



Monthly Transit Department Report

To: Albert P. Childress
City Manager

Handwritten initials "APC" in blue ink, enclosed in a blue circle.

Date: May 9, 2024

From: Rod Delostrinos
Director of Transportation

Subject: April 2024 Transit Department Report

- Total System Ridership Past 30 Days: **27,843 (increase of 9% from last month (25,485))**
- Duval Loop is the highest performing route this month with a ridership of **13,299**.
- Lower Keys Shuttle Ridership has decreased slightly since last month.
- Workforce Express ridership increased with 1500 (March =1,388).
- Total Number of customers who have installed Key West Rides App: **9,855**.
- Completed **101,344** on Key West Rides- On Demand Transit since launch November 30, 2022.
- Installation of Bus GPS/ Passenger Count/ equipment complete; public bus tracking map projected to "Go Public" mid-May 2024.
- Revamping kwtransit.com website. Currently under construction.
- Participated in developing the Florida Public Transportation Association (FPTA) Statewide Educational Campaign RFP which closes on May 24, 2024. The goal of this campaign is to educate Floridians and visitors about the important role transit plays in each local community and to increase ridership. The link to the RFP can be found at <https://floridatransit.org/wp-content/uploads/FINAL-RFP-for-Statewide-Educ-Campaign.pdf>.
- Employee Continued Service April 2024
 - Jean Vertus Bus Operator 18 Years
 - Rogelio Hernandez Operations Manager 17 Years
 - Nia Allen Non-CDL Bus Operator 1 Year
 - Wendy Campo Bus Operator 1 Year

Transit Legislative Update

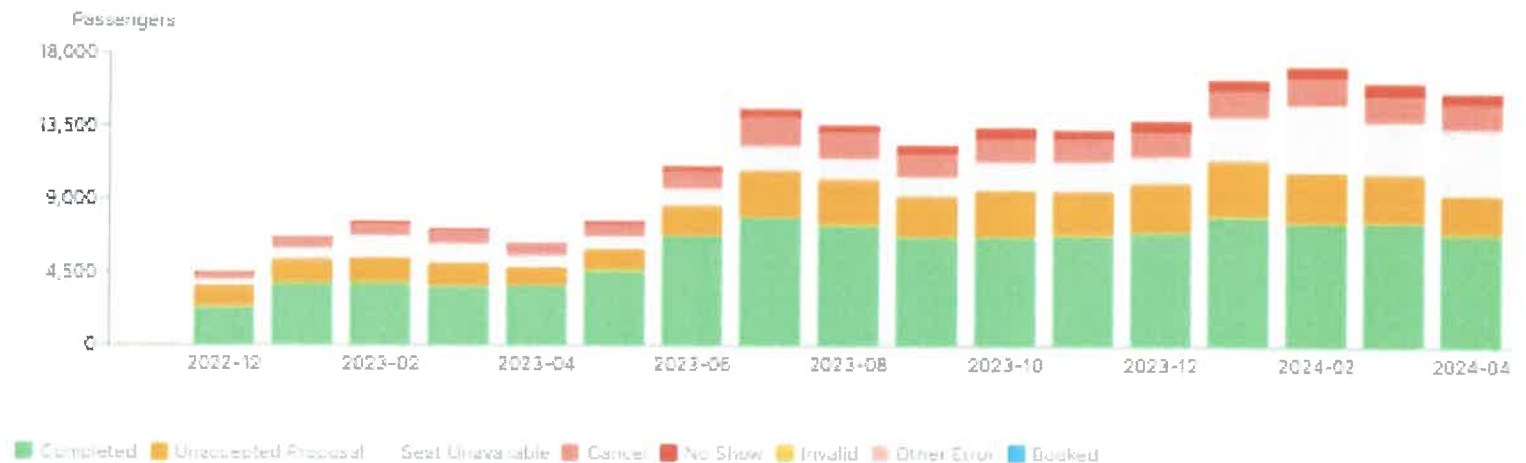
- Passed: Florida CS/CS/CS HB 1301: Department of Transportation
- Relevance: Limits what exterior bus wraps are permissible; bus tint same as other motor vehicles; addresses administrative costs.
- Holds back state funds to Transit, Seaports, and Airports if the system adheres to mask or certain vaccine mandates.

