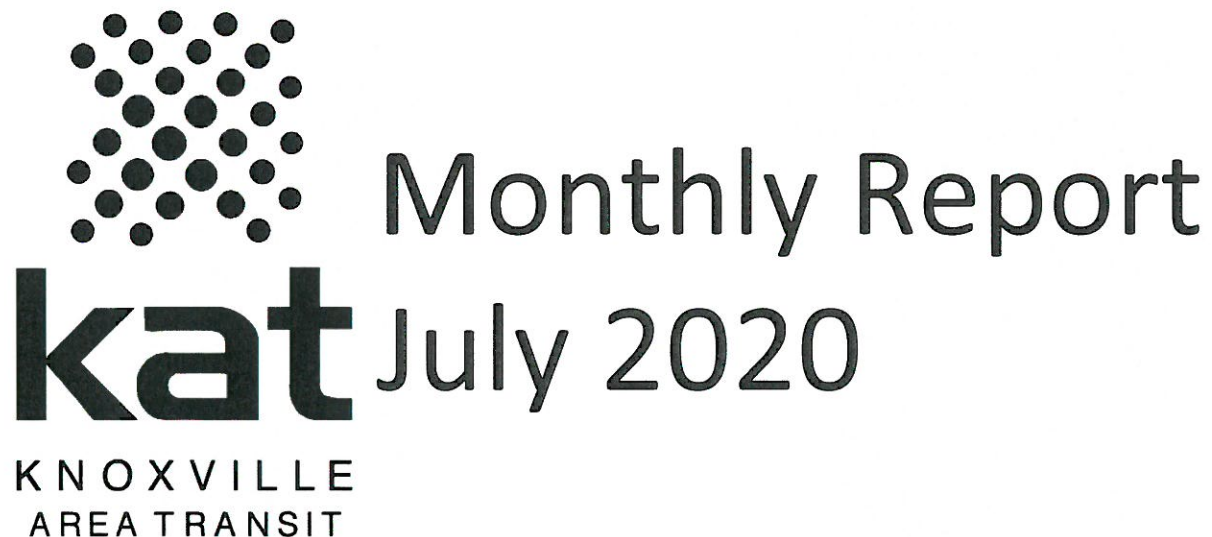


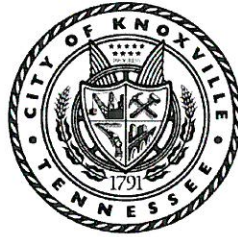
Knoxville Transportation Authority

Meeting Date: Thursday, August 27, 2020
Held virtually via Zoom



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INDYA KINCANNON
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA
KNOXVILLE TRANSPORTATION AUTHORITY

Held virtually via Zoom
Thursday, August 27, 2020 at 3:00 pm

DOUGLAS LAWYER
CHAIR
CHRIS CROUCH
VICE-CHAIR
WHITNEY CROWE
RECORDING SECRETARY
SANDY BOOHER
LILIANA BURBANO BONILLA
MARK HAIRR
AMELIA PARKER
JIM RICHARDS
KIMBERLY WATKINS
DR. WALTER WILLIAMS
JOHN LAWHORN
ATTORNEY TO K.T.A.

- I. Determination of Quorum
- II. Reports
 - A. KTA Chair
 - B. Commissioner's Comments
 - C. Staff
 - i. City of Knoxville Director of Transit
 - ii. TPO Transit Planner
- III. New Business
- IV. Old Business
- V. Public Comments
- VI. Set Next Meeting for September 24, 2020 and Adjourn

This meeting and all communications between members is subject to the provisions of the Tennessee Open Meetings Act, TENN. CODE ANN. § 8-44-101, et seq.

Minutes
KNOXVILLE TRANSPORTATION AUTHORITY
Meeting held via Zoom
Thursday, July 23, 2020 at 3:00 pm

I. Determination of Quorum

Chair Lawyer called the meeting to order and acknowledged there was a quorum. Other Commissioners in attendance were as follows:

Commissioner Crouch
Commissioner Booher
Commissioner Burbano-Bonilla
Commissioner Hair
Commissioner Parker
Commissioner Richards
Commissioner Williams

II. Approval of Minutes- February 27, 2020

Chair Lawyer requested approval of the February 27, 2020 minutes. Commissioner Hair made a motion to approve the minutes and Commissioner Richards seconded that motion. The minutes were approved unanimously.

