



Monthly Transit Department Report

To: Brian L. Barroso, City Manager

Date: March 3, 2025

From: Rogelio Hernandez, Interim Director of Transportation

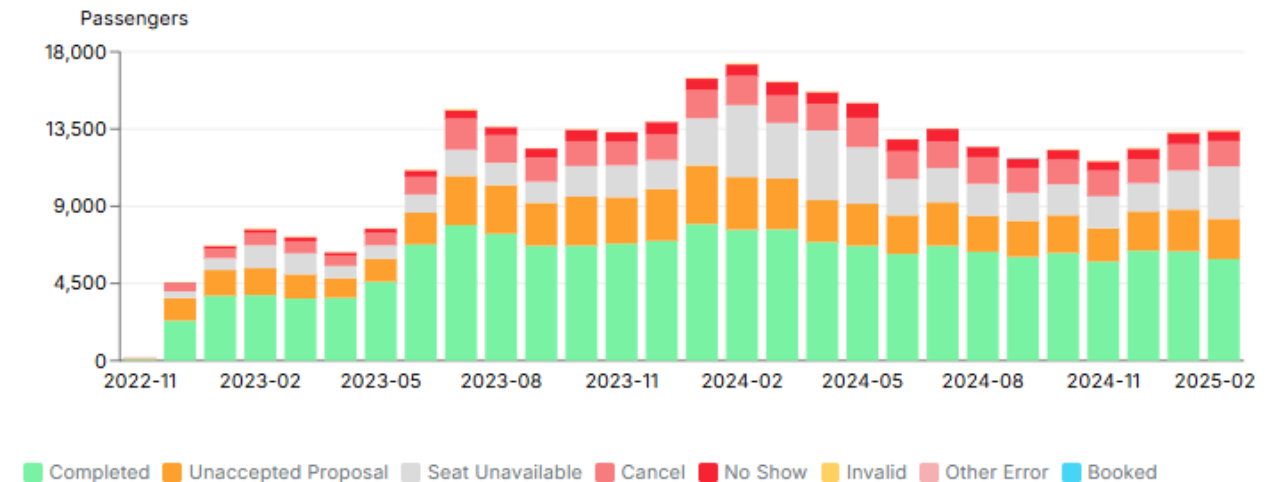
Subject: Monthly Transit Department Report February 2025

- Total System Ridership Past 30 Days: **31,828** trips. (**Increase of 8.86%** from last month's **29,235** trips)
- The Lower Keys Shuttle ridership for February is **10,258** trips.
- Duval Loop is the highest performing route for February with ridership of **13,948** trips.
- Workforce Express February ridership is **1,700** trips.
- Key West Rides ridership for February is **5,922** trips.
- Total Number of customers who have installed Key West Rides App: **15,556**.
- Completed **164,142** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- Department participated in the College of the Florida Keys Academy Prospective Student Night, providing transit information and a bus display.
- Department participated in the Gerald Adams Elementary School's annual Community Day event.
- Department participated in Teams meetings and an on-site visit for the mandated Federal Transit Administration (FTA) Triennial Review.
- Department facilitated the city's first Bus Stretcher Conversion Kit ("AmbuBus") installation and training program, in collaboration with the KWPD and KWFD.
- Director attended the ETIPP Electric Vehicles Workshop.
- Director held a meeting with the city manager at the transit facility to introduce the department, outlining current and future service needs.
- Grant and Project Manager represented the director at the City Hall Capital Projects Workshop.
- Assistant Transit Supervisor participated in the After-Action Review.
- Director attended the agenda-setting meeting.
- Director attended a meeting held by John Wilkins, Parking Director regarding pilot program with photo enforcement at Old Town Parking Garage.
- Director met with South Florida Commuter Services (SFCS) for their expertise in branding, marketing, and outreach to promote KWT programs.
- Director attended the monthly City Commission meeting.
- Employee Continued Service February 2025
 - Domonique Cartwright Transit Helper 2 Years
 - Jean Willy Bus Operator 20 Years

