



# Monthly Transit Department Report

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

**Date:** July 1, 2025

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

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

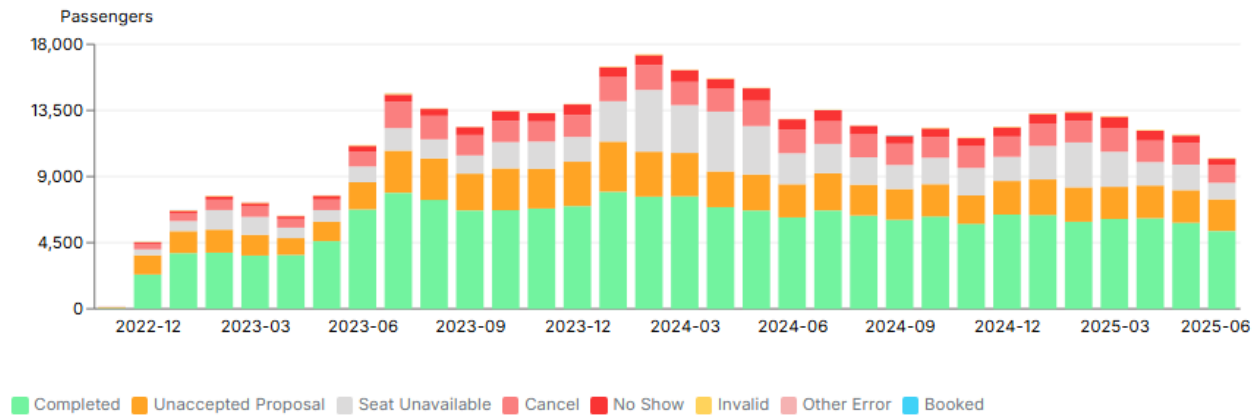
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- Total System Ridership Past 30 Days: **29,555** trips. (**Decrease** of **1.86%** from last month's **30,114** trips)
- The Lower Keys Shuttle ridership for June is **7,069** trips.
- Duval Loop is the highest performing route for June with ridership of **15,740** trips.
- Workforce Express June ridership is **1,451** trips.
- Key West Rides ridership for June is **5,295** trips.
- Total Number of customers who have installed Key West Rides App: **17,599**.
- Completed **187,538** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- Department attended the bi-weekly meeting via Zoom with the On-Demand System provider, Via.
- Department met with Management and Finance Director to review department budget.
- Transit Support manager participated in FDOT's Keys COAST Project Evaluation - Focus Group Meeting
- Department held weekly Maintenance Meetings.
- Director attended the monthly TCT meeting.
- Director met with Rod Delostrinos, ACM, as part of our weekly briefing.
- Director met with Monroe County to review proposed current ADA Complementary Paratransit Plan and the County's involvement.
- Director participated in a discussion with Monroe County Project Consultant, AECON regarding LKS Bus Stops - Potential Issues & Enhancements.
- Director participated in the Florida's F-ROC training session.
- Employee Continued Service June 2025
  - Julian Butler                      Bus Operator                      18 Years
  - Nixon Orner                      Bus Operator                      9 Years
  - Ingrid Dutan                      Bus Operator                      1 Year

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

## Detailed Ride Requests Status

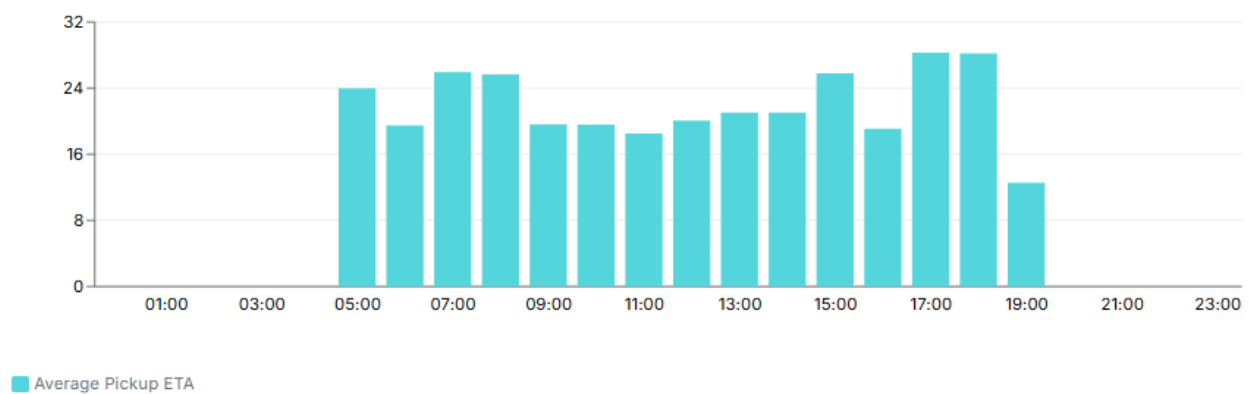
Breakdown of all ride requests (passengers) by status.



