



Monthly Transit Department Report

To: Albert Childress, City Manager

APC

Date: May 16th, 2023

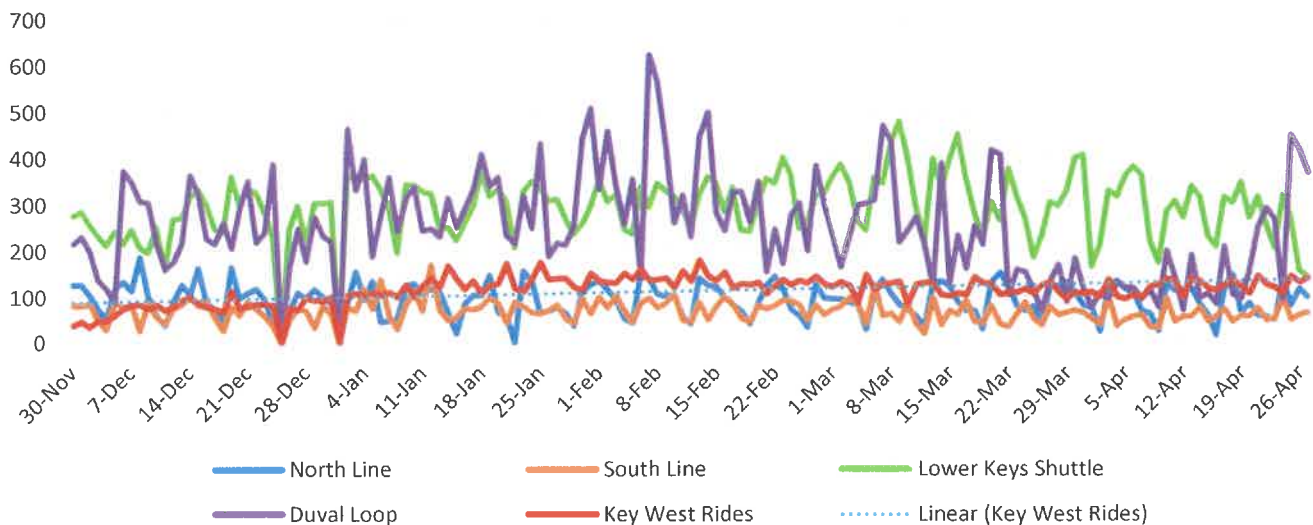
From: Rod Delostrinos, Director of Transportation

Subject: April 2023 Transit Report

Transit Department

- Total Ridership Past 30 Days: **19,159**
- Route Run Bid Complete. All bus operators have been notified. Schedule change effective May 15, 2023 (Over 10 days notification per Collective Bargaining Agreement. Beginning of New Pay period).
- “Workforce Express” starts on May 15, 2023. (See schedule below)
- North Line and South Line will be discontinued on May 15, 2023.
- Number of customers who have installed Key West Rides: 4,636.
- Completed **16,866** on Key West Rides- On Demand Transit since launch November 30, 2022.

Ridership since Key West Rides Start (Nov 30, 2022)



Key West Rides- On Demand Transit

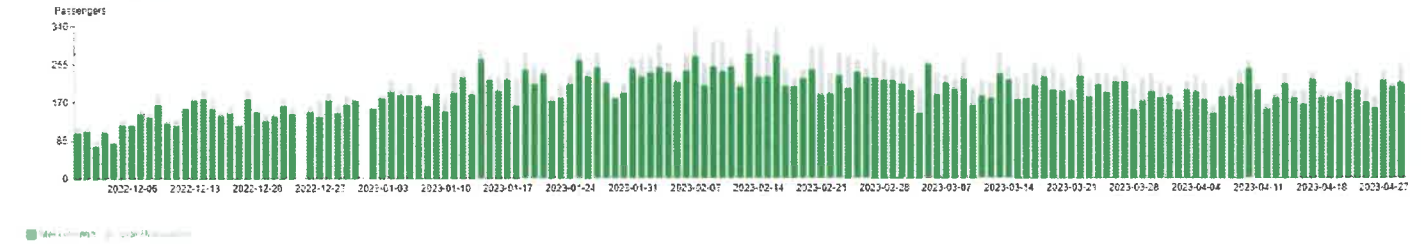
Service Operation (Periodic)

Start Date 2022-11-30
End Date 2023-04-27
Group by Days

Total Ride Requests	Met Demand	Met Demand Rate	Completed Rides	Completed Rides Rate
32,051	27,741	86.6%	16,866	52.6%
Complaints/Processing Wait Time	Unmet/Waiting On Scheduled Rides (%)	All Over Rides	Rider Waits	Utilization
1.4%	98.6%	1,144	4,833.2	3.5

