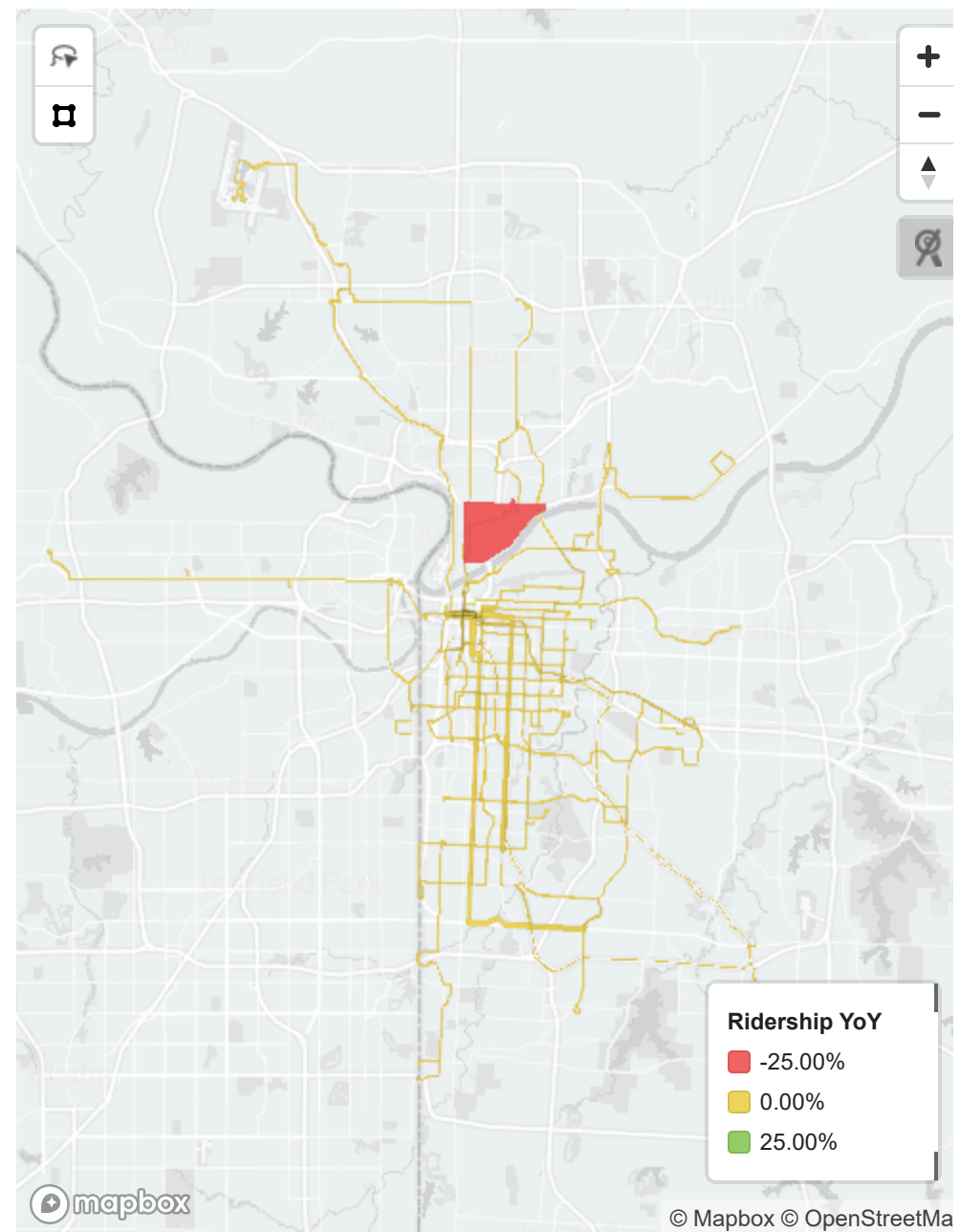
Previous Months

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

28,143

April 2026

Year-over-Year Change

1.1%

April 2026

Details by Route

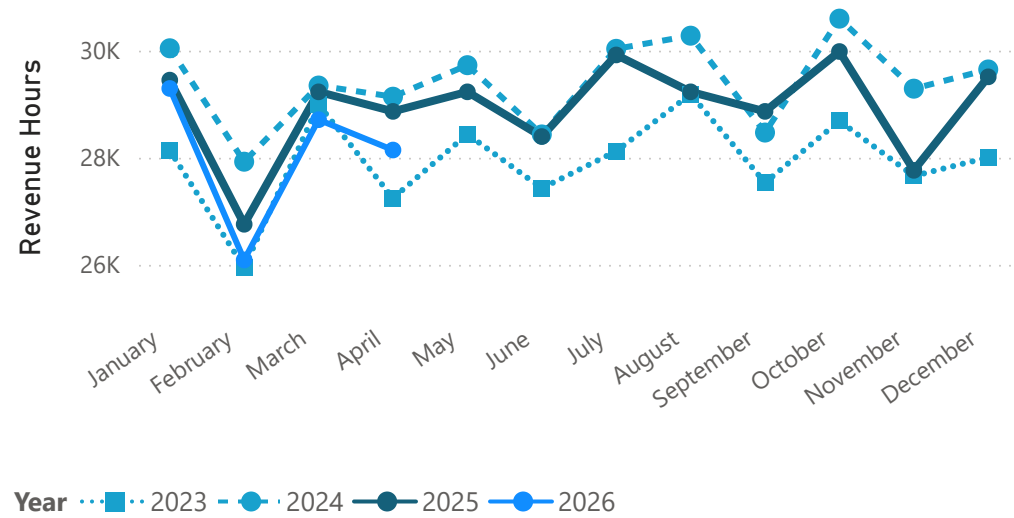
| # | Route Name | Month Total | % Change (YoY) |
|-----|------------------------|-------------|----------------|
| 2 | Troost MAX | 2,405 | 0.0% |
| 3 | Prospect MAX | 2,909 | 1.7% |
| 9 | 9th Street | 508 | 35.8% |
| 11 | Northeast-Westside | 1,406 | -9.3% |
| 12 | 12th Street | 599 | -9.5% |
| 18 | Indiana | 1,156 | -3.6% |
| 21 | Cleveland-Antioch | 581 | -3.2% |
| 23 | 23rd Street | 374 | -6.5% |
| 24 | Independence | 1,573 | 1.0% |
| 25 | Troost | 843 | -8.3% |
| 27 | 27th Street | 502 | -9.0% |
| 28 | Blue Ridge | 570 | -2.9% |
| 31 | 31st Street | 2,290 | 0.0% |
| 35 | 35th Street | 641 | -7.8% |
| 39 | 39th Street | 1,174 | -0.4% |
| 47 | Broadway | 1,030 | -27.9% |
| 50 | Wornall-Brookside | | |
| 57 | Wornall | 623 | -9.7% |
| 63 | 63rd Street | 288 | -3.3% |
| 71 | Prospect | 511 | -2.3% |
| 75 | 75th Street | 662 | -11.9% |
| 85 | Paseo | 1,167 | 23.4% |
| 101 | State Ave | 1,640 | 0.0% |
| 107 | 7th Street/Parallel | 419 | 80.8% |
| 201 | North Oak | 1,600 | -0.0% |
| 210 | Front Street | 782 | -6.2% |
| 229 | Boardwalk/KCI | 1,003 | -10.3% |
| 238 | Meadowbrook | 779 | -10.4% |
| 298 | North Kansas City Flex | | |
| 550 | Lee's Summit Express | 108 | 3.2% |

