

RideKC Transit Key Performance Indicators

August 2026

Reported September 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.



Set Filters

Mode

All

Day

All

Community

All

Previous Months

1/1/2019

8/1/2026

Completed Trips

97.0%

Goal: 97.0%
August 2026

Fixed Route OTP

81.5%

Goal: 80.0%, 90.0%
August 2026

Paratransit OTP

87.0%

Goal: 95.0%
August 2026

Fixed + Flex + Iris Ridership

518,667

August 2026

Fixed Route Ridership

513,373

August 2026

Flex + Iris Ridership

5,294

August 2026

Revenue Hours

28,509

August 2026

Platform Hours

39,950

August 2026

Passengers per Revenue Hour

17

August 2026

Paratransit Trips

12,066

August 2026

Paratransit Passengers

12,548

August 2026

Road Calls

59

August 2026

Vehicle Incidents

16

August 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

513,698

August 2026

Year-over-Year Change

-45.74%

August 2026

Details by Route

#	Route Name	Month Total	Daily Average	% Change (YoY)
2	Troost MAX	56,744	1,830	-47.18%
3	Prospect MAX	73,853	2,382	-50.28%
9	9th Street	6,497	210	-39.23%
11	Northeast-Westside	20,129	649	-44.47%
12	12th Street	11,590	374	-52.00%
18	Indiana	20,143	650	-42.47%
21	Cleveland-Antioch	7,177	276	-47.35%
23	23rd Street	4,072	131	-43.19%
24	Independence	36,788	1,187	-58.27%
25	Troost	20,848	673	-46.66%
27	27th Street	5,315	171	-53.52%
28	Blue Ridge	8,589	330	-38.94%
31	31st Street	39,289	1,267	-46.22%
35	35th Street	9,607	310	-46.51%
39	39th Street	26,039	840	-44.84%
47	Broadway	14,325	462	-64.28%
50	Wornall-Brookside	13,692	442	
57	Wornall	6,696	216	-47.13%
63	63rd Street	6,429	207	-42.17%
71	Prospect	8,250	266	-47.14%
75	75th Street	8,519	275	-37.85%
85	Paseo	14,591	471	-43.43%
101	State Ave	34,421	1,110	-43.79%
107	7th Street/Parallel	5,717	220	-37.36%
201	North Oak	20,555	663	-33.46%
210	Front Street	8,744	282	-34.71%
229	Boardwalk/KCI	14,740	475	-32.21%
238	Meadowbrook	9,124	294	-40.77%
298	North Kansas City Flex	325	15	-65.97%
550	Lee's Summit Express	890	42	-24.38%

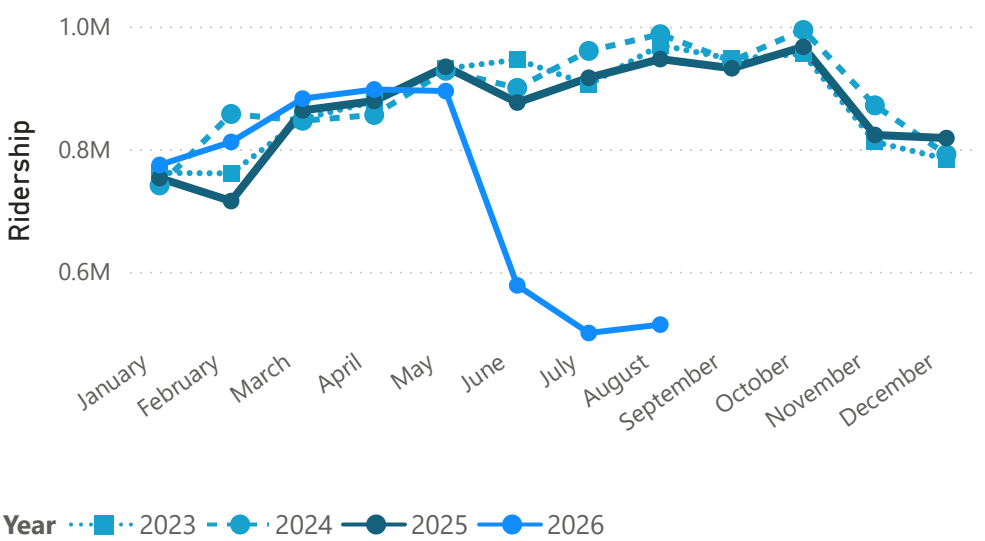
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AllAllAll

