

# Knoxville Transportation Authority

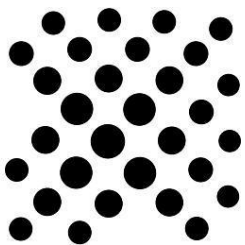
Meeting Date: Thursday, September 26, 2019

Main Assembly Room

City County Building

400 Main Street

Knoxville, TN 37902



**kat**

KNOXVILLE  
AREA TRANSIT

## Monthly Report

## August 2019

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MADLINE ROGERO  
MAYOR  
(865)215-2040



CITY OF KNOXVILLE  
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA  
KNOXVILLE TRANSPORTATION AUTHORITY  
City County Building's Main Assembly Room  
Thursday, September 26, 2019 at 3:00 pm

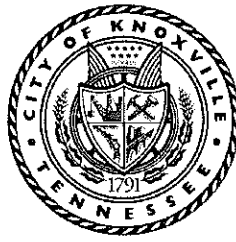
DOUGLAS LAWYER  
CHAIR  
CHRIS CROUCH  
VICE-CHAIR  
WHITNEY CROWE  
RECORDING SECRETARY  
SANDY BOOHER  
LILIANA BURBANO BONILLA  
MARK HAIRR  
GWEN MCKENZIE  
JIM RICHARDS  
KIMBERLY WATKINS  
DR. WALTER WILLIAMS  
JOHN LAWHORN  
ATTORNEY TO K.T.A.

- I. Determination of Quorum
- II. Public Hearing on Proposed Changes for January 2020
- III. Approval of Minutes - August 22, 2019
- IV. Reports
  - A. KTA Chair
  - B. Commissioner's Comments
  - C. Staff
    - i. City of Knoxville Director of Transit
    - ii. TPO Transit Planner
- V. New Business
- VI. Old Business
- VII. Public Comment
- VIII. Set Next Meeting for October 24, 2019 and Adjourn\*

\*Please note, the board will meet in the Main Assembly for the remainder of the year.

**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.***

MADÉLINE ROGERO  
MAYOR  
(865)215-2040



# CITY OF KNOXVILLE

## KNOXVILLE TRANSPORTATION AUTHORITY

MARK HAIRR  
CHAIR

DOUGLAS LAWYER  
VICE-CHAIR

JACOB WRIGHT  
RECORDING SECRETARY

SANDY BOOHER

LILIANA BURBANO BONILLA

CHRIS CROUCH

GWEN MCKENZIE

JIM RICHARDS

KIMBERLY WATKINS

DR. WALTER WILLIAMS

JOHN LAWHORN  
ATTORNEY TO K.T.A.

### RESOLUTION KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution (as amended) of the Knoxville Transportation Authority recommending approval of the public hearing policy for fare and service changes

WHEREAS, Federal Transit Administration regulations provide that a recipient of grants have a locally developed process to solicit and consider public comment prior to raising fares or implementing a major reduction in transit service, and Knoxville Transportation Authority (KTA) desires to adopt a procedure for such process,

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA) THAT THE FOLLOWING POLICY BE ESTABLISHED:

1. That a public hearing be held when:
  - a) There is a proposal for an increase in any fare;
  - b) There is a proposal for a reduction in service of:
    - i. 25 percent or more of the number of transit route miles of a route; or
    - ii. 25 percent or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the changes are to be made.
2. When a proposal for a fare increase or service change, as stated above, is to be considered, a notice of the date, time, and place of a public hearing is to be held, stating the nature of the fare and/or service changes to be considered, shall be posted publicly at least seven days in advance of the hearing date. Public posting that complies with this Policy shall consist of posting the information listed above in the Knoxville News Sentinel (or other general circulation publication for the City of Knoxville), on KAT's website, and the City of Knoxville Website. Interested parties shall be offered the opportunity to submit comments orally at the hearing, or may submit written comments with respect to the proposed changes by directing those via email or online according to procedures set out in the public hearing notice. Comments received at the hearing are recorded in the

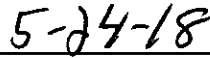
CITY COUNTY BUILDING 400 MAIN STREET KNOXVILLE, TENNESSEE 37902 (865)215-2090

prior to the vote. A final decision shall be made not more than sixty-five (65) days from the date of the hearing.

3. This statement of policy on fare and service changes does not apply to charter rates, promotional fares, experimental service of a duration of one year or less, service for special events, normal adjustments in headways due to seasonal variations, other headway adjustments up to 15 minutes during peak hour service and up to 30 minutes during non-peak hour service, or emergency situations created by road and street blocks and/or construction.
4. The definitions of "transit route," "transit route mile," and "transit revenue vehicle" are as set forth on the attached and incorporated by reference in this Resolution.
5. This Resolution shall become effective upon its passage.



Chair, Knoxville Transportation Authority



Date

#### Definitions of Terms Listed Under Item 4

1. A transit route is a route over which a transit vehicle travels which is specifically labeled or numbered for the purpose of picking up or discharging passengers at regularly scheduled stops and intervals.
2. A transit route mile is a distance of one statute mile along a route regularly traveled by transit vehicles while available for the general public to carry passengers. The length of a route is the round trip distance traversed in traveling completely over the route and returning to the starting point to begin another circuit of the route. If a route is only defined in one direction, then this one-directional distance is the route length.
3. A transit revenue vehicle mile is a distance of one statute mile traveled while a transit vehicle is available to the general public to carry passengers.

Minutes  
KNOXVILLE TRANSPORTATION AUTHORITY  
City County Building, Small Assembly Room  
400 Main Street, Knoxville TN 37902  
Thursday, August 22, 2019 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 Burbano Bonilla  
Commissioner Booher  
Commissioner Crouch  
Commissioner Hairr  
Commissioner Watkins  
Commissioner Williams

II. Approval of Minutes- July 25, 2019

Chair Lawyer requested approval of the July 25, 2019 minutes. Commissioner Burbano Bonilla made a motion to approve the minutes and Commissioner Watkins seconded the motion. The minutes were approved unanimously.

III. Reports

A. KTA Chair

Chair Lawyer congratulated the KAT staff on the successful launch of the Red Line trolley.

B. Commissioners' Comments

Commissioner Williams enquired the KAT staff about the number of citizens the Customer Service staff have helped register to vote this year. Belinda Woodiel-Brill replied that approximately 100 people took advantage of the service at the inception two years but is unsure of the exact total number to date.

C. Staff

i. City of Knoxville Director of Transit

Melissa Roberson announced that KAT posted the Passenger Playbook to their website for the football season home games. She stated with the first game on August 31, KAT has been encouraging and assisting passengers and fans on how to use the fixed routes in addition to the KAT game shuttles. Ms. Roberson noted the Red Line began service August 19, 2019 with positive press and riders including the City Mayor. She reminded the board about the upcoming KTA approved free fare day for the City of Knoxville primary election for mayor and council. The City will be covering the costs incurred by KAT for the fares. Ms. Roberson stated the KAT busses would be operating on a Saturday schedule for Labor Day. She said the evaluation committee intends to make a decision regarding the electric busses with a work contract and will keep the board informed of the that development. Ms. Roberson noted that the outreach programming at UTK has been beneficial as the students have come back to campus.

Ms. Roberson reported that in the first month of the fiscal year KAT's revenues are above the goal for the first month due to apartment subsidies it received in the first month as a lump sum for the entire year. She stated the KAT is below the estimated operating expenses for the month and hasn't received the government grants. The ridership was up by three percent from July 2018.

Commissioner Burbano Bonilla asked the KAT staff about Route 10's numbers being low for the summer and for the reason. Belinda Woodiel-Brill responded that Route 10 generally slows down for the summer since the route was tailored to be efficient and specific for UT students and professors with three trips in the morning and three in the evening. KAT will continue to monitor the route numbers.

ii. TPO Transit Planner

Doug Burton reported that he began working for TPO 30 years ago with the board applauding and congratulating the milestone.

IV. New Business



Chair Lawyer opened the floor for Belinda Woodiel-Brill to discuss the proposed changes for January 2020 to Routes 12, 13, 20, 34, 42, and 90.

Ms. Woodiel-Brill discussed the proposed changes of each route individually. The detailed document listing out the details and maps to each route can be found at [www.katbus.com](http://www.katbus.com). She stated KAT would be doing significant outreach to the communities regarding these proposals including open houses and a public hearing at the next KTA meeting.

#### V. Old Business

There was no Old Business.

#### VI. Public Comment

There were no Public Comments.

#### VII. Set Next Meeting and Adjourn

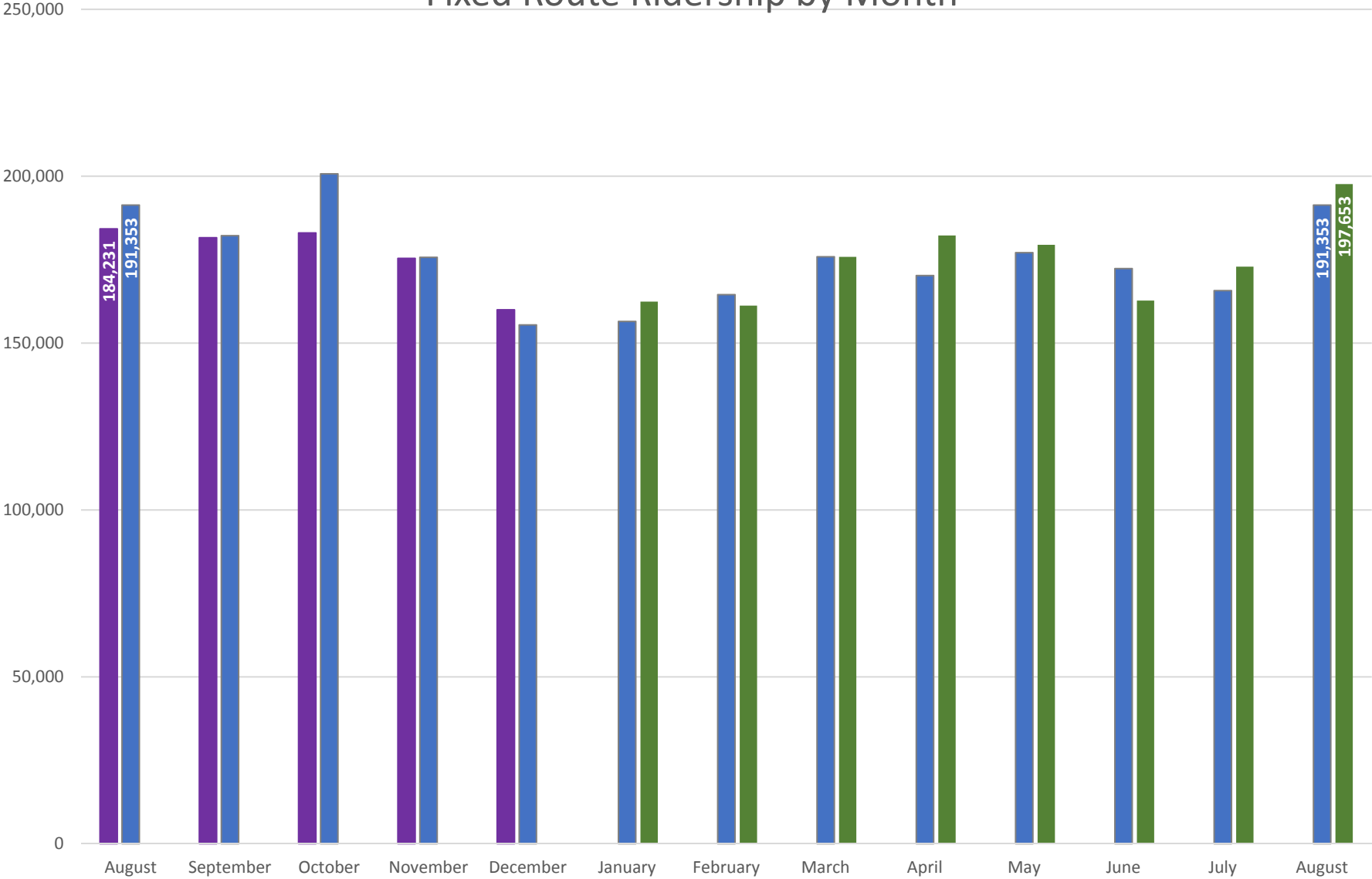
The next meeting was set for September 26, 2019 at 3 p.m. at the City-County Building, 400 N. Main Street, in the Main Assembly Room.

