



Monthly Transit Department Report

To: Brian L. Barroso, City Manager

Date: May 1, 2025

From: Rogelio Hernandez, Director of Transportation

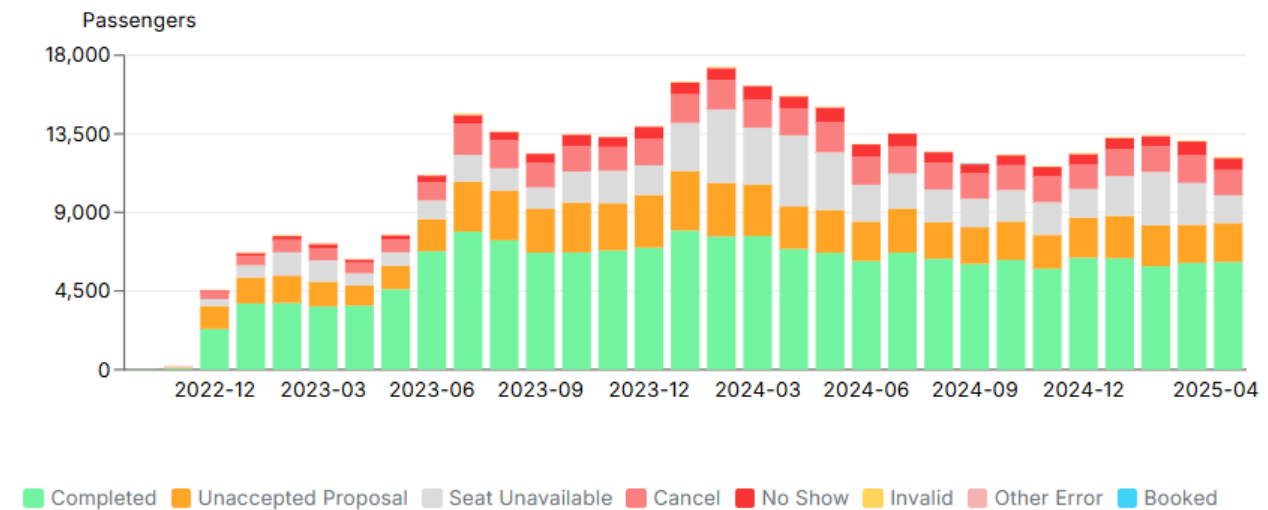
Subject: Monthly Transit Department Report April 2025

- Total System Ridership Past 30 Days: **34,205** trips. (**Increase of 2.8%** from last month's **33,262** trips)
- The Lower Keys Shuttle ridership for April is **9,170** trips.
- Duval Loop is the highest performing route for April with ridership of **16,895** trips.
- Workforce Express April ridership is **1,977** trips.
- Key West Rides ridership for April is **6,163** trips.
- Total Number of customers who have installed Key West Rides App: **16,736**.
- Completed **176,438** trips on Key West Rides- On Demand Transit since launch November 30, 2022.
- Department participated in the bi-weekly Google Meet meeting with Via, on-demand system provider.
- Department conducted an on-site assessment with Chargepoint to evaluate the electrical and civil infrastructure required for pre-engineering design of an electric bus charging station.
- Department participated in a virtual meeting with ChargePoint to explore their professional services, encompassing design and deployment of charging station for future electric bus and vehicle fleet
- Department participated in an on-site visit with Community Service to discuss the Capital Improvement Project (CIP) we submitted for FY 25/26.
- Director and Support Manager attended the department's City Manager budget review.
- Director attended the agenda-setting meeting.
- Director attended the after-action meeting.
- Director attended the monthly City Commission meeting.
- Director attended the monthly TCT meeting.
- Director attended the Florida Keys Transportation Coordination Committee meeting.
- Director discussed with FPTA Executive Director, Lisa Bacot final preparation for next quarterly meeting which Key West will be hosting.
- Director participated virtually in the quarterly FPTA Board Meeting.
- Employee Continued Service April 2025
 - Willy Dorce Bus Operator 24 Year
 - Jean Vertus Bus Operator 19 Year
 - Nia Allen Bus Operator 2 Year
 - Wendy Campo Bus Operator 2 Year

