

# Knoxville Transportation Authority

Meeting Date: Thursday, December 15, 2022



Monthly Report  
November 17, 2022

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INDYA KINCANNON  
MAYOR  
(865)215-2040



**CITY OF KNOXVILLE**  
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA

KNOXVILLE TRANSPORTATION AUTHORITY

Thursday, December 15, 2022

City County Building, Main Assembly Room

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

- I. Determination of a Quorum
- II. Approval of Minutes – November 17, 2022
- III. Reports
  - A. KTA Chair
  - B. Commissioner's Comments
  - C. Staff
    - i. City of Knoxville Director of Transit
    - ii. TPO Transit Planner
- IV. New Business
  - A. Public Transportation Agency Safety Plan Recommendation
  - A. Old Business
  - B. Public Comments
  - C. Set Next Meeting for January 26, 2023 and Adjourn

*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, November 17, 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 Lawyer  
Commissioner Brakewood

**II. Approval of Minutes- October 27, 2022**

Commissioner Brakewood made a motion to approve the minutes from October 27, 2022 meeting. Commissioner Lawyer seconded the motion. All approved motion passed.

**III. Reports**

**A. KTA Chair**

Chair Crouch mentioned that Mrs. Becca James does a good job on the media for KAT and he appreciates it.

**B. Commissioners' Comments**

There were no commissioner comments discussed.

**C. Staff**

**i. City of Knoxville Director of Transit**

Mr. Isaac Thorne reported that ridership this month was up 15.2% on fixed routes, 4.7% on trolleys and a slight decrease

in LIFT ridership. He also mentioned that the holiday schedule for Thursday, November 24<sup>th</sup>, Thanksgiving Day, KAT will be closed and on Friday, November 25, 2022, KAT will operate on a Sunday schedule.

He went on to mention that they are bringing in the largest class of operators so far. There will be 20 new hires in the class starting on November 28, 2022.

Chair Crouch asked about the comparison with drivers overall.

Mr. Thorne answered that KAT would have about 170 total operators if everyone tests out. KAT is 30 drivers away but we are still better off today, if these individuals test out, than we were 4 months ago.

## **ii. TPO Transit Planner**

There was no TPO Transit Planner business discussed.

## **IV. New Business: Presentation of Title VI Plan with Resolution**

Doug Burton reported that at the last meeting this board adopted a portion of this Title VI program and today the entire program will be explained. This deals with Title VI for KAT.

Mr. Burton went on to mention that Title VI of the Civil Rights Act of 1964 says that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance on the grounds of race, color, or national origin.

The FTA (Federal Transit Administration) has had a long standing compliance program. There is a circular of several hundred pages of all the different requirements KAT and other agencies must meet. There must be a compliance report every three years.

The FTA changed the Title VI Circular in 2012. The requirements are broken down in 3 sections: General, Fixed Routes Provider, and Providers with 50 vehicles in peak services.

Mr. Burton went on to review various aspects of the plan, first explaining the Demographic Data and Service Maps. He added that the Title VI service area is ½ mile of either side of a fixed route (no holes). This is different from the City of Knoxville limit. This is also different from the federally required ADA Paratransit Service area (3/4 mile of either side of a fixed route (no holes)).

He added that there is also Demographic Data for KAT Service Area conducted by the U.S. Census Bureau 2016 -2020 American Community Survey and is as follows:

City of Knoxville Population 192,684 (2021 Census estimate)  
(½ mile buffer area).

Race Demographics:

KAT Service Area	Total Population	163,886
• White (NH)	116,387 (71%)	
• Black/African American (NH)	29,167 (17.8%)	
• Asian (NH)	3,199 (2%)	
• Other (NH)	6,015 (3.7%)	
• Hispanic	9,118 (5.6%)	

Total minority population is 47,449 (29%) (28.8% in 2017 report, 30.3% in 2020 report)

Mr. Burton went to to report that the same strategy has to be used for the low income population.

Property Status Demographics

- Total population 156,319
- Population with income below proverty level is 37,819 (24.2%) (29% in the 2020 report)

FTA also requires population by language spoken at home by ability to speak English (population 5 years old and over)

- Total population 155,003
- English only 142,789 (92.1%)
- Non-English 12,214 (7.9%)
- Spanish 5,843 (3.8%) (4.4% in the 2020 report)
- Spanish- speak English less that very well 2,710 (1.7%)
- Some other language 6,371 (4.1%)

Mr. Burton also reported that KAT has to look at who's riding the bus. Every 5 years KAT has to conduct a survey on demographic ridership. The most recent survey was a part of KAT Reimagined. This survey was also included as a part of Title VI.

KAT's last survey was a Title VI On-Board survey (published December 2021) It was conducted in October-November 2021 by consulting firm ETC Institute.

Race/ Ethnicity of survey respondents weekday ridership:

- White 57.4%

• Black/African American	31.8%
• Hispanic/Latino	4.3%
• Asian	3.4%
• Two or more races	3.0%
• Other	0.1%
Grand total	100.0%

Mr. Burton also gave statistics of household income and language spoken in those households. He also elaborated on the proficiency of those languages in those households of KAT’s service areas.

Mrs. Woodiel-Brill reviewed locations where Title VI statements are posted as well as outreach activities with the goals of increasing transit exposure through events, partnerships and programs that are targeted to specific audiences and are helping KAT understand the best incentives for increasing ridership while also educating the public about transit.

She also discussed another part of the Title VI Program, the Language Assistance Plan which uses data to determine target populations, and then discusses methods KAT uses to ensure that language is not a barrier to transit use.

Mrs. Woodiel-Brill ended by saying that KAT is always grateful to Mr. Burton and his team for their help to put all this together.

No questions from the board.

Mrs. Woodiel-Brill read the resolution for the Title VI Program:

**A Resolution of the Knoxville Transportation Authority  
verifying review and approval of the KAT Title VI Program**

WHEREAS, Knoxville Area Transit (KAT) is the provider of fixed-route public transportation in the Knoxville Urbanized Area; and

WHEREAS, FTA Circular 4702.1B requires that public transportation providers submit a Title VI Program document to the Federal Transit Administration every three years; and

WHEREAS, FTA Circular 4702.1B further requires that the governing board of said public transportation provider review and approve the Title VI Program; and

WHEREAS, KAT and TPO staff have developed and presented the required Title VI Program;

**NOW, THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):**

**SECTION 1:** The KTA hereby acknowledges its receipt, review and approval of the Title VI Program for KAT

**SECTION 2:** This Resolution shall take effect from and after its passage.

Commissioner Smith made a motion to approve the resolution. Commissioner Lawyer seconded the motion.

The board was unanimous.

**V. Old Business**

There was no old business

**VI. Public Comment**

Ms. Arlene Gnoose mentioned that she is a regular rider and she heard that KAT had a program to have a credit card. If you purchase a pass and you use it but instead of her coming to get another pass every month it would notify her that that pass was expired and now it is time to swipe her credit card to upload her pass therefore, she can continue riding. She wanted information on that and to see how far KAT is in getting something like that in Knoxville.

Mr. Thorne responded that KAT is in the process of ticketing and smartcards has been in conversations with vendors but these is no roll out date .

**VII. Set Next Meeting and Adjourn**

The next meeting was set for January 26, 2022 at 3:00 p.m. at the City County Building Main Assembly Room.

Respectfully submitted,

Mary Smith-Bell

KTA Recording Secretary



DATE: December 15, 2022  
TO: Knoxville Transportation Authority  
FROM: Isaac Thorne  
SUBJECT: Amended Public Transportation Agency Safety Plan

**Recommendation:** That the Knoxville Transportation Authority approve the amended Public Agency Safety Plan per the changes to 49 U.S.C. Section 5329(d) under the Bipartisan Infrastructure Law.

**Background:** The Public Transportation Agency Safety Plan (PTASP) final rule (49 C.F.R. Part 673) requires certain operators of public transportation systems that are recipients of Federal Transportation Administration grant funds to develop safety plans that include the processes and procedures necessary for implementing Safety Management Systems (SMS). KAT developed the original Public Agency Safety Plan and it was approved by KTA in October 2019.

