

# RideKC Transit Key Performance Indicators

## March 2026

Reported April 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

Kansas City, MO

### Previous Months

1/1/2019

3/1/2026

#### Completed Trips

**99.3%**

Goal: 97.0%  
March 2026

#### Fixed Route OTP

**81.7%**

Goal: 80.0%, 90.0%  
March 2026

#### Paratransit OTP

**87.0%**

Goal: 95.0%  
March 2026

#### Fixed + Flex + Iris Ridership

**858,025**

March 2026

#### Fixed Route Ridership

**853,418**

March 2026

#### Flex + Iris Ridership

**4,607**

March 2026

#### Revenue Hours

**25,125**

March 2026

#### Platform Hours

**35,100**

March 2026

#### Passengers per Revenue Hour

**30**

March 2026

#### Paratransit Trips

**21,788**

March 2026

#### Paratransit Passengers

**23,563**

March 2026

#### Road Calls

**68**

March 2026

#### Vehicle Incidents

**15**

March 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

# 853,418

March 2026

# -0.56%

March 2026

## Details by Route

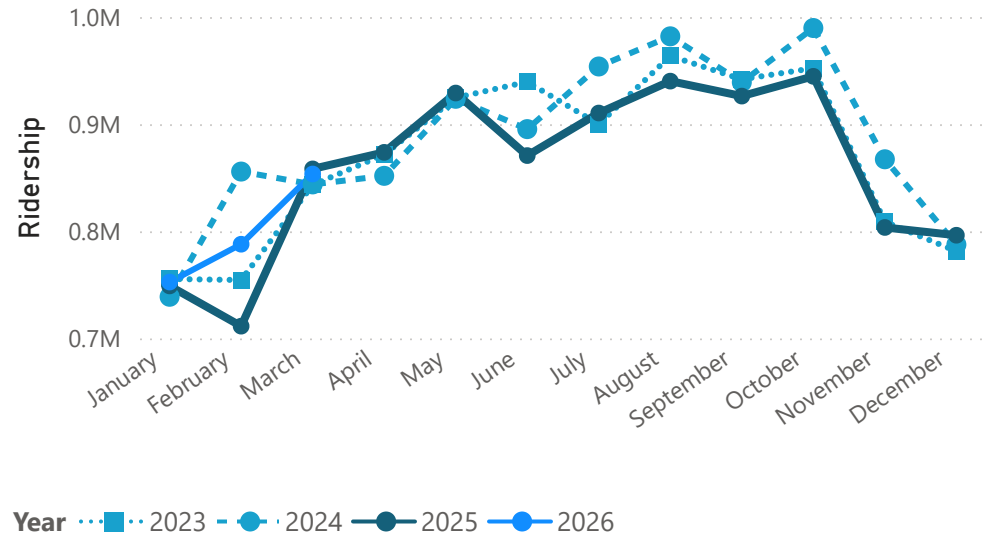
#	Route Name	Month Total	Daily Average	% Change (YoY)
2	Troost MAX	94,421	3,046	-2.58%
3	Prospect MAX	134,507	4,339	-1.03%
9	9th Street	10,223	330	35.05%
11	Northeast-Westside	34,900	1,126	16.66%
12	12th Street	22,878	738	-2.22%
18	Indiana	32,097	1,035	-4.15%
19	Crossroads	1,214	43	-26.78%
21	Cleveland-Antioch	11,068	426	-10.07%
23	23rd Street	7,641	246	10.29%
24	Independence	81,832	2,640	-0.45%
25	Troost	39,289	1,267	3.94%
27	27th Street	9,785	316	-20.97%
28	Blue Ridge	13,990	538	12.93%
29	Blue Ridge Limited	1,182	59	7.85%
31	31st Street	73,827	2,382	9.23%
35	35th Street	15,655	505	-13.43%
39	39th Street	47,411	1,529	6.70%
47	Broadway	21,163	683	-38.03%
57	Wornall	15,960	515	49.02%
63	63rd Street	11,127	359	0.00%
71	Prospect	7,685	248	-46.09%
75	75th Street	11,634	375	-10.37%
85	Paseo	22,055	711	-3.28%
101	State Ave	60,362	1,947	12.54%
201	North Oak	32,092	1,035	11.18%
210	Front Street	11,594	374	-5.55%
229	Boardwalk/KCI	18,391	593	2.74%
238	Meadowbrook	10,790	348	-22.07%
550	Lee's Summit Express	1,041	47	-3.07%