Respectfully submitted,



Whitney Crowe  
KTA Recording Secretary

# Fixed Route Ridership by Month

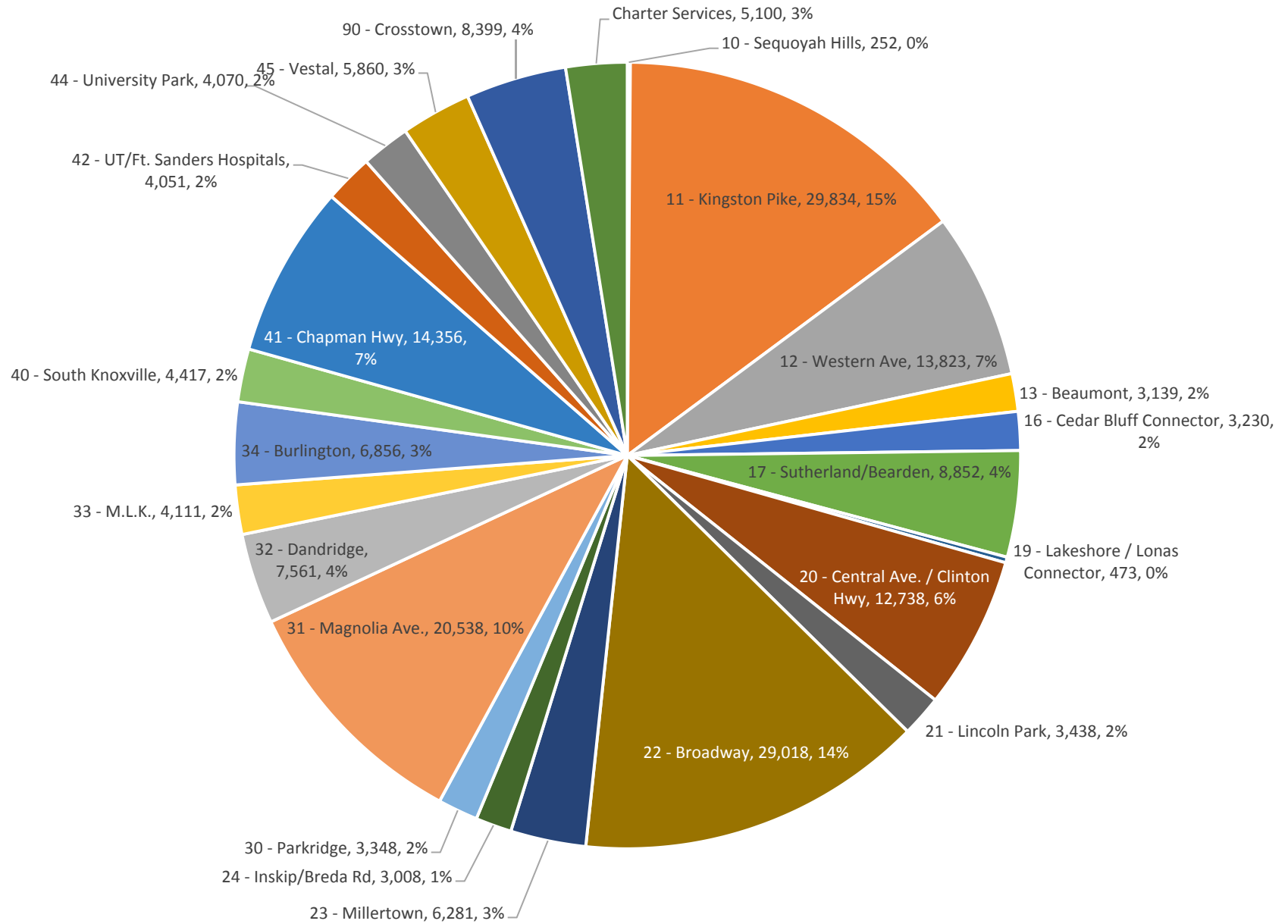


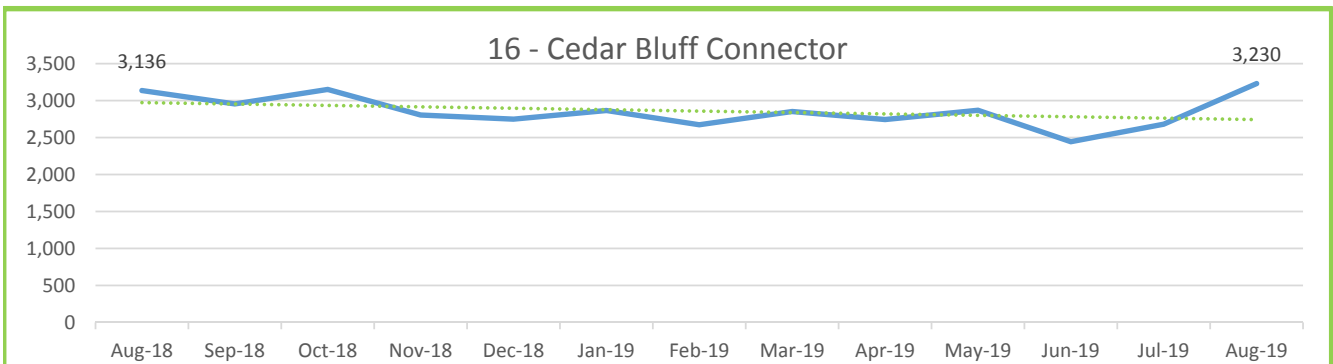
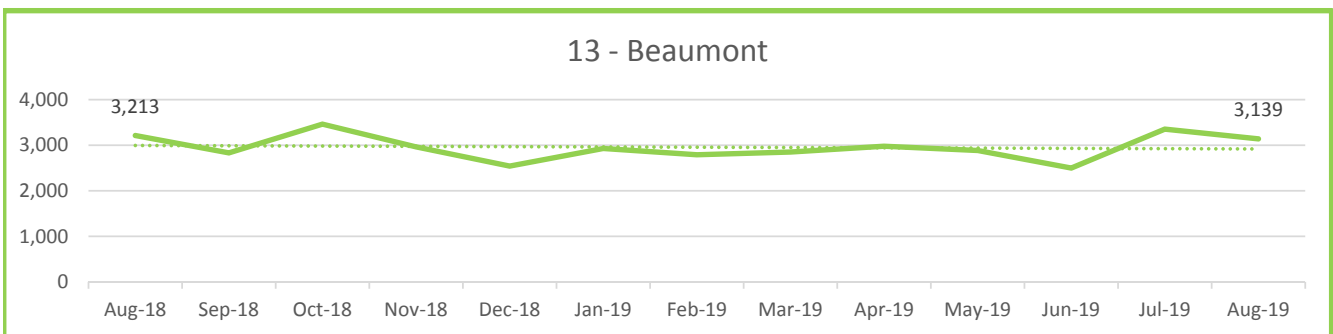
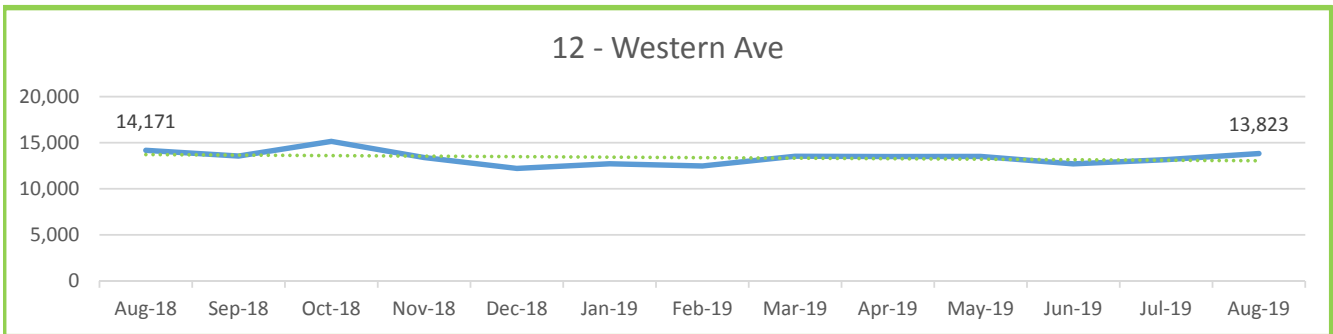
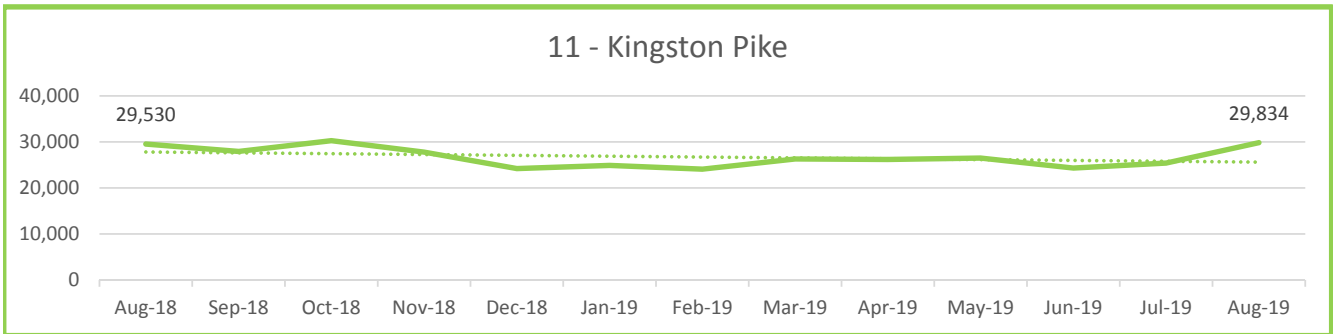
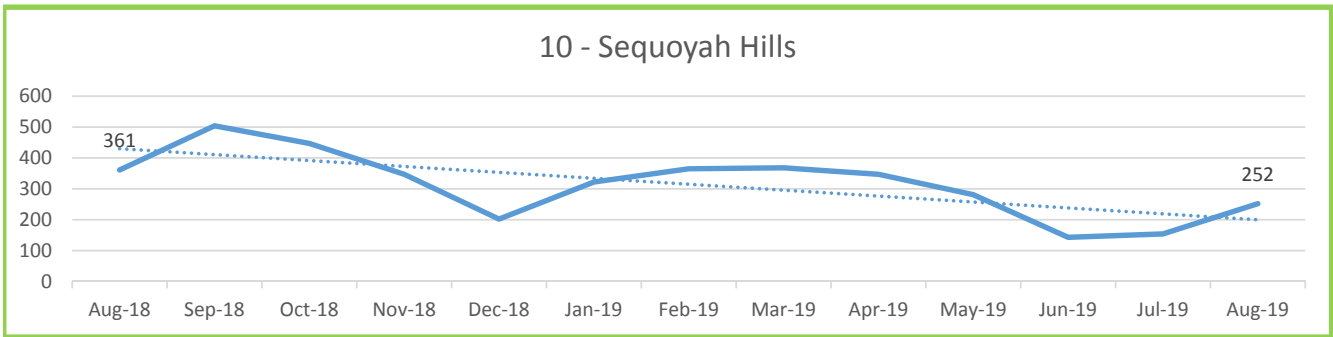
■ 2017 ■ 2018 ■ 2019

