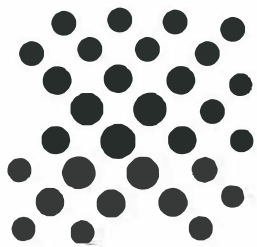


# Knoxville Transportation Authority

Meeting Date: Thursday, November 19, 2020  
( Held virtually via Zoom )



## Monthly Report

# **kat** October 2020

KNOXVILLE  
AREA TRANSIT

(This page intentionally left blank)

INDYA KINCANNON  
MAYOR  
(865)215-2040



CITY OF KNOXVILLE  
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA  
KNOXVILLE TRANSPORTATION AUTHORITY

\*Held virtually via Zoom\*  
Thursday, November 19, 2020 at 3:00 pm

DOUGLAS LAWYER  
CHAIR  
CHRIS CROUCH  
VICE-CHAIR  
RHONDA THOMPSON  
RECORDING SECRETARY  
SANDY BOOHER  
LILIANA BURBANO BONILLA  
MARK HAIRR  
AMELIA PARKER  
JIM RICHARDS  
KIMBERLY WATKINS  
DR. WALTER WILLIAMS  
JOHN LAWHORN  
ATTORNEY TO K.T.A.

- I. Determination of Quorum
- II. Approval of Minutes – October 22, 2020
- III. Reports
  - A. KTA Chair
  - B. Commissioner's Comments
  - C. Staff
    - i. City of Knoxville Director of Transit
    - ii. TPO Transit Planner
- IV. New Business
  - Taxicab Permit Appeal
- V. Old Business
- VI. Public Comments
- VII. Set Next Meeting for December 17, 2020 and Adjourn

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

**Minutes**  
**KNOXVILLE TRANSPORTATION AUTHORITY**  
**Meeting held via Zoom**  
**Thursday, October 22, 2020 at 3:00 pm**

**I. Determination of Quorum**

Chair Lawyer called the meeting to order and acknowledged there was a quorum. Other Commissioners in attendance were as follows:

Commissioner Crouch  
Commissioner Burbano-Bonilla  
Commissioner Hairr  
Commissioner Parker  
Commissioner Watkins  
Commissioner Booher  
Commissioner Richards  
Commissioner Williams

**II. Approval of Minutes- September 24, 2020**

Chair Lawyer requested approval of the September 24, 2020 minutes. Commissioner Burbano-Bonilla made a motion to approve the minutes and Commissioner Parker seconded that motion. The minutes were approved unanimously.

**III. Reports**

A. KTA Chair

Chair Lawyer expressed his gratitude to the KAT team for continuing their work with the project in progress in Knoxville Center Mall area.

B. Commissioners' Comments

There were no Commissioner comments.

C. Staff

i. City of Knoxville Director of Transit

Melissa Roberson begins with the financial report and states they are trying to simplify the report for the public, board and everyone to accurately report without so many numbers that can make it confusing. This report is through September, which is 25% of the fiscal year. She added that this new format shows all of the revenues on the top half of the page and all of the expenditures on the bottom half. This allows everyone to see all items on one page.

Under revenues, charges for service are at 4%, which is down due to the current fare free status. The non-operating revenue are the grants that come from other entities that underwrite the difference between expenses and the amount brought in from operating revenues. Total revenue stands at 22.83% against the 25% benchmark for the first quarter.

Ms. Roberson stated that the expenditures are broken down into three main categories: Employees, Administrative, and Fleet expenses. Those items total 22.83%. She added that the revenues from all of KAT's sources, including the city's general fund, equal whatever KAT's expenses were during that quarter.

Mr. Thorne stated that KAT did experience a decrease in ridership. Fixed ridership is down 1.4%, LIFT decreased 4.7%, and trolley ridership decreased 12.8% in September. He added that KAT did also receive varying ridership increases on eight of the 23 routes for the month of September.

Mr. Thorne explained that KAT is experiencing a workforce shortage with employees being out for various reasons. He stated that Knoxville Area Transit has not had any additional employees contract COVID-19 since mid-August. He added that KAT is following COVID-19 protocols and asking employees to stay home if they are sick. Due to this shortage of employees, KAT will begin a reduced service on Monday, November 9, 2020. Mr. Thorne also stated that KAT is promoting early voting over the next week.

Commissioner Burbano-Bonilla asked for an update on the Knoxville Center Mall situation with transit in that area. Belinda Woodiel-Brill responded that KAT is in contact with the mall owners who have given permission to continue to use this space as a stop. She added that there are open

discussions for alternatives in this situation. Commissioner Burbano-Bonilla also asked for any new information as to why the ridership on Route 10 – Sequoyah is going down drastically. Ms. Woodiel-Brill responded that Route 10, along with several other routes, is experiencing very low ridership and that they will continue monitor the situation for possible changes in the future. Commissioner Burbano-Bonilla inquired about an update on changes happening at Walmart on Route 23. Belinda responded that KAT had a discussion with the Walmart Manager and that there is currently a working solution. KAT buses now enter the Walmart parking lot very close to the front of the store. The bus now turns down the first aisle of the parking lot and Walmart has given the first few parking spaces as a waiting area with a cart return. The Walmart manager also agreed to add striping for the safety of passengers. Commissioner Burbano-Bonilla asked if any other Walmart stores in the area have wanted to make changes. Ms. Woodiel-Brill responded that there are no other proposed changes from other Walmart stores at this time.

