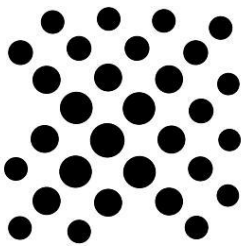


Knoxville Transportation Authority

Meeting Date: Thursday, July 28, 2022



kat

KNOXVILLE
AREA TRANSIT

Monthly Report

June 23, 2022 and

July 7, 2022

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INDYA KINCANNON
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA
KNOXVILLE TRANSPORTATION AUTHORITY
Thursday, July 28, 2022

Knoxville Station

CHRIS CROUCH
CHAIR
JIM RICHARDS
VICE-CHAIR
MARY SMITH-BELL
RECORDING SECRETARY
SANDY BOOHER
TOMMY SMITH
MARK HAIRR
DOUGLAS LAWYER
CANDACE BRAKEWOOD
KIMBERLY WATKINS
CHRISTI KIRK
JOHN LAWHORN
ATTORNEY TO K.T.A.

- I. Determination of Quorum
- II. Approval of Minutes – June 23, 2022
- III. Reports
 - A. KTA Chair
 - B. Commissioner’s Comments
 - C. Staff
 - D. City of Knoxville Director of Transit
 - E. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set Next Meeting for August 25, 2022 at City County Building

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

Minutes
KNOXVILLE TRANSPORTATION AUTHORITY
City County Building
Thursday, June 23, 2022 at 3:00 pm

I. Determination of Quorum

Chair Crouch called the meeting to order. Other Commissioners in attendance were as follows:

Vice Chair Richards
Commissioner Smith
Commissioner Hairr
Commissioner Brakewood
Commissioner Kirk

II. Approval of Minutes- May 26, 2022

Commissioner Smith made a motion to approve the minutes from May 26, 2022. Commissioner Hairr seconded that motion. All approved, motion carries.

III. Reports

A. KTA Chair

Chair Crouch acknowledged and thanked everyone involved in making May zero preventable accidents for the month. He went on to ask KAT staff to please let everyone involved in this know that the board appreciates it.

B. Commissioners' Comments

No commissioner comments reported.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne reported that KAT just finished the Triennial Review. This review comes up every three years. The FTA reviews transit agencies that receive federal funds. They look at several areas within the agency (ADA, Title VI, etc).

He added that they just finished and KAT has zero findings. That is remarkable for any agency at any time to have. KAT

has been fortunate in the last 3 years to have zero findings. He thanked KAT staff for doing an amazing job as well as TPO and the City staff.

He also noted that there has been an increase in ridership for the month of May. He added that KAT needs to reduce service. He stated that he did send an email to the board and wanted to highlight a couple of items.

KAT continues to have an ongoing workforce issue for the last 18 months ranging from 180 operator to 130 operators. There have been 66 employment offers, 31 of those have been hired. Everyone accepted that offer and 20 of those are still employed.

He added that there were several issues with the others who could not be hired - either they could not obtain a CDL's or they did not take the employment opportunity.

He added that year-to-date there has been 13,600 hours of overtime which is just over 2,000 hours a month.

KAT has been creative to encourage drivers to work overtime which has been somewhat successful but is still a struggle.

Attorney Lawhorn wanted to clarify what the process was for applying and driving a bus.

Mr. Thorne responded that when an operator is hired in and don't have their permit, that are trained to get their CDL (Commercial Drivers License). That takes about 6-8 weeks of training. After the training they are able to take their test to obtain a Commercial Drivers License. After that they are able to begin training on routes.

Some drivers learn during the training process that this is not the job for them and some stay.

Commissioner Smith inquired about the starting wage.

Mr. Thorne responded that it is \$16.40 per hour

Mrs. Woodiel -Brill added that one of the things that gets lost in the hourly wages is that there are great benefits plans. It adds about 30% to the salary.

Attorney Lawhorn added that negotiations with the union contract is on going.

Commissioner Smith asked about the recruiting process.

Mr. Thorne responded that recruiting is done through social media, billboards, and radio.

He added that the plan is to get the new contract finished then have a new recruitment process with the new wages. He also mentioned that KAT would like to have a special meeting for July 7, 2022 to vote on the reduction in service and a public hearing.

Attorney Lawhorn mentioned that under the bi-laws the chair or vice chair may call a special meeting.

Chair Crouch called a special meeting for July 7, 2022 in the Small Assembly Room at the City County Building. He also reminded the board that the KTA meeting on July 28, 2022 will be held at KAT in the Essie Johnson Community Room at 3pm.

Commissioner Brakewood inquired if there was a Title VI requirement.

Mr. Thorne responded that yes there is. He added that it will be discussed at the July 7th meeting.

Mrs. Woodiel-Brill added that it can be emailed ahead of time and then discussed at the meeting.

Commissioner Brakewood then asked what would be the timeframe on hiring more drivers and is there a plan to restore the service.

Mr. Thorne responded that he and the staff have discussed what the plan would be on the routes and the process to restore services.

Brakewood inquired if Routes 10- Sequoyah Hills and 19- Lakeshore/Lonas Connector would be completely eliminated and how does that fit into KATreimagined.

Mr. Thorne responded that these two are the lowest ridership routes and may be better to temporarily suspend them.

Mrs. Woodiel-Brill added that KATreimagined does not fit in with this process.

Mr. Thorne also added that he also spoke with Karen Estes at CAC and maybe they may be able to help with work related trips.

Commissioner Smith inquired about KAT's budget.

Mr. Thorne responded that KAT is not overbudget.

Vice-Chair Richards clarified that July 7th there would be a vote on the recommendation of reduction of services.

Mr. Thorne added that if approved the reduction date would happen on August 29, 2022.

ii. TPO Transit Planner

Mr. Burton reported that TPO has a program for all federal transportation dollars that come to our area whether it is transit, highways, greenways, or biking. TPO has what's called a Transportation Improvement Program, any federal dollars that come through this area have to go through a process.

He added that there are three sources of federal money that comes through our area. There is a Section 5307, which is divided through KAT, CAC, and ETHRA. There is 5033 money, which goes directly to KAT. And there is 5310 money that goes to TPO to be awarded to Human Service Agencies.

He also added that the public hearing for these funds is held on July 27, 2022 @ 9am and that the information would be posted on the website at www.knoxtpo.org.

Mr. Thorne added that the board would be presented with additional changes involving routing. It has been two years since KAT served the inside perimeter of West Town Mall. This was discussed last August, and since then KAT has been working with West Town Mall, the disability community

and the city. KAT is proposing going back into the mall and servicing the Belk's men store side in the parking lot off Gleason Drive.

IV. New Business

There was no new business discussed.

V. Old Business

There was no old business discussed.

VI. Public Comment

Mr. Sharwin Snelson of Carta Road commented on the LIFT, how does it effect the driver and negotiation window (30 minutes) and long wait times.

He added that those involved should listen to the drivers and have meetings with them. He asked management to look at this situation and see what could be done.

Ms. Tiara Wilson of Lay Ave, commented that she has been a proud rider for over 20 years. She added that now she is dependent upon KAT since 2015. She thanked the KAT staff and added that she has some suggestions and concerns. She said that there were no posting about the meeting. She suggested that KAT go to the high schools and seek employment for different jobs opportunities at KAT.

She added that she agrees with Mr. Smelson that the bus drivers and that they are the first line. Many of them are saying that they feel like that are not being heard.

VI. Set Next Meeting and Adjourn

The next meeting was set for July 7, 2022 at 3:00 pm in the Small Assembly Room at the City County Building and the July 28, 2022 meeting is set for 3:00 p.m. at KAT in the Essie Johnson Community Room.

Respectfully submitted,

Mary Smith-Bell

KTA Recording Secretary

INDYA KINCANNON
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA
KNOXVILLE TRANSPORTATION AUTHORITY
Thursday, June 7, 2022

City County Building

CHRIS CROUCH
CHAIR
JIM RICHARDS
VICE-CHAIR
MARY SMITH-BELL
RECORDING SECRETARY
SANDY BOOHER
TOMMY SMITH
MARK HAIRR
DOUGLAS LAWYER
CANDACE BRAKEWOOD
KIMBERLY WATKINS
CHRISTI KIRK
JOHN LAWHORN
ATTORNEY TO K.T.A.