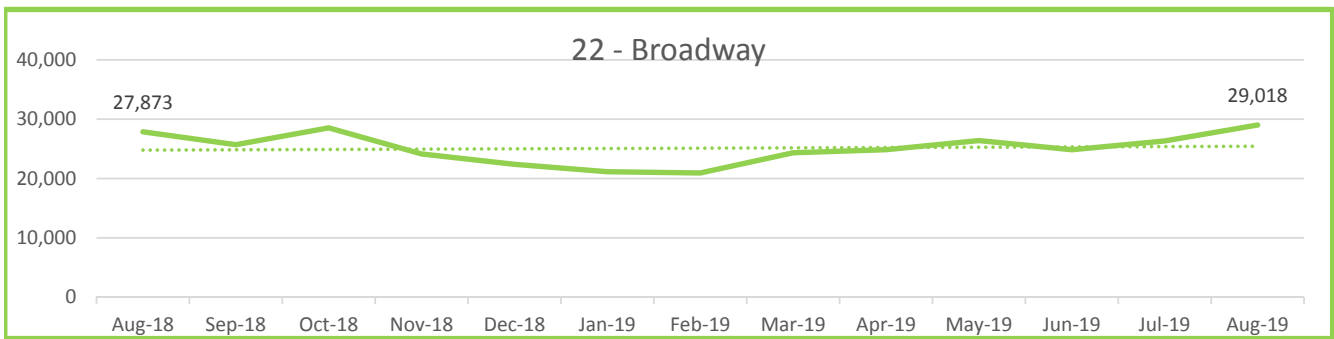
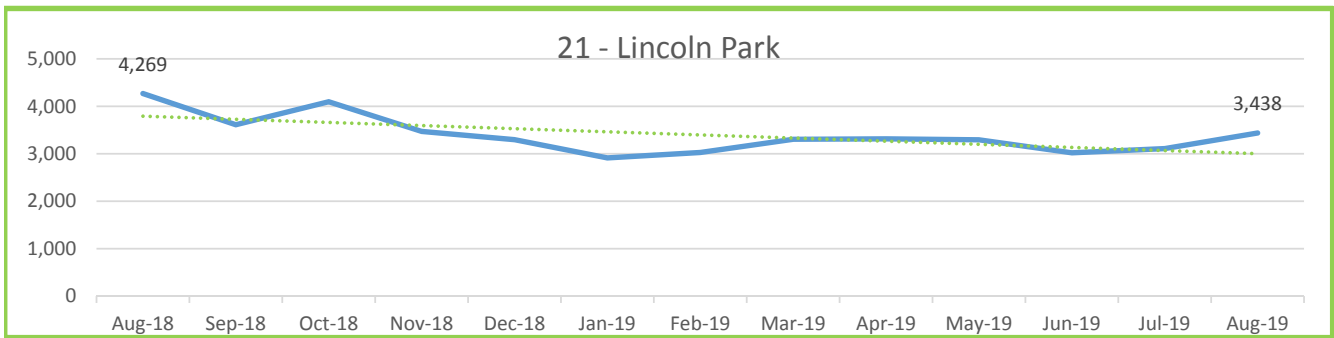
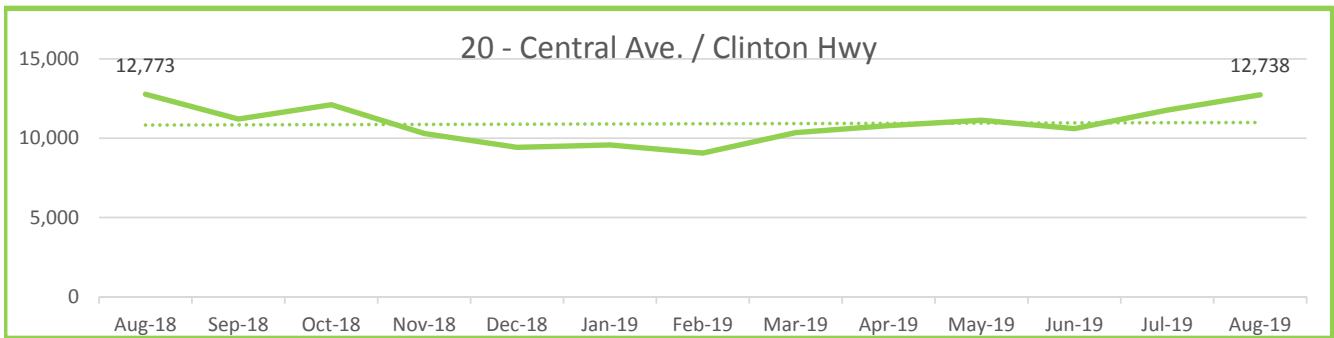
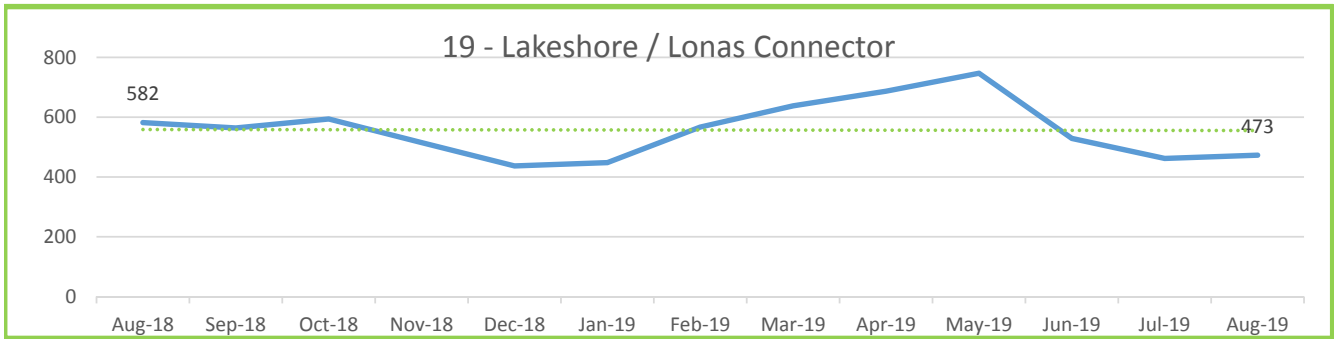
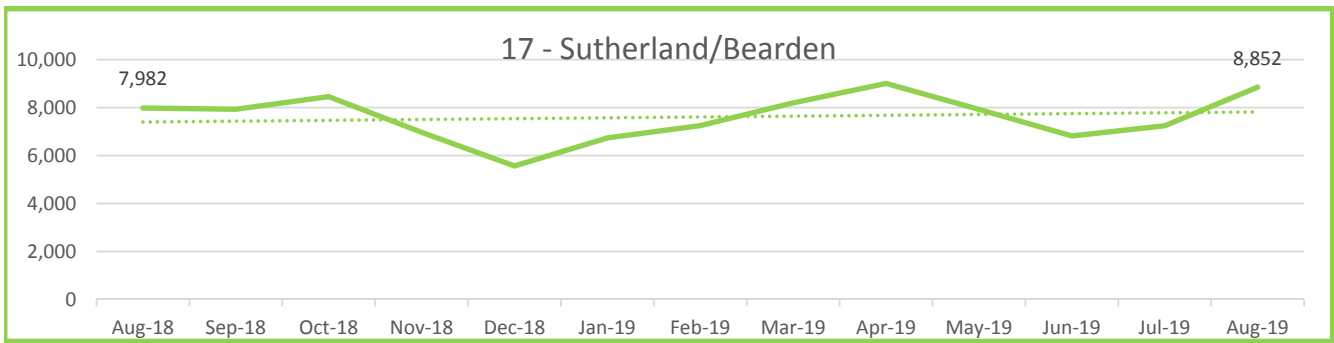
# Trolley Ridership

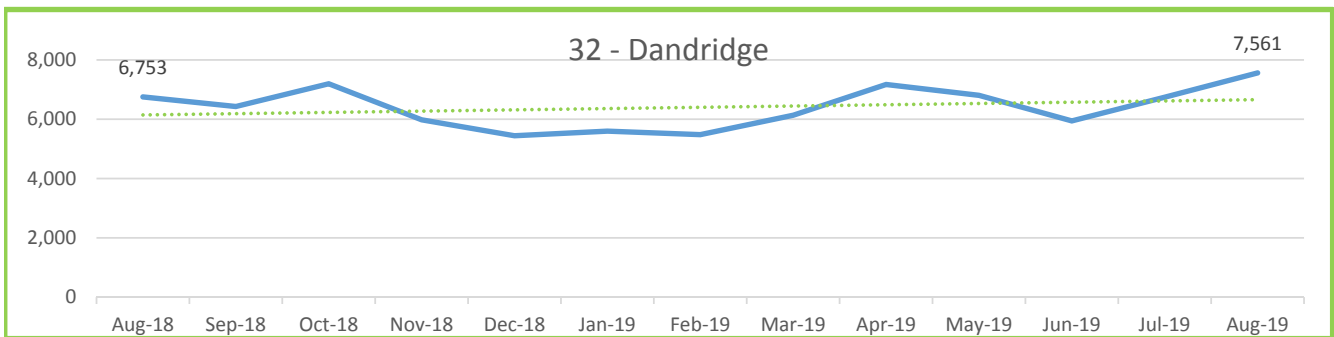
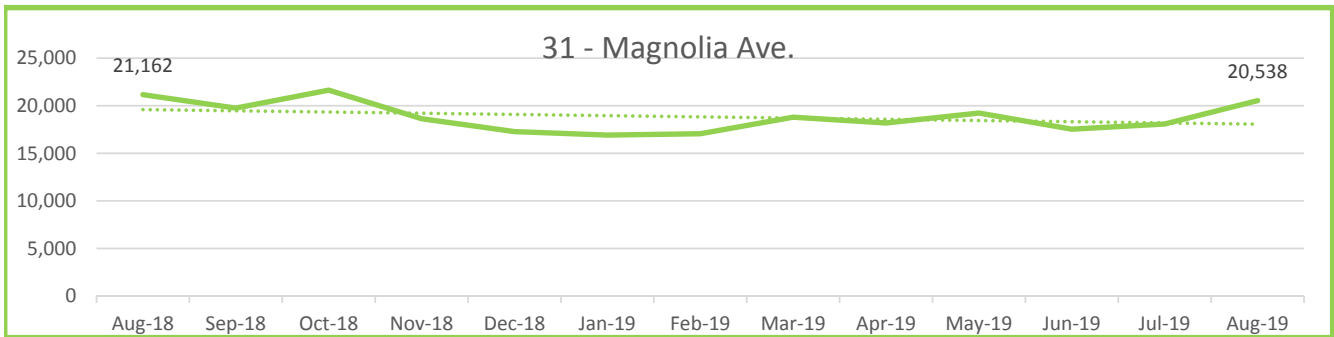
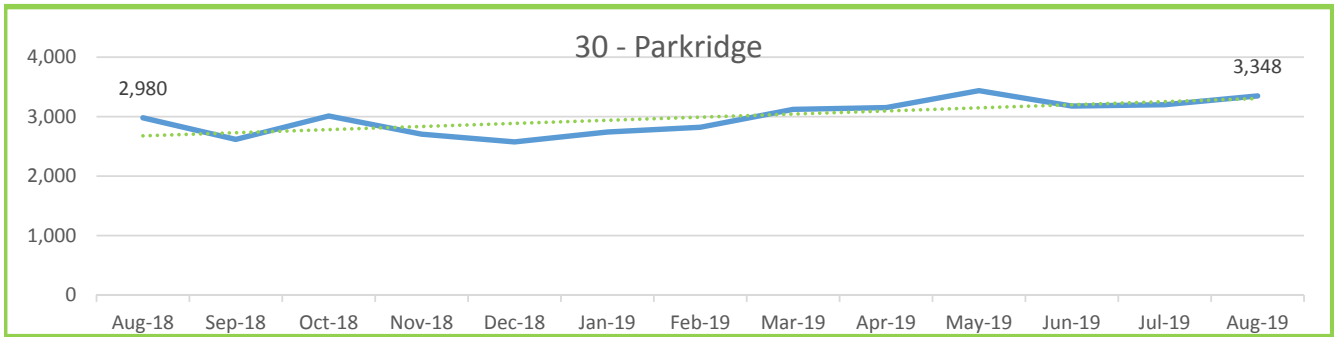
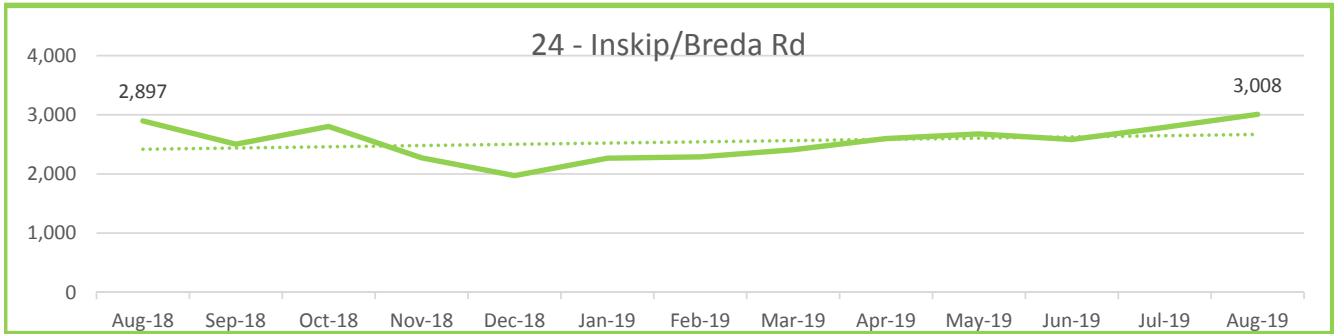
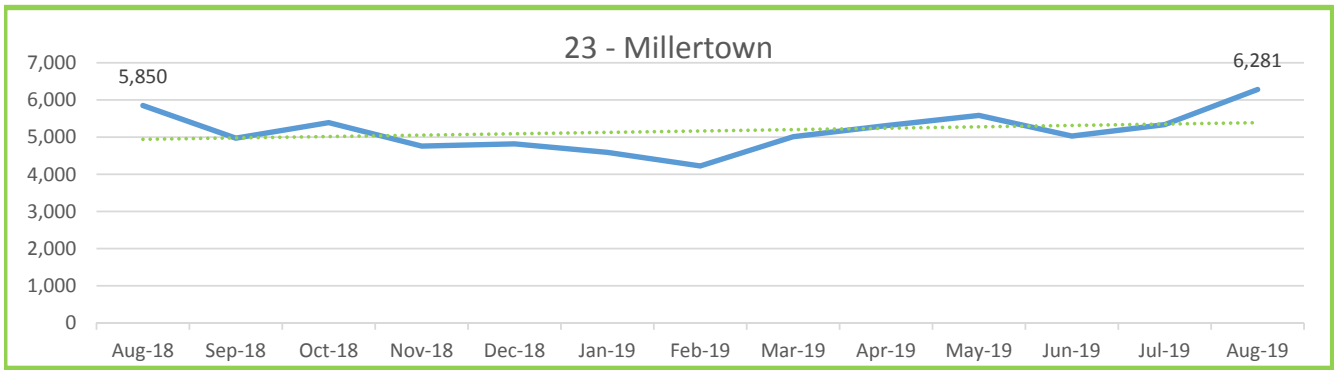