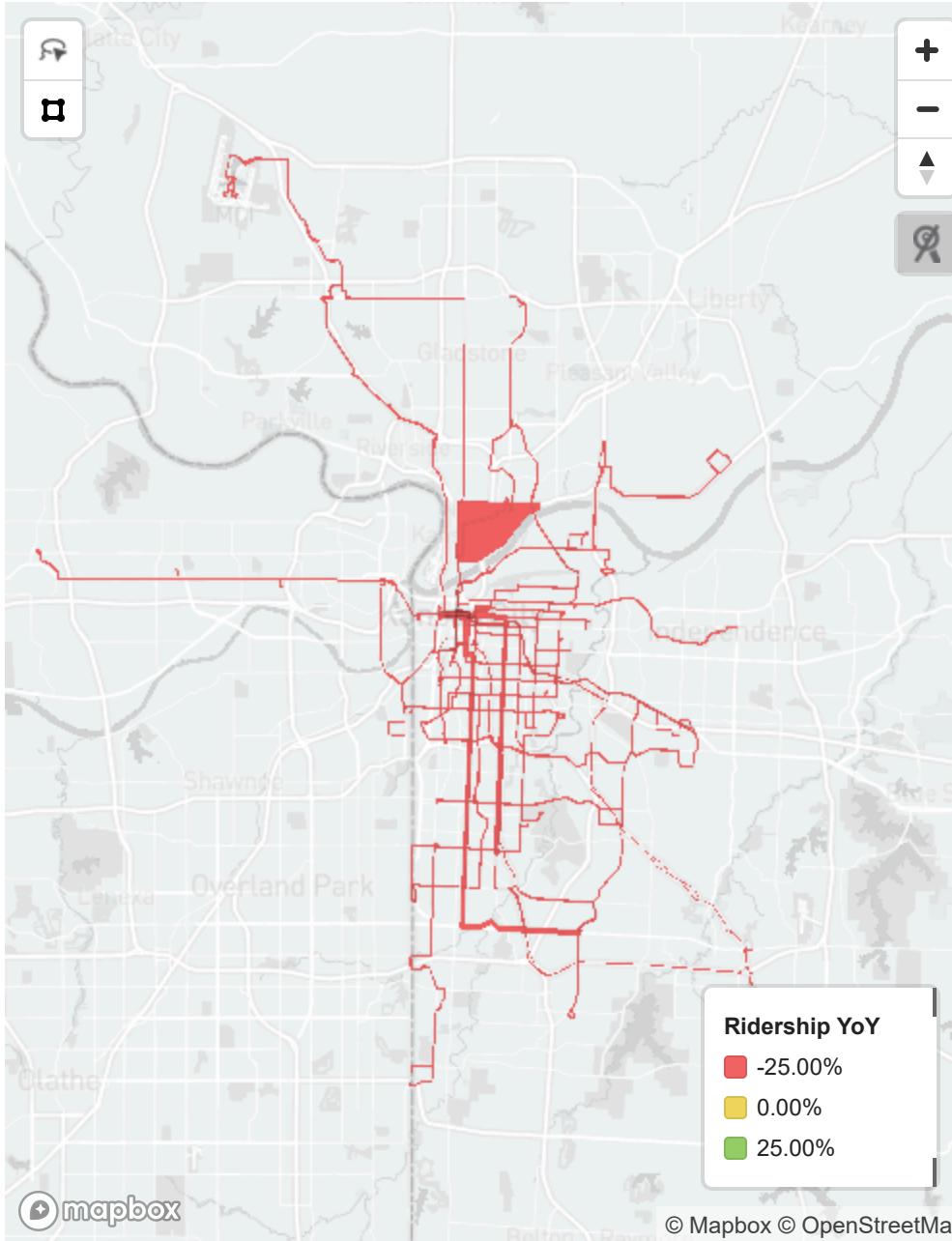
Previous Months

1/1/20198/1/2026

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

28,509

August 2026

Year-over-Year Change

1.2%

August 2026

Details by Route

#	Route Name	Month Total	% Change (YoY)
2	Troost MAX	2,453	0.0%
3	Prospect MAX	2,958	1.6%
9	9th Street	514	35.9%
11	Northeast-Westside	1,406	-9.0%
12	12th Street	617	-9.3%
18	Indiana	1,173	-3.6%
21	Cleveland-Antioch	576	-3.1%
23	23rd Street	381	-6.5%
24	Independence	1,580	0.9%
25	Troost	860	-8.1%
27	27th Street	506	-8.9%
28	Blue Ridge	568	-2.8%
31	31st Street	2,286	0.0%