KEY WEST RIDES ON-DEMAND TRANSIT SERVICE KEY PERFORMANCE INDICATORS

Detailed Ride Requests Status

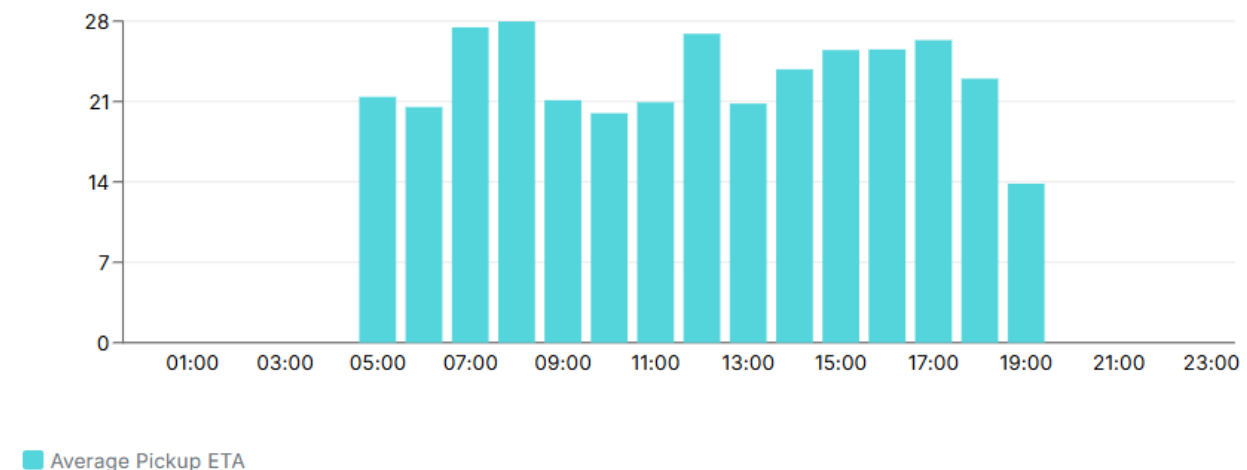
Breakdown of all ride requests (passengers) by status.



(Since November 30, 2022) Out of 297,831 people who received a ride proposal, only 176,438 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.

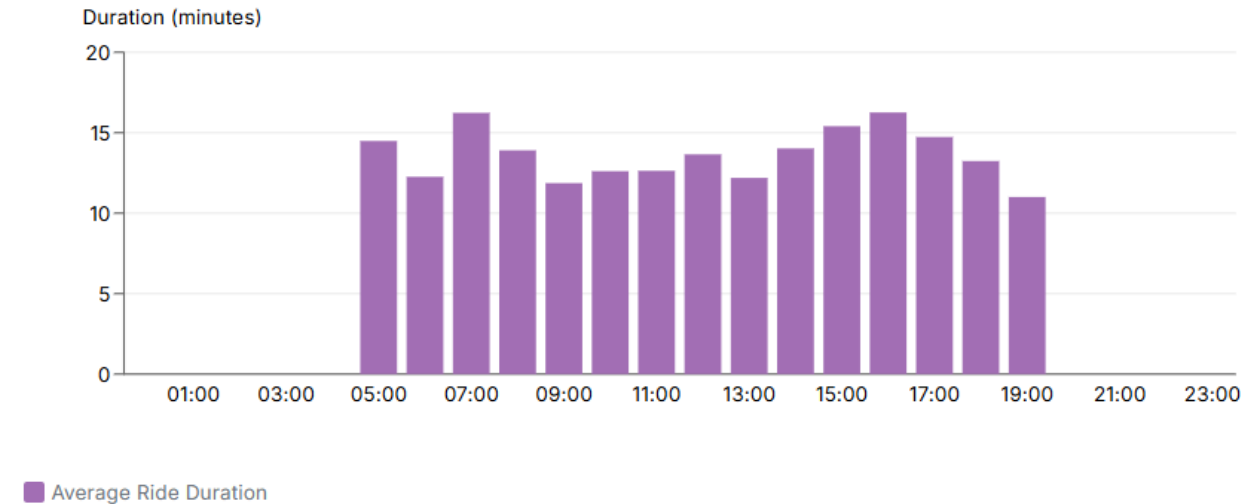


April 2025: The average wait time once a person receives a ride proposal is currently 23.3 minutes.

