

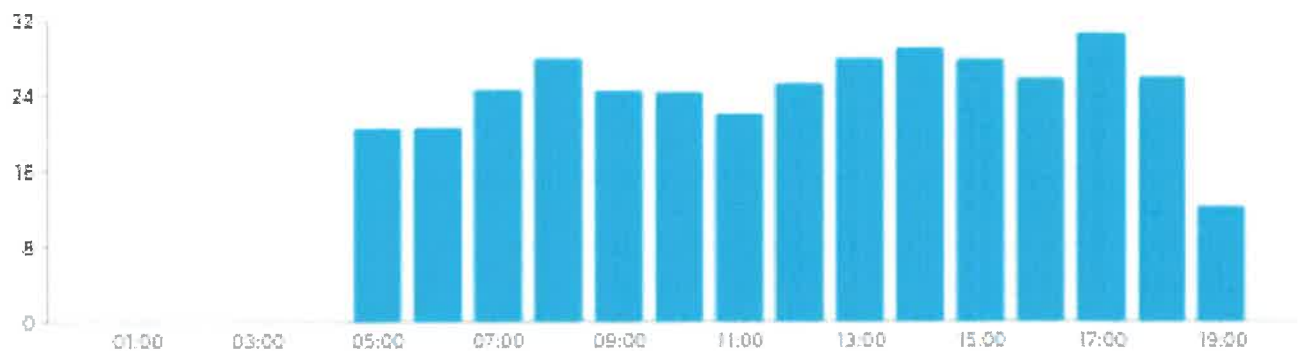


Out of 82,019 people who received a ride proposal, only 50,646 choose to book and complete a ride.

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

### Average Pickup ETA (On Demand Rides Only)

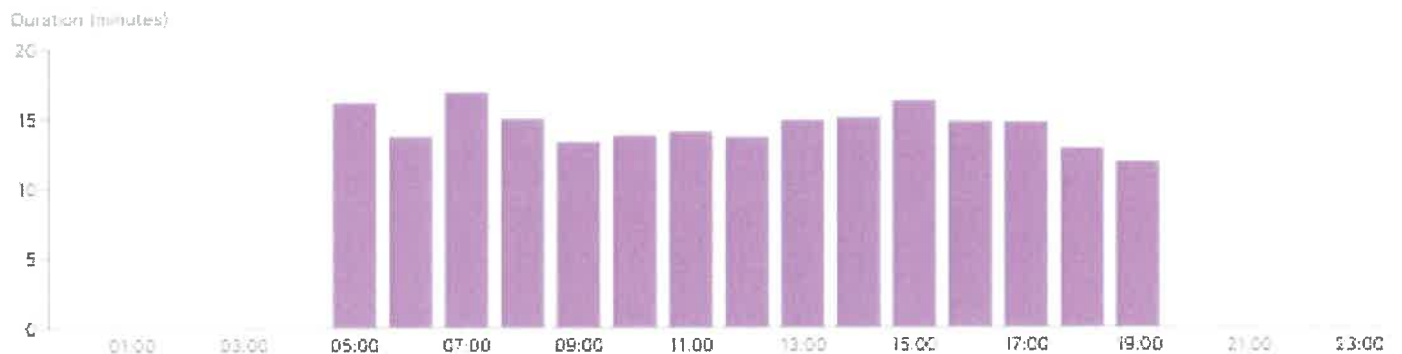
Average pickup ETA among all requests where a ride proposal was displayed.



This is average wait time once a person request an On-Demand Bus. Wait time is currently 25 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.

# RIDERSHIP FOR ALL TRANSIT SERVICES

## Ridership Comparisons - City of Key West

### City Bus Routes

Red/ Blue/ Green/ Orange (Ended April 2020)  
North Line/ South Line (May 2020- June 2023)  
Key West Rides (Started Nov 30, 2022)

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October	15,568	3,931	5,087	5,594
November	14,023	3,862	5,541	7,995
December	15,428	5,299	5,504	6,665
January	15,412	4,683	6,505	7,146
February	14,970	4,644	7,068	6,619
March	12,747	6,055	6,368	7,158
April	556	3,215	5,662	6,150
May	841	7,127	5,610	7,696
June	3,745	5,392	5,735	4,716
July	4,222	5,094	5,948	3,803
August	4,221	5,628	6,934	5,167
September	4,387	5,639	4,881	6,699
Subtotal	106,120	60,569	70,843	75,408
Change (+/-)	(80,817)	(45,551)	10,274	4,565

### Duval Loop

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October	37,545	5,743	6,362	7,086
November	33,029	3,613	5,718	8,405
December	29,195	5,055	7,078	7,053
January	31,040	5,744	5,673	9,569
February	33,567	8,162	5,292	9,847
March	52,786	5,413	6,535	8,096
April	51,957	12,324	5,573	5,428
May	46,517	14,266	5,462	9,326
June	42,838	13,998	4,925	14,129
July	50,180	11,518	3,632	9,242
August	37,669	6,111	9,523	10,456
September	26,774	5,281	6,208	8,286
Subtotal	473,097	97,228	71,981	106,923
Change (+/-)	141,494	(375,869)	(25,247)	34,942

### Work Force Express (Started June 2023)

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October				
November				
December				
January				
February				
March				
April				
May				
June				1,197
July				1,399
August				1,577
September				1,388
Subtotal	0	0	0	5,561
Change (+/-)	0	0	0	5,561

### Lower Keys Shuttle

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October	9,241	5,888	6,227	7,674
November	7,456	4,993	6,787	7,836
December	8,077	7,274	6,948	8,020
January	8,943	6,975	5,654	9,681
February	9,311	7,356	7,068	8,813
March	7,863	8,577	5,445	9,820
April	539	4,787	8,059	8,329
May	1,127	10,360	7,460	9,466
June	4,182	7,055	6,975	7,587
July	5,295	5,861	6,521	5,408
August	5,089	6,493	8,108	7,210
September	6,034	6,186	5,787	6,396
Subtotal	73,157	81,805	81,039	96,240
Change (+/-)	(28,374)	8,648	(766)	15,201

Total	652,374	239,602	223,863	284,132	FY23 City Routes (KWR & WFX)	80,969	YTD
Change (+/-)	322,003	(412,772)	(15,739)	60,269	FY 23 Duval Loop	106,923	YTD
% Change	322,003	-63%	-7%	27%	FY23 Lower Keys Shuttle	96,240	YTD

End of Fiscal Year total transit services ridership is 27% higher than last year which equates to 60,269 more riders. This year's Lower Keys Shuttle ridership has surpassed its own annual ridership numbers over the past four years.