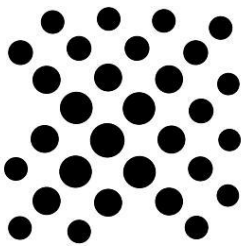


# Knoxville Transportation Authority

Meeting Date: Thursday, May 26, 2022



**kat**

KNOXVILLE  
AREA TRANSIT

## Monthly Report

## April 28, 2022

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**Minutes**  
**KNOXVILLE TRANSPORTATION AUTHORITY**  
**City County Building**  
**Thursday, April 28, 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 Jim Richards  
Commissioner Booher  
Commissioner Smith  
Commissioner Hairr  
Commissioner Brakewood  
Commissioner Kirk

**II. Approval of Minutes- March 24, 2022**

Commissioner Brakewood made a motion to approve the minutes from March 24, 2022 meeting. Commissioner Hairr seconded the motion. The board was unanimous.

**III. Reports**

**A. KTA Chair**

No report was discussed.

**B. Commissioners' Comments**

Commissioner Booher commented that the ADA callouts on the buses are wonderful. Commissioner Smith commented that the mobile app is wonderful.

**C. Staff**

i. City of Knoxville Director of Transit

Mr. Thorne reported that last month KAT brought back regular service levels on Routes 17, 20, 32, 34, and Green Line Trolley.

He also reported that there was an increase in ridership for the month by 5.6% on fixed routes and 23.7% on Trolleys.

Commissioner Smith inquired about the remaining routes showing hourly frequency.

Mrs. Woodiel-Brill responded that Routes 40 and 41 are still once an hour. Routes 11, 12, 31 peak schedules are not operational right now and pre COVID, the trolleys ran until 10:00 pm on Fridays and Saturday nights but right now end at 8pm.

Mr. Thorne added that it may take around 6 months before the 40 and 45 are back to regular schedule.

## **ii. TPO Transit Planner**

Mr. Burton reported that CAC is having a Senior Assessment on May 12, from 2:30-4pm at the O'Connor Center. This assessment is for seniors to come by and provide input about their needs and services. For more information go to the CAC website or call 865-524-2786.

## **IV. New Business**

### **A. KAT Reimagined report from Phase 1 of Public Engagement Community Priorities**

Mr. Thorne introduced Mr. Scudder Wagg and Mr. Rick Angueira of Jarrett Walker and Associates.

Mr. Angueira discussed where the agency is with the process. They have reached out to the public to see what the priorities are for the project. All of the options have been considered and there is a proposed draft option to be considered.

He added that there have been several meetings with stakeholders workshop, surveys on buses, outreach at KSTC and attending community events. There have been several organizational meetings, virtual meetings, and several public meetings.



Mr. Wagg commented that the surveyors had split results when comparing the concept of ridership and coverage. He added that the board will have to decide on what percentage between the two is best. KAT (Board) should devote a percentage of its resources toward ridership to access maximizing service and a percentage towards service that covers as many people as possible. He also added that a great deal of the survey mentioned Microtransit as an option (on-demand service). This is a coverage tool that can be used when trying to transport passengers.

Chair Crouch inquired about what would be the cost if the board wanted to see two different scenarios.

Mr. Wagg responded the it would be in the \$25,000 range to put together another concept to view. He added that at the draft plan stage, adjustments to percentages could be made.

Chair Crouch inquired about duplications on trolley routes.

Mr. Wagg answered that the trolleys would be considered.

Commissioner Hairr inquired about the people that will have service eliminated and would microtransit be available (CAC or ETHRA).

Mr. Burton added that CAC does provide some of that service in the city where KAT service is not available geographically or time wise. He also added that there may be an opportunity to explore expanding that.

Mr. Wagg also gave a scenario about duplicated trolley routes and how to best serve without duplication.

Chair Crouch invited everyone to read an article on microtransit both pros and cons. He added that there is an article "What is Microtransit and Human Transit" online. He also added that it is a 43 minute video and it would help with some questions. This article was done by Jarrett Walker.

After a lengthy discussion about reimagined, Attorney Lawhorn read a comment from Commissioner Lawyer sent on April 28, 2022, which reads:

"Hi John –

I'm terribly sorry that I could not be at the KTA meeting today to be part of the discussions related to the resolution recommending transit priorities for Knoxville.

I commend KAT staff and the consultants on a well-executed KAT Reimagined public information and input process.

My opinion on the ridership vs. coverage scenarios is that I feel focus needs to be dialed up on the ridership side of equation. I hear most often that frequency, or lack thereof, is a key factor in our customers' decision to not utilize KAT buses. I think that increasing ridership focus through frequency will facilitate higher usage numbers and over time the coverage can be enhanced, as transit systems are living breathing entities that can and should pivot to changing market conditions."

Commissioner Smith inquired if KAT considered places that we know people would go.

Mr. Thorne answered that yes, KAT took that in consideration but there may be something KAT may have missed.

Commissioner Booher inquired if service had increased during the pre-COVID peak hours services.

Mrs. Woodiel-Brill responded that yes it improved on the routes that we had peak service but she would have to check on the numbers.

Mrs. Woodiel-Brill asked Mr. Wagg to elaborate on how Saturday and Sunday services change as a part of the concepts.

Mr. Angueira responded that there was a lot of comments about the frequency and service on weekends. He added that the coverage concept keeps most of the routes running about 60 minutes on Saturdays and 60 minutes on Sundays for most routes with Trolley services running 7 days a week, while the ridership concept has more consistent frequencies and services across all 7 days of the week.

Attorney Lawhorn suggested a change in the resolution. He suggested to make it two resolutions and for KAT's staff to go back with the analyst and discuss microtransit opportunities and funding for this project.

Commissioner Smith wanted to know if the vote could be tabled for a month to have time to research and a discussion before voting.

Attorney Lawhorn agreed.

Mr. Thorne asked the board if there was additional work that KAT needs to do to get a vote next month.

Vice Chair Richards inquired about a workshop to discuss any questions.

Commissioner Hairr asked if the vote could be put off until next month before making a decision.

Commissioner Booher agreed with Commissioner Hairr.

After a lengthier discussion, Commissioner Kirk made a motion to table the decision until May meeting to get more details on the concept of the proposal. Commissioner Smith seconded that motion.

All approved.

There was not a vote on the KAT Reimagined program.

**V. Old Business**

There was no old business

**VI. Public Comment**

There are no public comments.

**VII. Set Next Meeting and Adjourn**

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

Respectfully submitted,

Mary Smith-Bell

KTA Recording Secretary



KNOXVILLE AREA TRANSIT  
**ROUTE PERFORMANCE REPORT**  
 April, 2022

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	392	0.3%	955	0.4%	96	0.6%	0.41	4.08
11	Kingston Pike	19,176	12.7%	27,511	12.8%	2,305	14.1%	0.70	8.32
12	Western Ave	13,568	9.0%	17,839	8.3%	1,344	8.2%	0.76	10.09
13	Beaumont	1,161	0.8%	3,709	1.7%	270	1.7%	0.31	4.29
16	Cedar Bluff Connector	2,871	1.9%	4,781	2.2%	377	2.3%	0.60	7.62
17	Sutherland/Bearden	6,232	4.1%	10,443	4.8%	805	4.9%	0.60	7.74
19	Lakeshore/Lonas Connector	351	0.2%	4,790	2.2%	282	1.7%	0.07	1.25
20	Central Ave/Clinton Hwy	10,033	6.6%	13,574	6.3%	838	5.1%	0.74	11.98
21	Lincoln Park	2,835	1.9%	4,493	2.1%	353	2.2%	0.63	8.03
22	Broadway	21,688	14.3%	18,536	8.6%	1,375	8.4%	1.17	15.77
23	Millertown	4,531	3.0%	8,568	4.0%	724	4.4%	0.53	6.26
24	Inskip/Breda Rd	2,846	1.9%	6,359	3.0%	460	2.8%	0.45	6.19
30	Parkridge	2,789	1.8%	3,351	1.6%	264	1.6%	0.83	10.58
31	Magnolia Ave.	15,910	10.5%	13,272	6.2%	1,116	6.8%	1.20	14.25
32	Dandridge	4,256	2.8%	7,788	3.6%	500	3.0%	0.55	8.52
33	M.L.K.	3,388	2.2%	8,210	3.8%	645	3.9%	0.41	5.25
34	Burlington	4,426	2.9%	11,518	5.3%	787	4.8%	0.38	5.62
40	South Knoxville	2,746	1.8%	6,034	2.8%	428	2.6%	0.46	6.42
41	Chapman Hwy	15,108	10.0%	14,082	6.5%	862	5.3%	1.07	17.53
42	UT/Ft Sanders Hospitals	4,454	2.9%	6,324	2.9%	789	4.8%	0.70	5.64
44	University Park	2,677	1.8%	2,646	1.2%	305	1.9%	1.01	8.79
45	Vestal	4,086	2.7%	5,219	2.4%	364	2.2%	0.78	11.21
90	Crosstown	5,667	3.7%	15,502	7.2%	1,096	6.7%	0.37	5.17
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>151,191</b>		<b>215,503</b>		<b>16,384</b>		<b>0.70</b>	<b>9.23</b>
82	Trolley (Orange Line)	8,882	33.3%	6,228	42.1%	992	43.4%	1.43	8.95
84	Trolley (Green Line)	5,700	21.4%	4,121	27.8%	705	30.8%	1.38	8.09
86	Trolley (Blue Line)	12,054	45.3%	4,461	30.1%	591	25.8%	2.70	20.41
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>26,636</b>		<b>14,810</b>		<b>2,287</b>		<b>1.80</b>	<b>11.65</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>177,827</b>		<b>230,313</b>		<b>18,672</b>		<b>0.77</b>	<b>9.52</b>
<b>LIFT SERVICE</b>		<b>6,959</b>		<b>45,240</b>		<b>3,006</b>		<b>0.15</b>	<b>2.32</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>184,786</b>		<b>275,553</b>		<b>21,678</b>		<b>0.67</b>	<b>8.52</b>
<b>TOTAL CHARTER SERVICES</b>		<b>197</b>		<b>142</b>		<b>29</b>		<b>1.39</b>	<b>6.79</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>184,983</b>		<b>275,695</b>		<b>21,707</b>		<b>0.67</b>	<b>8.52</b>



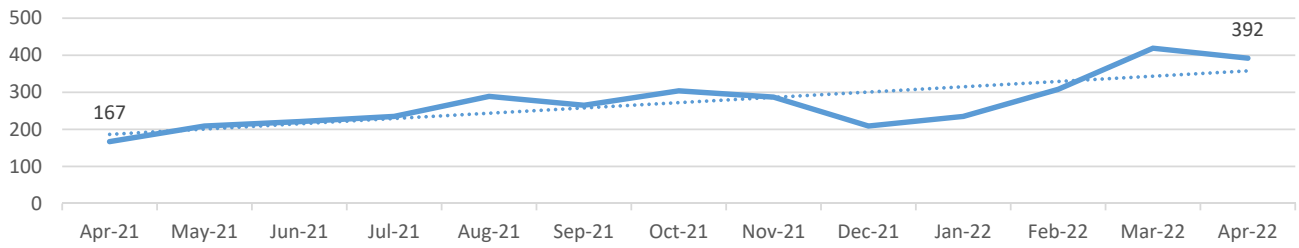
KNOXVILLE AREA TRANSIT

**SYSTEM PERFORMANCE REPORT**

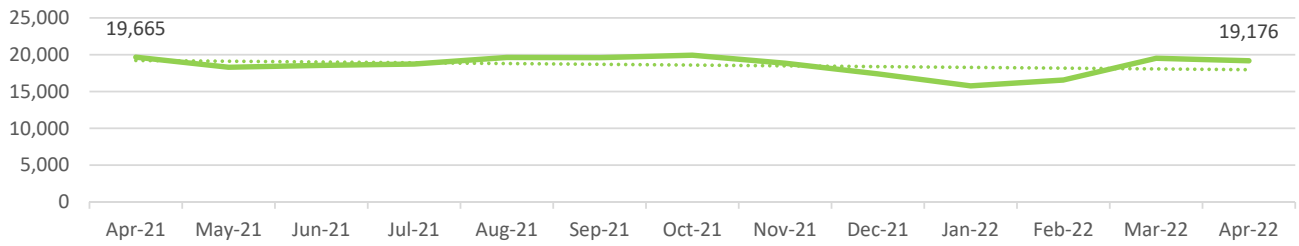
April, 2022

	<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	177,827	160,175	11%	1,620,871	1,834,114	-12%
System Generated Revenue				\$796,831	\$347,044	130%
Revenue Veh. Miles	230,313	197,662	17%	2,000,904	2,144,407	-7%
Revenue Veh. Hours	18,672	15,978	17%	161,864	172,760	-6%
Passengers/Mile	0.77	0.81	-5%	0.81	0.86	-5%
Passengers/Hour	9.52	10.02	-5%	10.01	10.62	-6%
Preventable Accidents	0	0	0%	0	10	-100%
Mechanical Road Calls	20	18	11%	188	193	-3%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.47	-100%
Miles/Road Failure	11,516	10,981	5%	10,643	11,111	-4%
<b>DEMAND RESPONSE</b>						
					0	
Total Passengers	6,959	6,200	12%	63,544	52,315	21%
System Generated Revenue				\$106,117	\$27,497	286%
Revenue Veh. Miles	45,240	40,831	11%	419,374	365,855	15%
Revenue Veh. Hours	3,006	2,934	2%	29,477	27,239	8%
Passengers/Mile	0.15	0.15	1%	0.15	0.14	6%
Passengers/Hour	2.32	2.11	10%	2.16	1.92	12%
Preventable Accidents	0	1	-100%	0	2	-100%
Mechanical Road Calls	1	4	-75%	11	19	-42%
Accidents/100,000 Miles	0.00	2.45	-100%	0.00	0.55	-100%
Miles/Road Failure	45,240	10,208	343%	38,125	19,256	98%
<b>CHARTER SERVICE</b>						
					0	
Charters	197	52	279%	6,171	923	569%
Sports Charters	0	0	0%	12,819	0	0%
Total Passengers	197	52	279%	18,990	923	1957%
Revenue						0%
Football Shuttle Charters				\$122,011	\$0	0%
Trolley Charters				\$23,875	\$8,425	183%
Total Miles	142	60	137%	8,217	571	1339%
Total Hours	29.0	8.2	254%	1,582	100	1490%