Commissioner Booher stated that there is a new sports complex coming to Watt Rd and even though it is out of the city limits, it might be a good time to talk to them about transportation there.

## ii. TPO Transit Planner

Doug Burton stated that a draft Human Service Transportation Coordination Plan is now up on their website. It includes a public comment section until Friday, November 6, 2020.

Mr. Burton also stated that the Mobility Plan 2045 just wrapped up its second round of public involvement. A third round of public involvement will be in January or February of 2021. He will make announcements as that time nears.

#### **IV. New Business**

Proposed Time-point Adjustments – Route 12 and Route 90.

Ms. Woodiel-Brill stated that bus operators made these proposals. The changes will allow the drivers security in having time to make connections. She added that bumping up the time by three minutes allows the operators more time to make it back to Knoxville Station more efficiently. Ms. Woodiel-Brill stated at the Mechanicsville Food City, the current weekday schedule would adjust from :23 after every hour and :53 after every hour to :20 after every hour and :50 after every hour. She added that the Change Center weekday and Saturday schedule will adjust from :05 and :35 after the hour to :02 and :32 after the hour. She also added that on Route 90 the first proposals are for Middlebrook at Piney Grove Church Rd. These times would change from :08 after each hour to :05 after each hour. Also, I-640 time-point would move from :16 after each hour to :13 after each hour. Belinda stated that these changes are minor so they will not require a Title VI analysis. She added that the flyer included in this month's packet was the one distributed to passengers to inform them of the upcoming changes. If approved, all changes will take effect in January 2021. There was no public comment on this proposal.

Commissioner Burbano-Bonilla asked if these changes affect any other routes. Ms. Woodiel-Brill responded that they improve connections and enhance transfer opportunities for drivers. This was the overall goal in making these minor changes.

Commissioner Hairr made motion to approve these changes as a whole. Commissioner Richards seconded the motion. Motion passed unanimously.

#### **V. Old Business**

There was no old business

#### **VI. Public Comment**

Public comment received from Sean Casey via email:

KAT should get some articulated 60ft buses for their busiest routes like Route 11. Because, me and a friend decided to take a bus ride in our free time at school, so we got on Route 11 to go to Knoxville Station. A 40ft bus showed up, but it was packed!! There was like no seats left. I was willing to stand up. But the bus driver told me to find a seat. So, me and my friend were just packed in there like sardines. And, we really didn't have time to wait for the next bus either.

#### **VII. Set Next Meeting and Adjourn**

The next meeting was set for November 19, 2020 at 3:00 p.m. via Zoom.