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

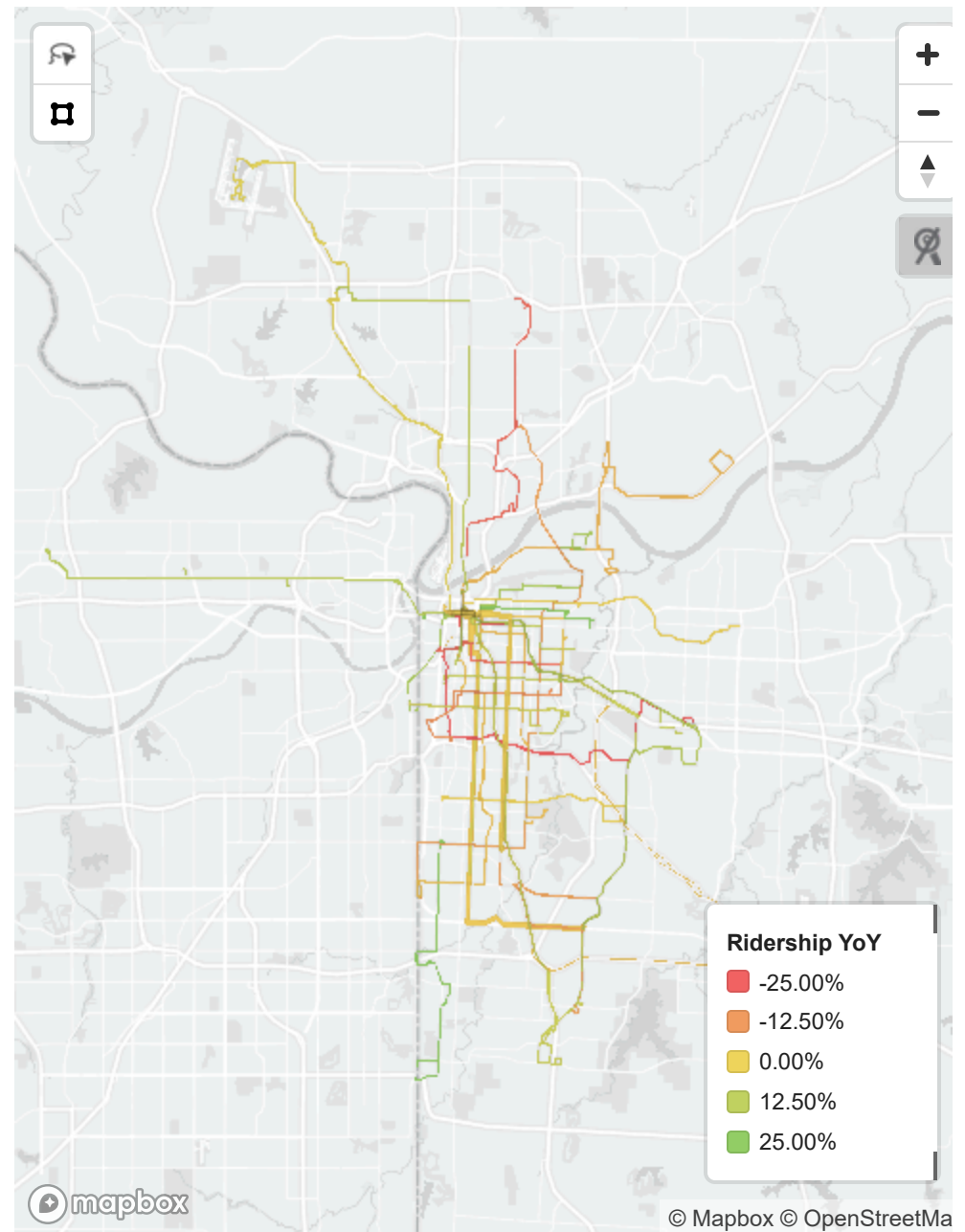
## Previous Months

1/1/2019  3/1/2026

## 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

# 25,125

March 2026

## Year-over-Year Change

# -4.1%

March 2026

### Details by Route

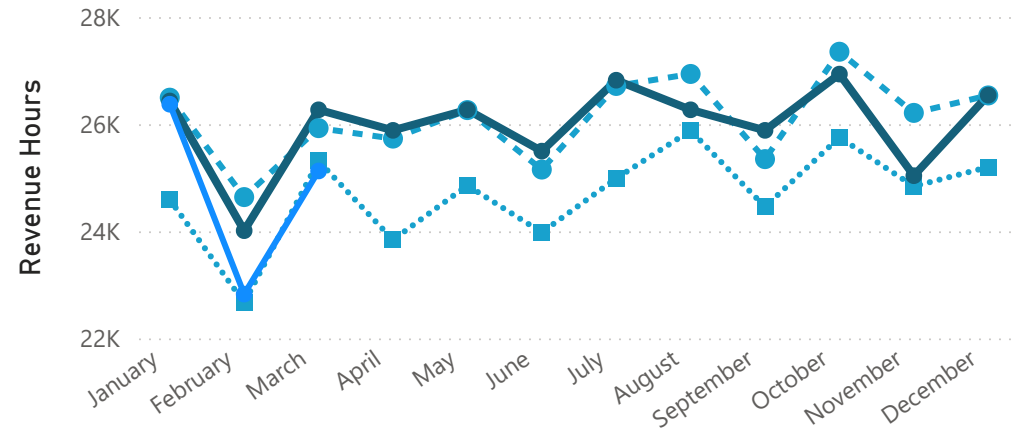
#	Route Name	Month Total	% Change (YoY)
2	Troost MAX	2,459	0.2%
3	Prospect MAX	2,958	1.6%
9	9th Street	515	36.1%
11	Northeast-Westside	1,272	-7.4%
12	12th Street	617	-9.4%
18	Indiana	1,177	-3.3%
19	Crossroads		-100.0%
21	Cleveland-Antioch	577	-2.4%
23	23rd Street	384	-5.7%
24	Independence	1,309	1.9%
25	Troost	859	-8.3%
27	27th Street	511	-8.0%
28	Blue Ridge	453	-2.5%
29	Blue Ridge Limited		-100.0%
31	31st Street	2,007	1.8%
35	35th Street	658	-7.5%
39	39th Street	1,147	0.4%
47	Broadway	866	-26.8%
57	Wornall	638	-9.6%
63	63rd Street	281	-3.4%
71	Prospect	528	-2.6%
75	75th Street	676	-11.0%
85	Paseo	1,191	23.6%
101	State Ave	176	2.5%
201	North Oak	1,335	1.6%
210	Front Street	808	-6.2%
229	Boardwalk/KCI	1,038	-10.5%
238	Meadowbrook	606	-10.5%
550	Lee's Summit Express	79	8.1%