**Key Points:** The below items of the Agency Safety Plan have been updated to reflect changes under the Bipartisan Infrastructure Law:

- KAT Safety Committee approval of the ASP and date of Approval
- Risk reduction program for transit operations to improve safety by reducing the number and rates of accidents, and injuries.
- Comprehensive safety training program



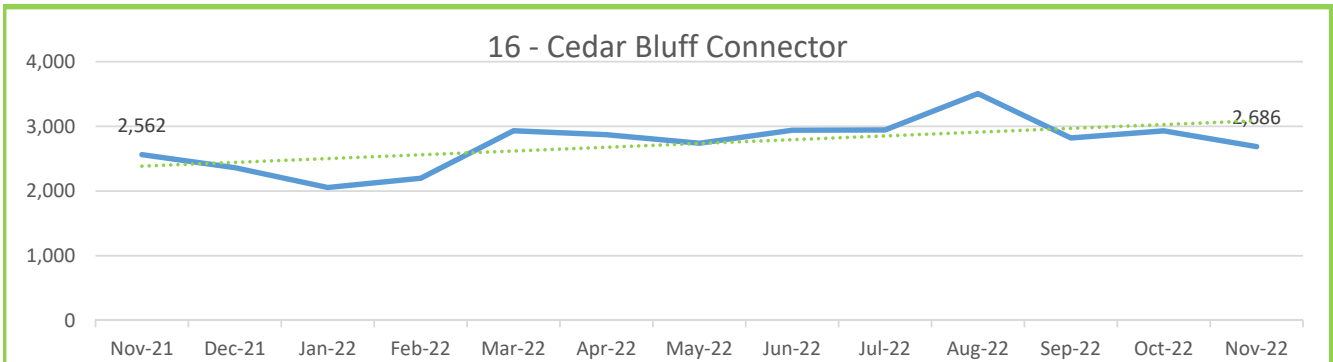
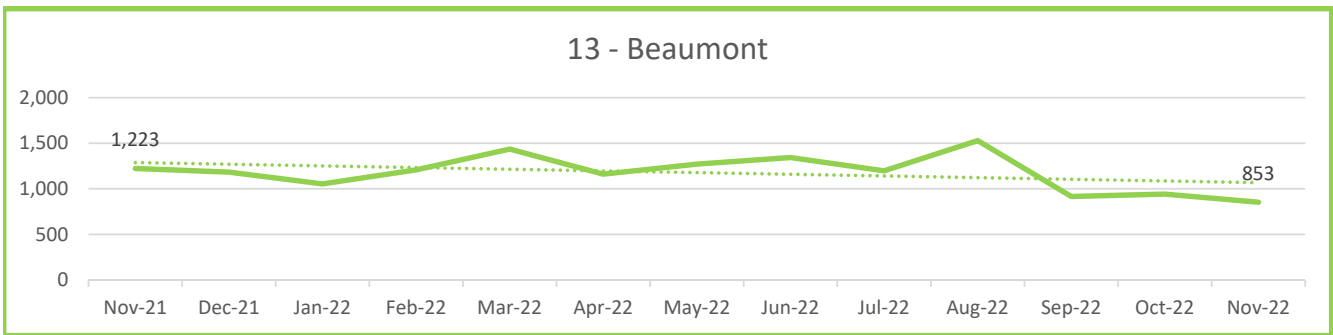
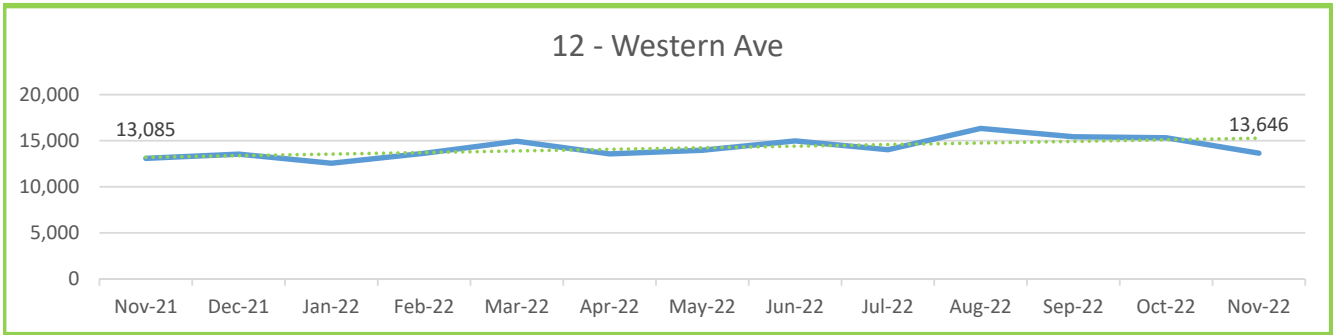
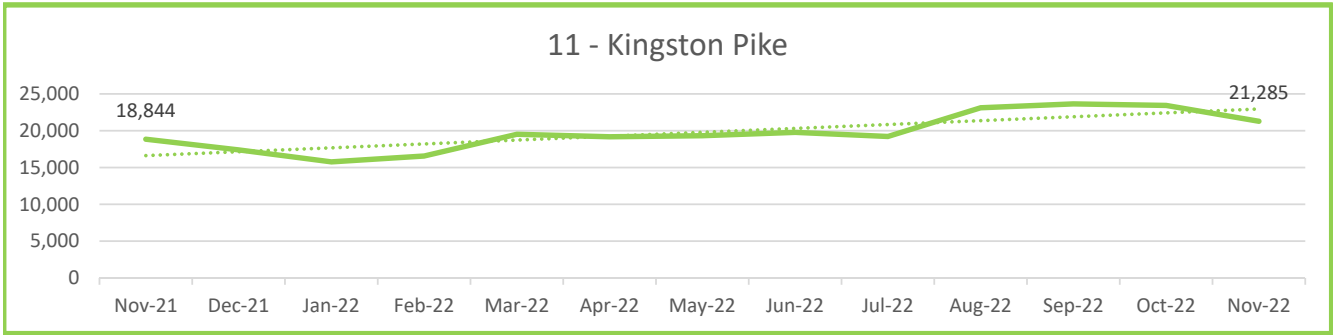
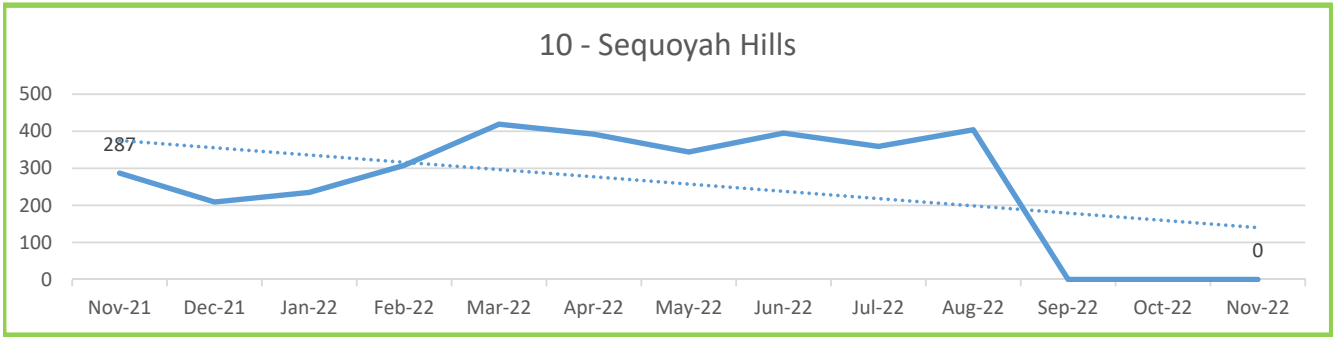
**KAT**  
KNOXVILLE AREA TRANSIT  
**ROUTE PERFORMANCE REPORT**  
November, 2022