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

Detailed Ride Requests Status

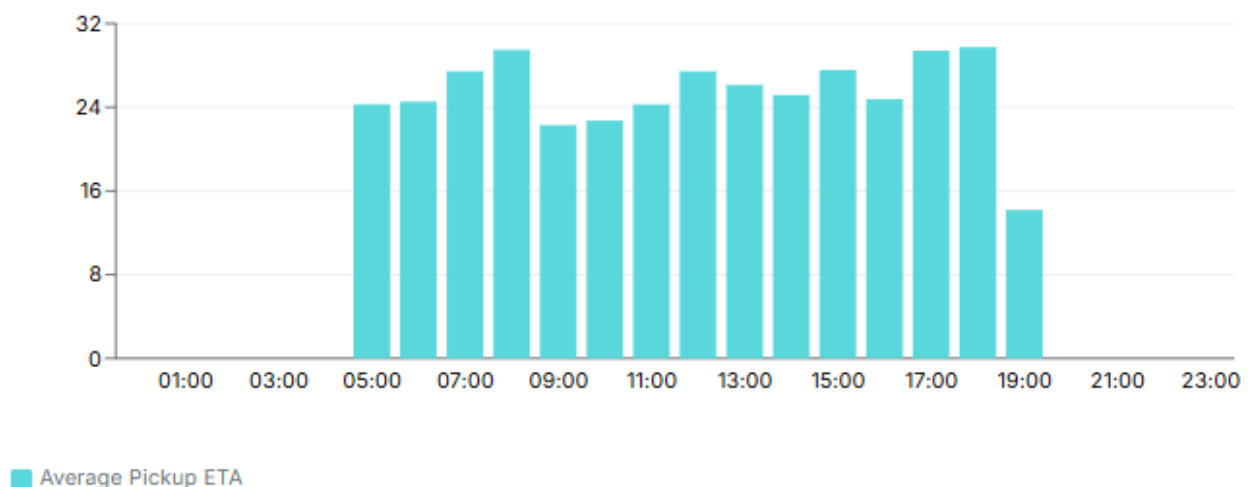
Breakdown of all ride requests (passengers) by status.



(Since November 30, 2022) Out of 276,488 people who received a ride proposal, only 164,142 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.

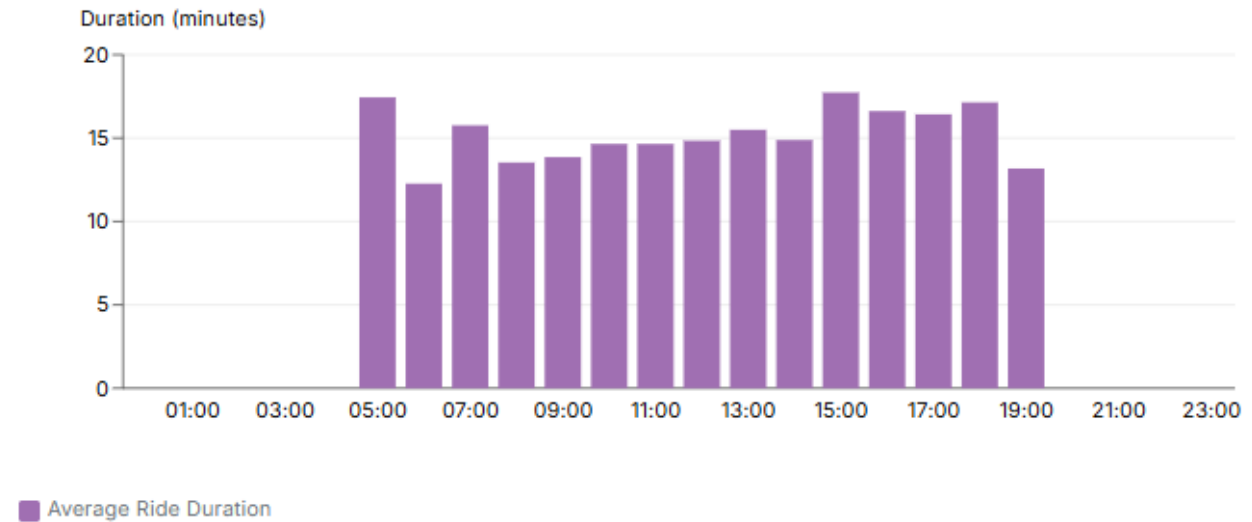


February 2025: The average wait time once a person receives a ride proposal is currently 25.5 minutes.