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

Average Ride Duration

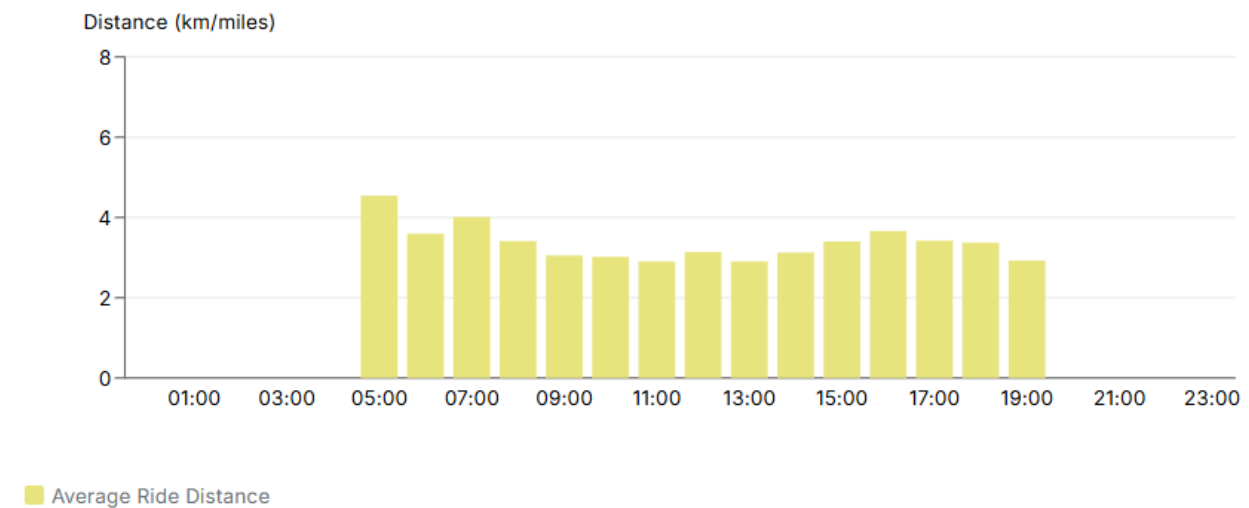
Average ride duration from pickup to dropoff.



April 2025: Once the bus arrives, the average passenger trip time takes 13.7 minutes.

Average Ride Distance

Average ride distance from pickup to dropoff.

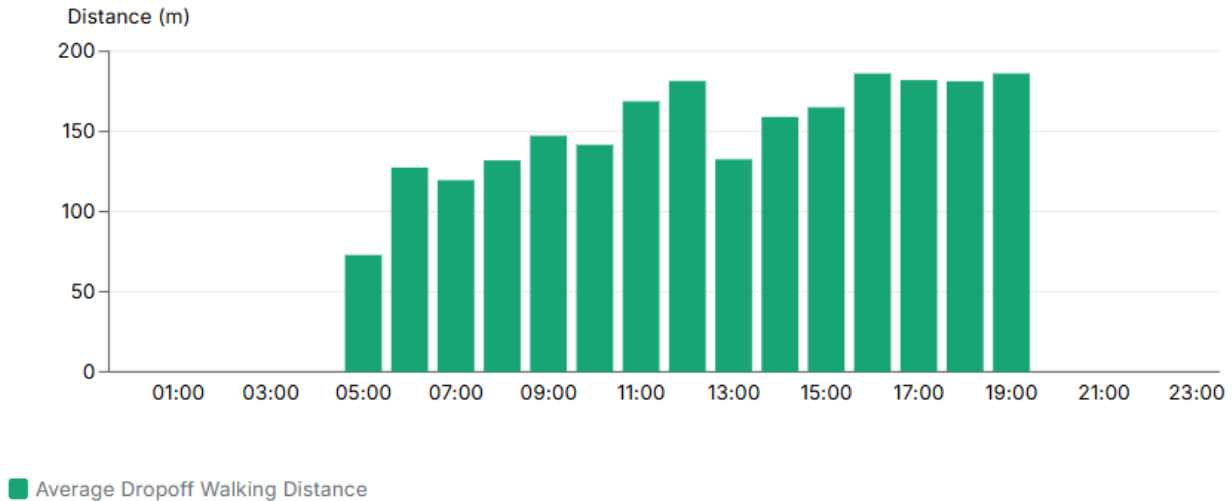


April 2025: The average ride distance is 3.3 miles.

