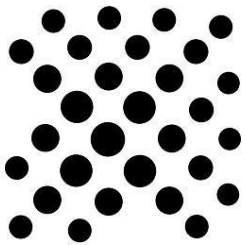


# Knoxville Transportation Authority



**kat**

KNOWVILLE  
AREA TRANSIT

## Monthly Report

## May 2020



301 Church Avenue • Knoxville, Tennessee • 37915-2590

Director's Report to KTA  
June 18, 2020

Commissioners,

KAT staff continues to look for ways to improve our processes during the pandemic so that we can continue to better serve our passengers and employees. Some of my report this month you have heard before but I wanted to keep you up-to-date.

Last week our Maintenance crew installed a demo of an operator barrier at the driver's seat on one of KAT's buses to let operators try it out. This model offers some protection but has a few issues with limited coverage. I have not heard yet about the general impression it has made on our operators. We will have another demo model coming in a few weeks to try out. It is tricky because we have been made aware that support for installing barriers is about half of our operators are in favor and half opposed. This is a very expensive and time-consuming addition to the fleet so we are doing due diligence to try to see what is wanted, needed and makes the most sense. We do have protective face shields available for all employees who want to use one.

Early on when the pandemic hit, KAT was unable to procure sanitizing wipes to issue to operators but that situation has been resolved for some time and operators have plenty of wipes available to use as much as they want during their shifts. KAT Maintenance personnel are cleaning and disinfecting every bus that is in service in the fleet (100) every 12 hours.

Passengers are currently allowed to board at the front or back doors while we are not charging fares. Many do use the back doors to speed boarding and we encourage people to take their seats and not engage in conversation with the operator. No one has to stop at the fare box during this time so that helps. We have many passengers who need to use the front door because the bus kneeling feature does not lower the back door and that back step is too high for some folks to manage. Also, the ramp to board wheelchairs deploys at the front door so we need to use it.

KAT offers masks daily to both our operators and passengers and we encourage their use. Public address announcements are made throughout the day letting people know that KAT encourages the use of masks and is offering them free to anyone who needs one. Customer Service and Operations Supervisors hand out masks on the platform and in the lobby at Knoxville Station. We have not required the use of masks by operators or passengers in order to board a bus. Enforcement of such a requirement

would be problematic and invite confrontation which we are trying to avoid. So, at this time, we are encouraging the use of masks for both operators and passengers and making plenty of masks visible and available. We hope we are making progress along those lines.

All buses have certain seats with signs blocking them off to encourage passengers to distance onboard the bus. We have "limited seating" displayed on the bus destination signs and PA announcements are made at Knoxville Station with distancing messaging. Operations Supervisors and Customer Service personnel assist with limiting boardings. All operators have "Bus Full" signs for their windshields when they reach the maximum load for the particular vehicle type they are operating. We have implemented a system to deploy a "pick up" bus when needed to help passengers exceeding the limit get to their destinations.

KAT has made extensive use of social media to promote messaging encouraging distancing, masks, hand washing and staying home when sick. We have posted information about these measures in our facilities as well as other information on the pandemic response for all employees with weekly updates to keep them informed.

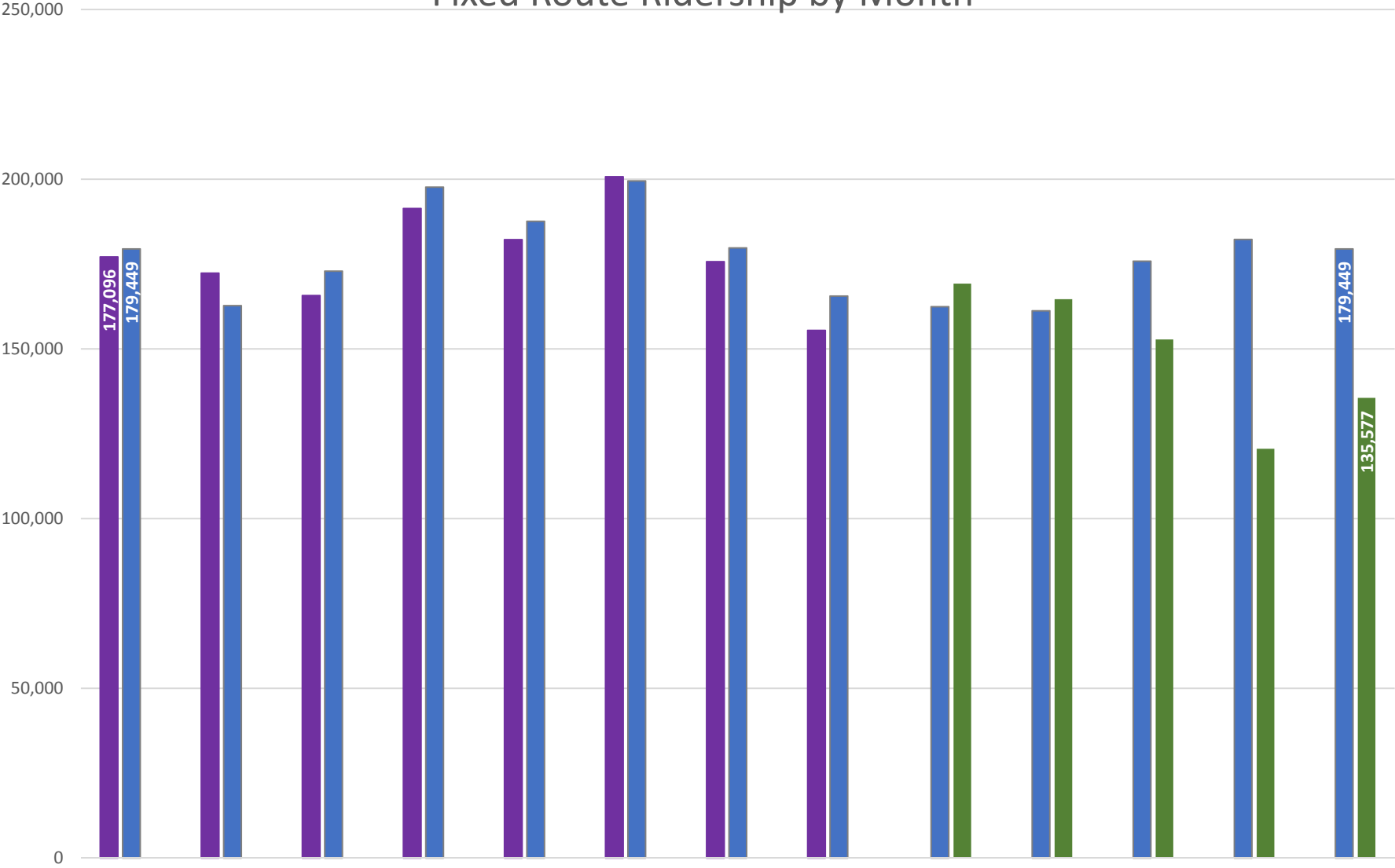
We have a named COVID Coordinator who keeps up with guidance from the Health Dept. and makes sure we stay on track with all guidelines. Our staff has been diligent and creative in coming up with ways to try to keep employees and passengers safe during this difficult time. I am so proud of our team and the way that KAT has been able to keep our people employed and Knoxville moving and I appreciate all the support of the Mayor and Council that makes that possible.

I also want to personally thank the several groups and individuals who have donated to provide lunches and cookies at different times over the last few weeks from local businesses for KAT employees to enjoy. Everyone I saw loved the food and appreciated the effort so much.