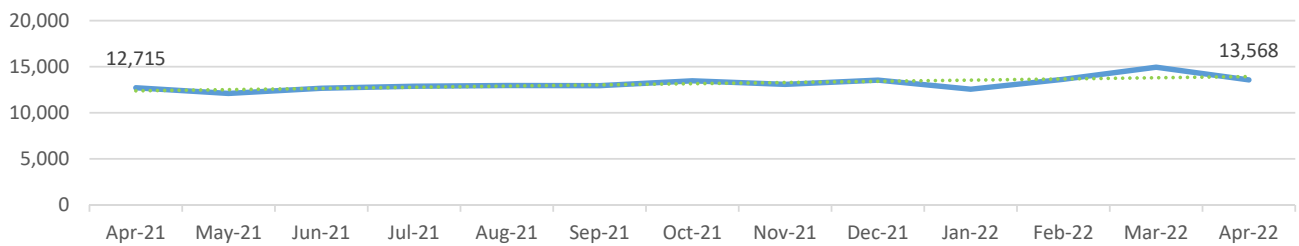
### 10 - Sequoyah Hills



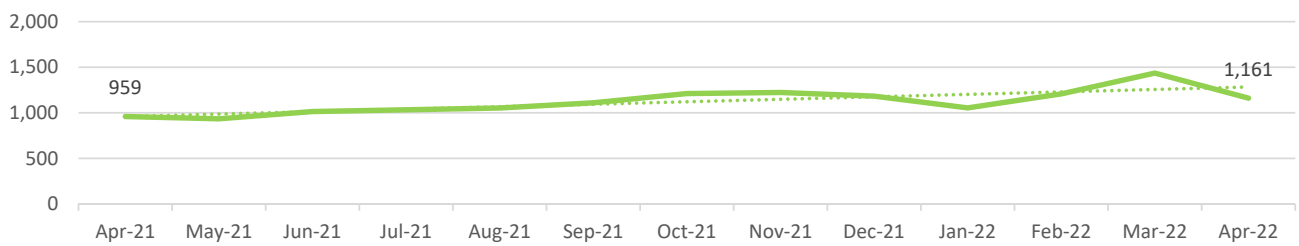
### 11 - Kingston Pike



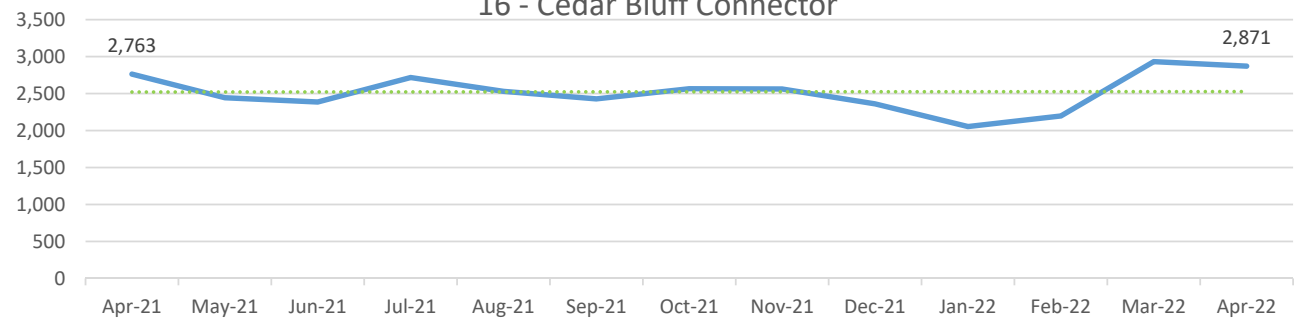
### 12 - Western Ave

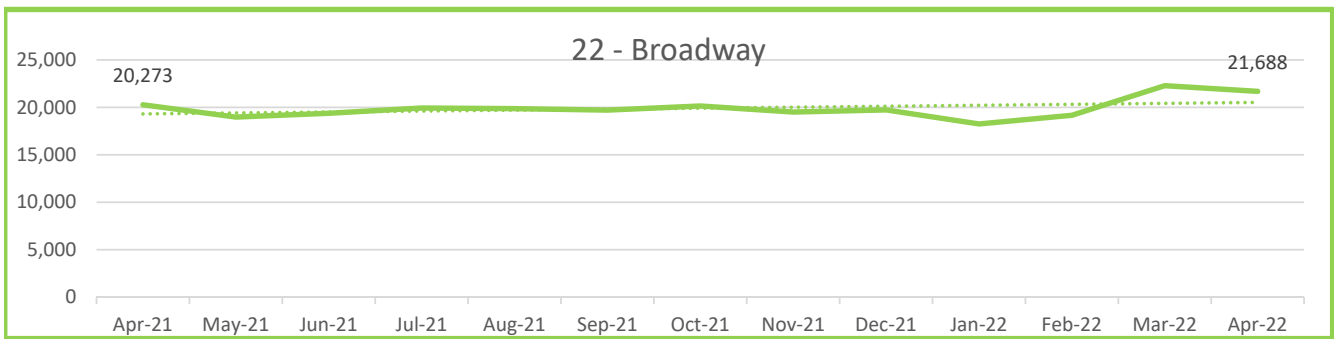
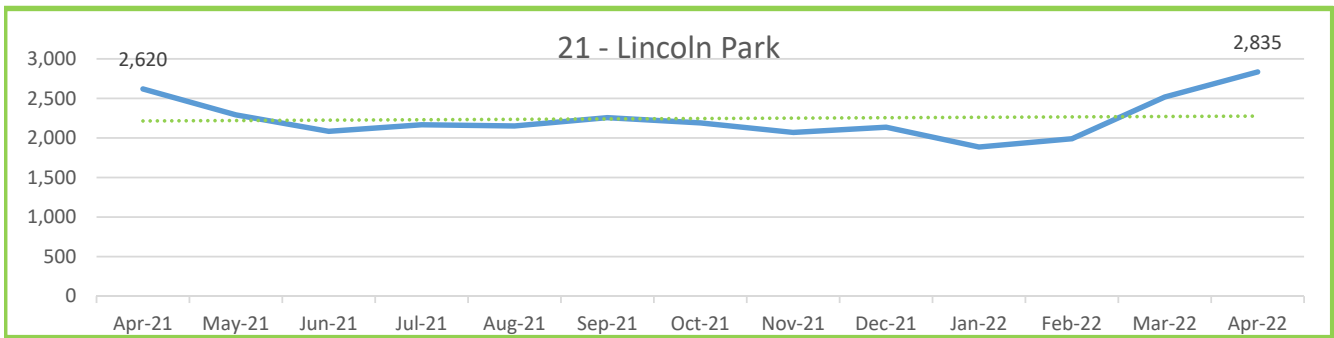
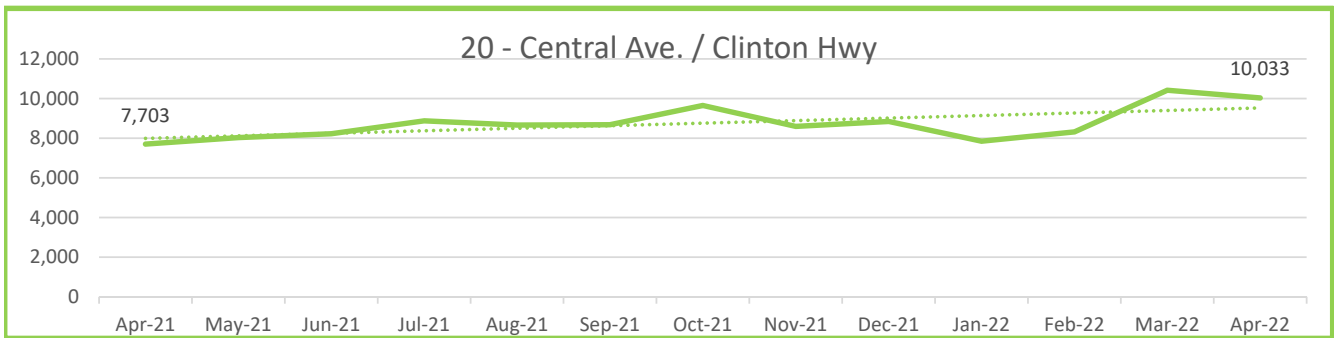
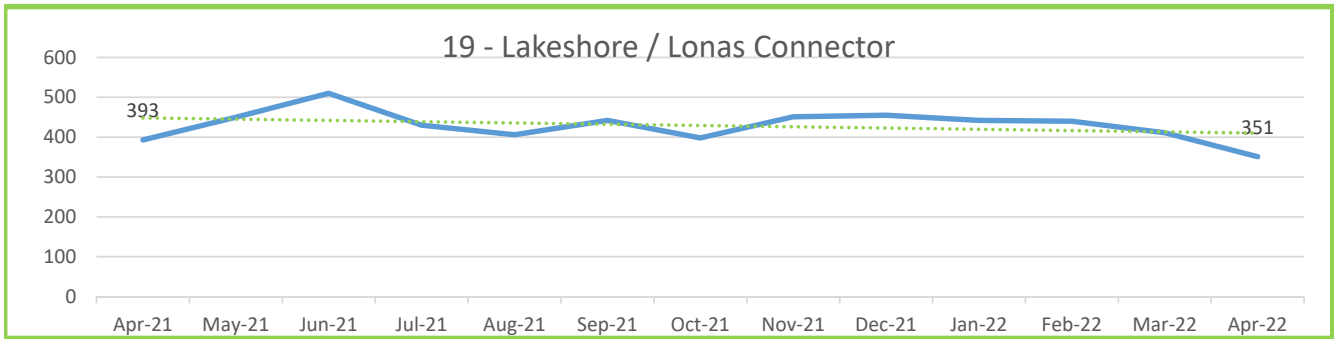
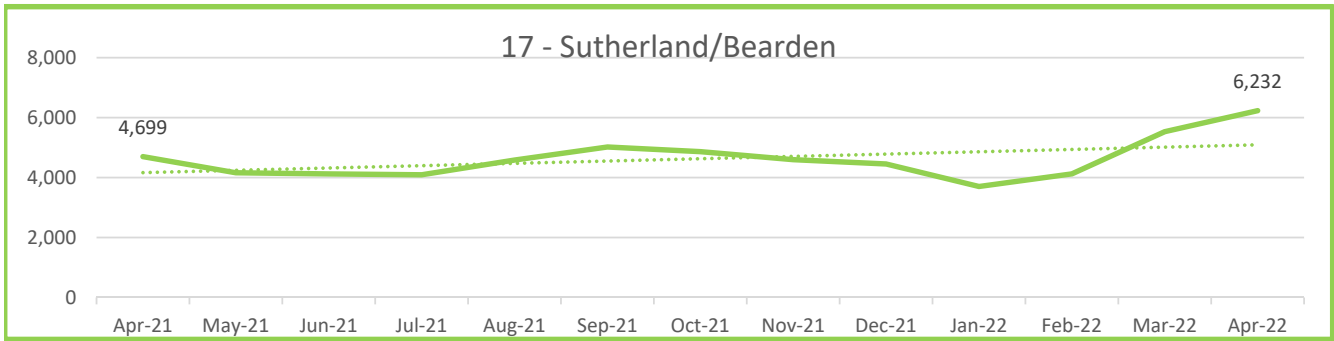


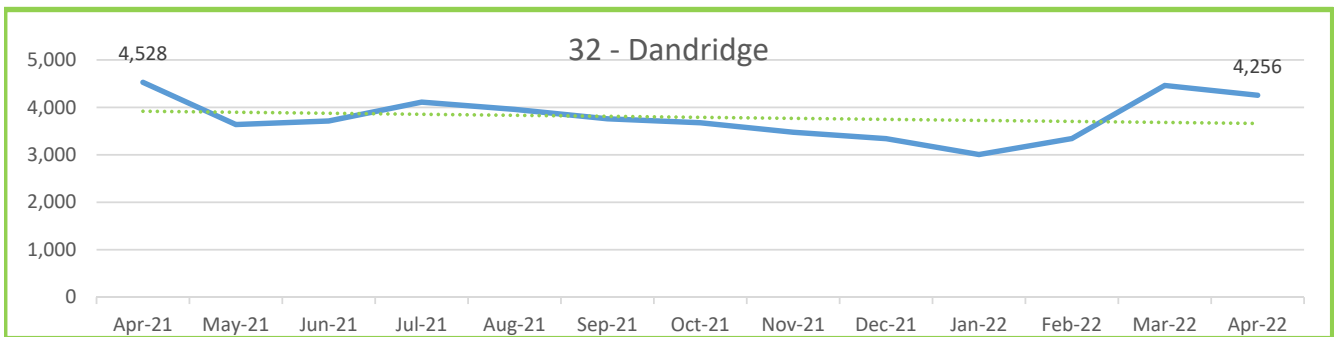
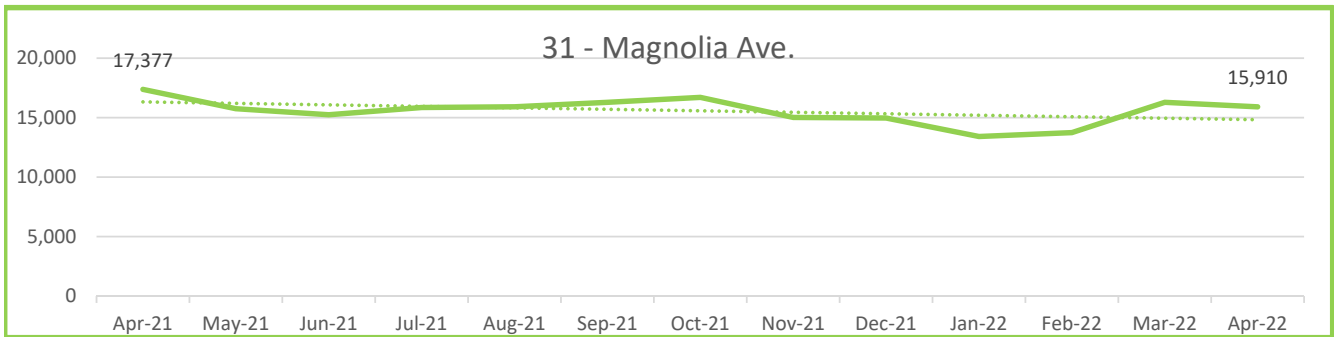
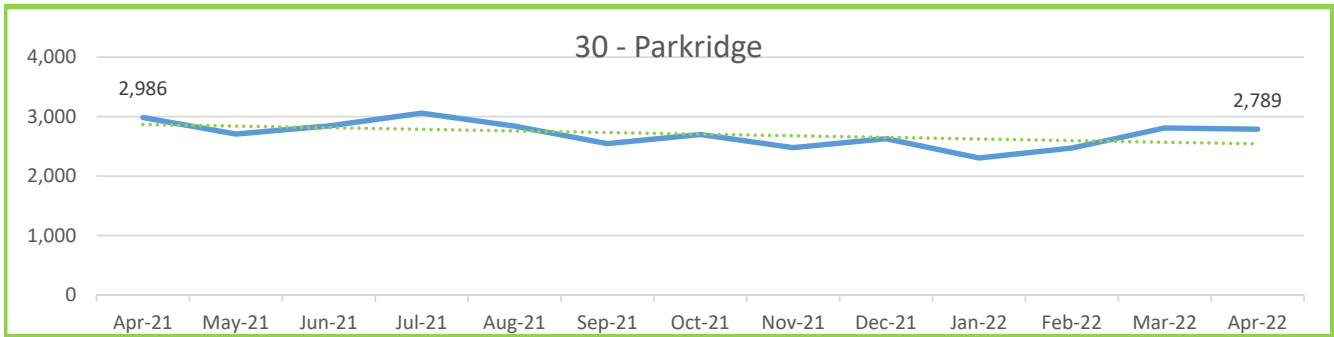
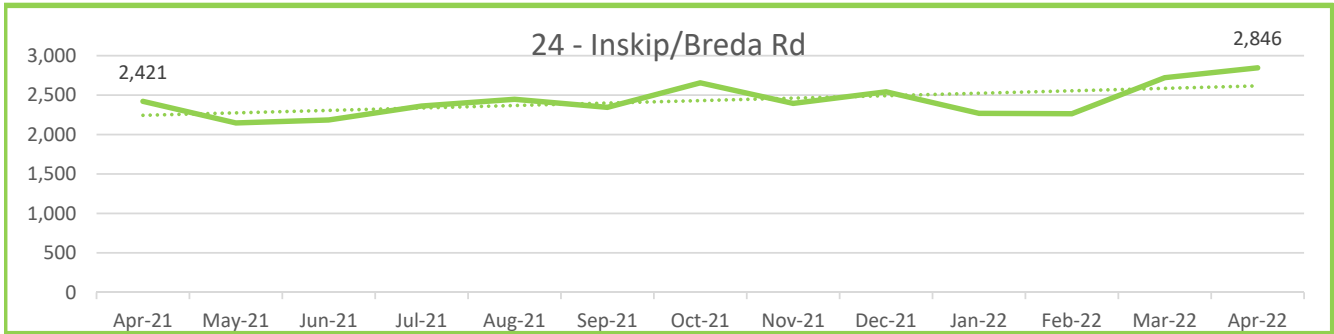
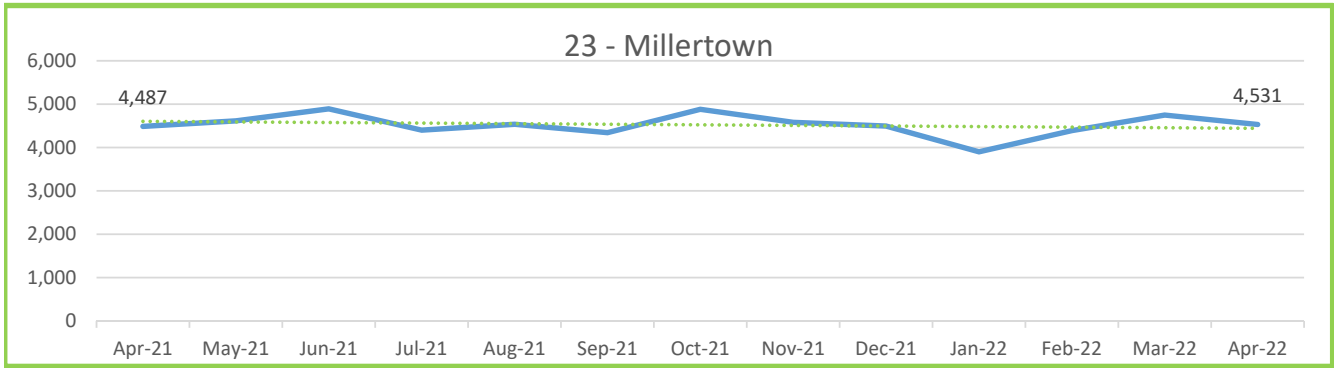
### 13 - Beaumont