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

Average Ride Duration

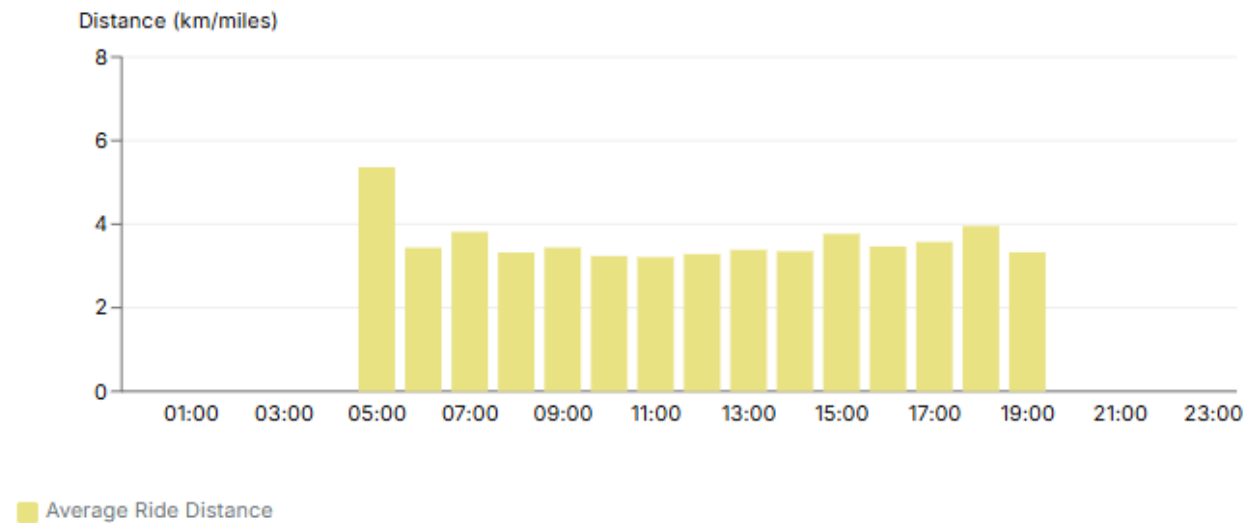
Average ride duration from pickup to dropoff.



February 2025: Once the bus arrives, the average passenger trip time takes 15.1 minutes.

Average Ride Distance

Average ride distance from pickup to dropoff.

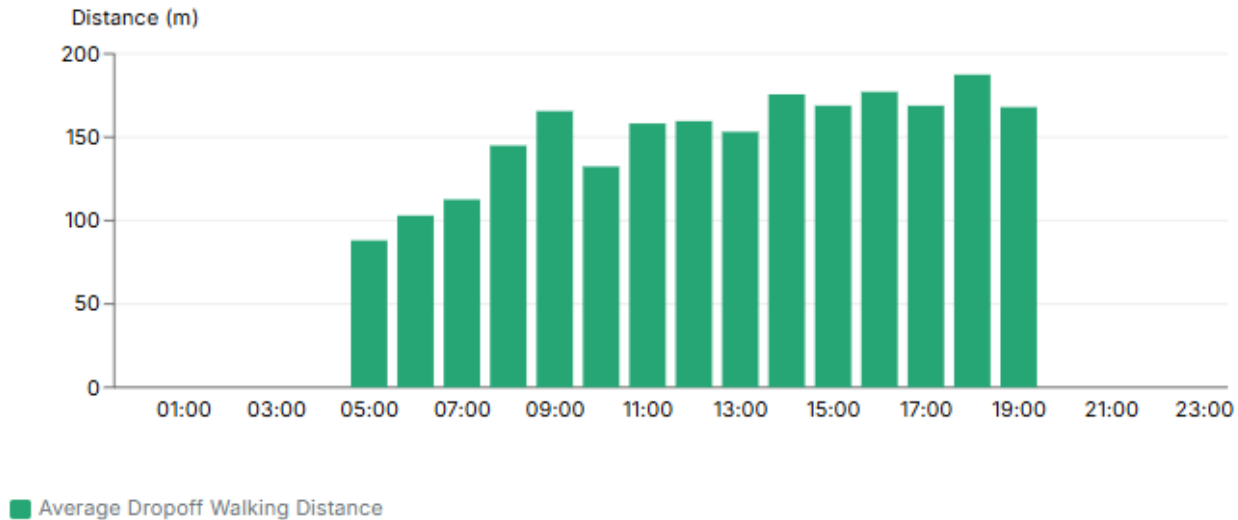


February 2025: The average ride distance is 3.5 miles.