Mode Day Community

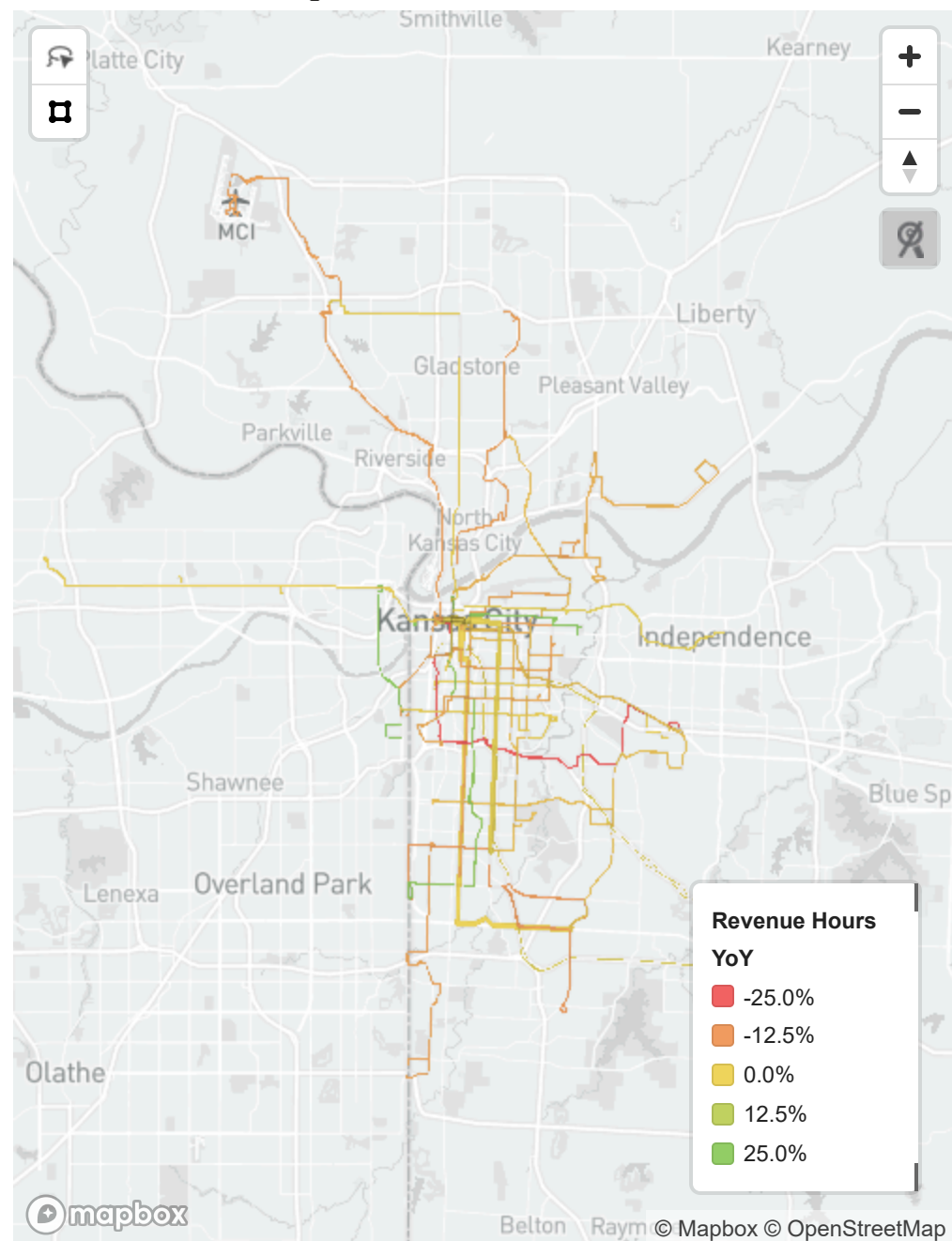
Previous Months

1/1/2019 4/1/2026

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.