Thank you all for your support of KAT,

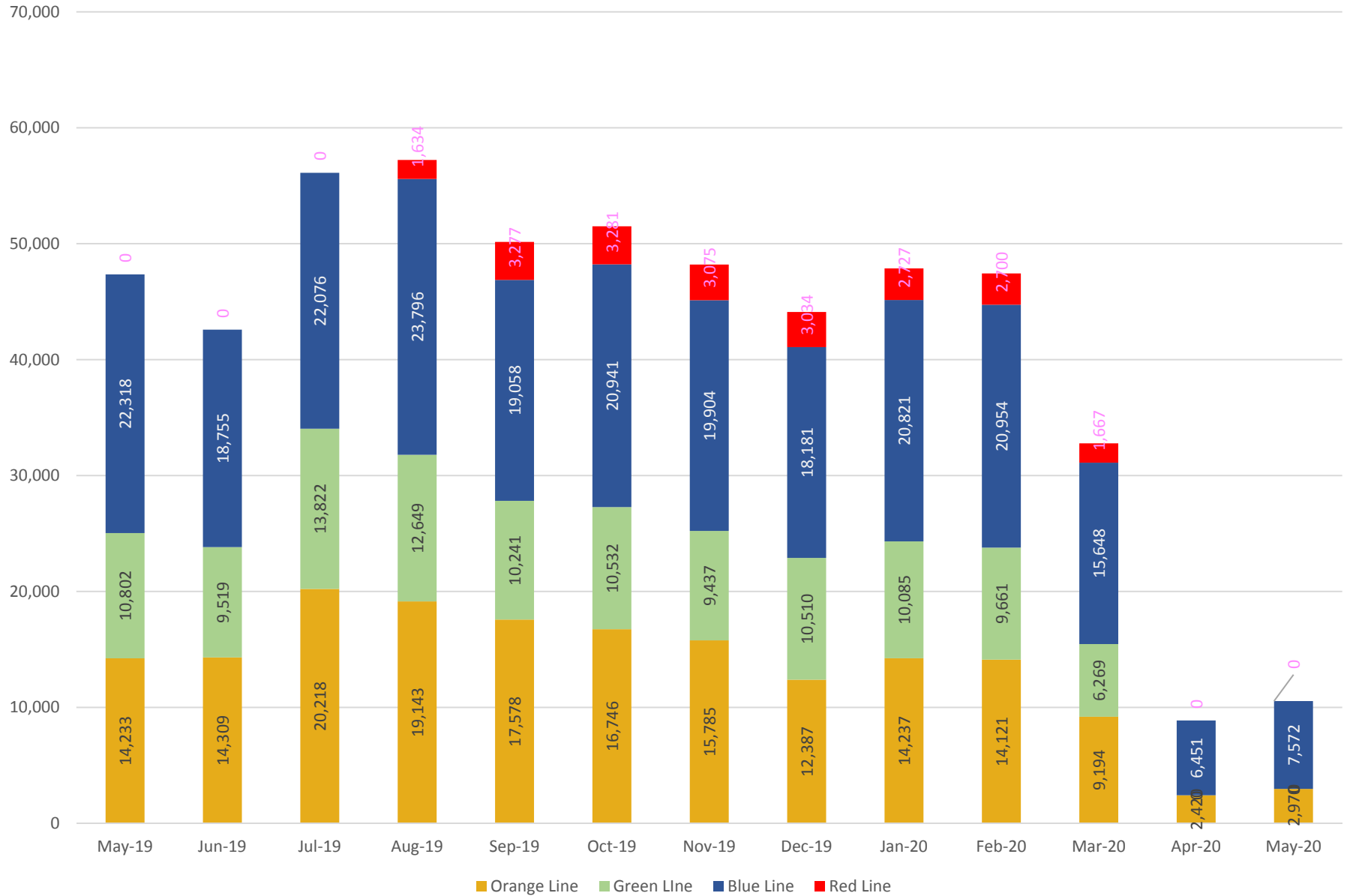
-Melissa Roberson, Interim Director of Transit  
Knoxville Area Transit

