



Monthly Transit Department Report

To: Brian L. Barroso, City Manager

Date: October 1, 2025

From: Rogelio Hernandez, Director of Transportation

Subject: Monthly Transit Department Report September 2025

- Total System Ridership Past 30 Days: **17,954** trips. (**Decrease** of **15.49%** from last month's **21,244** trips)
- The Lower Keys Shuttle ridership for September is **5,967** trips.
- Duval Loop is the highest performing route for September with ridership of **4,817** trips.
- Workforce Express September ridership is **1,163** trips.
- Key West Rides ridership for September is **5,647** trips.
- Total Number of customers who have installed Key West Rides App: **19,010**.
- Completed **203,831** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- The department provided transportation service to Ambassador Class 43.
- The department met with ChargePoint regarding the status of the construction design for the battery electric bus charging station.
- The department attended the bi-weekly Zoom meeting with the on-demand system provider, Via.
- The department met with the bus fare solution provider, Genfare, to continue discussing next steps for replacing outdated fare equipment and future upgrades to software and hardware.
- The department held weekly maintenance meetings.
- The Director attended the agenda-setting meeting.
- The Director attended the Fantasy Fest meeting.
- The Director attended the monthly TCT meeting.
- The Director attended the Monroe County Local Coordinating Board (LCB) for the Transportation Disadvantaged Quarterly Meeting.
- The Director participated in the Key West Safety Action Plan Task Force meeting.
- The Director attended the 2 CFR 200 Uniform Grants Guidance 2024 Revisions presentation session.
- The Director participated in the FAC Grant Program for Transit Sustainability meeting regarding a potential partnership with UF to apply for USDOT's Innovative Finance and Asset Concession (IFAC) Grant Program.
- The Director attended both of the FY2026 Budget Meeting Public Hearings.

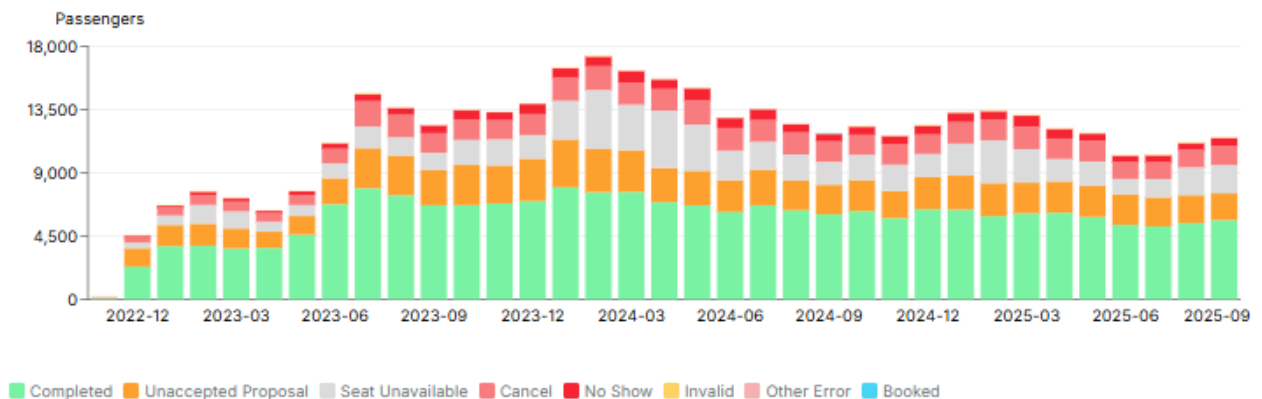
- The Director held several meetings with state officials to discuss the Federal Transit Administration (FTA) ADA Complementary Paratransit Plan, which the City of Key West is federally mandated to implement.
- The Director attended the Florida Public Transportation Association (FPTA) Annual Conference and Trade Show, participating in networking sessions and meeting with key state personnel, current vendors, and potential future vendors. The Director also attended the following breakout sessions:
 - Transforming Traditional Transit: Leveraging Innovation & Partnerships
 - The Investigator's Toolkit: Introducing the Updated Bus Collision Curriculum
 - Transit Vehicle Automation
 - Hurricane Preparedness: A Rider-Ready Comms 101
- The Director also participated in the annual FPTA Board of Directors meeting.
- Employee Continued Service – July 2025

○ Thomas Morley	Lead Certified Mechanic	8 Years
○ Etiel Montes De Oca	Bus Operator	3 Years
○ Rony Saintbert	Bus Operator (PT)	3 Years
○ Vicente Rodriguez	Assistant Transit Supervisor	19 Years
○ Yaquelin Simon	Bus Operator	2 Years

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

Detailed Ride Requests Status

Breakdown of all ride requests (passengers) by status.