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

Average Dropoff Walking Distance

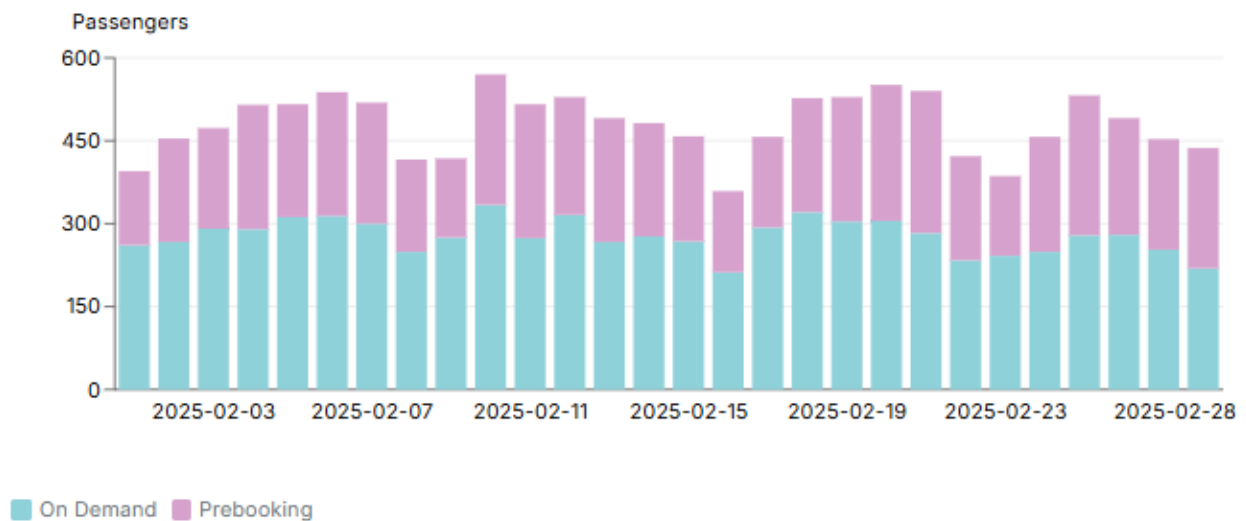
Walking distance (meters) from latest planned drop off location to destination location.



February 2025: Average distance a passenger walks to destination location from drop off is 153.1 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.



February 2025: The majority of riders are using the Prebooking feature (61%).

