

Monthly Transit Department Report

To: Todd Stoughton Interim City Manager Date: November 14, 2024

From: Rod Delostrinos Director of Transportation

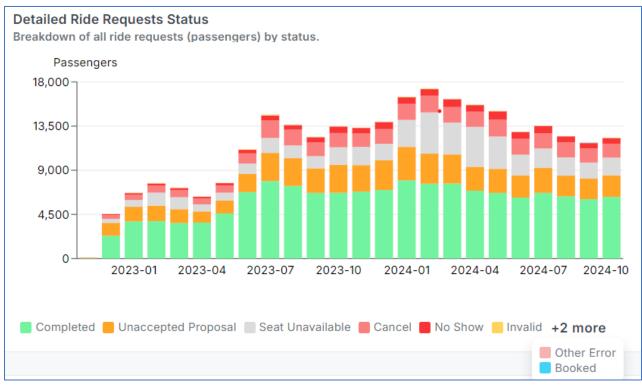
Subject: October 2024 Transit Department Report

- Total System Ridership Past 30 Days: 26,113 trips. (Increase of 32% from last month's 19,719 trips)
- The Lower Keys Shuttle is ridership of **8,392** trips.
- Duval Loop is the highest performing ridership with **10,119** trips.
- Workforce Express October ridership is **1,323** trips.
- Total Number of customers who have installed Key West Rides App: **12,756.**
- Completed **139,625** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- Department prepared for Hurricane Milton and participated in EOC operations.
- Department supported Fantasy Fest by increasing bus service. Safe Ride Shuttle service extended until 2am on Saturday October 26th.
- Department won 1st Place in the City Hall Halloween decorating contest.
- Department provided a "haunted" bus for patrons at the Truman Waterfront Farmers' Market on Trick O' Treating Halloween Night.
- Department received a new Gillig 30-foot bus from the California factory.
- Director provided transportation updates on a monthly radio interview on FM 102.5.
- Employee Continued Service October 2024

0	Chris Marshall	Bus Operator	9 Years
0	Jack Mooneyham	Bus Operator	9 Years
0	Scott Robertson	Bus Operator	2 Years
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oTim HaneyBus Operator2 Years

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

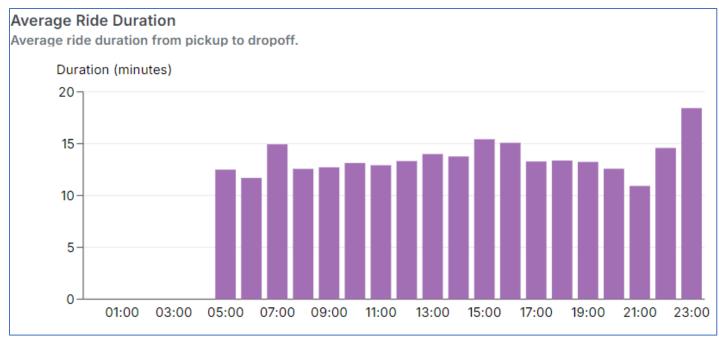


(Since November 30, 2022) Out of 234,466 people who received a ride proposal, only 139,625 chose to book and complete a ride.

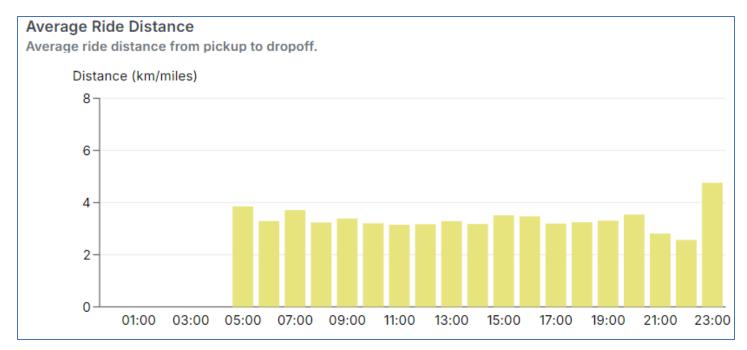


October 2024: The average wait time once a person receives a ride proposal is currently 22 minutes.