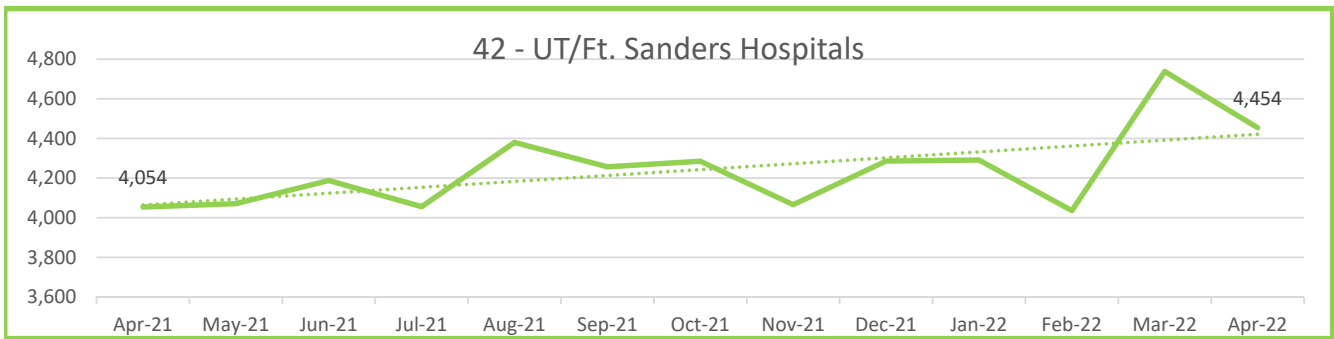
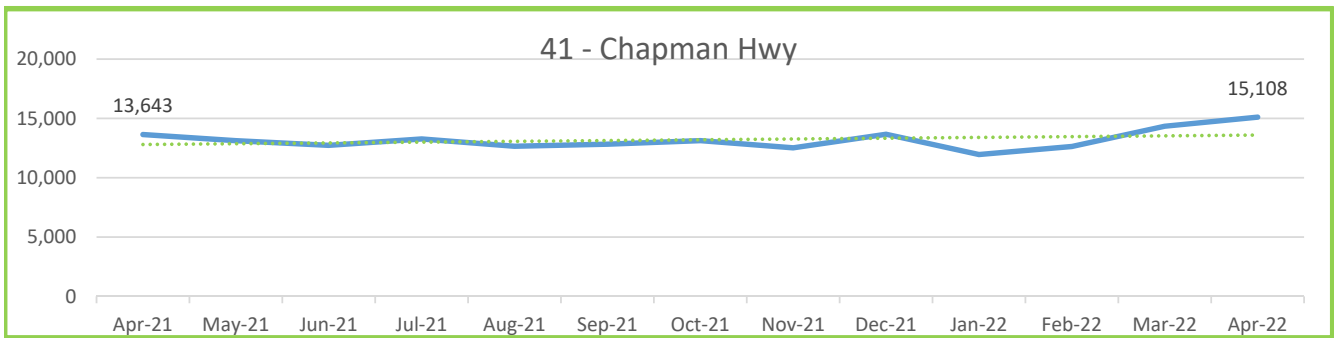
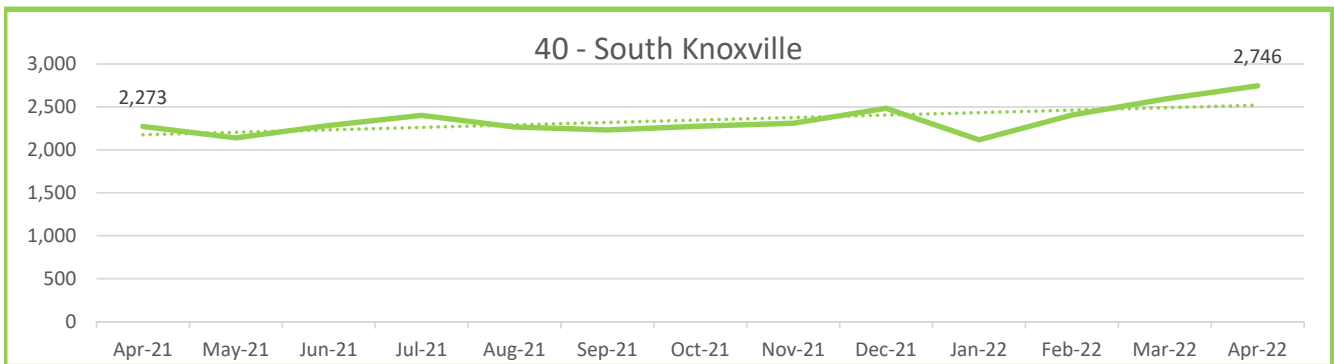
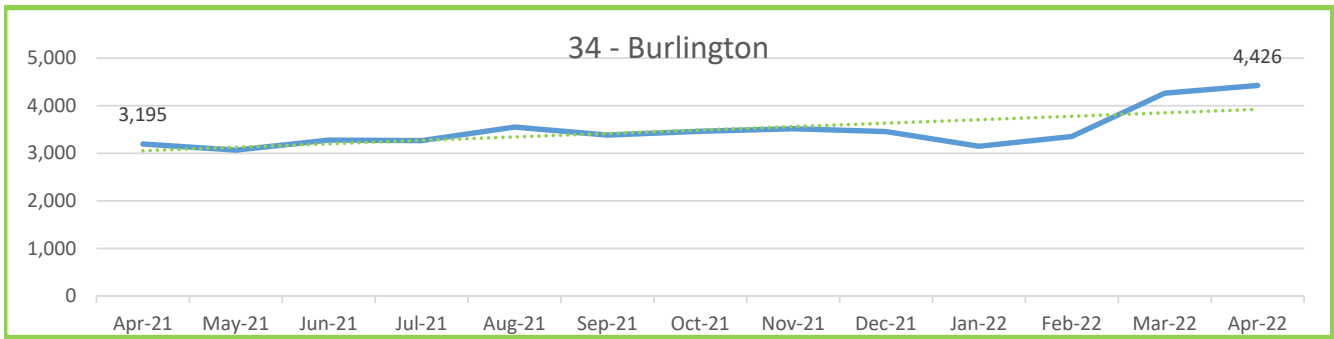
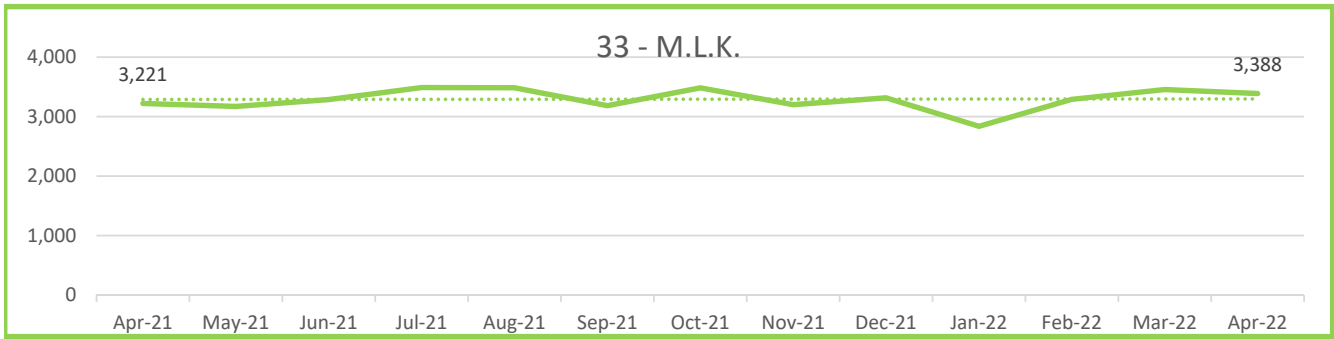
### 16 - Cedar Bluff Connector

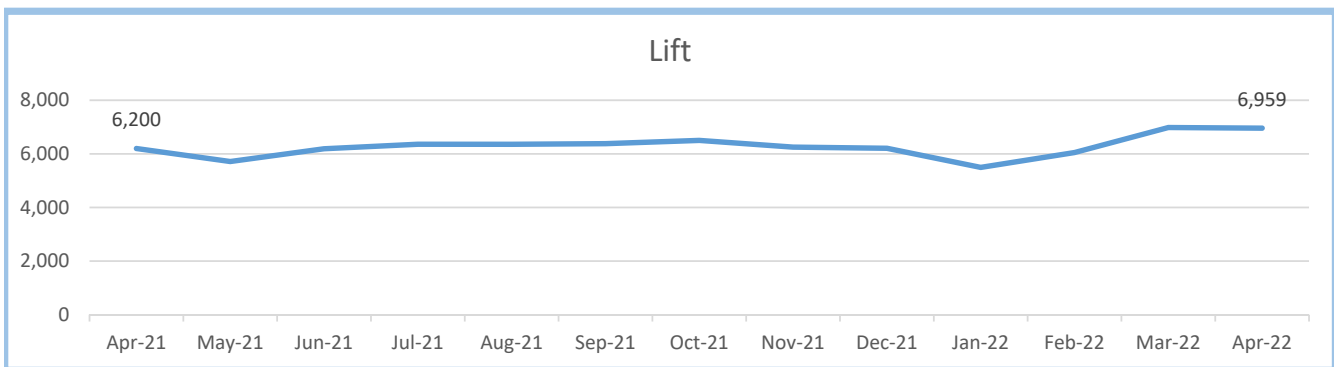
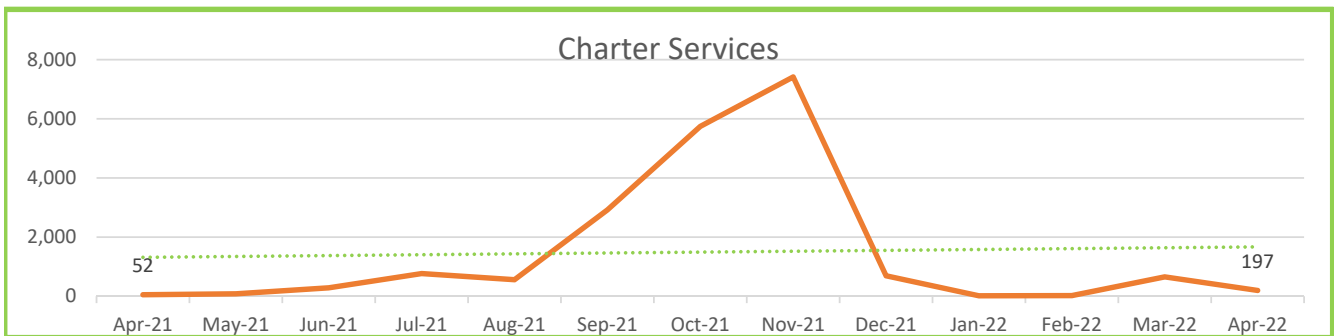
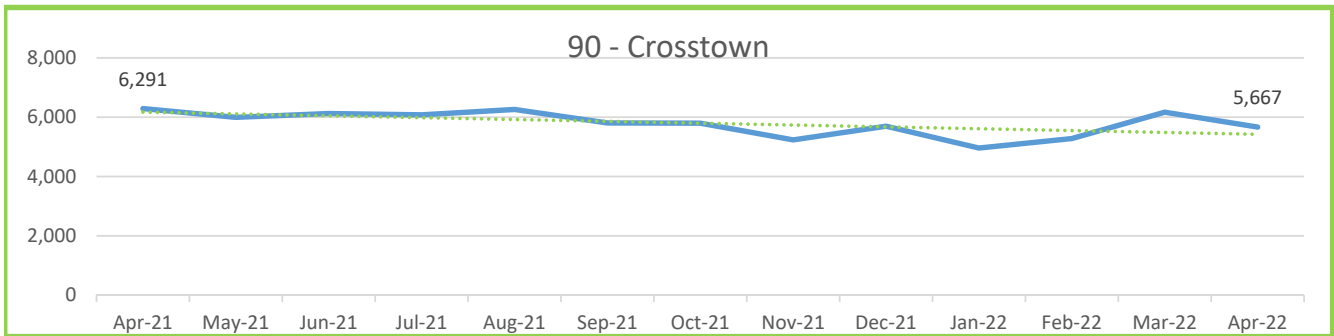
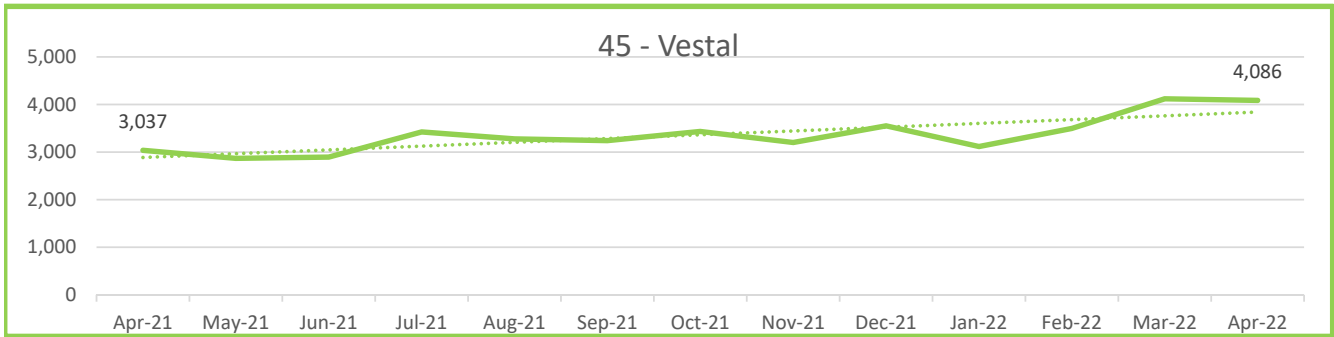
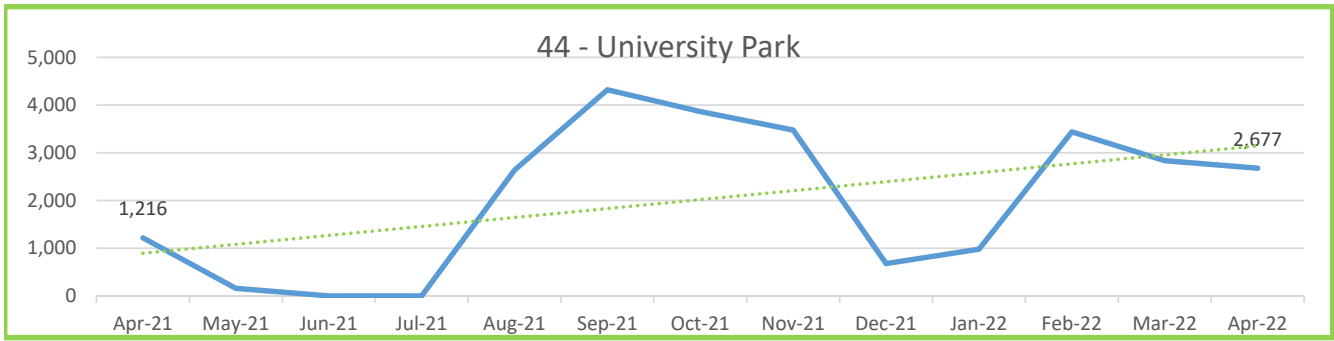