- I. Determination of Quorum
- II. Public Hearing: Proposed Service Reductions and Changes for August 2022
- III. New Business: Proposed Service Reductions and Changes for August 2022
- IV. Public Comments
- V. Next Meeting July 28, 2022 @ Knoxville Station

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

Minutes (Special Meeting)
KNOXVILLE TRANSPORTATION AUTHORITY
Thursday, June 7, 2022

I. Determination of Quorum

Chair Crouch called the special meeting to order. Commissioners in attendance were as follows:

Vice Chair Richards
Commissioner Hairr
Commissioner Lawyer
Commissioner Brakewood
Commissioner Kirk

Chair Crouch said that the topic of this meeting is for proposed service reductions. He added that this is not a local problem. According to an American Public Transportation Association survey, more than 92% of public transit agencies are having difficulties hiring new workers, 66% have difficulties containing employees and 71% of the agencies that responded have had to cut services.

He went on to say that the most effective recruiting method was employee recommendations.

He also added that he had several questions for KAT staff.

- 1) Is it a general work issue?
- 2) What is the current number of workers needed?
- 3) What steps have been taken so far to address the problems?
- 4) Summarize how the proposed reduction was selected
- 5) What is going on with recruitment?
- 6) Is there an alternative for riders that ride Routes 10- Sequoyah Hills and 19- Lakeshore/Lonas Connector?
- 7) Is the problem getting worse or better?

Mr. Thorne responded that this is a workforce shortage mainly due to operator shortage. KAT has 154 operators but needs 200 to operate full service, which has not happened since Nov. 2020.

He added that over the past 6 months, KAT gave 66 offers of employment, hired 31 of those as operators and have 20 still employed with KAT. He added that over the last 6 months there have been 13,600 hours of overtime to maintain the service currently provided. It had been very difficult. KAT is currently trying to hire additional employees.

He went on to say that KAT looked at routes and wanted to keep main routes as much as possible trying to cut back at night.

Mrs. Woodiel-Brill added that KAT is trying to be as strategic as possible to have impact on the fewest number of people.

Mr. Thorne added that most of the recruitment is through social media, radio ads and bill boards. He also added that KAT has spoken with Knox County CAC Transit's Director Karen Estes and they are working with KAT to help out with this process. We are trying to focus on trips to and from work.

Mr. Thorne ended by saying that there has been a little improvement on people leaving but he does not know if it is getting better.

Commissioner Brakewood inquired about a follow-up on a question regarding recruiting and employee referrals.

Mr. Thorne responded that 12 months ago KAT hired two referrals and gave a bonus to the employees who gave the referral if the employee made it through training.

He ended that it was a wage issue and KAT is trying to address it through negotiations with the union.

Commissioner Brakewood asked if the wage would be increased and if so how much to be more competitive.

Attorney Lawhorn responded that negotiations with the union are ongoing. He added that wages are at the top of the list.

Mr. Thorne added that KAT's starting wage is lower than others around TN other than Chattanooga.

Vice-Chair Richards inquired if this was a financial issue or a resource issue.

Mr. Thorne answered that this is a workforce issue not a financial issue.

Chair crouch inquired about other requirements for employment.

Mr. Thorne responded that the requirements are age (21 or older) and a high school diploma or GED.

Mr. Thorne also added that KAT has read over the comments and has made an adjustment to extend Route 42- UT/Fort Sanders Hospital. This particular bus will end at 11:10 pm at Knoxville Station Transit Center after the last full bus leaving KSTC at 10:15 pm. That was added as a part of the resolution.

Public Comments for the Public Hearing process were heard:

Tyler Givens commented that he thinks that the reason for the shortage and wages for drivers is financial, budget and a funding issue.

Ms. Sharon McGibben commented that she lives in the Western Heights area and rides Route 12- Western Ave. She would like to see bonuses (incentives) for years of services. She went on to comment that it seems that drivers are upset with management. She added that supervisors should drive a shift they would see how it feels. Another thing would to hold a meeting with drivers (twice a day) and listen to what they are saying.

Benjamin Kredich commented that he started taking Route 10- Sequoyah Hills bus in 2017. He added that his drivers (Tameka, Tina and Leonard) has always been kind to him. He added that he understands why his bus has to disappear for a while but he does not want it to go away forever. He ended that Route 11- Kingston Pike is sketchy for him to take and it is not safe.

Miles Kredich commented that this bus helps his brother, Benjamin, out and he really thinks this is also a financial issue

Mrs. Woodiel-Brill reminded the board of the two different proposals. The service reduction which warrants a public hearing but there are also two route changes that do not merit a public hearing but are also lumped into this special meeting. She also reminded the board that she had sent the Title VI Report on these changes in an email earlier.

Mrs. Woodiel-Brill read the resolution to the board.

Commissioner Lawyer commented that we are in an unprecedented state of workforce shortage. The economy is in unprecedented state. This is a KAT issue and a community issue to help get the word out that there are job opportunities at KAT.

II. Public Hearing: Proposed Service Reductions and Changes for August 2022

Commissioner Lawyer made a motion to approve the public hearing section of the resolution for proposed service reductions for August 2022. Commissioner Hairr seconded that motion. All in favor. Motion approved.

III. New Business: Proposed Service Reductions and Changes for August 2022

Mr. Thorne added that two small route adjustment to the proposal. Route 11- Kingston Pike is not currently going into the West Town Mall area but this proposal is to go into the West Town Mall area and service it outbound only via Gleason Drive.

He added that the other change is on Route 12-Western Avenue, instead of using Arthur to Boyd, KAT is using 5th Avenue to University Avenue through the Mechanicsville area.

Commissioner Brakewood made a motion to approve the proposed route changes for August 2022. Vice-Chair Richards seconded that motion. All in favor. Motion approved.

IV. Public Comments

No other public comments were discussed.

V. Set Next Meeting and Adjourn

Next Meeting will be July 28, 2022 @ Knoxville Station in the Essie Johnson Community Room at 3:00pm.

Respectfully submitted,
Mary Smith-Bell
KTA Recording Secretary.