# Fixed Route Ridership by Month

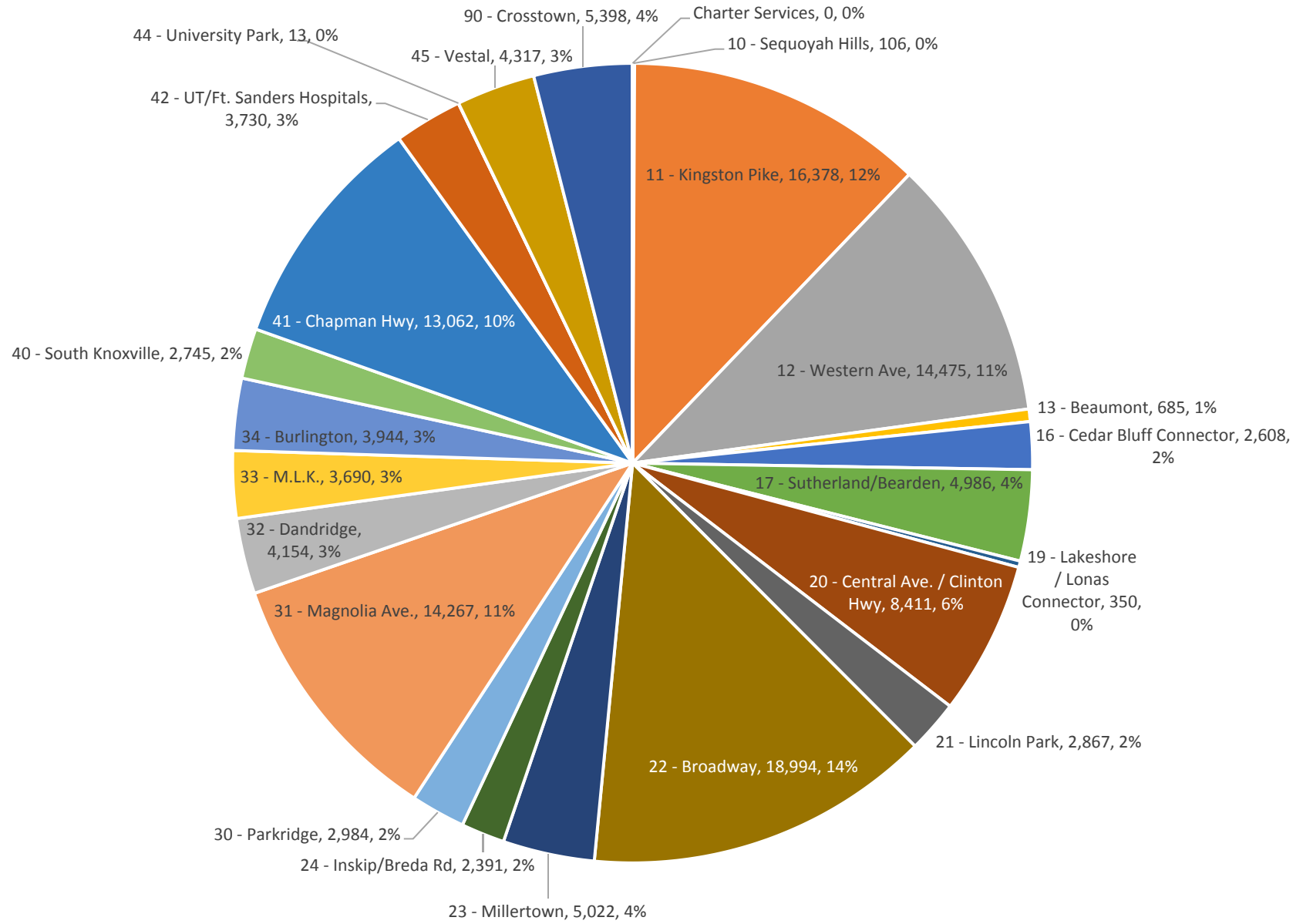


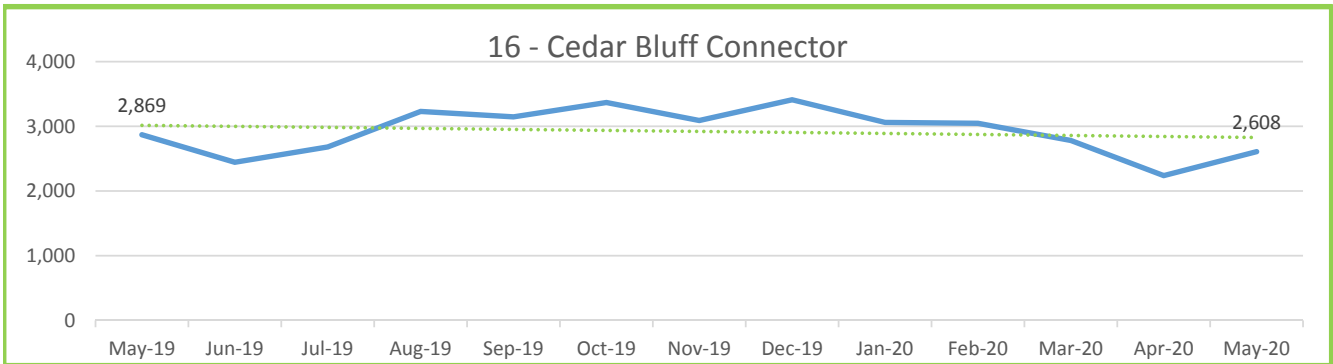
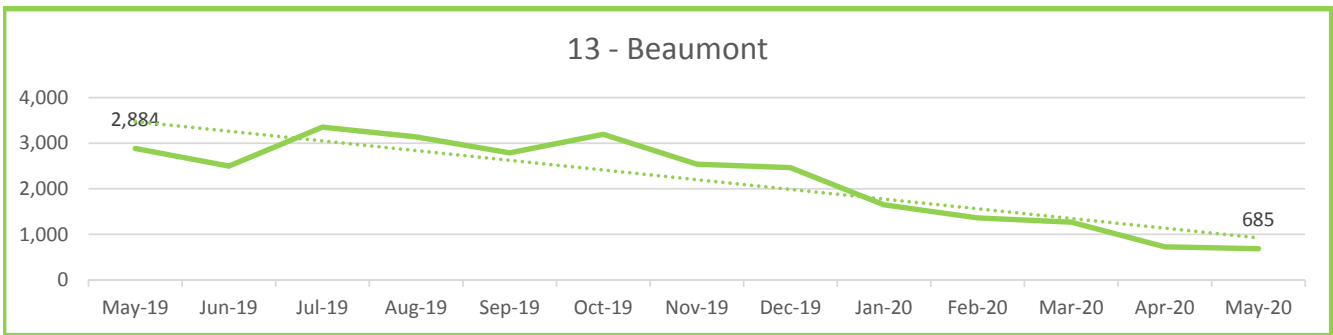
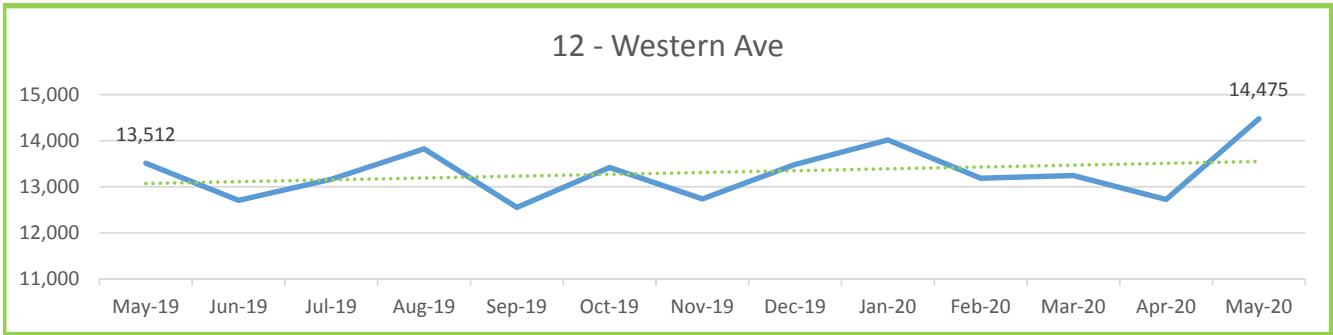
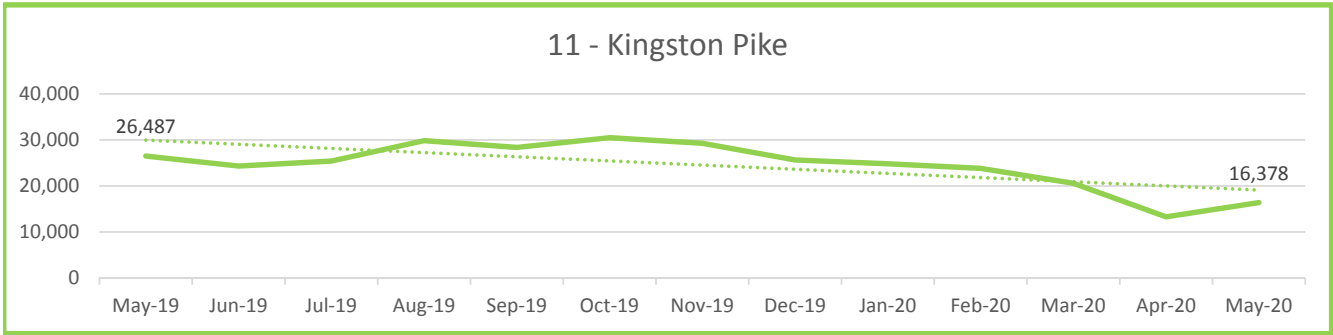
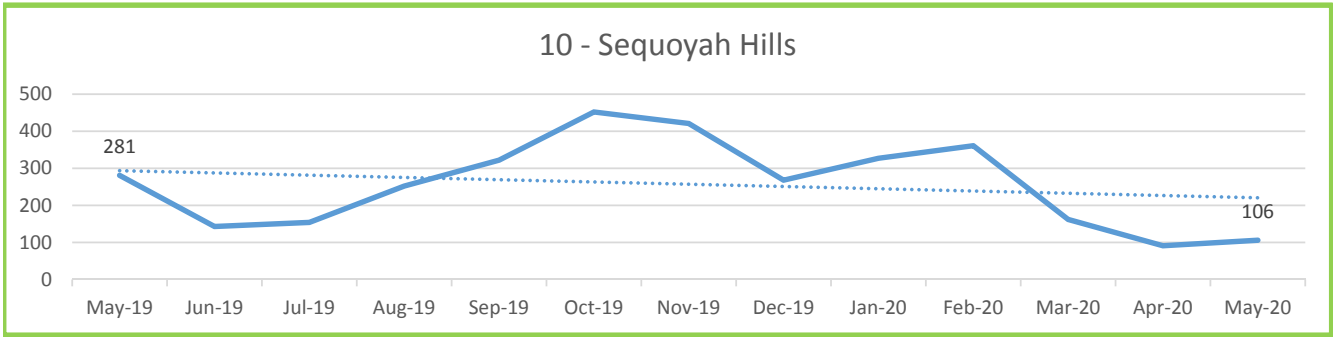
■ 2018 ■ 2019 ■ 2020