**(Since November 30, 2022) Out of 317,040 people who received a ride proposal, only 187,552 chose to book and complete a ride.**

## Average Pickup ETA (On Demand Rides Only)

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

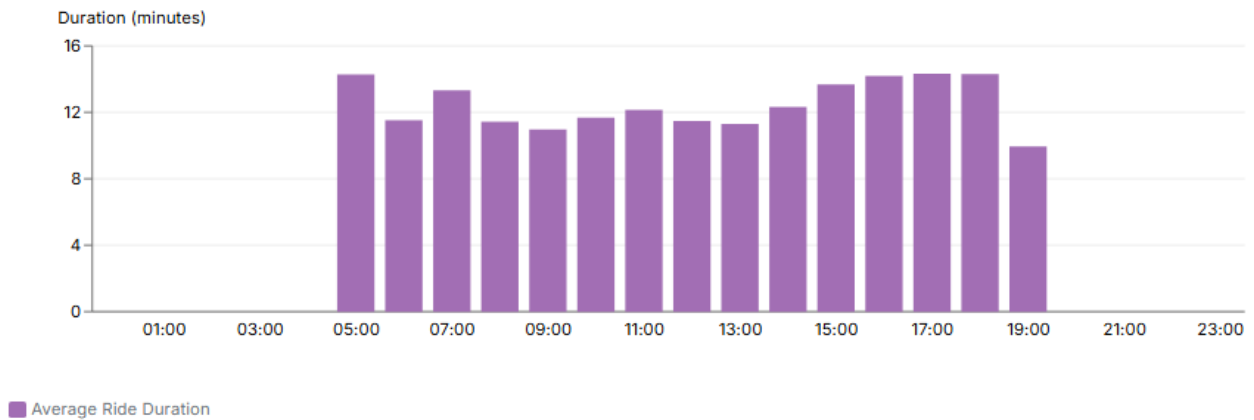


**June 2025: The average wait time once a person receives a ride proposal is currently 21.7 minutes.**

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

## Average Ride Duration

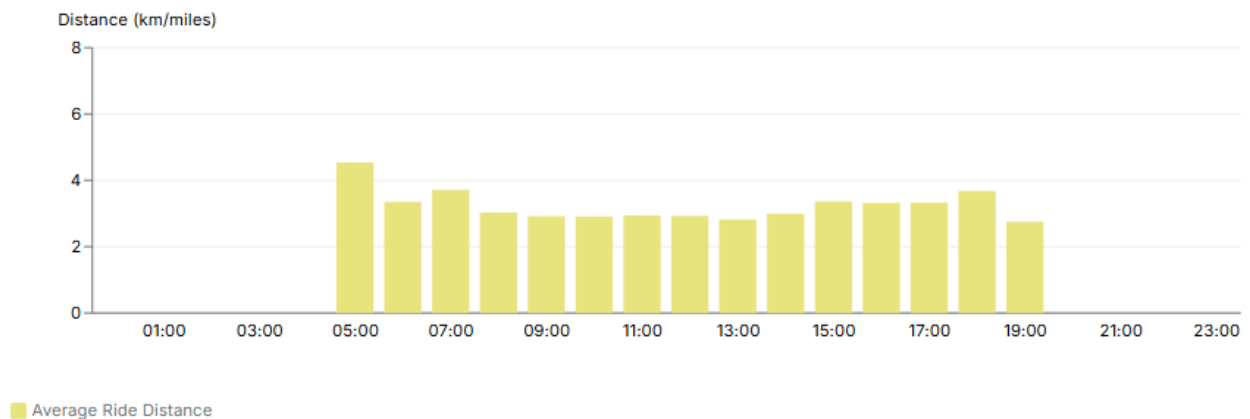
Average ride duration from pickup to dropoff.