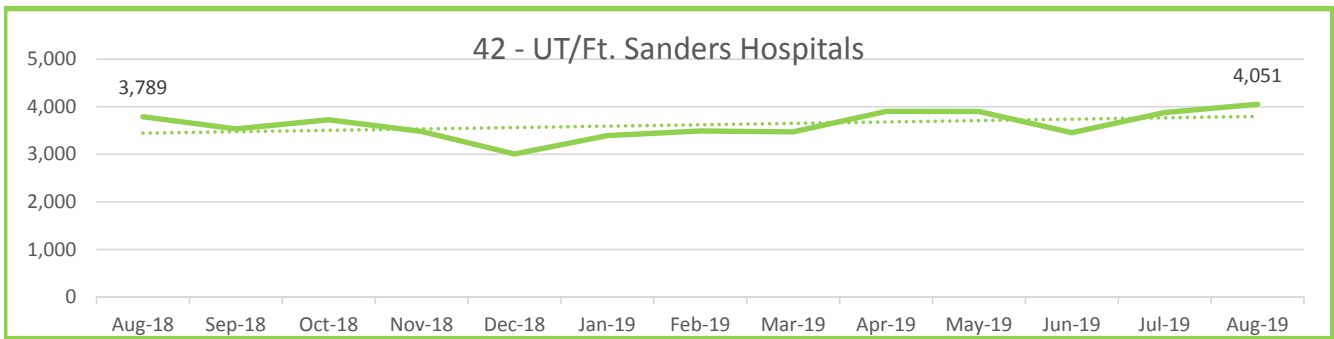
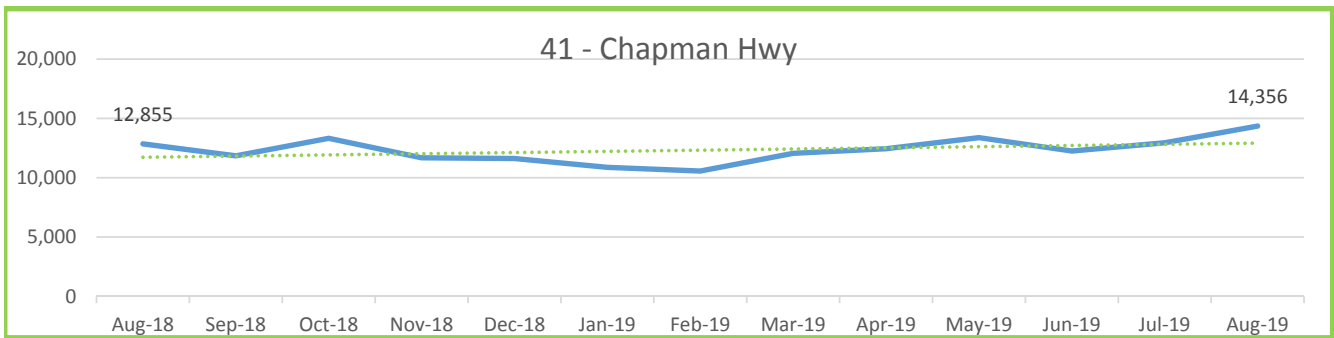
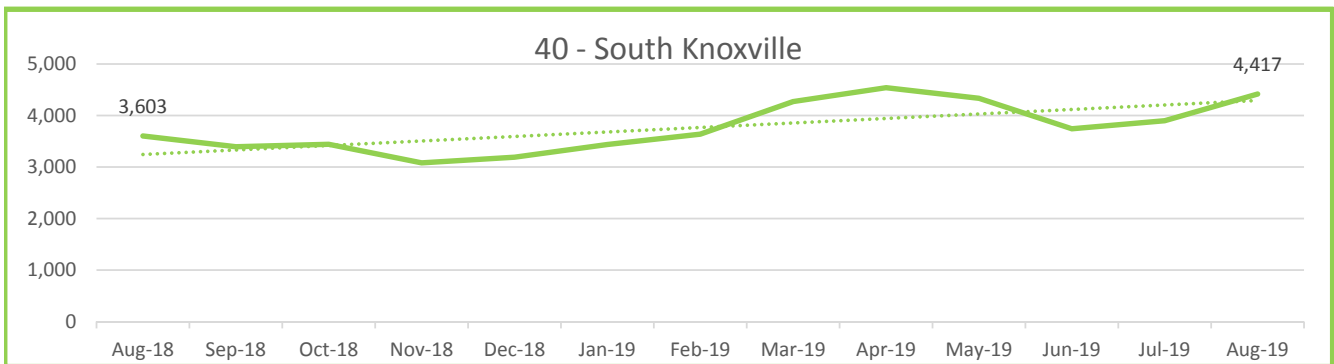
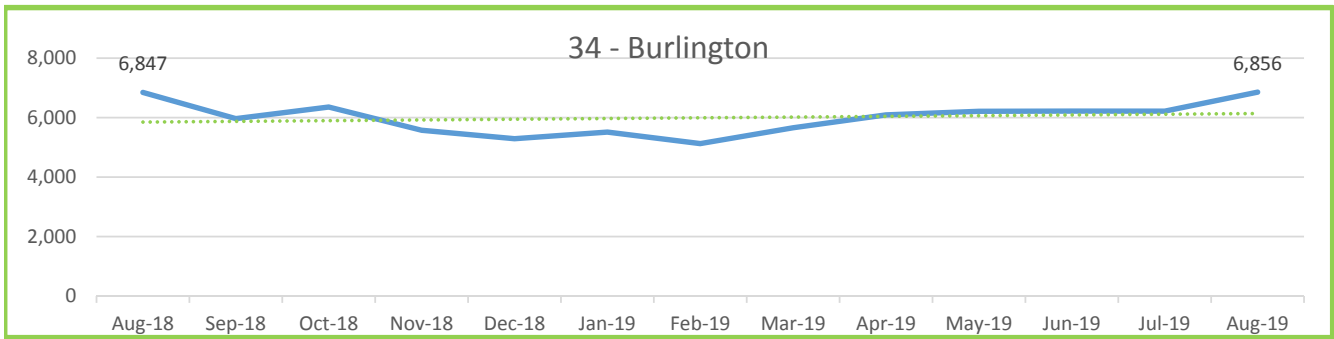
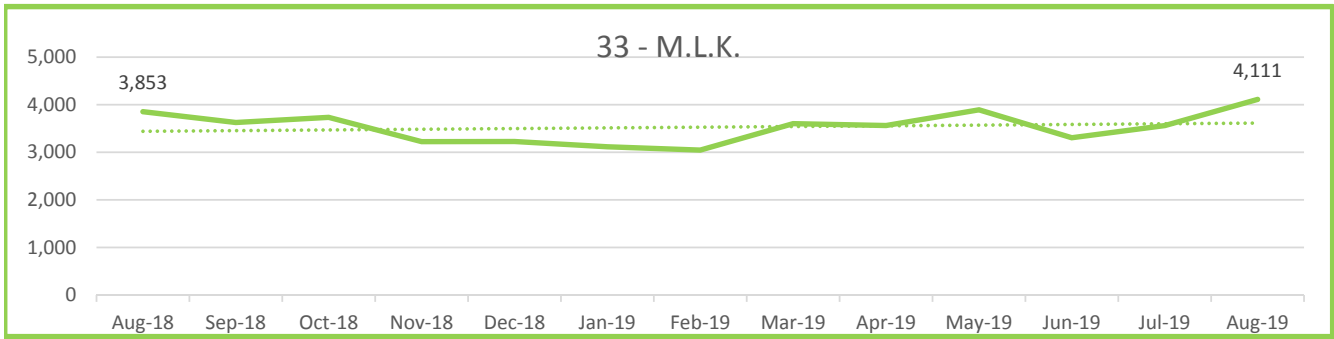
### August 2019 System Ridership by Route



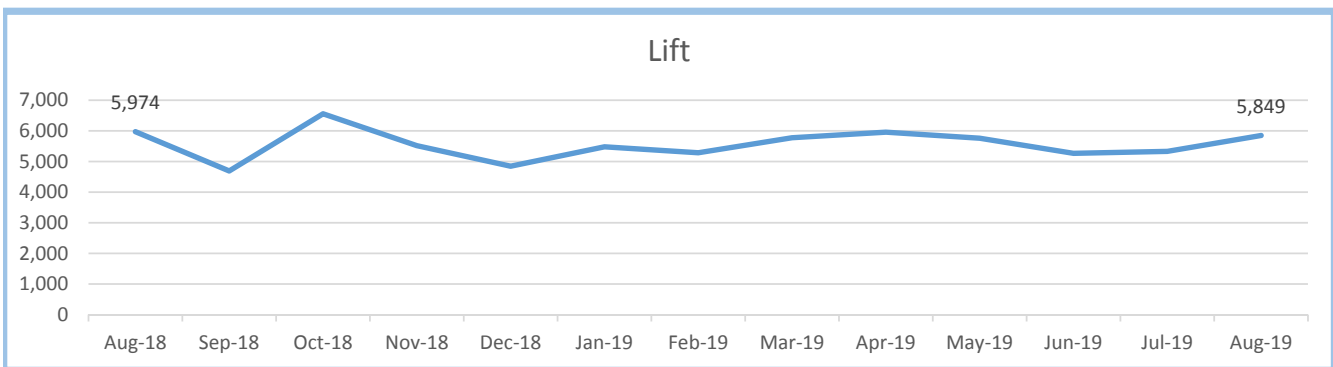
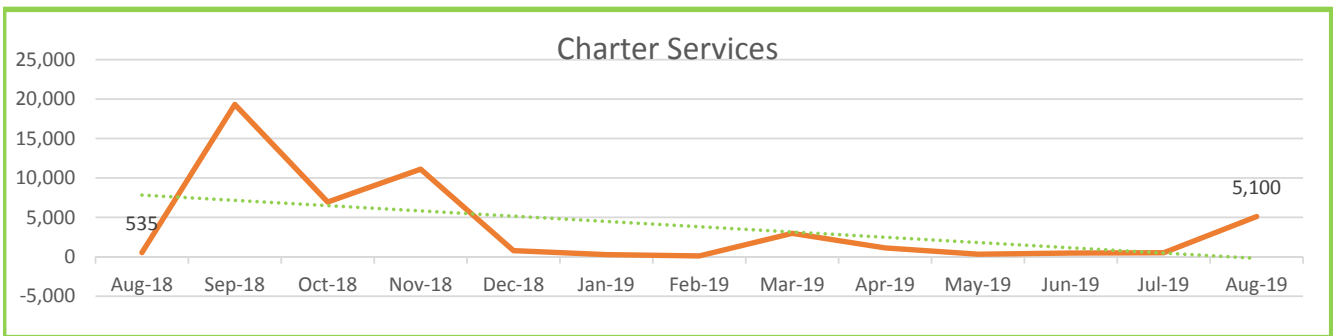
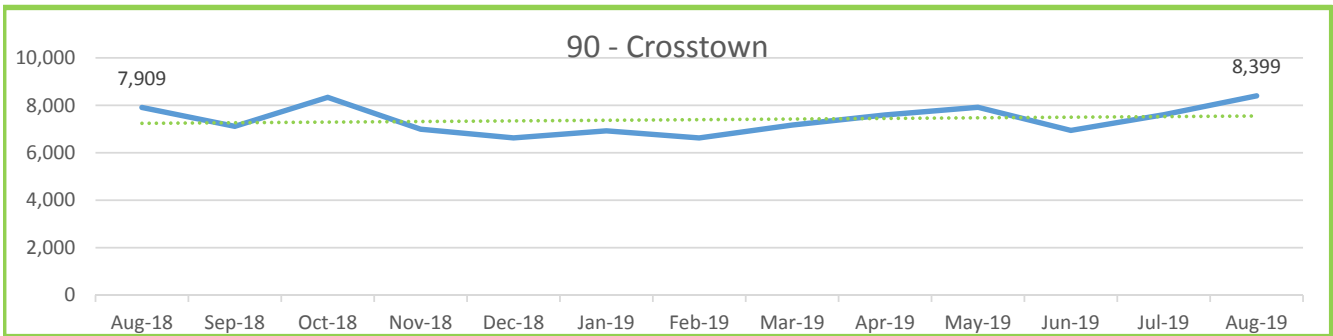
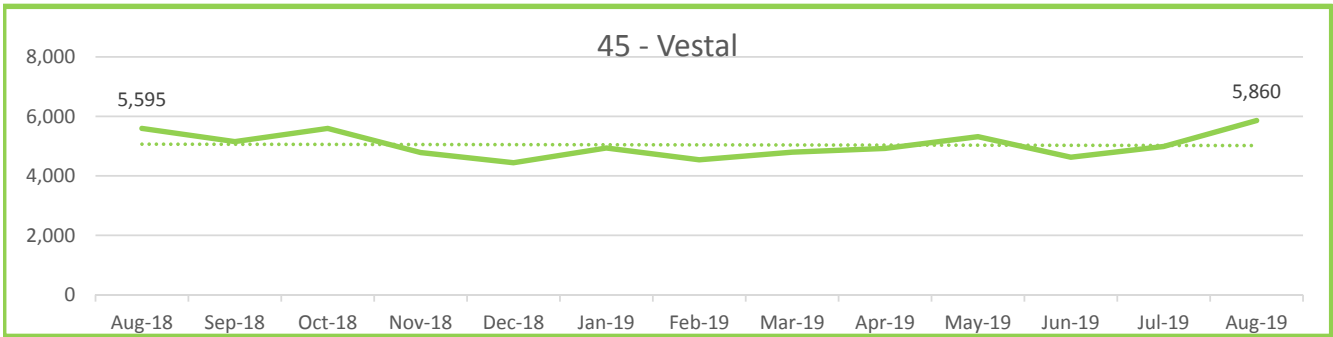
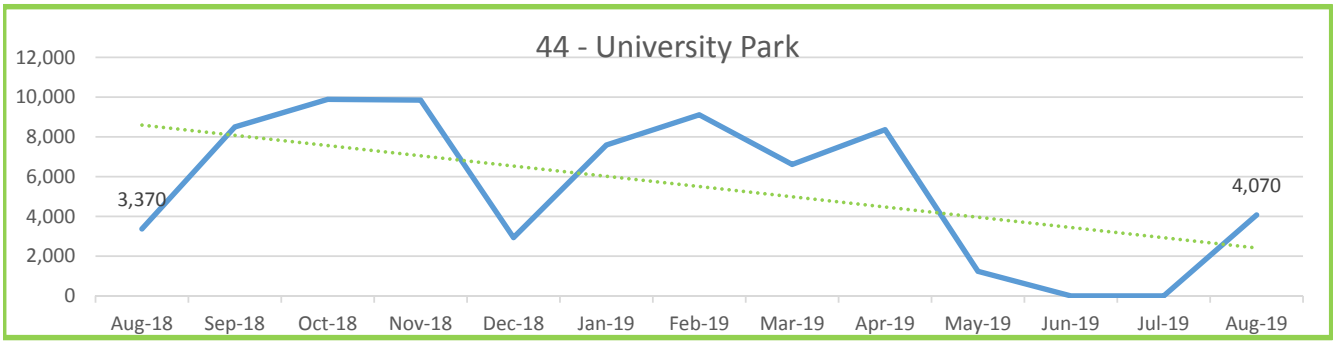