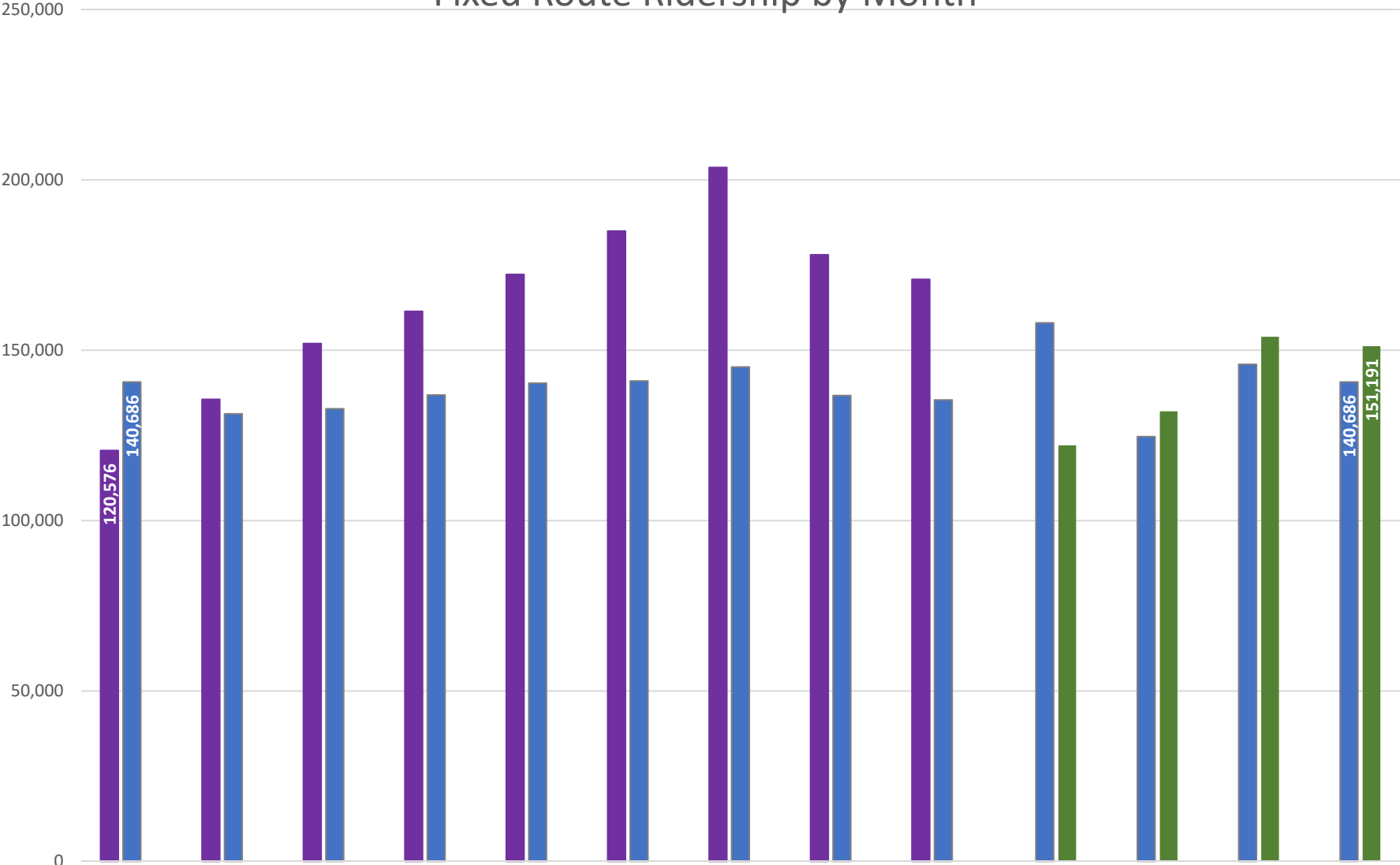






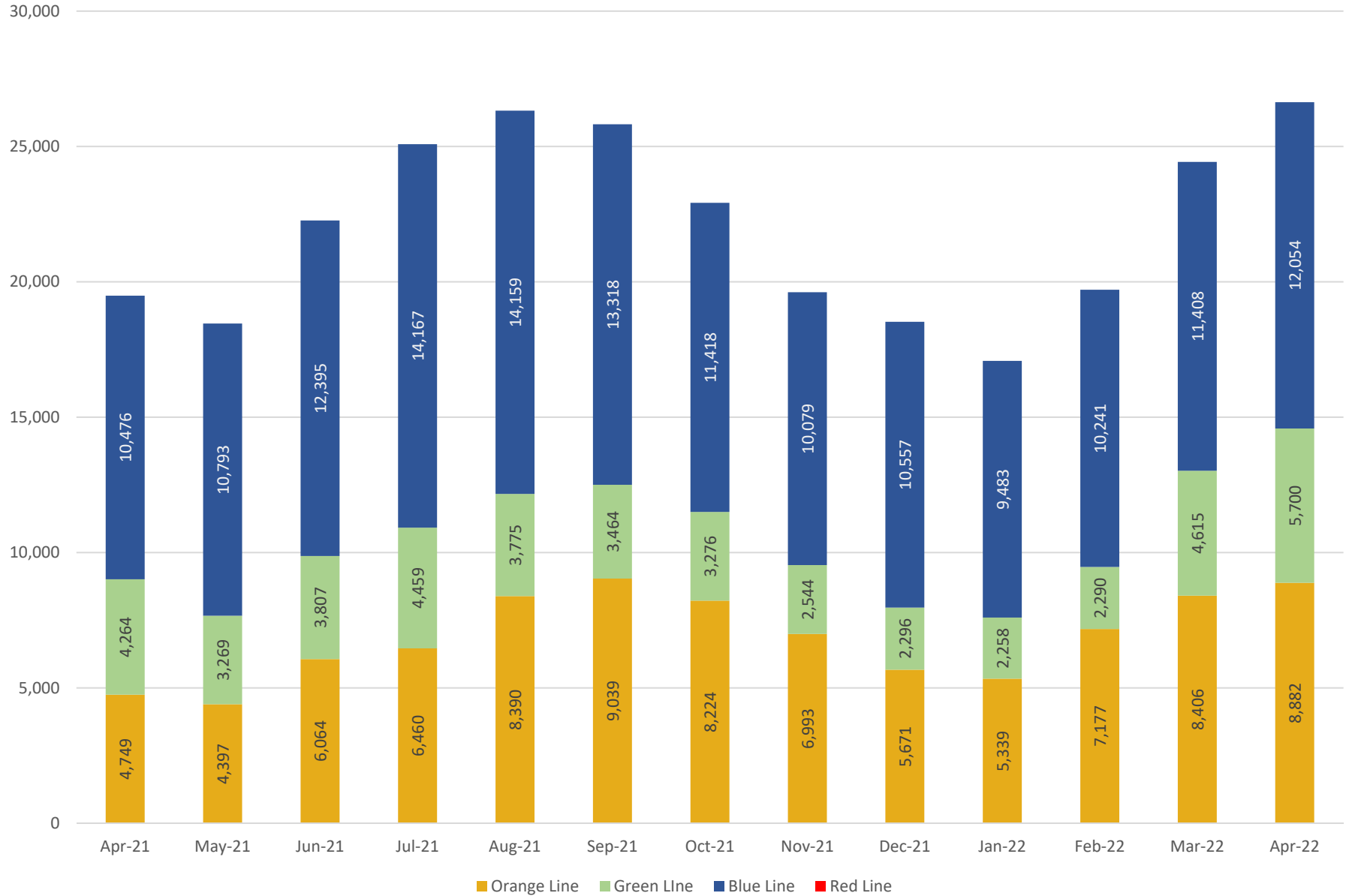


# Fixed Route Ridership by Month

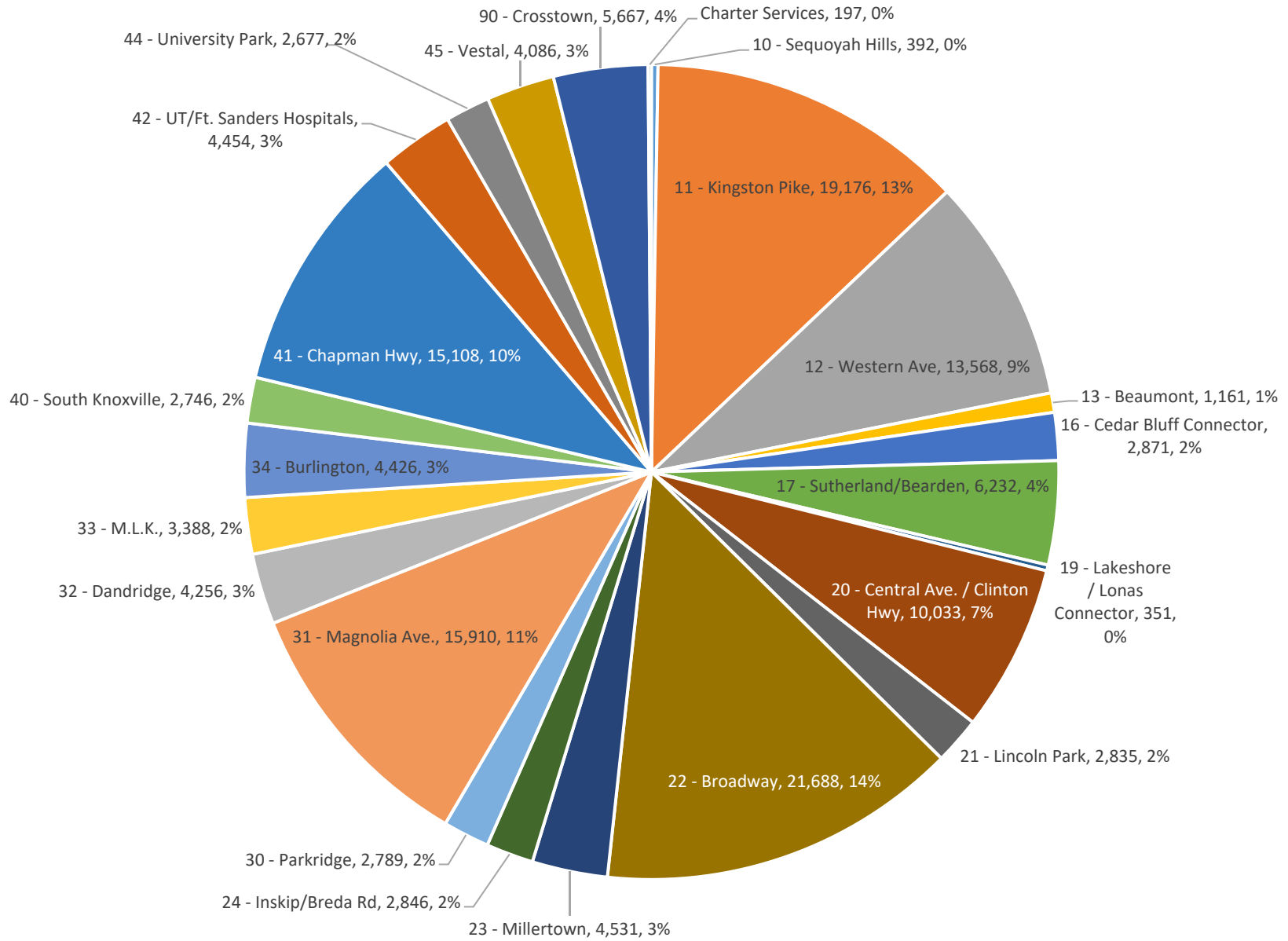


■ 2020 ■ 2021 ■ 2022

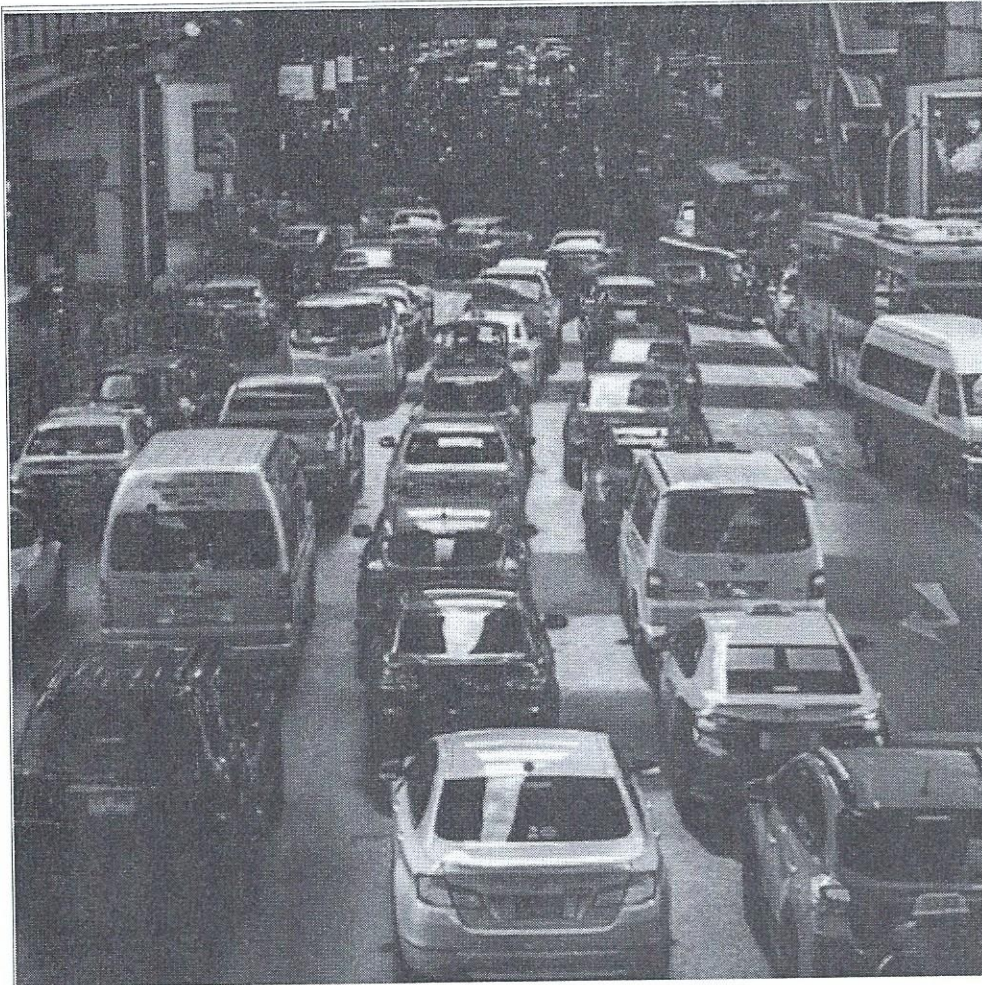
# Trolley Ridership



### April 2022 System Ridership by Route







FEBRUARY 23, 2021

## What is Microtransit?

We'll help you understand the ins and outs of microtransit, and how to jump on board with this new transport model.

You may have heard the terms 'technology-enabled transit', 'aexible routing', 'Demand-Responsive Transport' or 'On-Demand



Transport' aung around, but all of these can be packaged up into one neat little reference—microtransit.

Before we unpack what it means, let's understand how the term 'microtransit' evolved. It all began in 2015, when the transport industry decided to 'shake things up', recognising that neither the solo traveller nor bulky public transit models were working. There needed to be a middle ground, and this is where microtransit found its niche.

## **What is microtransit?**

Put very simply, microtransit is 'dynamic routing'. It takes the mobile smartphone Applications we can't live without, and puts them to use to create an eQcient mode of transport that adapts with each passenger. At the click of a button, you'll be able to book a trip that will take you on the fastest route for yourself and fellow commuters.

According to the U.S. Department of Transportation, microtransit is "a privately owned and operated shared transportation system that can offer fxed-routes and schedules, as well as aexible routes and on-demand scheduling. The vehicles generally include vans and buses."

Microtransit fills the gap between private car ownership or ridehailing and mass Public Transport, creating an alternative means of travel that is adaptable, affordable and has less of a damaging effect on the environment.

Not only is it convenient for the individual passenger, offering a reliable and less stressful form of transportation, but it also has a host of benefits for the city or Transit Agencies as well as Bus Operators themselves.

## **What is microtransit to the passenger?**

To the solo traveller, microtransit means a reliable form of transport that offers the convenience of Uber but at the cost of public transit. It's the best of both worlds! They'll also experience a less stressful commute knowing they are on the fastest track to their destination.

It's transportation in the palm of your hand, and has a lower environmental impact than taking your own car.

## **What is microtransit to a city or Transit Agency?**

Both cities and Transit Agencies lacked a way to improve coverage. Stuck in a fixed-route model due to their large bus operations, they simply weren't capable of driving in certain areas (predominantly rural), leaving many without an affordable means of transport.

The microtransit model opens up an avenue for Demand-Responsive Transport (DRT) feeder services, which enables a vehicle to create temporary pick-up locations anywhere within a service zone and connect passengers to a central hub. Traditional networks use fixed-route feeder services, which can restrict the amount of opportunities a passenger has to connect to the main line. DRT feeder services offer an efficient way to onboard passengers, making the microtransit model more viable for Transit Agencies.

Microtransit is a way for cities and Transit Agencies to establish equitable access to public transportation for the community. It also means less congestion on the roads, leading to a greater ease of travel.



## **What is microtransit to a Bus Operator?**

Microtransit is an effective method of improving fleet utilisation. What this means is that people will be more inclined to take buses should they adopt the microtransit model, taking travellers on dynamic routes rather than fixed ones. This is particularly useful in rural areas, and would assist patronage as passengers can access the bus in a flexible manner.

## **How efficient is microtransit?**

Here's a scenario for you. Say you decided you wanted to catch a bus. History says the easiest option available to you is to collect some change or grab a pass, jump on a bus and cram yourself in among a mix of passengers. Or, worst-case scenario, with no seats available, stand awkwardly while trying not to make eye contact with the person sitting in front of you.

### **Let's replay that scenario again, but instead, using microtransit.**

So you've decided to book a ride. Simple enough—just hop on your phone, make the booking, and meet at the virtual stop. Once boarded, you'll find yourself on an adaptive journey coordinated by a sophisticated algorithm. It takes you on the fastest route, all the while efficiently collecting a select number of fellow passengers on the way.

“Users request shared vehicles through a tech-enabled application, and the vehicle will deviate from its route to somewhere within walking distance of the requester. Routes can be fully dynamic and adjusted in real time based on traffic and demand or can change over the span of a few days.”—ENO Center for Transportation

Microtransit is easy, better for the environment, and way more comfortable than the bus experience.

## **What makes microtransit different?**

It delivers transport on-demand at an affordable price. With emerging mobility within our society, we've arrived at an age where booking a lift is as simple as a click of a button. But with this capability at our fingertips, it's easy to overlook the downside of frequently booking solo trips.

While ridehailing options such as Uber or Lyft can definitely boost the economy, providing additional income for many who need to work multiple jobs, booking trips as you go for just yourself can lead to a myriad of implications. For example, the emerging number of people opting for this form of transport creates more congestion on the road, causing significant delays in travel time. Not to mention, the costs add up for all of your solo trips, even though you might be saving on fuelling a vehicle of your own.