III. Reports

A. KTA Chair

Chair Lawyer thanked those watching the meeting and thanked KAT for their efforts to keep the system operating during the pandemic.

B. Commissioners' Comments

Commissioner Crouch asked for an update regarding an incident that resulted from a KAT operator asking a passenger to wear a mask. Melissa Roberson responded that the operator was ok and that they were not in danger adding that the altercation was primarily between two passengers. Mrs. Roberson noted that there have been a few instances of passengers resisting the wearing of face coverings but that she does not hear that this has been a widespread problem.

Commissioner Crouch asked if those claiming a medical reason to refuse to wear a face covering were asked to provide any

documentation or further information. Mrs. Roberson responded that there are solutions for those resisting the wearing of face coverings, including face shields offered by operators, and stated that legal counsel has advised KAT that they are in a position to require some form of facial covering. Attorney John Lawhorn stated that any accommodation to this policy must be requested through the City of Knoxville's ADA coordinator. Commissioner Crouch thanked Melissa Roberson for sending reports throughout the pandemic regarding updates to KAT service.

Commissioner Williams asked if any KAT employees have tested positive for COVID-19. Melissa Roberson responded that KAT has had one employee test positive but was informed that there was no connection discerned between the employment at KAT and the positive test results. Mrs. Roberson added that the employee who tested positive is doing well now.

Commissioner Burbano-Bonilla asked Melissa Roberson to describe the current protocol for bus boarding. Ms. Roberson responded that since KAT has moved to phase 2 of service, the seating on KAT buses is limited to 50% capacity and that operators are at least 6 feet from passengers. If the bus has reached capacity and passengers are waiting to board at a stop, an additional bus is dispatched to the route to pick additional passengers up.

Chair Lawyer asked Mrs. Roberson for an overview of the sanitizing process for the KAT fleet of vehicles. Mrs. Roberson noted that KAT buses are cleaned once every 12 hours which is more than the CDC's recommendation of sanitizing buses once every 24 hours. Mrs. Roberson added that KAT has purchased electrostatic fogging machines that release a hospital-grade disinfectant solution verified by the EPA to disable the COVID-19 virus for up to seven days.

Commissioner Parker asked if KAT's policy on entering the bus via rear doors had changed. Mrs. Roberson responded that the messaging has been changed to allow front or rear door boarding while still encouraging rear door entry in order to accommodate those who may need to utilize the kneeling feature or ramp to board the bus safely. Commissioner Parker asked if KAT operators play a role when policies such as this are changed. Mrs. Roberson responded that they certainly can but that many policies are created following work rules that are added to the labor agreement or to address issues seen while operating service. Mrs. Roberson stated that when a new policy is developed by the employer, it is presented to the Union Leadership for seven days to receive comments. Commissioner Parker stated that she asks that question because

several KAT employees have reached out to her regarding these changes. Mrs. Roberson responded that several changes during the pandemic were implemented as quickly as possible to ensure the safety of operators and passengers. Melissa Roberson added that KAT employees have many available options to communicate with management.

C. Staff

i. City of Knoxville Director of Transit

Melissa Roberson apologized for the lack of ridership and financial reports for the meeting citing delays due to the ransomware attack on the City of Knoxville network. Mrs. Roberson stated that regular service began on July 6, 2020 and that KAT was fortunate to have the resources, including CARES Act grant funding, to keep service operating and keep employees in their jobs during the pandemic.

Mrs. Roberson stated that KAT is engaged in a project to analyze operator barriers for buses. KAT has installed demo barriers on a few buses to gather feedback from operators and assess feasibility.

Commissioner Bonilla asked for further information on the process for additional buses on routes when capacity is reached. Ms. Roberson stated that KAT has "pickup buses" that are ready to be dispatched when a bus is at capacity and additional passengers are waiting to be picked up along that route.

ii. TPO Transit Planner

TPO Transit Planner Doug Burton discussed the TPO's efforts with the Human Service Transportation Coordination Plan to fund transportation projects for nonprofits and human service agencies. Mr. Burton stated that a survey for public involvement in this process has closed and he hopes to provide an update during the August KTA meeting. Mr. Burton also stated that the TPO is working on their Mobility Plan 2045 that looks at all modes of transportation and encouraged commissioners to visit www.knoxmobility.org to provide input and learn more about that process.