**SYSTEM PERFORMANCE REPORT**  
August, 2019

	<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	254,875	250,502	2%	483,898	472,270	2%
System Generated Revenue				\$389,054	\$414,098	-6%
Revenue Veh. Miles	251,383	237,571	6%	491,631	456,880	8%
Revenue Veh. Hours	19,924	18,782	6%	38,775	36,040	8%
Passengers/Mile	1.01	1.05	-4%	0.98	1.03	-5%
Passengers/Hour	12.79	13.34	-4%	12.48	13.10	-5%
Preventable Accidents	0	1	-100%	0	1	-100%
Mechanical Road Calls	32	23	39%	57	40	43%
Accidents/100,000 Miles	0.00	0.42	-42%	0.00	0.22	-100%
Miles/Road Failure	7,856	10,329	-24%	8,625	11,422	-24%
<b>DEMAND RESPONSE</b>						
Total Passengers	5,849	5,974	-2%	11,180	11,440	-2%
System Generated Revenue				\$27,540	\$26,053	6%
Revenue Veh. Miles	37,373	35,345	6%	72,687	72,170	1%
Revenue Veh. Hours	2,950	3,172	-7%	5,720	5,882	-3%
Passengers/Mile	0.16	0.17	-7%	0.15	0.16	-3%
Passengers/Hour	1.98	1.88	5%	1.95	1.94	0%
Preventable Accidents	0	0	0%	0	0	0%
Mechanical Road Calls	3	7	-57%	8	13	-38%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.00	0%
Miles/Road Failure	12,458	5,049	147%	9,086	5,552	64%
<b>CHARTER SERVICE</b>						
Charters	52	535	-90%	568	1,627	-65%
Sports Charters	5,048	0	504800%	5,048	0	0%
Total Passengers	5,100	535	853%	5,616	1,627	245%
Revenue						0%
Football Shuttle Charters				\$0	\$0	0%
Trolley Charters				\$2,500	\$5,500	-55%
Total Miles	1,459	139	950%	1,482	371	299%
Total Hours	261.5	22.5	1062%	358	73	393%



**ROUTE PERFORMANCE REPORT**  
August, 2019

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	252	0.1%	1,001	0.4%	101	0.6%	0.25	2.50
11	Kingston Pike	29,834	15.1%	28,596	12.3%	2,396	13.9%	1.04	12.45
12	Western Ave	13,823	7.0%	20,359	8.7%	1,394	8.1%	0.68	9.92
13	Beaumont	3,139	1.6%	3,654	1.6%	292	1.7%	0.86	10.75
16	Cedar Bluff Connector	3,230	1.6%	4,969	2.1%	391	2.3%	0.65	8.25
17	Sutherland/Bearden	8,852	4.5%	10,866	4.7%	838	4.9%	0.81	10.57
19	Lakeshore/Lonas Connector	473	0.2%	4,981	2.1%	293	1.7%	0.09	1.61
20	Central Ave/Clinton Hwy	12,738	6.4%	14,319	6.1%	871	5.1%	0.89	14.62
21	Lincoln Park	3,438	1.7%	4,668	2.0%	367	2.1%	0.74	9.38
22	Broadway	29,018	14.7%	19,271	8.3%	1,432	8.3%	1.51	20.27
23	Millertown	6,281	3.2%	8,549	3.7%	749	4.4%	0.73	8.38
24	Inskip/Breda Rd	3,008	1.5%	6,608	2.8%	478	2.8%	0.46	6.30
30	Parkridge	3,348	1.7%	3,483	1.5%	274	1.6%	0.96	12.22
31	Magnolia Ave.	20,538	10.4%	13,791	5.9%	1,160	6.7%	1.49	17.70
32	Dandridge	7,561	3.8%	8,115	3.5%	521	3.0%	0.93	14.52
33	M.L.K.	4,111	2.1%	8,222	3.5%	667	3.9%	0.50	6.16
34	Burlington	6,856	3.5%	13,492	5.8%	819	4.8%	0.51	8.37
40	South Knoxville	4,417	2.2%	11,088	4.8%	786	4.6%	0.40	5.62
41	Chapman Hwy	14,356	7.3%	14,599	6.3%	893	5.2%	0.98	16.07
42	UT/Ft Sanders Hospitals	4,051	2.0%	2,800	1.2%	367	2.1%	1.45	11.05
43	University Heights	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
44	University Park	4,070	2.1%	2,313	1.0%	257	1.5%	1.76	15.84
45	Vestal	5,860	3.0%	10,313	4.4%	720	4.2%	0.57	8.14
90	Crosstown	8,399	4.2%	17,245	7.4%	1,124	6.5%	0.49	7.47
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>197,653</b>		<b>233,301</b>		<b>17,189</b>		<b>0.85</b>	<b>11.50</b>
82	Trolley (Orange Line)	19,143	33.5%	6,785	37.5%	1,081	39.5%	2.82	17.71
84	Trolley (Green Line)	12,649	22.1%	4,275	23.6%	731	26.7%	2.96	17.31
86	Trolley (Blue Line)	23,796	41.6%	4,851	26.8%	641	23.4%	4.91	37.12
88	Trolley (Red Line)	1,634	2.9%	2,171	12.0%	283	10.3%	0.75	5.78
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>57,222</b>		<b>18,082</b>		<b>2,736</b>		<b>3.16</b>	<b>20.92</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>254,875</b>		<b>251,383</b>		<b>19,924</b>		<b>1.01</b>	<b>12.79</b>
<b>LIFT SERVICE</b>		<b>5,849</b>		<b>37,373</b>		<b>2,950</b>		<b>0.16</b>	<b>1.98</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>260,724</b>		<b>288,756</b>		<b>22,874</b>		<b>0.90</b>	<b>11.40</b>
<b>TOTAL CHARTER SERVICES</b>		<b>5,100</b>		<b>1,459</b>		<b>262</b>		<b>3.50</b>	<b>19.50</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>265,824</b>		<b>290,215</b>		<b>23,136</b>		<b>0.92</b>	<b>11.49</b>



# Red Line

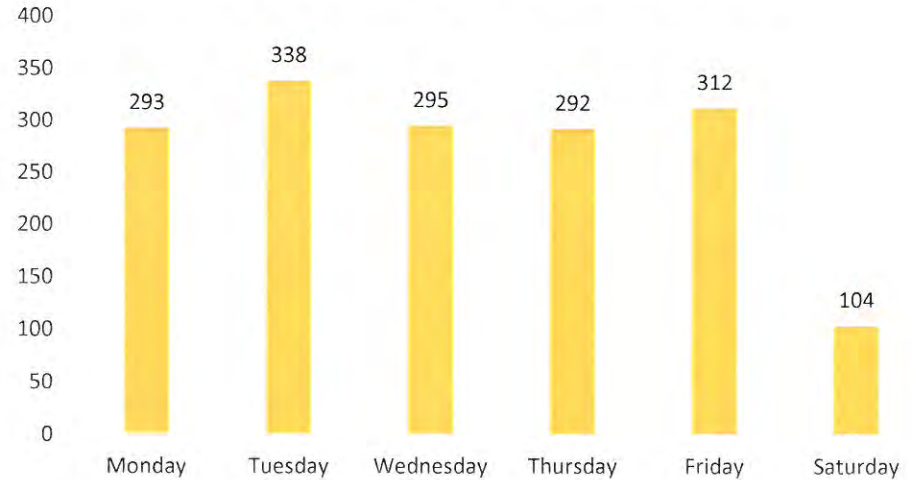
Report for August 19 – 31, 2019

Total Riders: 1,634

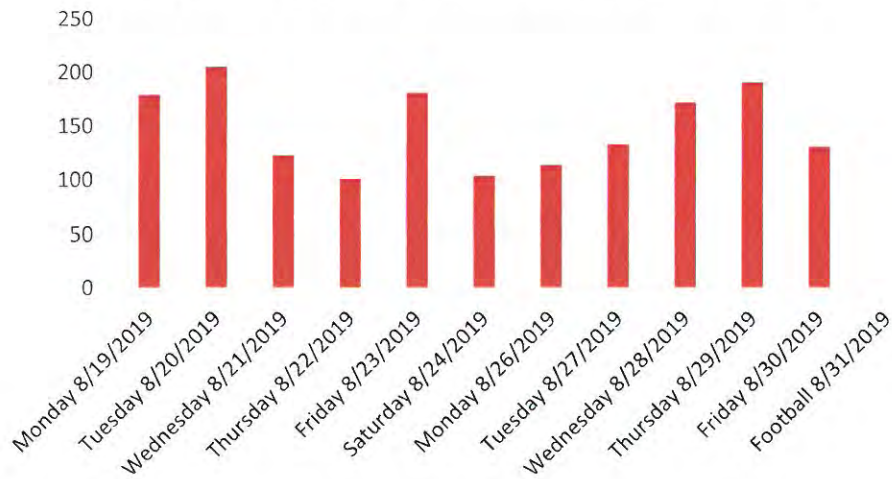
Average Passenger Trips per Day: 148

Average Passenger per Hour: 5.8

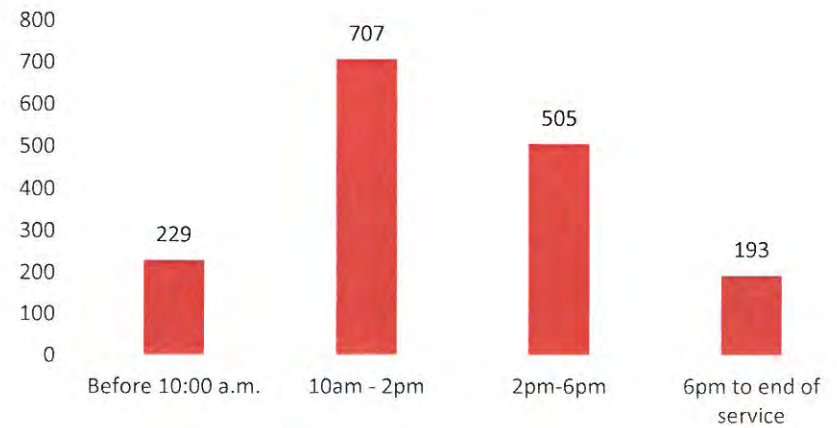
Red Line by Day of the Week (Overall Totals)



Red Line Ridership By Day - August 19-31, 2019



Red Line Ridership by Time of Day (Overall totals)



**City of Knoxville - Knoxville Area Transportation  
Statement of Net Position  
As of August 31, 2019**

	<b>Operating Activities</b>
<b>Assets</b>	
Current Assets:	
Cash & Cash Equivalents	\$ -
Receivables:	
State Grants Receivable	1,661,693
Intrafund Receivables	4,646,476
Inventories	1,247,136
Total Current Assets	7,555,305
<b>Noncurrent Assets:</b>	
Land & Site Improvements	2,757,150
Building & Building Improvements	32,599,049
Equipment & Vehicles	38,541,440
Other	49,000
Less: Accumulated Depreciation	(35,494,184)
Total noncurrent assets	38,452,454
Total Assets	46,007,760
<b>Liabilities:</b>	
Current Liabilities	1,793,467
Total Liabilities	1,793,467
<b>Net Assets:</b>	
Net Investment in Capital Assets	38,452,454
Unrestricted	5,761,839
Total Net Position	\$ 44,214,293

**City of Knoxville - Knoxville Area Transportation  
Schedule of Revenues and Expenses Compared to Budget  
For the Period Ended August 31, 2019**

	13.42% YTD % - Revenue/Expenses		16.67%						
	Current Year:						Prior Year Operating		
	Operating Activities						Actual	Change	%
	Original	Amended	Actual	Variance	%				
<b>Revenue from Operations:</b>									
Charges for Service	\$ 2,198,040	2,198,040	418,338	(1,779,702)	19.0%	445,448	(27,110)	-6.48%	
Other Revenue	1,600	1,600	776	(824)	48.5%	300	476	61.34%	
Total Operating Revenue	<u>2,199,640</u>	<u>2,199,640</u>	<u>419,114</u>	<u>(1,780,526)</u>	19.1%	<u>445,748</u>	<u>(26,634)</u>	<u>-6.35%</u>	
<b>Operating Expenses:</b>									
Personal Services	17,882,400	17,882,400	2,319,690	(15,562,710)	13.0%	2,414,518	94,828	4.09%	
Administrative/Office Expenses	2,524,850	2,524,850	502,338	(2,022,512)	19.9%	609,648	107,310	21.36%	
Fleet Expenses	2,643,520	2,643,520	456,088	(2,187,432)	17.3%	455,346	(742)	-0.16%	
Total Operating Expenses	<u>23,050,770</u>	<u>23,050,770</u>	<u>3,278,116</u>	<u>(19,772,654)</u>	14.2%	<u>3,479,512</u>	<u>201,396</u>	<u>6.14%</u>	
Gain/(Loss) from Operations	<u>(20,851,130)</u>	<u>(20,851,130)</u>	<u>(2,859,002)</u>	<u>(21,553,180)</u>	13.7%	<u>(3,033,764)</u>	<u>174,762</u>	<u>-6.11%</u>	
<b>NonOperating Revenue:</b>									
Grants	3,330,800	3,330,800	555,134	(2,775,666)	16.7%	534,684	20,450	3.68%	
Contributions & Transfers	17,520,330	17,520,330	2,097,990	(15,422,340)	12.0%	2,061,452	36,538	1.74%	
Total NonOperating Revenue	<u>20,851,130</u>	<u>20,851,130</u>	<u>2,653,124</u>	<u>(18,198,006)</u>	12.7%	<u>2,596,136</u>	<u>56,988</u>	<u>2.15%</u>	
<b>Change in Net Position</b>			<u>\$ (205,878)</u>			<u>\$ (437,628)</u>			

