



# Monthly Transit Department Report

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**To:** Brian L. Barroso, City Manager

**Date:** December 1, 2025

**From:** Rogelio Hernandez, Director of Transportation

**Subject:** Monthly Transit Department Report November 2025

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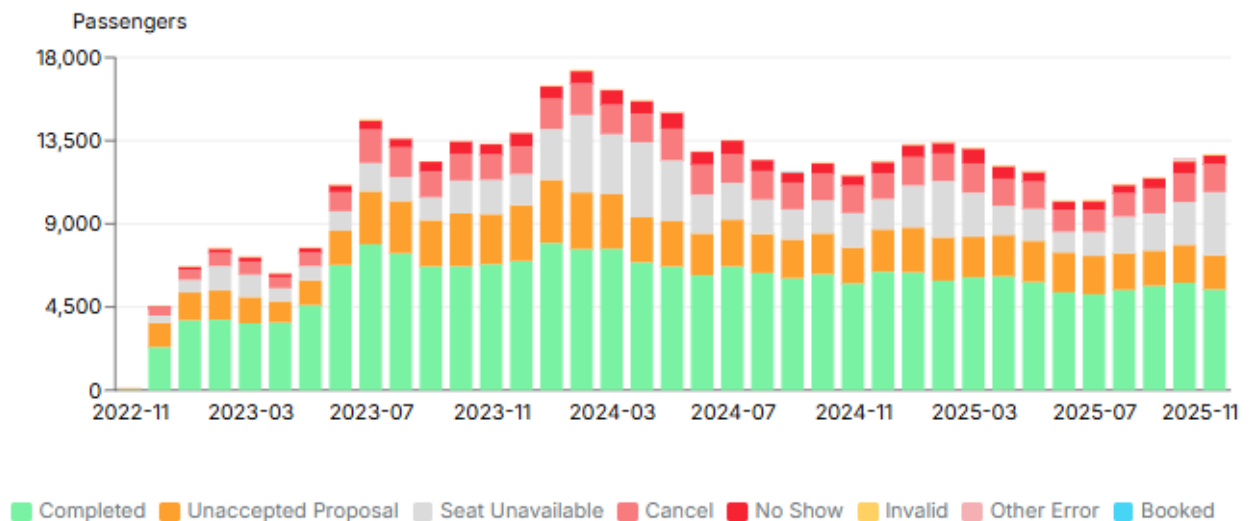
- Total System Ridership Past 30 Days: **19,526** trips. (**Decrease** of **4.94%** from last month's **20,541** trips)
- The Lower Keys Shuttle ridership for November is **6,519** trips.
- Duval Loop is the highest performing route for November with ridership of **5,795** trips.
- Workforce Express November ridership is **1,761** trips.
- Key West Rides ridership for November is **5,451** trips.
- Total Number of customers who have installed Key West Rides App: **20,030**.
- Completed **215,064** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- The department held several public meetings where an overview of current service, future changes, and open discussion was had with members of the public.
- The department met with FDOT district and central office personnel for assistance with operating and funding the mandatory ADA Complementary Paratransit service.
- The department and the City of Key West Engineering Department met with ChargePoint virtually regarding the status of the construction design for the battery-electric bus charging station.
- The department attended the bi-weekly Zoom meeting with the on-demand system provider, Via.
- The department met with the bus fare solution provider, Genfare, to continue discussing next steps for replacing outdated fare equipment and future upgrades to software and hardware.
- The department held weekly maintenance meetings.
- The department met with South Florida Commuter Services, who are assisting with current transportation marketing and outreach needs.
- The Director attended the agenda-setting meeting.
- The Director attended the after-action meeting.
- The Director attended the directors' meetings.
- The Director participated in the Fantasy Fest Hotwash discussion.
- The Director participated in the Monroe County Bus Stop Improvement Plan meeting.
- The Director attended the City Commission meeting.
- The Director participated in the monthly TCT meeting.

- The Director provided transportation updates during a monthly radio interview on FM 102.5.
  - Francisco Noguera      Bus Operator      2 Years
  - Jose Ramirez      Bus Operator      2 Years
  - Yahima Croissiert      Bus Operator (Temp)      3 Years

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

### Detailed Ride Requests Status

Breakdown of all ride requests (passengers) by status.