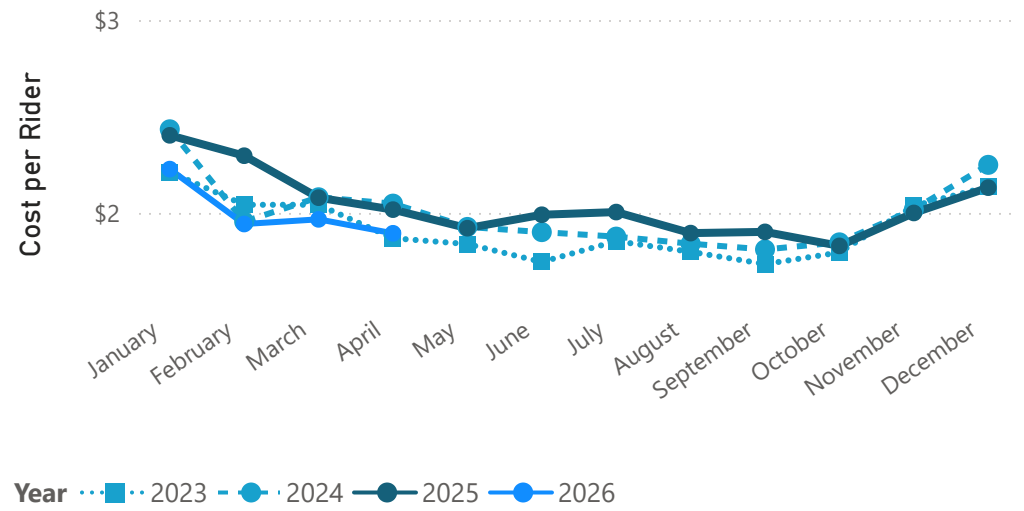
Details by Route

| # | Route Name | Cost per Rider | % Change (YoY) |
|-----|------------------------|----------------|----------------|
| 2 | Troost MAX | \$1.44 | -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% |
| 50 | Wornall-Brookside | \$3.32 | |
| 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% |
| 107 | 7th Street/Parallel | | -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% |
| 298 | North Kansas City Flex | \$39.76 | 63.9% |
| 550 | Lee's Summit Express | | -100.0% |