By opting for microtransit, you are experiencing the same benefits as its ridehail counterpart, all the while partaking in cheaper travel that leads to less of a morning traffic jam. The dynamic routing also means you are more likely to arrive at your destination within a reasonable timeframe, as it efficiently adapts the path with each new passenger that registers, rather than following a fixed-route as with Public Transport.

## **Why should the community switch to microtransit?**



The transport industry has experienced a rapid change in recent years, with a movement away from the initial autonomous travel to shared mobility.

After World War II, society shifted from the traditional model of public transit to car ownership, often involving just one traveller per vehicle.

It wasn't until the late 1960s, particularly in the US and Canada, that public Agencies made a push for commuting options such as carpooling. But this was met with a lack of interest by the general public.

“They enacted trip-reduction ordinances to discourage solo driving, built carpool lanes and park-and-ride lots to make sharing easier, and used telephone and computerised ridematching to help people interested in carpooling find each other.” —Transfers Magazine.

At this point in time, it was recognised that taking individual car trips was having a detrimental impact on the environment, leading to an increase in carbon emissions and having a damaging effect on the infrastructure of our roads. Not to mention, car ownership was costly for the average family.

Ridehailing services began infiltrating the Internet in the late 1990s, but were only successfully orchestrated when Uber first launched in 2009. While this change in transport offered additional means of employment for the drivers, ridehailing didn't combat the issues at-hand.

**This is where a community switch to microtransit comes into play.**

Microtransit adopts a ridesharing model, but goes one step further. It offers dynamic routing and shared travel with a number

of passengers, making it a more environmentally friendly option than its ridehail counterparts.

By reducing the amount of cars on the road, establishing an adaptable route that leads to more direct travel and offering one vehicle per multiple passengers, microtransit offers a more sustainable option than solo travel. **It means that our roads won't be as congested or damaged, emissions can reduce and not to mention, our bank accounts will thank us for it.**



# Human Transit

The professional blog of public transit consultant Jarrett Walker.

## Is Microtransit a Sensible Transit Investment?

Posted on February 20, 2018 in [General](#), [Microtransit](#)

*It's "microtransit week" at Human Transit. Last weekend I asked if microtransit is a new idea and whether this matters. I've also explored the question of whether apps transform the economics of transport in a fundamental way, which is an important part of the microtransit conversation.*

*Today, I attempt to put microtransit in the context of the goals that usually motivate transit agencies. This is all part of my attempt to figure out what advice I should be giving transit agencies, all of whom are being encouraged to do microtransit pilots. Your comments will affect how I think about this, and what I advise transit agencies to do on this issue.*

What is a transit agency trying to do? What goals animate its activity and justify its use of public funds? In my career I've watched many planning

processes that seemed to dodge those questions. Over and over, I watched people try to define goals *backward* from projects (“what goal will make this cool thing I want look like a good idea?”) rather than *forward* from things that taxpayers and citizens actually care about. My book *Human Transit* grew from that problem.

So let’s try working forward from typical transit goals, and see where we end up on the microtransit question.

## Sorting Out Goals

Transit is expected to do many things. These things generally fall into one of two opposite groups of goals.

- *Ridership goals* are met when a transit agency achieves maximum ridership for its budget. Ridership goals include emissions reduction, congestion relief, reduced subsidy per passenger, support for dense urban redevelopment. Ridership goals also mean that the transit agency is offering useful and liberating service to the greatest possible number of people.
- *Coverage goals* are met when a transit agency *meets people’s needs or expectations* even though low ridership is the predictable result. Coverage goals include social service goals that assess people based on how *badly* they need something rather than how many of them there are. Coverage goals include political equity — the desire that every electoral district or municipality gets a little something. Finally, coverage goals can be associated with agendas of upward redistribution: Intentionally low-ridership service may be run because people who benefit have the influence to force the transit agency to do it.

The goals fall into these two categories because the kind of network you’d run is totally different in the two cases. If you want ridership, you run big buses



and trains offering frequent services in places with high demand. If you want coverage, you spread service out so that everyone gets a little bit, even though it's much less attractive. I explain why this is [in more detail here](#). My original *Journal of Transport Geography* paper introducing the ridership coverage tradeoff is [here](#).

In my work with transit agencies, I encourage them to be conscious of which kinds of goal they are pursuing. I advise transit agency boards to adopt a clear policy about how their operating budget should be divided between these goals. For example, our much-discussed Houston redesign began with a Board decision to shift the agency's priorities from 55% ridership to 80% ridership, which meant cutting their investment in coverage from 45% of their budget to 20%.

Note the reality I'm working in here: *Transit agencies have limited budgets*. I often hear dreamy talk about how microtransit isn't in competition with fixed routes. "It's not an either-or," people say. "They can all work together." Well, they may not be competing for customers, but they are competing for funds. When a transit agency invests in microtransit subsidies, it is doing this *instead of* running more fixed route service. That's the frame in which we must understand these microtransit proposals, at least the proposals being put forward now.

### **Microtransit is a Coverage Tool, not a Ridership Tool**

In that context, microtransit is another way of providing *coverage* service. Look at the numbers:

**Service Type**

**Typical Passenger  
trips/service hour**

Urban subway	>200
Urban light rail	>100
Urban frequent bus	40-100
Ridership-justified suburban bus	15-40
Coverage-justified suburban bus	10-15
General Public Dial-a-Ride	0-3
<b>Microtransit Pilots to Date</b>	<b>0-3</b>
Paratransit (senior-disabled)	0-2

The “service hour” is a unit of operating cost. We measure transit by the hour, not by the mile, because pre-automation transit operating costs are mostly labor. So this table corresponds roughly to “bang for buck” for public investment. (Can you make labor cheaper pre-automation? Read on.)

The last four rows in this table are services that would not exist if the *only* goal were ridership. (Paratransit would be provided only as required by law, not in excess of that.) If you run those services, it can only be for a coverage goal, *where low ridership is the expectation*.

So, it is absurd to claim that investing in microtransit is a way to combat declining transit ridership. In any transit agency, there is a place where an



hour of fixed route bus service could attract 10-100 times as many passengers than an hour of microtransit could do. If you want ridership, you'll invest more in that bus service, not in microtransit or any other low-ridership service.

### **Comparing Microtransit to Dismal Fixed Routes**

Now, suppose we do have a coverage goal. We're talking about a low-density, unwalkable suburban area where ridership expectations are low for whatever service we might offer. If the goal were ridership we wouldn't serve this area at all.

In most agencies, the worst-performing suburban fixed routes typically pick up about 10 people for every hour a bus operates. Even in the context of coverage goals, those routes are hard to defend.

So given a coverage goal, which is the opposite of a ridership goal, the thought process for whether to invest in microtransit might look like this.





passengers, and take them to more useful destinations, in each hour it operates..

On flexible service — including microtransit — the transit vehicle meanders to serve various points where people have requested it. This inevitably leads to more driving for fewer customers than a fixed route.

There is simply no way that a flexible-route service is going to pick up 10 people per hour of operation *in a low-density suburban setting*. Maybe you can do it in the middle of San Francisco, but that's not what we're talking about here. The places where fixed route buses do *only* 10 boardings/hour usually have low density, long average distances, and circuitous street patterns, all of which are bad for demand-responsive service too.

So if it's anywhere near the 10 boardings/hour of a dismal fixed route, it's a fixed route. (There are exceptions that prove the rule. Some "deviated fixed routes" are almost entirely fixed except for a few flexible segments. Where these are productive, it always turns out that the fixed portion of the route is the source of the productivity.)

So even if your goal is coverage, why would you run microtransit instead of a fixed route? Since microtransit is reliably worse than fixed routes in passengers per service hour, what *other* kind of efficiency would make up for that, and make this viable?

The flowchart shows the three possible answers:

- **Reduce labor cost.** Forget "savings from smaller vehicles." *Operating cost is mostly labor.* TNCs have certainly plumbed the depths of driver compensation, which lead, of course, to increased economic inequality and thence to a host of other ills. (You also, to a large degree, get what you pay for in terms of professional skill.) But even if those impacts are



OK with you, there's just not that much here. Suppose you cut labor costs 50% from typical transit pay scales, which is the very bottom. Now, to match a fixed route doing 10 boardings/hour, you need to do 5 boardings/hour, still far higher than what we're seeing in any microtransit pilots. (And even all you do is *match* the performance of a terrible fixed route, what have you achieved?)

- **Higher Fares.** Of course microtransit can run on its own in a for-profit model, along the lines of UberPool. In addition, it's possible for transit agency subsidies to reduce microtransit fares somewhat below usual TNC levels without bringing them down to anywhere near transit fares; this is being tried in some places. But this can also be a dramatic upward redistribution: more subsidy is going to people who can likely afford TNC fares anyway. There are also possibilities to subsidize TNCs for disadvantaged persons, but transit agencies have limited room (practically and legally) to discriminate in these ways. Those kinds of subsidies would better come out of social service agencies.
- **“Improving Customer Experience”** Who can argue with that? But the question is: *Whose experience, at whose expense?* If transit agencies spend more money to serve fewer people, as microtransit requires, in order to give those fewer people an improved customer experience, well, why are those people so special? “Improved customer experience” sounds great, but transit agencies are in the mass transit business, so their customer service improvements need to scale to benefit large numbers of people. If they benefit only a fortunate few, this is pretty much the definition of upward distribution of the benefits of public spending, and hence increased economic inequality. (It can also expose transit agencies to all kinds of civil rights and environmental justice challenges, both political and legal.) In short, the “customer experience” talk seems to boil down to elite projection.

All this time, I've been talking *pre-automation*. Does automation, whenever



it's really ready, blow all this away? Yes, you can erase the "increased economic inequality" box from the chart, but the "increased VMT" is still there. Because as always, if we're putting people in more small vehicles instead of fewer large ones, we're increasing Vehicle Miles Travelled, which means we're increasing congestion and seizing more street space for the use of motor vehicles. Suburbs may be fine with that, but most big cities are not. There isn't room.

### **So Why Would a Transit Agency Invest in a Microtransit Pilot?**

Transit agencies sometimes do things that make no sense to transit professionals, because the elected officials at the top order them to do it. Right now, everyone's talking about microtransit, so of course many elected officials are talking about it.

But in my experience working with countless elected boards and officials, it's usually possible to steer those impulses into a conversation about goals.

"When you say you want this new thing, what outcome are you really after? Are you sure this thing really does that? Have you thought through what the side effects are?" I've been having these conversations, about all kinds of cool-ideas-of-the-moment, for a quarter century.

At this point, **I cannot come up with a logical argument from any of the commonly-cited goals of transit to the idea of investing in microtransit pilots with transit agency funds.** Even if the goal is low-ridership coverage, there are vanishingly few situations where flexible routing improves on the productivity of fixed routes alone. Meanwhile, all paths in my logic lead to outcomes that most urban leaders will find bad: **Increase economic inequality**, both through lower wages and through the upward redistribution of benefits, and **increased vehicle miles traveled.** And even if you accepted those impacts, the math just doesn't work.

(What should transit agencies do instead? Well, if the problem is ridership, look at places where ridership isn't falling, like Seattle and Houston. Those are cities that are aggressively improving their fixed route bus systems.)

That's a provisional opinion, which is to say that it's a really a question. What have I missed? But please, if you're going to comment, *engage with this argument*. I have heard all the beautiful stories about microtransit. What I can't figure out are the numbers.

*The last "microtransit week" post, summing up what I think we know on the subject, is here.*

### Related Posts

Does it Matter if  
Microtransit is a  
New Idea?

Is Microtransit an  
Actual Idea?

Maybe Apps Are  
Not Transforming  
the Urban  
Transport  
Business

[Does it Matter if Microtransit is a New Idea?](#)

[Is Microtransit an Actual Idea?](#)

### 79 Responses to *Is Microtransit a Sensible Transit Investment?*

**SMS** S M Sabri Ismail February 20, 2018 at 11:17 pm #



Jantz, Richard L <rjantz@utk.edu>  
Wed 2/9/2022 4:53 PM  
To:Belinda Woodiel-Brill  
Cc:Malcolm Jackson

Dear Belinda,

Is there any update on the COA? I recall there was something in the News Sentinel around Christmas laying out some of the things Knoxville wanted. One of them was Kat service to currently underserved areas. That is my hope too. My area, Kingston Woods/Rocky Hill was formerly served by the 90, but that was discontinued years ago. Kat should be a service, analogous to, say, trash pickup, easily available to city residents. Hope Kat's new look will be a partial solution to our CO2 emissions and making it easier to get around without a car.

All the best,

Richard

---

Chyna R. Brackeen <chyna@attackmonkey.net>  
Thu 3/24/2022 11:51 AM  
To:Belinda Woodiel-Brill  
Hi Belinda,

Thanks for the additional information. I'll admit that I don't ride the bus from South Knoxville as often as I'd like, because it isn't frequent enough to work for me most of the time. I did wonder if lower ridership on this side of town might be a factor.

We do have several large workforce housing developments that have opened in South Knoxville over the past year, with at least one more on the way (not to mention the new student apartments). While I understand the need to conserve resources and target area where ridership is already higher, I do think there are enough people coming to South Knoxville who would likely utilize public transportation if there were options that met their needs.

In any event, thanks for reaching out to provide more context for the proposals.

Best,  
Chyna

**CHYNA  
BRACKEEN**

PRESIDENT, ATTACK MONKEY

(865) 223-4944  
[chyna@attackmonkey.net](mailto:chyna@attackmonkey.net)  
[www.attackmonkey.net](http://www.attackmonkey.net)

702 Lake Forest Drive  
Knoxville, TN 37920

Belinda Woodiel-Brill wrote on 3/24/22 11:17 AM:

Hi Chyna,

Our Director of Marketing notified me of your question regarding our Ridership and Coverage service concepts of KAT Reimagined - thought I'd give you a little more info:

*In the Ridership model, why isn't service in South Knoxville expanded? You're proposing increased, more frequent service on the major corridors in every other part of town, but not South?*

As she likely responded, the Ridership Concept is based primarily on two things: the current operating budget and the current system ridership. Adding 15-minute service on Chapman would be ideal, but that means taking it away from somewhere else where ridership is higher. It's tough. One thing I am hopeful that this process will reveal is what our current resources can really do - it's about making some hard choices and determining what our city's priorities are. And, it could be that our community priorities include frequent service along Chapman instead of somewhere else.

I appreciate very much your interest, and I hope you'll keep in the loop on the process. Thanks again -

Belinda

---

From: Eric Lutton <elutton@pdknox.org<mailto:elutton@pdknox.org>>  
Sent: Friday, April 22, 2022 11:11 AM  
To: Tommy Smith <tsmith@knoxvilletn.gov<mailto:tsmith@knoxvilletn.gov>>  
Subject: Kat Reimagined

Tommy:

Thank you for taking the time to talk with me the other day. Sorry for the delay in getting you this promised email but things have been a bit hectic at the office. I have attached two screenshots, one from the coverage concept and one from the ridership concept. While I understand that these are not final maps and the end product may look like a combination of the two, I wanted to make my concerns known before the project gets too far along. As you can see on the maps, under the ridership coverage example, the bus would travel along Sutherland and would skip the stops on Division Street and Liberty. Those stops along Division Street and Liberty have three critical bus stops, Juvenile Court, Pellissippi State Community College, and the Public Defender's Office. It is worth noting that there are no sidewalks for pedestrians on Division Street or Liberty.



Most relevant

Write a comment...

Alberto Ulises Why not a bus route "to the airport"

Like Reply Hide 4w

Cindy Neubert I need my 41 Chapman hwy & my Broadway buses to get back & forth to work.

Like Reply Hide 4w

Alberto Ulises We need a dedicated lane for buses. Which can also double as first responders lane. And in the future Can be light rail system.

Like Reply Hide See Response 4w

Author Knoxville Area Transit

Alberto Ulises A light rail system would be the dream! Thank you for your feedback! We'd love for you to share even more of your opinions with us by taking our online survey at kattreimagined.com



Like Reply Remove Preview 3w

kat Reply to Knoxville Area Transit...

Most Relevant is selected, so some replies may have been filtered out.

Write a comment...

kat

Sue Buckley Would love to see the cat lift go towards Turkey Creek expanding our service areas!

Like Reply Hide 4w

Sean Casey I would love to see the coverage map become a reality!

Like Reply Hide 4w

Author Knoxville Area Transit

Sean Casey These are only service concepts based on the current budget and the current ridership levels. We'd love for you to formally submit your thoughts through the survey at kattreimagined.com, and we appreciate your interest in transit in Knoxville!



Like Reply Remove Preview 4w

Lisa Heath Streamline the bus schedules so every bus runs on the same schedule, that would make it easier to run errands, right now it takes me all day to just run 2 places.

