



# Monthly Transit Department Report

To: Albert P. Childress  
City Manager

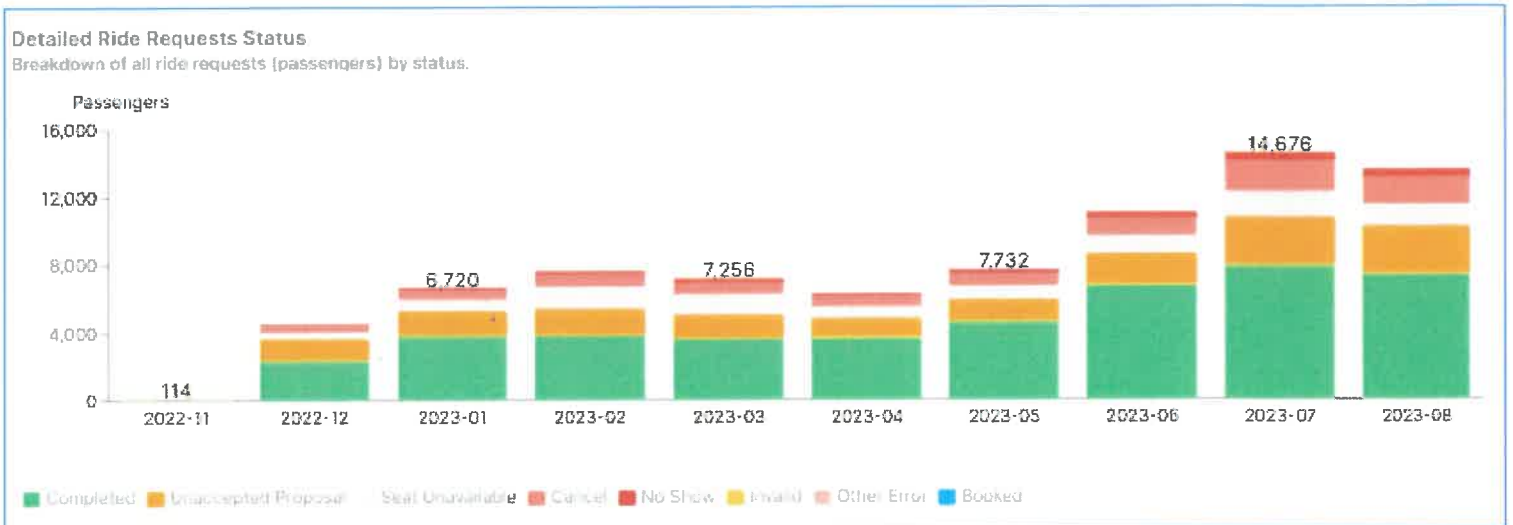
Date: September 14, 2023

From: Rod Delostrinos  
Director of Transportation

Subject: August 2023 Transit Department Report

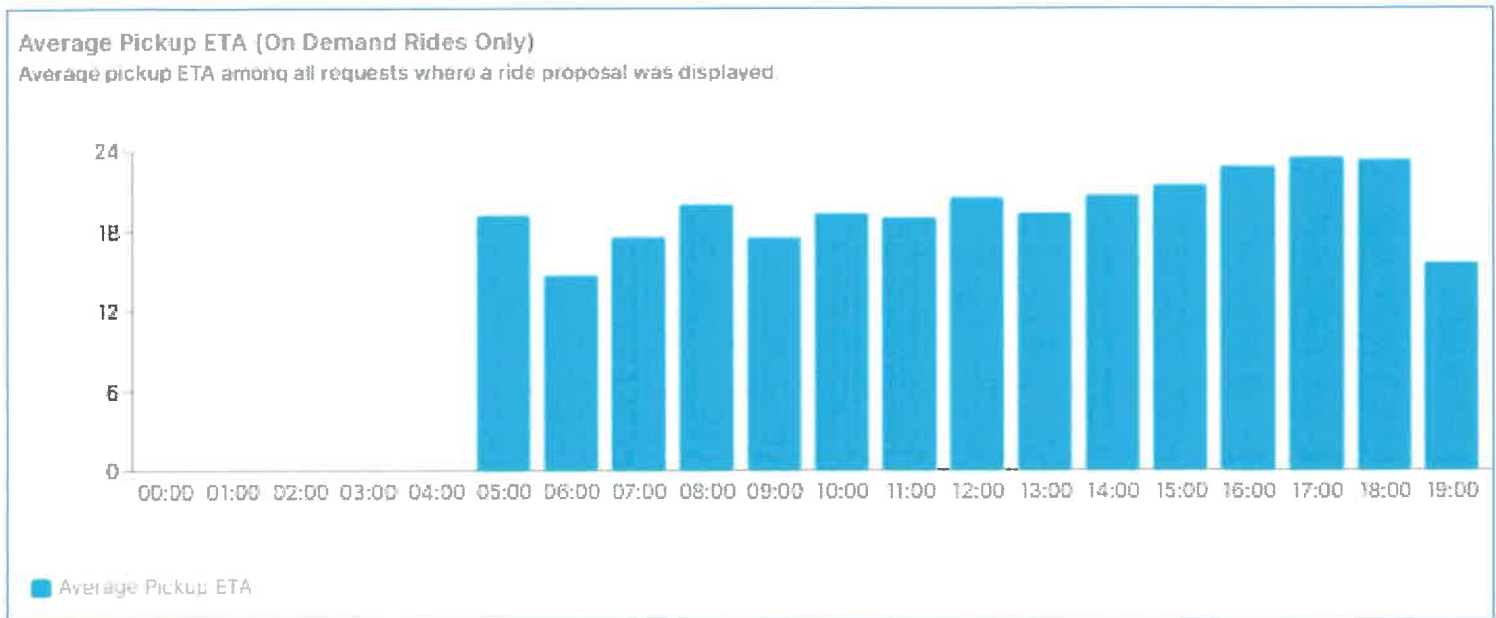
- Total Ridership Past 30 Days: **24,410 (increased 22% from last month)**