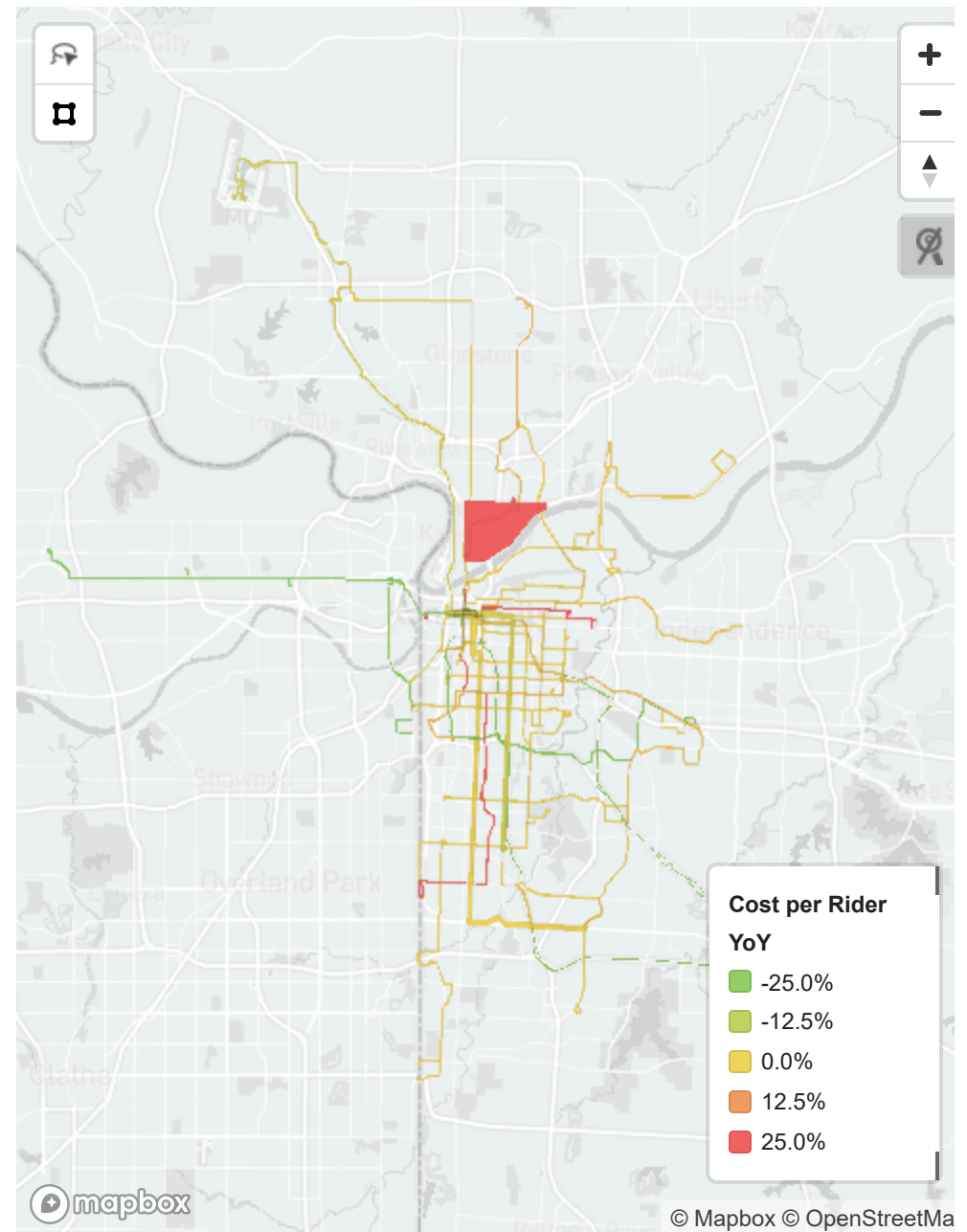
Previous Months

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

83.23%

April 2026

-0.28%

April 2026

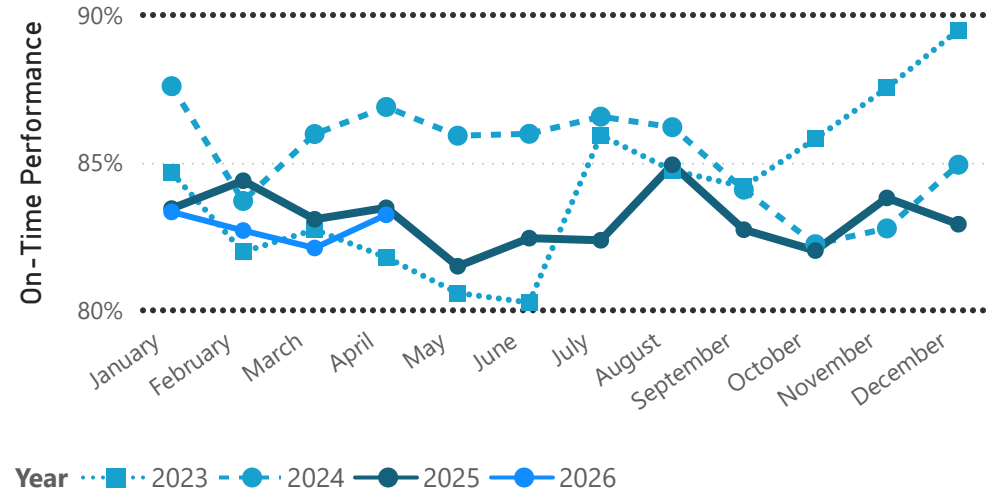
Details by Route

| # | 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% |
| 50 | Wornall-Brookside | 20 | 85.36% | | 99.7% |
| 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 |
| 107 | 7th Street/Parallel | 60 | 83.21% | 10.71% | -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% |

