

Monthly Transit Department Report

To: Albert P. Childress

City Manager

Date: December 14, 2023

From: Rod Delostrinos

Detailed Ride Requests Status

Director of Transportation

Subject: November 2023 Transit Department Report

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- Key West Rides-On Demand Transit service celebrates its 1-year Anniversary this month.
- Total Ridership Past 30 Days: 25895 (increase 48% from last month)
- Total Number of customers who have installed Key West Rides App: 8,647.
- Completed 64,178 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 12,021.
- Workforce Express ridership continues to rise as it had its highest ridership to date at 1555 for November 2023.
- The Transit Department recognized the following employees:
 - Chris Marshall, Operator of the Year FY 22-23
 - o Robert Johnson, Support Worker of the Year FY 22-23
 - Laura Bohdan, Operator of the 4th Quarter FY 22-23

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

Breakdown of all ride requests (passengers) by status.

Fascengers

16,000

2,000

8,000

114

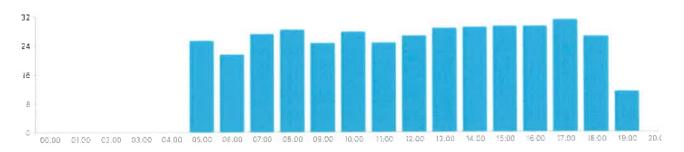
2022-11 2022-12 2023-01 2023-02 2023-03 2023-04 2023-05 2023-08 2023-07 2023-08 2023-09 2022-10 2023-11

Out of 105,208 people who received a ride proposal, only 64,178 choose to book and complete a ride.

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

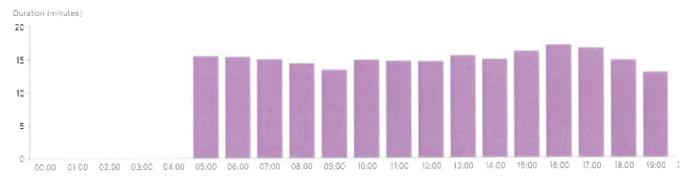
Average Pickup ETA (On Demand Rides Only)

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.





November 2023: Once the bus arrives, the average passenger trip time takes 15.2 minutes.