KNOXVILLE AREA TRANSIT
ROUTE PERFORMANCE REPORT
 June, 2022

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	395	0.2%	1,001	0.5%	101	0.6%	0.39	3.92
11	Kingston Pike	19,775	12.4%	20,680	9.9%	1,731	11.1%	0.96	11.42
12	Western Ave	14,975	9.4%	17,895	8.6%	1,352	8.6%	0.84	11.08
13	Beaumont	1,343	0.8%	3,885	1.9%	283	1.8%	0.35	4.74
16	Cedar Bluff Connector	2,940	1.8%	4,802	2.3%	378	2.4%	0.61	7.78
17	Sutherland/Bearden	6,380	4.0%	10,669	5.1%	822	5.3%	0.60	7.76
19	Lakeshore/Lonas Connector	394	0.2%	4,822	2.3%	284	1.8%	0.08	1.39
20	Central Ave/Clinton Hwy	11,140	7.0%	13,806	6.6%	853	5.4%	0.81	13.06
21	Lincoln Park	2,780	1.7%	4,505	2.2%	354	2.3%	0.62	7.86
22	Broadway	25,054	15.7%	18,779	9.0%	1,404	9.0%	1.33	17.85
23	Millertown	4,477	2.8%	8,593	4.1%	726	4.6%	0.52	6.17
24	Inskip/Breda Rd	3,108	2.0%	6,381	3.1%	461	2.9%	0.49	6.74
30	Parkridge	2,974	1.9%	3,367	1.6%	265	1.7%	0.88	11.24
31	Magnolia Ave.	16,291	10.2%	13,431	6.5%	1,130	7.2%	1.21	14.42
32	Dandridge	4,187	2.6%	7,933	3.8%	509	3.2%	0.53	8.23
33	M.L.K.	3,289	2.1%	8,213	4.0%	645	4.1%	0.40	5.10
34	Burlington	4,654	2.9%	11,758	5.7%	804	5.1%	0.40	5.79
40	South Knoxville	2,774	1.7%	6,049	2.9%	431	2.7%	0.46	6.44
41	Chapman Hwy	16,083	10.1%	14,104	6.8%	863	5.5%	1.14	18.64
42	UT/Ft Sanders Hospitals	5,214	3.3%	6,455	3.1%	806	5.1%	0.81	6.47
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Vestal	4,447	2.8%	5,218	2.5%	364	2.3%	0.85	12.22
90	Crosstown	6,400	4.0%	15,524	7.5%	1,096	7.0%	0.41	5.84
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		159,074		207,870		15,660		0.77	10.16
82	Trolley (Orange Line)	7,179	27.0%	6,178	41.8%	984	43.3%	1.16	7.29
84	Trolley (Green Line)	6,327	23.8%	4,068	27.5%	696	30.6%	1.56	9.10
86	Trolley (Blue Line)	13,117	49.3%	4,526	30.6%	593	26.1%	2.90	22.10
SUB TOTAL TROLLEY SERVICES		26,623		14,771		2,273		1.80	11.71
TOTAL PASSENGERS WITH TROLLEYS		185,697		222,641		17,933		0.83	10.36
LIFT SERVICE		7,012		45,091		3,014		0.16	2.33
TOTAL SCHEDULED SERVICES		192,709		267,732		20,947		0.72	9.20
TOTAL CHARTER SERVICES		686		215		35		3.19	19.60
GRAND TOTAL ALL KAT SERVICES		193,395		267,947		20,982		0.72	9.22



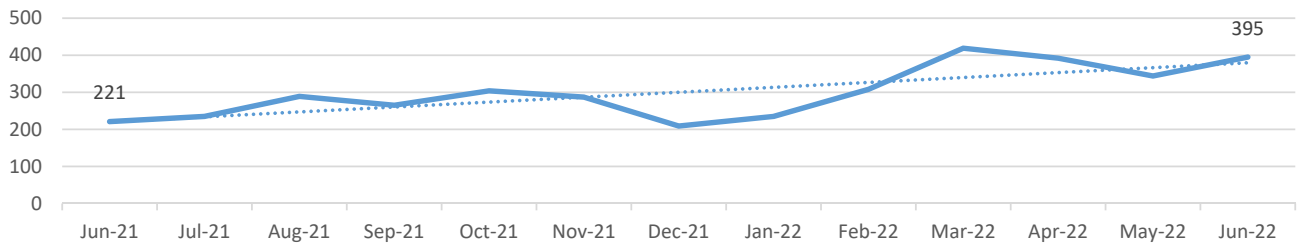
KNOXVILLE AREA TRANSIT

SYSTEM PERFORMANCE REPORT

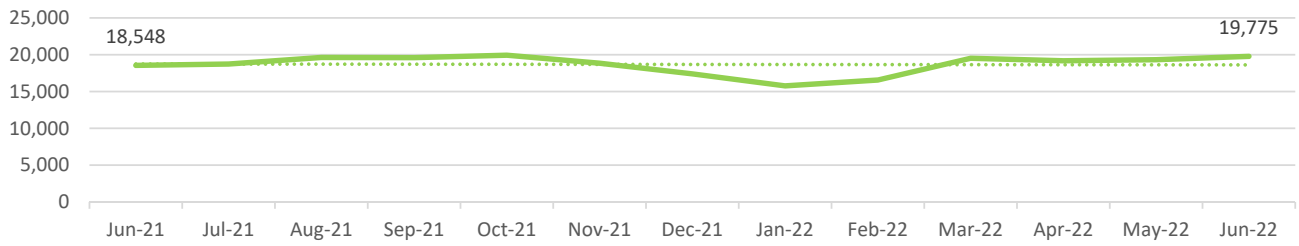
June, 2022

	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	185,697	155,084	20%	1,984,743	2,139,001	-7%
System Generated Revenue				\$938,882	\$461,681	103%
Revenue Veh. Miles	222,641	195,071	14%	2,448,096	2,537,774	-4%
Revenue Veh. Hours	17,933	15,686	14%	197,935	204,463	-3%
Passengers/Mile	0.83	0.80	5%	0.81	0.84	-4%
Passengers/Hour	10.36	9.89	5%	10.03	10.46	-4%
Preventable Accidents	0	0	0%	0	11	-100%
Mechanical Road Calls	22	31	-29%	230	236	-3%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.43	-100%
Miles/Road Failure	10,120	6,293	61%	10,644	10,753	-1%
DEMAND RESPONSE						
					0	
Total Passengers	7,012	6,191	13%	77,264	64,221	20%
System Generated Revenue				\$127,073	\$50,067	154%
Revenue Veh. Miles	45,091	40,706	11%	507,349	439,657	15%
Revenue Veh. Hours	3,014	2,930	3%	35,419	32,995	7%
Passengers/Mile	0.16	0.15	2%	0.15	0.15	4%
Passengers/Hour	2.33	2.11	10%	2.18	1.95	12%
Preventable Accidents	0	0	0%	0	2	-100%
Mechanical Road Calls	6	6	0%	17	26	-35%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.45	-100%
Miles/Road Failure	7,515	6,784	11%	29,844	16,910	76%
CHARTER SERVICE						
					0	
Charters	686	286	140%	7,324	1,291	467%
Sports Charters	0	0	0%	12,819	0	0%
Total Passengers	686	286	140%	20,143	1,291	1460%
Revenue						0%
Football Shuttle Charters				\$92,011	\$0	0%
Trolley Charters				\$28,375	\$15,375	85%
Total Miles	215	143	50%	8,576	865	891%
Total Hours	35.0	33.0	6%	1,647	143	1056%