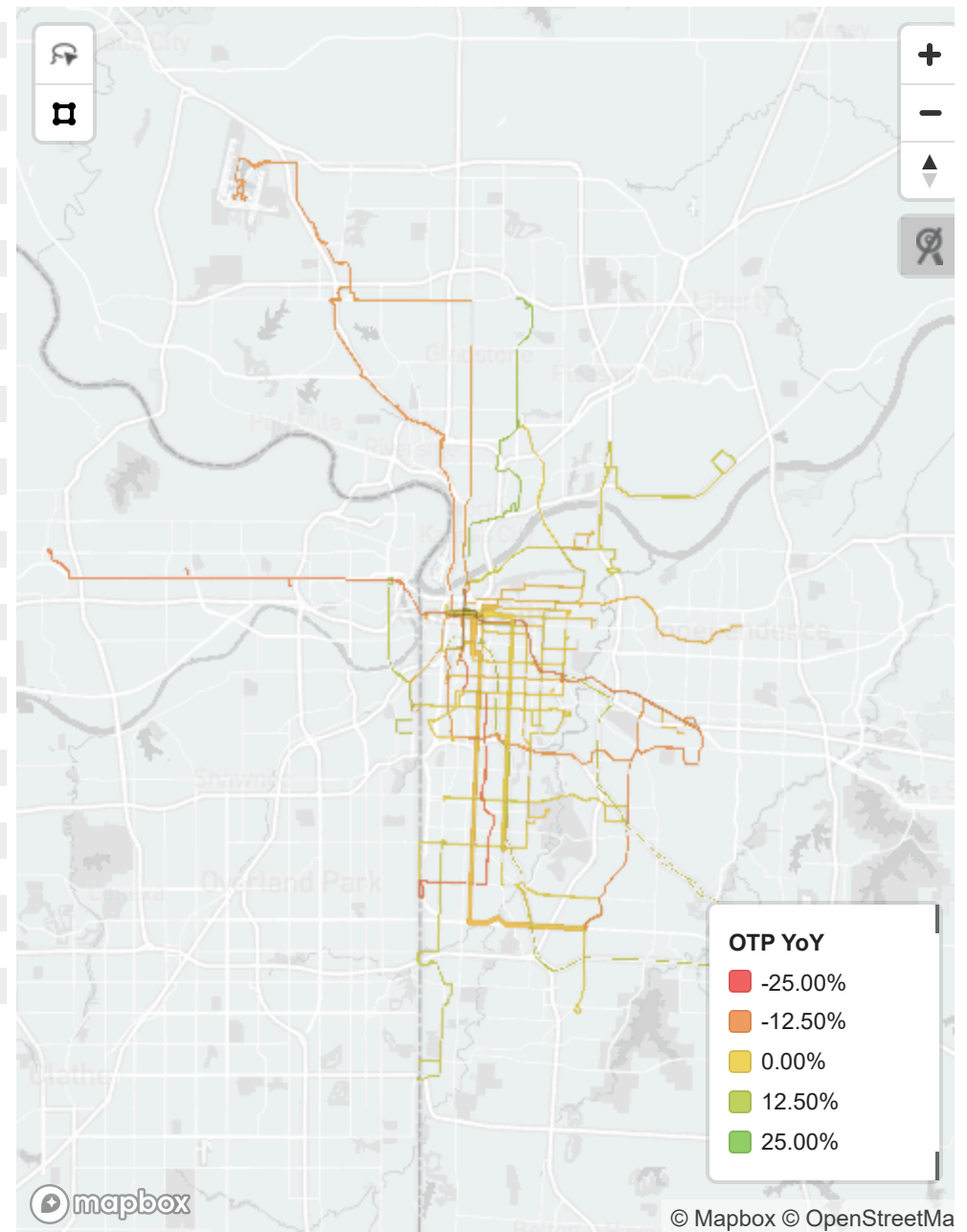
Previous Months

1/1/2019 | 4/1/2026

On-Time Performance



On-Time Performance Change - Year over Year