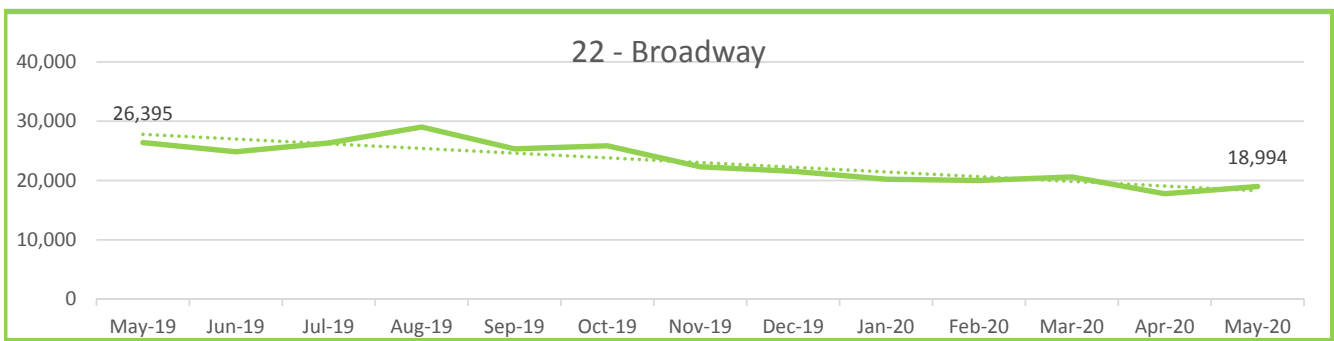
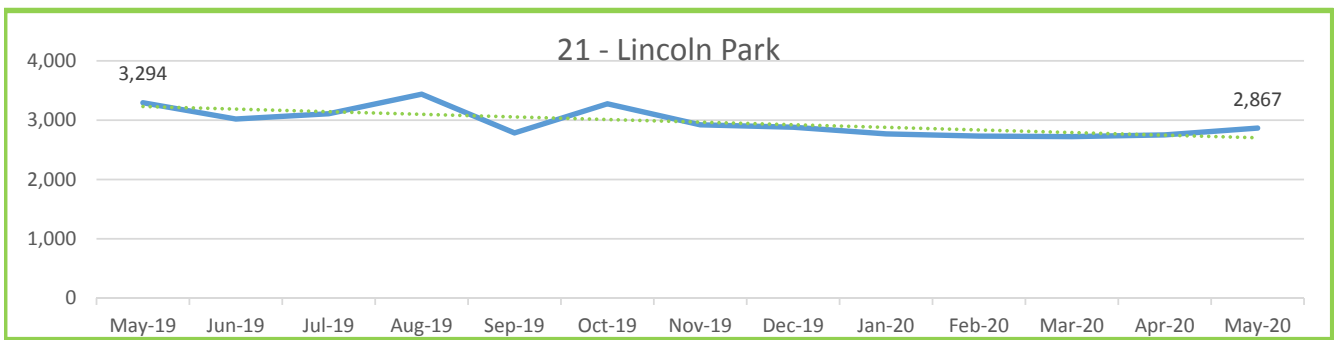
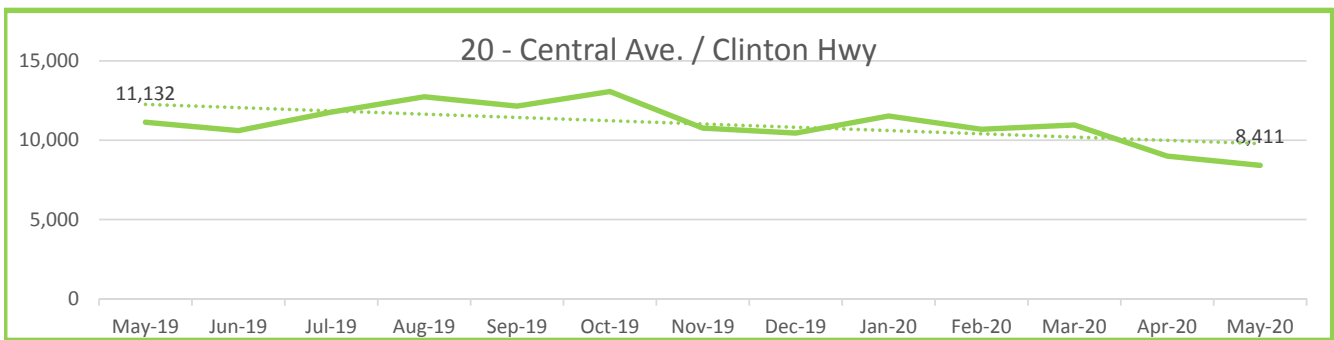
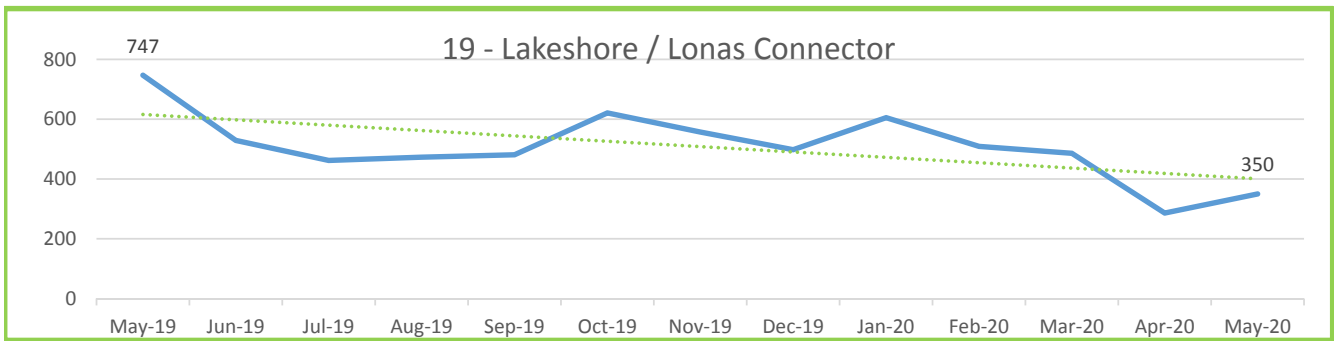
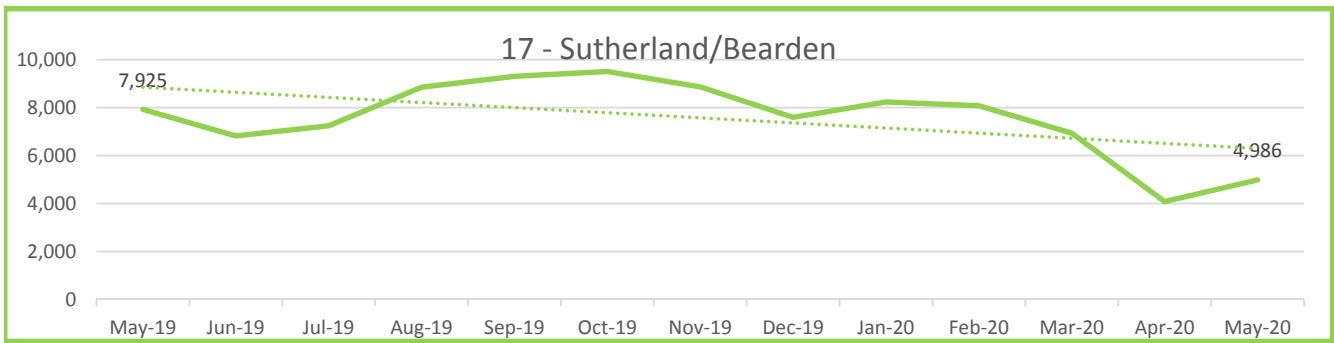
# Trolley Ridership