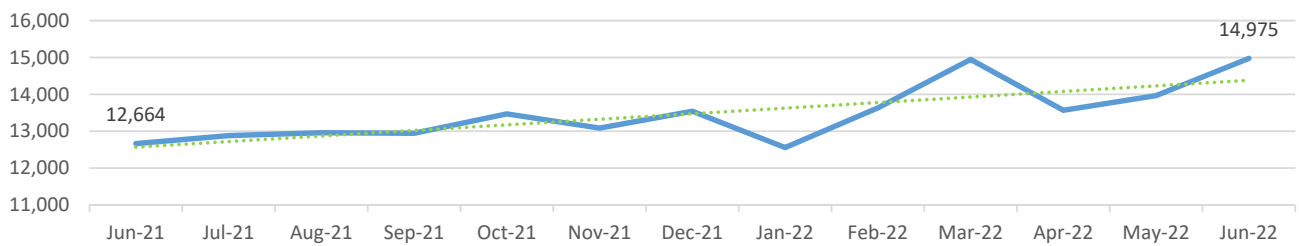
10 - Sequoyah Hills



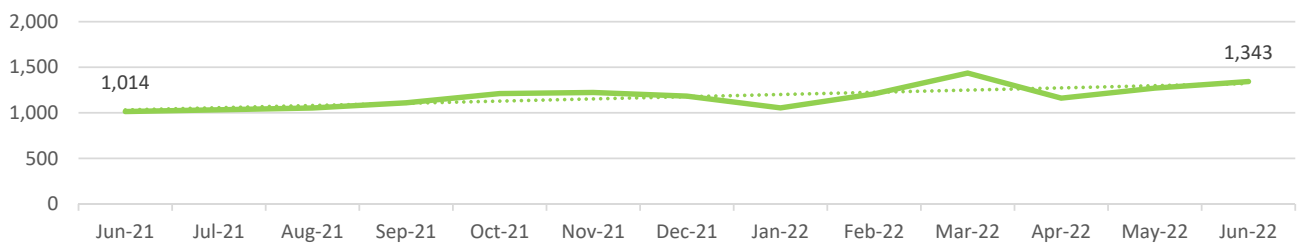
11 - Kingston Pike



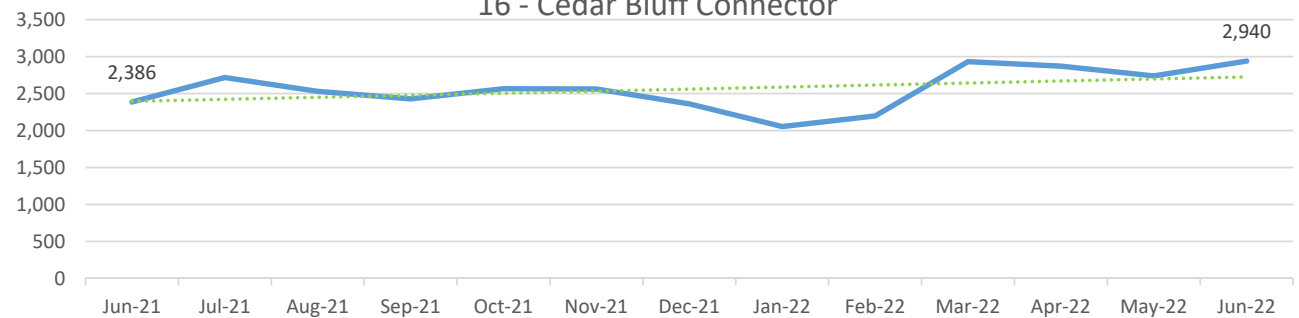
12 - Western Ave

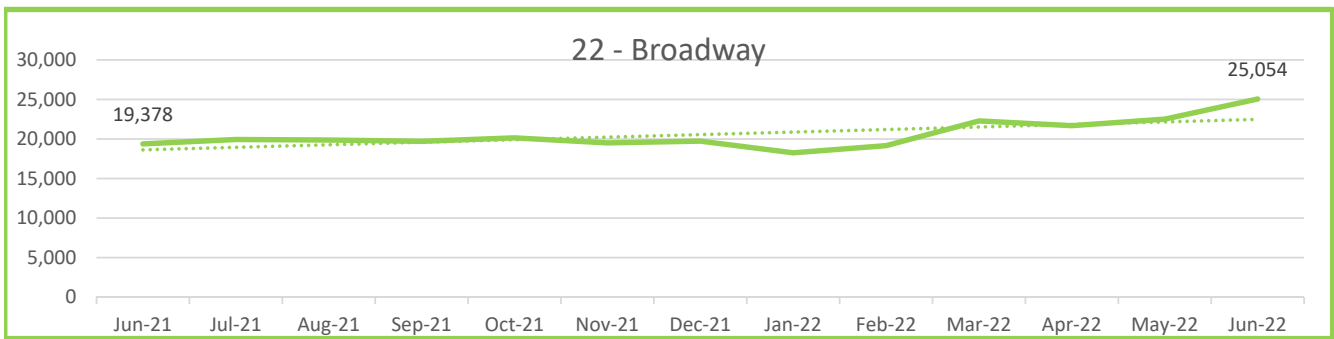
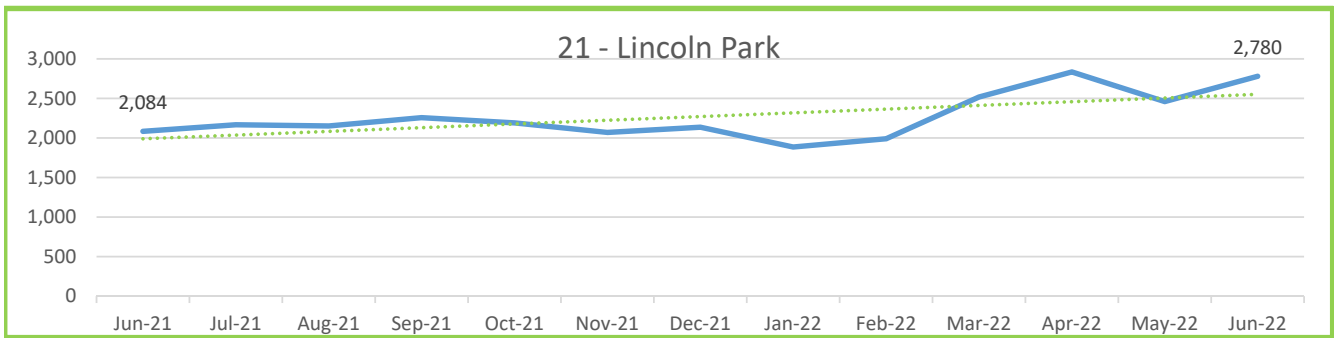
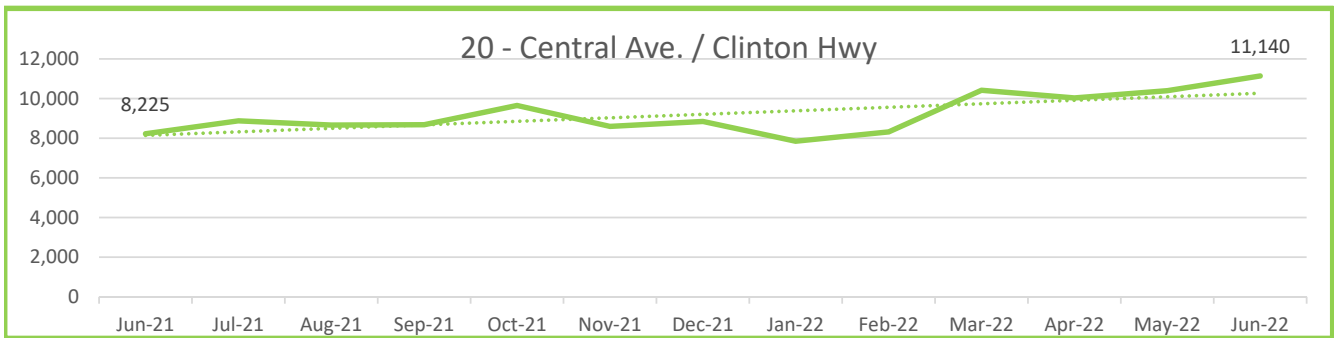
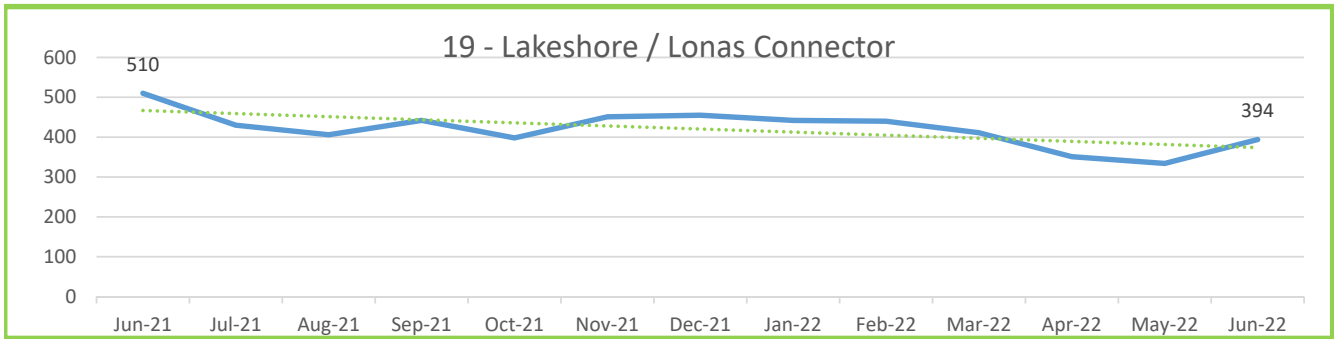
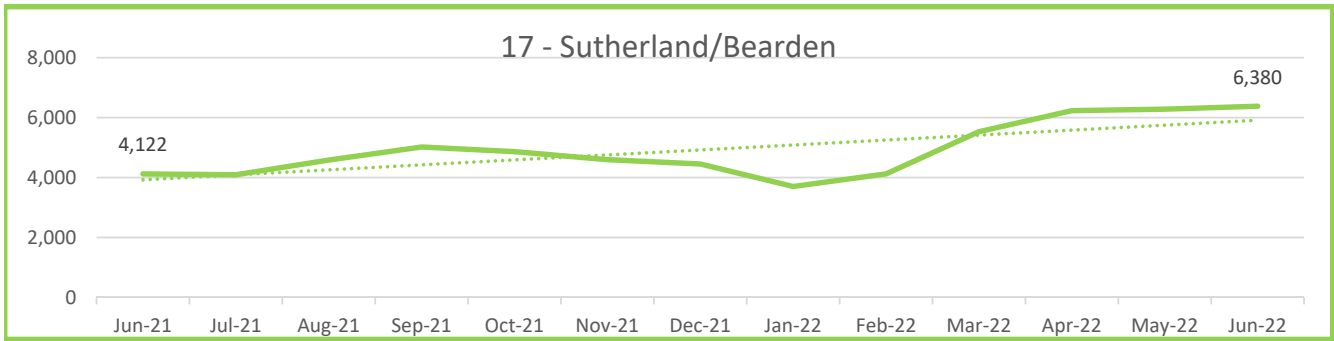