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

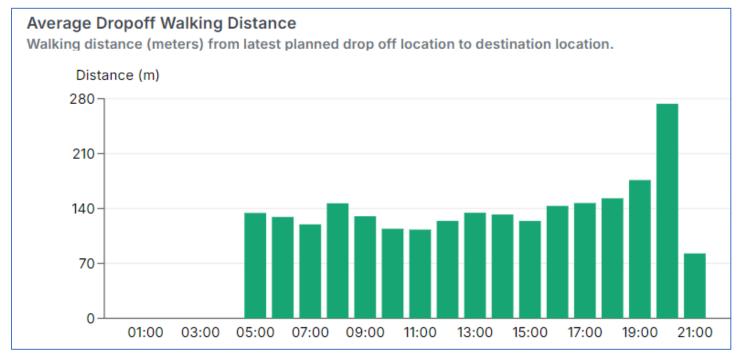


October 2024: Once the bus arrives, the average passenger trip time takes 14 minutes.

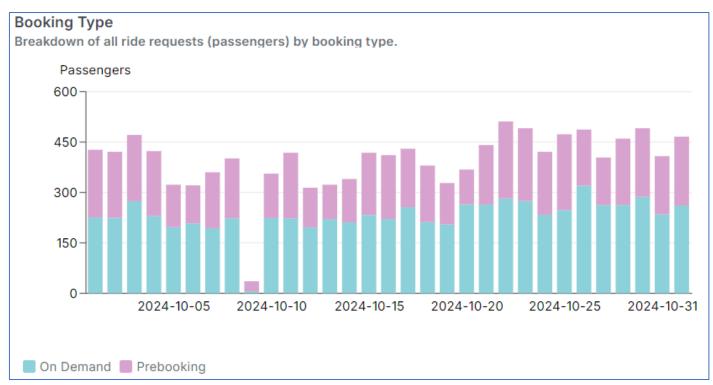


October 2024: The average ride distance is 3.3 miles.

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

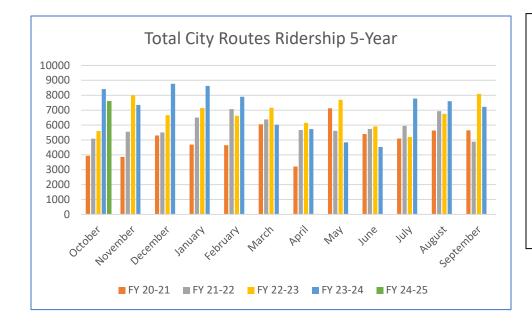


October 2024: Average distance a passenger walks to destination location from drop off is 145.3 meters or **159** yards. Graph Y-Axis Conversion: 70 m =77 yds; 140 m = 153 yds; 210 m = 230 yds; 280 m = 306 yds. ¼ mile is 402 meters.



October 2024: The majority of riders are using the Prebooking feature (61%).

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS



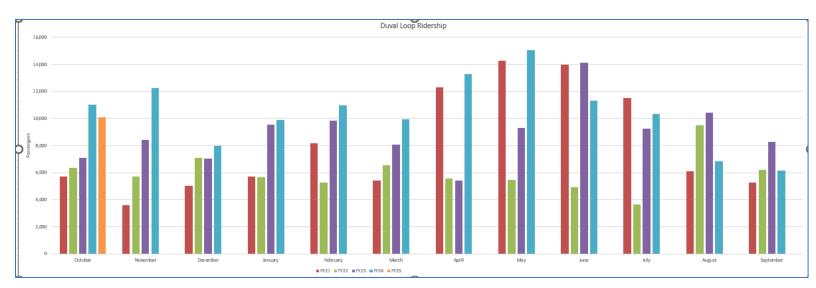
City Route History

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)



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

