



Monthly Transit Department Report

To: Albert P. Childress
City Manager 

Date: April 11, 2024

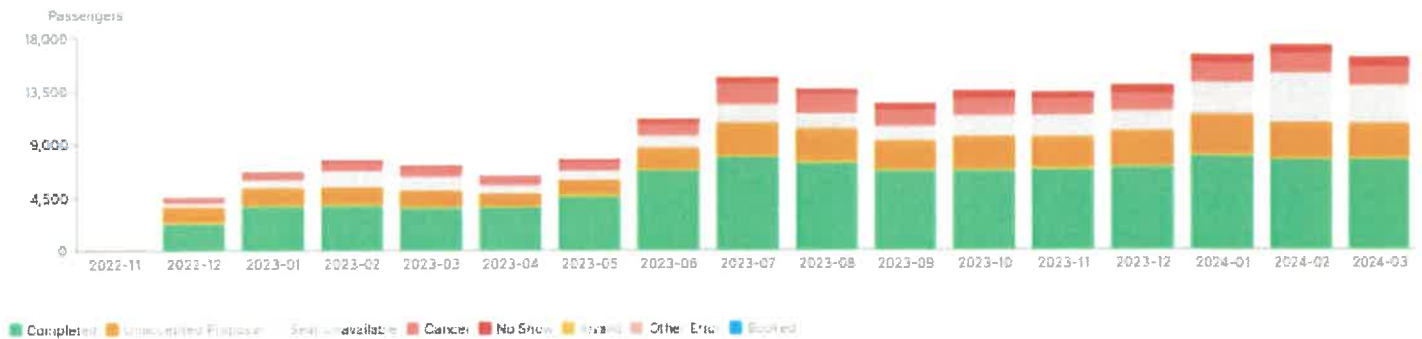
From: Rod Delostrinos
Director of Transportation

Subject: March 2024- Transit Report

- Total System Ridership Past 30 Days: **25,485 (decrease of 4% from last month (26,604))**
- Duval Loop is the highest performing route this month with a ridership of **9,809**.
- Lower Keys Shuttle Ridership has decreased slightly since last month.
- Workforce Express ridership fluctuated with **1,282** (February =1,395).
- Total Number of customers who have installed Key West Rides App: **9,639**.
- Completed **94,417** on Key West Rides- On Demand Transit since launch November 30, 2022.
- New Bus Operator Darrell Waldon hired in March 2024

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

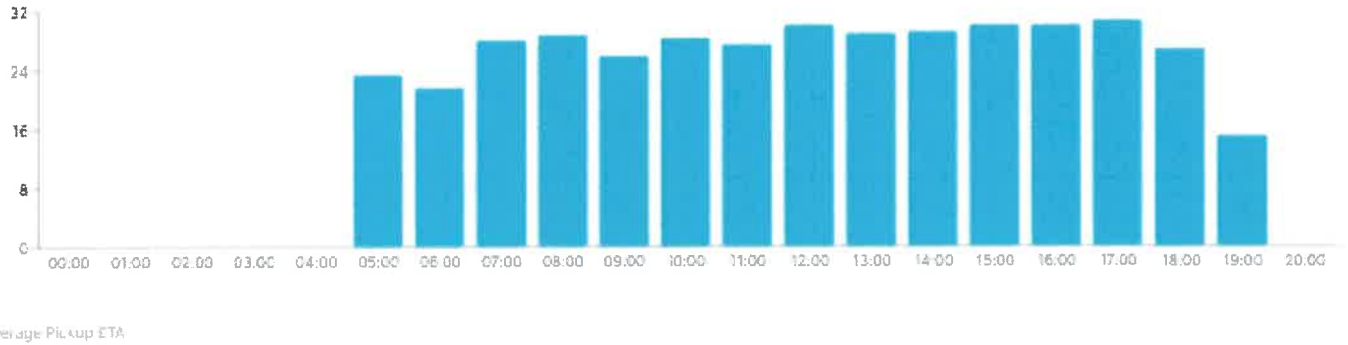
Detailed Ride Requests Status
Breakdown of all ride requests (passengers) by status.