- Prohibits public transit providers from spending FDOT funds on certain marketing or advertising activities for exterior vehicles.
- Prohibits window tinting on public transit buses from being any darker than what is legally allowed for motor vehicles.
- Requires each public transit provider to annually certify that its budgeted and actual general administrative costs are no greater than 20 percent above the state average administrative costs of either a Tier 1 or Tier 2 system. The City of Key West- Key West Transit is a Tier 2 system. (Tier II provider means a recipient that owns, operates, or manages one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode, (2) a subrecipient under the 5311 Rural Area Formula Program, (3) or any American Indian tribe.
- Requires public transit providers to disclose their line item budget, all salaried executive management level employee’s compensation packages, ridership and performance metrics, and any gifts accepted in exchange for a contract. This must be posted to the agency's website.
- Requires specified increases of 5% or more in administrative costs by a public transit provider must be reviewed and approved by FDOT to establish guidelines

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

Detailed Ride Requests Status

Breakdown of all ride requests (passengers) by status.

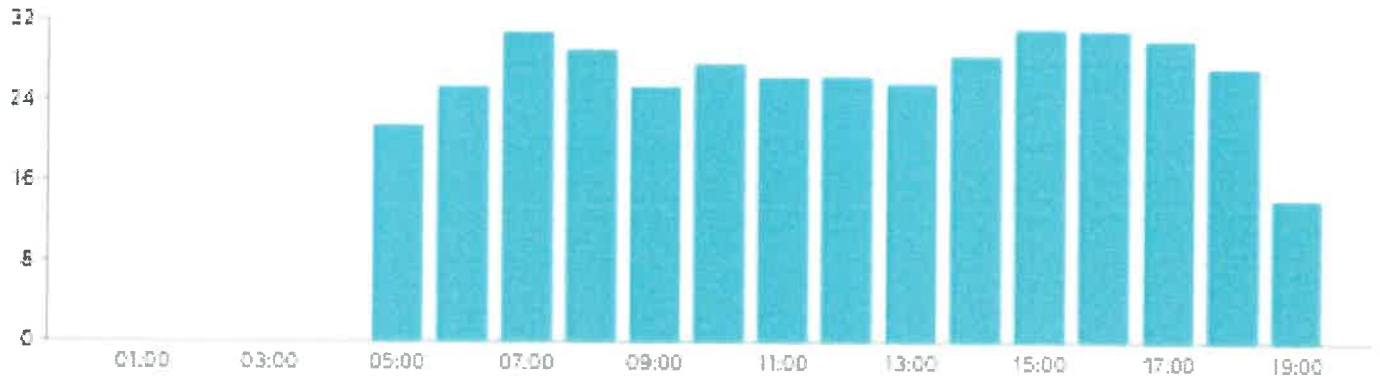


Out of 169,000 people who received a ride proposal, only 101,334 chose to book and complete a ride.

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

Average Pickup ETA (On Demand Rides Only)

