



# Monthly Transit Department Report

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**To:** Todd Stoughton  
Interim City Manager

**Date:** October 10, 2024

**From:** Rod Delostrinos  
Director of Transportation

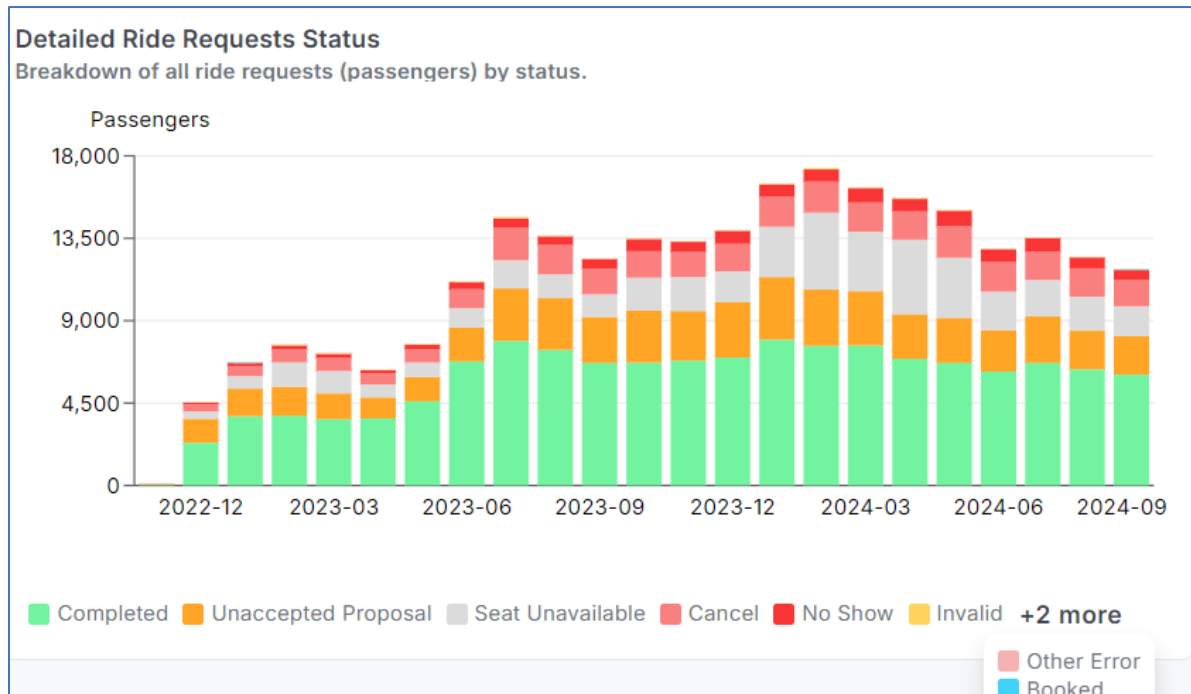
**Subject:** September 2024 Transit Department Report

