



Monthly Transit Department Report

To: Albert P. Childress
City Manager



Date: March 14, 2024

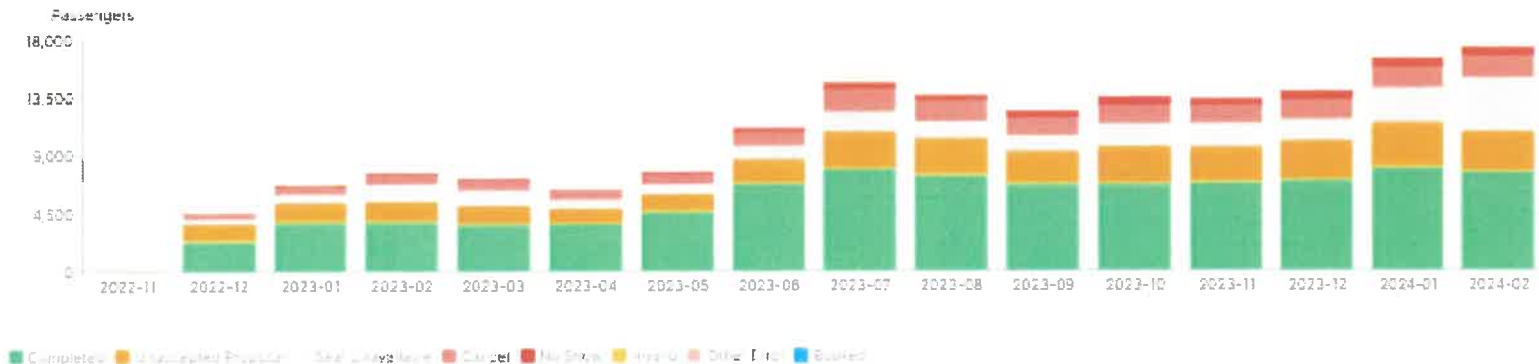
From: Rod Delostrinos
Director of Transportation

Subject: February 2024 Transit Department Report

- Total System Ridership Past 30 Days: **26,604 (increase of 5% from last month (25,279))**
- Duval Loop is the highest performing route this month with a ridership of **10,806**.
- Lower Keys Shuttle Ridership has increased slightly each month since September 2023.
- Workforce Express ridership remains relatively steady at **1,395 (Jan=1,441)**.
- Total Number of customers who have installed Key West Rides App: **9,395**.
- Completed **86,764** on Key West Rides- On Demand Transit since launch November 30, 2022.
- Transit Department employees continued service February 2024
 - Domonique Cartwright Transit Vehicle Helper 9 Years of Service
 - Francisco Noguera Bus Operator 1 Year of Service
 - Jean P. Willy Bus Operator 19 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.

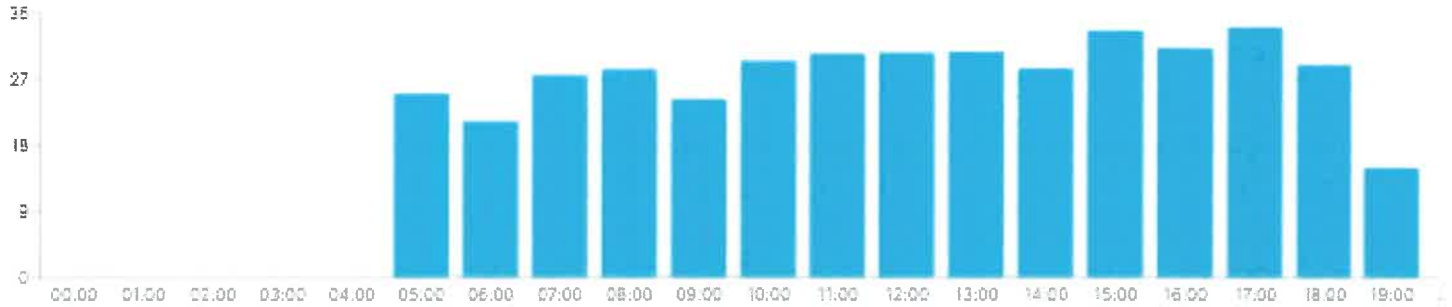


Out of 144,348 people who received a ride proposal, only 86,764 choose to book and complete a ride.