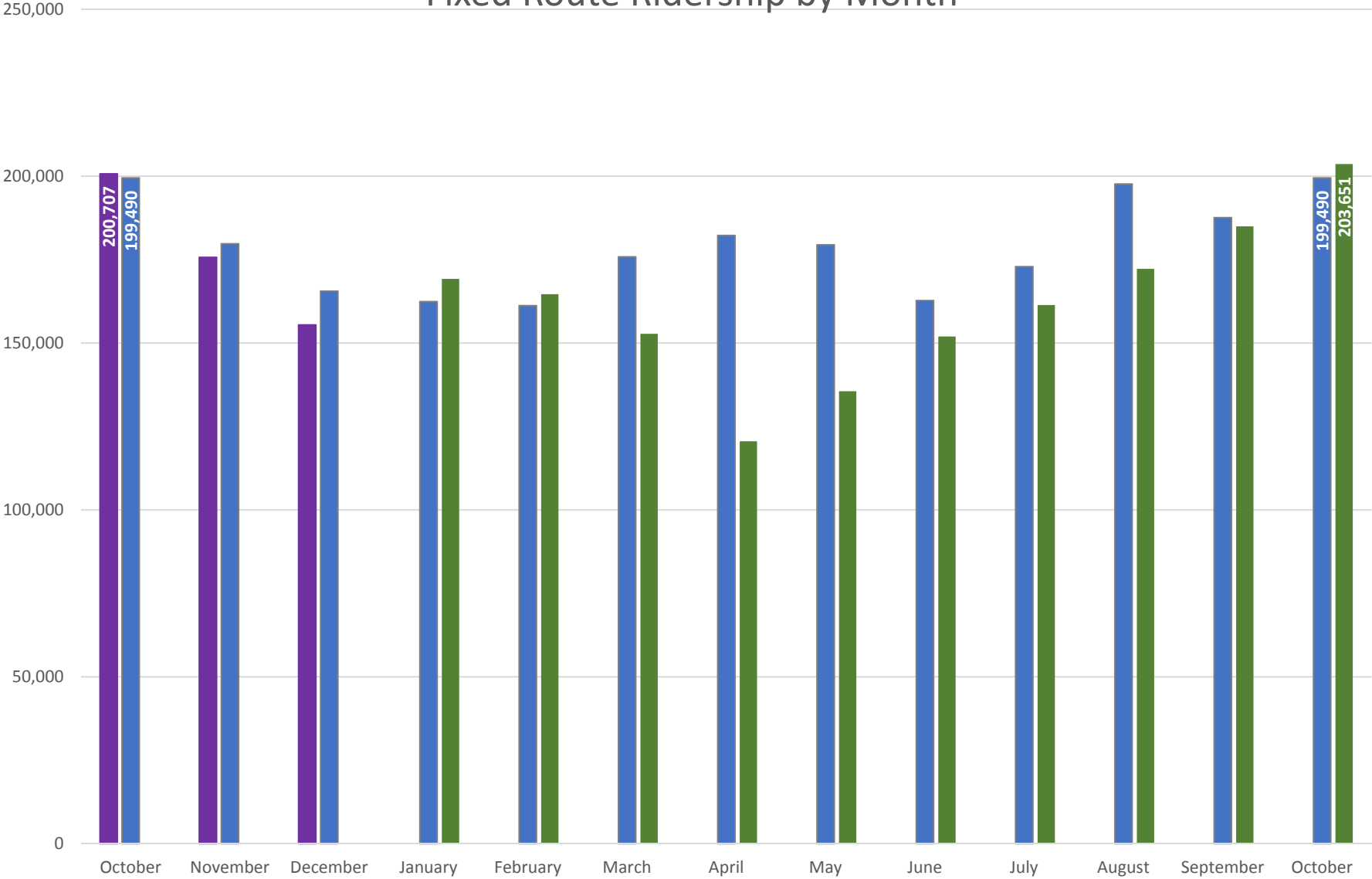
Respectfully submitted,

A handwritten signature in black ink that reads "Rhonda Thompson". The signature is written in a cursive style with a large, prominent initial "R".