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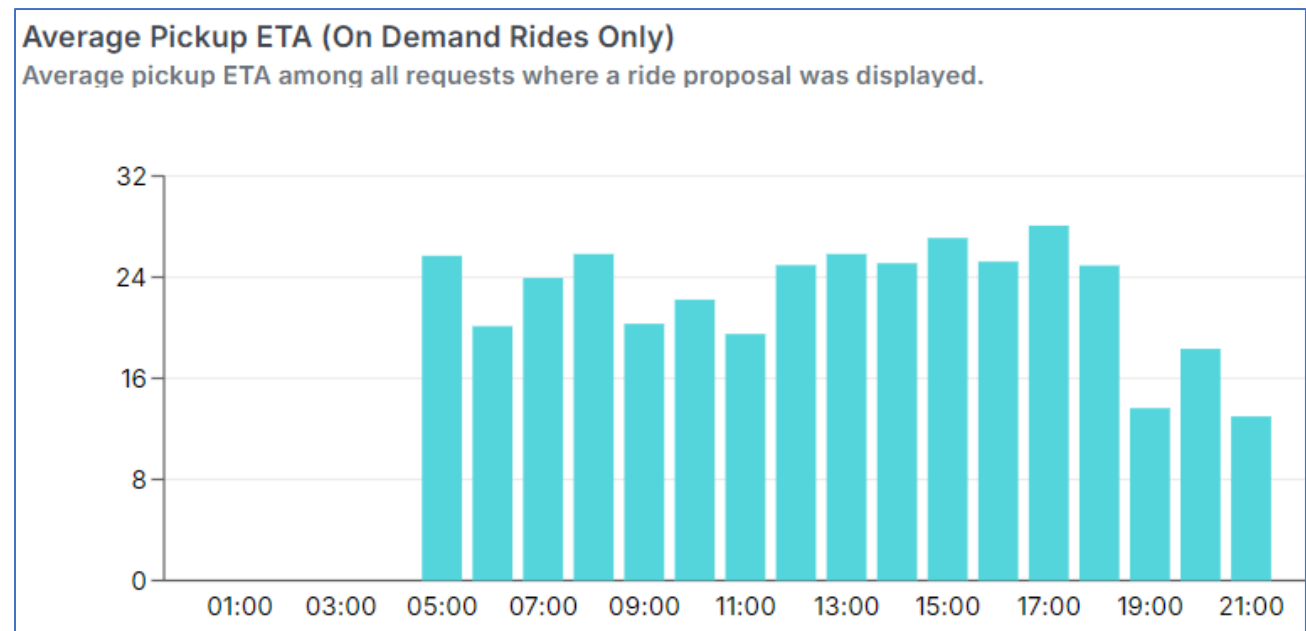
- Total System Ridership Past 30 Days: **19,719** trips. (**Decrease** of **11%** from last month's 22,237 trips)
- The Lower Keys Shuttle is the highest performing route this month with a ridership of **6,350** trips.
- Duval Loop September ridership is **6145** trips.
- Workforce Express September ridership is **1,168** trips.
- Total Number of customers who have installed Key West Rides App: **12,756**.
- Completed **133,345** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- End of Fiscal Year Total Ridership (**309,015 trips**) in FY23-24. This represents an increase of **9%** from last Fiscal Year.
- Department supported annual second line parade and "Just a Few Friends" events by increasing bus service and providing a bus display.
- Department prepared for Hurricane Helene and participated in EOC operations.
- Director participated in the quarterly Monroe County Local Coordinating Board for the Transportation Disadvantaged.
- Director participated in the new Monroe County EOC orientation.
- Director participated in the 9/11 Memorial Ceremony at the Key West Firehouse Museum.
- Director attended the City Commission monthly meeting.
- City Management and the Director met with Monroe County Transit Executive Director to discuss community transportation opportunities.
- Director was a webinar guest speaker at a FDOT Transit Immersion Leadership Experience (TILE) session mentoring future industry leaders.
- Director attended the annual Florida Public Transportation Conference and Board of Directors meeting.
- Director participated in the City of Key West's Transportation Coordination Team meeting.
- Employee Continued Service September 2024
  - Vicente Rodriguez      Transit Assistant Supervisor      18 Years
  - Tom Morley              Lead Certified Mechanic              7 Years

- Etiel Montes                      Bus Operator                      2 Years
- Rony Saintbert                      Bus Operator                      2 Years

## KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS



(Since November 30, 2022) Out of 223,943 people who received a ride proposal, only 133,345 chose to book and complete a ride.

