



Monthly Transit Department Report

To: Todd Stoughton, Interim City Manager

Date: December 31, 2024

From: Rogelio Hernandez, Interim Director of Transportation

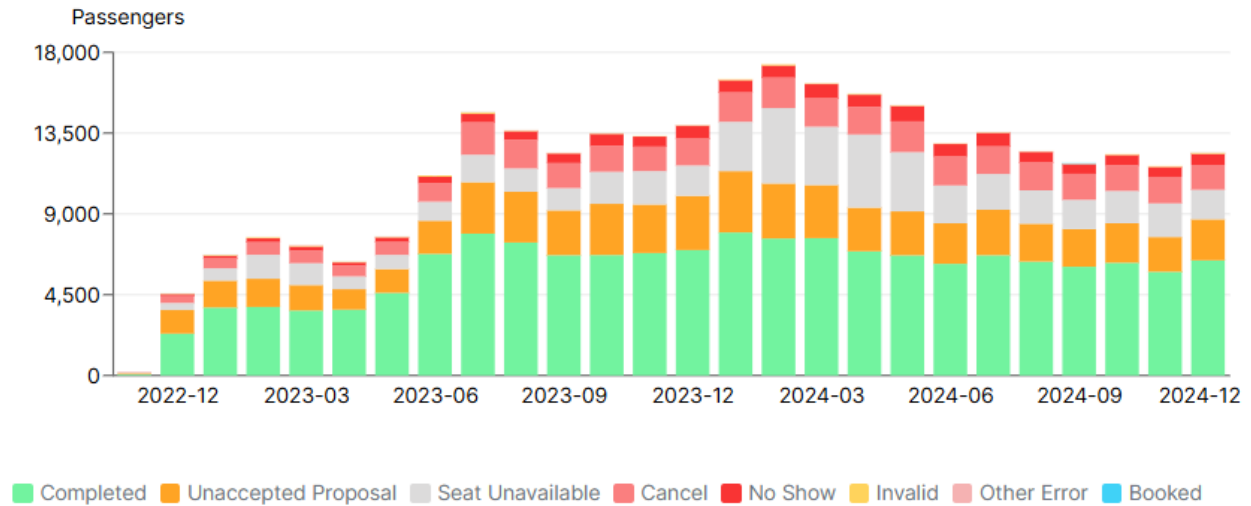
Subject: Monthly Transit Department Report December 2024

- Total System Ridership Past 30 Days: **27,862** trips. (**Increase of 14%** from last month's 24,381 trips)
- The Lower Keys Shuttle ridership for December is **7,380** trips.
- Duval Loop is the highest performing route for December with ridership of **12,876** trips.
- Workforce Express December ridership is **1,194** trips.
- Key West Rides ridership for December is **6,412** trips.
- Total Number of customers who have installed Key West Rides App: **14,368**.
- Completed **151,814** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- Department participated in the Wesley House Holiday Village event at Coffee Butler Amphitheater.
- Department participated in the Hometown Holiday Parade.
- Department extended transportation services and operating hours on New Year's Eve until the early morning to enhance safety during the New Year's Eve event.
- Department held an on-site quarterly business review with the On-Demand System provider, Via.
- Director participated in Local Coordinating Board (LCB) for the Transportation Disadvantage Quarterly Meeting FDOT at the Marathon Government Center.
- Director participated in a via Team Meeting regarding Federal and State Capital and Operational Assistance for agencies based in Monroe County for Federal Fiscal Year 25 – State Fiscal Year 26 of the Federal Transit Administration (FTA) 49 U.S.C Section 5310 Program.
- Director attended the City of Key West Adaptation Plan: Working Group Meeting.
- Director provided transportation updates on a monthly radio interview on FM 102.5.
- Director attended the monthly City Commission meeting.
- Director participated in a meeting with the Engineering Director, Parking Director and Assistant City Manager to discuss the current KEYS agreement and outstanding repairs for the Old Town Parking Garage.
- Employee Continued Service December 2024
 - Robert Johnson Assistant Supervisor 6 Years
 - Carolyn Haia Grant & Project Manager 16 Years