Rhonda Thompson  
KTA Recording Secretary

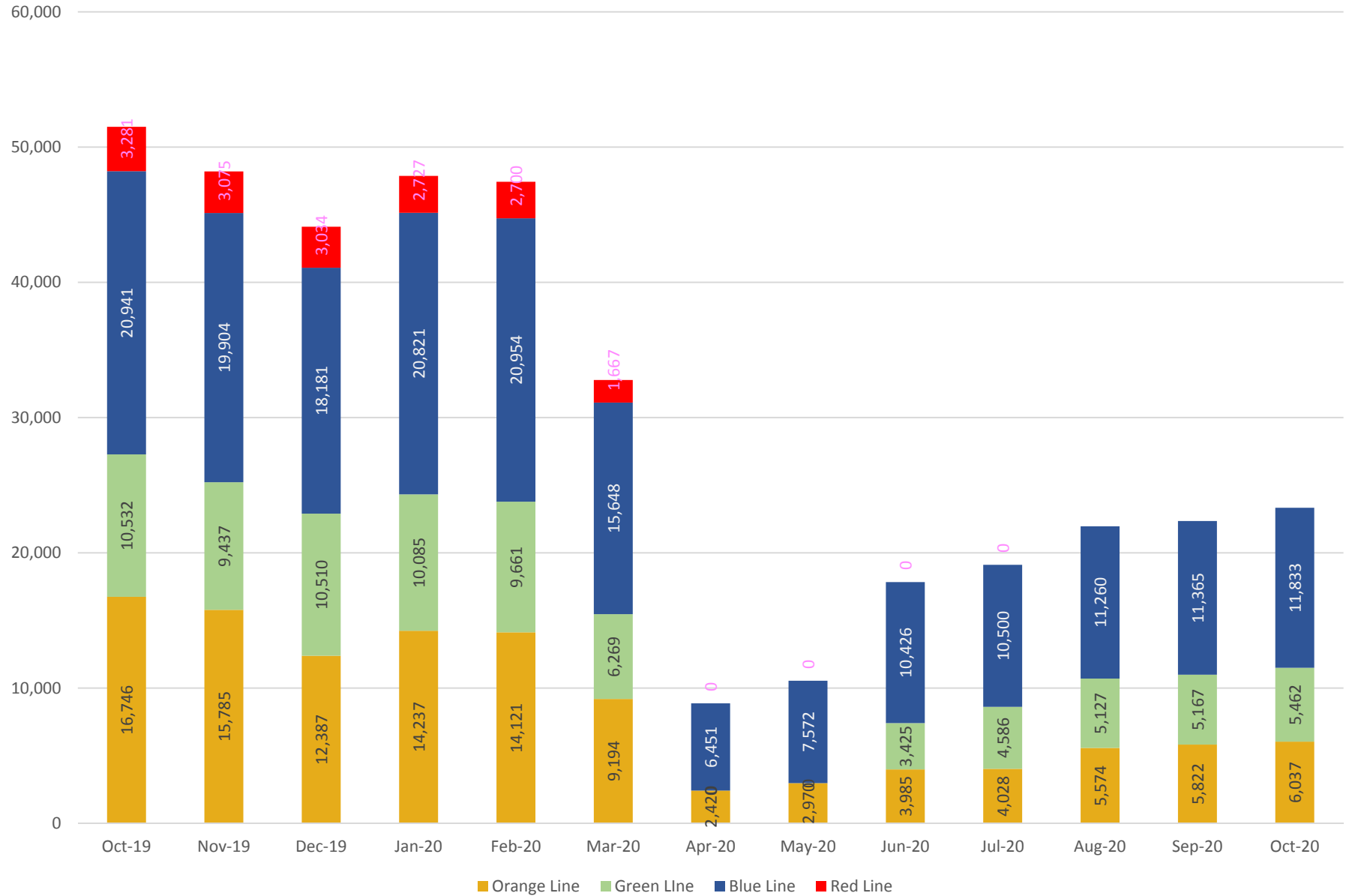


# Fixed Route Ridership by Month