**City of Knoxville - Knoxville Area Transportation  
Schedule of Revenues and Expenses Compared to Budget  
For the Period Ended August 31, 2019**

YTD % - Personal Services

13.42% YTD % - Revenue/Expenses 16.67%

	Current Year:					Prior Year Operating		
	Operating Activities					Actual	Change	%
	Original	Amended	Actual	Variance	%			
<b>Revenue from Operations:</b>								
<b>Charges for Service -</b>								
Farebox Revenue	\$ 1,005,000	1,005,000	149,009	(855,991)	14.8%	155,661	(6,652)	-4.46%
Miscellaneous Subsidies - KAT	131,890	131,890	131,890	-	100.0%	131,890	-	0.00%
UT Trolley Subsidy	88,150	88,150	-	(88,150)	-	-	-	#DIV/0!
Football Shuttle	173,000	173,000	-	(173,000)	-	-	-	#DIV/0!
Charter Fees	39,000	39,000	2,500	(36,500)	6.4%	5,500	(3,000)	-120.00%
Ticket Sales	761,000	761,000	134,939	(626,061)	17.7%	152,397	(17,458)	-12.94%
<b>Total Charges for Service</b>	<b>2,198,040</b>	<b>2,198,040</b>	<b>418,338</b>	<b>(1,779,702)</b>	<b>19.0%</b>	<b>445,448</b>	<b>(27,110)</b>	<b>-6.48%</b>
<b>Other Revenue -</b>								
Photo I.D.	1,500	1,500	756	(744)	50.4%	204	552	73.02%
Miscellaneous Revenue	100	100	20	(80)	20.0%	96	(76)	-380.00%
<b>Total Other Revenue</b>	<b>1,600</b>	<b>1,600</b>	<b>776</b>	<b>(824)</b>	<b>48.5%</b>	<b>300</b>	<b>476</b>	<b>61.34%</b>
<b>Total Operating Revenue</b>	<b>2,199,640</b>	<b>2,199,640</b>	<b>419,114</b>	<b>(1,780,526)</b>	<b>19.1%</b>	<b>445,748</b>	<b>(26,634)</b>	<b>-6.35%</b>
<b>Operating Expenditures:</b>								
<b>Personal Services -</b>								
Regular Salaries	12,469,080	12,469,080	1,634,649	(10,834,431)		1,526,696	107,953	6.60%
Overtime	540,660	540,660	61,657	(479,003)		64,170	(2,513)	-4.08%
Other Compensation	-	-	2,215	2,215		1,425	790	35.67%
Compensatory Time	-	-	36,593	36,593		43,960	(7,367)	-20.13%
Long Term Disability	204,160	204,160	16,924	(187,236)		31,956	(15,032)	-88.82%
Section 457 Match	260	260	-	(260)		40	(40)	-
Other Benefits	5,830	5,830	-	(5,830)		486	(486)	-
Annual Leave	-	-	107,055	107,055		118,891	(11,836)	-11.06%
Sick Leave	-	-	46,964	46,964		40,201	6,763	14.40%
Social Security	807,680	807,680	113,456	(694,224)	13.0%	107,831	5,625	4.96%
Pension Contribution	525,940	525,940	63,656	(462,284)		66,892	(3,236)	-5.08%
Group Life Insurance	130	130	-	(130)		14	(14)	-
Group Health Individual	2,532,960	2,532,960	193,095	(2,339,865)		360,128	(167,033)	-86.50%
Employers Medicare	188,940	188,940	26,534	(162,406)		25,219	1,315	4.96%
Vision Care	10	10	-	(10)		1	(1)	-
Health Care Incentive Contribution	380	380	-	(380)		-	-	-
Dental Insurance	63,180	63,180	7,902	(55,278)		16,585	(8,683)	-109.88%
Health Wellness Credit	960	960	-	(960)		120	(120)	-
FUTA/TN SUI	3,730	3,730	158	(3,572)		103	55	34.81%
Additional Compensation	500,000	500,000	-	(500,000)		-	-	-
Pension (Employer Share) - KAT	38,500	38,500	8,832	(29,668)	22.9%	9,800	(968)	-10.96%
<b>Total Personal Services</b>	<b>17,882,400</b>	<b>17,882,400</b>	<b>2,319,690</b>	<b>(15,562,710)</b>	<b>13.0%</b>	<b>2,414,518</b>	<b>(94,828)</b>	
<b>Administrative/Office Expenses -</b>								
Office Supplies	28,000	28,000	4,914	(23,086)	17.6%	3,600	1,314	26.74%
Operating Supplies	49,000	49,000	16,990	(32,010)	34.7%	4,614	12,376	72.84%
Uniforms	118,800	118,800	(4,864)	(123,664)	-4.1%	5,015	(9,879)	203.10%
Other Marketing Expense	500	500	-	(500)	-	-	-	-
Printers	1,000	1,000	-	(1,000)	-	-	-	-
Software Licensing Fees	144,870	144,870	7,000	(137,870)	4.8%	67,581	(60,581)	-865.44%
Computer Software	1,000	1,000	329	(671)	32.9%	-	329	100.00%
Copier Charges	12,000	12,000	851	(11,149)	7.1%	922	(71)	-8.34%
Duplication Services	81,000	81,000	6,406	(74,594)	7.9%	4,583	1,823	28.46%
Dues and Subscriptions	54,000	54,000	43,600	(10,400)	80.7%	20,333	23,267	53.36%
Postage and Shipping	3,000	3,000	32	(2,968)	1.1%	740	(708)	-2212.50%
Publicity	64,500	64,500	4,337	(60,163)	6.7%	17,295	(12,958)	-298.78%
Communications	-	-	1,783	1,783	-	2,188	(405)	-22.71%
Long Distance Phone	200	200	28	(172)	14.0%	18	10	35.71%
Cellular Phone Charges	8,500	8,500	3,528	(4,972)	41.5%	712	2,816	79.82%
Internet Access Charge	40,000	40,000	3,558	(36,442)	8.9%	6,234	(2,676)	-75.21%
PBA Telecom Charges	14,530	14,530	14,530	-	100.0%	1,828	12,702	87.42%
Legal Notices	500	500	-	(500)	-	-	-	-
Risk Management - Insurance Charge	17,100	17,100	2,850	(14,250)	16.7%	1,774	1,076	37.75%
Risk Management - KAT Insurance Charges	345,040	345,040	57,506	(287,534)	16.7%	81,098	(23,592)	-41.03%
Equipment Leases	4,920	4,920	820	(4,100)	16.7%	1,622	(802)	-97.80%
Environmental Services	6,000	6,000	4,054	(1,946)	67.6%	-	4,054	100.00%
Banking Services	10,000	10,000	601	(9,399)	6.0%	1,941	(1,340)	-222.96%
Legal - Outside Counsel	30,000	30,000	6,140	(23,860)	20.5%	300	5,840	95.11%
Contract Management	1,145,140	1,145,140	286,275	(858,865)	25.0%	351,854	(65,579)	-22.91%
Background Check Services	8,000	8,000	1,087	(6,913)	13.6%	878	209	19.23%
Misc. Professional Services	64,500	56,570	11,740	(44,830)	20.8%	10,212	1,528	13.02%
Registration Fees	10,000	10,000	1,148	(8,852)	11.5%	-	1,148	100.00%
Food	1,000	1,000	191	(809)	19.1%	71	120	62.83%
Transportation - Airline	5,000	5,000	-	(5,000)	-	-	-	-
Transportation - Other	5,000	5,000	90	(4,910)	1.8%	30	60	66.67%
Lodging	10,000	10,000	554	(9,446)	5.5%	1,319	(765)	-138.09%

	Current Year:					Prior Year Operating		
	Original	Amended	Actual	Variance	%	Actual	Change	%
Meals & Incidentals	10,000	10,000	262	(9,738)	2.6%	124	138	52.67%
Knox County Payments	-	7,930	7,921	(9)	99.9%	-	7,921	100.00%
Other Safety Expense - KAT	48,000	48,000	3,603	(44,397)	7.5%	3,683	(80)	-2.22%
Other Taxes & Fees - KAT	2,500	2,500	1,250	(1,250)	50.0%	1,368	(118)	-9.44%
Repair and Maintenance Services	40,500	40,500	2,999	(37,501)	7.4%	4,809	(1,810)	-60.35%
Electricity, Gas, Water, Wastewater	140,000	140,000	10,133	(129,867)	7.2%	12,759	(2,626)	-25.92%
Grants & Benevolences	750	750	92	(658)	12.3%	143	(51)	-55.43%
Total Administrative/Office Expenses	<u>2,524,850</u>	<u>2,524,850</u>	<u>502,338</u>	<u>(2,022,512)</u>	19.9%	<u>609,648</u>	<u>(107,310)</u>	
<b>Fleet Expenses -</b>								
Other Shop Expense Supplies	-	-	5,776	5,776	-	335	5,441	94.20%
Parts	400,000	400,000	152,368	(247,632)	38.1%	131,614	20,754	13.62%
Fuel	2,152,450	2,152,450	283,336	(1,869,114)	13.2%	302,565	(19,229)	-6.79%
Oil	91,070	91,070	14,608	(76,462)	16.0%	20,117	(5,509)	-37.71%
Misc. Operating Equipment	-	-	-	-	-	715	(715)	#DIV/0!
Total Fleet Expenses	<u>2,643,520</u>	<u>2,643,520</u>	<u>456,088</u>	<u>(2,187,432)</u>	17.3%	<u>455,346</u>	<u>742</u>	
Total Operating Expenses	<u>23,050,770</u>	<u>23,050,770</u>	<u>3,278,116</u>	<u>(19,772,654)</u>	14.2%	<u>3,479,512</u>	<u>(201,396)</u>	-6.14%
<b>Gain/(Loss) from Operations</b>	<u>(20,851,130)</u>	<u>(20,851,130)</u>	<u>(2,859,002)</u>	<u>(21,553,180)</u>	13.7%	<u>(3,033,764)</u>	<u>174,762</u>	
<b>Non-Operating Revenue &amp; Expenses:</b>								
State Department of Transportation	3,330,800	3,330,800	555,134	(2,775,666)	16.7%	534,684	20,450	3.68%
General Fund Transfer	12,587,940	12,587,940	2,097,990	(10,489,950)	16.7%	2,061,452	36,538	1.74%
Transit Grant Revenue Transfers	4,932,390	4,932,390	-	(4,932,390)	-	-	-	-
Total Non-Operating Revenue & Expenses	<u>20,851,130</u>	<u>20,851,130</u>	<u>2,653,124</u>	<u>(18,198,006)</u>		<u>2,596,136</u>	<u>56,988</u>	
<b>Excess (Deficiency) of Revenue over Expenses</b>	<u>\$ -</u>	<u>-</u>	<u>(205,878)</u>			<u>(437,628)</u>		



# January 2020 Proposed Changes

## Title VI Analysis

### Report

KAT is proposing system improvements to take effect in January 2020. These proposed changes include:

**Route 12 – Western Avenue:** To improve on-time performance and connections as well as streamline the route, the proposal is to make the current detour routing through the area of Western Heights a permanent change, using Virginia to Murphy. Due to the recent street realignment of Western Avenue, portions of Virginia and Tennessee would no longer be served.

**Route 13 – Beaumont:**

- Adjust the service area of the route to cover additional areas along Middlebrook Pike, including Big Oak Apartments and Helen Ross McNabb's Veterans' Service Center, while terminating the route at Central Street and Dameron near the Knox County Health Department. Additional new bus stops to be added along Middlebrook Pike. Transfers to Route 20 – Central provide direct service to Knoxville Station with almost immediate transferring. Direct service provided to Public Works Building outbound leg only, with inbound service along Middlebrook Pike.
- Additional evening trip on weekdays.

**Route 20 – Central Street:** Remove the service extension to Melstone and McClain, keeping the route consistent throughout the day.

**Route 34 – Burlington:** Remove a 3-block portion at Catalpa, Kirk and Lilac streets, keeping the bus straight on Fern to improve route performance.

**Route 42 – UT/Ft. Sanders Hospitals:**

- Improve headways to 30 minutes on weekdays;
- Continue service through 11:15 p.m. trips in the evening, weekdays and Saturdays;
- Add new Sunday service.