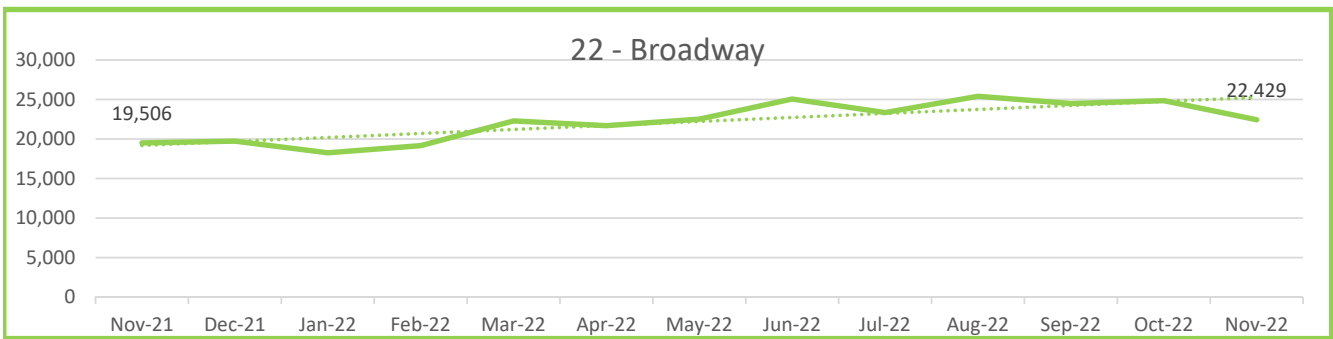
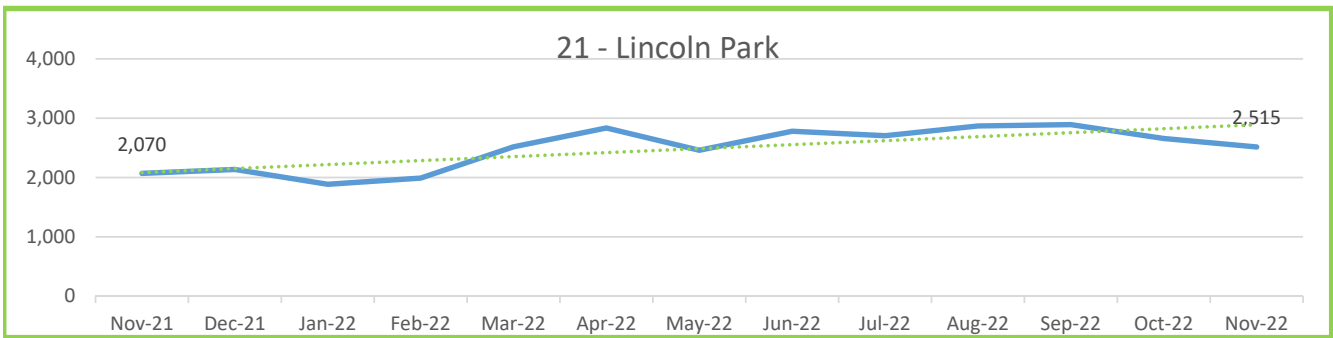
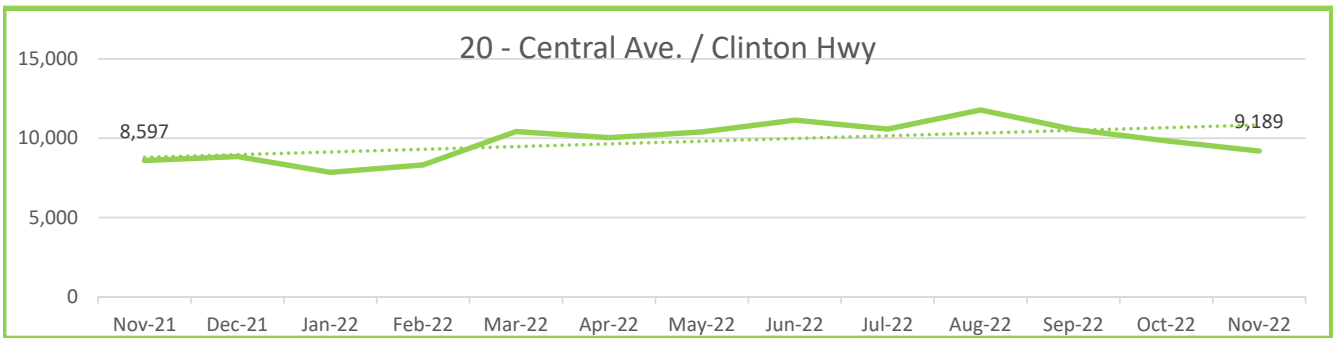
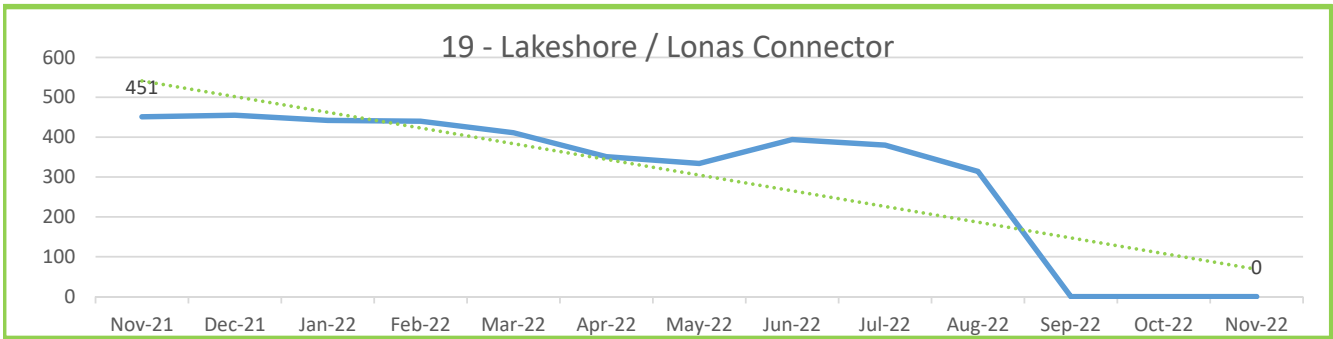
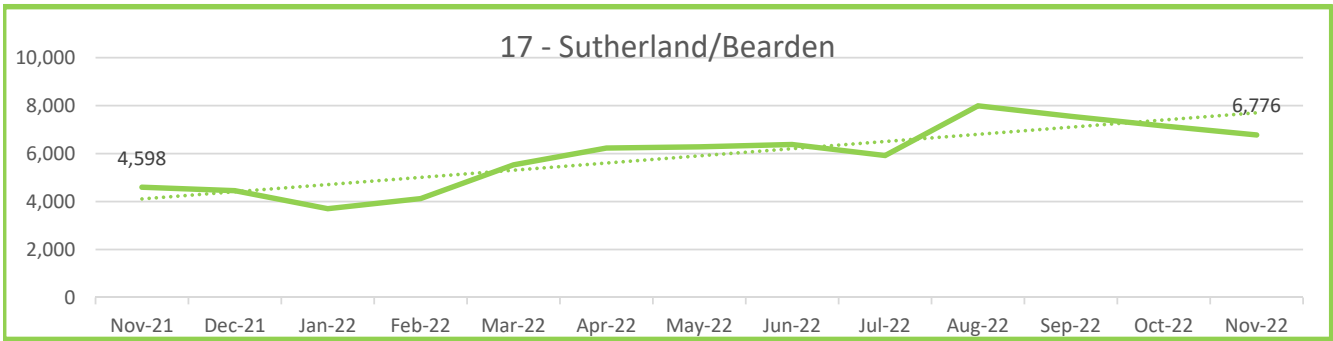
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
11	Kingston Pike	21,285	13.9%	26,159	13.8%	2,192	14.7%	0.81	9.71
12	Western Ave	13,646	8.9%	16,899	8.9%	1,273	8.5%	0.81	10.72
13	Beaumont	853	0.6%	1,722	0.9%	126	0.8%	0.50	6.79
16	Cedar Bluff Connector	2,686	1.8%	4,594	2.4%	362	2.4%	0.58	7.42
17	Sutherland/Bearden	6,776	4.4%	8,807	4.6%	679	4.5%	0.77	9.98
19	Lakeshore/Lonas Connector	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
20	Central Ave/Clinton Hwy	9,189	6.0%	12,004	6.3%	740	5.0%	0.77	12.41
21	Lincoln Park	2,515	1.6%	4,318	2.3%	339	2.3%	0.58	7.42
22	Broadway	22,429	14.6%	17,667	9.3%	1,309	8.8%	1.27	17.14
23	Millertown	4,478	2.9%	7,293	3.8%	613	4.1%	0.61	7.31
24	Inskip/Breda Rd	3,032	2.0%	6,110	3.2%	442	3.0%	0.50	6.87
30	Parkridge	2,806	1.8%	3,219	1.7%	253	1.7%	0.87	11.08
31	Magnolia Ave.	16,021	10.4%	12,625	6.7%	1,062	7.1%	1.27	15.09
32	Dandridge	5,677	3.7%	6,829	3.6%	438	2.9%	0.83	12.95
33	M.L.K.	3,048	2.0%	6,903	3.6%	540	3.6%	0.44	5.64
34	Burlington	4,741	3.1%	9,956	5.3%	680	4.6%	0.48	6.97
40	South Knoxville	2,732	1.8%	9,996	5.3%	708	4.7%	0.27	3.86
41	Chapman Hwy	13,680	8.9%	13,386	7.1%	819	5.5%	1.02	16.70
42	UT/Ft Sanders Hospitals	3,971	2.6%	3,305	1.7%	412	2.8%	1.20	9.63
44	University Park	3,630	2.4%	2,163	1.1%	249	1.7%	1.68	14.56
45	Vestal	3,937	2.6%	9,278	4.9%	648	4.3%	0.42	6.08
90	Crosstown	6,328	4.1%	6,220	3.3%	1,054	7.1%	1.02	6.01
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>153,460</b>		<b>189,453</b>		<b>14,939</b>		<b>0.81</b>	<b>10.27</b>
82	Trolley (Orange Line)	6,474	30.7%	4,203	39.4%	670	41.8%	1.54	9.67
84	Trolley (Green Line)	4,034	19.1%	2,123	19.9%	363	22.7%	1.90	11.11
86	Trolley (Blue Line)	10,588	50.2%	4,340	40.7%	570	35.6%	2.44	18.58
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>21,096</b>		<b>10,666</b>		<b>1,603</b>		<b>1.98</b>	<b>13.16</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>174,556</b>		<b>200,119</b>		<b>16,542</b>		<b>0.87</b>	<b>10.55</b>
<b>LIFT SERVICE</b>		<b>6,361</b>		<b>41,616</b>		<b>3,033</b>		<b>0.15</b>	<b>2.10</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>180,917</b>		<b>241,735</b>		<b>19,575</b>		<b>0.75</b>	<b>9.24</b>
<b>TOTAL CHARTER SERVICES</b>		<b>4,137</b>		<b>1,154</b>		<b>194</b>		<b>3.58</b>	<b>21.32</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>185,054</b>		<b>242,889</b>		<b>19,769</b>		<b>0.76</b>	<b>9.36</b>