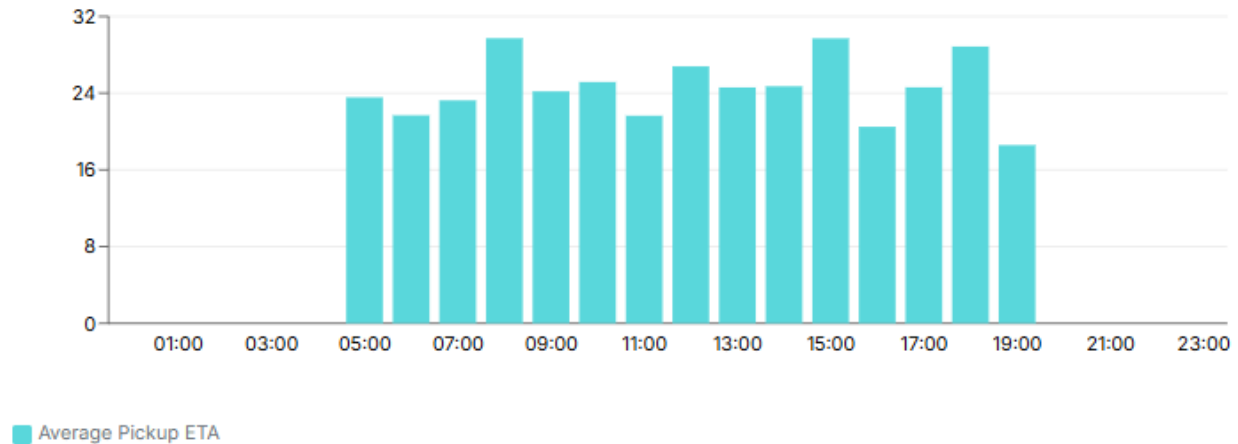


(Since November 30, 2022) Out of 364,262 people who received a ride proposal, only 215,064 chose to book and complete a ride.

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

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

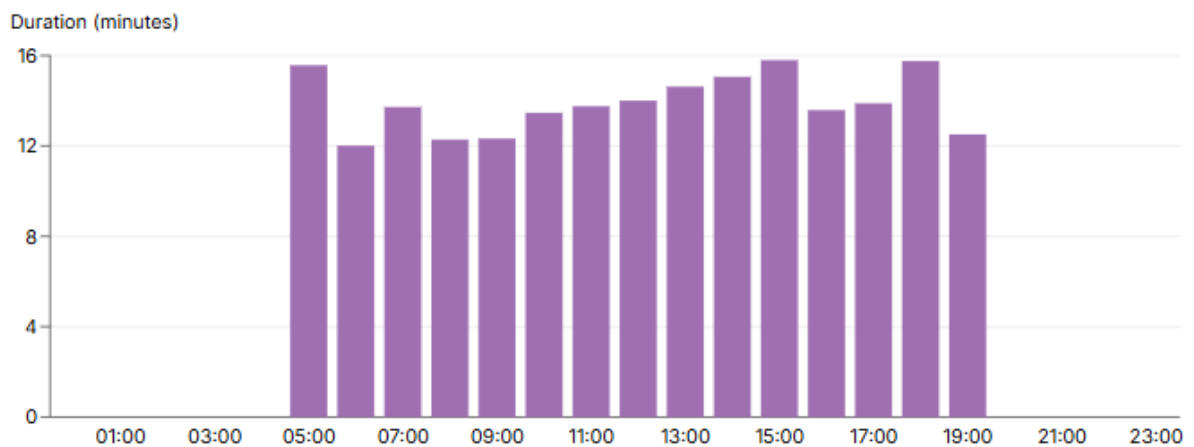
Average pickup ETA among all requests where a ride proposal was displayed.



**November 2025:** The average wait time once a person receives a ride proposal is currently 24.5 minutes.

### Average Ride Duration

Average ride duration from pickup to dropoff.