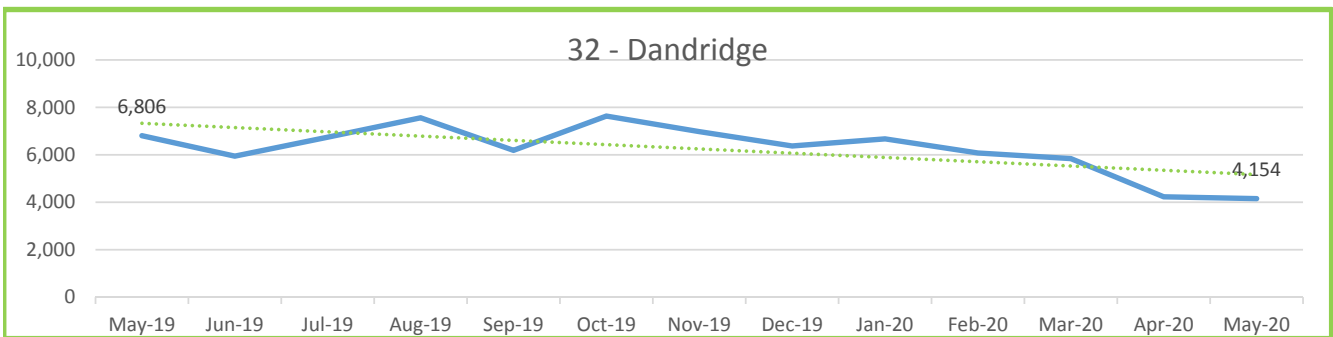
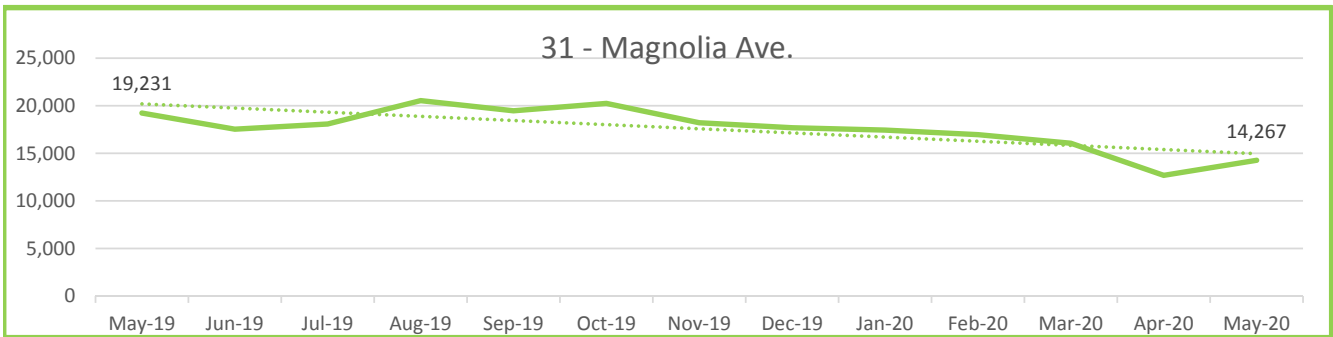
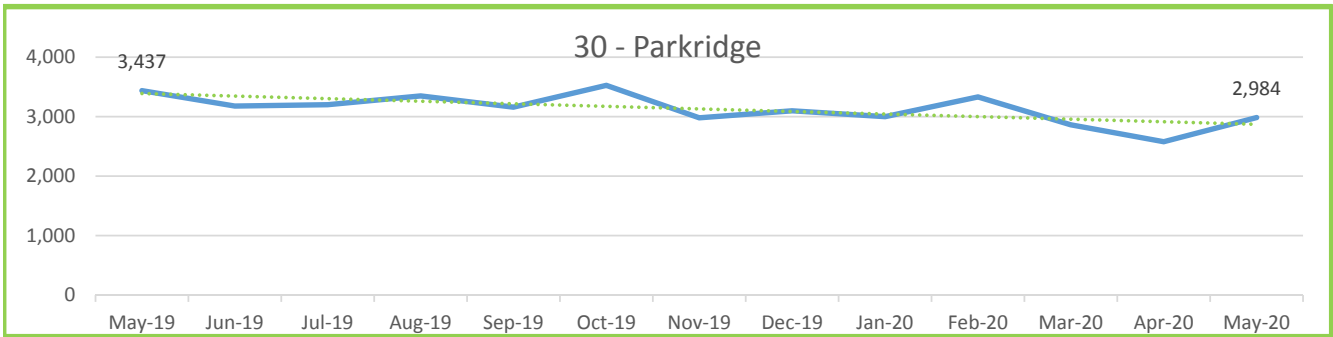
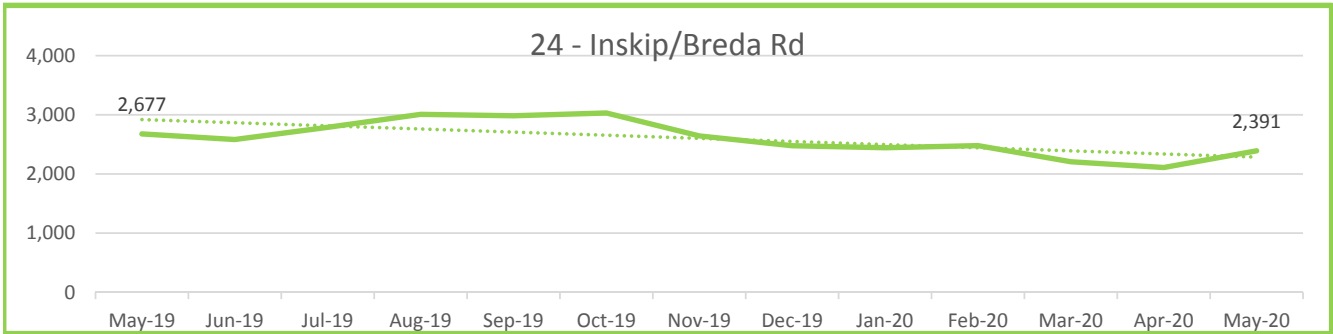
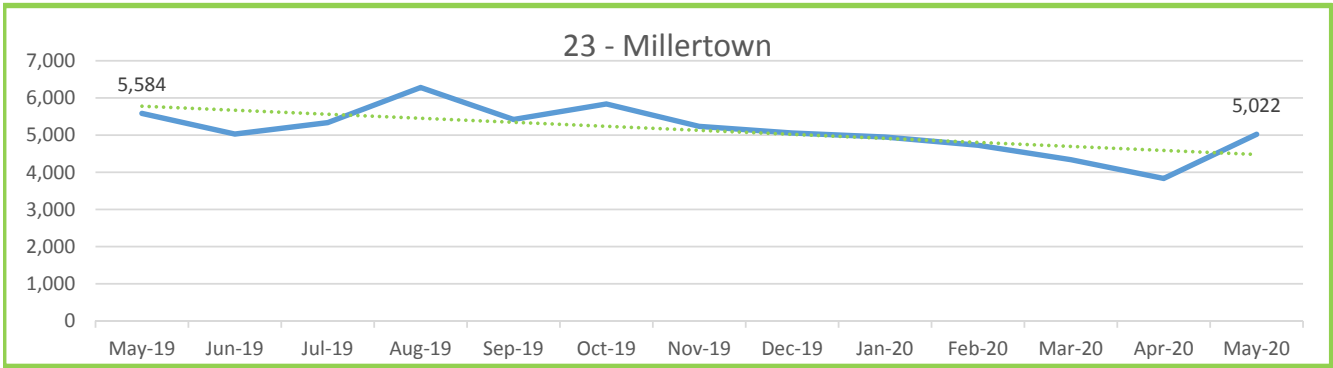
### May 2020 System Ridership by Route