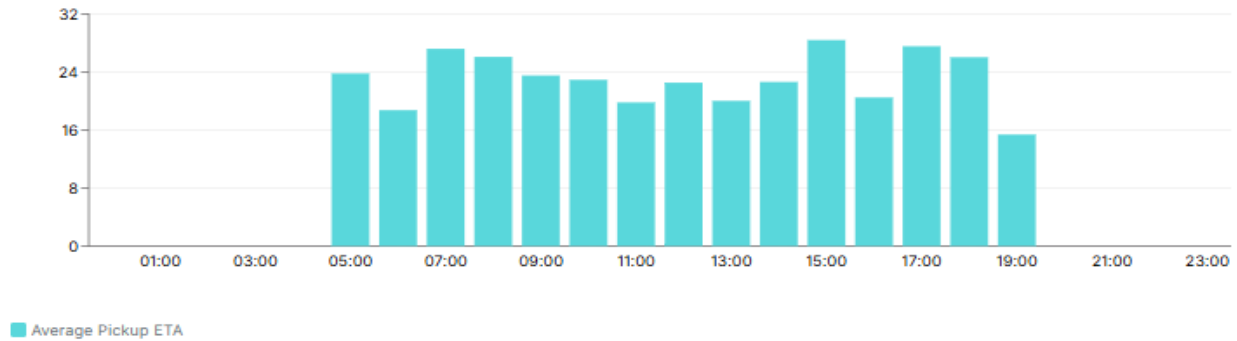


(Since November 30, 2022) Out of 344,740 people who received a ride proposal, only 203,831 chose to book and complete a ride.

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

Average Pickup ETA (On Demand Rides Only)

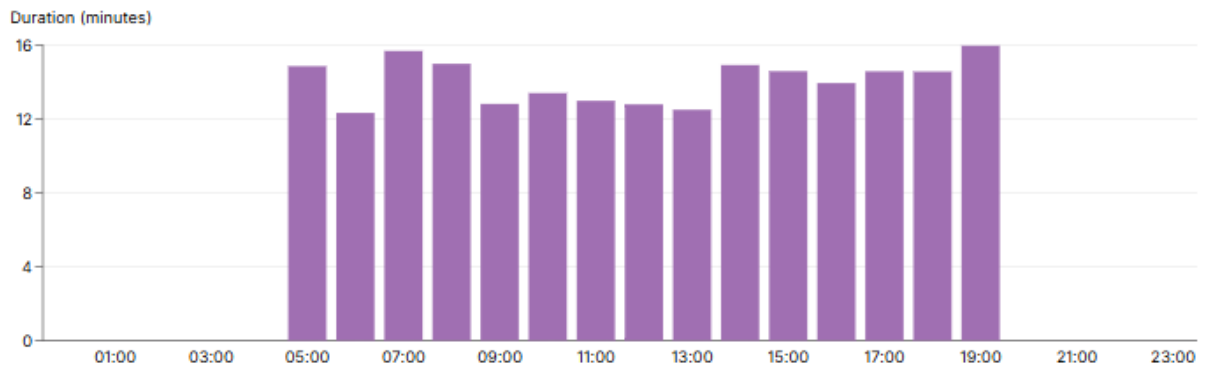
Average pickup ETA among all requests where a ride proposal was displayed.



September 2025: The average wait time once a person receives a ride proposal is currently 22.7 minutes.

Average Ride Duration

Average ride duration from pickup to dropoff.