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

Detailed Ride Requests Status

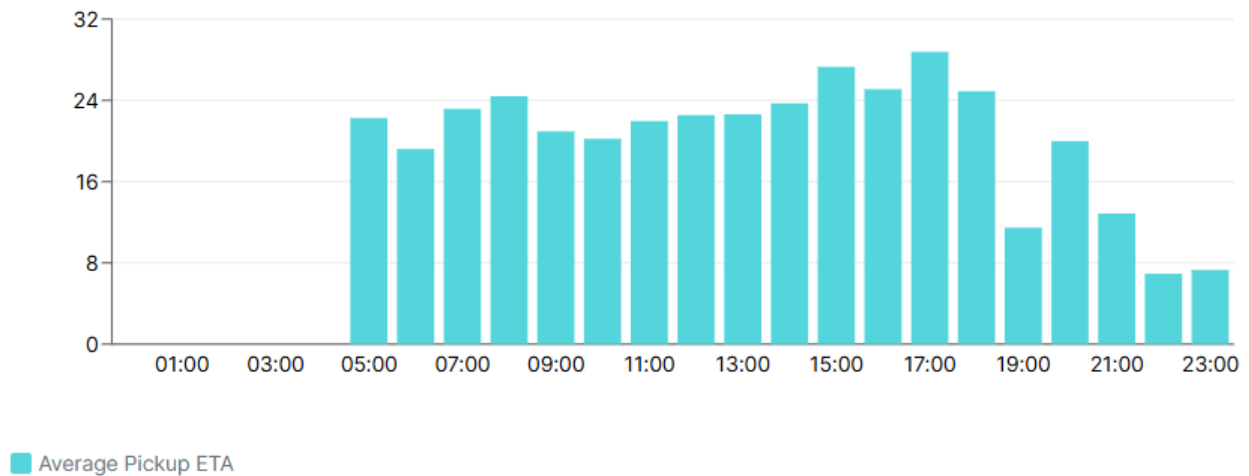
Breakdown of all ride requests (passengers) by status.



(Since November 30, 2022) Out of 255,066 people who received a ride proposal, only 151,842 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.

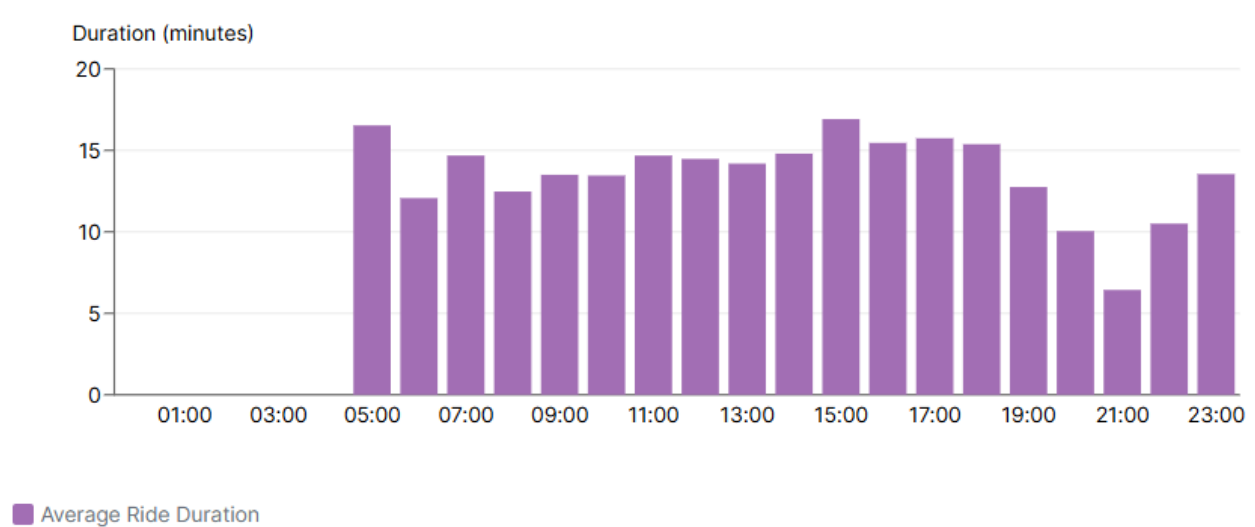


December 2024: The average wait time once a person receives a ride proposal is currently 22.9 minutes.