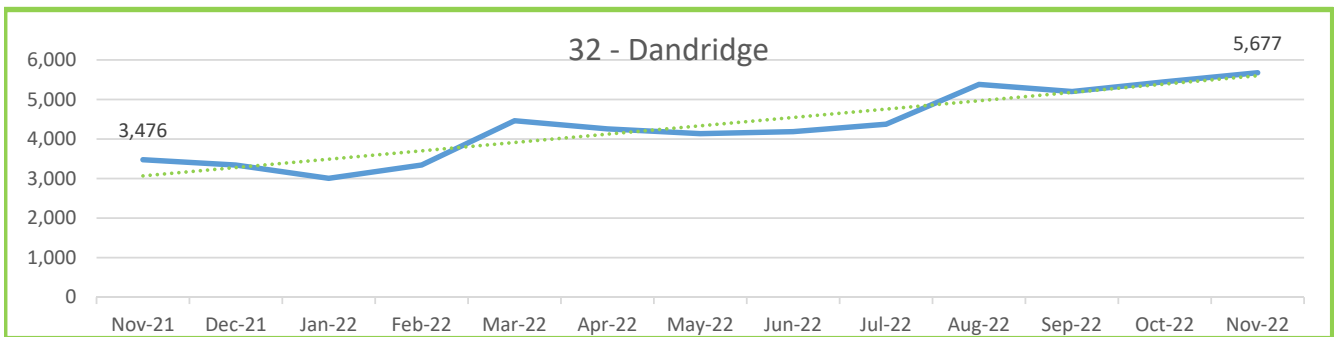
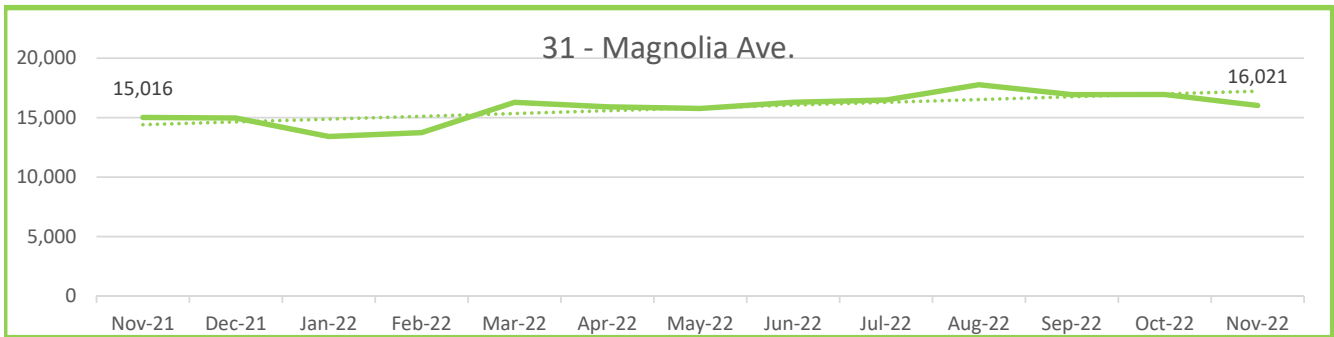
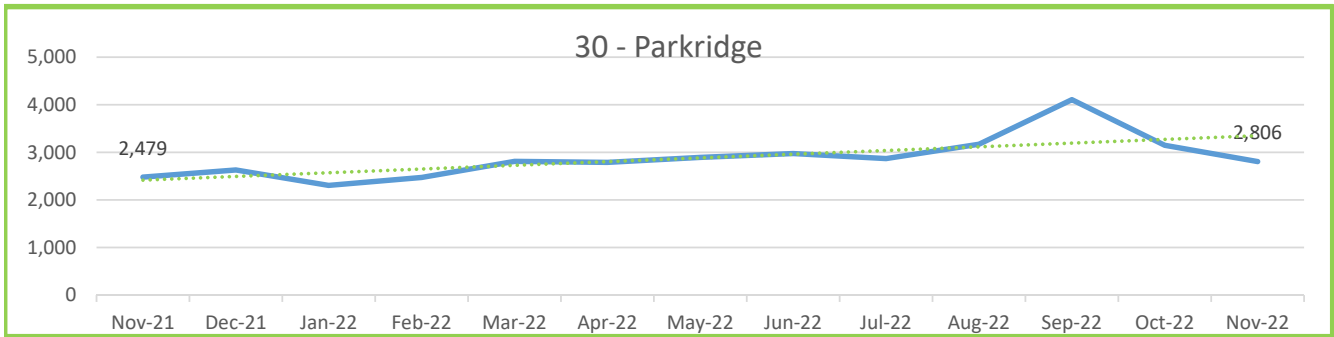
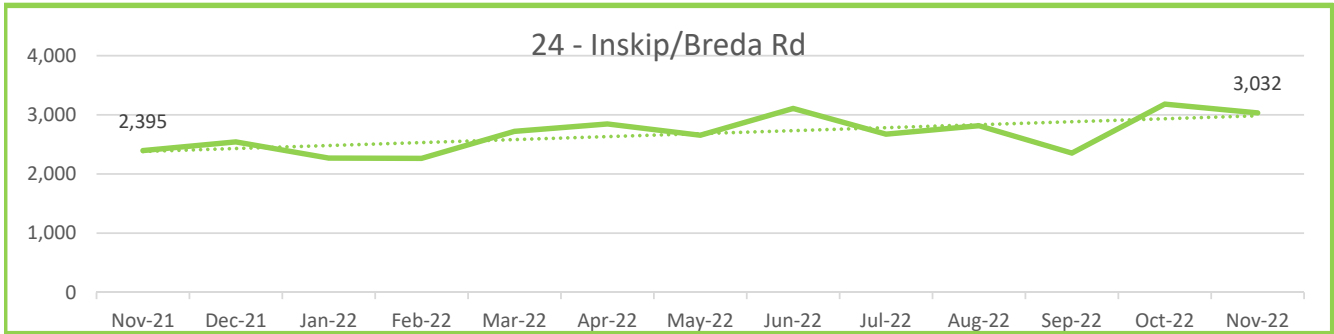
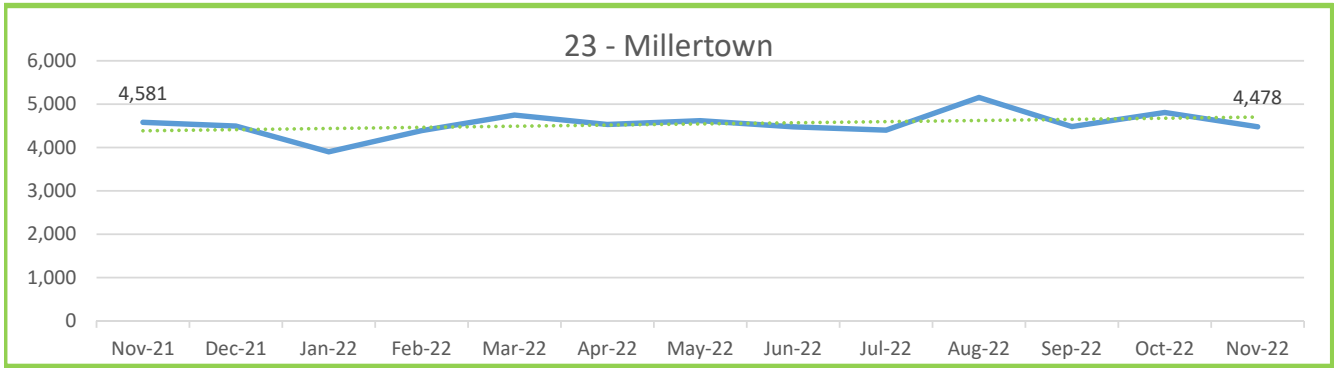