35	35th Street	655	-7.9%
39	39th Street	1,193	-0.4%
47	Broadway	1,054	-27.1%
50	Wornall-Brookside		
57	Wornall	638	-9.6%
63	63rd Street	295	-3.4%
71	Prospect	528	-2.6%
75	75th Street	674	-11.2%
85	Paseo	1,176	22.1%
101	State Ave	1,619	0.0%
107	7th Street/Parallel	420	85.2%
201	North Oak	1,609	-0.0%
210	Front Street	808	-6.2%
229	Boardwalk/KCI	1,040	-10.3%
238	Meadowbrook	816	-10.0%
298	North Kansas City Flex		
550	Lee's Summit Express	103	3.2%

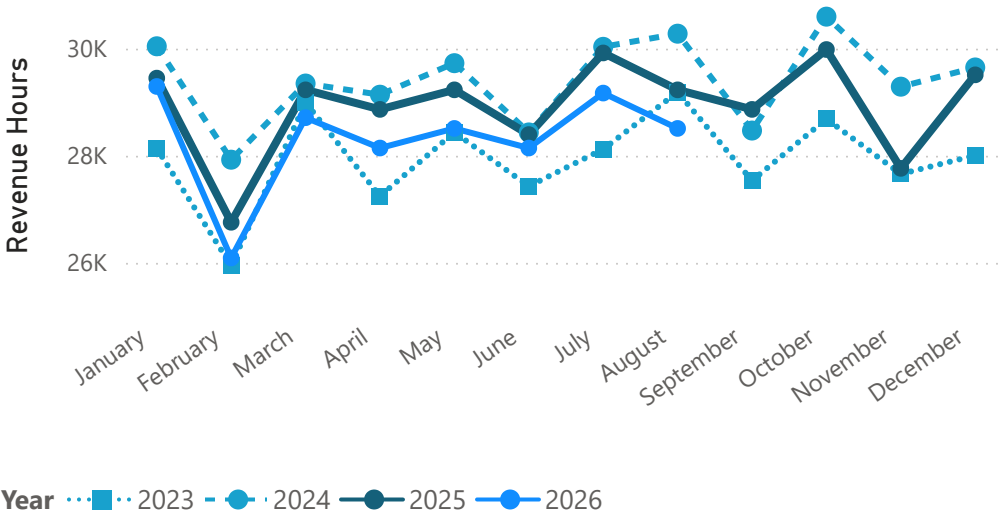
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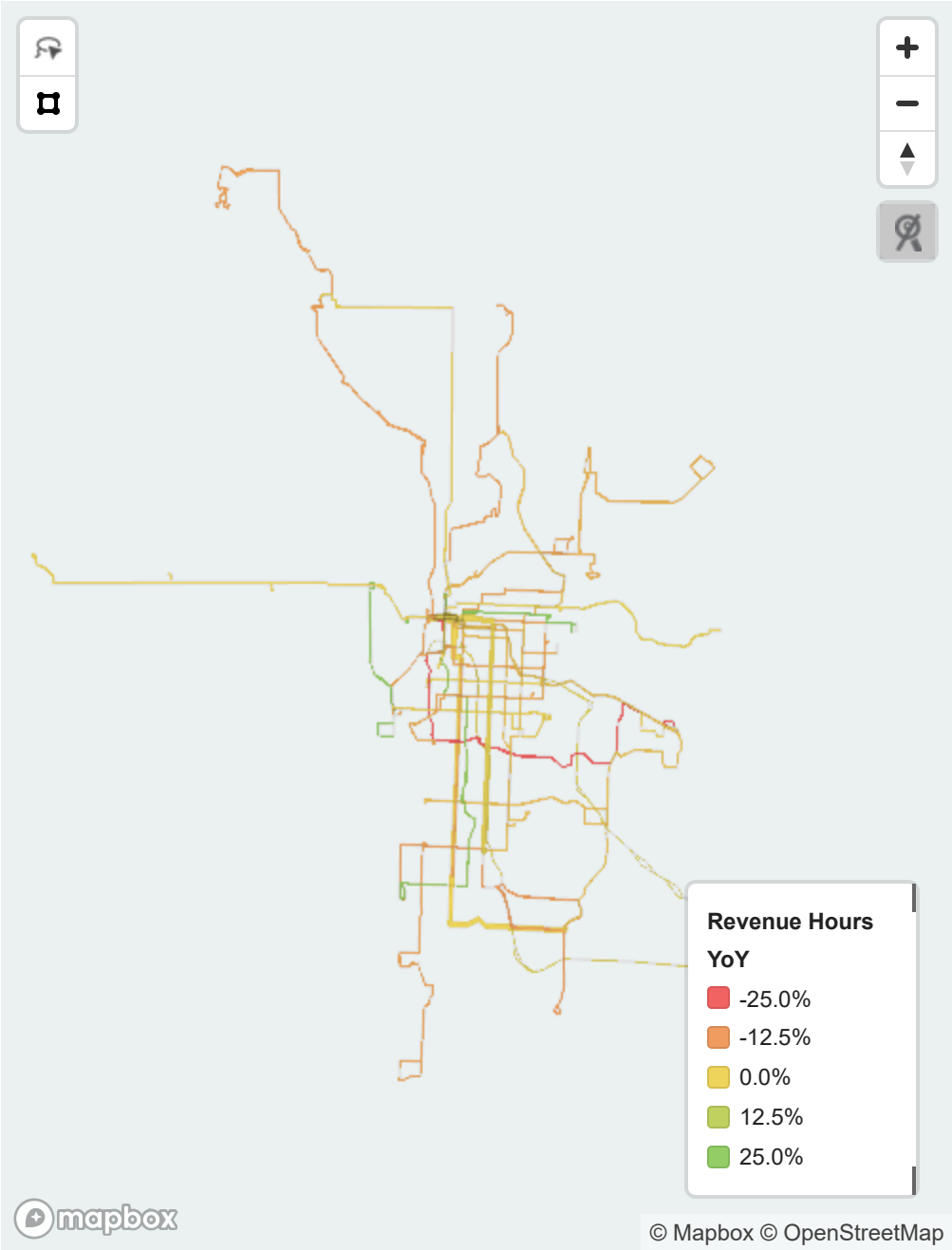
Previous Months