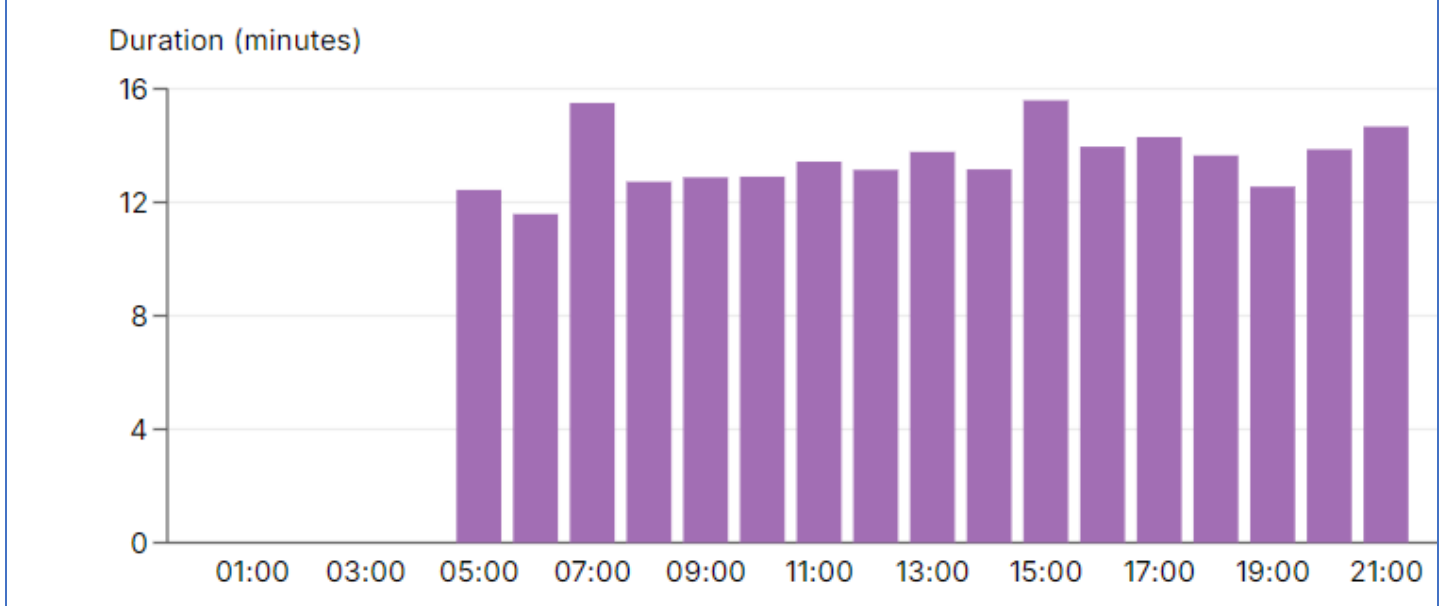


September 2024: The average wait time once a person receives a ride proposal is currently 24 minutes.

# KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS (CONTINUED)

## Average Ride Duration

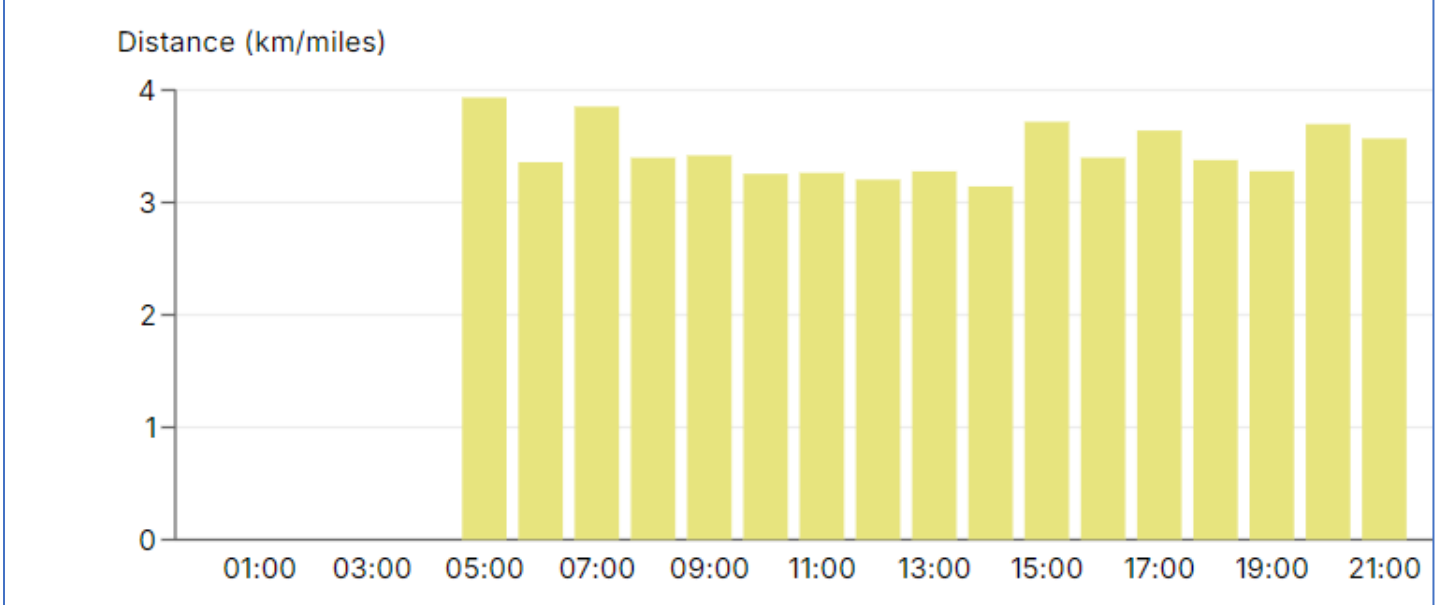
Average ride duration from pickup to dropoff.