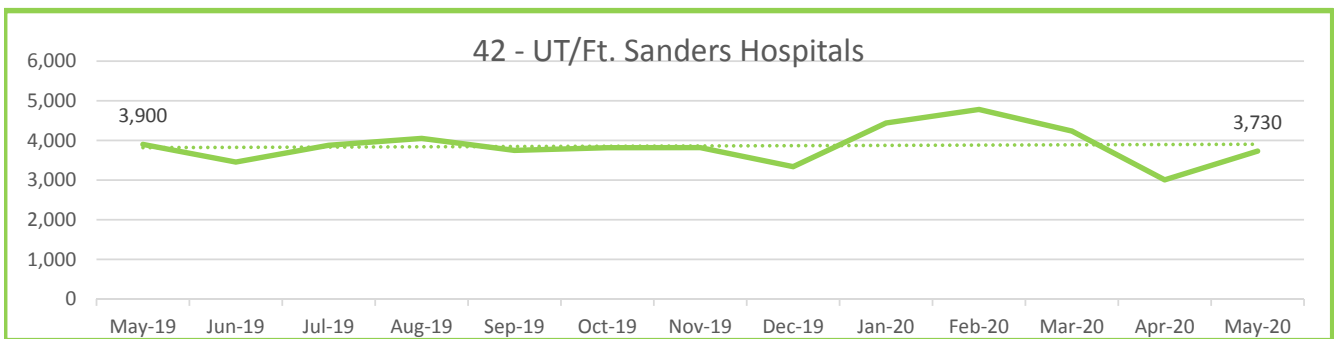
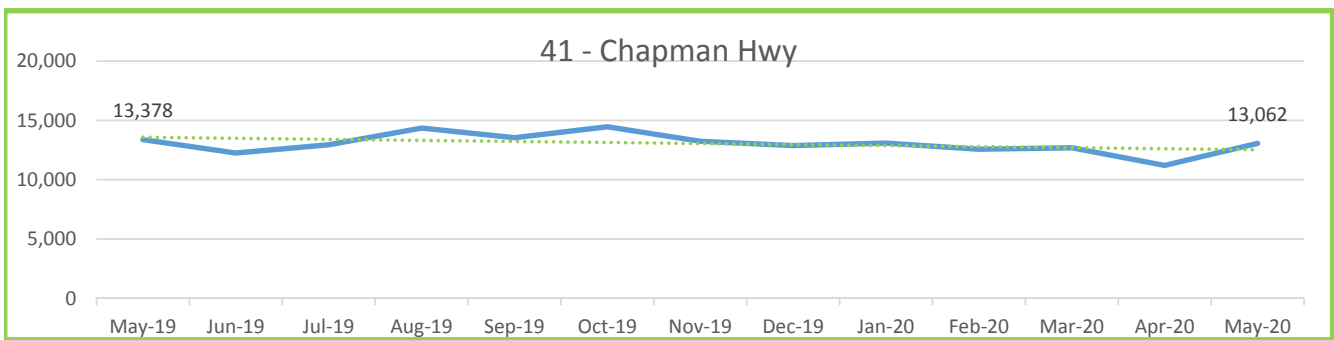
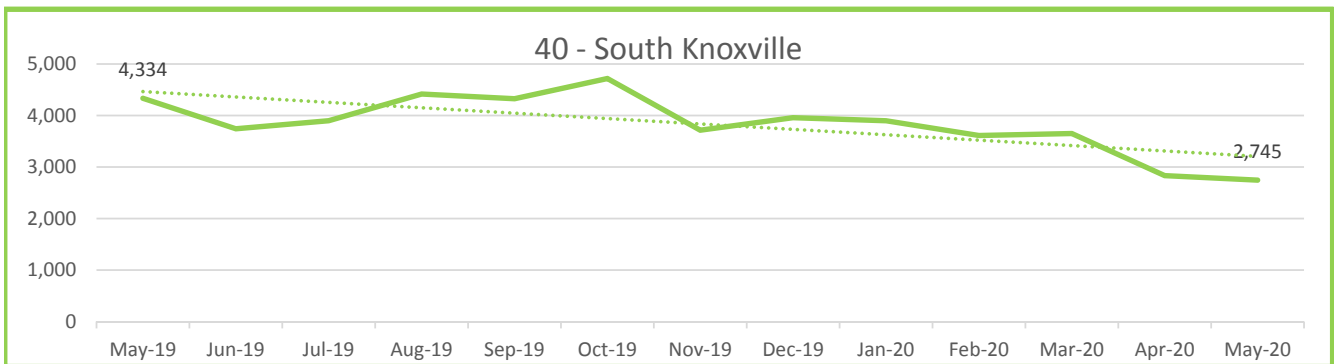
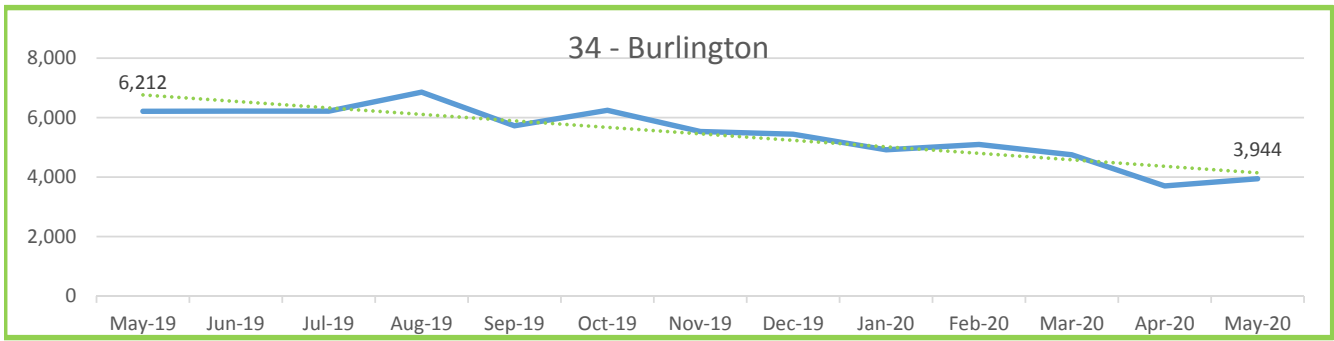
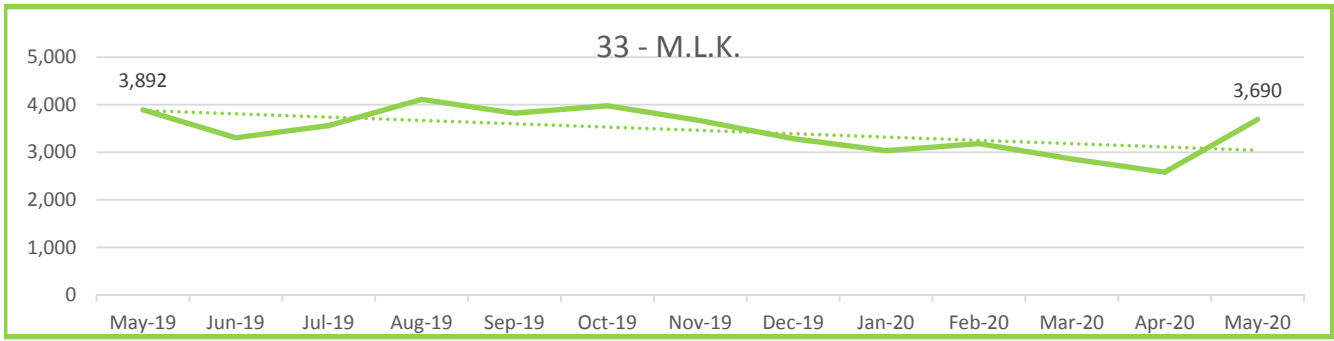