1/1/20198/1/2026

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	\$2.60	89.2%
3	Prospect MAX	\$2.40	90.9%
9	9th Street	\$4.75	123.7%
11	Northeast-Westside	\$4.61	78.2%
12	12th Street	\$3.53	108.3%
18	Indiana	\$3.63	72.8%
21	Cleveland-Antioch	\$4.97	89.9%
23	23rd Street	\$6.01	76.0%
24	Independence	\$2.58	141.9%
25	Troost	\$2.70	87.5%
27	27th Street	\$6.27	116.2%
28	Blue Ridge	\$4.08	66.0%
31	31st Street	\$3.49	85.9%
35	35th Street	\$4.44	94.3%
39	39th Street	\$2.76	81.3%
47	Broadway	\$4.69	112.3%
50	Wornall-Brookside	\$4.81	
57	Wornall	\$6.33	90.0%
63	63rd Street	\$2.75	69.9%
71	Prospect	\$3.95	89.2%
75	75th Street	\$5.52	60.5%
85	Paseo	\$4.81	114.4%
101	State Ave		-100.0%
107	7th Street/Parallel		-100.0%
201	North Oak	\$4.62	50.3%
210	Front Street	\$5.91	53.5%
229	Boardwalk/KCI	\$4.47	39.5%
238	Meadowbrook	\$6.22	76.2%
298	North Kansas City Flex	\$55.59	99.1%
550	Lee's Summit Express		-100.0%