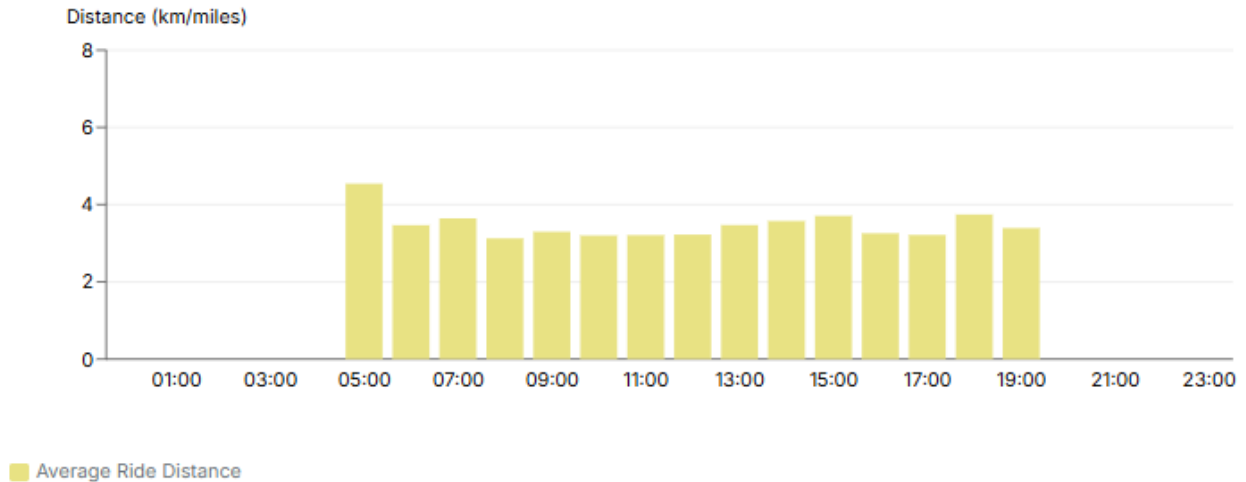


**November 2025:** Once the bus arrives, the average passenger trip time takes 13.8 minutes.

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

## Average Ride Distance

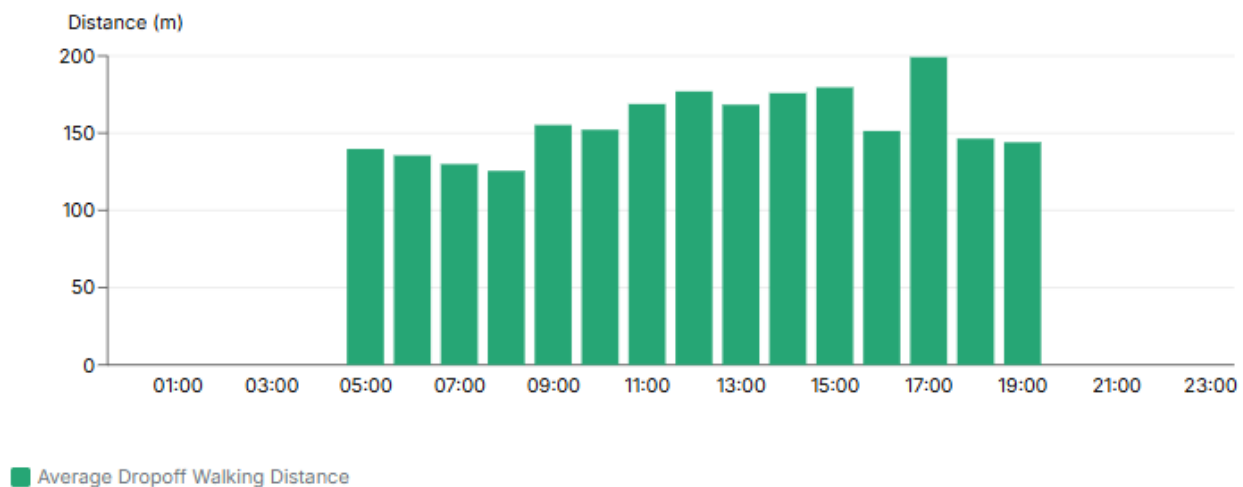
Average ride distance from pickup to dropoff.



**November 2025:** The average ride distance is 3.4 miles.

## Average Dropoff Walking Distance

Walking distance (meters) from latest planned drop off location to destination location.