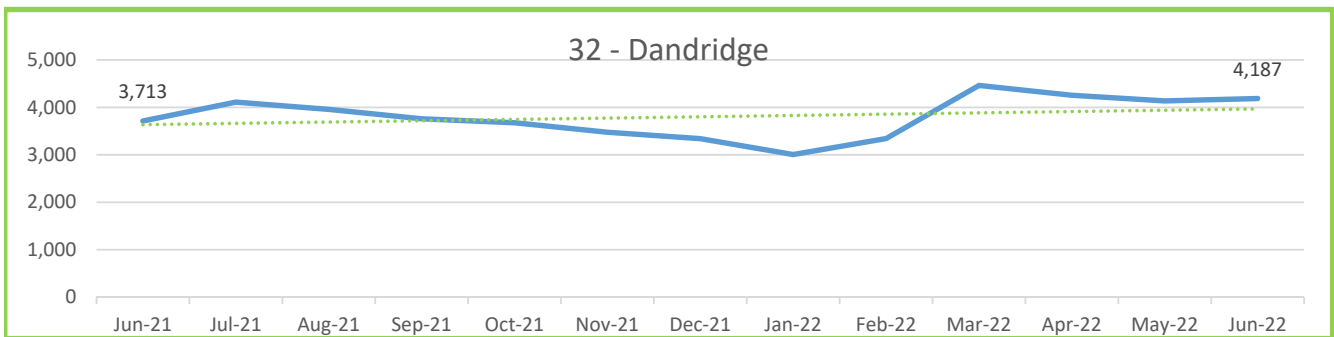
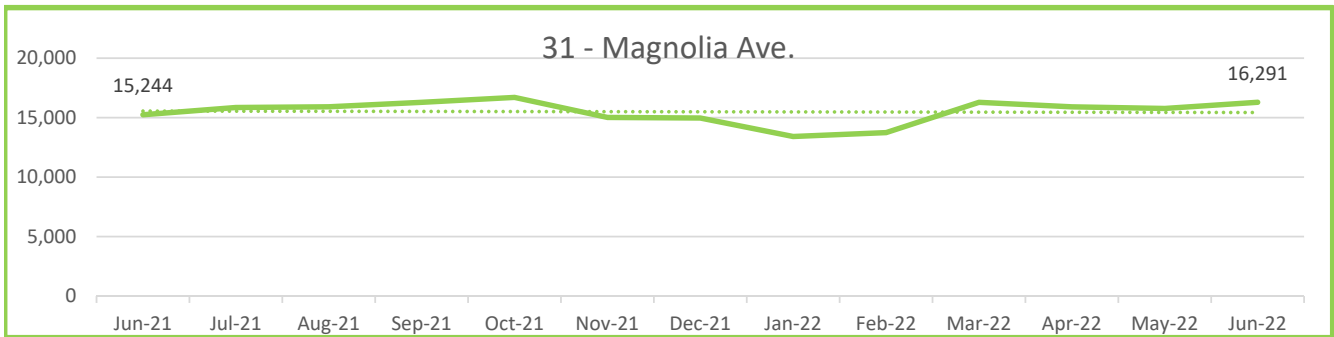
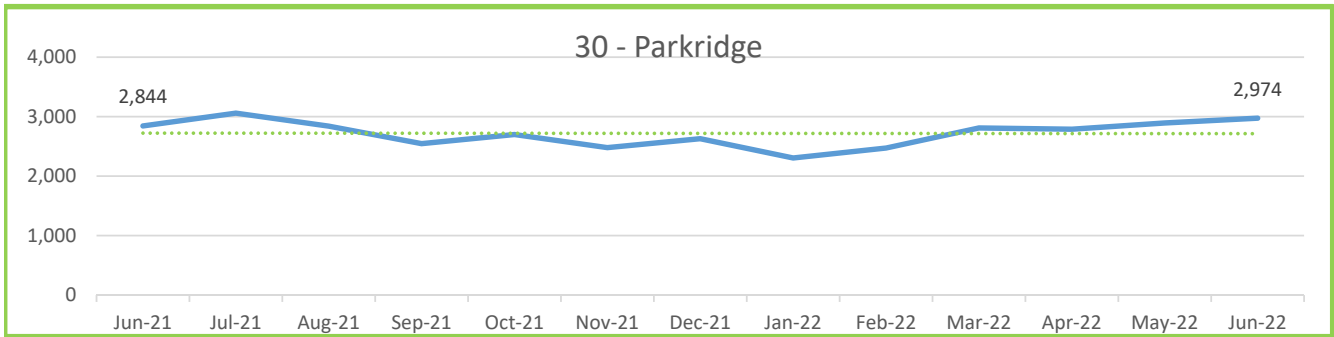
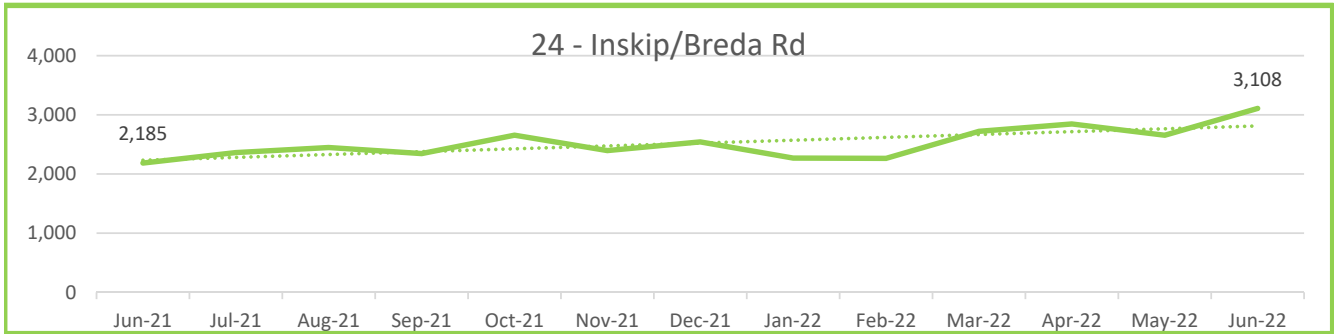
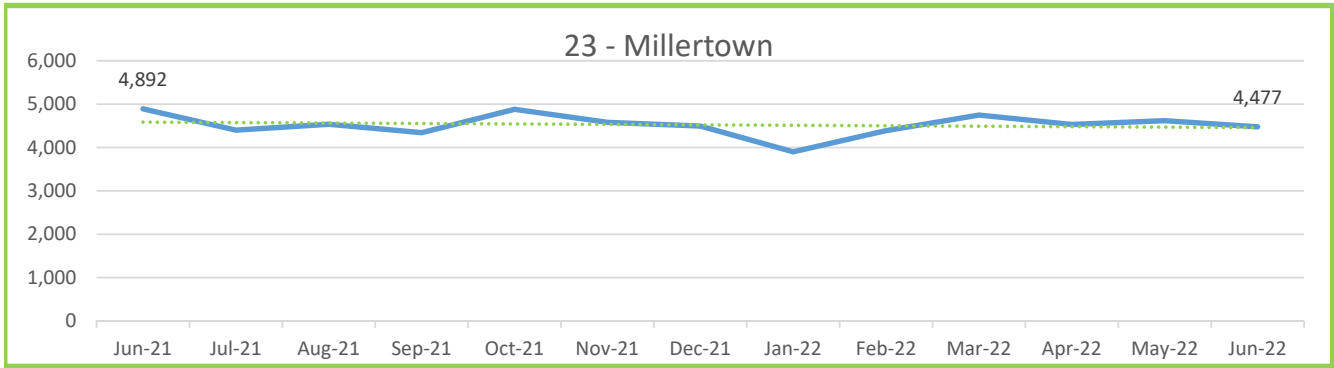
13 - Beaumont