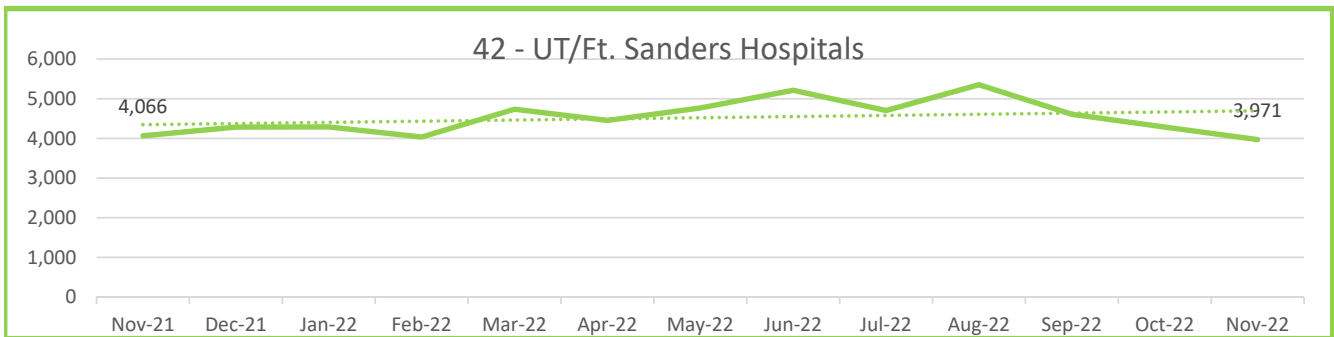
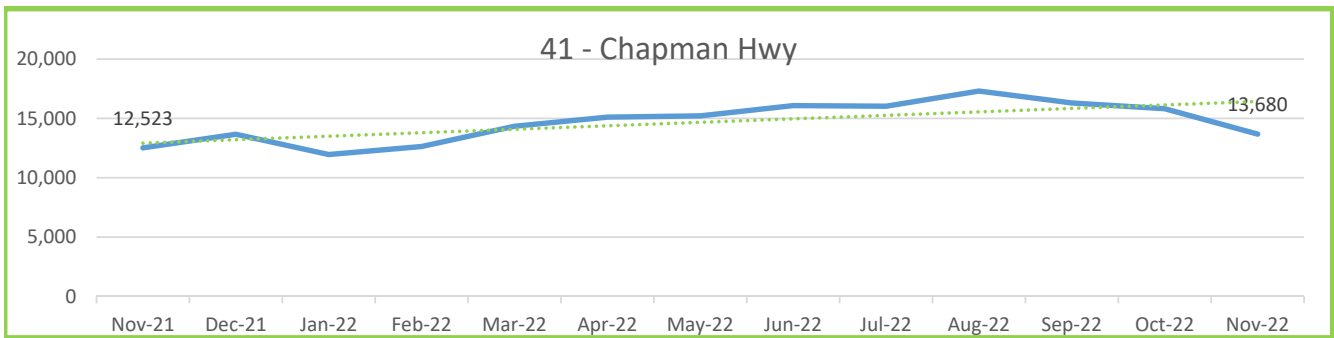
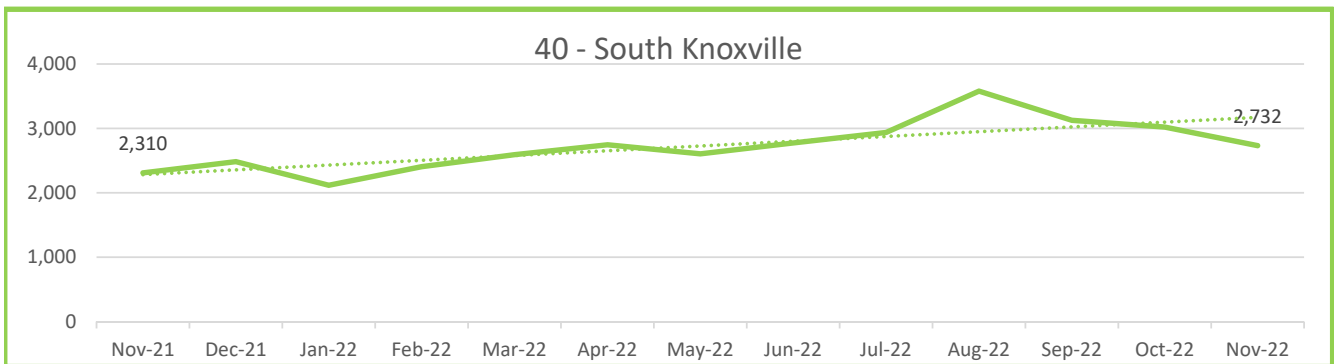
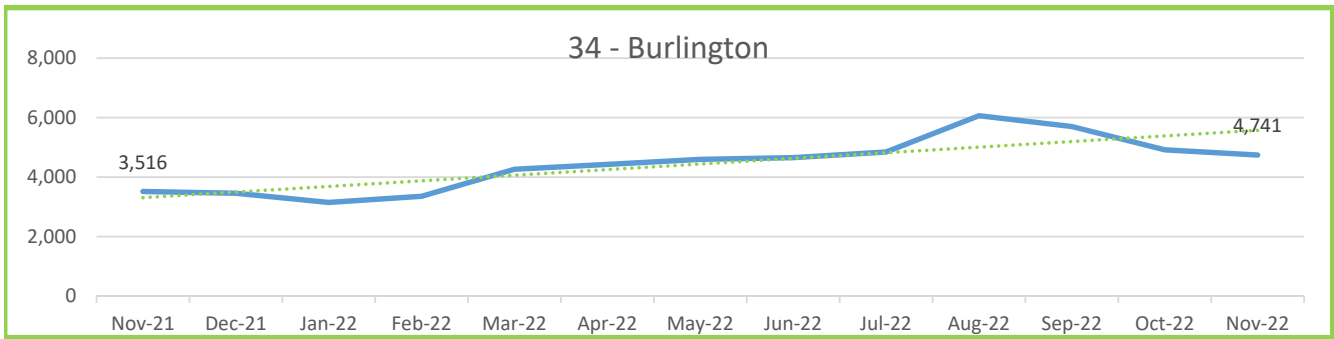
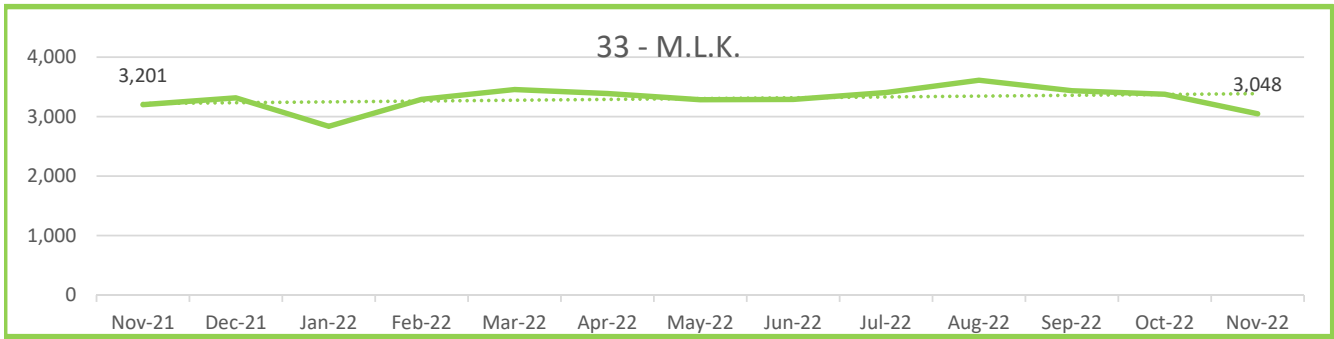
KNOXVILLE AREA TRANSIT  
**SYSTEM PERFORMANCE REPORT**  
 November, 2022