Mode: All | Day: All | Community: Kansas City, MO

### Previous Months

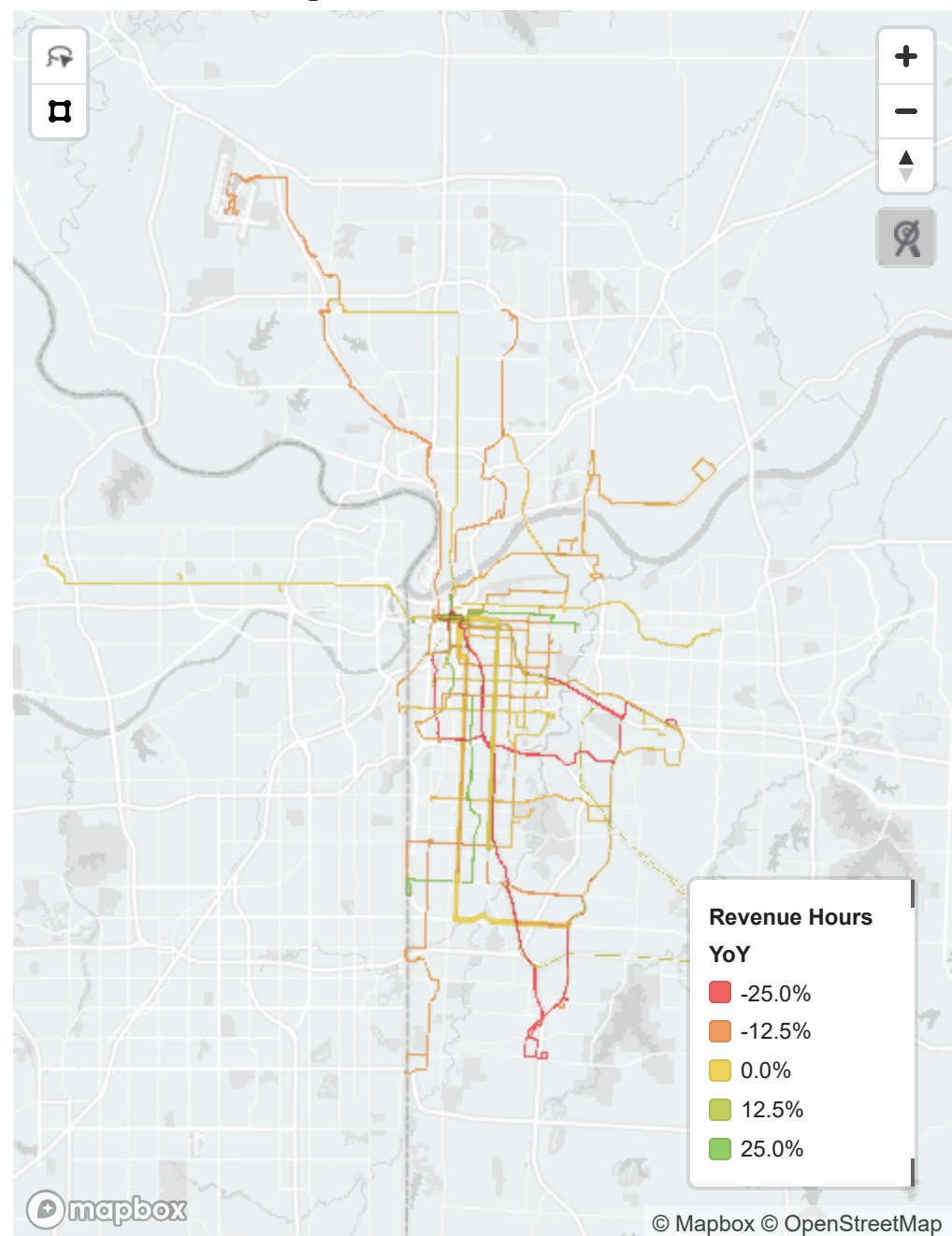
1/1/2019 | 3/1/2026

### Revenue Hours



Year: 2023, 2024, 2025, 2026

### 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.*

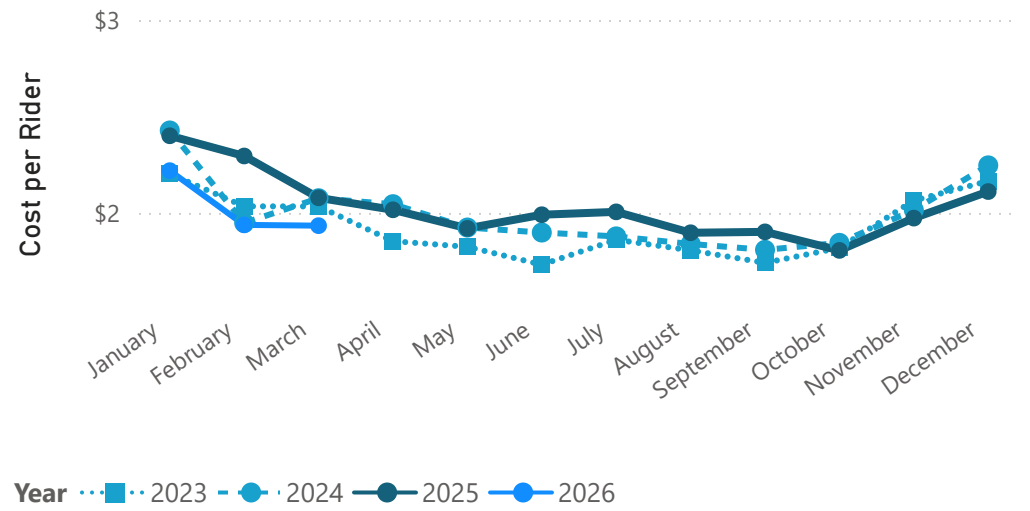
## Details by Route

#	Route Name	Cost per Rider	% Change (YoY)
2	Troost MAX	\$1.56	2.8%
3	Prospect MAX	\$1.32	-4.1%
9	9th Street	\$3.03	0.8%
11	Northeast-Westside	\$2.71	-13.5%
12	12th Street	\$1.79	2.3%
18	Indiana	\$2.28	4.1%
19	Crossroads	\$16.08	36.6%
21	Cleveland-Antioch	\$3.25	12.2%
23	23rd Street	\$3.23	-8.5%
24	Independence	\$1.17	2.4%
25	Troost	\$1.43	-3.8%
27	27th Street	\$3.44	28.4%
28	Blue Ridge	\$2.52	-9.9%
29	Blue Ridge Limited	\$6.65	-7.3%
31	31st Street	\$1.89	-6.8%
35	35th Street	\$2.73	20.5%
39	39th Street	\$1.53	-5.5%
47	Broadway	\$3.19	23.1%
57	Wornall	\$2.66	-32.6%
63	63rd Street	\$1.59	-1.8%
71	Prospect	\$4.23	85.1%
75	75th Street	\$4.08	12.1%
85	Paseo	\$3.22	27.0%
101	State Ave		-100.0%
201	North Oak	\$3.01	-8.6%
210	Front Street	\$4.46	6.1%
229	Boardwalk/KCI	\$3.56	-8.4%
238	Meadowbrook	\$5.25	33.5%
550	Lee's Summit Express		-100.0%