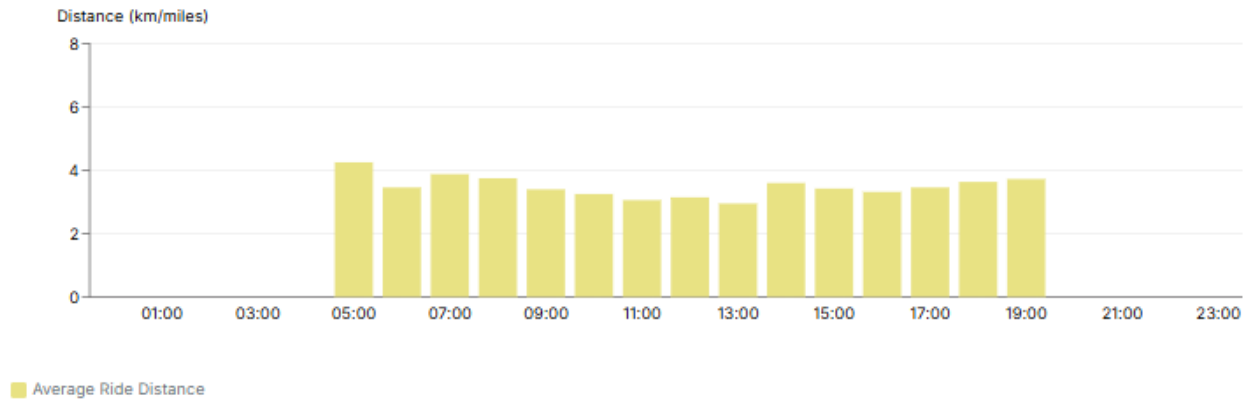


September 2025: Once the bus arrives, the average passenger trip time takes 14.1 minutes.

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

Average Ride Distance

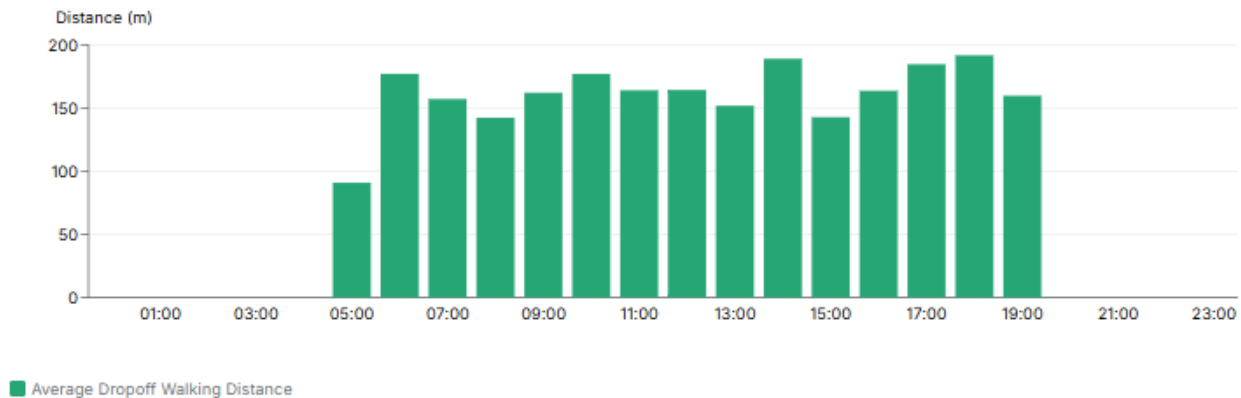
Average ride distance from pickup to dropoff.



September 2025: The average ride distance is 3.5 miles.