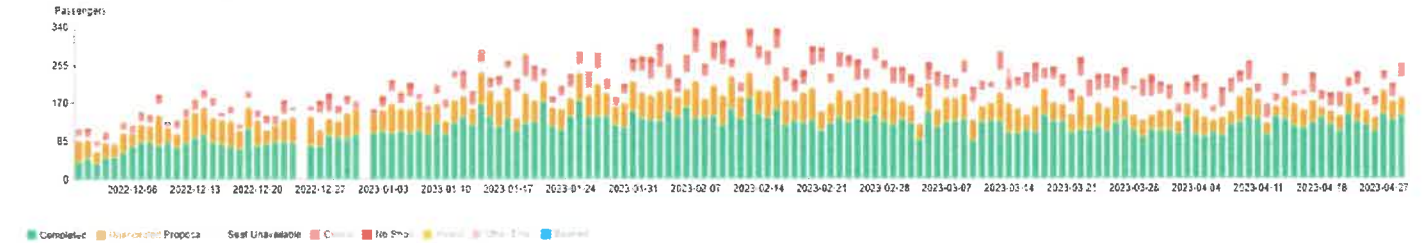
Met Demand

Number of ride requests (passengers) met with a ride proposal.



Detailed Ride Requests Status

Breakdown of all ride requests (passengers) by status.



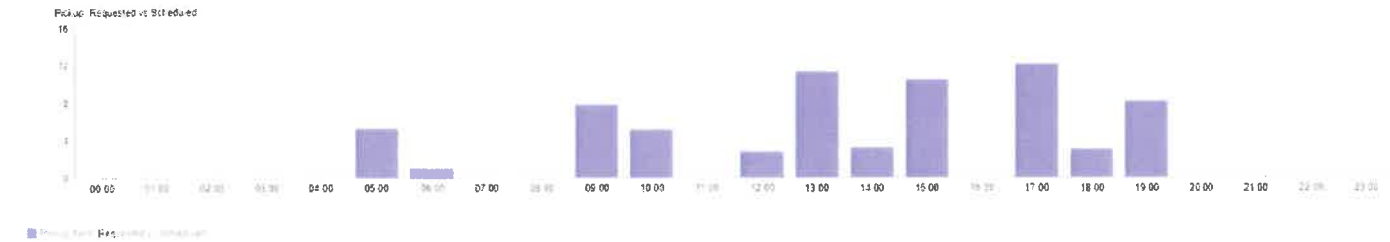
Rider Experience

Start Date 2022-11-30
End Date 2023-04-27
Group by Hours

Pickup Time - Requested vs Scheduled (Min)	Dropoff Time - Requested vs Scheduled (Min)	Pickup Time - Scheduled vs Actual (Min)	Dropoff Time - Scheduled vs Actual (Min)	Average Ride Duration (Min)
7.4	-14.9	-11.9	15.5	18.4
Average Ride Distance (Kilometers)	Average Ride	Average In-Ride Walking Distance	On Demand Average Pickup (Min)	On Demand Duration (Min vs. Actual) (Min)
4.1	4.9	172.8	16.2	0.7
Appropriateness				
55.3%				

Pickup Time: Requested vs Scheduled (Prescheduled Rides Only)

Average time from requested departure to scheduled departure when the ride request was made.



New Bus Route Effective May 15, 2023

WORK FORCE EXPRESS



INBOUND							OUTBOUND				
Cross & US1	Maloney & 2nd	Duck Ave & 17th	N. Roosevelt Home Depot	Truman & White	Petronia & Whitehead	Emma & Truman	Emma & Truman	Truman & White	N. Roosevelt Key Plaza	Duck Ave & 17th	Cross & US1
6:00 AM	6:05 AM	6:12 AM	6:16 AM	6:21 AM	6:25 AM	6:27 AM	6:29 AM	6:33 AM	6:38 AM	6:42 AM	6:46 AM
6:46 AM	6:52 AM	6:59 AM	7:05 AM	7:12 AM	7:18 AM	7:20 AM	7:22 AM	7:28 AM	7:32 AM	7:37 AM	7:43 AM
7:43 AM	7:49 AM	7:59 AM	8:06 AM	8:13 AM	8:19 AM	8:21 AM	8:23 AM	8:29 AM	8:53 AM	8:58 AM	9:04 AM
9:04 AM	9:10 AM	9:20 AM	9:27 AM	9:34 AM	9:40 AM	9:42 AM	9:44 AM	9:50 AM	9:54 AM	9:59 AM	10:04 AM
10:04 AM	10:10 AM										
3:40 PM	3:45 PM	3:52 PM	4:00 PM	4:07 PM	4:14 PM	4:16 PM	4:18 PM	4:26 PM	4:32 PM	4:37 PM	4:43 PM
4:43 PM	4:49 PM	4:56 PM	5:04 PM	5:11 PM	5:18 PM	5:24 PM	5:26 PM	5:34 PM	5:40 PM	5:45 PM	5:51 PM
5:51 PM	5:57 PM	6:04 PM	6:12 PM	6:19 PM	6:26 PM	6:32 PM	6:34 PM	6:42 PM	7:07 PM	7:12 PM	7:18 PM
7:18 PM	7:24 PM	7:30 PM	7:35 PM	7:41 PM	7:47 PM	7:53 PM	7:54 PM	8:01 PM	8:05 PM	8:10 PM	8:15 PM
8:15 PM	8:20 PM										