Like Reply Hide 4w

Author Knoxville Area Transit

Lisa Heath Thank you for your feedback. We are keeping track of all comments. Can you clarify what you mean a bit more? Do you mean all routes operating at the same frequency (30 minute service vs hour service)? Or are you referring to something else? -Becca

Like Reply 4w

Lisa Heath Knoxville Area Transit yeah all the buses operating at the same frequency (30 minute service) I think that would help out a lot, and save a lot of time

Like Reply Hide 4w



**Stefanie Reagan**  
 How about services to Forks of the River, Turkey creek or even express buses that go for example to the Walmart at Walker Springs or Turkey creek.

Like Reply Hide 4w 6

**Author**  
 Knoxville Area Transit

**Stefanie Reagan** Thank you for your feedback. We are trying to determine priorities for transit in our community. Your comment here will be taken into account, but we also encourage you to learn more about the project and formally submit your thoughts t... See more



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Like Reply Remove Preview 4w

→ View 2 more replies



**Elizabeth Edralin**  
 More west Knoxville routes would be nice and sidewalks but I realize side walks is more of the city. Honestly that's why we avoid the bus. I don't want to ride the bus with my kids and have to get off at a random light pole stop with no sidewalk and wa... See more

Like Reply Hide 4w 2

**Author**  
 Knoxville Area Transit

**Elizabeth Edralin** We are looking into bus stop improvements as well (that's just a different project). Could you please fill out a comment with the specific bus stop location you're referring to? <https://katbus.com/174/Contact-Us>



KATBUS.COM  
 Contact Us | Knoxville Area Transit, TN

Like Reply Remove Preview 4w



**Martina Cowan Trammell**  
 How about 32 Dandridge Ave service on Sunday

Like Reply Hide 4w 2

**Author**  
 Knoxville Area Transit

**Martina Cowan Trammell** Thank you for your feedback. We are trying to determine priorities for transit in our community. Your comment here will be taken into account, but we also encourage you to learn more about the project and formally submit your tho... See more



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Like Reply Remove Preview 4w



**Kristina Drew**  
 Turkey creek bus 88 on highway run top of the hour

Like Reply Hide 4w

**Author**  
 Knoxville Area Transit

**Kristina Drew** You are not the first to mention a bus that runs to Turkey Creek. Your comment here will be taken into account, but we also encourage you to formally submit your thoughts through the survey at [katreimagined.com](http://katreimagined.com). Thank you for your interest... See more



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Like Reply Remove Preview 4w

Chyna Brackeen

In the Ridership model, why isn't service in South Knoxville expanded? You're proposing increased, more frequent service on the major corridors in every other part of town, but not South?

Like Reply Hide 4w

kat

Author

**Knoxville Area Transit**  
Chyna Brackeen These are only service concepts based on the current budget and the current ridership levels. We'd love for you to formally submit your thoughts through the survey at [katreimagined.com](http://katreimagined.com), and we appreciate your interest in transit in Knoxville!



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Like Reply Remove Preview 4w

Chyna Brackeen

Knoxville Area Transit will do, thank you!

Like Reply Hide 4w

kat Reply to Knoxville Area Transit...

Richard Snodgrass

Start earlier so people can get to work and run later to make it easier for people to get home from work. And runs to the airport.

Like Reply Hide 4w

kat

Author  
**Knoxville Area Transit**

Richard Snodgrass Thank you for your feedback. Your comment here will be taken into account, but we also encourage you to learn more about the project and formally submit your thoughts through the survey at [katreimagined.com](http://katreimagined.com). Thank you for your interest... See more



Julie Wallin

Airport a couple times aday

Like Reply Hide 4w

Constance Every

Ummmm light rail system

Love Reply Hide 4w

kat

Author  
**Knoxville Area Transit**

Constance Every We like to dream big too! 😊 We'd love for you to formally submit your thoughts through the survey at [katreimagined.com](http://katreimagined.com), and we appreciate your interest in transit in Knoxville!



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Like Reply Remove Preview 4w

Constance Every

Knoxville Area Transit nah I am running for Governor of Tennessee this year and when I win, I will mandate light rail systems throughout the state!

Like Reply Hide 4w Edited

kat Reply to Knoxville Area Transit...

Top fan  
Kristina Drew

Need more buses serve neighborhoods, it's hard to find apartments to live at on bus routes

Like Reply Hide 4w

Diane Fitzwater McClain

I think having busses go where people need to go would be helpful. Going to the zoo would be wonderful. It was a chore getting there when I took the 31. IT was at leasta 10 min walk. I think going to Northshore center and Turkey Creek .Get the people to the jobs.

Like Reply Hide 4w

kat



Shannon Seeback  
Have a way to buy passes just not in Downtown station. Make a substation in 1 or 2 other parts of town to buy them at. Like a booth with a worker in it. Have it open 3 or 4 a week.

Like Reply Hide 4w  
Victoria Williams  
My husband used to ride the bus all the time and wanted to know did you retire the 90a and b route that went to east town then known as Knoxville center and to west town mall

Like Reply Hide 4w  
KAT  
Knoxville Area Transit  
Victoria Williams Route 90 has only 1 route now. It does run over to Knoxville Center (but does not stop there because it's being turned into the new Amazon facility), and it goes west to the Walbrook Superstop (by the Walmart where you can transfer to... See more



Like Reply Remove Preview 4w

Fred Donaher  
Simon Miller, here's your chance to request Farragut service!!

Like Reply Hide 4w  
Lisa Heath  
Put debit and credit card readers on the buses  
Like Reply Hide 4w

Top fan  
Jonathan K. Byler  
Lisa Heath or buy a bus fob card that you can pay it online to renew bus passes and tap it on fare machine.  
Like Reply Hide 4w  
Lisa Heath  
Jonathan K. Byler yeah, that's a good idea too  
Like Reply Hide 4w

View 4 more replies

Like Reply Hide 4w  
Cindy Neubert  
Lisa Heath I also with the 22 Broadway bus would go back to picking us up a Northgate shopping center to downtown at 5:51. So I can get the 6:15 Chapman hwy bus to work before 7:00. Thanks!

Like Reply Hide 4w  
Lisa Heath  
Cindy Neubert yeah that is a good idea too  
Like Reply Hide 4w

Denise Morrison  
Lisa Heath yes that would be great to be able to use debit card machines. I rarely have cash or a way to store to get cash  
Like Reply Hide 4w  
kat  
Reply to Lisa Heath...

Top fan  
Jonathan K. Byler  
Make a connector bus for Halls from Fountain City super stop. Make a connector bus for Powell/Karns from Walmart off Clinton Hwy transferring from Route 20 bus. Service to Strawberry Plains area. Service to southwest Knoxville such as Hardin Valley, No... See more  
Like Reply Hide 4w  
kat  
Author  
Knoxville Area Transit  
Jonathan K. Byler Thanks for your feedback. It sounds like your preference is a larger coverage area instead of more frequent service. We'd love for you to formally submit your thoughts through the survey at [katreimagined.com](http://katreimagined.com), and we appreciate your i... See more



Jessica C. Brown

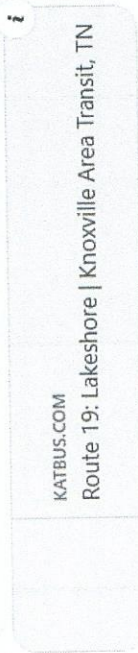
I would love to see Express trips back to Turkey Creek, and Trolley service throughout Turkey Creek like it is downtown. Would also be nice to have service to Weisgarber Rd and into Dowell Springs off Middlebrook Pike.

Like Reply 2w



Knoxville Area Transit

Jessica C. Brown Route 19: Lakeshore currently services Weisgarber into Dowell Springs. You would need to take either the 11 or 90 to connect to it though. Here is the info on that route: <https://katbus.com/200/Route-19-Lakeshore>



Like Reply Remove Preview 2w



Jessica C. Brown

Knoxville Area Transit Thank you! I didn't realize we already had service into there.

Like Reply 2w



Consuelo Carmona De Garcia

Knoxville Area Transit how about south Knoxville to Hardin Valley Community college? Do yo have transportation?

Like Reply 2w



City of Knoxville - Government

Consuelo Carmona De Garcia Try using KAT's Trip Planner (<https://www.katbus.com/173/Trip-Planner>) or the new Transit app to plot a route.



Tracy Haun Owens

Express bus to Trader Joe's or Turkey Creek

Like Reply Hide 4w

Write a comment...

INNOVATING PUBLIC TRANSPORTATION FOR YOU

Like Reply Hide 4w



Reply to Knoxville Area Transit...



2





## Q7 Do you have any other comments, questions, or concerns about KAT?

Answered: 382 Skipped: 342

#	RESPONSES	DATE
1	The trolley service in under-used.	4/26/2022 9:31 AM
2	<b>microtransit</b> Chattanooga has microtransit, why don't we?	4/25/2022 3:40 PM
3	<b>microtransit</b> I would like to have microtransit	4/25/2022 3:38 PM
4	<b>microtransit</b> I would like to have microtransit	4/25/2022 3:35 PM
5	n/a	4/25/2022 3:34 PM
6	<b>microtransit</b> microtransit please	4/25/2022 3:32 PM
7	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:30 PM
8	<b>microtransit</b> I would like to see microtransit service in Knoxville	4/25/2022 3:30 PM
9	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:28 PM
10	<b>microtransit</b> I would love to see a microtransit service in Knoxville	4/25/2022 3:28 PM
11	<b>microtransit</b> microtransit	4/25/2022 3:28 PM
12	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:27 PM
13	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:25 PM
14	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:25 PM
15	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:24 PM
16	<b>microtransit</b> Microtransit please	4/25/2022 3:22 PM
17	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:21 PM
18	<b>microtransit</b> We need microtransit	4/25/2022 3:19 PM
19	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:18 PM
20	<b>microtransit</b> We need microtransit	4/25/2022 3:18 PM
21	<b>microtransit</b> We need microtransit	4/25/2022 3:17 PM
22	no	4/25/2022 3:16 PM
23	We must be available for those in need.	4/25/2022 3:15 PM
24	<b>microtransit</b> Knoxville is in major need of microtransit	4/25/2022 3:14 PM
25	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:11 PM
26	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:09 PM
27	<b>microtransit</b> Chattanooga has microtransit, why don't we?	4/25/2022 3:05 PM
28	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:04 PM
29	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:03 PM
30	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:02 PM
31	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 3:00 PM
32	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 2:56 PM
33	<b>microtransit</b> Knoxville needs microtransit	4/25/2022 2:51 PM



## KAT Reimagined Survey

34	microtransit	Knoxville needs microtransit	4/25/2022 2:49 PM
35	microtransit	Knoxville needs microtransit	4/25/2022 2:46 PM
36	microtransit	Knoxville needs microtransit	4/25/2022 2:44 PM
37	microtransit	Knoxville needs microtransit	4/25/2022 2:42 PM
38	microtransit	Knoxville needs microtransit	4/25/2022 2:41 PM
39	microtransit	Knoxville needs microtransit	4/25/2022 2:40 PM
40	microtransit	Knoxville needs microtransit	4/25/2022 2:38 PM
41		KAT should go to the city limits, such as to Turkey Creek	4/25/2022 2:35 PM
42	microtransit	Knoxville needs microtransit	4/25/2022 2:30 PM
43	microtransit	Knoxville needs microtransit	4/25/2022 2:25 PM
44		keep everything the same	4/25/2022 10:59 AM
45		I love the electric buses. I'd love to see benches and covers on Chapman highway. Please get an app like Transit or something so I can buy tickets more easily.	4/24/2022 8:21 PM
46		Please add service to new greyhound station on N. Cherry	4/22/2022 10:16 PM
47		yes, need a shelter on broadway at forger. when it rains, we get wet. That tree does not stop water	4/22/2022 7:59 PM
48	Weekend	90 needs more bus shelters. Trolley on Sundays	4/22/2022 7:55 PM
49		People with children and the elderly need shelters when it is raining	4/22/2022 7:45 PM
50		Drivers need to be nicer. They can be rude when asking for directions. Driver closed door on me as I was walking on to the bus. I was using a cane and was told to be at the bus stop next time. I am handicapped and was almost at the stop. I asked the driver when the bus leaves and she said " we leave when we leave"	4/22/2022 7:41 PM
51		bench at every stop. Need to be nicer about people having many bags. Walmart driver was rude about amount of items we were putting on the bus. Drivers talk to riders anyway they want. Drivers need to stop being beside themselves.	4/22/2022 7:35 PM
52		Bus drivers are friendly and courteous	4/22/2022 7:29 PM
53	Weekend	Bus needs to run more on weekends for longer periods of time. I would also like shorter waits. Driver need to be more courteous.	4/22/2022 7:26 PM
54		37915	4/22/2022 7:06 PM
55		prefer routes curb cuts sidewalk	4/22/2022 6:57 PM
56		turkey creek.	4/22/2022 6:52 PM
57	Weekend	bring bus on Sundays	4/22/2022 6:41 PM
58		Will Knoxville Area Transit has a greyhound bus stop at Knoxville Station	4/22/2022 6:41 PM
59		I like kat buses	4/22/2022 5:48 PM
60	Weekend	Yes we need 45 to run on Sundays and more often	4/22/2022 11:18 AM
61		I think this public participation is great. I'd love to use the service if it was more convenient for me. I think the ridership option is the way to go first because if you're able to boost numbers and improve your finances, you'll be able to offer more coverage in the long run.	4/22/2022 9:48 AM
62		no	4/22/2022 6:58 AM
63		I appreciate the bus system	4/21/2022 6:49 PM
64		my child lives north but goes to school on the east. Shorter waits. More routes.	4/21/2022 6:37 PM
65		KAT needs to put more bus shelters in east Knoxville community	4/21/2022 6:32 PM



## KAT Reimagined Survey

66	More bike friendly paths would make me want to ride the bus more.. Bikes are more environmentally friendly.	4/21/2022 6:30 PM
67	<b>Weekend</b> more service on Sundays. Please run route 40 on Sunday	4/21/2022 6:24 PM
68	<b>Weekend</b> There needs to be service in Montgomery village on Sunday even if it's only 2 runs its hard for us to get to Chapman and home on sunday.	4/20/2022 8:35 PM
69	<b>microtransit</b> I strongly support adding a micro transit system to the fixed-route bus	4/20/2022 6:45 PM
70	<b>microtransit</b> I strongly support the addition of micro transit system	4/20/2022 3:19 PM
71	<b>microtransit</b> I think micro transit could be a huge help to people who do not have access to a car or easy access to a bus route. Many people who are not able to drive to doctor appts or employment are just not able to access them. Please explore this issue, along with more accessible bus service.	4/20/2022 11:56 AM
72	<b>microtransit</b> Please include microtransit in KAT plans	4/20/2022 12:19 AM
73	<b>microtransit</b> More energy efficiency, use vans to transport from places with no bus routes to bus access	4/19/2022 8:44 PM
74	In order to get choice riders (who have other options) KAT must add BRT or Light or at least Express Bus service. Otherwise you're wasting your time and resources. Improve headways on main corridors, reduce the number of stops, have off-board fare collection, all the things we know attracts choice riders.	4/19/2022 11:12 AM
75	<b>microtransit</b> I would suggest micro transit as a way to increase availability	4/18/2022 11:31 AM
76	More charging for cell phone	4/18/2022 10:30 AM
77	For many, KAT is their only option to get around. Our focus should be on making it convenient reliable and safe for them. We need to reach more of those people.	4/17/2022 10:53 PM
78	No and thank you	4/17/2022 8:26 PM
79	<b>microtransit</b> I think both plans are ill-conceived. People need more direct transportation tailored to their specific schedules (perhaps a low cost or subsidized Uber or Lyft ride 2 -4 times a day. I think a bus service is expensive, obsolete and not meeting the needs of low-income citizens.	4/17/2022 5:42 PM
80	<b>Weekend</b> Need service on the32on sunday	4/17/2022 9:34 AM
81	No	4/16/2022 6:54 PM
82	This appt is terrible!	4/16/2022 11:07 AM
83	No	4/15/2022 4:46 AM
84	<b>microtransit</b> The choice being presented is almost impossible to decide. I strongly urge more frequent runs in a concentrated area with the addition of on-demand micro-transit. The micro-transit service should be provided by an organization with a proven track record in providing this service.	4/14/2022 9:42 AM
85	My daughter does not want to drive (age 16), but she does not feel safe riding the bus, esp. on her own. I wish there were a safe bus line with a uniformed "chaperone" in addition to the driver.	4/13/2022 10:36 PM
86	<b>microtransit</b> Microtransit has worked in other cities	4/13/2022 8:52 PM
87	<b>microtransit</b> please consider a viable microtransit system. I prefer the ridership approach, but it absolutely require a complement are micro transit system. This will allow working class individuals and families without a vehicle to stay employed for low to median income homes. Taxis and uber is simply cost prohibitive. For both our economy and livability, an efficient microtransit System is required	4/13/2022 8:51 PM
88	<b>microtransit</b> question 2 offers a false choice. KAT will need more funding to provide adequate service. We need microtransit to fill in the numerous gaps in routes and service times.	4/13/2022 8:47 PM
89	<b>microtransit</b> I am almost 75 years old. My eyes are not great. My driving days are numbered. I live in South Knoxville. It seems your maps forgot about us. I have read about microtransit and it is a crucial piece of the bus puzzle!. Please microtransit. *I offered to be the voice of	4/13/2022 8:44 PM



## KAT Reimagined Survey

two friends who do not have cars one uses a weaker and feels the buses are not close enough and of not get them where they are going.