- Number of customers who have installed Key West Rides: **7,509**
- Completed **43,947** on Key West Rides- On Demand Transit since launch November 30, 2022.
- Duval Loop is the highest performing route this month.

## KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

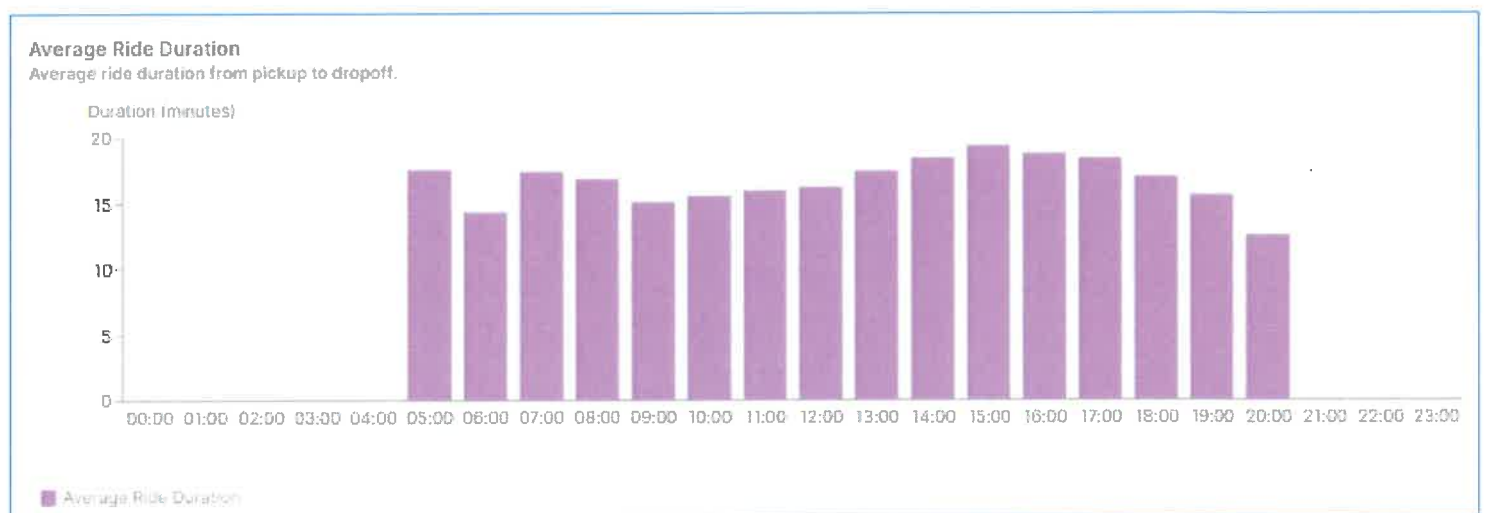


Out of 70,864 people who received a ride proposal, only 43,947 choose to book and complete a ride.