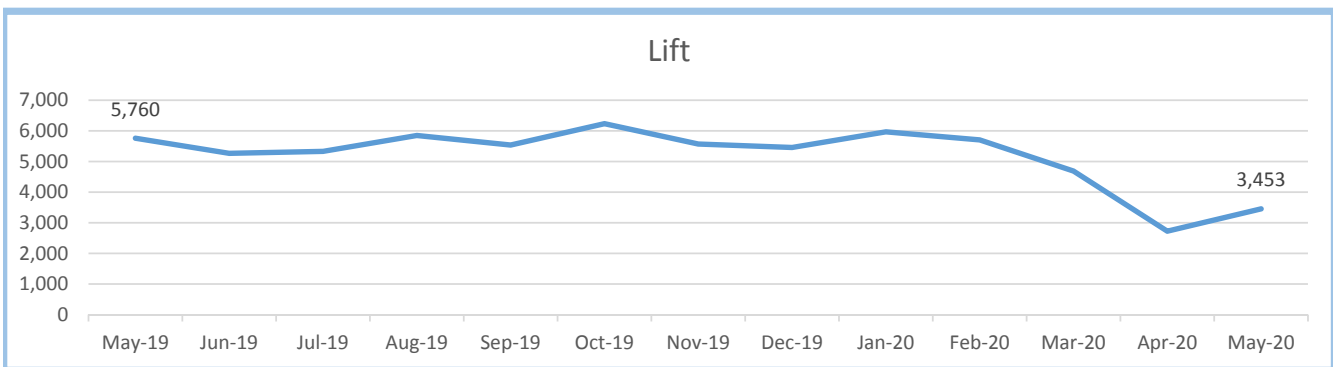
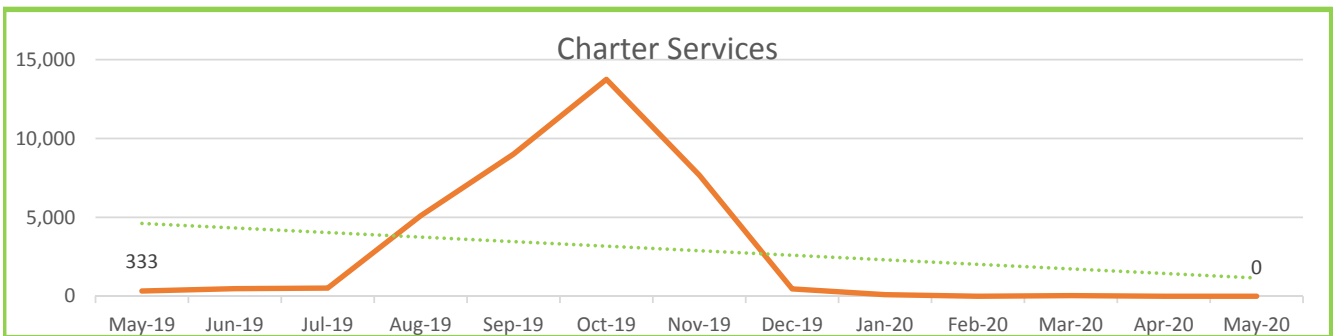
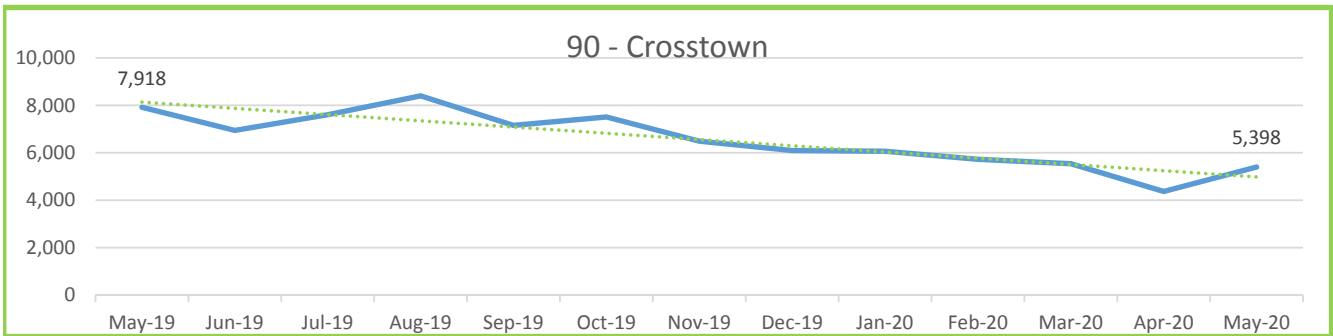
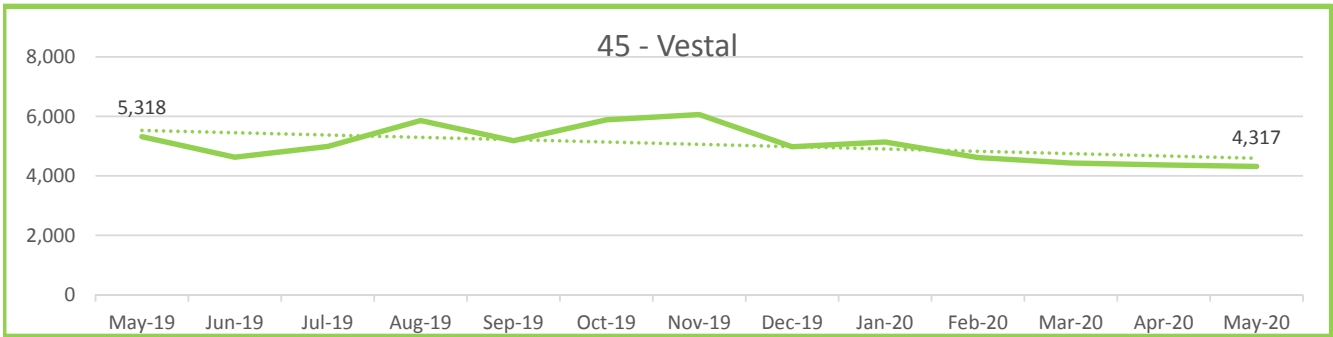
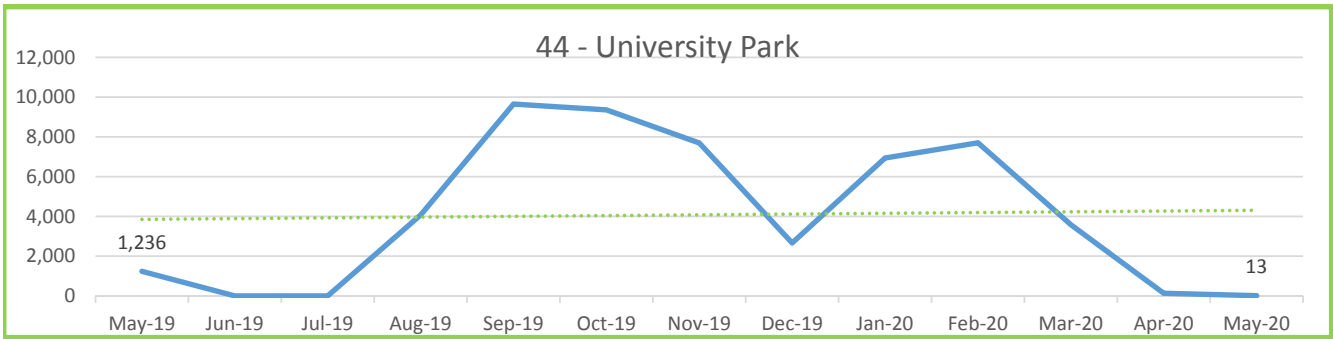














