



# Monthly Transit Department Report

To: Albert P. Childress  
City Manager



Date: February 8, 2024

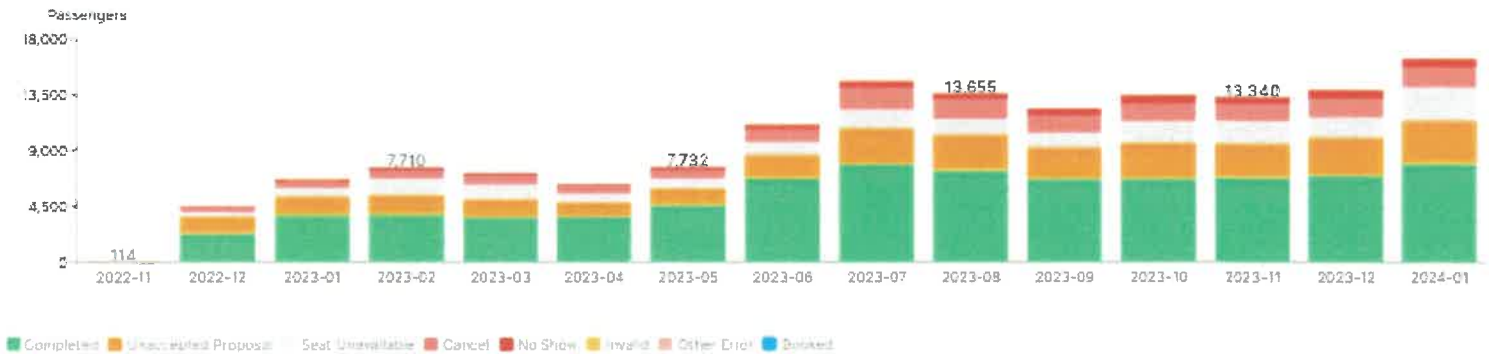
From: Rod Delostrinos  
Director of Transportation

Subject: January 2024 Transit Department Report

- Total Ridership Past 30 Days: **25,279 (increase of 21% from last month)**
- Total Number of customers who have installed Key West Rides App: **9,136.**
- Completed **79,133** on Key West Rides- On Demand Transit since launch November 30, 2022.
- Duval Loop is the highest performing route this month with a ridership of **9,914.**
- Workforce Express ridership continues to rise, with ridership of **1,441 (Dec=1,375)** for the month.
- Transit Department employees continued service January 2024
  - Arthur Hancock      Bus Operator      8 Years of Service
  - Jean Joseph            Bus Operator        5 Years of Service
  - Pierre Matelus        Bus Operator        1 Year of Service
  - James Sarver          Certified Mechanic   11 Years of Service

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

Detailed Ride Requests Status  
Breakdown of all ride requests (passengers) by status.

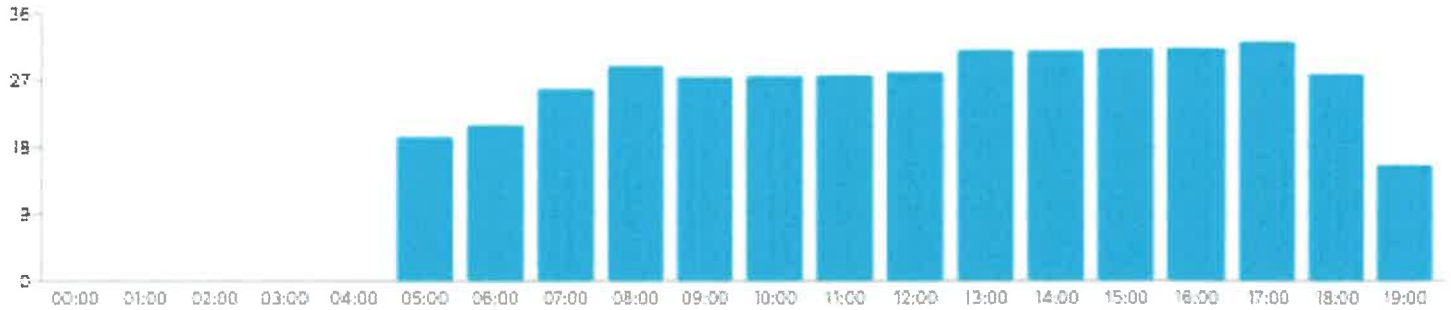


Out of 131,214 people who received a ride proposal, only 79,133 choose to book and complete a ride.