Mode

Day

Community

All

All

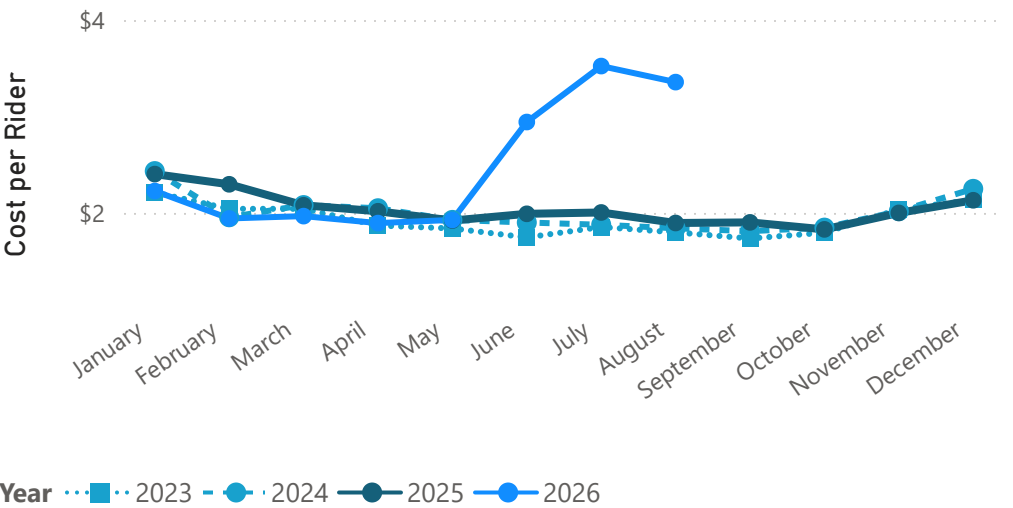
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Previous Months