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Route History

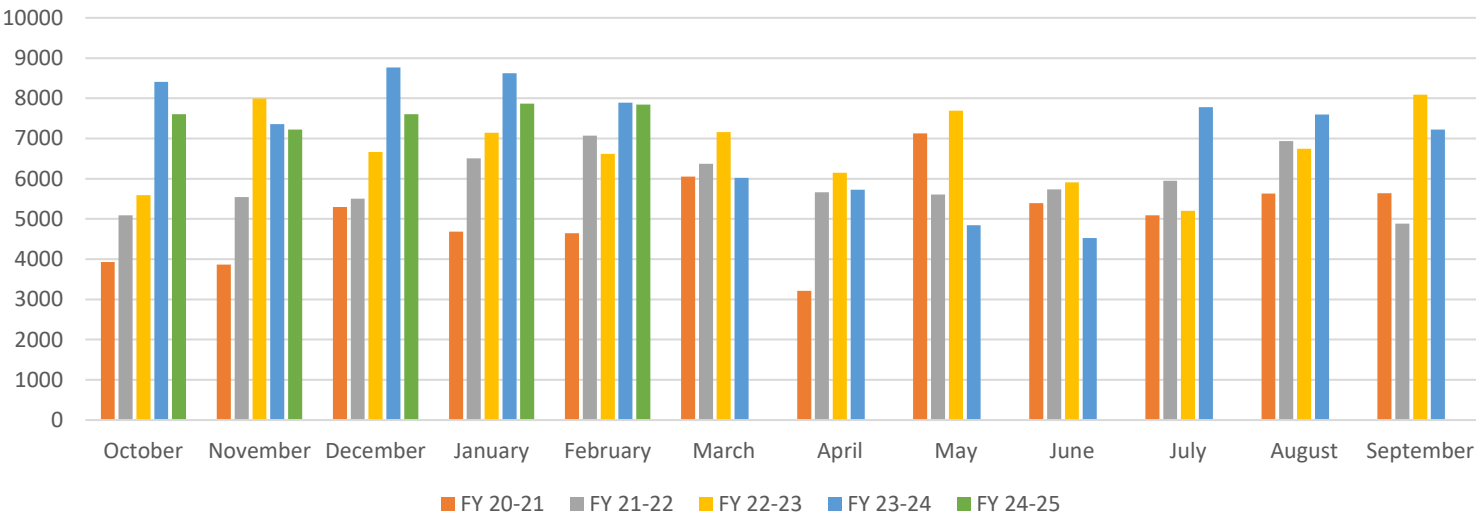
Red/ Blue/ Green/ Orange (Ended April 2020)

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

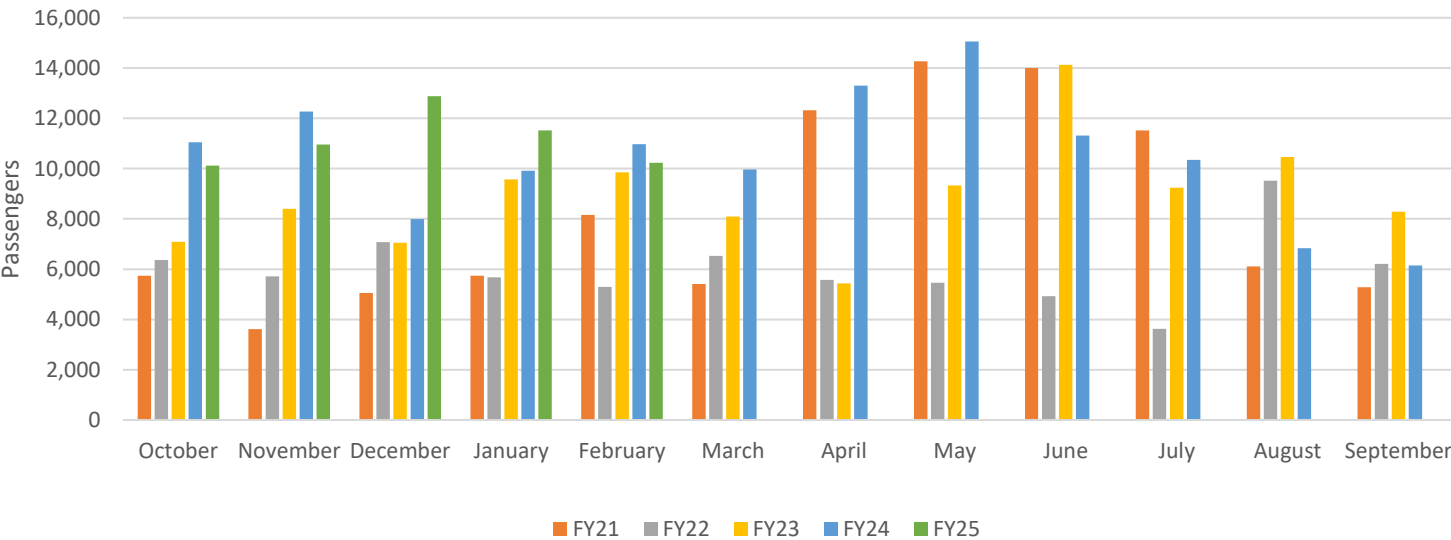
Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

Total City Routes Ridership 5-Year



Duval Loop Ridership



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

Lower Keys Shuttle 5 Years