**Route 90 – Crosstown:**

- Change routing to serve Walbrook Superstop (at Wal Mart west), rather than West Town Mall by following Middlebrook to Gallaher View. Eliminate service through West Hills along Vanosdale and at West Town Mall. Add new bus stops along Middlebrook Pike. This eliminates a double-transfer to Route 16 – Cedar Bluff while still providing connections to West Town Mall via Route 11 – Kingston Pike.
- Saturday schedule adjustment to create consistency with weekday service.
- New routing through I-640 Plaza to improve efficiency, along with service along Third Creek rather than Ed Shouse Drive to Middlebrook.

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, in accordance with Title VI regulations. That policy is stated below:

*"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and*

4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

**Summary of findings:** Of the items above, two proposed changes constitute a major service change: Route 13 – Beaumont has a 30% change in the location of route service (but overall increase in route miles), while Route 42 – UT/Ft. Sanders Hospitals has a 94% increase in revenue service miles. Analysis of disparate impacts and disproportionate burdens indicates that Route 13- Beaumont shows a potential disproportionate burden, with 72% low income passengers compared with 62% system-wide. An alternatives analysis would indicate that service is still provided along the eliminated portion of the route via Routes 20 – Central and 24 – Inskip/Breda. However, because a transfer would be required for those not using period-based passes, ridership fare payment on Route 13 was analyzed, indicating that 70% of passengers pay fares with period passes, and would not be affected by additional transfer costs. Alternatives to this proposal include doing nothing. However, balancing the benefits of expanded service to new apartments and a veterans' center, along with intensive outreach to current passengers to allow for comment, KAT recommends proceeding. Route 42 – UT/Ft. Sanders Hospitals, while also constituting a Major Service Change, is an increase in service, which will provide an overall benefit to both minorities and low income individuals using the service.

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The framework for this analysis is based upon FTA Circular 4702.1B, and the survey data provided by TranSystems with RLS & Associates provides the statistical data for the analysis.

### **The Process**

The service change will be analyzed according to the following set of questions:

1. **Does this constitute a Major Service Change?** The board approved the definition of the Major Service Change in accordance with Title VI regulations. This definition is in Appendix A of this document.
2. If so, to what degree is there an **adverse effect** on minority populations and low income populations? KAT has defined adverse effects generally by creating levels, or degrees, of adverse effects and considering that level in the analysis of whether or not there is a disparate impact or disproportionate burden. The adverse effect is explained further in the definitions page in Appendix A.
3. **Does the service change constitute a Disparate Impact for Minority Populations?** The board approved the definition of KAT's Disparate Impact Policy for Minority Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.
4. **Does the service change constitute a Disproportionate Burden on Low Income Populations?** The board approved the definition of KAT's Disproportionate Burden Policy for Low Income Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.

If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

For a step-by-step explanation of this process, please see the example in the Appendix B.

# Title VI Analysis for January 2020 Changes

Scheduled for Consideration on October 24, 2019

## Route 12 - Western Avenue

<b>A. Major Service Change?</b>	No	18% change in location of route miles, 8% decrease in overall route miles
Ridership	13,823	

## Route 13 - Beaumont

<b>A. Major Service Change?</b>	Yes	30% change in location of route miles 1.7% increase in overall route miles						
Ridership	3,139							
<b>B. Minority</b>	<b>Adverse Impacts Level: Low for service area expansion</b>							
<b>C. Disparate Impact Policy for Minority Populations Analysis</b>								
	<table border="1"> <thead> <tr> <th>% minority</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>36%</td> <td>45%</td> <td>-9%</td> </tr> </tbody> </table>	% minority	System-Wide %	Difference	36%	45%	-9%	Does not meet the threshold of alternatives analysis.
% minority	System-Wide %	Difference						
36%	45%	-9%						
Passengers by month	<table border="1"> <thead> <tr> <th>Minority</th> <th>Non-Minority</th> </tr> </thead> <tbody> <tr> <td>1,130</td> <td>2,009</td> </tr> </tbody> </table>	Minority	Non-Minority	1,130	2,009			
Minority	Non-Minority							
1,130	2,009							
<b>D. Low Income</b>	<b>Adverse Impacts Level: Low for service area expansion</b>							
<b>E. Disproportionate Burden Policy for Low-Income Populations Analysis</b>								
	<table border="1"> <thead> <tr> <th>% low income</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>72%</td> <td>62%</td> <td>10%</td> </tr> </tbody> </table>	% low income	System-Wide %	Difference	72%	62%	10%	Does meet the threshold of alternatives analysis. <i>See Summary of findings</i>
% low income	System-Wide %	Difference						
72%	62%	10%						
	<table border="1"> <thead> <tr> <th>Low Income</th> <th>Non-Low Income</th> </tr> </thead> <tbody> <tr> <td>2,260</td> <td>879</td> </tr> </tbody> </table>	Low Income	Non-Low Income	2,260	879			
Low Income	Non-Low Income							
2,260	879							

## Route 20 - Central Avenue

<b>A. Major Service Change?</b>	No	7.8% decrease in route miles
Ridership	12,738	

## Route 34 - Burlington

<b>A. Major Service Change?</b>	No	4.1% decrease in route miles
Ridership	6,856	

Route 42 - UT/Ft. Sanders Hospitals

**A. Major Service Change?** Yes 94% increase in service  
 Ridership 4,051

**B. Minority Adverse Impacts Level: Low for service area expansion**

**C. Disparate Impact Policy for Minority Populations Analysis**

% minority	System-Wide %	Difference
44%	45%	-2%

Does not meet the threshold of alternatives analysis.

Passengers by month

Minority	Non-Minority
1,762	2,289

**D. Low Income Adverse Impacts Level: Low for service area expansion**

**E. Disproportionate Burden Policy for Low-Income Populations Analysis**

% low income	System-Wide %	Difference
57%	62%	-6%

Does not meet the threshold of alternatives analysis.

Low Income	Non-Low Income
2,289	1,762

## Appendix A Definitions

### Major Service Change

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

If a change is determined to fit this definition, KAT staff will conduct a service equity analysis, according to FTA circulars 4702.1B and 4703.1, and present the results to the KTA to be included when considering approval of said change.

### Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis.

If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the low income population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a low income population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

### Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis.

If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the minority population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a minority population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

### Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant.

There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

	Proposed elimination of a route - a potential high adverse impact
	Proposed elimination of a portion of a route
	Proposed reduction in frequency
	Proposed elimination of 1-2 trips on a route - a potential lower adverse impact
	Proposed increase of service - no adverse impact, but analyzed for accrual of benefits to ensure benefits distributed equally.

These degrees have additional circumstances and each route is analyzed individually. These degrees of effects are merely starting points for the analysis.

## APPENDIX B: Detailed explanation of analysis

### Analysis Step-by-Step Description

The following is a **step-by-step description of the analytical methodology** (for items 1-4) that we followed to determine whether the proposed change would have a disparate impact on minority populations, or a disproportionate burden on low income populations. This description serves as further explanation of the summary table which follows, as an example to explain in detail the step-by-step methodology of the analysis of the proposed route change.

### DETAILED EXAMPLE OF ANALYSIS

Route 11 – Kingston Pike

Summary of Changes: 15-minute service on weekdays during peak hours (increased from 30-minute service). 30-minute service on weekday evenings and Saturdays until 10:15 p.m. (increased from 1 hour service).

Process of Analysis:

- A. *Is this a major service change? YES. This proposal results in an increase of 36% in route revenue vehicle miles.*

<b>A. Major Service Change?</b>		<b>YES</b>	36% increase in route revenue vehicle miles
			35:25 additional hours of service each weekday
			30:50 additional hours of service each Saturday
Ridership	30,068	Sep-13*	

\* September 2013 is the sample month determined by survey consultants for use as a typical month for analysis.

- B. *To what degree is there an adverse impact on minority and low income populations? Because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).*

<b>B.</b>	<b>Minority</b>	<b>Adverse Impacts Level: Low for increased service.</b>	
-----------	-----------------	--	--

- C. *Since this is a major service change, is there a Disparate Impact for Minority Populations?*

Analytical Methodology: Using the statistical data from the survey, KAT examined the minority ridership specific to Route 11 – Kingston Pike in comparison to the overall system minority ridership (see table below).

<b>C. Disparate Impact Policy for Minority Populations Analysis</b>			
Route 11	% minority	System-Wide %	Difference
	50%	45%	5%
Does NOT meet the 10% threshold of alternatives analysis.			
Passengers by Month			
Route 11	Minority	Non-Minority	
	15,034	15,034	

Because the percent minority of Route 11 does not meet the threshold set by the Disparate Impact Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change.

Because this is a service increase, and because the minority ridership on this route is not significantly (10% or more) above the system-wide average, minority populations will not experience a disparate impact with this change. In instances where a Disparate Impact Exists, further analysis will follow in this report after the initial analysis table.

D. The next step will be to determine to what degree there is an adverse effect to Low Income populations. Again, because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).

**D. Low Income Adverse Impacts Level: Low for increased service.**

E. Since this is a major service change, is there a Disproportionate Burden on Low Income populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the low income ridership specific to Route 11 – Kingston Pike in comparison to the overall system low income ridership (see table below).

**E. Disproportionate Burden Policy for Low-Income Populations Analysis**

Route	% low income	System-Wide %	Difference
11	57%	71%	-14%

Does NOT meet the 10% threshold of alternatives analysis.

Passengers by Average Month

Route	Low Income	Non-Low Income
11	17,139	12,929

However, it is noted that the non-low income percentage for this route (43%) is significantly higher than system-wide. This must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting in greater proportion to low income passengers.

Because the percent low income of Route 11 does not meet the threshold set by the Disproportionate Burden Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change, as it is determined that low income populations will not experience a disproportionate burden. HOWEVER, it is noted that because the non-low income percentage for this route is higher than average system-wide, this must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting from the system-wide route changes in greater proportion to low income passengers.



Knoxville Area Transit  
@knoxvilleareatransit

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**Glen Kirkorian** I have asked my passengers to either attend the public hearings or contact Customer Service!

Like Reply Message 1w

**Yoi YuKisa** Wouldn't it be unnecessary and inconvenient for people to have to transfer from the 20 to the 13? Especially disabled people with wheelchairs who may be going to DHS?

Like Reply Message 1w Edited

**Knoxville Area Transit** This proposed change would require passenger on Rt. 13 to purchase a transfer in order to get downtown but the transfer from Rt. 13 to Rt. 20 would be immediate. This proposed change also helps provide service to more people as well as service to the veterans service center.

Like Reply Commented on by Savannah Kilday (?) 1w

**Olivia Williams** No!

Like Reply Message 1w

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- Chris Eaker** Great idea. I fully support this.   
 Like Reply Message · 6d 2
- Ginger McGregor** It's a mixed bag for me. The kids in west hills will lose the option of taking the bus to school but this change increases access to places on middlebrook passed Vanosdale.   
 Like Reply Message · 6d 1
- Lynn Ewing** Top Fan Awesome   
 Like Reply Message · 5d 1
- Phyllis Washington** Awesome   
 Like Reply Message · 6d 1
- Myles R. Walker** These newbus routes needs more work more stops, more convenient route stops for people.   
 Like Reply Message · 6d Edited
- Knoxville Area Transit** You can provide your comments on these changes on our website (<https://www.katbus.com/275/Service-Modifications>) or join us at our next public meeting on Monday and we would be happy to consider your suggestions. Thanks Myles!   
 Like Reply · Commented on by Savannah Kilday (?) · 6d
- Jessica C. Brown** I don't like this because when I do travel to/from West Town I can take the 90 all the way home which is on Cedar Lane. This means no transferring buses which is nice.   
 Like Reply Message · 6d

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  - Knoxville Food Tours**   
 Chat (48)

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Tuesday, September 17, 2019 5:14 PM  
**To:** Belinda Woodiel-Brill  
**Subject:** FW: KAT website - Contact Us message from John rorrer

**From:** JotForm [mailto:noreply@jotform.com]  
**Sent:** Tuesday, September 17, 2019 2:27 PM  
**To:** Connect; Cindy Pickle Cox  
**Subject:** KAT website - Contact Us message from John rorrer

 Contact Us | KAT

Name	John rorrer
Email	<a href="mailto:Johnboyrorrer1962@gmail.com">Johnboyrorrer1962@gmail.com</a>
Please leave your message here:	I think in my opinion not haveing rt 13 beaumont not coming to station any more not a good idea esp in cold weather. It always comes to station never any problems .hope kat can leave it just like it is.

You can [edit this submission](#) and [view all your submissions easily](#).

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Thursday, September 12, 2019 2:06 PM  
**To:** Belinda Woodiel-Brill  
**Subject:** Fwd: KAT website - Contact Us message from Amy Elkins

From: JotForm  
Sent: Thursday, September 12, 11:42 AM  
Subject: KAT website - Contact Us message from Amy Elkins  
To: Connect, Cindy Pickle Cox

Contact Us | KAT

Name

Amy Elkins

Email

Amyelkins78.ae@gmail.com

Phone number:

8654433742

Please leave your message here:

I approve the bus stop on middlebrook at big oak apts.

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Thursday, September 12, 2019 2:06 PM  
**To:** Belinda Woodiel-Brill  
**Subject:** Fwd: KAT website - Contact Us message from Cindy Perry

From: JotForm  
Sent: Thursday, September 12, 11:45 AM  
Subject: KAT website - Contact Us message from Cindy Perry  
To: Connect, Cindy Pickle Cox

Contact Us | KAT

Name

Cindy Perry

Email

Destinie0889@gmail.com

Phone number:

8654104519

Please leave your message here:

I approve of the bus  
stop on middlebrook  
pk.@ big oak apts.  
Thanks!!

