



Monthly Transit Department Report

To: Albert P. Childress
City Manager

Date: June 6, 2024

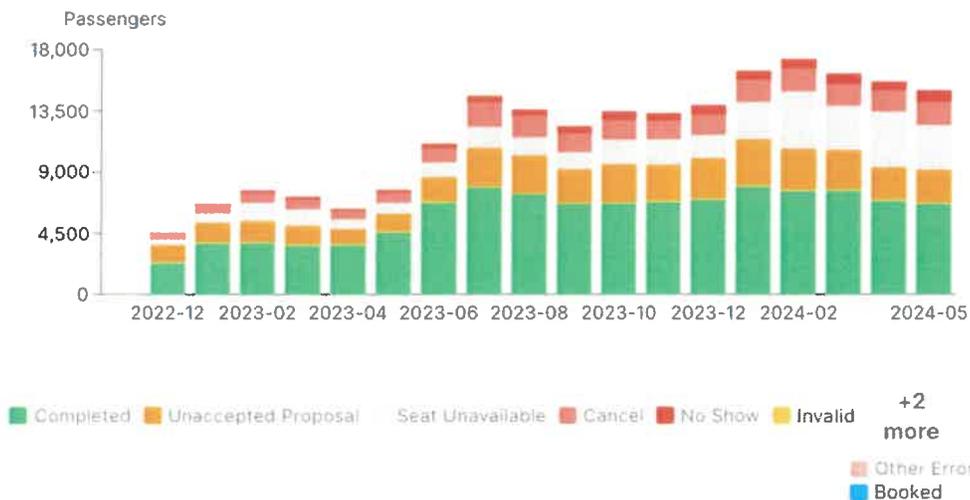
From: Rod Delostrinos
Director of Transportation

Subject: May 2024 Transit Department Report

- Total System Ridership Past 30 Days: **27,517 (Decrease of 1.2% from last month (27,843))**
- Duval Loop is the highest performing route this month with a ridership of **15,060**.
- Lower Keys Shuttle Ridership has decreased slightly since last month.
- Workforce Express ridership increased with 1389 (April =**1,523**).
- Total Number of customers who have installed Key West Rides App: **10,554**.
- Completed **108,027** on Key West Rides- On Demand Transit since launch November 30, 2022.
- Installation of Bus GPS/ Passenger Count/ equipment complete; public bus tracking map ready to "Go Public". A PSA will announce its launch.
- Revamping kwtransit.com website. Anticipated "Go Public" date September 2024.
- Employee Continued Service May 2024
 - Regina Scott Customer Service Specialist 16 Years
 - David Garcia-Lopez Non-CDL Bus Operator 1 Year

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

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

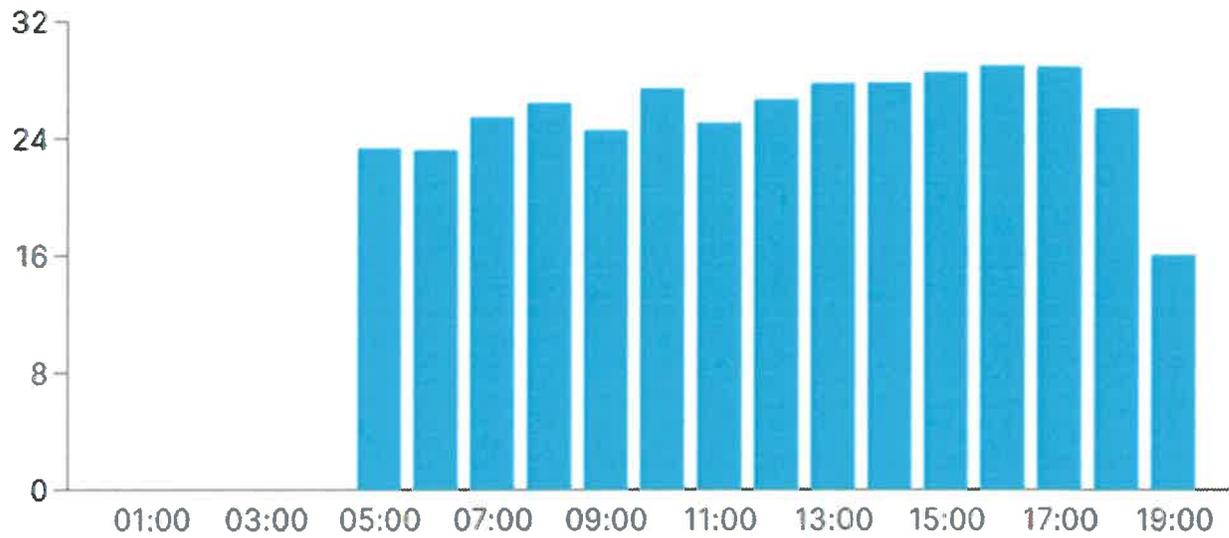


Out of 180,754 people who received a ride proposal, only 108,027 chose to book and complete a ride.