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

### Average Pickup ETA (On Demand Rides Only)

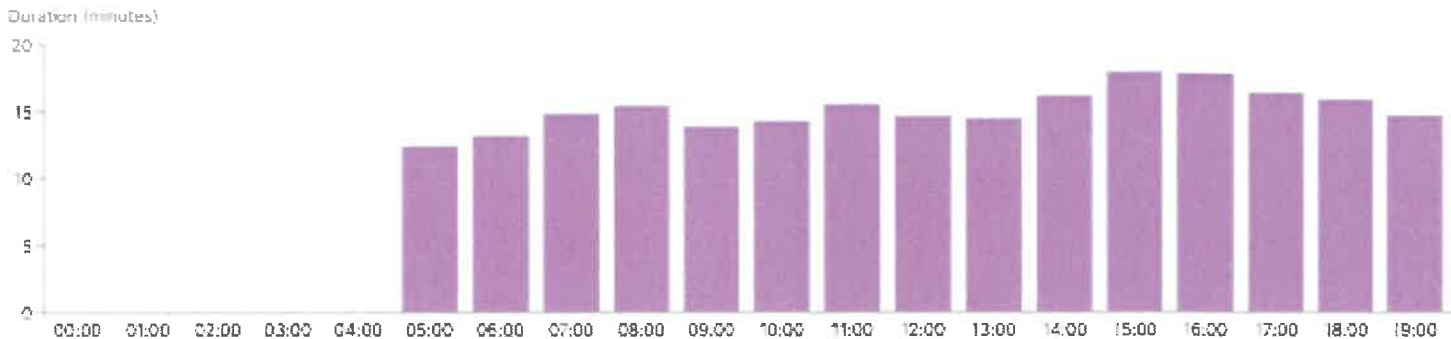
Average pickup ETA among all requests where a ride proposal was displayed.



This is average wait time once a person request an On-Demand Bus. Wait time is currently 26.6 minutes.

### Average Ride Duration

Average ride duration from pickup to dropoff.

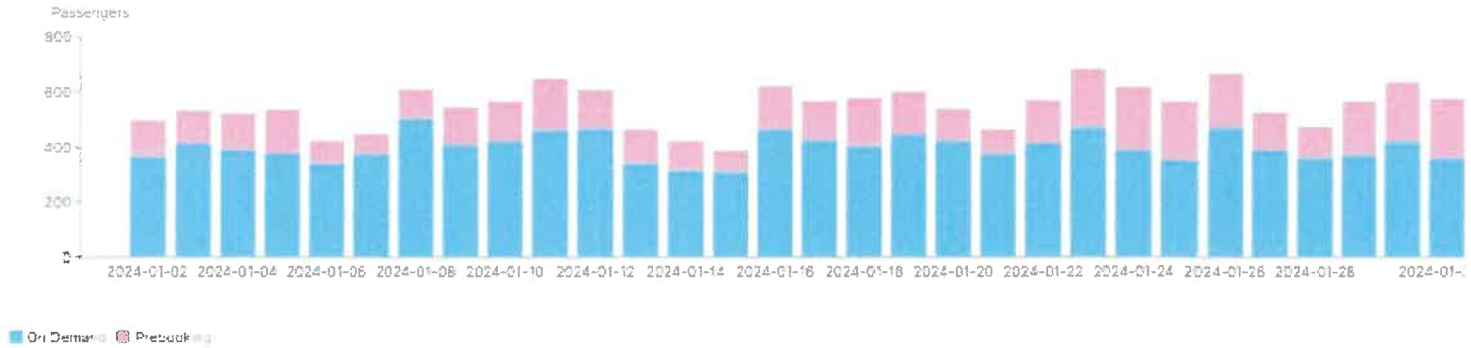


■ Average Ride Duration

January 2024: Once the bus arrives, the average passenger trip time takes 15.4 minutes.