**June 2025: Once the bus arrives, the average passenger trip time takes 12.4 minutes.**

## Average Ride Distance

Average ride distance from pickup to dropoff.

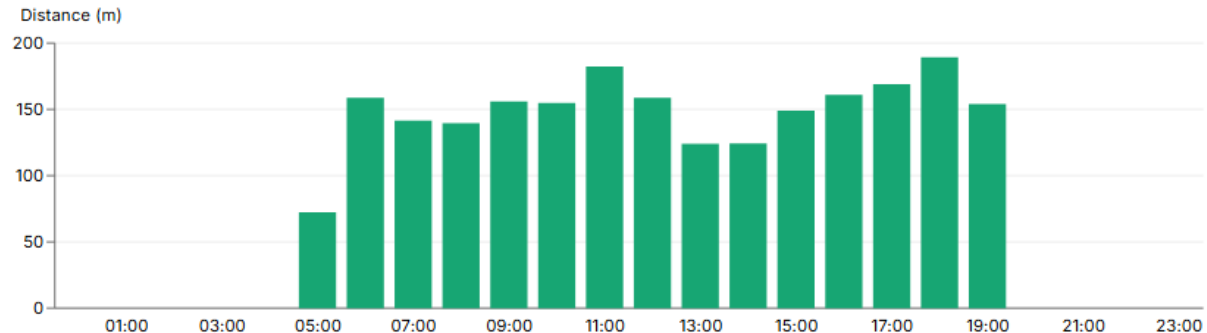


**June 2025: The average ride distance is 3.2 miles.**

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

## Average Dropoff Walking Distance

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

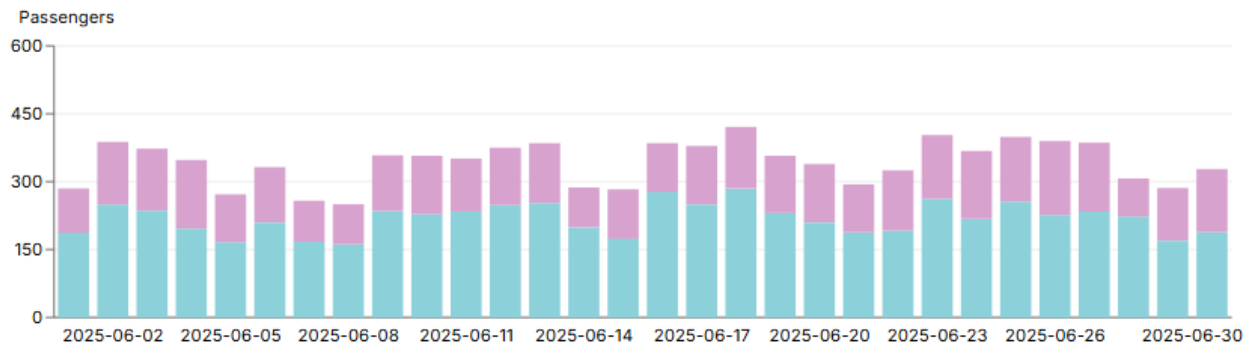


■ Average Dropoff Walking Distance

**June 2025: Average distance a passenger walks to destination location from drop off is 152.4 meters or 167.43 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.**