IV. New Business

Melissa Roberson stated that she had two items of new business to discuss. The first item described was the reduction of service to Route 44 due to the lack of 303 Flats' participation in the funding of increased service to their apartments due to impacts of the COVID-19 pandemic. A new agreement has been made with University Park apartments to return to 30-minute frequency with no Saturday service to Route 44. The second item Mrs. Roberson discussed was that KAT will not operate any special football shuttles for UT football home games if the team does play this season. Any additional ridership for the possible events will be welcomed on the regular transit service. KAT also plans to operate Trolley service during these home games since shuttle service will not be utilizing those vehicles and traffic levels are expected to be less than on normal game days.

Commissioner Parker asked if the Red Line Trolley is set to expire in August. Mrs. Roberson stated that the normal August shake-up took place in July and the Red Line "sunset" at that time.

V. Old Business

Commissioner Booher asked Melissa Roberson if there was an update to her question regarding accessibility of the "Partners in Safety" video that was sent to Commissioners. Commissioner Booher stated that the video included only text and background music and that she could not read that text. Commissioner Booher asked if anything could be done about this video or future videos to consider more accessible media. Mrs. Roberson stated that KAT would look into that.

Attorney Lawhorn stated that Commissioners should come to an agreement on the plan for meetings going forward. Commissioner Crouch stated that the board could agree upon a lead-time before the monthly meeting and re-visit the situation at that time since things are changing so frequently in response to the pandemic. Commissioner Parker stated that she felt the meetings are important noting that the public is more likely to watch a discussion than read a report and that the meetings may keep the public informed on how hard the transportation system is working for them and provide further information. Commissioner Parker encouraged staff to explore options for live public comment during future meetings. Commissioner Bonilla and Commissioner Booher agreed that the board should meet regularly and Chair Lawyer stated that the group would proceed with regular meetings.

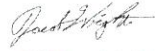
VI. Public Comment

Chair Lawyer noted that no public comment was submitted to be read during the meeting.

VII. Set Next Meeting and Adjourn

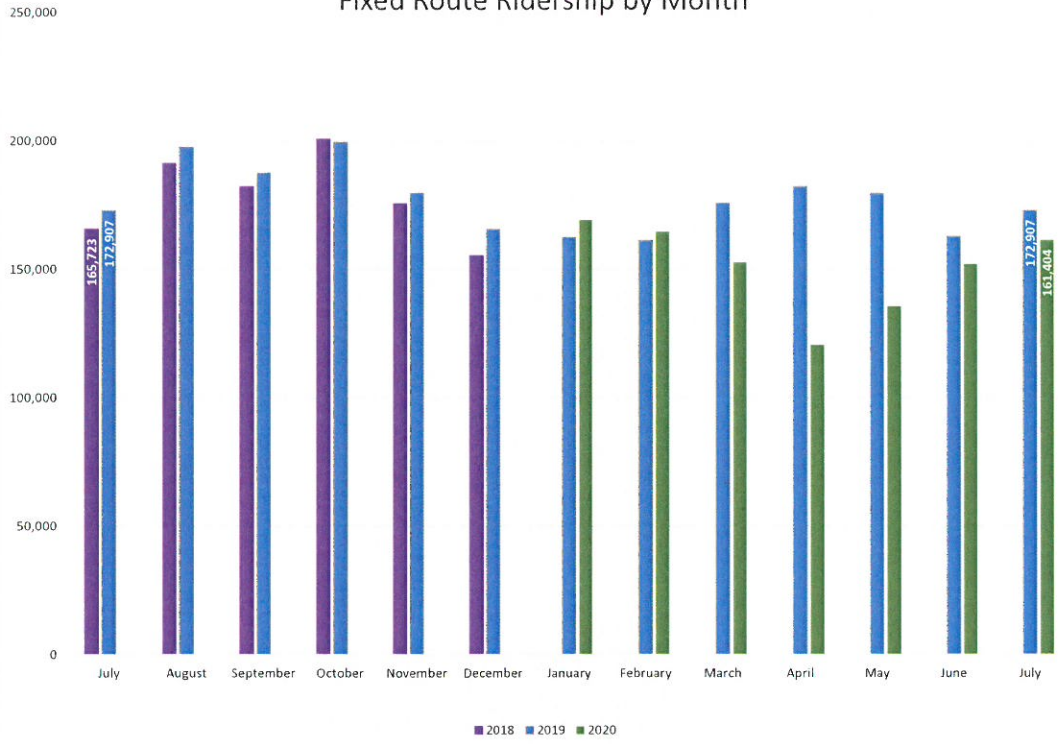
The next meeting was set for August 27, 2020 at 3 p.m. via Zoom.