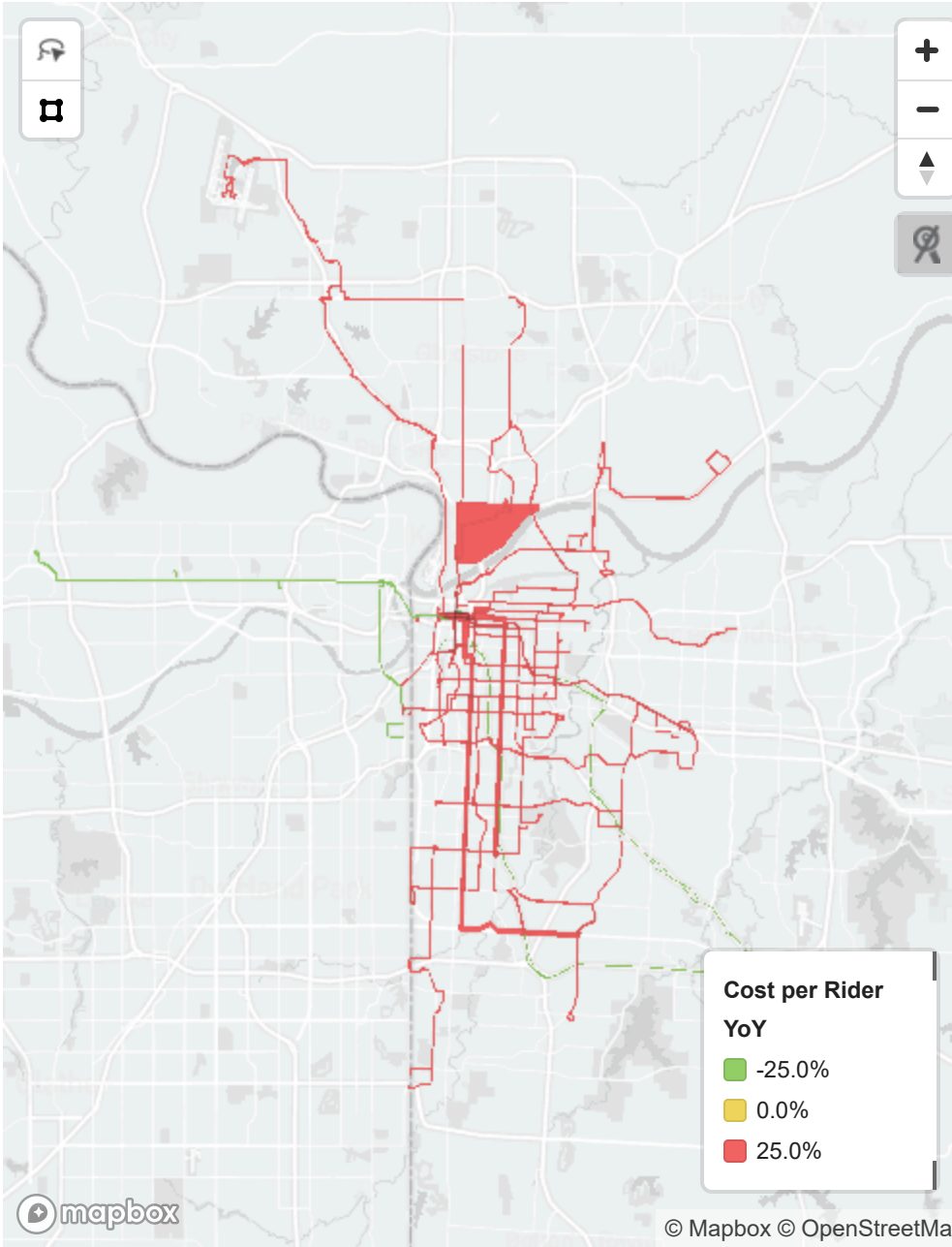
1/1/2019

8/1/2026

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

81.50%

August 2026

Year-over-Year Change

-4.03%

August 2026

Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
2	Troost MAX	20	74.55%	-14.08%	97.7%
3	Prospect MAX	15	80.56%	-3.44%	96.0%
9	9th Street	60	81.41%	-7.26%	96.0%
11	Northeast-Westside	30	78.92%	-1.91%	97.2%
12	12th Street	45	84.62%	1.30%	89.3%
18	Indiana	30	87.17%	-4.55%	99.4%
21	Cleveland-Antioch	60	81.82%	2.10%	98.7%
23	23rd Street	60	84.64%	0.89%	97.2%
24	Independence	20	87.71%	0.52%	97.7%
25	Troost	30	91.31%	-1.70%	97.7%
27	27th Street	60	87.74%	-0.04%	95.5%
28	Blue Ridge	60	75.41%	-8.30%	99.2%
31	31st Street	15	87.48%	-3.48%	97.8%
35	35th Street	45	76.62%	7.12%	100.0%
39	39th Street	30	87.39%	1.02%	98.2%
47	Broadway	45	69.67%	-0.51%	95.3%
50	Wornall-Brookside	20	62.24%		96.7%
57	Wornall	45	88.25%	2.12%	97.2%
63	63rd Street	60	90.06%	2.39%	99.2%
71	Prospect	60	82.74%	-2.91%	90.2%
75	75th Street	45	79.05%	7.68%	98.0%
85	Paseo	60	64.69%	-5.82%	99.4%
101	State Ave	30	73.65%	-6.31%	-Infinity
107	7th Street/Parallel	60	80.46%	0.87%	-Infinity
201	North Oak	30	83.12%	-3.88%	98.0%
210	Front Street	60	80.12%	-4.86%	99.4%
229	Boardwalk/KCI	60	84.05%	-0.07%	95.6%
238	Meadowbrook	60	66.41%	5.15%	98.5%
550	Lee's Summit Express		77.41%	11.83%	100.0%