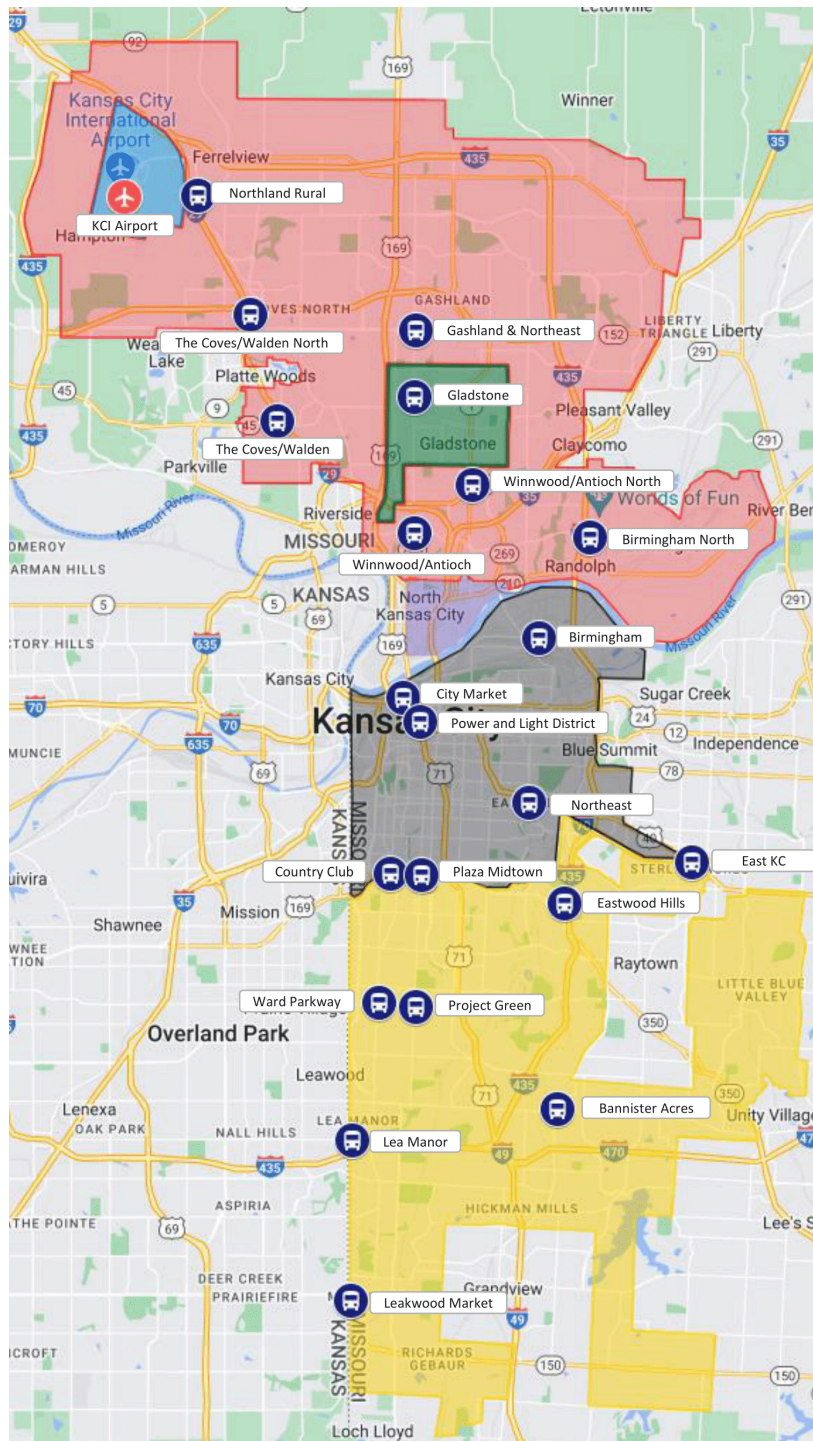


IRIS

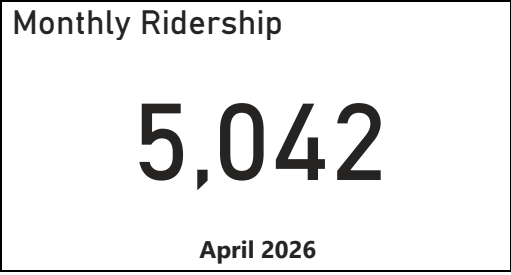
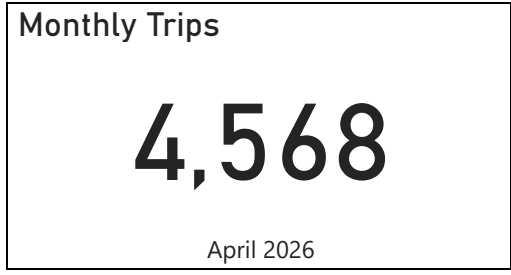
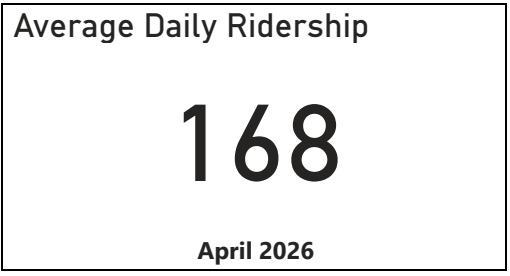
