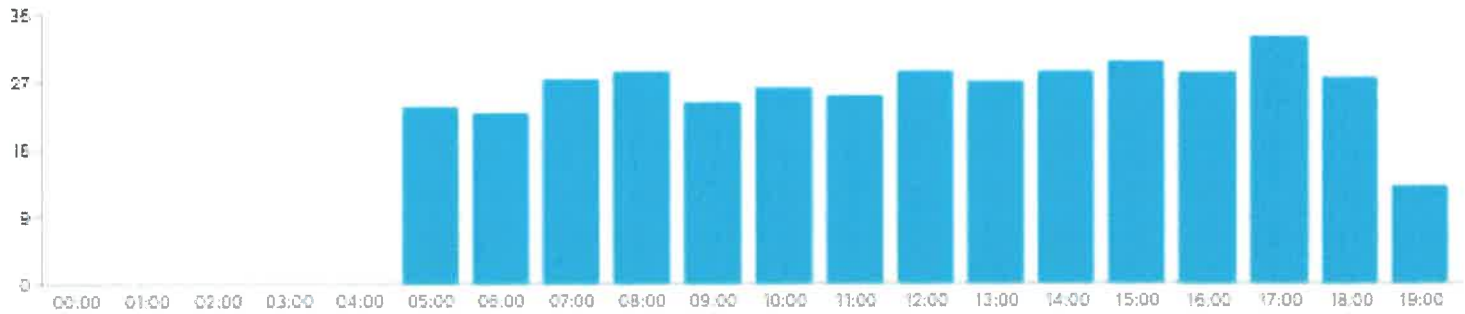


Out of 93,335 people who received a ride proposal, only 57,133 choose to book and complete a ride.

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

Average Pickup ETA (On Demand Rides Only)

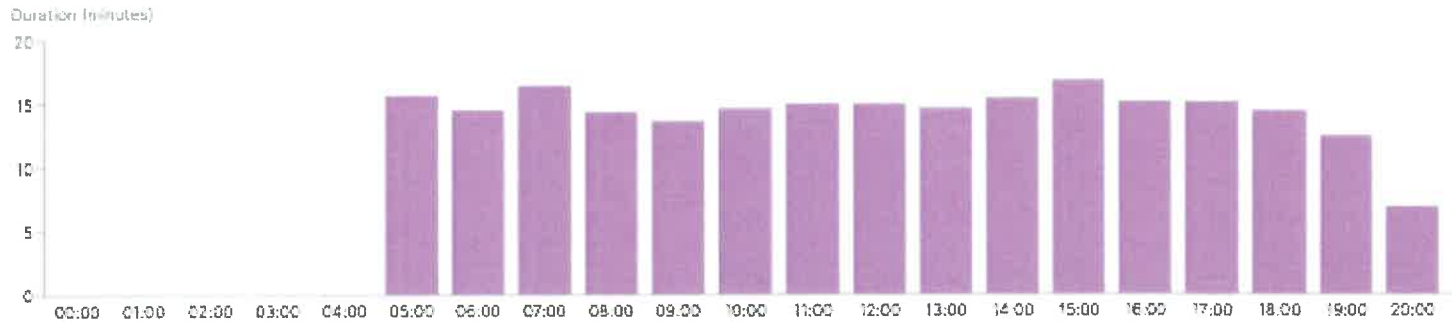
Average pickup ETA among all requests where a ride proposal was displayed.



This is average wait time once a person request an On-Demand Bus. Wait time is currently 27 minutes.

Average Ride Duration

Average ride duration from pickup to dropoff.



September 2023: Once the bus arrives, the average passenger trip time takes 15 minutes.