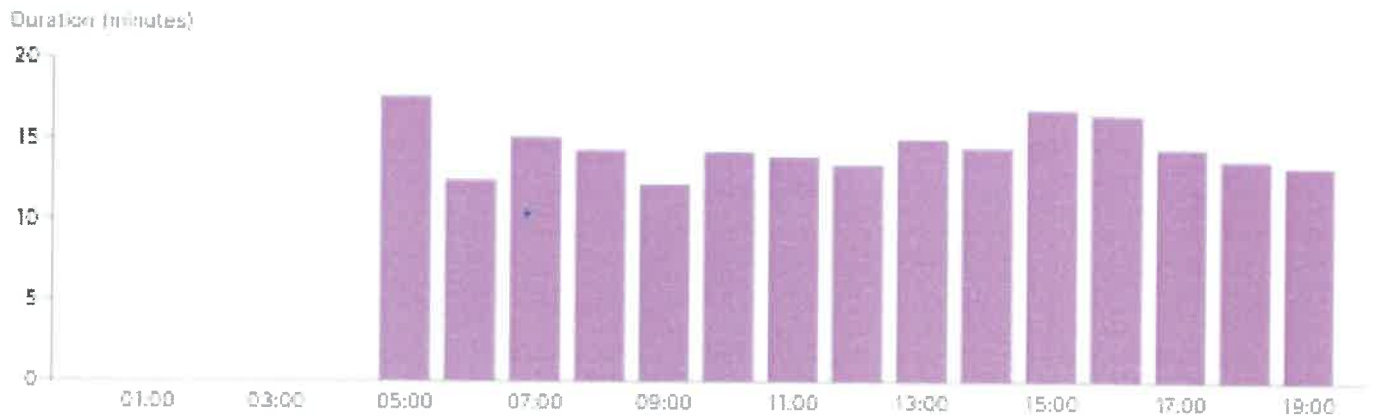
Average pickup ETA among all requests where a ride proposal was displayed.



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.

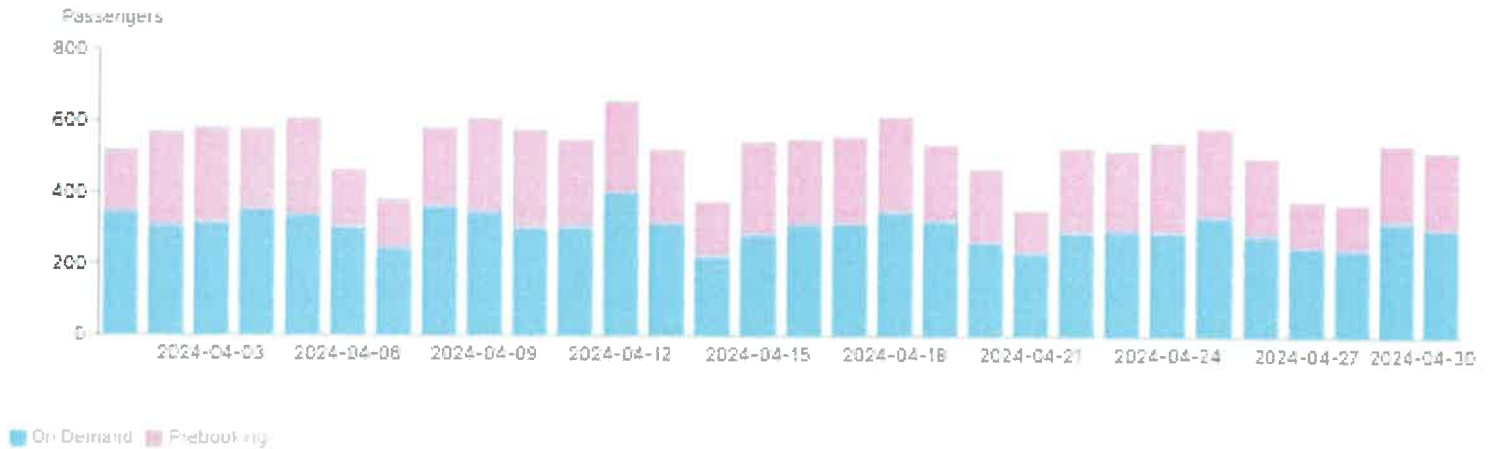


April 2024: Once the bus arrives, the average passenger trip time takes 14 minutes.