Respectfully submitted,

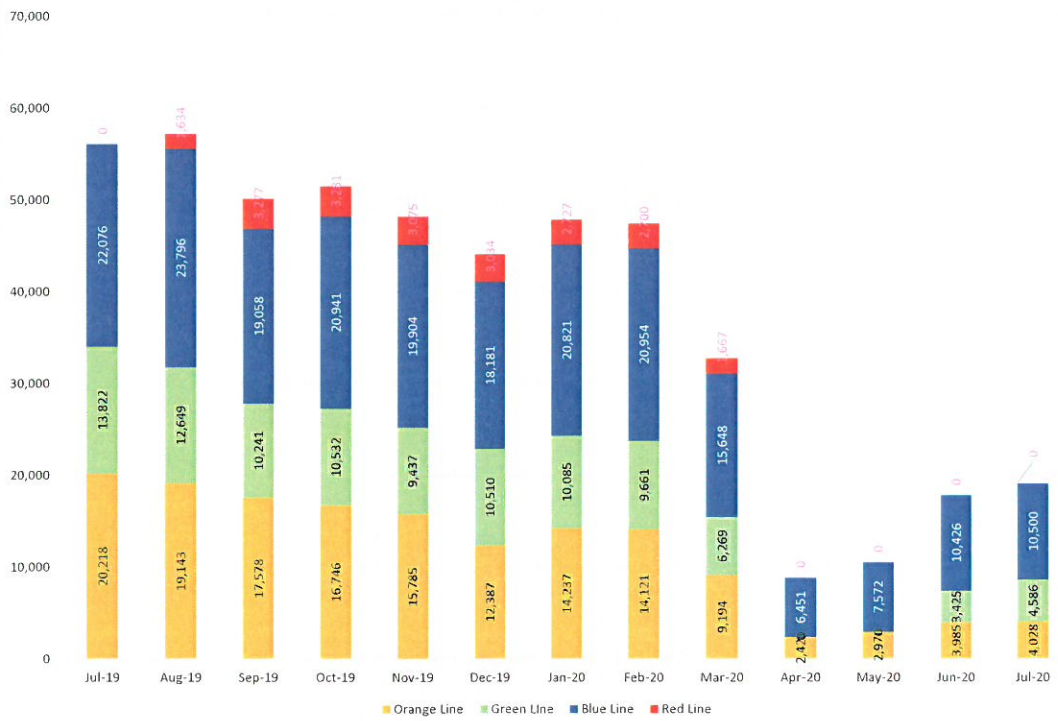


Jacob Wright on behalf of Whitney Crowe
KTA Recording Secretary

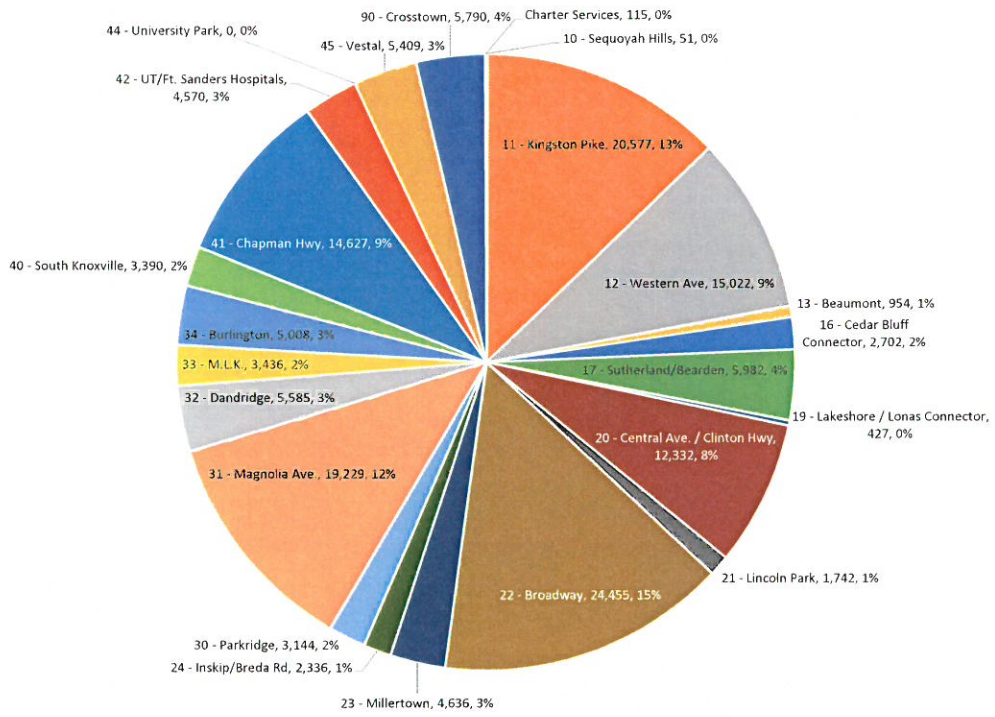
Fixed Route Ridership by Month

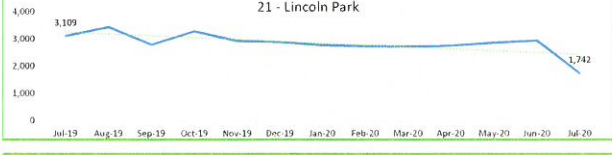