**ROUTE PERFORMANCE REPORT**  
**May, 2020**

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	106	0.1%	910	0.5%	92	0.8%	0.12	1.16
11	Kingston Pike	16,378	12.1%	27,258	13.9%	295	2.6%	0.60	55.53
12	Western Ave	14,475	10.7%	18,088	9.2%	1,360	12.2%	0.80	10.64
13	Beaumont	685	0.5%	3,532	1.8%	258	2.3%	0.19	2.66
16	Cedar Bluff Connector	2,608	1.9%	4,761	2.4%	376	3.4%	0.55	6.94
17	Sutherland/Bearden	4,986	3.7%	5,833	3.0%	450	4.0%	0.85	11.09
19	Lakeshore/Lonas Connector	350	0.3%	4,759	2.4%	280	2.5%	0.07	1.25
20	Central Ave/Clinton Hwy	8,411	6.2%	9,031	4.6%	554	5.0%	0.93	15.17
21	Lincoln Park	2,867	2.1%	4,481	2.3%	352	3.2%	0.64	8.15
22	Broadway	18,994	14.0%	18,380	9.3%	410	3.7%	1.03	46.32
23	Millertown	5,022	3.7%	8,429	4.3%	740	6.6%	0.60	6.79
24	Inskip/Breda Rd	2,391	1.8%	6,337	3.2%	458	4.1%	0.38	5.22
30	Parkridge	2,984	2.2%	3,335	1.7%	263	2.4%	0.89	11.36
31	Magnolia Ave.	14,267	10.5%	13,181	6.7%	259	2.3%	1.08	55.12
32	Dandridge	4,154	3.1%	5,093	2.6%	327	2.9%	0.82	12.69
33	M.L.K.	3,690	2.7%	8,136	4.1%	663	5.9%	0.45	5.57
34	Burlington	3,944	2.9%	6,274	3.2%	429	3.8%	0.63	9.20
40	South Knoxville	2,745	2.0%	6,019	3.1%	425	3.8%	0.46	6.46
41	Chapman Hwy	13,062	9.6%	14,249	7.2%	872	7.8%	0.92	14.99
42	UT/Ft Sanders Hospitals	3,730	2.8%	6,286	3.2%	784	7.0%	0.59	4.76
43	University Heights	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
44	University Park	13	0.0%	549	0.3%	61	0.5%	0.02	0.21
45	Vestal	4,317	3.2%	5,221	2.7%	365	3.3%	0.83	11.84
90	Crosstown	5,398	4.0%	16,590	8.4%	1,096	9.8%	0.33	4.93
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>135,577</b>		<b>196,729</b>		<b>11,167</b>		<b>0.69</b>	<b>12.14</b>
82	Trolley (Orange Line)	2,970	28.2%	6,190	58.9%	986	63.2%	0.48	3.01
84	Trolley (Green Line)	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
86	Trolley (Blue Line)	7,572	71.8%	4,319	41.1%	575	36.8%	1.75	13.17
88	Trolley (Red Line)	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>10,542</b>		<b>10,510</b>		<b>1,561</b>		<b>1.00</b>	<b>6.75</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>146,119</b>		<b>207,239</b>		<b>12,728</b>		<b>0.71</b>	<b>11.48</b>
<b>LIFT SERVICE</b>		<b>3,453</b>		<b>27,658</b>		<b>2,166</b>		<b>0.12</b>	<b>1.59</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>149,572</b>		<b>234,897</b>		<b>14,894</b>		<b>0.64</b>	<b>10.04</b>
<b>TOTAL CHARTER SERVICES</b>		<b>0</b>		<b>-</b>		<b>-</b>		<b>0.00</b>	<b>0.00</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>149,572</b>		<b>234,897</b>		<b>14,894</b>		<b>0.64</b>	<b>10.04</b>



**SYSTEM PERFORMANCE REPORT**  
May, 2020

	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	146,119	226,802	-36%	2,300,564	2,478,765	-7%
System Generated Revenue				\$1,370,410	\$1,653,566	-17%
Revenue Veh. Miles	207,239	248,109	-16%	2,617,897	2,562,484	2%
Revenue Veh. Hours	12,728	19,519	-35%	204,806	202,644	1%
Passengers/Mile	0.71	0.91	-23%	0.88	0.97	-9%
Passengers/Hour	11.48	11.62	-1%	11.23	12.23	-8%
Preventable Accidents	0	0	0%	5	6	-17%
Mechanical Road Calls	13	26	-50%	248	305	-19%
Accidents/100,000 Miles	0.00	0.00	0%	0.19	0.23	-18%
Miles/Road Failure	15,941	9,543	67%	10,556	8,402	26%
<b>DEMAND RESPONSE</b>						
					0	
Total Passengers	3,453	5,760	-40%	56,523	60,378	-6%
System Generated Revenue				\$124,862	\$159,141	-22%
Revenue Veh. Miles	27,658	37,753	-27%	379,103	401,425	-6%
Revenue Veh. Hours	2,166	2,930	-26%	29,390	30,722	-4%
Passengers/Mile	0.12	0.15	-18%	0.15	0.15	-1%
Passengers/Hour	1.59	1.97	-19%	1.92	1.97	-2%
Preventable Accidents	1	0	100%	1	2	-50%
Mechanical Road Calls	0	4	-100%	22	38	-42%
Accidents/100,000 Miles	3.62	0.00	362%	0.26	0.50	-47%
Miles/Road Failure	0	9,438	-100%	17,232	10,564	63%
<b>CHARTER SERVICE</b>						
					0	
Charters	0	333	-100%	1,972	8,289	-76%
Sports Charters	0	0	0%	34,690	36,185	-4%
Total Passengers	0	333	-100%	36,662	44,474	-18%
Revenue						0%
Football Shuttle Charters				\$108,526	\$152,657	-29%
Trolley Charters				\$10,750	\$34,347	-69%
Total Miles	0	160	-100%	10,203	11,852	-14%
Total Hours	0.0	29.0	-100%	2,054	2,143	-4%