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

Average Ride Duration

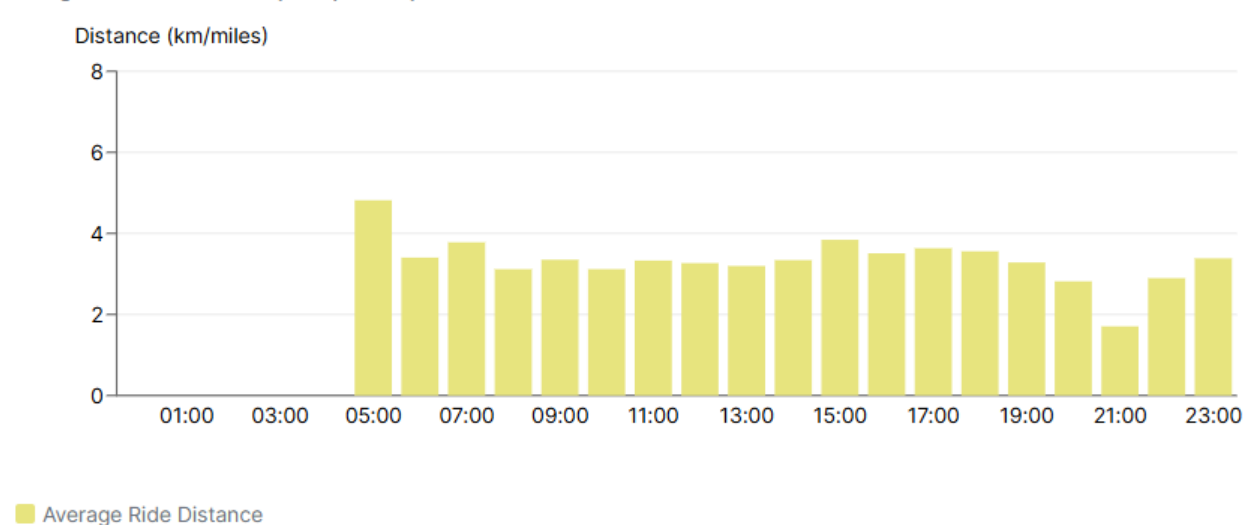
Average ride duration from pickup to dropoff.



December 2024: Once the bus arrives, the average passenger trip time takes 14 minutes.

Average Ride Distance

Average ride distance from pickup to dropoff.