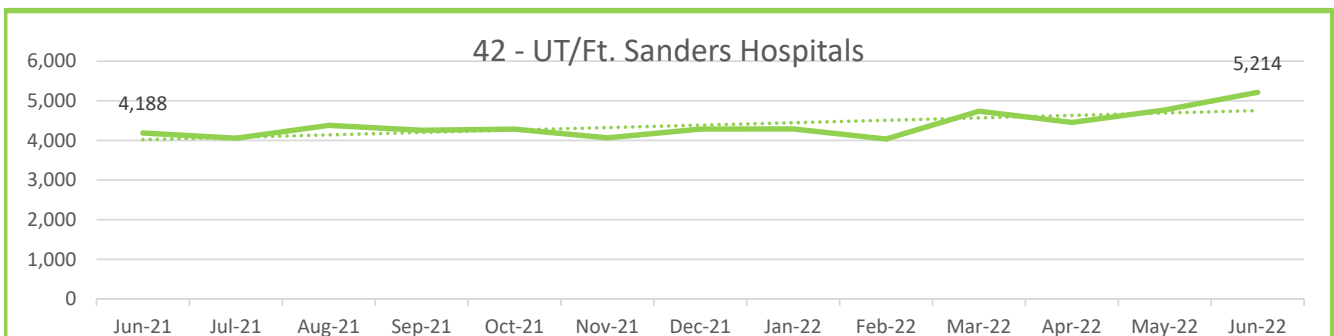
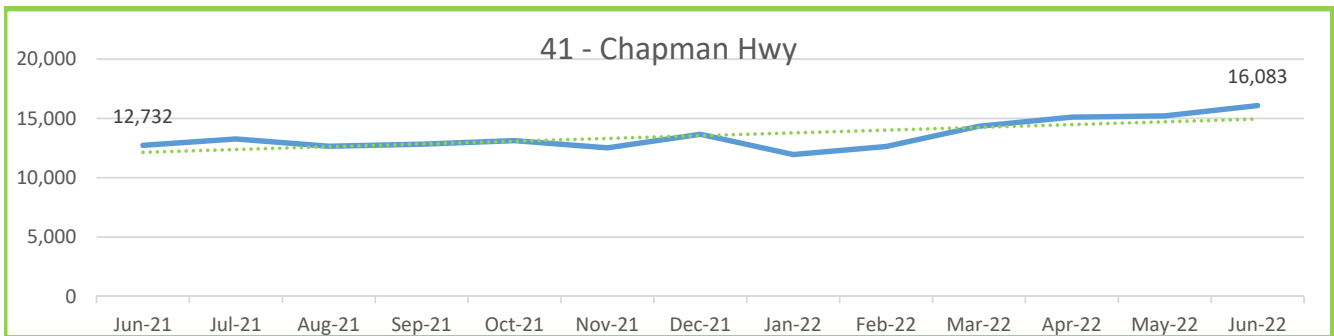
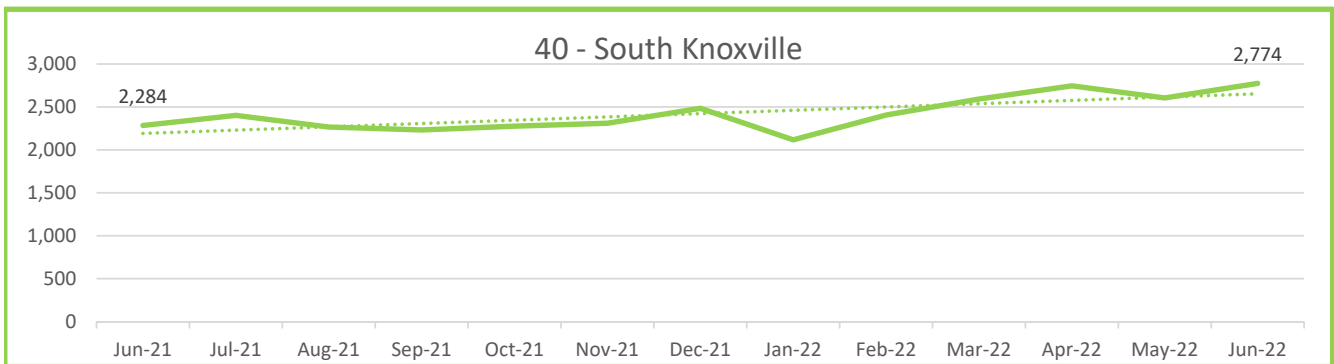
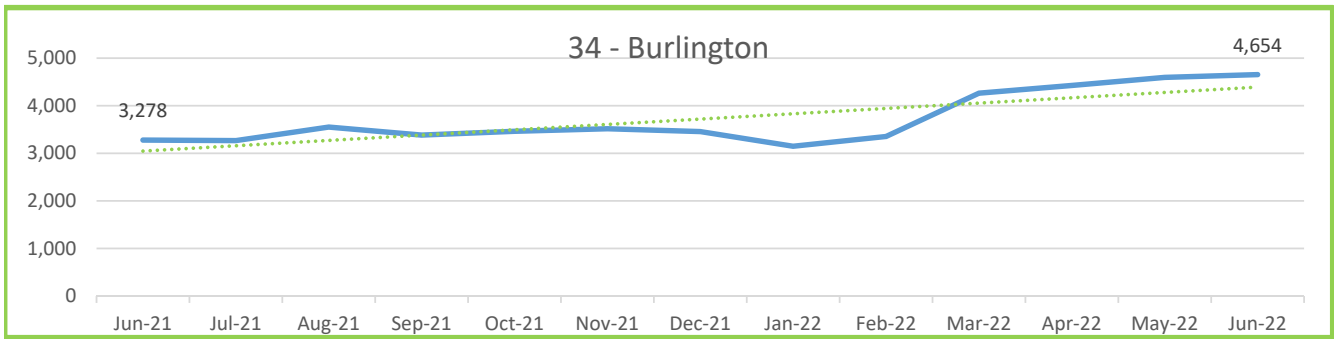
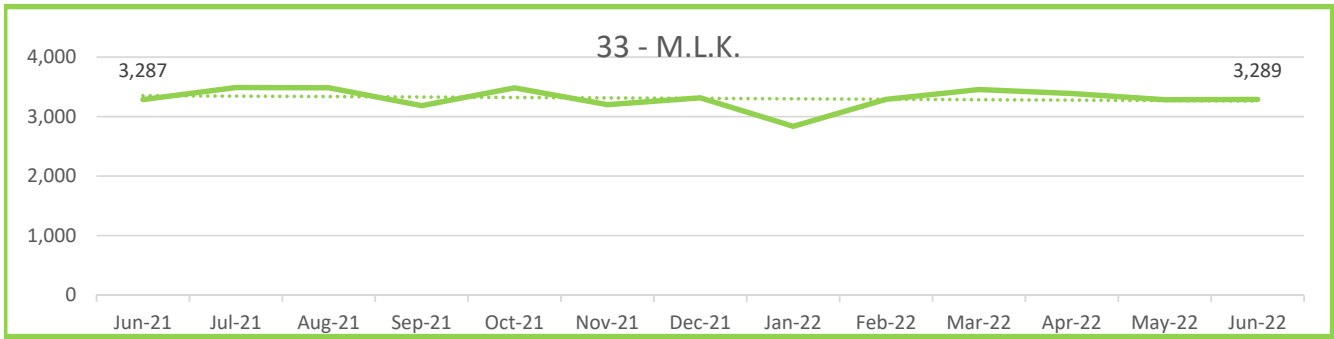