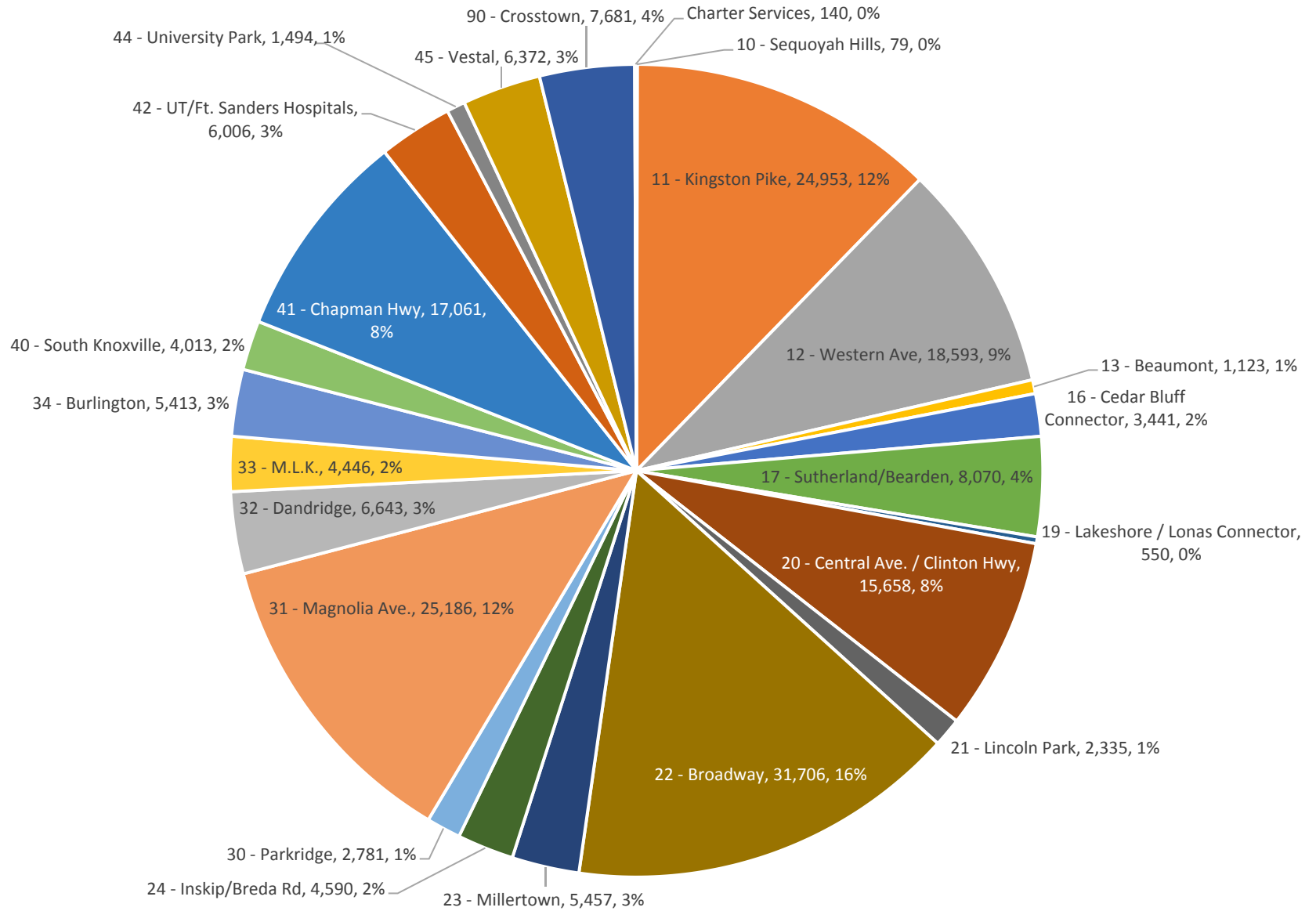


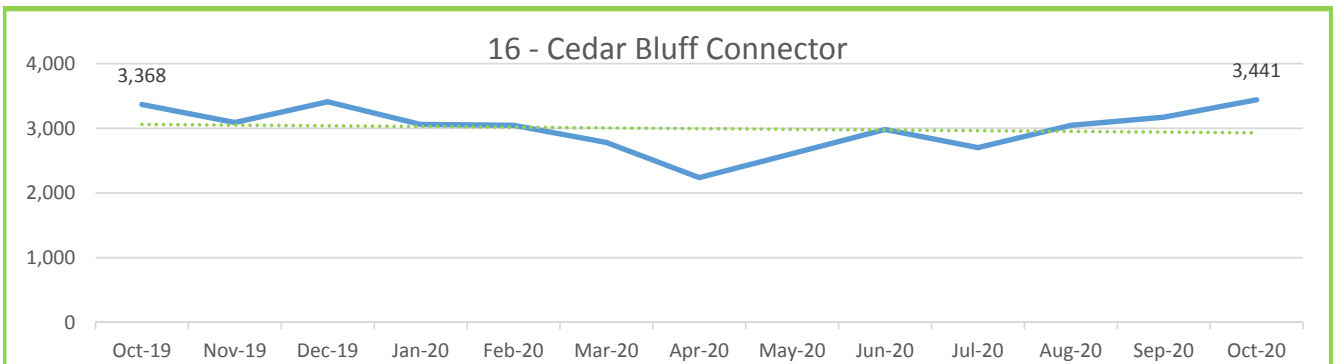
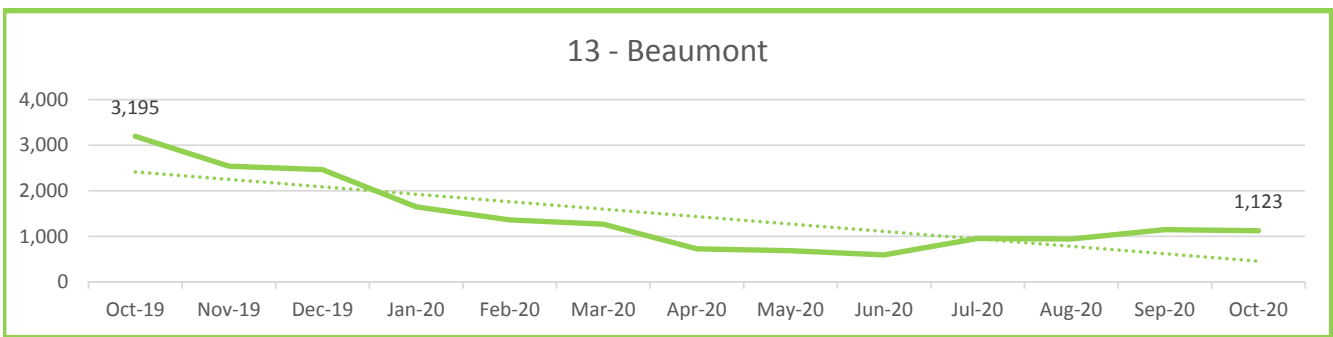