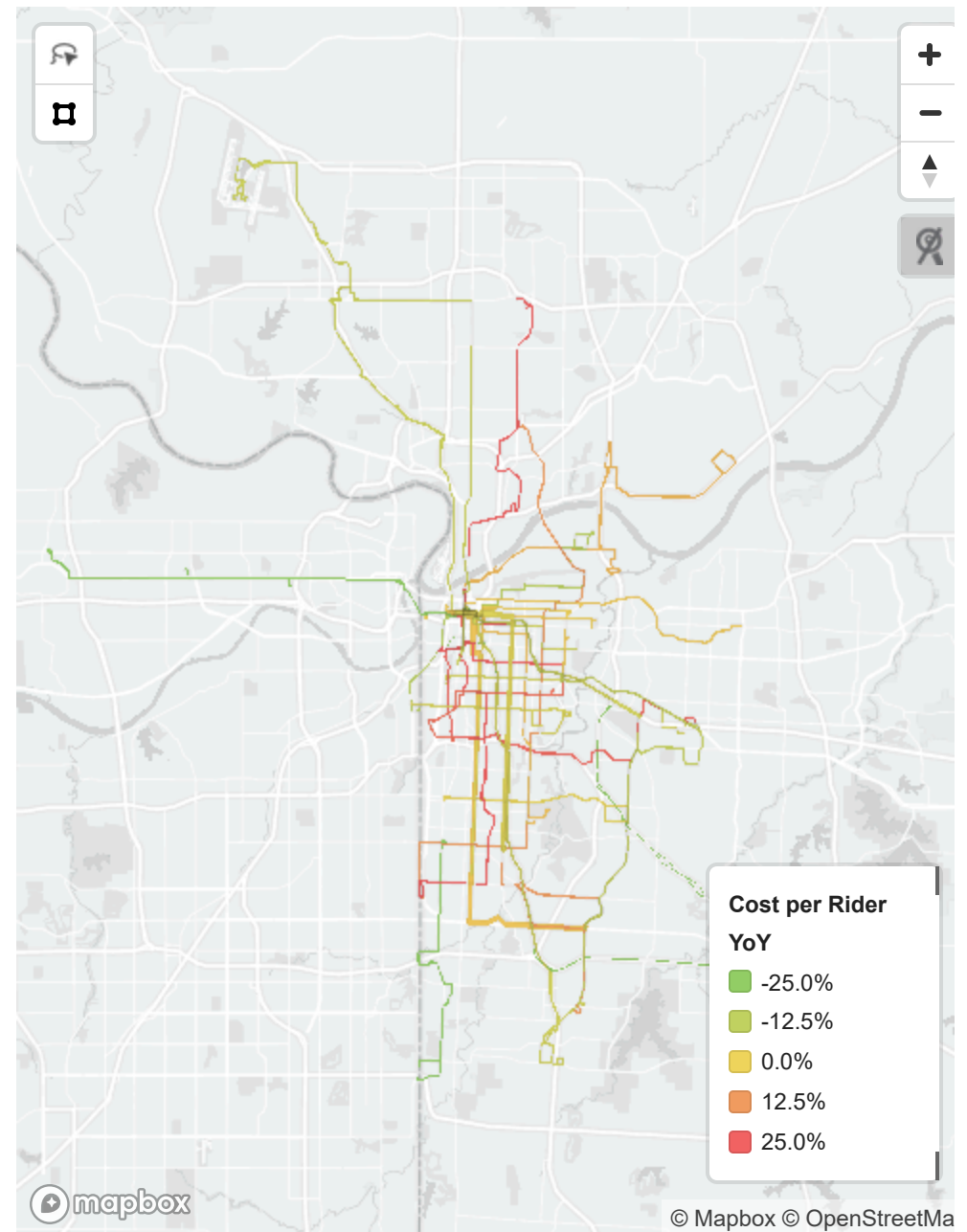
## Previous Months

1/1/2019 | 3/1/2026

## 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

# 81.71%

March 2026

# -1.98%

March 2026

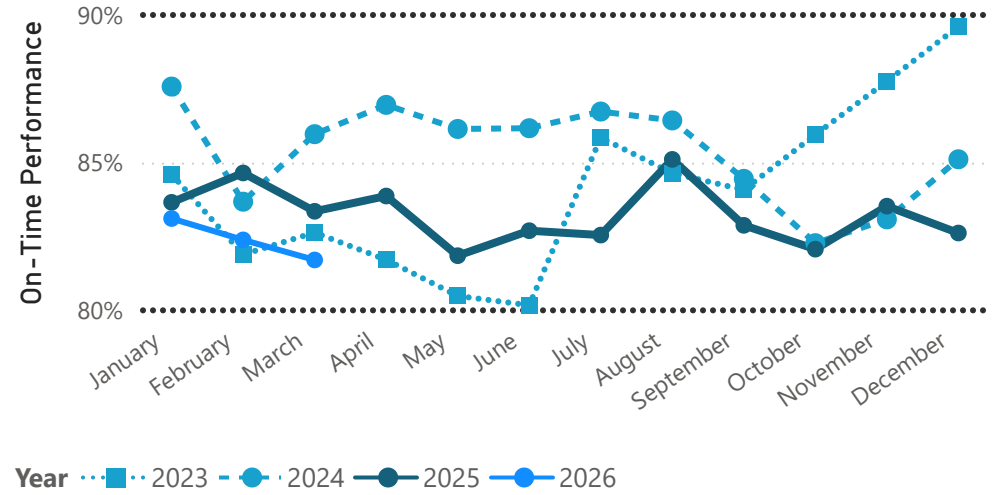
## Details by Route

#	Route Name	Weekday A.M. Peak Frequency	Current OTP	% Change (YoY)	Completed Trips
2	Troost MAX	20	81.71%	-5.40%	99.8%
3	Prospect MAX	15	85.24%	0.35%	98.7%
9	9th Street	60	76.59%	-7.55%	99.1%
11	Northeast-Westside	30	76.57%	0.41%	99.8%
12	12th Street	45	79.61%	-2.93%	98.5%
18	Indiana	30	88.77%	-3.78%	99.1%
19	Crossroads	30	92.87%	-2.76%	100.0%
21	Cleveland-Antioch	60	72.91%	-7.29%	99.9%
23	23rd Street	60	79.50%	-4.84%	100.0%
24	Independence	20	82.54%	-4.19%	99.0%
25	Troost	30	92.93%	-0.64%	99.4%
27	27th Street	60	86.03%	-5.33%	99.1%
28	Blue Ridge	60	77.23%	-8.52%	99.9%
29	Blue Ridge Limited		80.91%	1.83%	98.3%
31	31st Street	15	87.93%	-2.20%	99.3%
35	35th Street	45	75.63%	0.96%	100.0%
39	39th Street	30	85.95%	-1.54%	99.4%
47	Broadway	45	70.81%	1.37%	99.7%
57	Wornall	45	85.64%	2.79%	99.0%
63	63rd Street	60	89.72%	6.75%	99.7%
71	Prospect	60	88.22%	12.67%	98.9%
75	75th Street	45	80.52%	12.12%	99.5%
85	Paseo	60	65.43%	-11.57%	99.4%
101	State Ave	30	72.59%	-7.61%	-Infinity
201	North Oak	30	80.18%	-5.23%	99.4%
210	Front Street	60	77.63%	-0.26%	100.0%
229	Boardwalk/KCI	60	73.97%	-5.57%	99.2%
238	Meadowbrook	60	68.48%	24.74%	99.2%
550	Lee's Summit Express		62.28%	-2.26%	100.0%