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

Average Dropoff Walking Distance

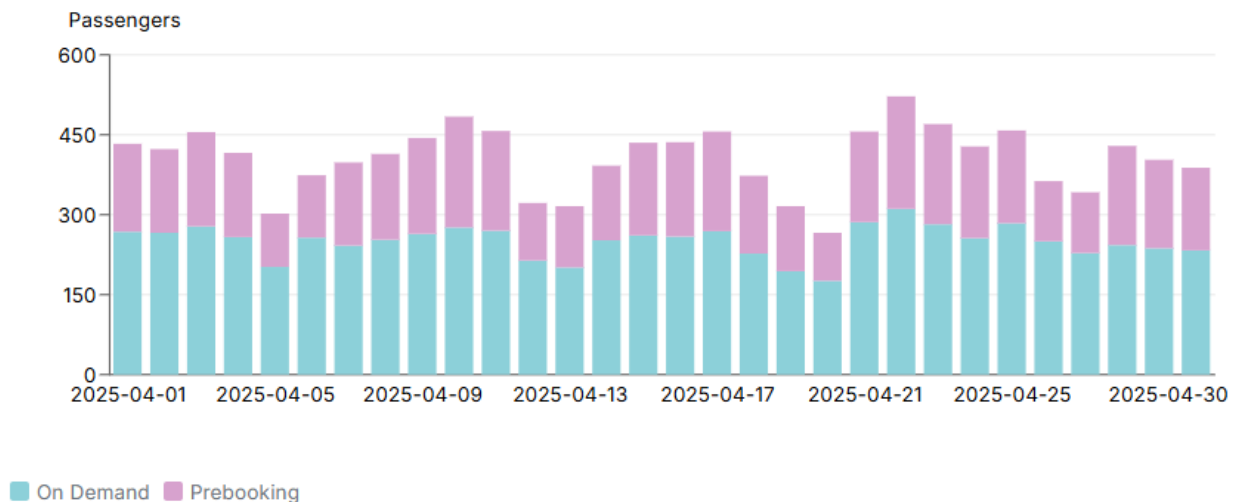
Walking distance (meters) from latest planned drop off location to destination location.



April 2025: Average distance a passenger walks to destination location from drop off is 156.1 meters or 167.43 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.



April 2025: The majority of riders are using the Prebooking feature (64%).