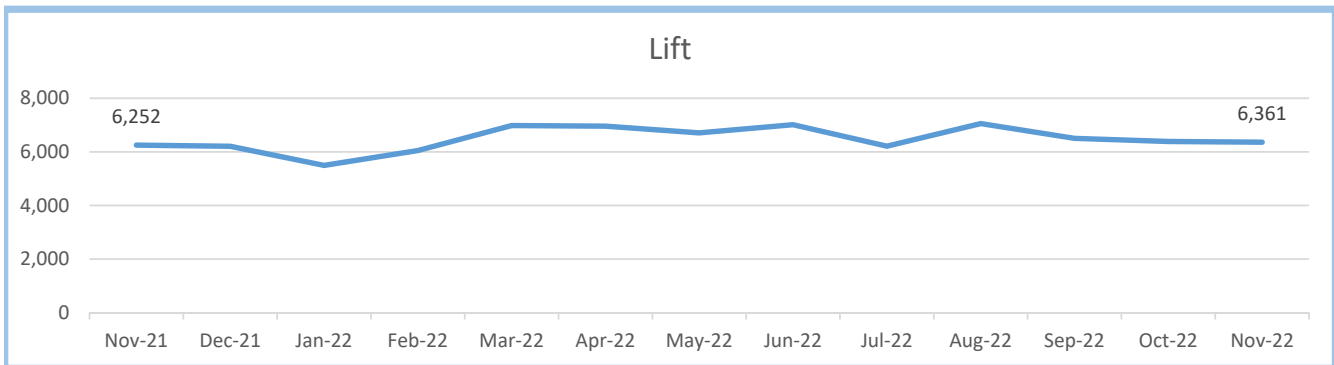
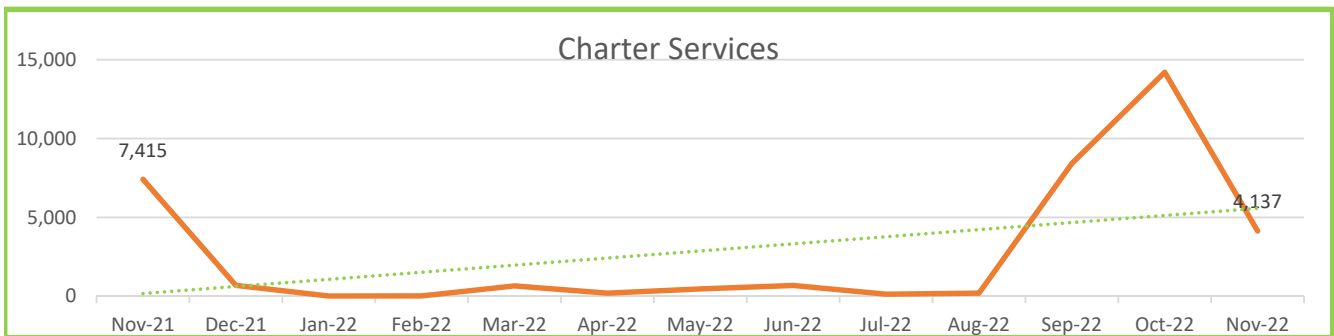
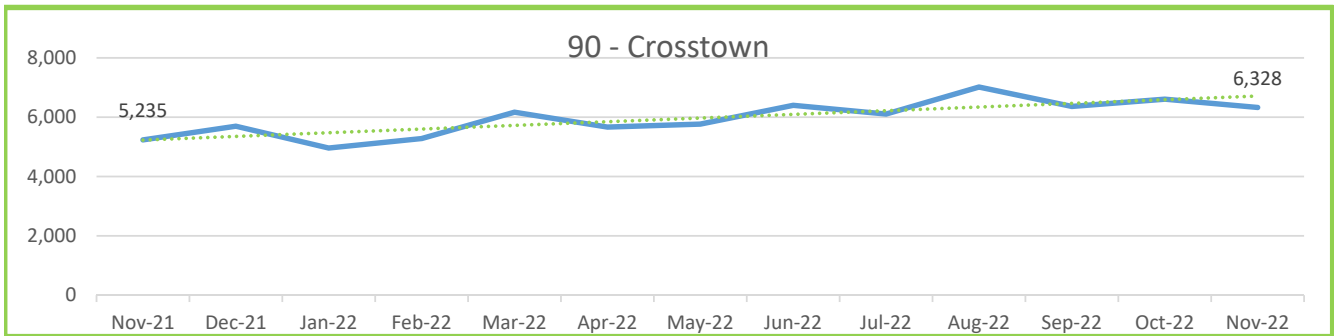
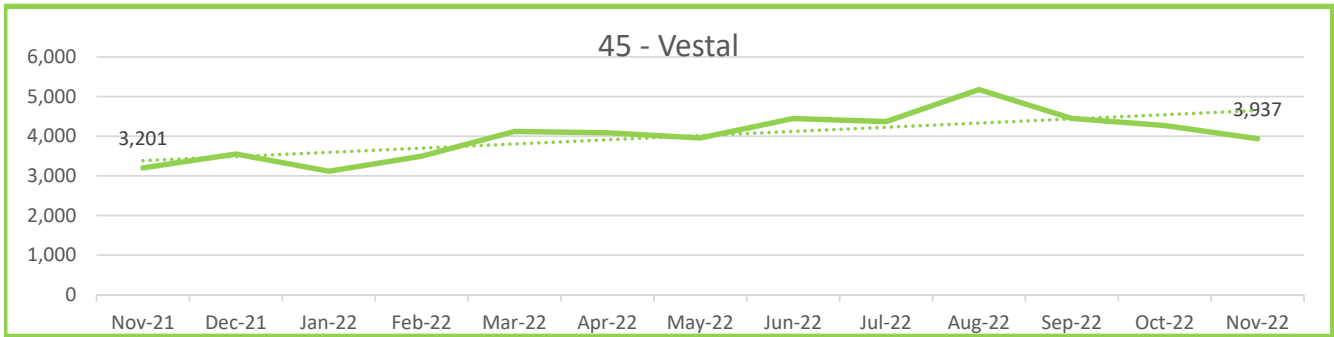
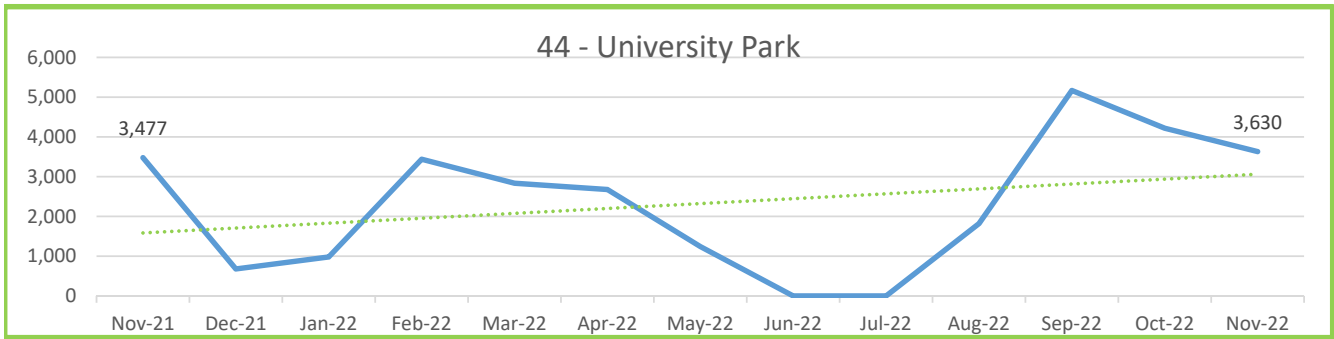
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	This Year	Last Year	Change	This Year	Last Year	Change
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	174,556	156,315	12%	961,561	819,739	17%
System Generated Revenue				\$439,645	\$439,078	0%
Revenue Veh. Miles	200,119	189,198	6%	1,069,924	977,272	9%
Revenue Veh. Hours	16,542	15,338	8%	86,359	78,993	9%
Passengers/Mile	0.87	0.83	6%	0.90	0.84	7%
Passengers/Hour	10.55	10.19	4%	11.13	10.38	7%
Preventable Accidents	7	0	700%	70	0	0%
Mechanical Road Calls	26	18	44%	122	99	23%
Accidents/100,000 Miles	3.50	0.00	350%	6.54	0.00	0%
Miles/Road Failure	7,697	10,511	-27%	8,770	9,871	-11%
<b>DEMAND RESPONSE</b>						
Total Passengers	6,361	6,252	2%	32,521	31,850	2%
System Generated Revenue				\$49,760	\$51,866	-4%
Revenue Veh. Miles	41,616	40,841	2%	215,841	208,730	3%
Revenue Veh. Hours	3,033	2,903	4%	15,355	14,874	3%
Passengers/Mile	0.15	0.15	0%	0.15	0.15	-1%
Passengers/Hour	2.10	2.15	-3%	2.12	2.14	-1%
Preventable Accidents	0	0	0%	4	0	0%
Mechanical Road Calls	0	2	-100%	7	8	-13%
Accidents/100,000 Miles	0.00	0.00	0%	1.85	0.00	0%
Miles/Road Failure	0	20,421	-100%	30,834	26,091	18%
<b>CHARTER SERVICE</b>						
Charters	104	16	550%	759	4,587	-83%
Sports Charters	4,033	7,399	-45%	26,329	12,819	105%
Total Passengers	4,137	7,415	-44%	27,088	17,406	56%
Revenue						0%
Football Shuttle Charters				\$111,250	\$78,013	43%
Trolley Charters				\$2,650	\$10,375	-74%
Total Miles	1,154	2,873	-60%	6,688	7,382	-9%
Total Hours	194.0	540.0	-64%	1,159	1,446	-20%