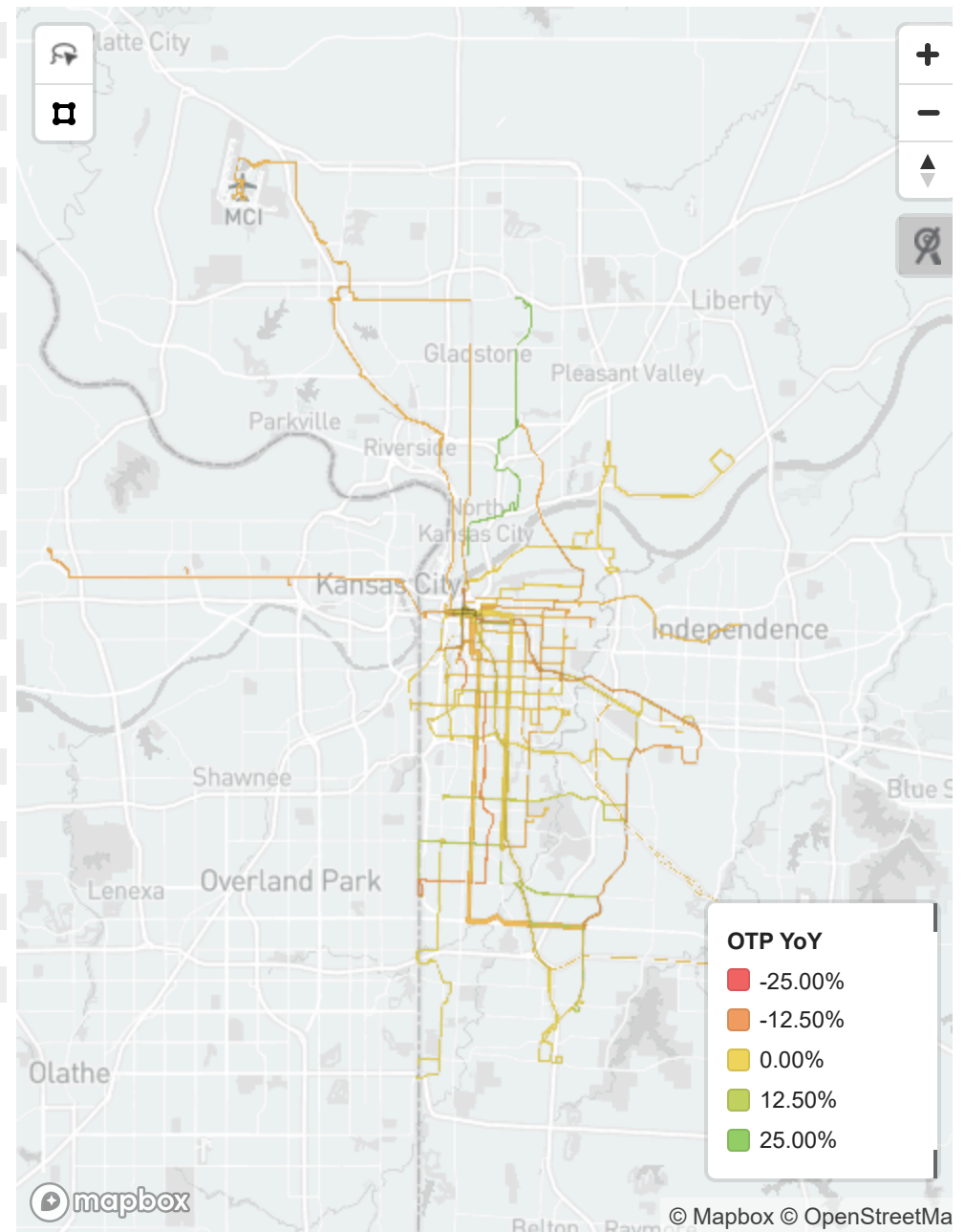
## Previous Months

1/1/2019 | 3/1/2026

## On-Time Performance



## On-Time Performance Change - Year over Year

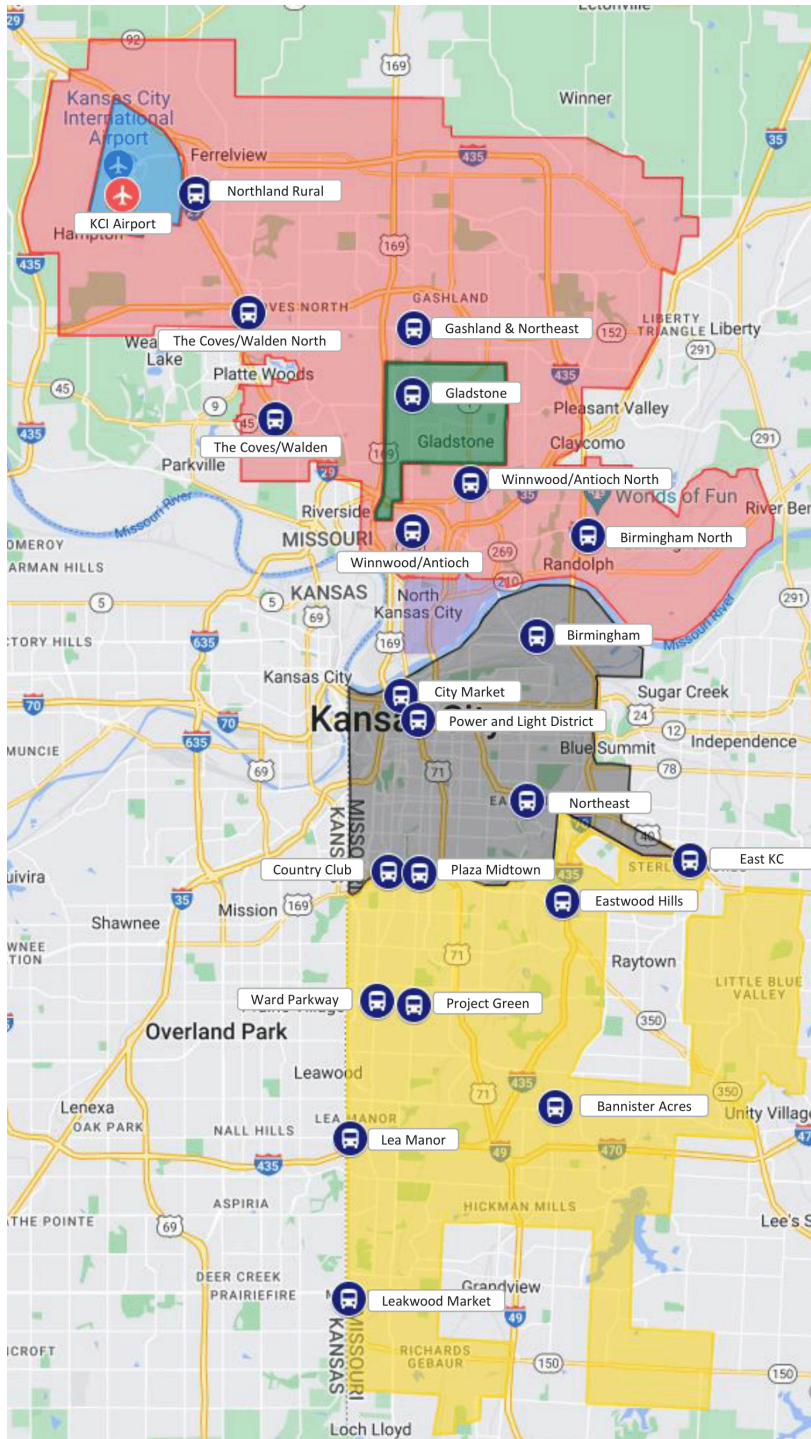


# IRIS

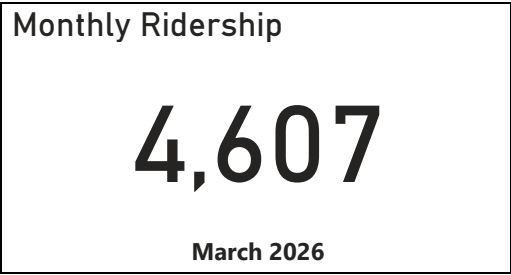
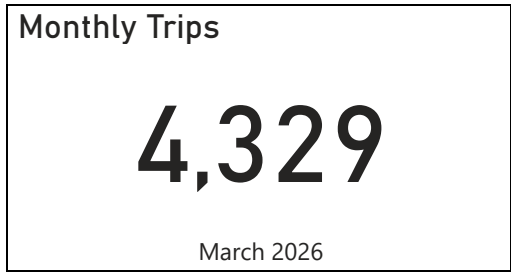