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

Average Pickup ETA (On Demand Rides Only)

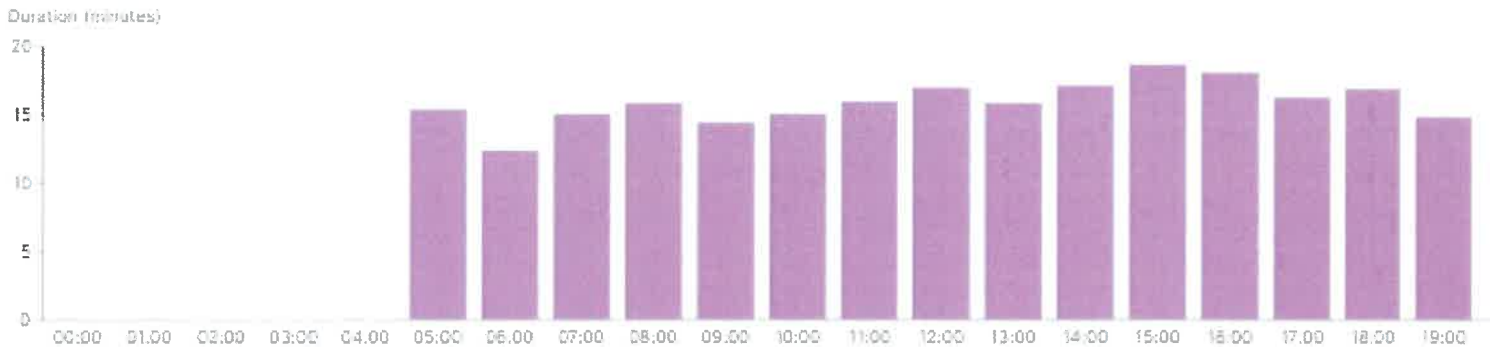
Average pickup ETA among all requests where a ride proposal was displayed.



This is average wait time once a person receives a ride proposal. Wait time is currently 28.1 minutes.

Average Ride Duration

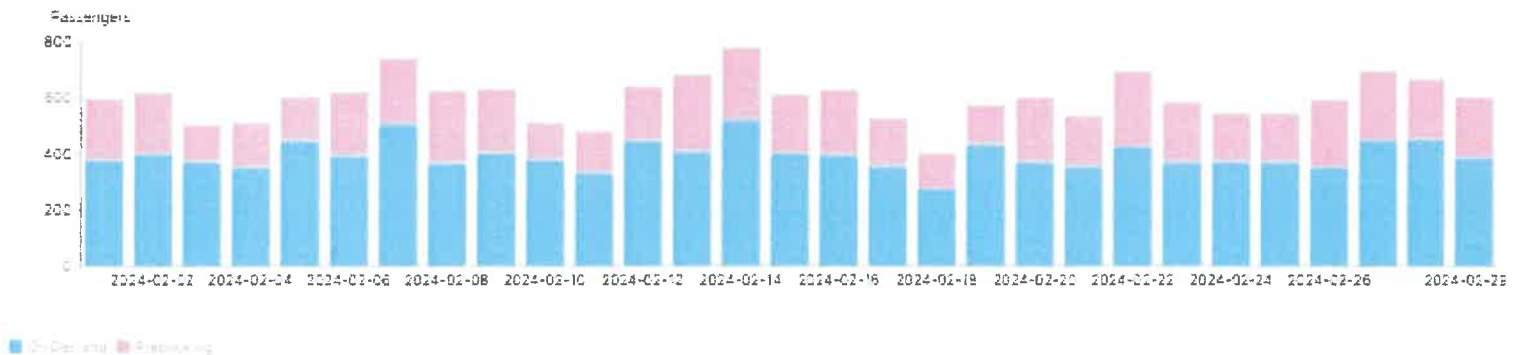
Average ride duration from pickup to dropoff.



February 2024: Once the bus arrives, the average passenger trip time takes 16 minutes.