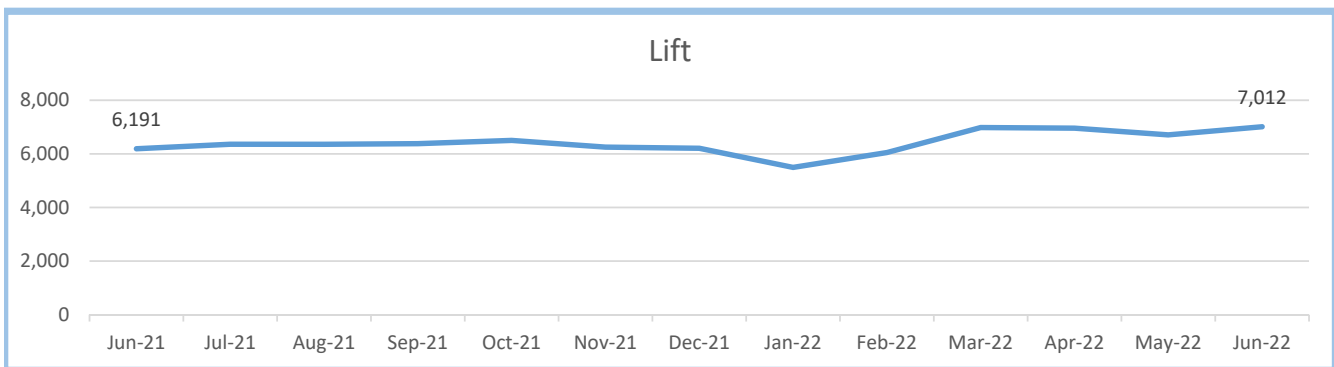
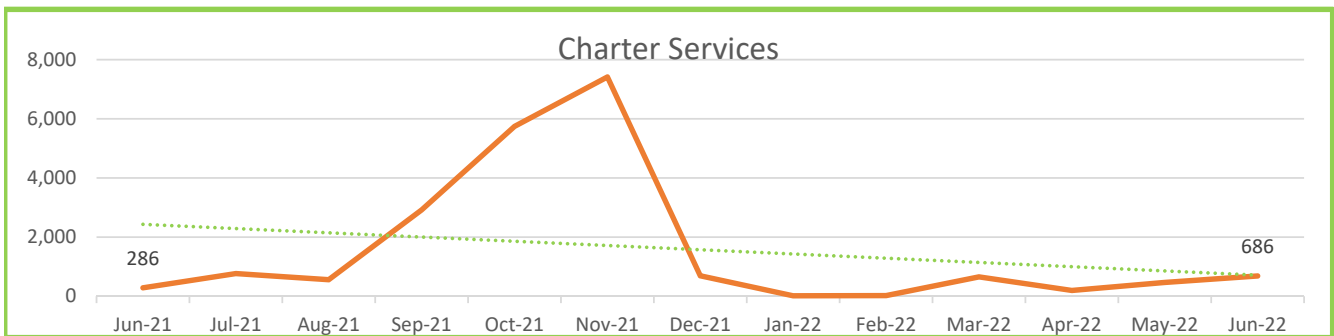
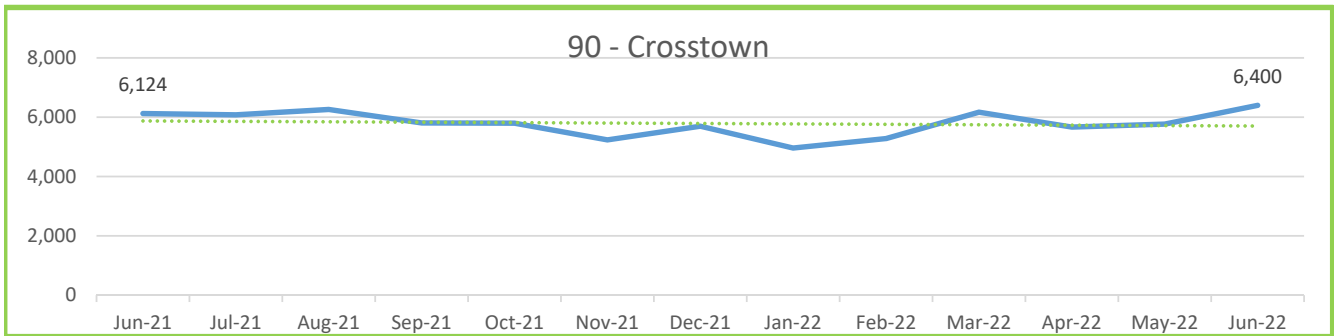
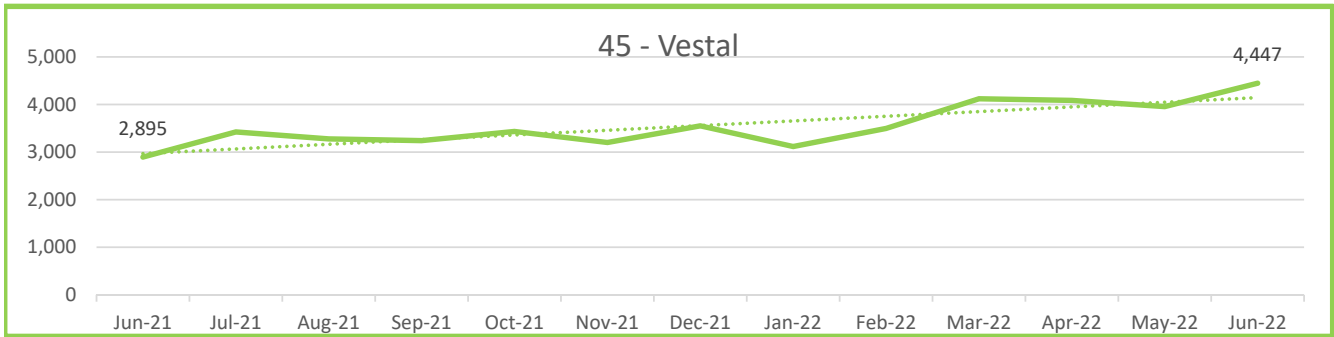
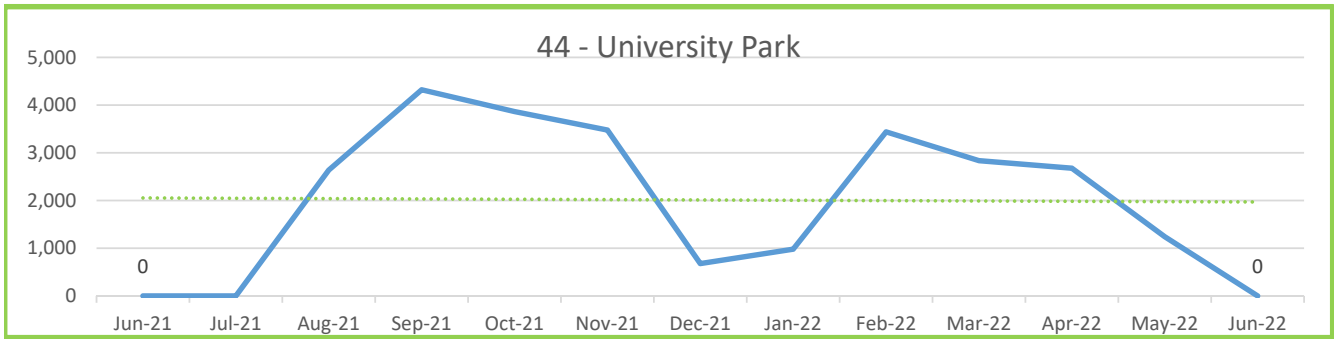
16 - Cedar Bluff Connector