## Booking Type

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



■ On Demand ■ Prebooking

**June 2025: The majority of riders are using the Prebooking feature (66.4%).**

# RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

## City Route History

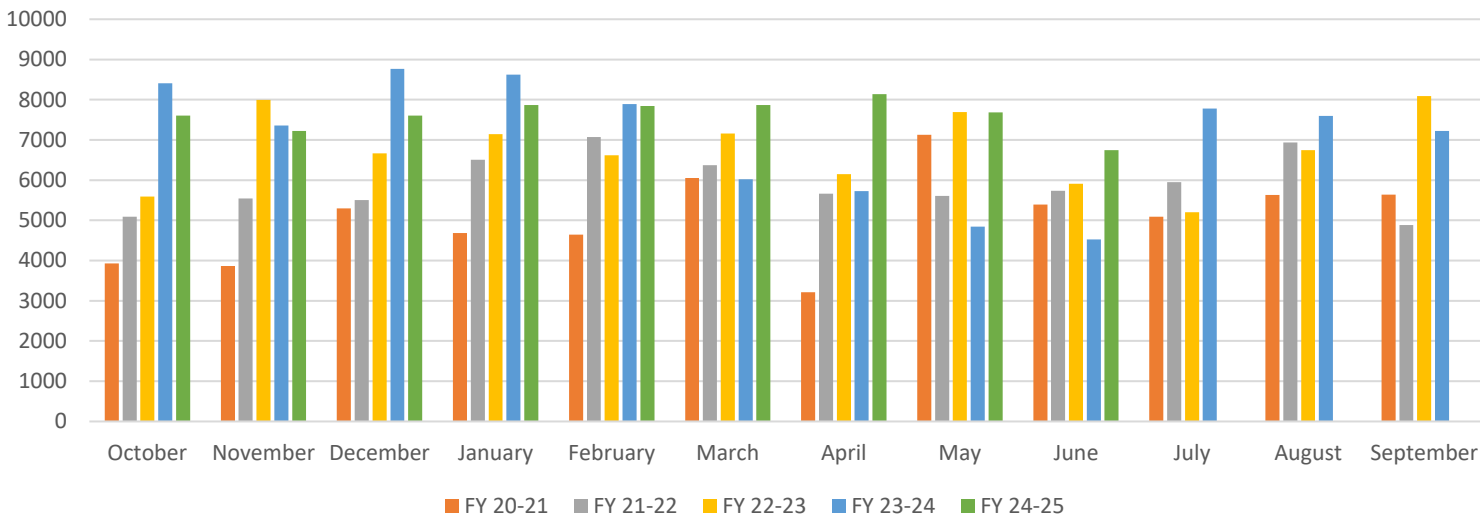
Red/ Blue/ Green/ Orange (Ended June 2020)

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

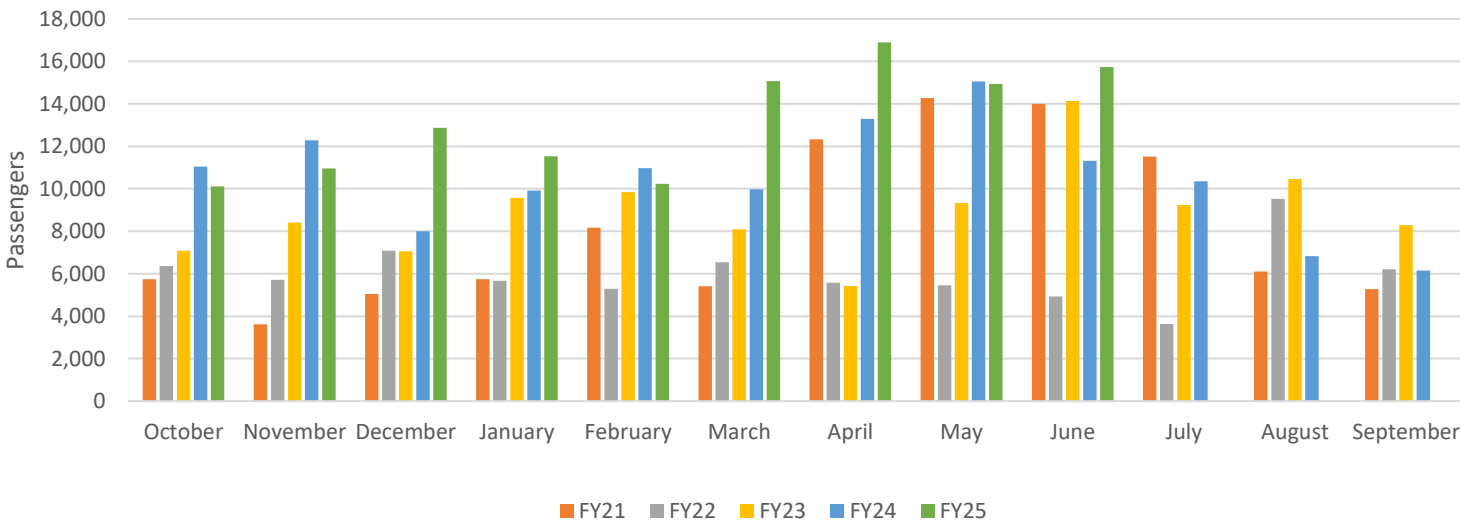
Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

## Total City Routes Ridership 5-Year



## Duval Loop Ridership



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