September 2024: Once the bus arrives, the average passenger trip time takes 14 minutes.

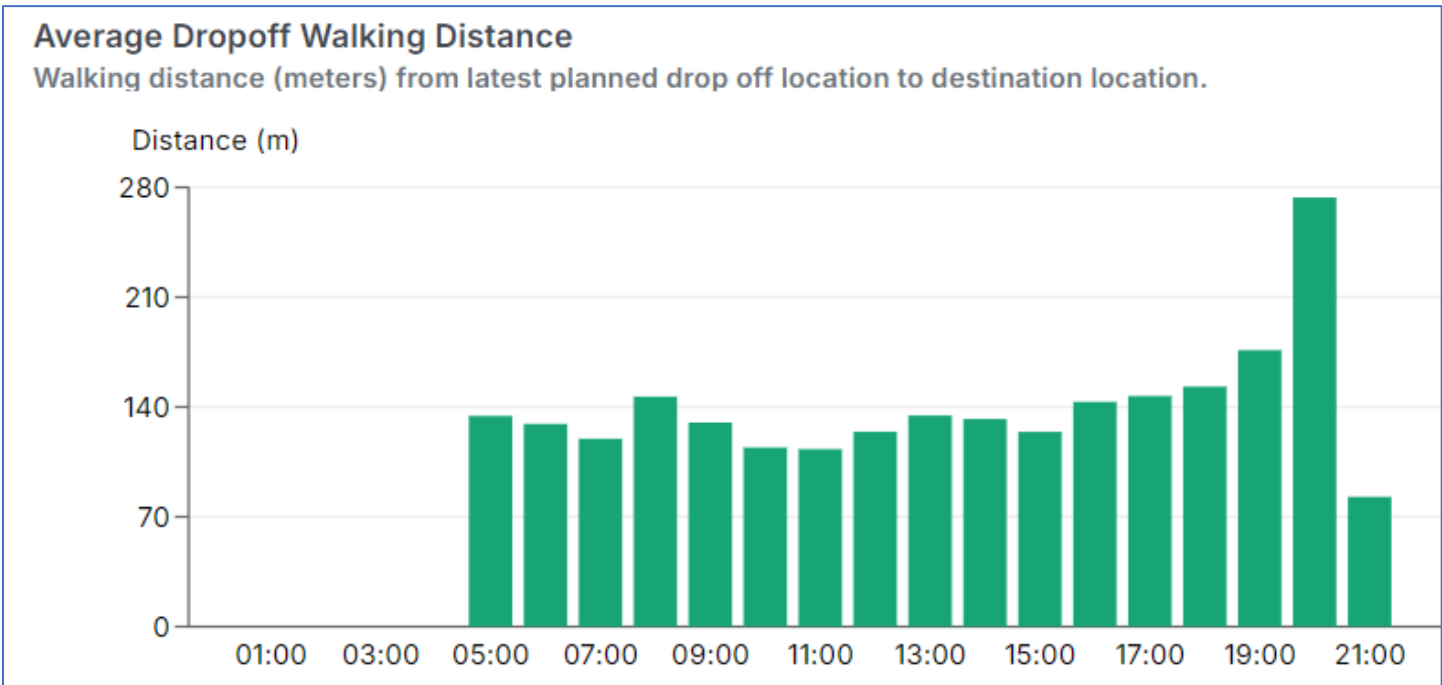
## Average Ride Distance

Average ride distance from pickup to dropoff.