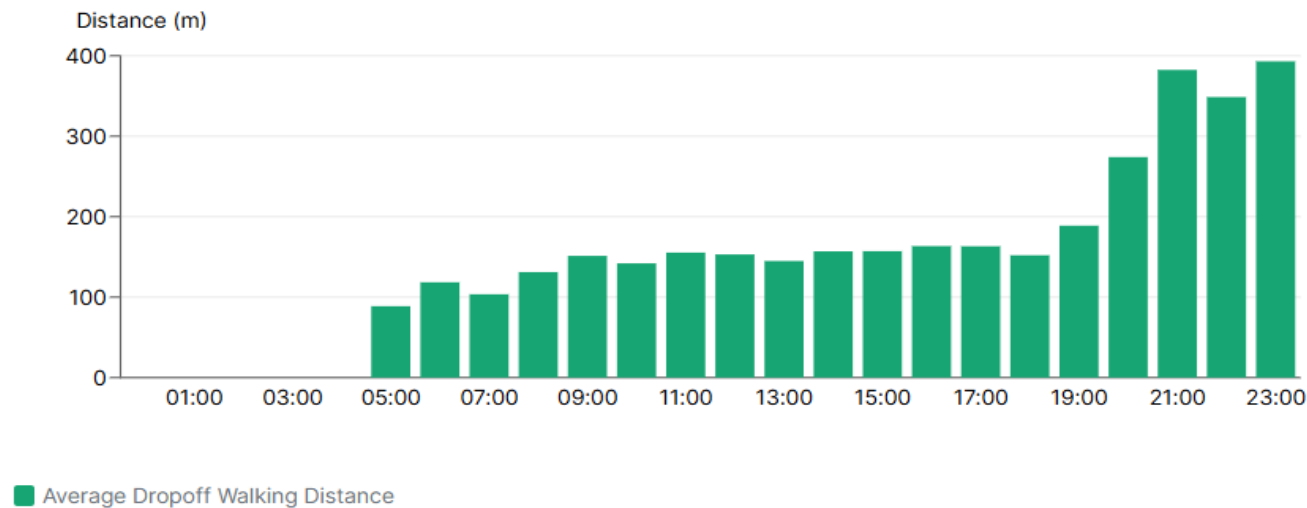


December 2024: The average ride distance is 3.4 miles.

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

Average Dropoff Walking Distance

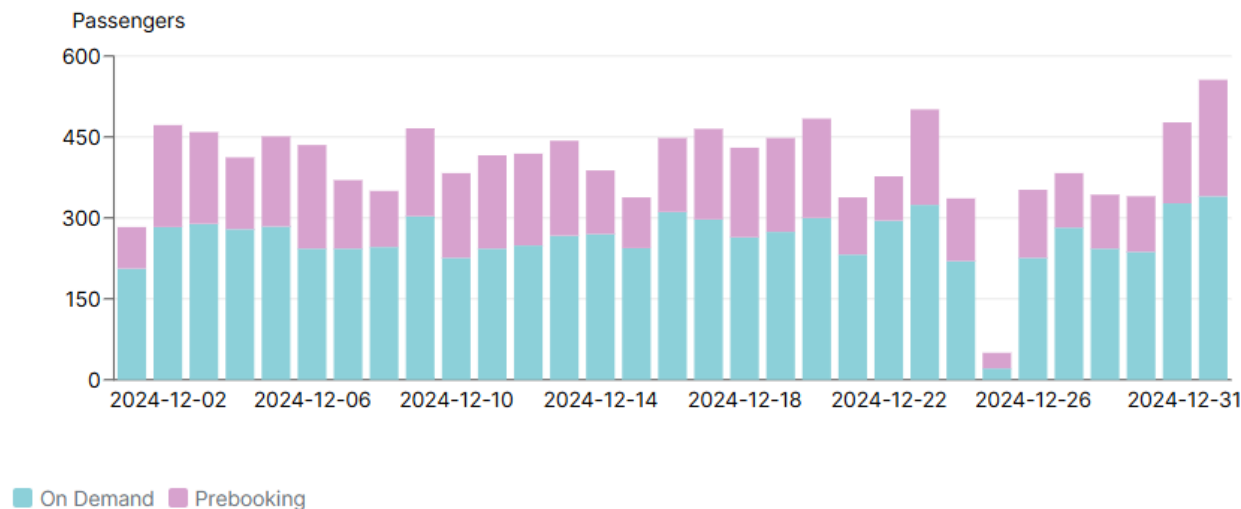
Walking distance (meters) from latest planned drop off location to destination location.



December 2024: Average distance a passenger walks to destination location from drop off is 147.6 meters or 161 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

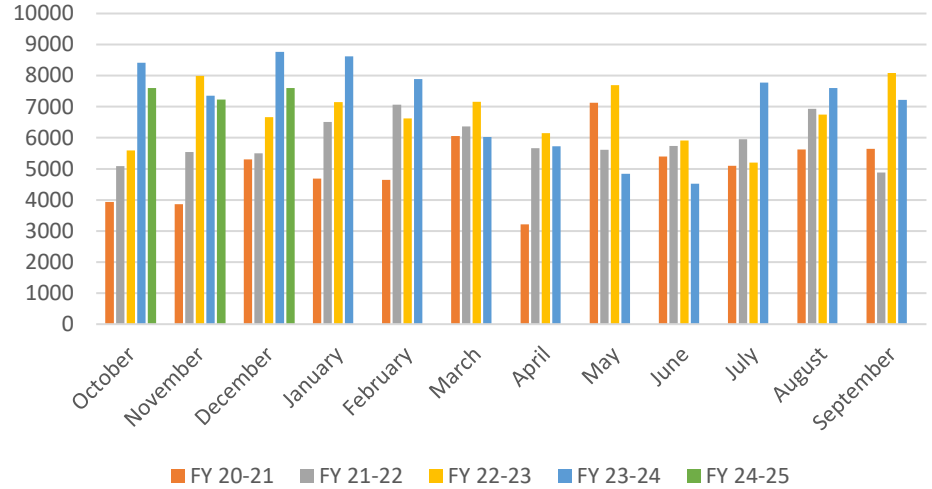
Breakdown of all ride requests (passengers) by booking type.