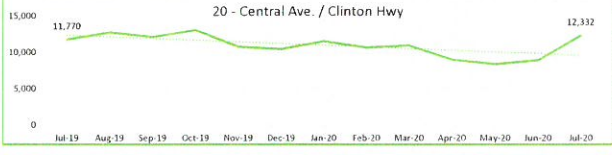
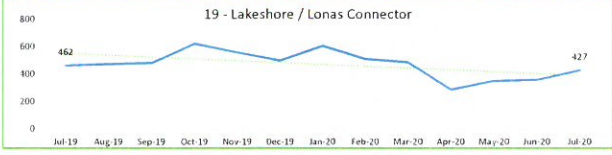
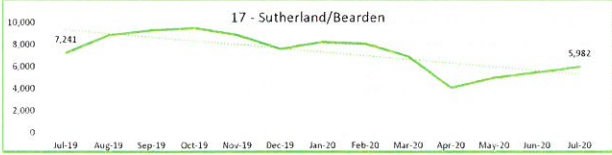
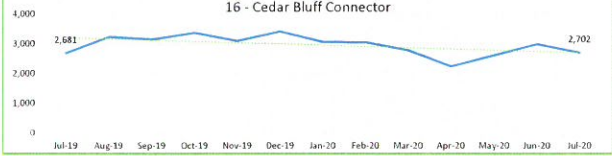
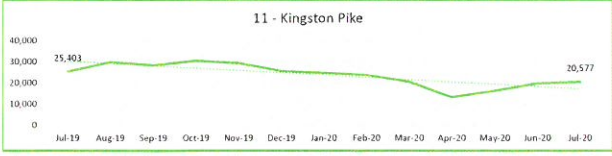
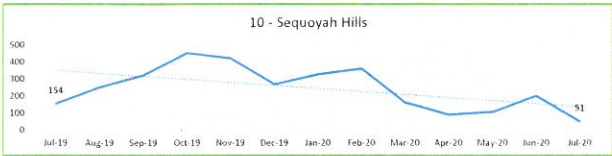