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



This is average wait time once a person request an On-Demand Bus. Wait time is currently 20 minutes.



August 2023: Once the bus arrives, the average passenger trip time takes 17 minutes.

# RIDERSHIP FOR ALL TRANSIT SERVICES

## Ridership Comparisons - City of Key West

### City Bus Routes

Red/ Blue/ Green/ Orange (Ended April 2020)  
 North Line/ South Line (May 2020- June 2023)  
 Key West Rides (Started Nov 30, 2022)

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October	15,568	3,931	5,087	5,594
November	14,023	3,862	5,541	7,995
December	15,428	5,299	5,504	6,665
January	15,412	4,683	6,505	7,146
February	14,970	4,644	7,068	6,619
March	12,747	6,055	6,368	7,158
April	556	3,215	5,662	6,150
May	841	7,127	5,610	7,696
June	3,745	5,392	5,735	4,716
July	4,222	5,094	5,948	3,803
August	4,221	5,628	6,934	5,167
September	4,387	5,639	4,881	
Subtotal	106,120	60,569	70,843	68,709
Change (+/-)	#REF!	(45,551)	10,274	(2,134)

### Duval Loop

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October	37,545	5,743	6,362	7,086
November	33,029	3,613	5,718	8,405
December	29,195	5,055	7,078	7,053
January	31,040	5,744	5,673	9,569
February	33,567	8,162	5,292	9,847
March	52,786	5,413	6,535	8,096
April	51,957	12,324	5,573	5,428
May	46,517	14,266	5,462	9,326
June	42,838	13,998	4,925	14,129
July	50,180	11,518	3,632	9,242
August	37,669	6,111	9,523	10,456
September	26,774	5,281	6,208	
Subtotal	473,097	97,228	71,981	98,637
Change (+/-)	#REF!	(375,869)	(25,247)	26,656

### Work Force Express (Started June 2023)

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October				
November				
December				
January				
February				
March				
April				
May				
June				1,197
July				1,399
August				1,577
September				
Subtotal	0	0	0	4,173
Change (+/-)	#REF!	0	0	4,173

### Lower Keys Shuttle

Month	FY 19-20	FY 20-21	FY 21-22	FY 22-23
October	9,241	5,888	6,227	7,674
November	7,456	4,993	6,787	7,836
December	8,077	7,274	6,948	8,020
January	8,943	6,975	5,654	9,681
February	9,311	7,356	7,068	8,813
March	7,863	8,577	5,445	9,820
April	539	4,787	8,059	8,329
May	1,127	10,360	7,460	9,466
June	4,182	7,055	6,975	7,587
July	5,295	5,861	6,521	5,408
August	5,089	6,493	8,108	7,210
September	6,034	6,186	5,787	
Subtotal	73,157	81,805	81,039	89,844
Change (+/-)	#REF!	8,648	(766)	8,805

<b>Total</b>	<b>652,374</b>	<b>239,602</b>	<b>223,863</b>	<b>261,363</b>
<b>Change (+/-)</b>	<b>322,003</b>	<b>(412,772)</b>	<b>(15,739)</b>	<b>37,500</b>
<b>% Change</b>	<b>322,003</b>	<b>-63%</b>	<b>-7%</b>	<b>17%</b>

FY23 City Routes (KWR & WFX)

72,882 YTD

FY 23 Duval Loop

98,637 YTD

FY23 Lower Keys Shuttle

89,844 YTD

With only one month left in the Fiscal Year, total transit services ridership is already 17% higher than last year. This year's Lower Keys Shuttle ridership has surpassed its own annual ridership numbers over the past four years.