Average Dropoff Walking Distance

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

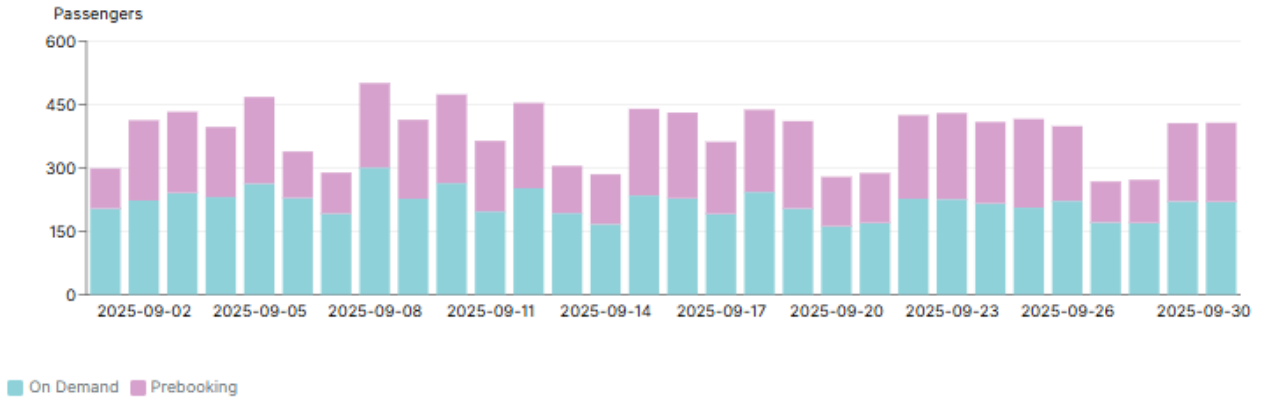


September 2025: Average distance a passenger walks to destination location from drop off is 170 meters or 165.1 yards. Graph Y-Axis Conversion: 70 m = 77 yds; 140 m = 153 yds; 210 m = 230 yds; 280 m = 306 yds. ¼ mile is 402 meters.

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

Booking Type

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



September 2025: The majority of riders are using the Prebooking feature (66.4%).

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Route History

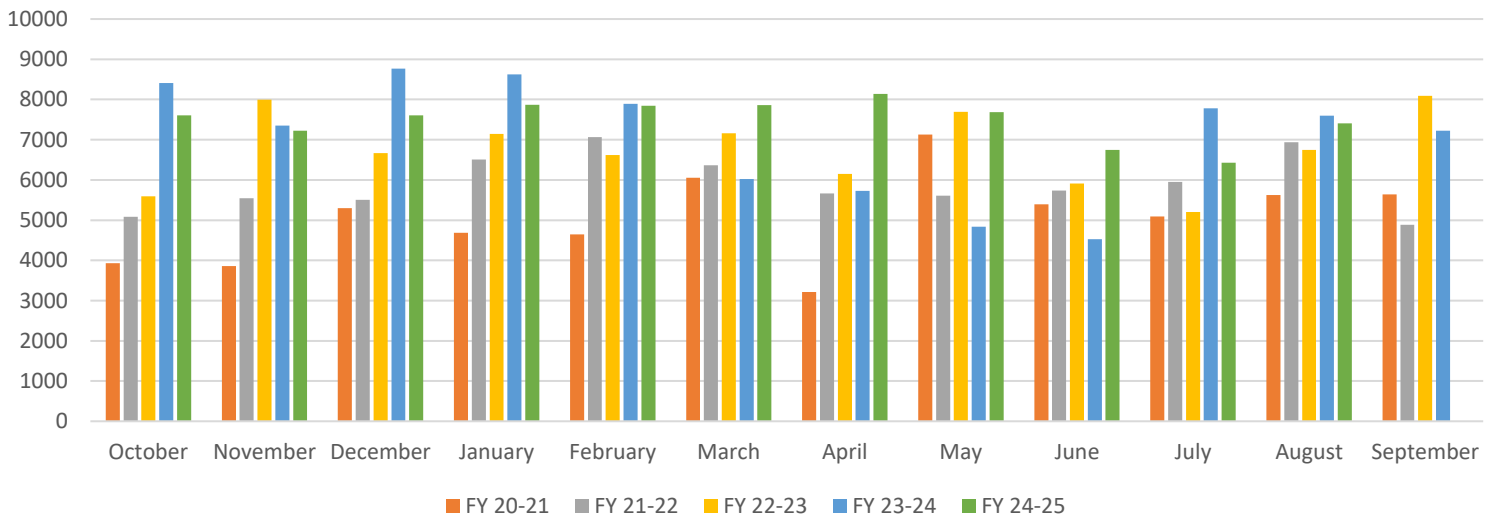
Red/ Blue/ Green/ Orange (Ended August 2020)

North Line/ South Line (August 2020- August 2023)

Key West Rides (Started Nov 30, 2022)

Work Force Express (Started August 2023)

Total City Routes Ridership 5-Year



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