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

Average Pickup ETA (On Demand Rides Only)

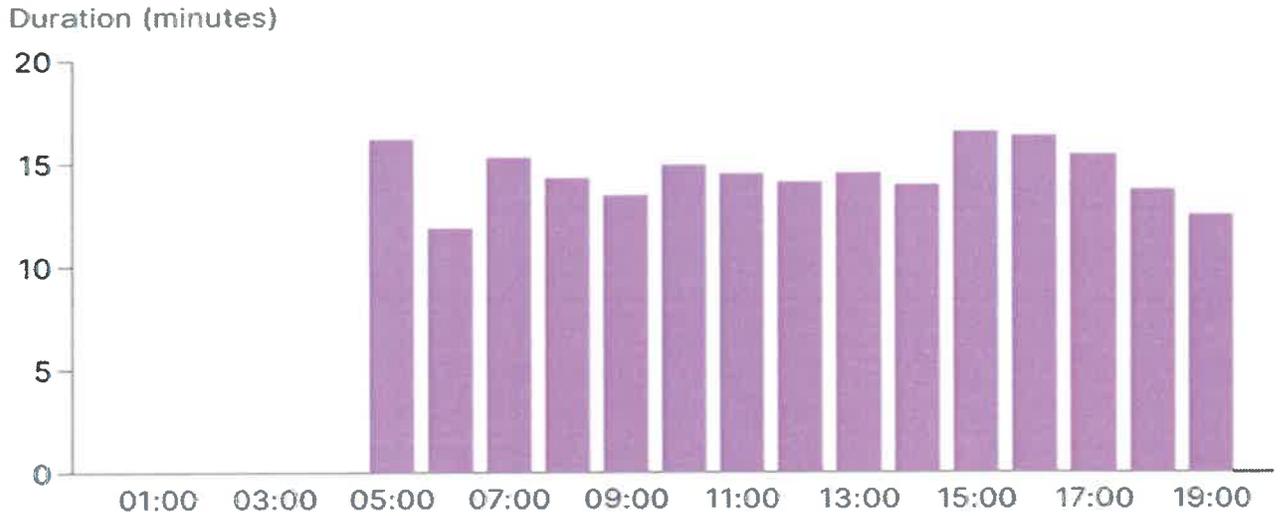
Average pickup ETA among all requests where a ride proposal was displayed.



May 2024: The average wait time once a person receives a ride proposal is currently 26 minutes.

Average Ride Duration

Average ride duration from pickup to dropoff.

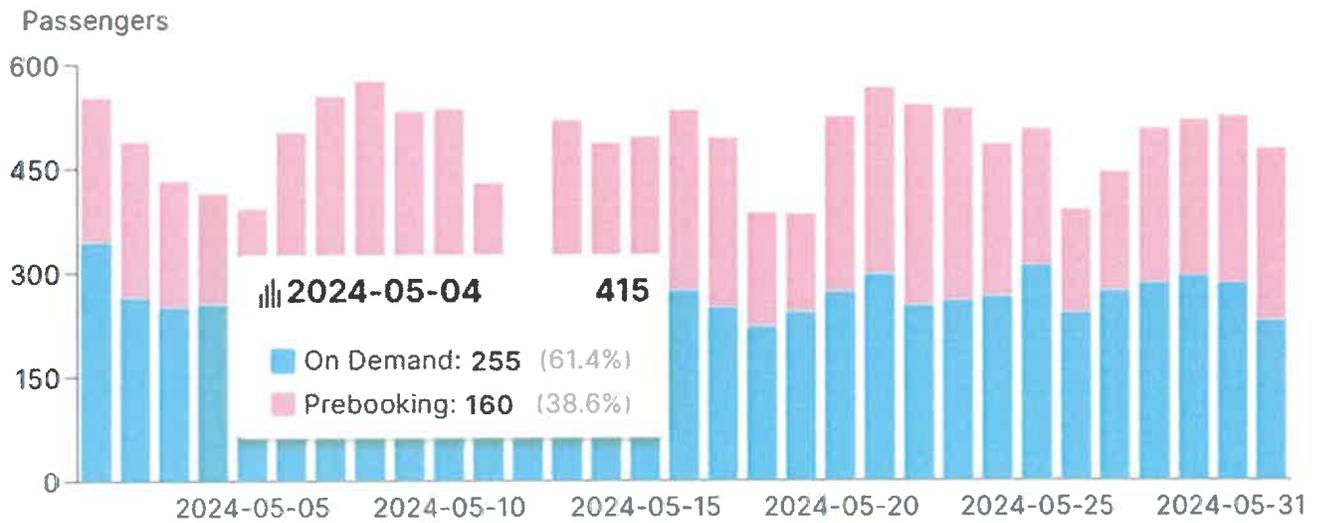


May 2024: Once the bus arrives, the average passenger trip time takes 15 minutes.

