

Monthly Transit Department Report

Date: November 9, 2023

To:

Albert P. Childress

City Manager

From:

Rod Delostrinos

Director of Transportation

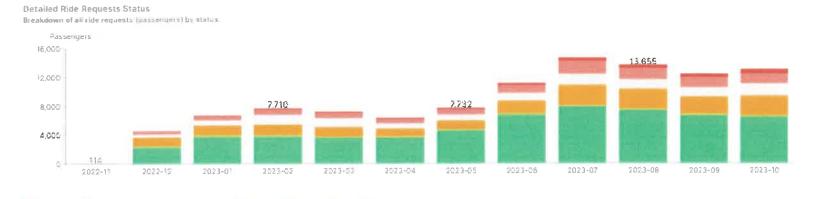
Subject:

October 2023 Transit Report

- The Florida Public Transportation Association (FPTA) awarded the 2023 Innovation and Creativity Award to the City of Key West- Key West Transit on October 11th at the FPTA Annual Conference. Selected from the 40 urban and rural Florida transit systems, this award honors a public transportation system which has demonstrated innovative or creative concepts and effective problem-solving techniques for the public transportation industry.
- Total Ridership Past 30 Days: 17,546 (increase 20% from last month)
 - o Increased- Duval Loop -20%; Lower Keys Shuttle -20%; Work Force Express -9%
 - Key West Rides increased less than 1%.

- Total Number of customers who have installed Key West Rides App: 8,462.
- Completed 50,646 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 9,902.
- Workforce Express had its highest ridership to date at 1511 for October 2023.

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

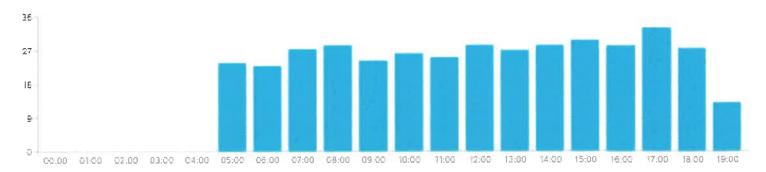


Out of 93,335 people who received a ride proposal, only 57,133 choose to book and complete a ride.

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

Average Pickup ETA (On Demand Rides Only)

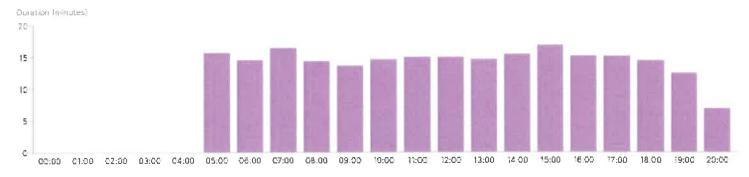
Average pickop ETA among all requests where a ride proposal was displayed.



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.