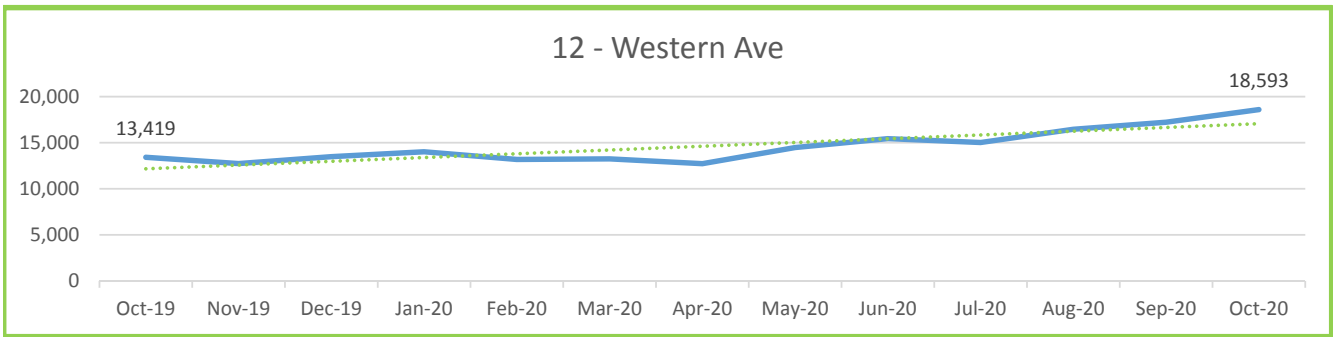
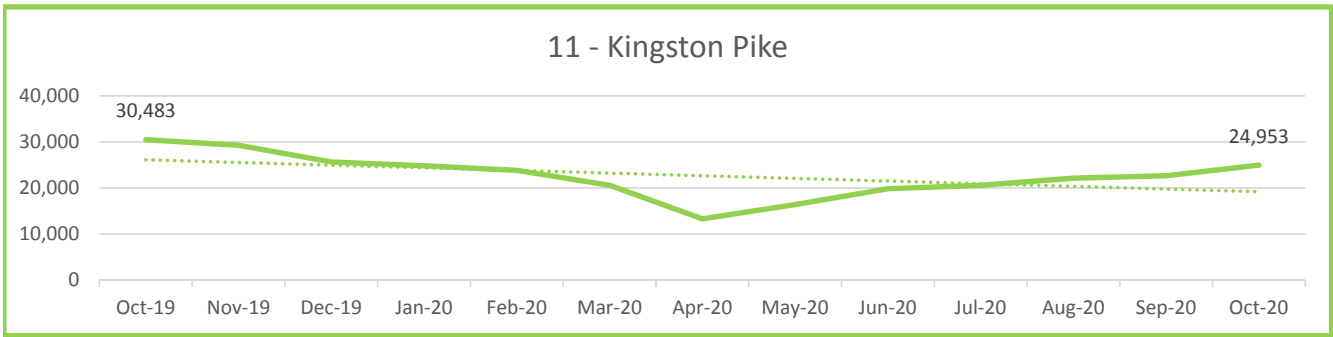
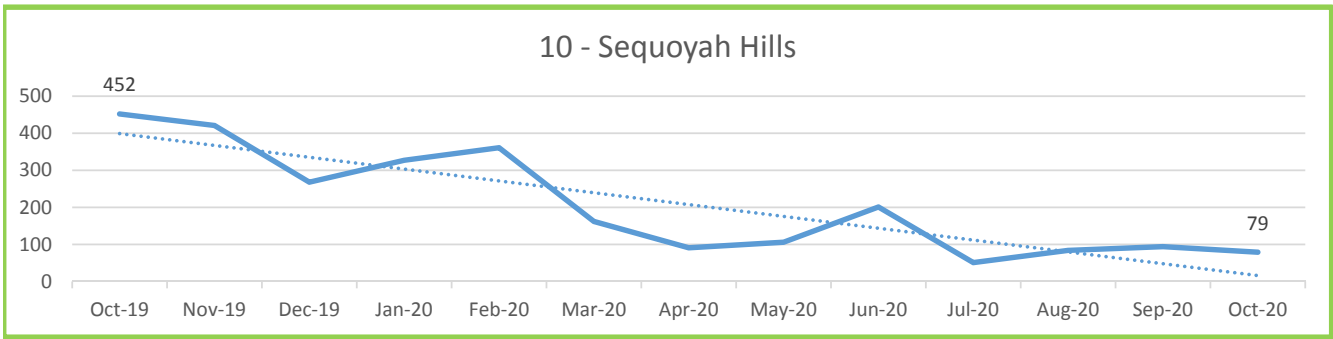
■ 2018 ■ 2019 ■ 2020