**Booking Type**

Breakdown of all ride requests (passengers) by booking type.



January 2024: The majority of riders use the On-Demand feature. Some riders do take advantage of the Pre-booking feature.

**TRANSIT SYSTEM RIDERSHIP JANUARY 2024**

**Ridership Comparisons - City of Key West**

City Bus Routes  
 Red/ Blue/ Green/ Orange (Ended April 2020)  
 North Line/ South Line (May 2020- June 2023)  
 Key West Rides (Started Nov 30, 2022)

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
October	15,568	3,931	5,087	5,594	4,882
November	14,023	3,862	5,541	7,995	4,244
December	15,428	5,299	5,504	6,665	4,638
January	15,412	4,683	6,505	7,146	4,859
February	14,970	4,644	7,068	6,619	0
March	12,747	6,055	6,368	7,158	0
April	556	3,215	5,662	6,150	0
May	841	7,127	5,610	7,696	0
June	3,745	5,392	5,735	4,716	0
July	4,222	5,094	5,948	3,803	0
August	4,221	5,628	6,934	5,167	0
September	4,387	5,639	4,881	6,699	0
Subtotal	106,120	60,569	70,843	75,408	18,623
Change (+/-)	(80,817)	(45,551)	10,274	4,565	(56,785)

**Duval Loop**

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 22-23
October	37,545	5,743	6,362	7,086	11,050
November	33,029	3,613	5,718	8,405	12,275
December	29,195	5,055	7,078	7,053	7,997
January	31,040	5,744	5,673	9,569	9,914
February	33,567	8,162	5,292	9,847	0
March	52,786	5,413	6,535	8,096	0
April	51,957	12,324	5,573	5,428	0
May	46,517	14,266	5,462	9,326	0
June	42,838	13,998	4,925	14,129	0
July	50,180	11,518	3,632	9,242	0
August	37,669	6,111	9,523	10,456	0
September	26,774	5,281	6,208	8,286	0
Subtotal	473,097	97,228	71,981	106,923	41,236
Change (+/-)	141,494	(375,869)	(25,247)	34,942	(65,687)

**Work Force Express (Started June 2023)**

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
October					1,680
November					1,555
December					1,467
January					1,441
February					0
March					0
April					0
May					0
June				1,197	0
July				1,399	0
August				1,577	0
September				1,388	0
Subtotal	0	0	0	5,561	6,143
Change (+/-)	0	0	0	5,561	582

**Lower Keys Shuttle**

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 22-23
October	9,241	5,888	6,227	7,674	8,668
November	7,456	4,993	6,787	7,836	8,075
December	8,077	7,274	6,948	8,020	8,492
January	8,943	6,975	5,654	9,681	9,065
February	9,311	7,356	7,068	8,813	0
March	7,863	8,577	5,445	9,820	0
April	539	4,787	8,059	8,329	0
May	1,127	10,360	7,460	9,466	0
June	4,182	7,055	6,975	7,587	0
July	5,295	5,861	6,521	5,408	0
August	5,089	6,493	8,108	7,210	0
September	6,034	6,186	5,787	6,396	0
Subtotal	73,157	81,805	81,039	96,240	34,300
Change (+/-)	(28,374)	8,648	(766)	15,201	(61,940)

<b>Total</b>	<b>652,374</b>	<b>239,602</b>	<b>223,863</b>	<b>284,132</b>	<b>100,302</b>
<b>Change (+/-)</b>	<b>322,003</b>	<b>(412,772)</b>	<b>(15,739)</b>	<b>60,269</b>	<b>(183,830)</b>
<b>% Change</b>	<b>322,003</b>	<b>-63%</b>	<b>-7%</b>	<b>27%</b>	<b>-65%</b>

FY23 City Routes (KWR & WFX) **24,766** YTD  
 FY 23 Duval Loop **41,236** YTD  
 FY23 Lower Keys Shuttle **34,300** YTD