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

Booking Type

Breakdown of all ride requests (passengers) by booking type.

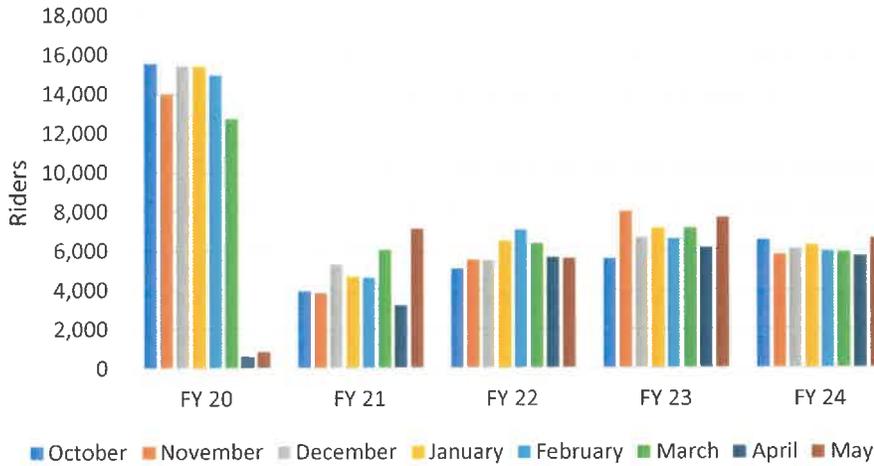


On Demand Prebooking

May 2024: The majority of riders are using On Demand feature. This is a positive shift from last month where the majority of the Key West Rides were accessed using Pre-Booking.

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Routes



City Route History

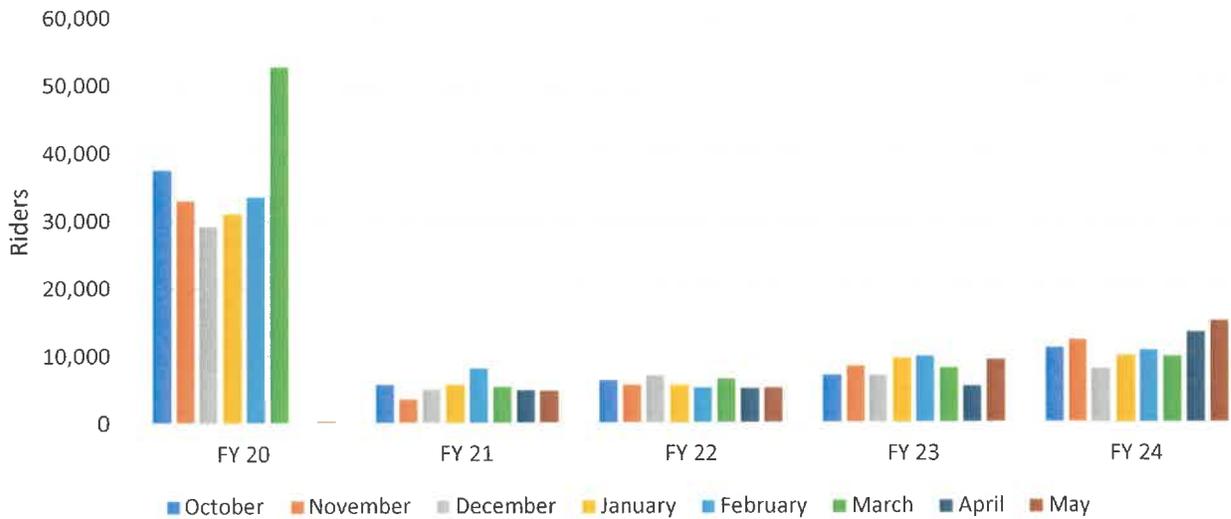
Red/ Blue/ Green/ Orange (Ended April 2020)

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

Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

Duval Loop (Fixed-Route Circulator)



Lower Keys Shuttle (Commuter Fixed-Route)