RIDERSHIP MONTHLY SUMMARY BY SERVICE FOR 5 FISCAL YEARS

City Route History

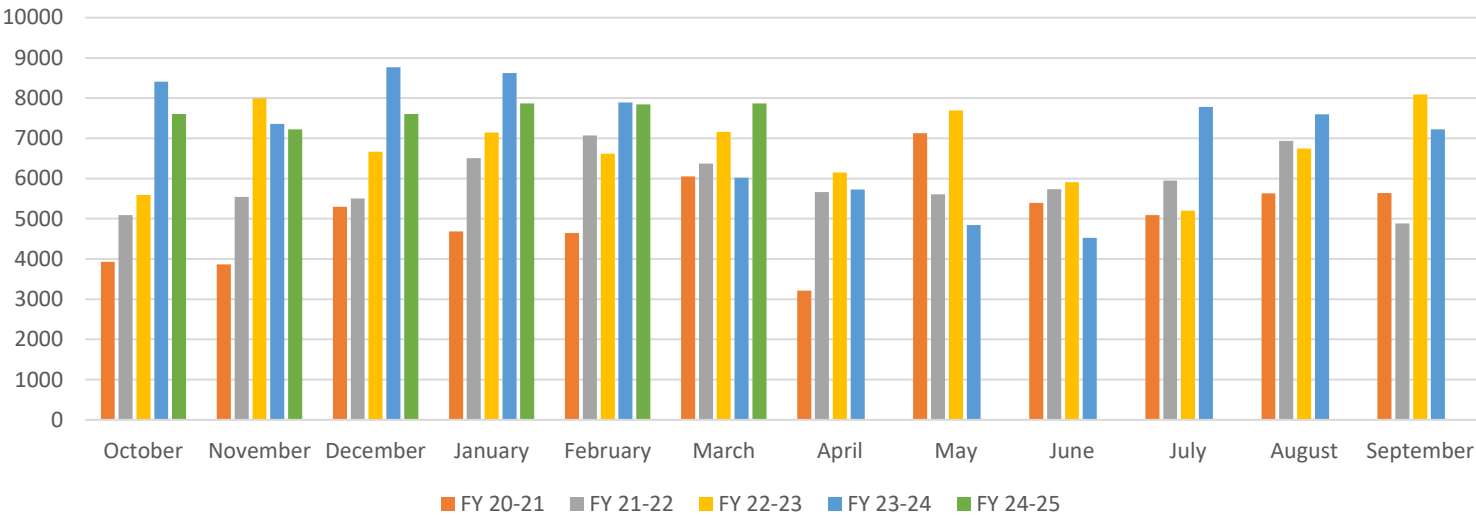
Red/ Blue/ Green/ Orange (Ended April 2020)

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

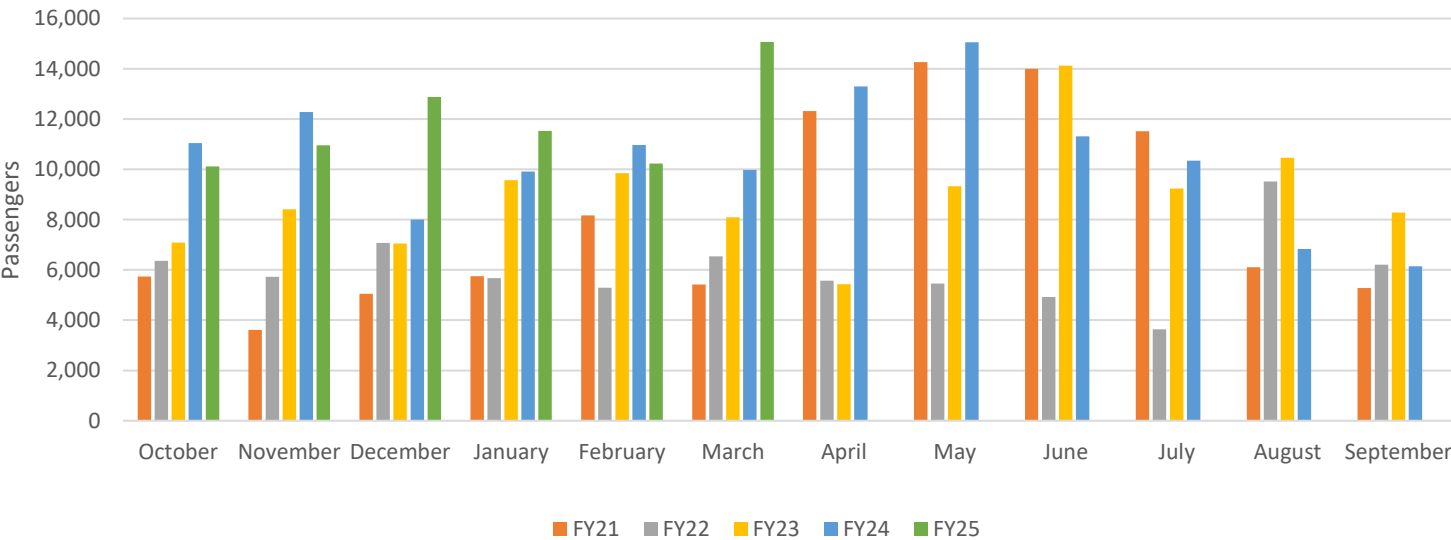
Key West Rides (Started Nov 30, 2022)

Work Force Express (Started June 2023)

Total City Routes Ridership 5-Year



Duval Loop Ridership



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

Lower Keys Shuttle 5 Years