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

Booking Type

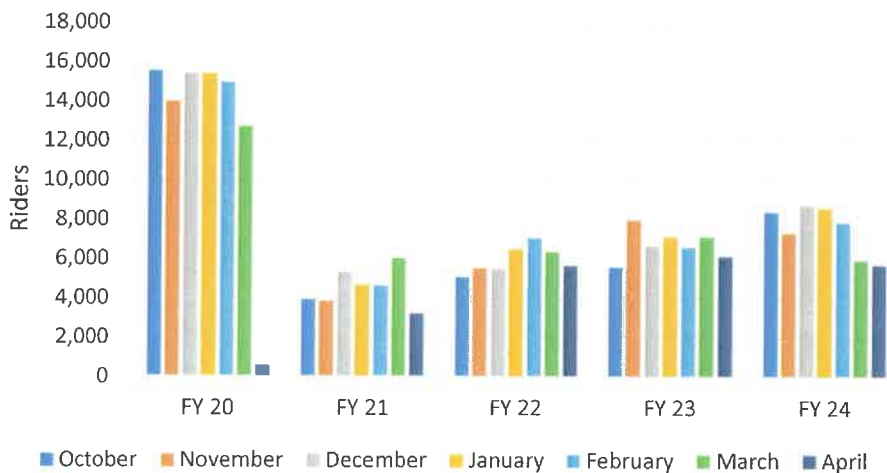
Breakdown of all ride requests (passengers) by booking type.



April 2024: The majority of riders now are using the prebooking. Although it provides a solid ride confirmation, this condition lowers the amount of available On-Demand trips. Staff will analyze ways to increase On-Demand trip availability.

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Routes

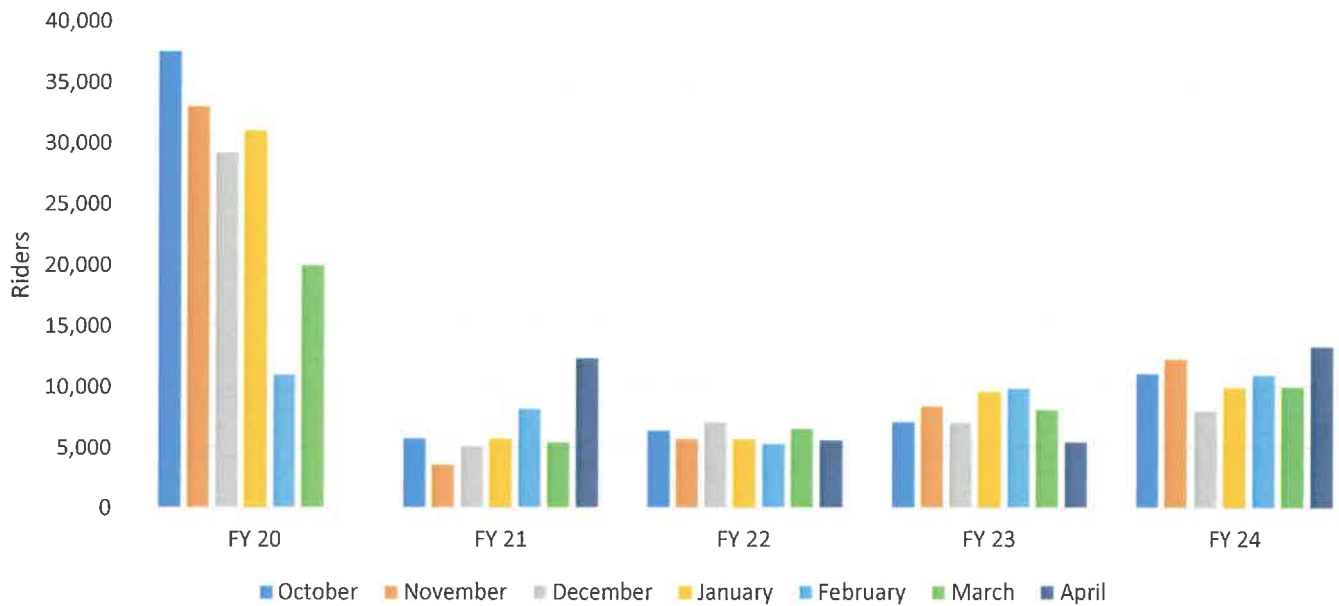


City Route History

- 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)

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

Duval Loop (Fixed-Route Circulator)



Lower Keys Shuttle (Commuter Fixed-Route)