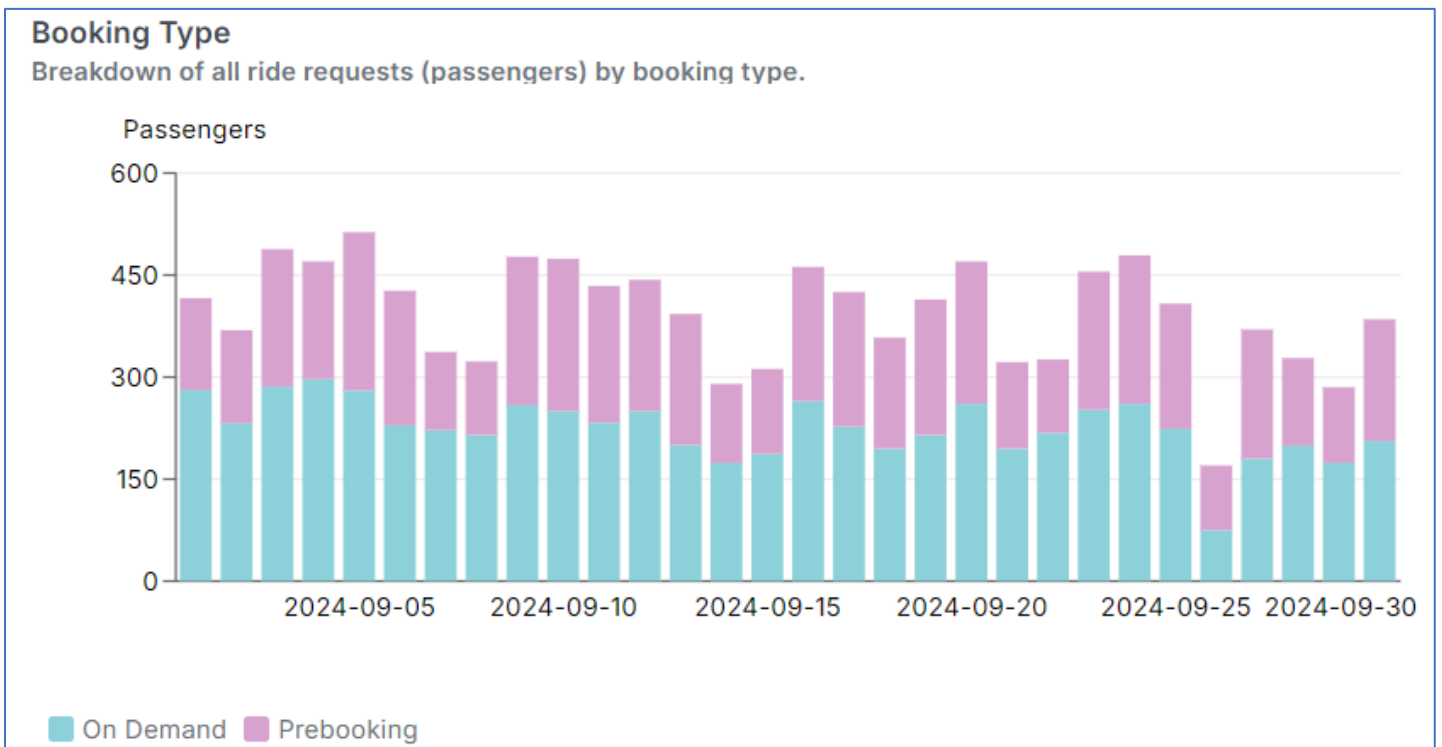


September 2024: The average ride distance is 3.4 miles.

# KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS (CONTINUED)



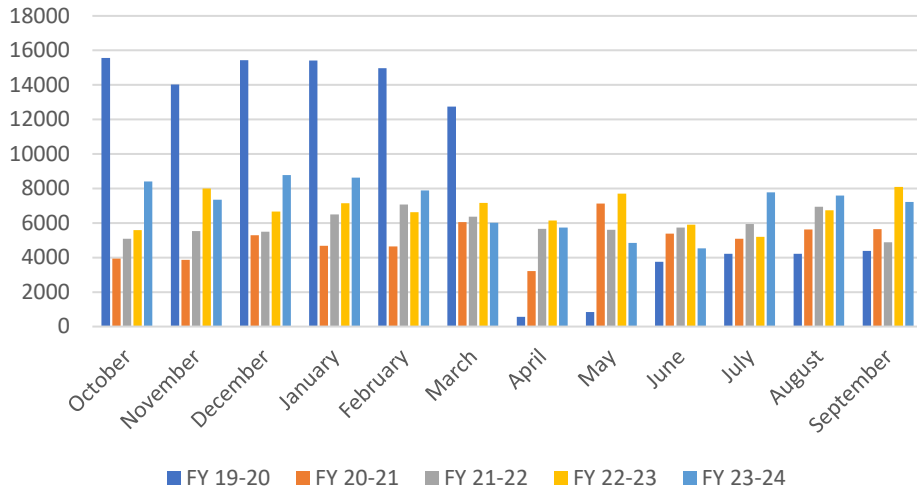
September 2024: Average distance a passenger walks to destination location from drop off is 133 meters or 145 yards. Graph Y-Axis Conversion: 70 m = 77 yds; 140 m = 153 yds; 210 m = 230 yds; 280 m = 306 yds. ¼ mile is 402 meters.



September 2024: The majority of riders are using the Prebooking feature (64%).

# RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

## Total City Routes Ridership 5-Year



### City Route History

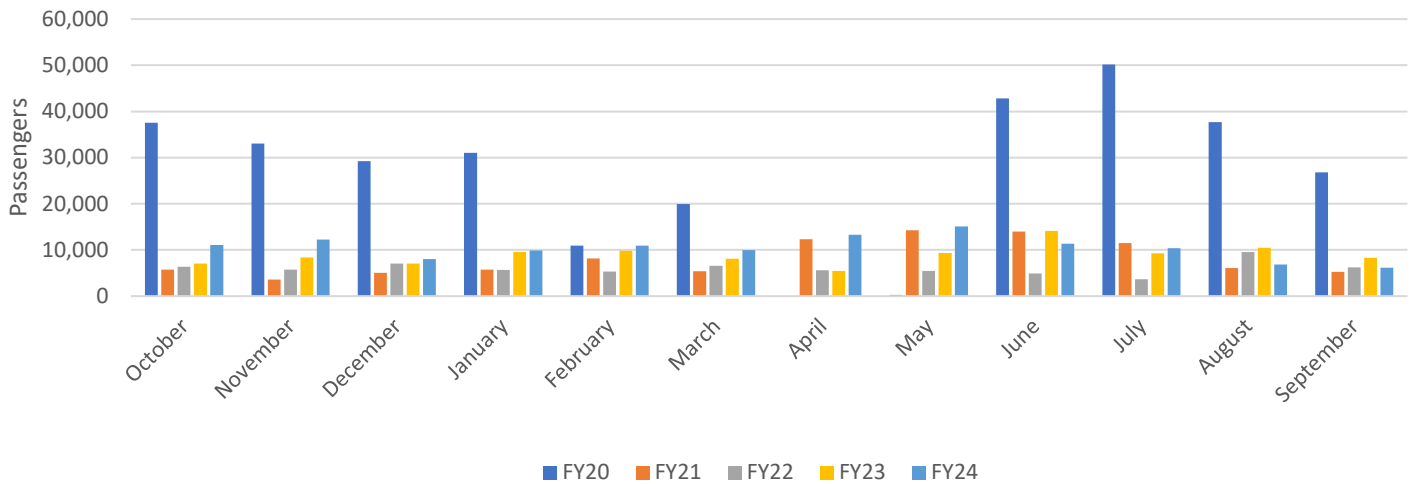
Red/ Blue/ Green/ Orange (Ended April 2020)

North Line/ South Line (May 2020- June 2023)

Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

## Duval Loop Ridership



# RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS (CONTINUED)