Booking Type

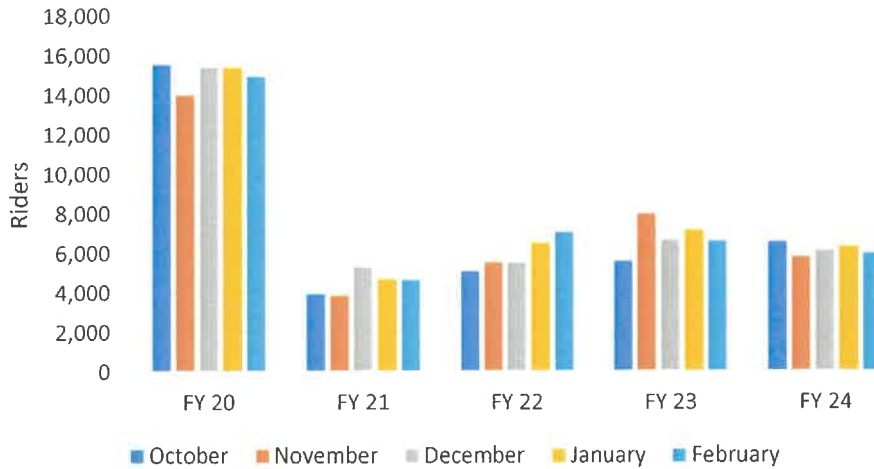
Breakdown of all ride requests (passengers) by booking type.



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

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Routes (less Duval Loop)



City Route History

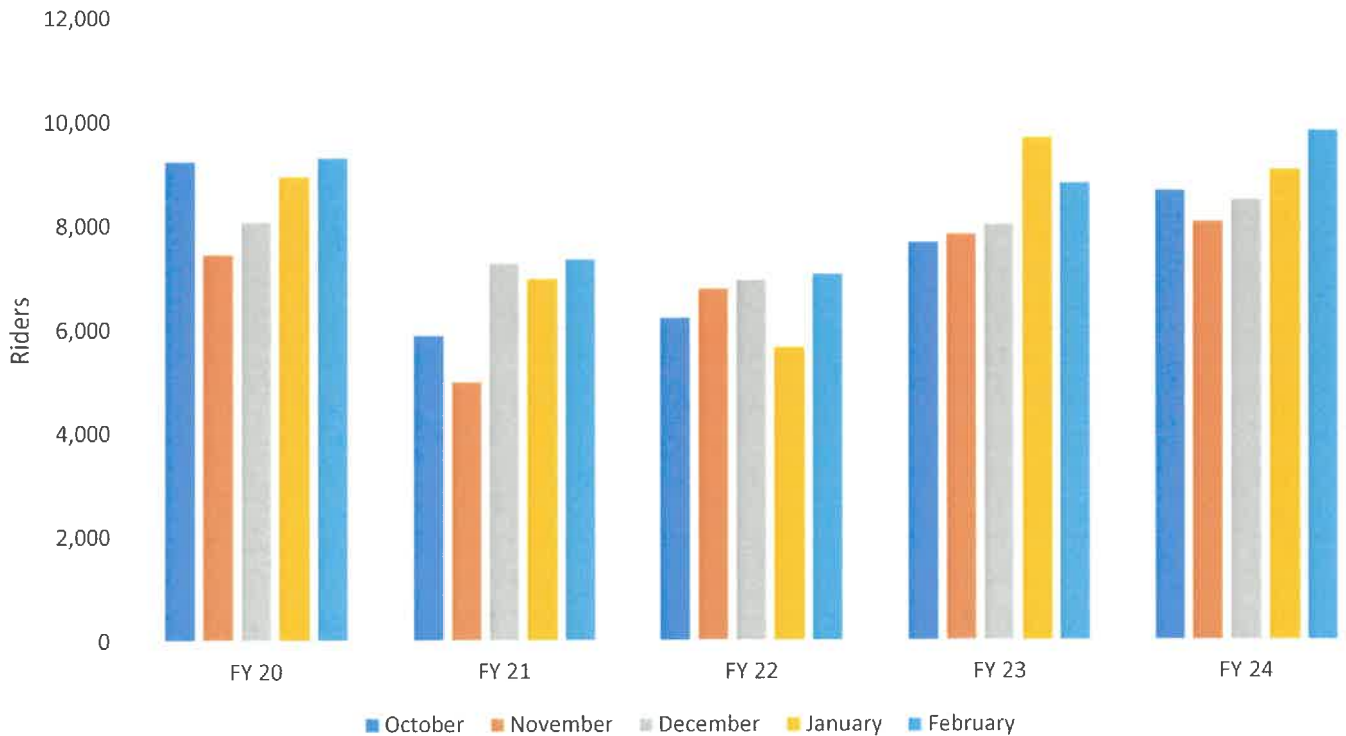
Red/ Blue/ Green/ Orange (Ended April 2020)

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

Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

Lower Keys Shuttle (Commuter Fixed-Route)



Duval Loop (Fixed-Route Circulator)