90	I believe that more transit is needed for those not on the bus routes or that work during hours the bus does not run.	4/13/2022 8:41 PM
91	<b>microtransit</b> Ive been hearing about microtransit. I would like to see KAT go in that direction	4/13/2022 8:39 PM
92	<b>microtransit</b> I haven't been able to use the bus because it takes so long to get where I need to go. Need microtransit so I get to the bus stop with best route for where I want to go.	4/13/2022 8:37 PM
93	<b>microtransit</b> Neither choice works best. Microtransit is my 1st choice.	4/13/2022 8:35 PM
94	<b>microtransit</b> I think we should have a microtransit system. The options in #2 are not acceptable. In #3 my preference cannot be limited to one choice. There are intertwined	4/13/2022 8:34 PM
95	<b>microtransit</b> the choices are not good. Need to integrate a variety of options. Especially micro transit	4/13/2022 8:32 PM
96	<b>microtransit</b> microtransit would be a great improvement and solve a number of problems	4/13/2022 8:30 PM
97	<b>microtransit</b> I would like a microtransit service	4/13/2022 8:29 PM
98	<b>microtransit</b> it does not have to be an either or. If you have a good microtransit provider you can have both. The microtransit needs to be well integrated with the fixed route bus system. This has worked in many other cities.	4/13/2022 8:27 PM
99	<b>microtransit</b> you need to work with mini transit service	4/13/2022 8:25 PM
100	<b>microtransit</b> Microtransit can close the gaps of high frequency/ridership service leaves, especially if run efficiently in low income/low car ownership neighborhoods	4/13/2022 8:24 PM
101	<b>microtransit</b> I cannot go to a bar because I cannot walk along Tazewell Pace to Jacksboro (unsafe). I know people who need night service and service outside of KAT. I support microtransit.	4/13/2022 8:21 PM
102	<b>microtransit</b> We need complementary transit system that 1) goes where KAT buses dont go 2) runs more frequently. 3) is data driven, flexible, and on demand	4/13/2022 8:20 PM
103	<b>microtransit</b> The reimagined KAT lacks imagination! what about spending money on effective micro transit to complement and improve Bothe ridership and coverage.	4/13/2022 8:17 PM
104	<b>microtransit</b> why have you not considered or explored all of the best solutions for public transit microtransit? neither of your suggested solutions will make a significant difference in Knoxville	4/13/2022 8:15 PM
105	<b>microtransit</b> I wish we had something like micro transit	4/13/2022 8:12 PM
106	<b>microtransit</b> I have not seen any information about microtransit service. Is this on KAT's	4/13/2022 8:11 PM
107	Make sure all have access to public transportation	4/13/2022 8:09 PM
108	<b>microtransit</b> yes. we need to add microtransit system to serve all of Knox county. fixed route wont reach all people, employers, businesses. What about intellectual disabilities? people who cant drive. My daughter needs work transportation but cant drive	4/13/2022 8:08 PM
109	<b>Weekend</b> more service on Sunday	4/13/2022 8:04 PM
110	<b>Weekend</b> 21 on Sunday more frequent service on Sunday	4/13/2022 8:03 PM
111	accessibility	4/13/2022 8:00 PM
112	inter-county service Combine KAT CAC ETHRA	4/13/2022 7:59 PM
113	attitude from drivers	4/13/2022 7:57 PM
114	<b>Weekend</b> 21 run on Sunday	4/13/2022 7:55 PM
115	<b>Weekend</b> be able to catch bus on Sundays	4/13/2022 7:52 PM
116	<b>Weekend</b> More coverage on weekends, especially Sunday. hard to get around on Sundays	4/13/2022 7:50 PM
117	consistency	4/13/2022 7:47 PM



## KAT Reimagined Survey

118	turkey creek(hospital)	4/13/2022 7:45 PM
119	No	4/13/2022 7:44 PM
120	more shelters, amenities	4/13/2022 7:38 PM
121	Chapman highway needs shelter for shade on hot days	4/13/2022 7:36 PM
122	-saefy issues at roads. -Push to call lights	4/13/2022 7:35 PM
123	more amenities on riverside, very dangerous	4/13/2022 7:32 PM
124	<b>Weekend</b> 20s ride more often 90s ride on Sundays. Hard to catch bus to go to work on these routes due to infrequency.	4/13/2022 7:31 PM
125	Definitely would love more coverage. The closest bus stop to my house is 7 miles away so if I cant find a ride to the bus stop then I have to walk 7 miles	4/13/2022 7:28 PM
126	<b>Weekend</b> I would like to see 90 route bus service on Sundays	4/13/2022 7:26 PM
127	It would be nice to have a service from Downtown Knoxville to maryville in Blount county along Alcoa hwy	4/13/2022 7:22 PM
128	Your services is better here than florid. I been back two months. Its more reasonable than Florida. I am very happy with the service	4/13/2022 7:16 PM
129	Better customer service!	4/13/2022 7:14 PM
130	Bus 12, Accessibility -Lula Powell Hill inaccessible -more seats at mall or bus stops	4/13/2022 7:07 PM
131	middlebrow needs more than one bus per hour. Every 30 mins would be better	4/13/2022 7:03 PM
132	<b>Weekend</b> TROLLEY RUNNING ON SUNDAYS: HELPS WITH TRAVERSING THE HILL (ACCESSIBILITY)	4/13/2022 7:00 PM
133	to many people riding the bus extremely dirty. DRUNK-rude-to patients-passiengers, bus drivers. Your Bus drivers are wonderful	4/13/2022 6:51 PM
134	<b>Weekend</b> more service on Sunday	4/13/2022 6:45 PM
135	turkey creek needs a bus to go further west in	4/13/2022 6:41 PM
136	I cannot comprehend the darn schedule	4/13/2022 6:33 PM
137	Kingston Pike (Blocking lane for buses)	4/13/2022 6:31 PM
138	work at Krogers off at 10 and no bus	4/13/2022 6:27 PM
139	Alcoa highly-more transit	4/13/2022 6:20 PM
140	Trolley go back to Gay Street where new apt complex is over the bridge. Some drivers bring issues to work with them. Therefore drivers are not safely operating the bus. Our lives are in their hands	4/13/2022 6:18 PM
141	Keep it up	4/13/2022 6:15 PM
142	help applying for lift application	4/13/2022 6:09 PM
143	explore other area of town of service	4/13/2022 6:06 PM
144	Route info accessibility for Spanish speakers	4/13/2022 4:49 PM
145	Wish bus went further west to turkey creek. east one miller town sits too long. should stop that long at place with a store for that long	4/13/2022 4:41 PM
146	add resting bars at all stations	4/13/2022 4:37 PM
147	Great ideas	4/13/2022 4:36 PM
148	<b>microtransit</b> Need microtransit to solve problems	4/13/2022 4:30 PM
149	<b>microtransit</b> I would like to see a microtransit service	4/13/2022 4:29 PM
150	the need for KAT service is needed for low income families to maintain a living wage to support	4/13/2022 4:28 PM



## KAT Reimagined Survey

their families

151	<b>microtransit</b> we should have a microtransit system	4/13/2022 4:26 PM
152	<b>microtransit</b> I am in support of the microtransit	4/13/2022 4:21 PM
153	<b>microtransit</b> members of our church who are elderly with limited resources and single moms with small children would greatly benefit from a micron transit service.	4/13/2022 4:20 PM
154	<b>Weekend</b> Bus on Sunday at Isabella towers	4/13/2022 4:16 PM
155	option for people: increase mask mandate	4/13/2022 4:10 PM
156	<b>Weekend</b> weekend service so families can go places	4/13/2022 4:08 PM
157	32 Dandridge ave service needs more service after 6:30PM	4/13/2022 4:06 PM
158	<b>Weekend</b> 32 needs service on Sundays at least every one to two hours	4/13/2022 3:55 PM
159	I work at nights. Y'all run till 11:00. I get off work at 11 on weekdays and 12 Fridays and Saturdays and out by 1 but I dont do uber or Lyft. is there a lift bus that rides at night	4/13/2022 3:51 PM
160	changing bus every 30 minutes	4/13/2022 3:48 PM
161	coverage of Kingston pike	4/13/2022 3:46 PM
162	Many people work overnight, and the buses stop running. Transportation's purpose is to get folks to work and needs to run later at night. Every 60 minutes would work. Need more bus shelters for bad weather. Drivers need to improve their attitudes and treat people better.	4/13/2022 3:43 PM
163	<b>Weekend</b> Route 32 needs to run on Sundays at least every one to two hours	4/13/2022 3:38 PM
164	Megabus returning. 24 hour service	4/13/2022 3:36 PM
165	Service in morning	4/13/2022 3:35 PM
166	The text app needs to be a little better when trying to find out when your route bus is coming. Some of the drivers could be a little more polite especially when the passengers get on the bus	4/13/2022 3:32 PM
167	<b>Weekend</b> Have the 41 and 34 run early on Sundays	4/13/2022 3:30 PM
168	<b>Weekend</b> 90 runs past my street, doesn't run on Sunday. Make 90 every .5 hours	4/13/2022 3:26 PM
169	Think it is convenient overall. I like system as it is.	4/13/2022 3:22 PM
170	location around Westview school to connect middlebrow and western ave. Maybe a few more bus stops	4/13/2022 3:15 PM
171	I always like there service	4/13/2022 3:08 PM
172	Need a pitch for round 34 and let this bus run longer	4/13/2022 3:05 PM
173	30 minute waits	4/13/2022 3:03 PM
174	Increase frequency for route 11 during rush hours. Morning and evening.	4/13/2022 12:59 PM
175	Keep up good work	4/13/2022 10:31 AM
176	Aquala Maxwell and Malcolm Jackson should be fired for gross incompetence. Why you call to report an issue Thursday night and Froday and again on Saturday, but have to wait until Tueaday or not at all, is disappointing and disgusting.	4/12/2022 11:01 PM
177	<b>microtransit</b> I see buses frequently, and they usually have about 3 people on them. That says to me that the service is not working for many who need it most. Why not add an on-demand micro-transit concept to the fixed-route base, and see if that increases ridership and provides more comprehensive service?	4/12/2022 5:24 PM
178	Would like to see service in the Northshore, Rocky Hill, Morrell Rd areas.	4/12/2022 4:26 PM
179	Would like to see service to I-75/Emory Rd.	4/12/2022 2:34 PM
180	no	4/12/2022 12:28 PM
181	<b>microtransit</b> I would prefer the microtransit system. I think it would benefit more people.	4/12/2022 10:20 AM



## KAT Reimagined Survey

182	<b>microtransit</b> I think the biggest need for public transportation is getting to existing bus stops. Knoxville doesn't have safe, accessible walking routes to current public transportation and a micro transit program would be greatly beneficial.	4/12/2022 9:33 AM
183	<b>microtransit</b> KAT should implement a microtransit system. This would allow for coverage of areas or times that don't have high demand, without the expense (financial and environmental) of implementing full bus lines. This seems like an excellent way to sidestep the the dichotomy set up in this survey.	4/12/2022 8:59 AM
184	<b>microtransit</b> I would love to see reliable micro-transit added so working poor would have more employment options, outside of bus lines.	4/12/2022 6:45 AM
185	<b>microtransit</b> The most pressing need is a microtransit system to help those who reside at greater distances along pedestrian unfriendly roads so they can utilize the system. I reside over about a half mile from a bus stop without sidewalks for most of the journey.	4/11/2022 11:27 PM
186	The station platform is very dirty. Pressure washing and or a paint job might help!	4/11/2022 7:05 PM
187	No	4/11/2022 4:46 PM
188	i believe KAT would be nice in the county. and to restore service to the local "only" mall in knoxville would be helpful to all	4/11/2022 12:40 PM
189	No	4/11/2022 12:22 PM
190	<b>microtransit</b> None of the answers that are available to answer the survey questions actually improve anything. There must be some sort of Uber like or point to point service that is added to and integrated with the traditional bus service. It wouldn't have to be point to point service all the way to the destination in every case, but could be to or from a bus stop in many cases. The way the questions have been framed absolutely guarantee a poor outcome. Nothing has really been re-imagined.	4/11/2022 9:32 AM
191	Purchase fares on line	4/11/2022 8:05 AM
192	Please implement tap to pay	4/11/2022 6:23 AM
193	Wish they would bring back express routes to reach places like Forks of the River or flow CAC transportation into KAT and petition to run county wide	4/10/2022 10:27 PM
194	<b>microtransit</b> Add micro transit	4/10/2022 2:51 PM
195	<b>Weekend</b> It would mean a lot to hospital, restaurant, hotel, and custodial workers to have routes running at night and on Sunday. It would also be helpful to have a route to the Pellissippi Hardin Valley campus, even if only when classes are in session. I personally prefer the ridership concept but I'm worried that a further distance to stops could hurt people with disabilities. Even if the majority, like me, wants higher frequency, I hope that the specific needs of disabled people are still a priority. Thank you to all the amazing drivers and staff.	4/10/2022 12:58 PM
196	No	4/10/2022 11:38 AM
197	KAT is wonderful, but not enough people use it. It's already too low frequency, and reducing that further would make it unusable. Increase frequency so more people can use it, and then use that increase to argue for better funding.	4/10/2022 10:42 AM
198	<b>microtransit</b> I appreciate the ideas in this survey. I also like the idea of a lyft type of service as part of public transit.	4/10/2022 9:59 AM
199	<b>microtransit</b> Consider micro busses for call in or to serve areas with few riders. Also use smaller regular busses to reduce cost where large busses are rarely or never near capacity.	4/10/2022 9:55 AM
200	<b>microtransit</b> I'm interested in a micro transit option that I've heard other cities have	4/9/2022 4:17 PM
201	Getting to the bus station on time to catch another bus is important.	4/9/2022 11:47 AM
202	<b>Weekend</b> Need service on 30 route on Sundays and later at night	4/9/2022 10:36 AM
203	<b>microtransit</b> Covering more geography with current routes and providing a micro-transit service to complement the existing routes would be important!	4/9/2022 9:27 AM
204	No	4/9/2022 7:58 AM



## KAT Reimagined Survey

205	I am really disappointed that the trolley route seems to be changing! I live at the edge of the blue line and it looks like I'll no longer be able to get to campus from my apartment. A lot of students live at the edge of East Knox/downtown because of the transit options and the new routes don't seem to actually go anywhere useful??	4/9/2022 1:41 AM
206	I have not used these as yet, but am moving to Knoxville from Oak Ridge and looking to having public transportation.	4/8/2022 8:49 PM
207	There is a definite need for more shelters in areas of higher ridership	4/8/2022 4:14 PM
208	I would love to see some Kat merchandise like coffee tumbler or t shirts for us riders to show our support for the service that Kat provides	4/8/2022 3:45 PM
209	Cashless payment systems. Wallet compatible cards.	4/8/2022 2:09 PM
210	All bus stops should be covered. Many of us have the option to take a care in bad weather, but there are some who do not.	4/8/2022 1:47 PM
211	Wish they all had tracker on	4/8/2022 12:54 PM
212	I would have liked more comparable information on the first two options (ridership vs. coverage). What percentage of the population would be within 1/2mile of a bus under the ridership option?	4/8/2022 12:45 PM
213	Bus lanes and signal prioitization would help a lot in increasing ridership. I think if we can get at least one corridor to be faster on a bus than in an personal automobile that will do a lot to increase public approval and funding for the transit network at large.	4/8/2022 12:39 PM
214	None	4/8/2022 10:39 AM
215	Please consider your disabled riders who cannot easily access the KAT service due to lack of coverage areas, and the distance they must walk / use a wheelchair to get to the bus stop. It is clear the ridership proposal is geared towards the development area of the new Amazon facility when the western and mid-western areas of Knoxville are severely lacking in KAT access, and where a high percentage of jobs are outside of the new Amazon facility areas.	4/8/2022 9:59 AM
216	<b>microtransit</b> I am hoping a micro transient pilot program will be explored to fit and improve the present system.	4/8/2022 8:57 AM
217	<b>microtransit</b> I would be interested in hearing more about micro transit. Currently, ETHRA and CAC are not reliable choices.	4/7/2022 8:19 PM
218	<b>Weekend</b> Run the 30 line twice an hour and on Sundays	4/7/2022 7:13 PM
219	I work in Farragut, but live in North Knoxville. I would use the bus if it were within walking distance of my employer. The perception of the bus is negative. That needs to change. Riding the bus is a great option not only out of need but for the environment also.	4/7/2022 6:39 PM
220	So much of these decisions should be based on volume of usage. For example more crowded and used routes should get additional focus.	4/7/2022 6:37 PM
221	<b>Weekend</b> Transit often runs a bit later on weekends, as to be expected. I'd love if the time tables were updated to reflect this, expecting things to run late. This would help riders plan better.	4/7/2022 6:36 PM
222	<b>microtransit</b> Microtransit must be included in this plan, and would give us both increased ridership AND more coverage.	4/7/2022 5:35 PM
223	A bus that goes straight up and down Western Ave. to downtown without zigzagging through Mechanicsville would be good.	4/7/2022 5:29 PM
224	KAT is providing an excellent excellent service, just keep it up.	4/7/2022 3:47 PM
225	N/A	4/7/2022 3:33 PM
226	<b>microtransit</b> Our city needs micro transit to fill coverage gaps. Not either to, but both! We can have increased ridership AND more coverage. Do something New and put Knoxville on the forward thinking map!	4/7/2022 3:24 PM
227	<b>microtransit</b> I have opted in the survey for less coverage and more service for sustainability reasons. That said, I strongly feel it is imperative that KAT have a complimentary microtransit	4/7/2022 3:11 PM



## KAT Reimagined Survey

system for those individuals and working families without vehicles. It is virtually impossible to hold down a job without transportation and limited KAT routes simply do not allow for that and taxis and Uber services are way too expensive for those of limited means. Plus, for those with disabilities and the elderly (who many still work and have grandchildren who they take to school), traversing longer distances to bus stops may simply not be feasible. I have faith that KAT can create a model microtransit system that other municipalities may look at as a national model for supporting our community's workforce as well as its overall livability.