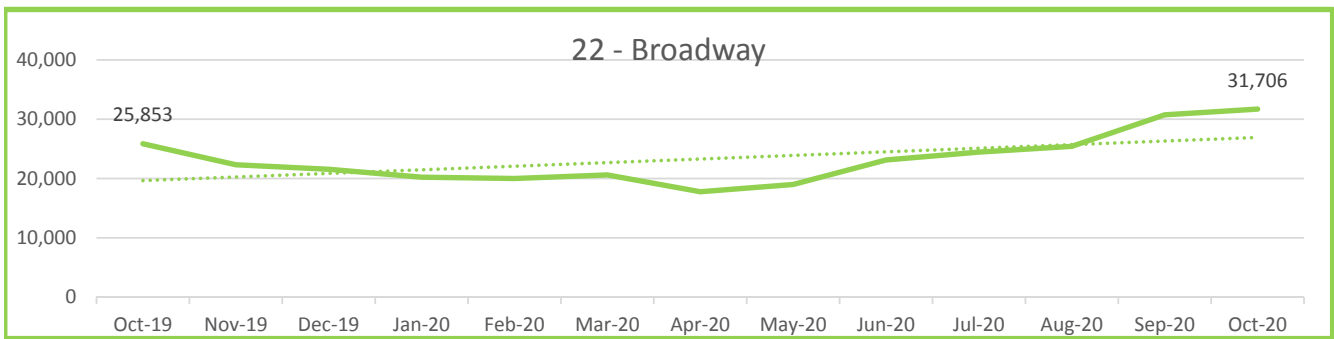
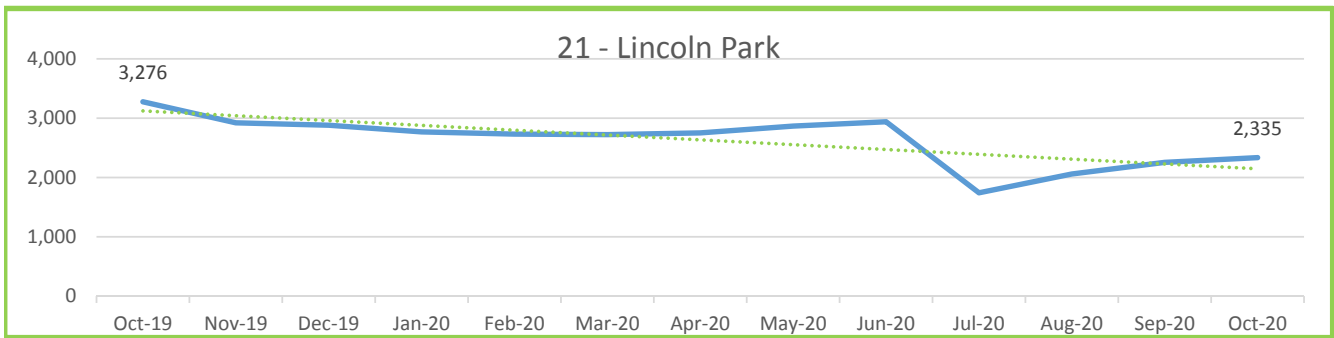
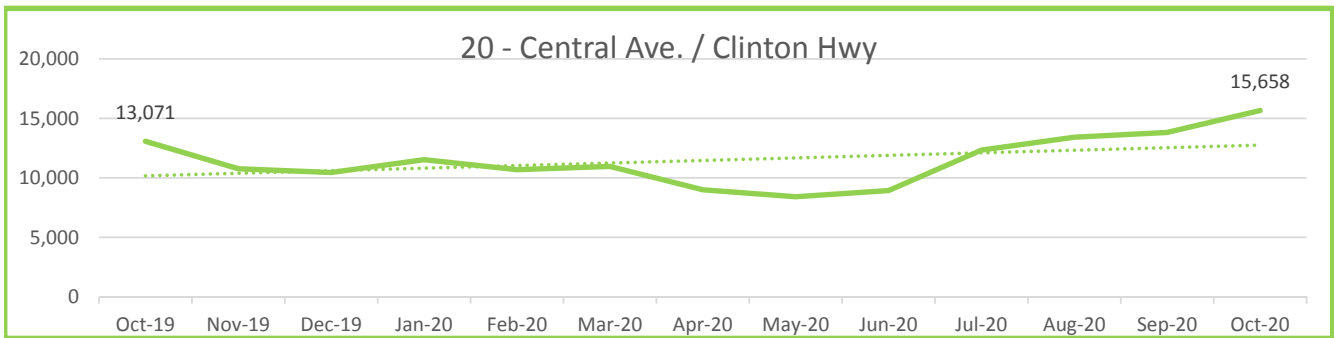
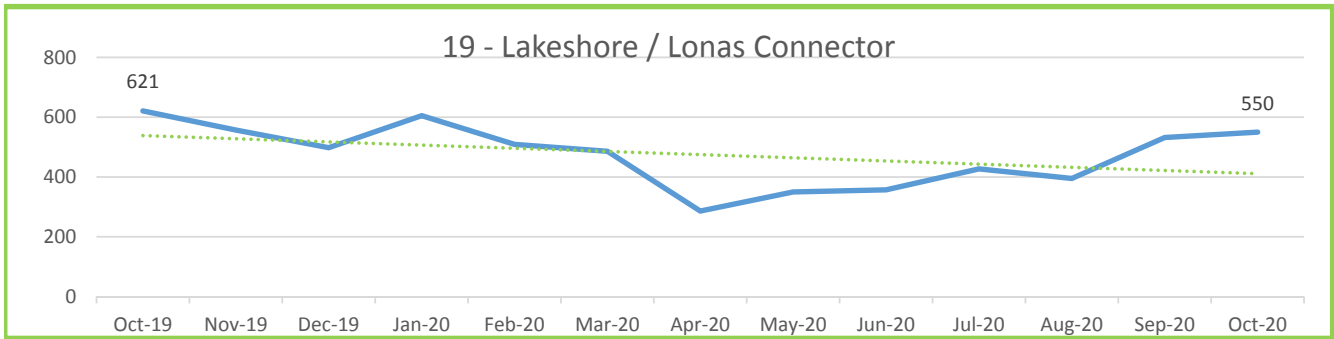
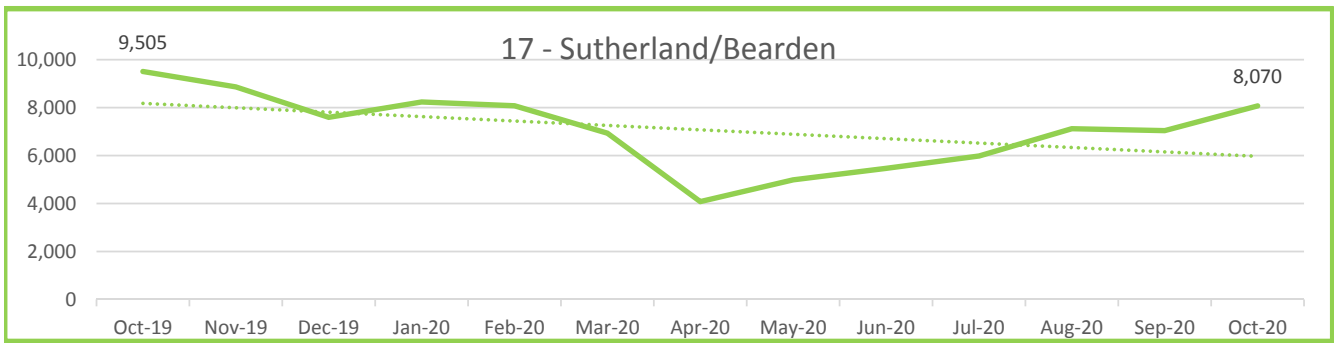
# Trolley Ridership

