



**TOWN OF SURFSIDE**  
**Office of the Town Manager**  
 MUNICIPAL BUILDING  
 9293 HARDING AVENUE  
 SURFSIDE, FLORIDA 33154-3009  
 Telephone (305) 861-4863

**LETTER TO COMMISSION**  
 No.: 41-2025

To: Mayor Charles W. Burkett, Vice Mayor Tina Paul, and  
 Members of the Town Commission

From: Mark Blumstein, Acting Town Manager *MB*

Date: January 29, 2025

Subject: **Freebee Q1 CITT – Ridership Statistics**

The purpose of this Letter to Commission (LTC) is to inform you of the following Ridership Statistics from October 2024 through December 2024 provided by Freebee, as outlined below.

<b>October 2024</b>	
Completed Rides	826
Total Boardings	1194
Avg Weekday Boardings	42.52
Avg Saturday Boardings	43.50
Avg Sunday Boardings	31.75
Vehicles Miles Driven	1,493.15
Vehicles Hours Driven	310
Avg Wait Time	16.13
Avg Utilization	CITT and County directed us to ignore this
Avg Percent Requested Rides Completed	67%
Avg Percent On Time Pickup Requests	CITT and County is still determining how they want to produce this stat.
No Shows Rate	This is not something we track. We track cancellations all in one bucket but will be implementing a system to track this
Cancellations Rate	23%
Avg Journey Time	2.24
Avg Distance Per Ride	0.42
Percent Bookings Shared	15%
Key Transit Hub Nos	We are still working with CITT and County to identify all transit hubs in the service area to report at a later time

<b>November 2024</b>	
Completed Rides	832
Total Boardings	1147
Avg Weekday Boardings	43.35
Avg Saturday Boardings	33.60
Avg Sunday Boardings	28.00
Vehicles Miles Driven	1,553.26
Vehicles Hours Driven	290
Avg Wait Time	16.64
Avg Utilization	NEED_INFO
Avg Percent Requested Rides Completed	68%
Avg Percent On Time Pickup Requests	NEED_INFO
No Shows Rate	5%
Cancellations Rate	27%
Avg Journey Time	2.64
Avg Distance Per Ride	0.46
Percent Bookings Shared	16%
Key Transit Hub Nos	NEED_INFO

<b>December 2024</b>	
Completed Rides	799
Total Boardings	1114
Avg Weekday Boardings	39.10
Avg Saturday Boardings	46.00
Avg Sunday Boardings	29.60
Vehicles Miles Driven	1,405.67
Vehicles Hours Driven	300
Avg Wait Time	16.51
Avg Utilization	NEED_INFO
Avg Percent Requested Rides Completed	68%
Avg Percent On Time Pickup Requests	NEED_INFO
No Shows Rate	0%
Cancellations Rate	31%
Avg Journey Time	4.39
Avg Distance Per Ride	0.69
Percent Bookings Shared	21%
Key Transit Hub Nos	NEED INFO

*If you have any questions or need additional information, feel free to contact me.*