




Monthly Transit Department Report

To: Albert P. Childress
City Manager 

Date: January 11, 2024

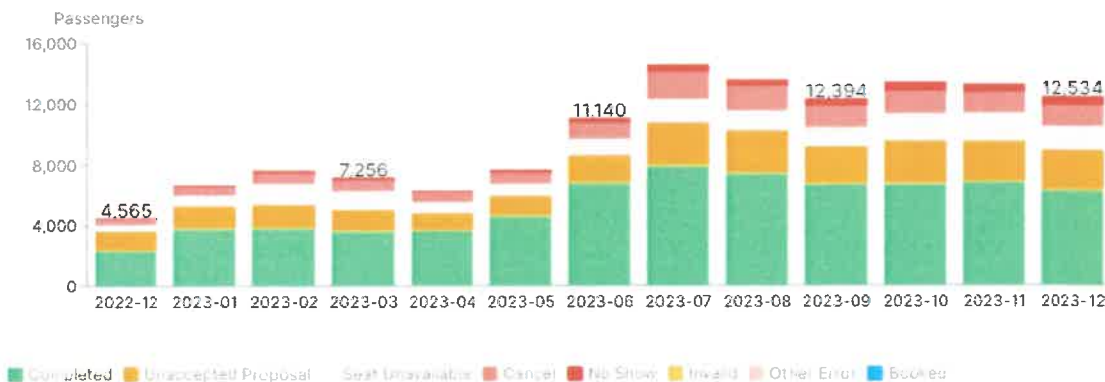
From: Rod Delostrinos
Director of Transportation

Subject: December 2023 Transit Report

- Total Ridership Past 30 Days: **20,827 (decrease 20% from last month)**
- Total Number of customers who have installed Key West Rides App: **8,824**.
- Completed **71,176** 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, with ridership of 1,375 for the month. However, ridership is slightly lower compared to last month.
- Transit Department employees recognized at December Commission Meeting:
 - Carolyn Haia, 15 Year Service Recongnition.
 - Robert Johnson, 5 Year service Recongnition.
- New Year's Eve "Safe Ride" operations was overall a success with over 600 ridership that day.

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

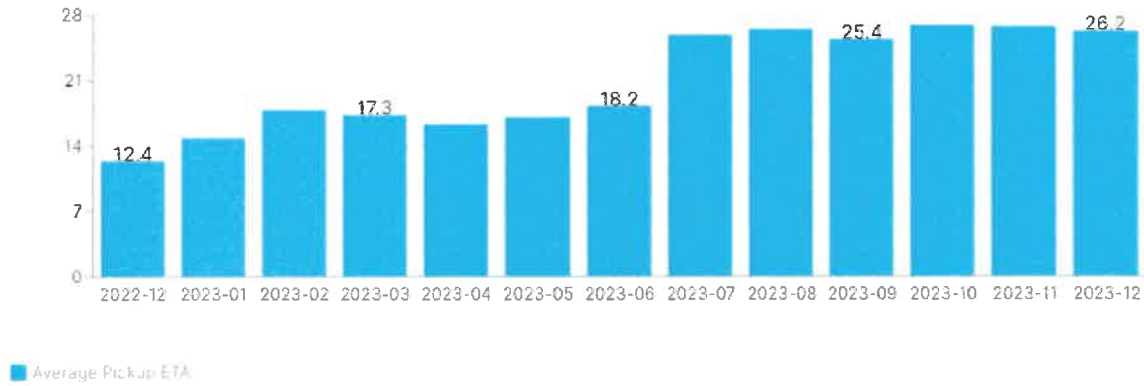
Detailed Ride Requests Status
Breakdown of all ride requests (passengers) by status



Out of 117,487 people who received a ride proposal, only 71,176 choose to book and complete a ride.

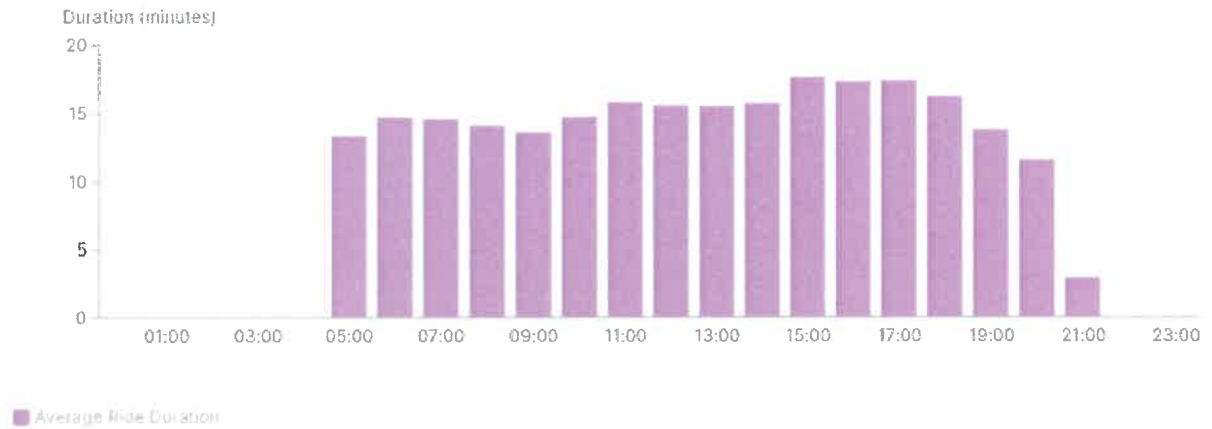
KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS (CONTINUED)

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 26 minutes.

Average Ride Duration
Average ride duration from pickup to dropoff



December 2023: Once the bus arrives, the average passenger trip time takes 15.6 minutes.