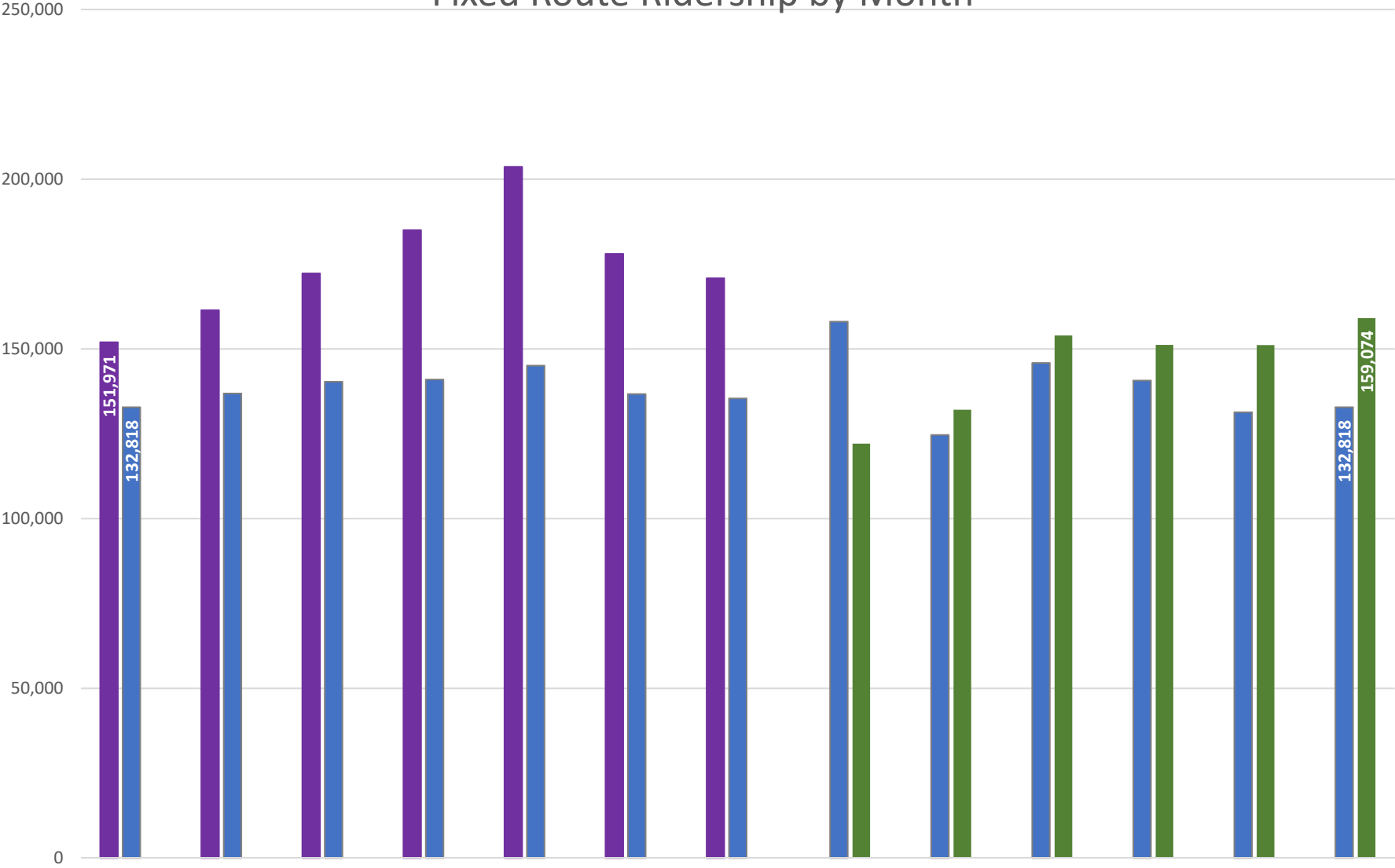






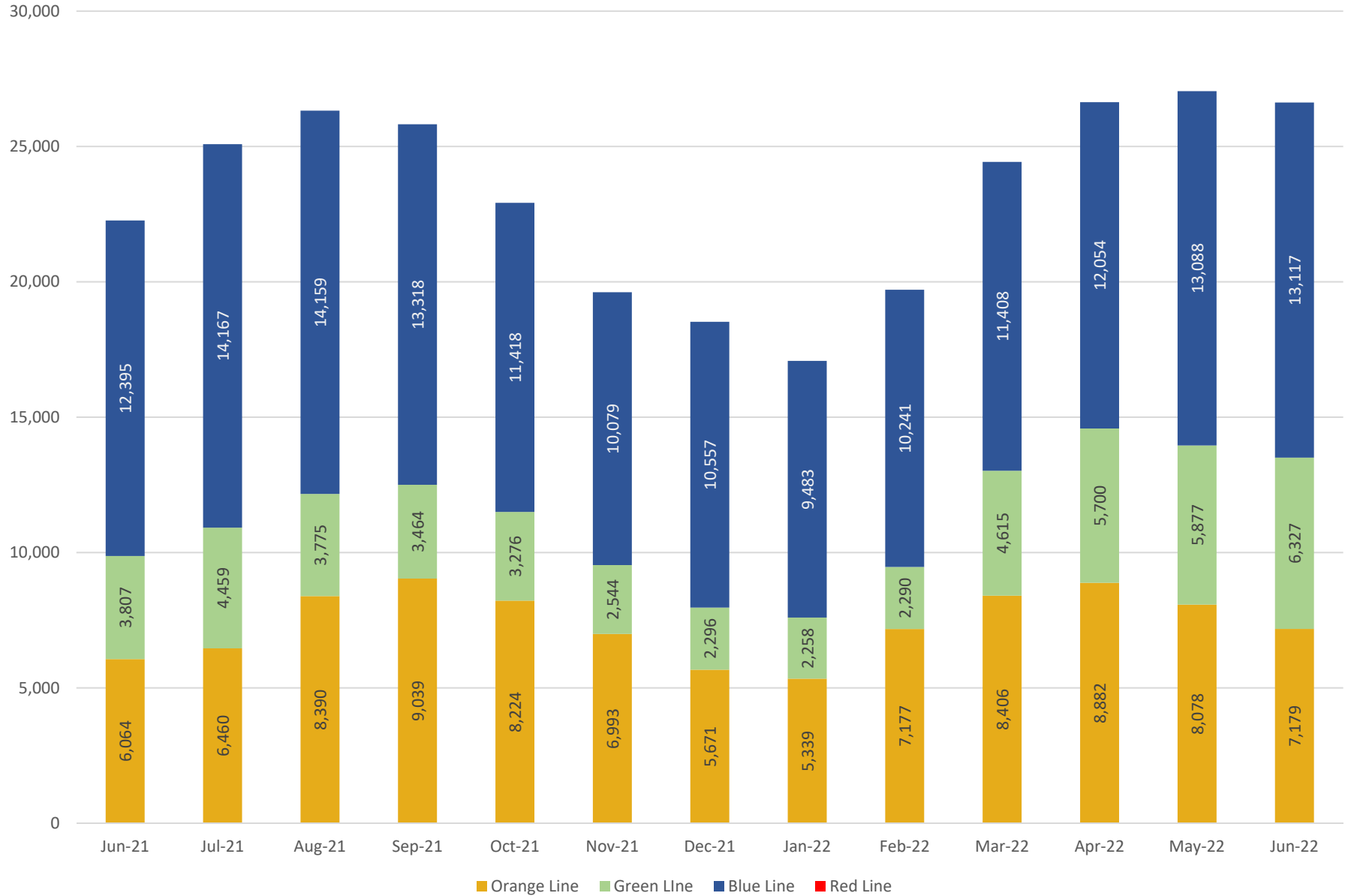


Fixed Route Ridership by Month



■ 2020 ■ 2021 ■ 2022

Trolley Ridership



June 2022 System Ridership by Route