Out of 157,368 people who received a ride proposal, only 94,417 chose to book and complete a ride.

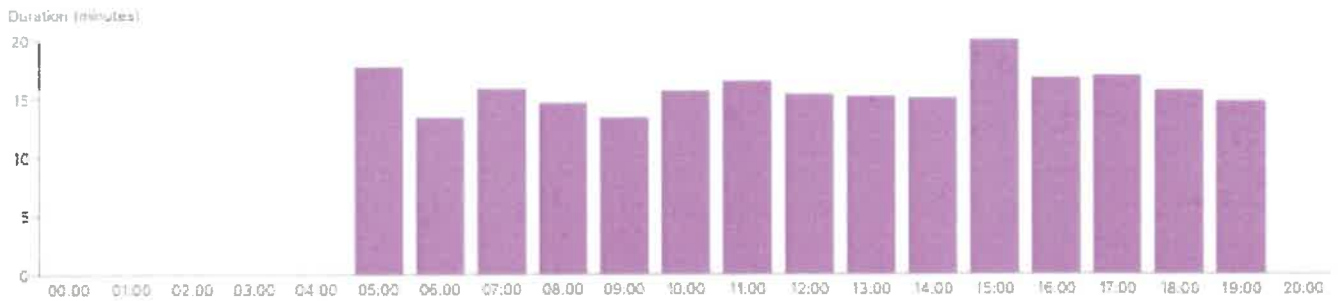
KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS (CONTINUED)

Average Pickup ETA (On Demand Rides Only)
Average pickup ETA among all requests where a ride proposal was displayed



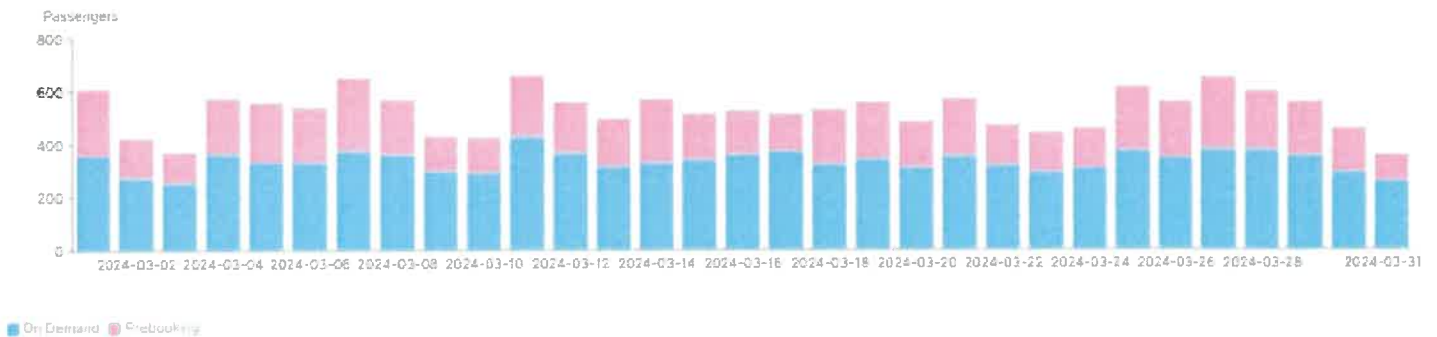
The average wait time once a person receives a ride proposal is currently 27 minutes.

Average Ride Duration
Average ride duration from pickup to dropoff.



March 2024: Once the bus arrives, the average passenger trip time takes 16 minutes.