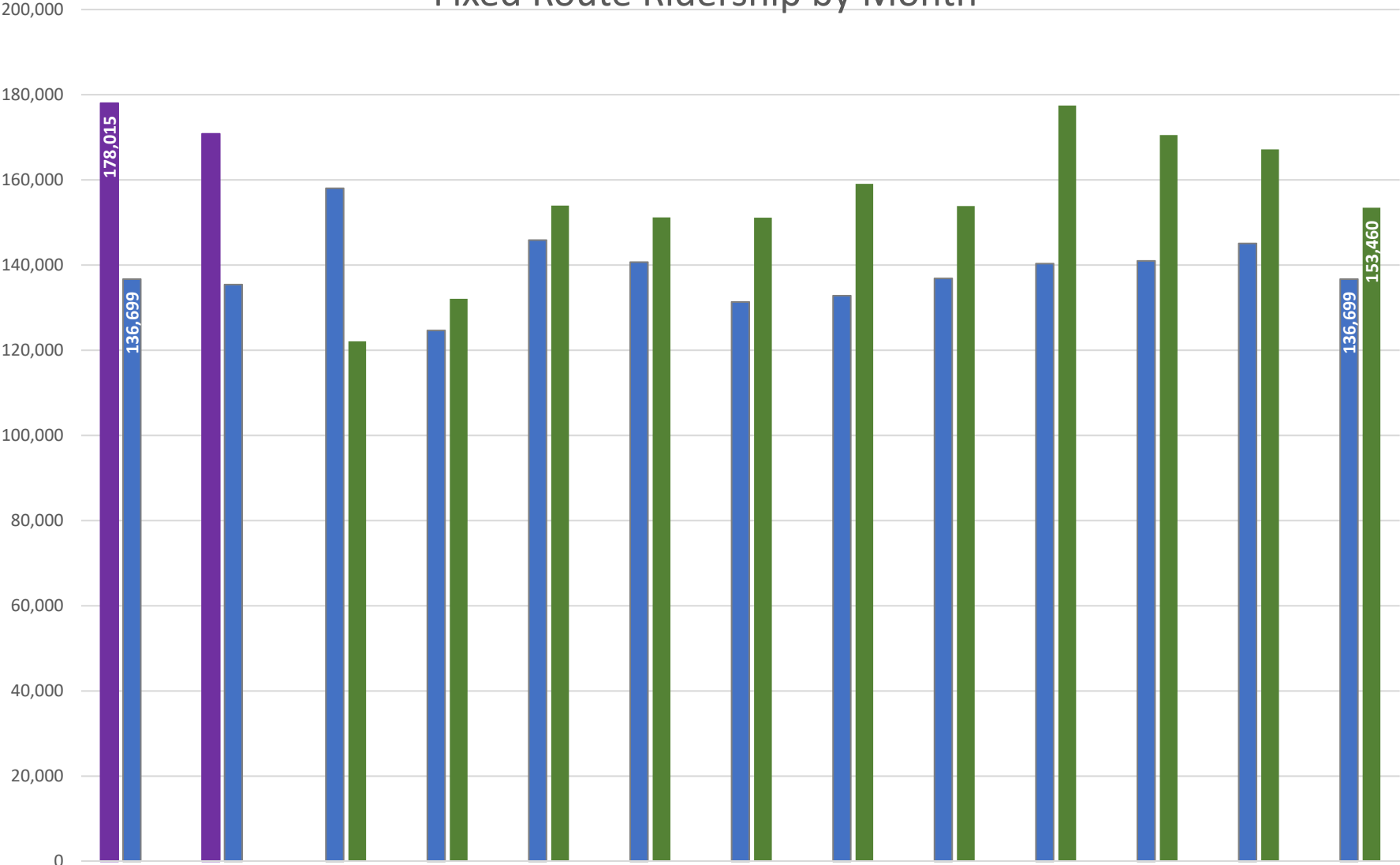






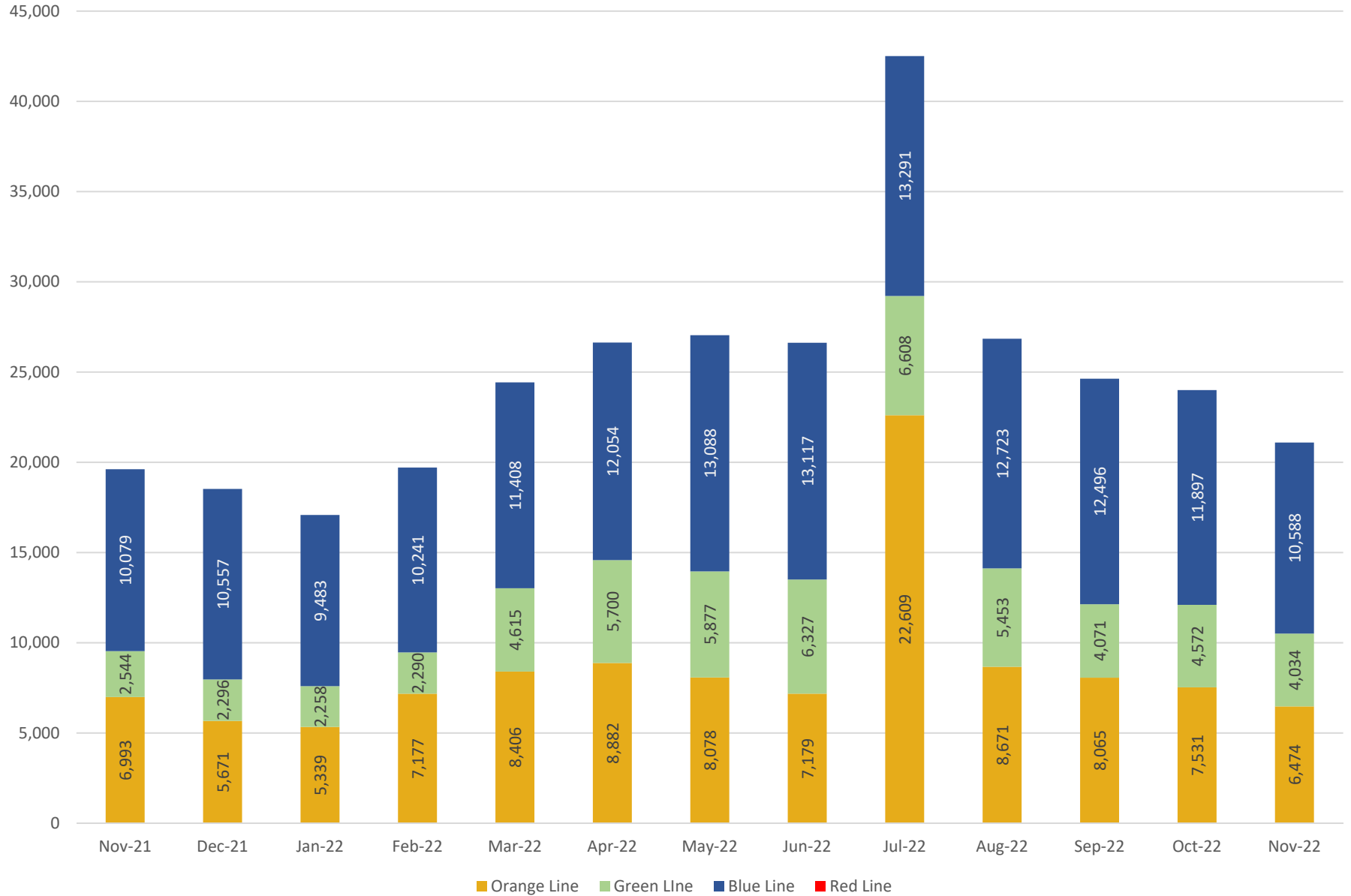


# Fixed Route Ridership by Month

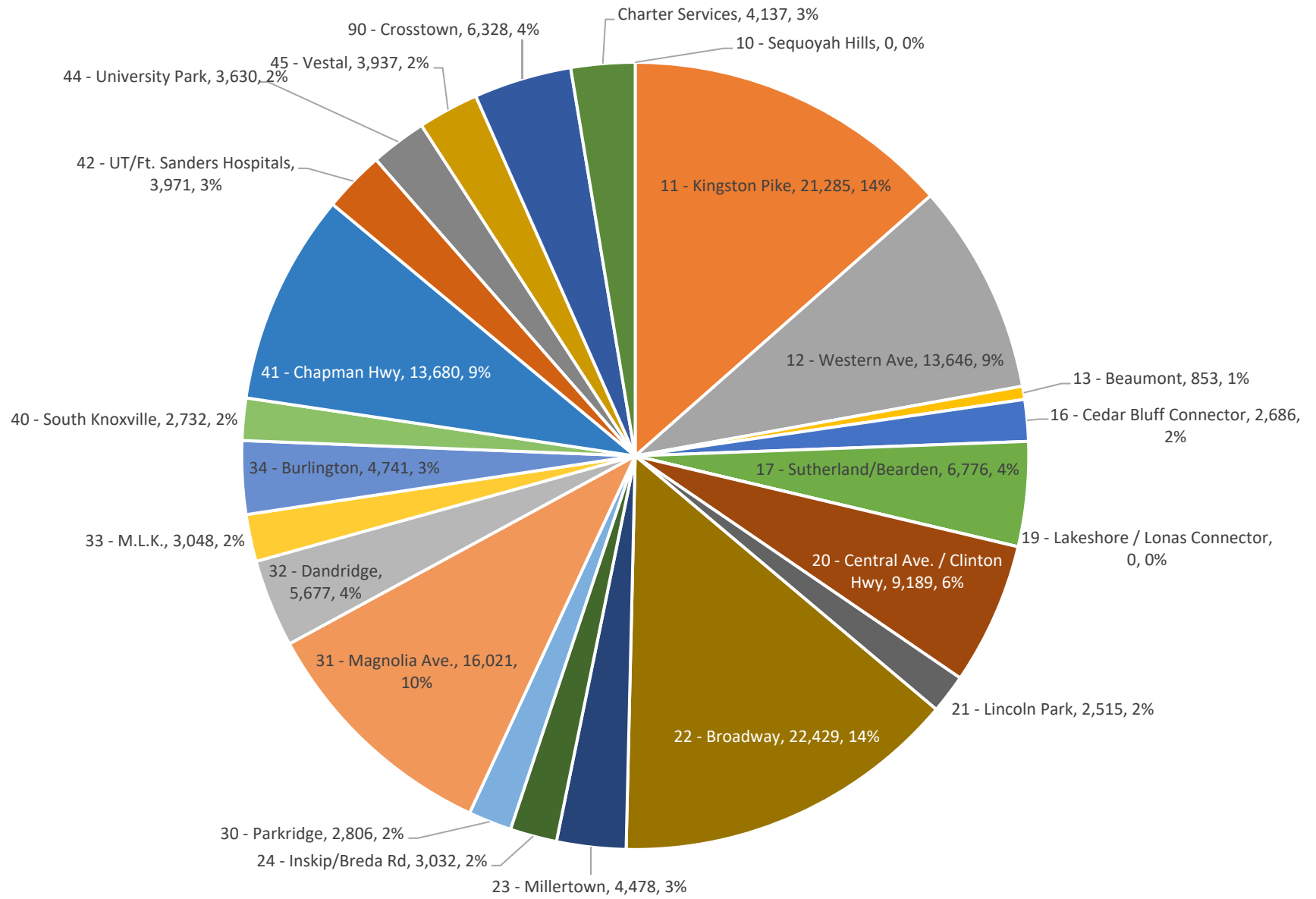


■ 2020 ■ 2021 ■ 2022

# Trolley Ridership



## November 2022 System Ridership by Route



Meeting dates for KTA 2023

January 26, 2023

February 23

March 23

April 27

May 25

June 22

July 27

August 24

September 28

October 26, 2023

The two last meetings are held on the third Thursday.

November 16

December 21, 2023