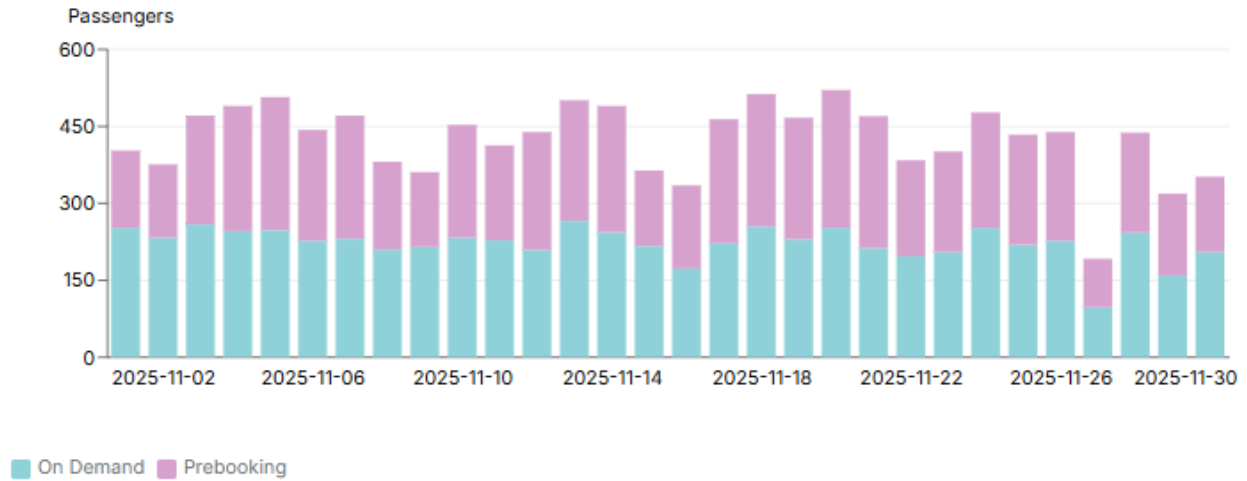


**November 2025:** Average distance a passenger walks to destination location from drop off is 156.9 meters or 171.5 yards. Graph Y-Axis Conversion: 70 m = 77 yds; 140 m = 153 yds; 210 m = 230 yds; 280 m = 306 yds. ¼ mile is 402 meters.

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

### Booking Type

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

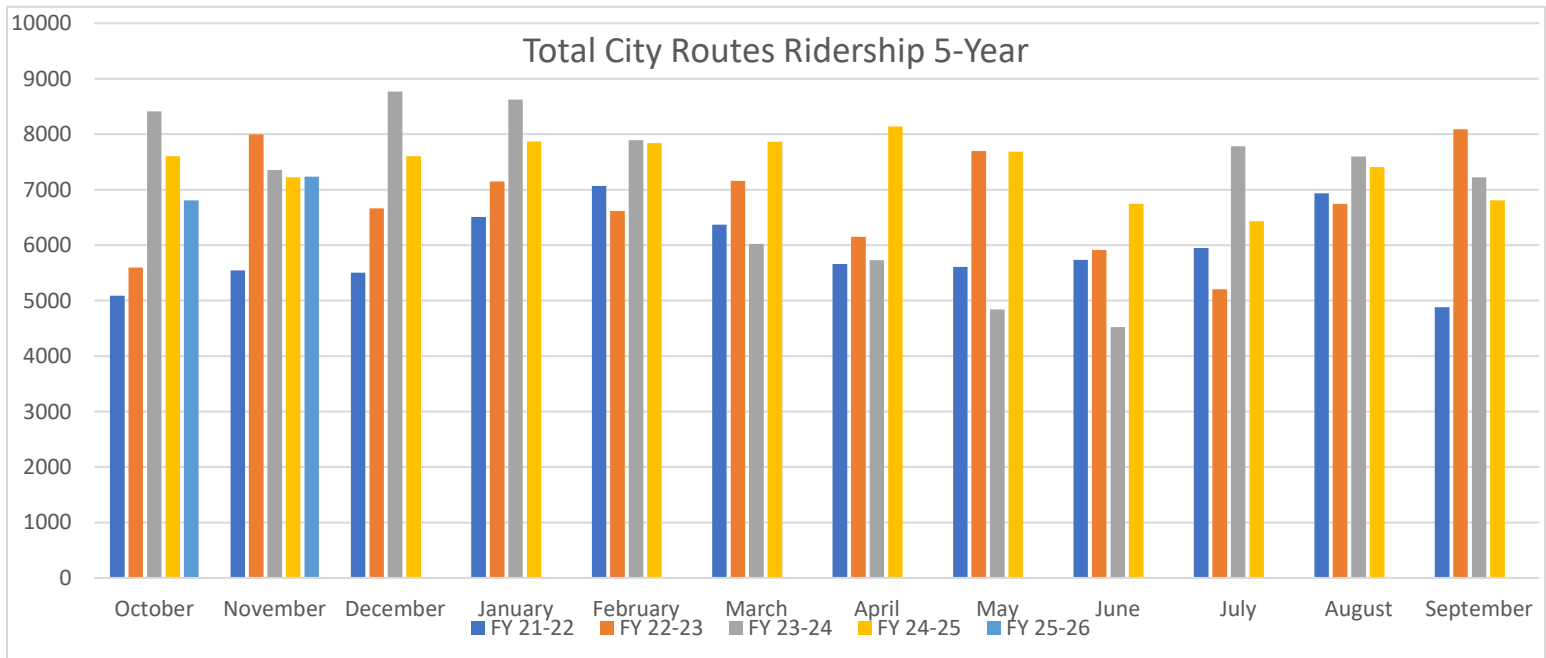


**November 2025:** The majority of riders are using the Prebooking feature (61.3%).

## RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

### City Route History

Red/ Blue/ Green/ Orange (Ended August 2020)  
 North Line/ South Line (August 2020- August 2023)  
 Key West Rides (Started Nov 30, 2022)  
 Work Force Express (Started August 2023)



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