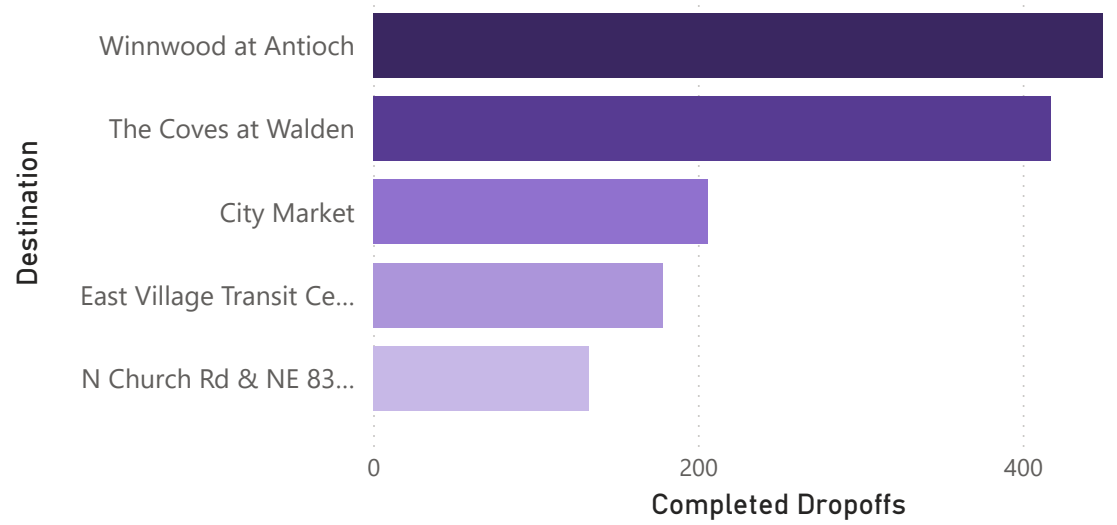
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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