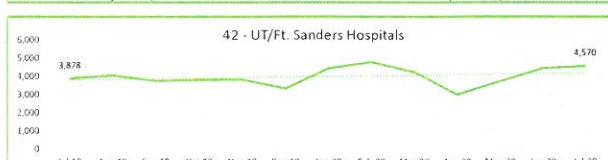
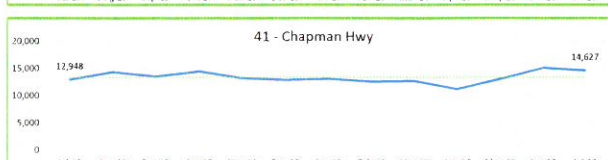
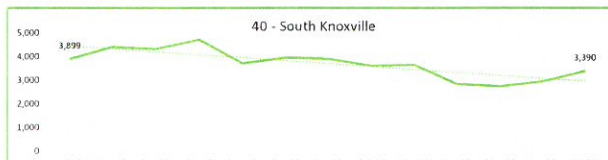
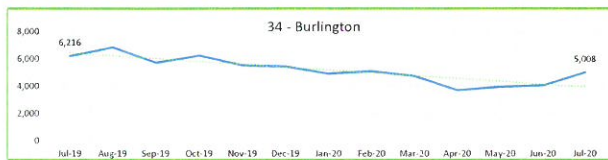
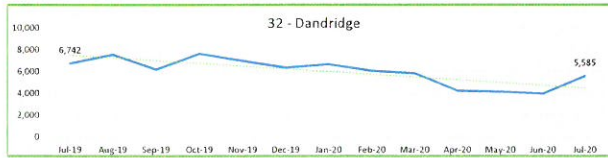
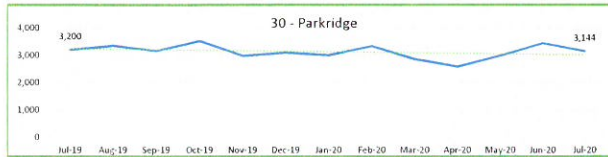
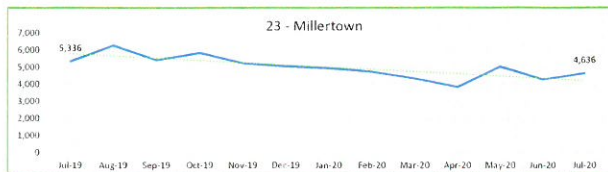
Trolley Ridership

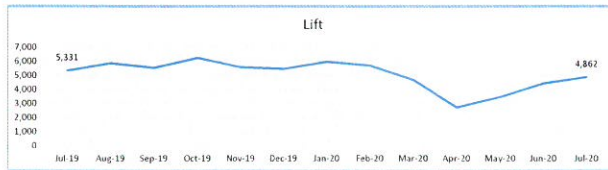
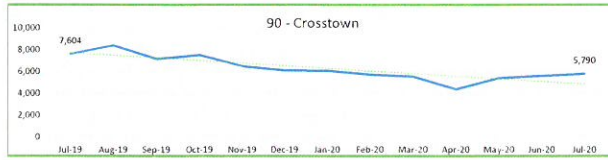
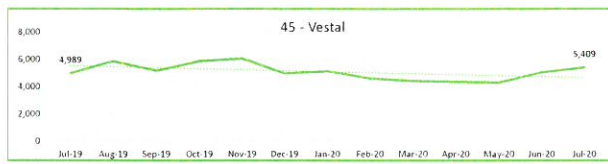
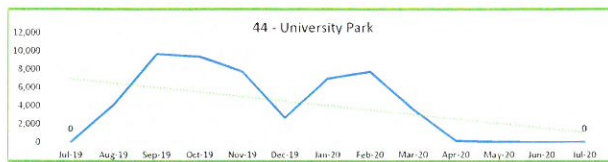


July 2020 System Ridership by Route











SYSTEM PERFORMANCE REPORT
July, 2020

	THIS MONTH			FISCAL YEAR-TO-DATE		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	180,518	229,023	-21%	180,518	229,023	-21%
System Generated Revenue				\$500	\$244,523	-100%
Revenue Veh. Miles	239,068	240,248	-0%	239,068	240,248	0%
Revenue Veh. Hours	19,181	18,850	2%	19,181	18,850	2%
Passengers/Mile	0.76	0.95	-21%	0.76	0.95	-21%
Passengers/Hour	9.41	12.15	-23%	9.41	12.15	-23%
Preventable Accidents	3	0	100%	3	0	0%
Mechanical Road Calls	30	25	20%	30	25	20%
Accidents/100,000 Miles	1.25	0.00	125%	1.25	0.00	0%
Miles/Road Failure	7,969	9,610	-17%	7,969	9,610	-17%
DEMAND RESPONSE						
Total Passengers	4,862	5,331	-9%	4,862	5,331	-9%
System Generated Revenue				\$0	\$12,259	-100%
Revenue Veh. Miles	35,681	35,314	1%	35,681	35,314	1%
Revenue Veh. Hours	2,665	2,770	-4%	2,665	2,770	-4%
Passengers/Mile	0.14	0.15	-10%	0.14	0.15	-10%
Passengers/Hour	1.82	1.92	-5%	1.82	1.92	-5%
Preventable Accidents	0	0	0%	0	0	0%
Mechanical Road Calls	2	5	-60%	2	5	-60%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.00	0%
Miles/Road Failure	17,841	7,063	153%	17,841	7,063	153%
CHARTER SERVICE						
Charters	115	516	-78%	115	516	-78%
Sports Charters	0	0	0%	0	0	0%
Total Passengers	115	516	-78%	115	516	-78%
Revenue				\$0	\$0	0%
Football Shuttle Charters				\$1,350	\$2,000	-33%
Trolley Charters				61	23	165%
Total Miles	61	23	165%	61	23	165%
Total Hours	9.5	96.0	-90%	9	96	-90%