228	<b>microtransit</b> I think Knoxville should consider a micro-transit solution to some of these problems. That approach could be combined with improvements in the bus service.	4/7/2022 1:22 PM
229	<b>microtransit</b> i would love to see more micro-transit options for KAT	4/7/2022 1:05 PM
230	<b>microtransit</b> I would like to see KAT provide micro-transit service in its coverage area. I believe micro-transit service is an excellent way to bridge the ridership vs. coverage models, providing more access to more people across the county in places without coverage or reasonable coverage at this time. Micro-transit services have been successfully employed in cities similar to Knoxville with positive results for job access.	4/7/2022 12:50 PM
231	<b>microtransit</b> Knoxville should provide on demand microtransit for people who don't have a car, the bus stop is too far away or it is not a safe walk due to no sidewalks or even a shoulder on many roads, those who have a family member with a disability and needs transportation, and for workers that need to get to a job outside city limits or existing bus routes or times.	4/7/2022 12:01 PM
232	<b>microtransit</b> I think we need micro transit more than anything else.	4/7/2022 11:17 AM
233	Please go to the airport. Knoxville is the only city,I traveled which does not have bus service to the airport. An express run several times a day.	4/7/2022 11:17 AM
234	I noticed that in neither of the concepts that there were any connection routes like we have today with routes 13, 16, 19, 44, and 90. These types of routes are vitally important to prevent what's called "backtracking". For example, I live on Kingston Pike just after Weisgarber, and I used to work at the post office on Weisgarber, so I would take 19 to get there. However, on the coverage proposal, the best way for me to get there would be to take 11 all the way to the Kroger Marketplace in Turkey Creek, then hop onto 15 to backtrack back to the post office. Ultimately, I would have to travel 6-7 miles to get somewhere less than a mile away along two different routes most likely taking more than an hour. However, even with the routing through the residential area it has now, 19 can get me from point A to point B in 20 minutes top, which makes all the difference. I'm all for the coverage scheme even if it means less frequency, but if every single route terminates at the main station, it'll be hard to move around the areas far from downtown.	4/7/2022 11:04 AM
235	Important to prioritize connection to essential services (food, healthcare, recreation, schools, libraries) and to serve areas with vehicle ownership	4/7/2022 10:14 AM
236	<b>microtransit</b> I have recently learned about micro-transit systems and think that would be an excellent option for providing access to more people who need the bus the most for transportation to and from work.	4/7/2022 9:30 AM
237	<b>microtransit</b> We need an on demand micro transit system	4/7/2022 3:03 AM
238	<b>microtransit</b> Most routes do not have sidewalks for walking. What about micro-transit? I think the data you lack is where do people live compared to where they work,	4/6/2022 11:33 PM
239	<b>microtransit</b> I'm filling this out for my daughter, an adult with intellectual disabilities. We live in the county, not the city. She can't drive and needs micro transit to get to work, recreation, and appointments but none of the proposals mentioned in the survey ask about that. When she worked in Farragut, even though we live in West Knox, the CAC bus made her wait more than an hour for her ride home, which then would take another half hour or more. So we had to drive her. We're getting old and she won't always have us to drive her. A micro transit system that supplements fixed route bus is sorely needed. We live at least 5 miles from nearest bus line. Even if we lived close to bus #11, walking across Kingston Pike, etc. wouldn't be safe. There are NO sidewalks for most of the route to the nearest bus.	4/6/2022 10:31 PM
240	<b>microtransit</b> Put in a microtransit system to complement buses.	4/6/2022 10:14 PM
241	<b>microtransit</b> Prefer an on- demand microtransit option	4/6/2022 10:13 PM
242	<b>microtransit</b> We need to add a micro-transit system, to get people the first mile to a bus stop	4/6/2022 9:48 PM



## KAT Reimagined Survey

and the last mile to work/school/groceries, etc. Without microtransit, the fixed route system will never fill the needs of a Knox County citizens.

243	<b>microtransit</b> More micro transportation	4/6/2022 9:33 PM
244	Sidewalk availability is crucial to providing a safe walk to the bus	4/6/2022 9:28 PM
245	<b>microtransit</b> I'd like to make sure microtransit is included in any plans made by KAT. if added to our current fixed route bus route design, we can have more coverage and increased ridership.	4/6/2022 8:16 PM
246	Seems tome that you should explore other radical ideas instead of the polder world you have presented. Do a real survey asking people who it is that they desire to have from a bus service!	4/6/2022 7:58 PM
247	Front desk staff are amazing people!! Perhaps create a way for folx to buy passes with a bank card after the front desk is closed? Ive run into issue of missing the 4pm closing time frequently but find myself without cash or any more passes for the next day. Also, on routes that require a outbound bus to travel the same loop in the same direction as an inbound bus (the 12 around Food City) please post a general time for when each bus is expected at that stop. (i.e. inbound at 25 min after, outbound 45 after) I have witnessed many moments of confusion for older or disabled folx not understanding if this is the right bus or forget to as the driver, which is probably really annoying for them. Love riding KAT!!	4/6/2022 7:24 PM
248	<b>microtransit</b> I believe the ridership model would work best with an investment in micro transit, filling gaps for those not near enough to bus stops. I have friends that would benefit greatly from a micro transit service	4/6/2022 7:23 PM
249	Nope	4/6/2022 7:07 PM
250	In initial choice (coverage vs ridership) I put high weight on likely economic viability of strategy	4/6/2022 5:41 PM
251	<b>microtransit</b> The choices provided in your reimagined service do little to improve transit options for broad swaths of people! Micro transit options have been used successfully to improve both coverage AND ridership. KAT ACKNOWLEDGED THIS in the past and yet there is no mention of it. It seems clear that money is the issue. Use some of the rescue funds to find ways to do more. Transportation barriers paralyze some groups from making progress, protecting their health, participating in community.	4/6/2022 5:38 PM
252	No concerns. But I think KAT needs to win back riders or it'll face budget cuts and then a downward spiral. More "ridership" is critical; figure out how best to do that.	4/6/2022 5:21 PM
253	KAT needs to get a bus to the AIRPORT! Kat could also do with investing in a Community Wide campaign to even take the bus! In the white suburbs, where most people drive cars, who would take a bus? There needs to be specific advertising to whites who live in the suburbs, blacks who are on the east side and those who live and work downtown, white, black and brown. We are a SEGREGATED CITY, in case you have not noticed. As a racialized white woman, she/hers, I took the bus a few years back to see what it's like to live in Knoxville without a car. I was often times the only person on the bus, with a few exceptions of homeless people and those with mental disabilities. This is a huge hurdle to cover, but if there is a campaign for bus ridership, that makes it cool and I can, for instance, get to Bearden from South Knoxville in less than an hour, I may just go. Or, how about a place to park my car, and then go downtown on a bus? Definitely consider bringing the bus back to the airport-it is a travesty we do not have a BUS TO THE PLANE. Simple, focus on finding ways for working, artistic, creative people, families, to ride the bus. Good Luck!!	4/6/2022 5:17 PM
254	I'd love to see a mix of expanded routes and maybe higher frequency service at peak times only. I'd love to see the idea of express routes to the farther reaches (like to Cedar Bluff) be explored.	4/6/2022 4:51 PM
255	I live in the county near the intersection of Westland and Ebenezer and have no KAT service. I wish we did.	4/6/2022 4:50 PM
256	<b>microtransit</b> Has the option for micro-transit been considered? This type of service has worked in other cities as long as a reliable contractor is used.	4/6/2022 4:41 PM
257	<b>microtransit</b> We need a micro-transit system concept added along with the ridership increase concept. The Micro-transit system would create the increase in area covered and would co-exist well with the increased Ridership concept proposal for the more traditional KAT routes.	4/6/2022 4:40 PM



## KAT Reimagined Survey

258	Have member who works 3-11pm near Cedar Bluff and no transportation!!	4/6/2022 4:30 PM
259	<b>microtransit</b> Microtransit services could allow KAT to increase coverage and frequency, decrease wait times	4/6/2022 4:26 PM
260	<b>microtransit</b> You are asking the wrong questions! Why choose between longer waits or longer walks?! Why not ask how can KAT makes public transportation more accessible to more people? Increased ridership should be the goal for all people in Knoxville/Knox County. So why not use microtransit to fill in the transportation gaps in neighborhoods and locations that need it the most. Microtransit can address needs in our community - making public transportation accessible, affordable, and feasible. Microtransit is a way to increase routes, decrease waits and ultimately improving ridership. This can be done and has been done in other cities and needs to be part of the whole KAT service model. It can also reduce our use of fossil fuels - improving the air quality in our city that is often so poor! Think bigger and better, not small and rearranging!	4/6/2022 4:15 PM
261	<b>microtransit</b> Why are you not exploring the solution of micro-transit that so many other cities are implementing? This survey is not "reimagining KAT" or looking at the real future of transportation.	4/6/2022 3:41 PM
262	<b>microtransit</b> There is nothing "reimagined " in this plan, from what I can see. I hear about public micro-transit and it makes more sense to me than only addressing coverage or only addressing ridership. It gets to sites and individuals that cannot access bus service now. It can feed passengers into existing buslines. It has much flexibility and possibilities for those in need of transportation for their jobs, etc. It also would be a step in the right direction with regards to air quality and decreasing air pollution. Please consider micro transit!	4/6/2022 3:38 PM
263	I quit riding KAT after service cuts caused long waits, unreliable service, and bone-jarring rides. I ride a bike now. We have so much ridership potential but KAT and CoK should do more to market the service. For the ridership concept, I truly hope that KAT and city invests in transit corridors, which includes excellent pedestrian infrastructure, basic stop amenities, reliable service, and supportive land use. Current meandering bus routes spread KAT's resources out too thin.	4/6/2022 3:34 PM
264	<b>microtransit</b> We need microtransit to cover more neighborhoods and meet needs.	4/6/2022 3:25 PM
265	no	4/6/2022 3:20 PM
266	Crosswalks across busy streets would be helpful.	4/6/2022 3:11 PM
267	I think KAT needs to build an image of being a service for families, commuters, and the average citizen. There seems to be stigma attached to riding the bus and the last time I rode a bus about a decade ago I recall the route taking longer than expected and a strong odor of unwashed bodies.	4/6/2022 3:10 PM
268	<b>Weekend</b> Yea I would like a Kat bus on weekend on middle brook pike on Saturday pickup from big Oaks Apartments to Western Ave to work	4/6/2022 3:06 PM
269	I feel like this survey overlooks a glaring issue about the entire Knoxville bus and trolley system - and that is the reliability of the buses. Adding in extra buses or servicing more areas means nothing if the buses don't actually show up. I missed class and work SO many times because of the bus just not showing up. I'd rather you spend your money paying workers more so they show up, hiring more/better staff, and keeping buses updated and electric. I'd prefer that to ANY of the options you've listed here. Also, please tell your male drivers to not hit on passengers. I stopped taking the bus because of discomfort with male drivers and because the bus was so unreliable.	4/6/2022 2:53 PM
270	I used to ride all the time. We moved and it put me out of range. If more coverage were available, I'd return if I could. So would my son.	4/6/2022 2:38 PM
271	We purchased our home on a bus route (Ault Road) so that my disabled husband can be independent. Having to walk further to a bus stop would not be safe for him, which means he would not be able to work or I would have to rearrange my schedule to take him back and forth every day or we would have to move to another bus route, which is not a realistic option given the current financial climate and housing market. I believe that other riders are in the same situation that we are and recognize that some do not have any family that could help them.	4/6/2022 2:33 PM
272	More electric buses	4/6/2022 2:30 PM



## KAT Reimagined Survey

273	No	4/6/2022 1:29 PM
274	Can we verify vaccination by card to avoid wearing masks ???	4/6/2022 12:57 PM
275	N/a	4/6/2022 12:53 PM
276	<b>microtransit</b> There are problems only microtransit can fit and I want to be sure it is included in any plans KAT makes. We need to find a way for a both/and approach, not either/or.	4/6/2022 11:16 AM
277	KAT has excellent service and the majority of drivers are courteous. I feel safe on my rides. The only problem I have encountered are on 22, 42, 20 due to what appears to be homeless people which some are rude, noisy and smell. They also sometimes panhandle. The last thing I would like to address is the use of cell phones they are loud and at times people get agitated and loud..I have no other transportation so I really appreciate your service. Thank you. Also the cost is very cheap which helps me.	4/6/2022 11:10 AM
278	<b>microtransit</b> We want on-demand micro-transit.	4/6/2022 11:08 AM
279	I don't ride the bus often since I work from home, but I would love to use it more often to go into the city for visiting restaurants and similar activities.	4/6/2022 9:57 AM
280	I don't mind walking 10 minutes to a bus stop, but the ridership concept has no bus stop within miles of my house (east Knoxville).	4/6/2022 9:32 AM
281	<b>microtransit</b> Why is it that some cities offer quicker service through micro-t ransit service and this is not a choice in this survey? Neither one of the two choices will make a big difference in moving more people around Knoxville City. A micro transit service in a large part of the city would be a great improvement to the present or either of the two choices. by themselves.t	4/6/2022 8:13 AM
282	<b>microtransit</b> I do not use KAT because Knoxville is not configured for walking or rolling to the stops. Knoxville is not pedestrian friendly. Neither of these concepts address the impossibility of getting to the bus stops safely. Microtransit options could help fill in to get people safely to the bus/transport locations which would then make the ridership concept a reasonable approach.	4/5/2022 10:03 PM
283	<b>microtransit</b> If I had more money to spend on public transit, I would spend it on micro-transit. The trade offs in the to survey options are not good choices. Microtransit has worked in other cities.	4/5/2022 9:59 PM
284	<b>microtransit</b> On-demand micro transit will provide more service to more riders who count on public transport for work, school.	4/5/2022 9:05 PM
285	<b>microtransit</b> I would like to see KAT pursue microtransit options. Even just for getting people to a bus stop.	4/5/2022 8:17 PM
286	<b>microtransit</b> You are really asking false questions RE: coverage v ridership. Microtransit can help fill in coverage gaps in neighborhoods that need transit most but maybe with less volume. Why nothing here about microtransit like other cities have done?	4/5/2022 5:57 PM
287	<b>microtransit</b> You need to be adding on-demand micro transit.	4/5/2022 4:45 PM
288	<b>microtransit</b> The challenges of concurrent shorter wait and more access to transit can only be solved by filling in more residential access with Micro-Transit. People don't live close the main roads shown as bus routes. Primary priority is getting people to work so they can afford a place to live!!! Not living in their cars because they MUST drive.	4/5/2022 4:33 PM
289	I'm working from home at the moment. My answers to 4, 5, 6 would change if my company changes back to working in office. I work downtown and would have more bus/trolley time if that were the case.	4/5/2022 4:01 PM
290	<b>microtransit</b> it is critical that a micro-transit system be developed that offers service to those in need	4/5/2022 3:46 PM
291	<b>microtransit</b> There are too many working people who are unable to use KAT because their hours of work occur when buses are not available. By adding micro transit to the current KAT system we can coverage and increase ridership.	4/5/2022 3:45 PM
292	Possible Amtrak connection.	4/5/2022 3:25 PM
293	<b>microtransit</b> There are no bus routes within walking distance for me - we can't afford housing	4/5/2022 2:07 PM