You can  
[edit this submission](#)  
and

Western Heights/  
Beaumont

**Customer Comment Form**  
on Proposed Route Changes



Name: Debra Stone

E-mail address: \_\_\_\_\_

Phone: (865) 208-2923

Route: Boyd <sup>Coldham</sup> St Mespadden <sup>St</sup> Rte 12

Comment: Detour Okay. Best bus stop.

Western Heights/  
Beaumont

**Customer Comment Form**  
on Proposed Route Changes



Name: James Jones

E-mail address: \_\_\_\_\_

Phone: (865) 684-5170

Route: Boyd <sup>Coldham</sup> St Mespadden Rte 12

Comment: OK with Detour

Western Heights/  
Beaumont

**Customer Comment Form  
on Proposed Route Changes**

Name: Annie Jackson  
E-mail address: \_\_\_\_\_  
Phone: 865 407 1309



Route: 12  
Comment: If am OK  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Western Heights/  
Beaumont

**Customer Comment Form  
on Proposed Route Changes**

Name: ELIZABETH Ann Mills  
E-mail address: NONE  
Phone: (865) 275-1100



Route: 12  
Comment: like the ~~But~~ Route now. [current detour]  
My Bus stop is Old Ham.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

West View Towers

**Customer Comment Form  
on Proposed Route Changes**



Name: Mario Naid  
E-mail address: mailmario32@gmail  
Phone: 712-0345

Route: # 11/90  
Comment: I'm totally satisfied  
with Route 11 + 90 transfer

West View Towers

**Customer Comment Form  
on Proposed Route Changes**



Name: Mary Martin  
E-mail address: None  
Phone: None

Route: 90 / 11  
Comment: Use Route 90 - To go to Northgate Towers  
Route 11 has been good and transferring  
to the 90 East is very convenient for  
me. I appreciate your KAT Service

I'm glad you came to explain it

Westview Towers

**Customer Comment Form  
on Proposed Route Changes**



Name: Jeanine Bryant  
E-mail address: \_\_\_\_\_  
Phone: 865-335-5398

Route: 90

Comment: clt's more convenient to ride from Westview towers to Dewell Springs but cl can go extra lengths to go to Wallbrook to catch it. cl have 2 doctors in Dewell Springs.

WestView Towers

**Customer Comment Form  
on Proposed Route Changes**



Name: Carol D. Bardell  
E-mail address: me me paul at Hot Mail  
Phone: 691-6893 <sup>Case</sup>

Routes: 90/11/42

Comment: I like to ~~go to~~ <sup>visit</sup> a nursing home on Middlebrook - West Hills. I had my doubts at first about the route change and the transfer. But you were patient and explained it well. You talked me into it! (11/90)  
I Love 42 change - every 30 minutes!



## Belinda Woodiel-Brill


---

**From:** Cindy Pickle Cox  
**Sent:** Monday, September 09, 2019 8:52 AM  
**To:** Belinda Woodiel-Brill  
**Subject:** Fwd: KAT website - Contact Us message from Mary Branam

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---

**From:** JotForm <noreply@jotform.com>  
**Sent:** Friday, September 6, 2019 1:21:19 PM  
**To:** Connect <connect@katbus.com>; Cindy Pickle Cox <cpickle@katbus.com>  
**Subject:** KAT website - Contact Us message from Mary Branam

 Contact Us | KAT

Name	Mary Branam
Email	mary.branam67@gmail.com
Phone number:	8657711900
Please leave your message here:	I am elderly and would love to have a bus stop at the entrance of Big Oak Apartments to go out around the city. Please allow the vote to take place and approve the bus stop.

You can [edit this submission](#) and [view all your submissions](#) easily.

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Monday, September 09, 2019 8:52 AM  
**To:** Belinda Woodiel-Brill  
**Subject:** Fwd: KAT website - Contact Us message from Jasmine McClamont

From: JotForm  
Sent: Friday, September 6, 1:46 PM  
Subject: KAT website - Contact Us message from Jasmine McClamont  
To: Connect, Cindy Pickle Cox

**Contact Us | KAT**  
Name  
Jasmine McClamont  
Email

hellosquibi@outlook.com  
Phone number:  
8656030730

Please leave your message here:

I would highly recommend the bus stop because it would be beneficial to all residents.

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and

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easily.

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Monday, September 09, 2019 8:50 AM  
**To:** Belinda Woodiel-Brill  
**Subject:** Fwd: KAT website - Contact Us message from Abdullah Hamdan

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From: JotForm  
Sent: Monday, September 9, 8:22 AM  
Subject: KAT website - Contact Us message from Abdullah Hamdan  
To: Connect, Cindy Pickle Cox

Contact Us | KAT

Name

Abdullah Hamdan

Email

[logomanamerica@gmail.com](mailto:logomanamerica@gmail.com)

Phone number:

8652320683

Please leave your message here:

I hope that you vote on the bus stop at Big Oak Apartments. It would be very beneficial to me.

You can

[edit this submission](#)

and

[view all your submissions](#)

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Friday, September 06, 2019 11:54 AM  
**To:** Belinda Woodiel-Brill  
**Subject:** FW: KAT website - Contact Us message from Priscilla Dismuke

**From:** JotForm [mailto:noreply@jotform.com]  
**Sent:** Friday, September 06, 2019 10:28 AM  
**To:** Connect; Cindy Pickle Cox  
**Subject:** KAT website - Contact Us message from Priscilla Dismuke

 Contact Us | KAT

Name	Priscilla Dismuke
Email	<a href="mailto:bigoakaps@comcast.net">bigoakaps@comcast.net</a>
Phone number:	8659363820
Please leave your message here:	We need a bus stop please vote it in.

You can [edit this submission](#) and [view all your submissions easily](#).

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Friday, September 06, 2019 11:54 AM  
**To:** Belinda Woodiel-Brill  
**Subject:** FW: KAT website - Contact Us message from Rebecca Shelton

**From:** JotForm [mailto:noreply@jotform.com]  
**Sent:** Friday, September 06, 2019 10:26 AM  
**To:** Connect; Cindy Pickle Cox  
**Subject:** KAT website - Contact Us message from Rebecca Shelton

 Contact Us | KAT

Name Rebecca Shelton  
Email [bigoakapts@comcast.net](mailto:bigoakapts@comcast.net)

Phone number: 8652300505

Please leave your message here: I do not have email. The manger is allowing me to use hers. I need a bus stop here at the appts to get to shopping for my family and the dhs for appts. I have to walk and am disabled.

You can [edit this submission](#) and [view all your submissions](#) easily.

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Friday, September 06, 2019 11:53 AM  
**To:** Belinda Woodiel-Brill  
**Subject:** FW: KAT website - Contact Us message from Monday Okeoguale

**From:** JotForm [mailto:noreply@jotform.com]  
**Sent:** Friday, September 06, 2019 10:21 AM  
**To:** Connect; Cindy Pickle Cox  
**Subject:** KAT website - Contact Us message from Monday Okeoguale

### Contact Us | KAT

Name Monday Okeoguale  
Email [bigoakapts@comcast.net](mailto:bigoakapts@comcast.net)  
Phone number: 8655663849

Please leave your message here: I am a resident at Big Oak Apartments. I would greatly benefit from a bus stop at the entrance of Big Oak Apartments and the connector route. It would help me and my fellow residents get to the grocery store and hospital.

You can [edit this submission](#) and [view all your submissions](#) easily.

## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Thursday, September 05, 2019 12:39 PM  
**To:** Belinda Woodiel-Brill  
**Subject:** FW: KAT website - Contact Us message from Melinda Cartright

**From:** JotForm [mailto:noreply@jotform.com]  
**Sent:** Thursday, September 05, 2019 12:15 PM  
**To:** Connect; Cindy Pickle Cox  
**Subject:** KAT website - Contact Us message from Melinda Cartright

 Contact Us | KAT

Name	Melinda Cartright
Email	<u><a href="mailto:Cartright_2019@yahoo.com">Cartright_2019@yahoo.com</a></u>
Phone number:	7044516641
Please leave your message here:	I really think the 42 bus changing to longer hours is really important. I love the Saturday and Sunday hours!!!

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T. Lee

**Customer Comment Form  
on Proposed Route Changes**



Name: Wm Ruritt

E-mail address: \_\_\_\_\_

Phone: (865) 455-9282

Route: 13

Comment: He support bus coming to Big Oaks  
Apts.

\_\_\_\_\_  
\_\_\_\_\_

**Customer Comment Form  
on Proposed Route Changes**

9-4-19  
12:35PM



Name: CLARENCE Underwood

E-mail address: \_\_\_\_\_

Phone: (865) 927-6788

Route: 13

Comment: Passenge is for the 13 coming by Big Oaks  
Apts. Passenge said he was hit by a car Jan 2018  
while crossing Middlebrook Pk going to the  
bus stop.

\_\_\_\_\_



## Belinda Woodiel-Brill

---

**From:** Cindy Pickle Cox  
**Sent:** Tuesday, September 03, 2019 4:17 PM  
**To:** Belinda Woodiel-Brill  
**Subject:** FW: KAT website - Contact Us message from Jerome

**From:** JotForm [mailto:noreply@jotform.com]  
**Sent:** Sunday, September 01, 2019 4:28 PM  
**To:** Connect; Cindy Pickle Cox  
**Subject:** KAT website - Contact Us message from Jerome

 Contact Us | KAT

Name	Jerome
Email	<a href="mailto:Jeromeroose20@gmail.com">Jeromeroose20@gmail.com</a>
Please leave your message here:	add Saturday service on the 13 as well

You can [edit this submission](#) and [view all your submissions](#) easily.

Customer Comment Form  
on Proposed Route Changes

Name: Carrie K. Schostek

E-mail address: \_\_\_\_\_

Phone: 865-927-6914

Route: 13

Comment: I have COPD and on O<sub>2</sub> so I  
can't walk much, I do not like  
the change they are trying to make.

Customer Comment Form  
on Proposed Route Changes

Name: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Phone: \_\_\_\_\_

Route: \_\_\_\_\_

Comment: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Comment Form  
on Proposed Route Changes

Name: Tamara Valle  
E-mail address: ValleMel67@gmail  
Phone: 865 441 78 27

Route: 13  
Comment: Can't walk down hill to 17  
to get to transfer ~~stop~~ pt. too much  
transferring.

Customer Comment Form  
on Proposed Route Changes

Name: Fernette Cokey  
E-mail address: Airioncokey48@gmail.com  
Phone: 865 306 7937

Route: 13  
Comment: Needs to keep going to main  
transfer station. Transfers ~~are~~ are harder  
when you have kids

Customer Comment Form  
on Proposed Route Changes

Name: Passenger 2  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: 13  
Comment: Comes in on 22 & it  
would cost more money to get to  
the job center. Trying to get a  
job and have limited resources.

Customer Comment Form  
on Proposed Route Changes

Name: Darius  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: \_\_\_\_\_  
Comment: Not a good idea. Could miss  
connections if buses are not co-  
ordinated correctly.

Customer Comment Form  
on Proposed Route Changes

Name: Passenger <sup>4</sup> 3 & 4  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: 13  
Comment: Use this bus because of time  
frame. 20 or 24 would not be feasible  
to get to MLB building.  
But can take 12 bus.

Customer Comment Form  
on Proposed Route Changes

Name: Passenger 5  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: 13  
Comment: Passenger would have to  
take 3 buses to get to Food Stamp office.  
Needs to transfer from 40 or 43 bus &  
transfer to 13. Will have to transfer  
again from 20 or 24. Is much hassle.

Customer Comment Form  
on Proposed Route Changes

Name: Brioshia Hughes  
E-mail address: N/A  
Phone: N/A

Route: 13  
Comment: I disagree About the Route  
13. Dont want to have to transfer  
3 times.

Customer Comment Form  
on Proposed Route Changes

Name: ARKIE S. JACK  
E-mail address: ARKIASJACKS@GMAIL.COM  
Phone: 865-773-4831

Route: 13  
Comment: Does not want to have to take  
3 buses to get to plasma place or food  
stamp office

2-510

13

**Customer Comment Form  
on Proposed Route Changes**

Name: Margaret  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: 13

Comment: Is a problem because of  
transfers. People have a problem with  
having just enough to get on the  
bus.

**Customer Comment Form  
on Proposed Route Changes**

Name: Kita (A.R.'s sister)  
E-mail address: \_\_\_\_\_  
Phone: 865-275-4905

Route: 13

Comment: Why should we pay to transfer  
to a bus to the food stamp office,  
when I can just go straight to it  
now. I want it to stay at the  
transfer point.

2510

**Customer Comment Form  
on Proposed Route Changes**

Name: Ricky Hasbrouck  
E-mail address: ~~Betty~~ Hasbrouckricky35@gmail.com  
Phone: \_\_\_\_\_

Route: 13  
Comment: Tried to come down town because  
of the resources that it covers for people.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Customer Comment Form  
on Proposed Route Changes**

Name: Carrie Schtock  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: 13  
Comment: Doesn't know how to transfer  
& only gets 15 dollars a month.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Customer Comment Form  
on Proposed Route Changes

Name: Passenger 1  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: 13

Comment: Having to transfer to the  
13 from platform. Will take 3  
transfers if new route is passed.  
Does not help routes 30, 31, 32, 33, 34  
23.

Customer Comment Form  
on Proposed Route Changes

Name: \_\_\_\_\_  
E-mail address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Route: \_\_\_\_\_

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_