ROUTE PERFORMANCE REPORT
 July, 2020

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Pass/Mile	Pass/Hour
10	Squash Hills	51	0.0%	1,046	0.3%	105	0.6%	0.05	0.28
11	Kingston Pike	20,577	12.7%	28,237	12.6%	2,363	14.6%	0.73	9.71
12	Western Ave	15,022	9.3%	17,951	8.0%	1,159	8.0%	0.84	11.05
13	Beaumont	954	0.6%	4,062	1.8%	286	1.8%	0.23	3.22
16	Cedar Bluff Connector	2,702	1.7%	4,822	2.2%	179	2.2%	0.56	7.14
17	Sutherland/Beardon	5,982	3.7%	10,215	4.6%	787	4.7%	0.59	7.60
19	Lakeshore/Louis Connector	457	0.3%	4,854	2.2%	286	1.7%	0.09	1.50
20	Central Ave/Clinton Hwy	12,312	7.6%	13,258	6.0%	826	4.9%	0.92	11.95
21	Linden Park	1,542	1.0%	4,515	2.0%	345	2.1%	0.39	4.91
22	Broadway	24,455	15.2%	19,022	8.5%	1,132	8.5%	1.29	17.08
23	Millertown	4,636	2.9%	8,317	3.7%	724	4.3%	0.56	6.37
24	Inskip/Breda Rd	2,336	1.4%	6,403	2.9%	463	2.7%	0.36	5.05
30	Parkridge	3,144	1.9%	3,382	1.5%	266	1.6%	0.93	11.81
31	Magnolia Ave.	19,229	11.9%	13,591	6.1%	1,143	6.8%	1.41	16.82
32	Dandridge	5,585	3.5%	7,697	3.4%	493	2.9%	0.73	11.33
33	M.L.K.	4,456	2.1%	7,978	3.6%	645	3.9%	0.41	5.32
34	Burlington	5,008	3.1%	11,223	5.0%	767	4.6%	0.45	6.53
40	South Knoxville	3,398	2.1%	10,415	4.7%	741	4.4%	0.32	4.56
41	Chapman Hwy	14,627	9.1%	14,126	6.3%	864	5.1%	1.04	16.92
42	UTPI Sanders Hospital	4,570	2.8%	6,586	2.9%	822	4.9%	0.69	9.56
43	University Heights	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Verbal	5,109	3.4%	9,665	4.3%	674	4.0%	0.56	8.02
90	Crosstown	5,790	3.6%	16,637	7.4%	1,096	6.5%	0.35	5.29
	Other/Unknown	0							
SUB TOTAL LINE SERVICE		161,404		224,132		16,894		0.72	9.55
82	Trolley (Orange Line)	4,028	2.1%	6,479	4.3%	1,071	15.1%	0.62	7.91
84	Trolley (Green Line)	4,588	24.0%	3,636	24.3%	622	27.2%	1.26	7.51
86	Trolley (Blue Line)	10,300	54.9%	4,830	32.1%	634	27.7%	2.17	16.57
SUB TOTAL TROLLEY SERVICES		19,114		14,936		2,326		1.28	8.36
TOTAL PASSENGERS WITH TROLLEYS		180,518		239,068		19,181		0.76	9.41
LIFT SERVICE		4,862		35,681		2,665		0.14	1.82
TOTAL SCHEDULED SERVICES		185,380		274,749		21,846		0.67	8.49
TOTAL CHARTER SERVICES		115		61		9		1.89	12.17
GRAND TOTAL ALL KAT SERVICES		185,495		274,810		21,855		0.67	8.49