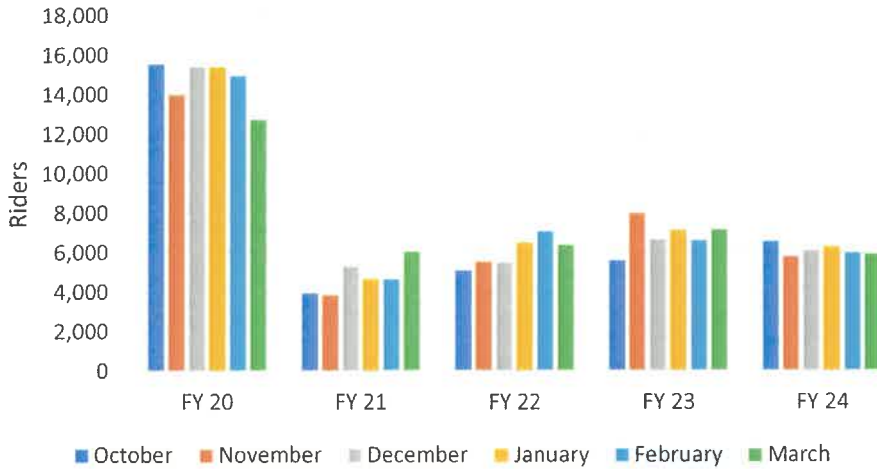
Booking Type
Breakdown of all ride requests (passengers) by booking type.



March 2024: The majority of riders use the On-Demand feature. Some riders do take advantage of the Pre-booking feature.

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Routes (On-Demand & Fixed Route)



City Route History

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

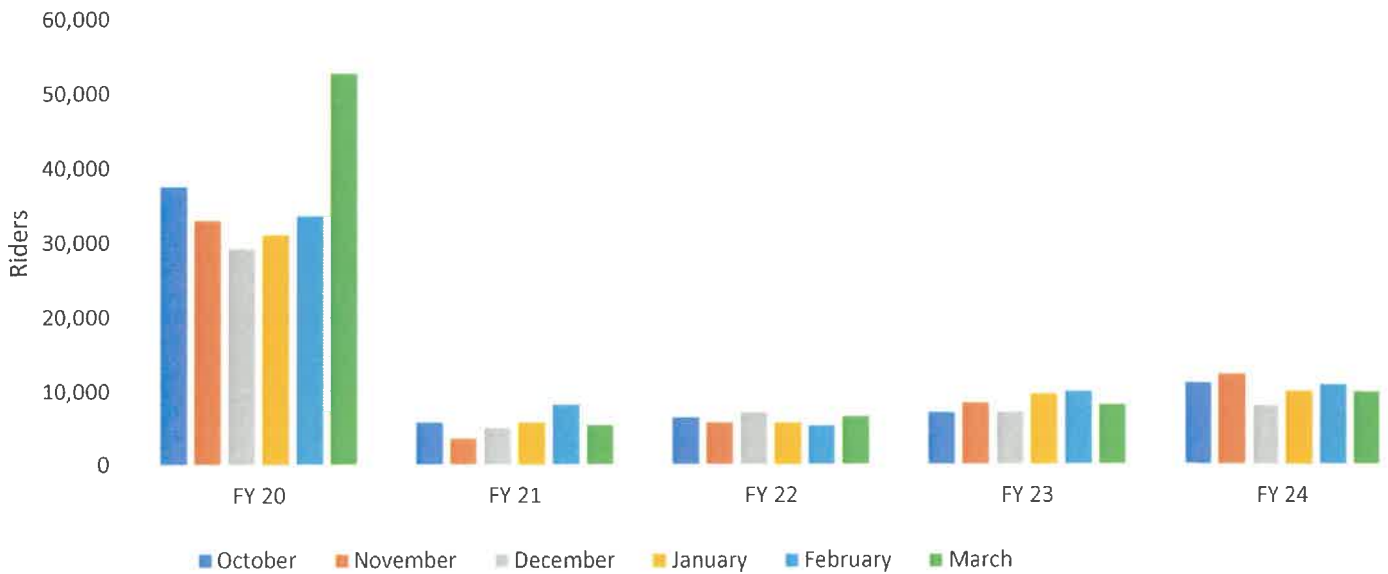
North Line/ South Line (May 2020- June 2023)

Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

Figure 1 Key West Rides and Workforce Express

Duval Loop (Fixed-Route Circulator)



Lower Keys Shuttle (Commuter Fixed-Route)