December 2024: The majority of riders are using the Prebooking feature (63.8%).

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

Total City Routes Ridership 5-Year



City Route History

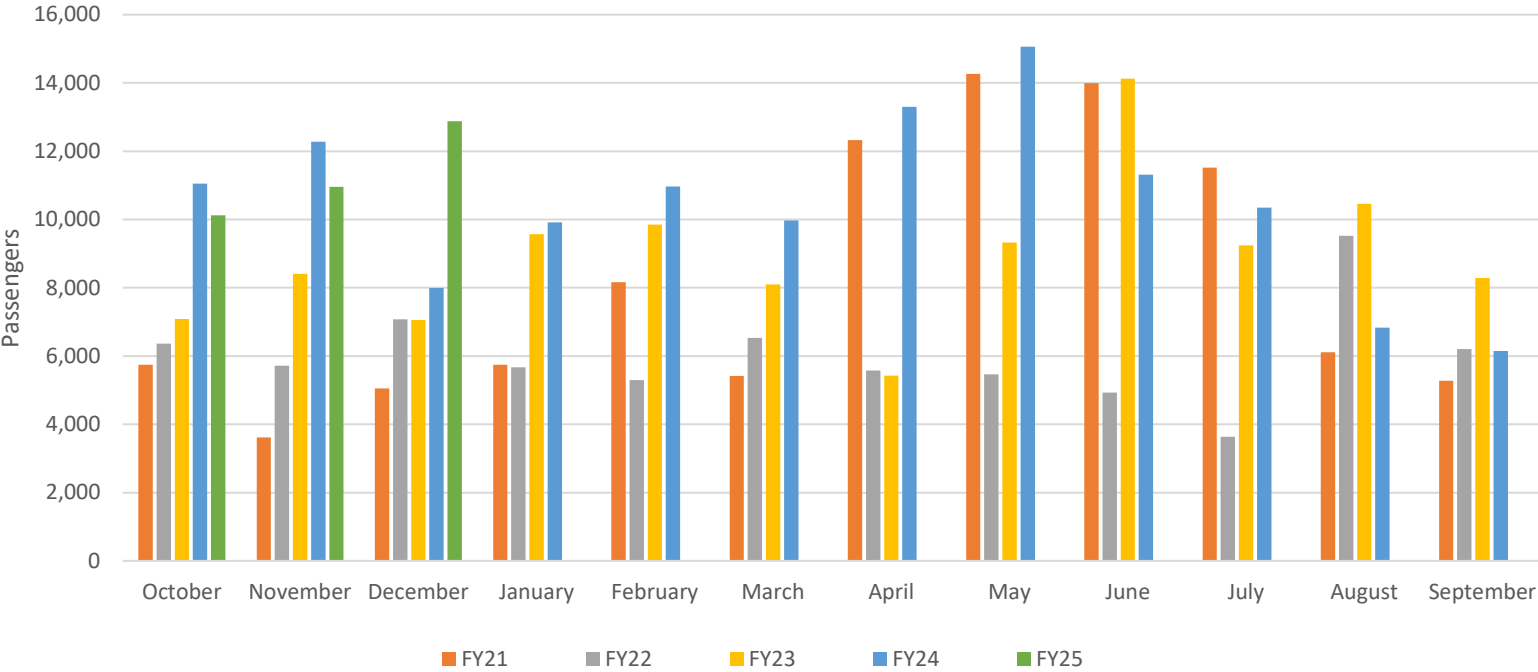
Red/ Blue/ Green/ Orange (Ended April 2020)

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

Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

Duval Loop Ridership



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