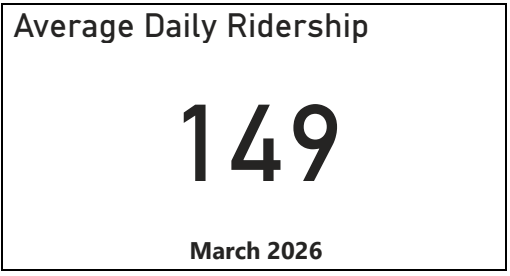
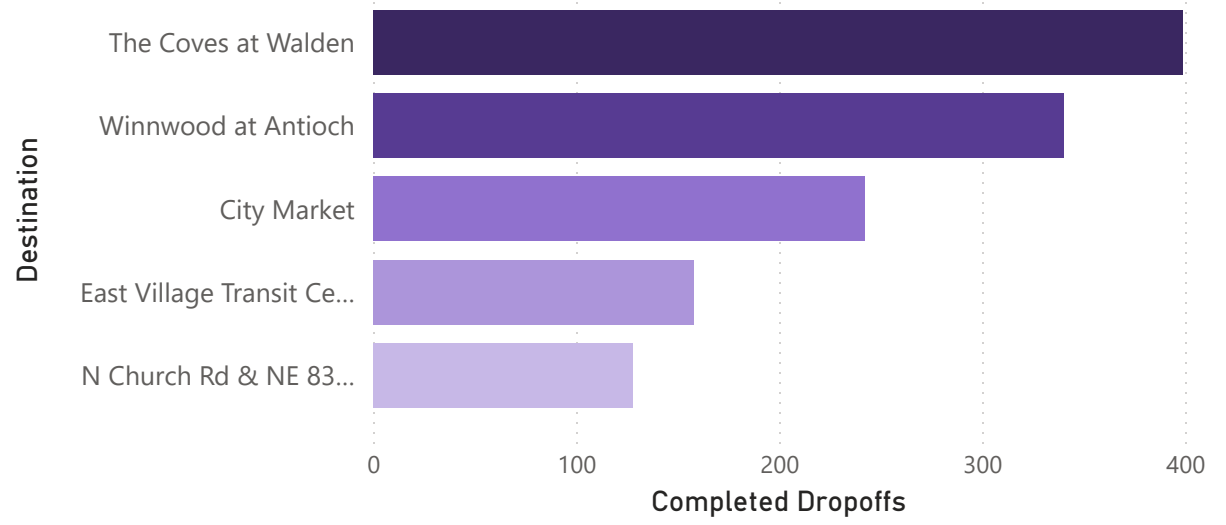
IRIS is an app-based, on-demand service provided by Kansas City, MO, in partnership with the Kansas City Area Transportation Authority, zTrip, and RideCo.

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