Mode

Day

Community

All

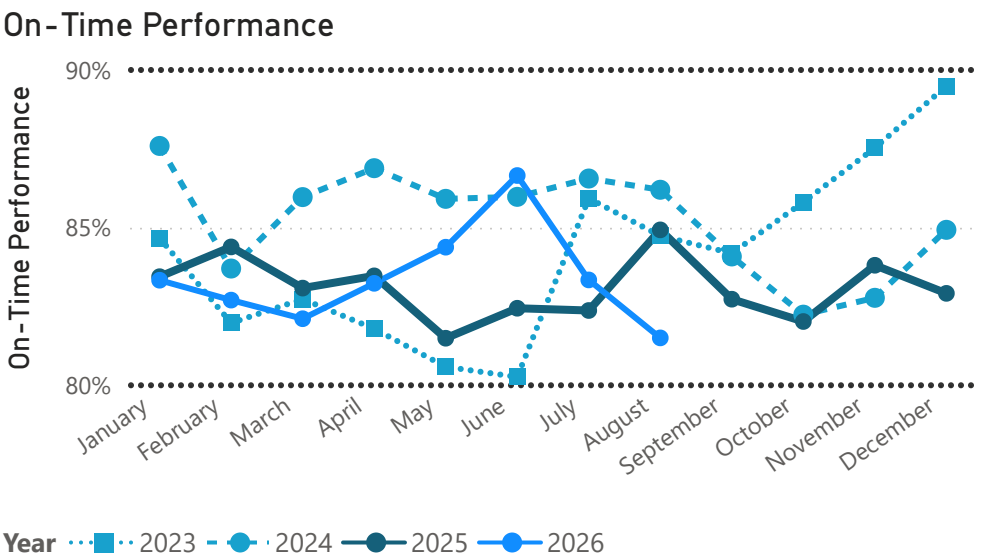
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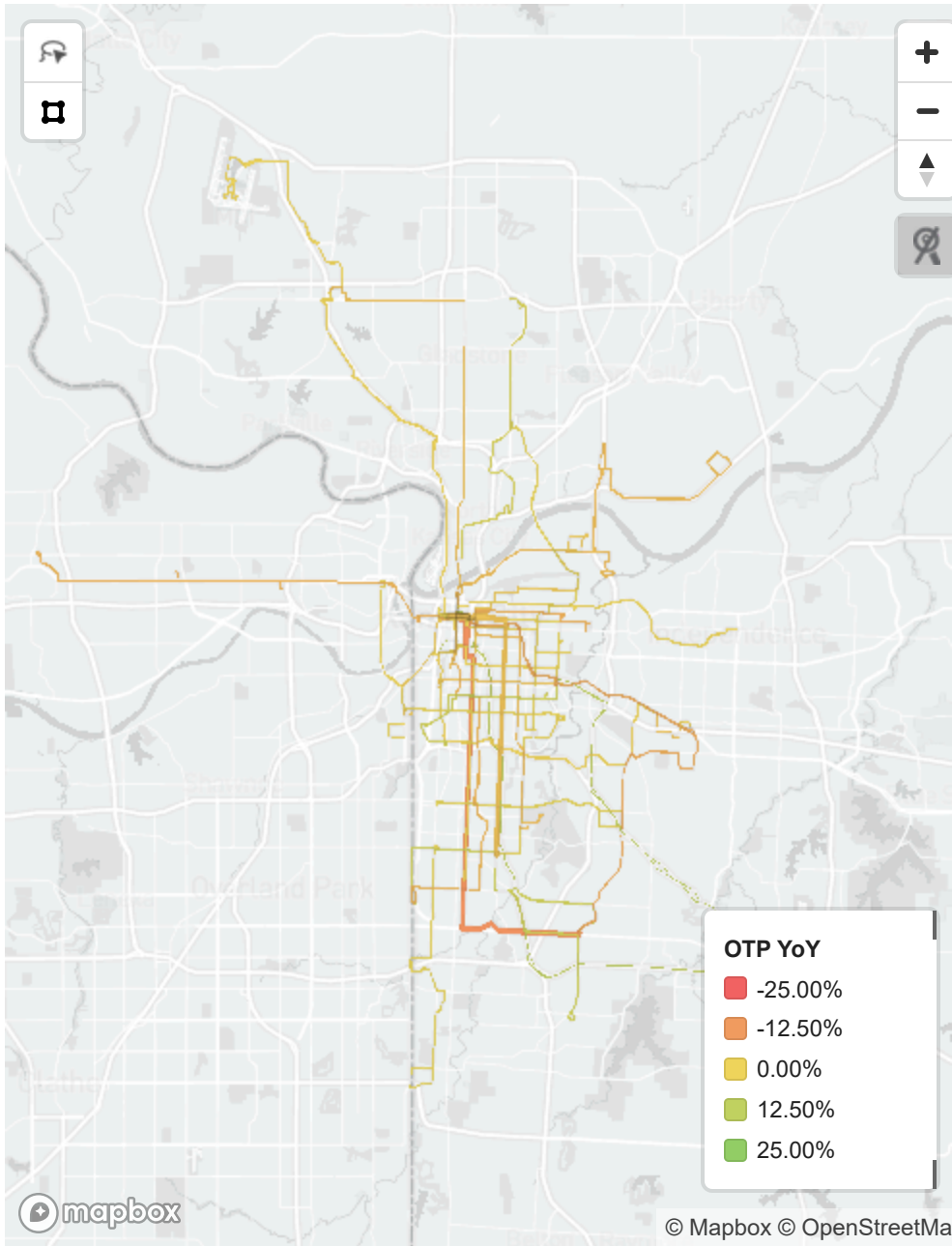
Previous Months

1/1/2019

8/1/2026



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.