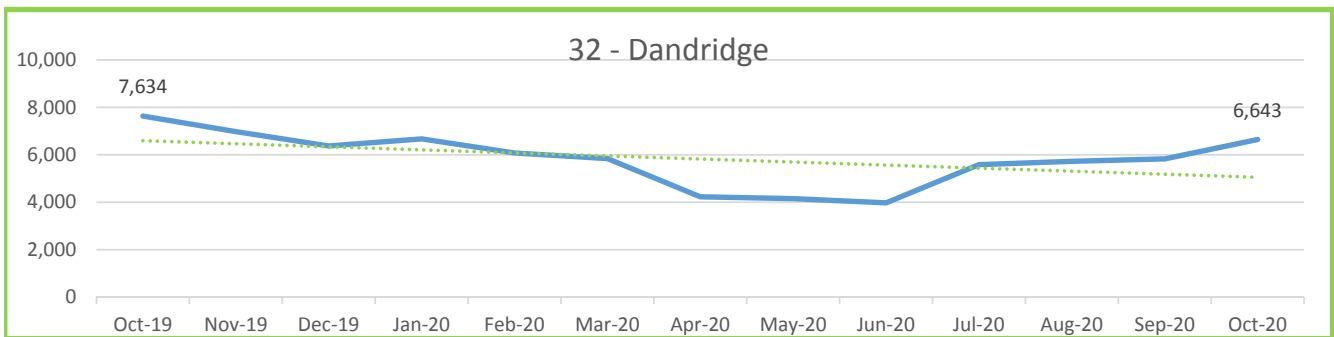
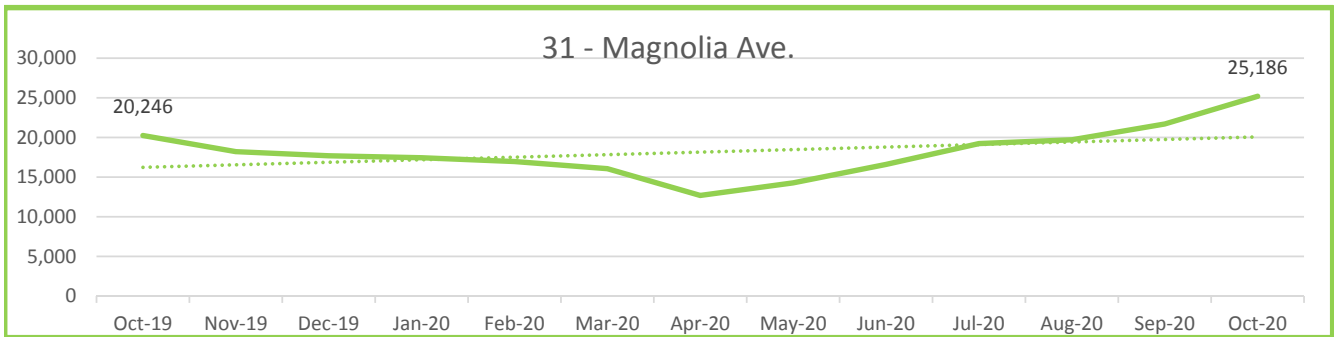
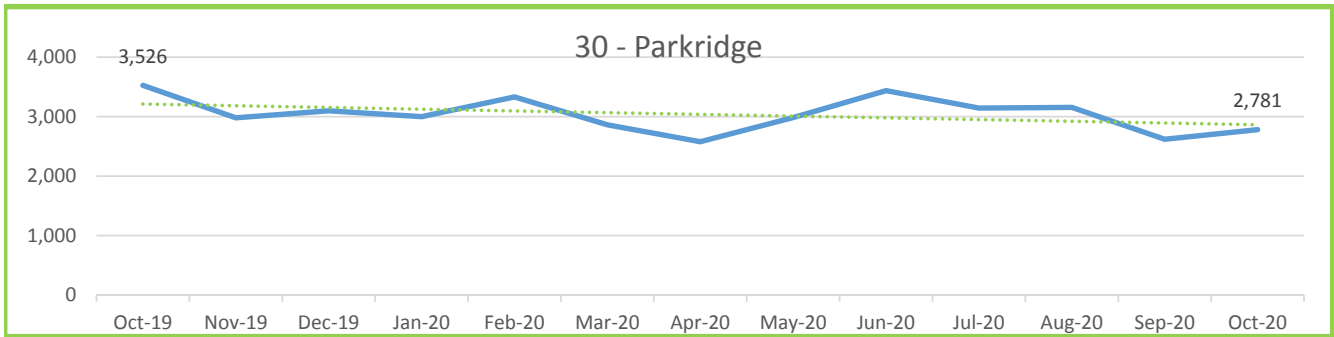
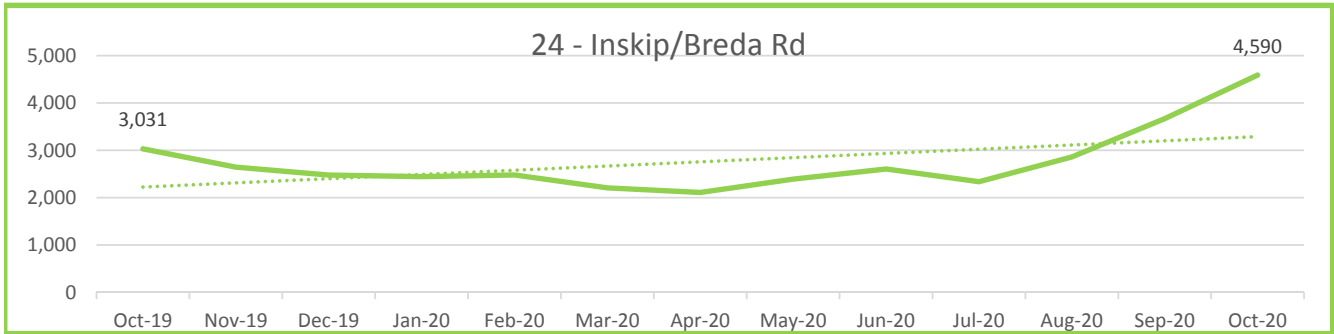
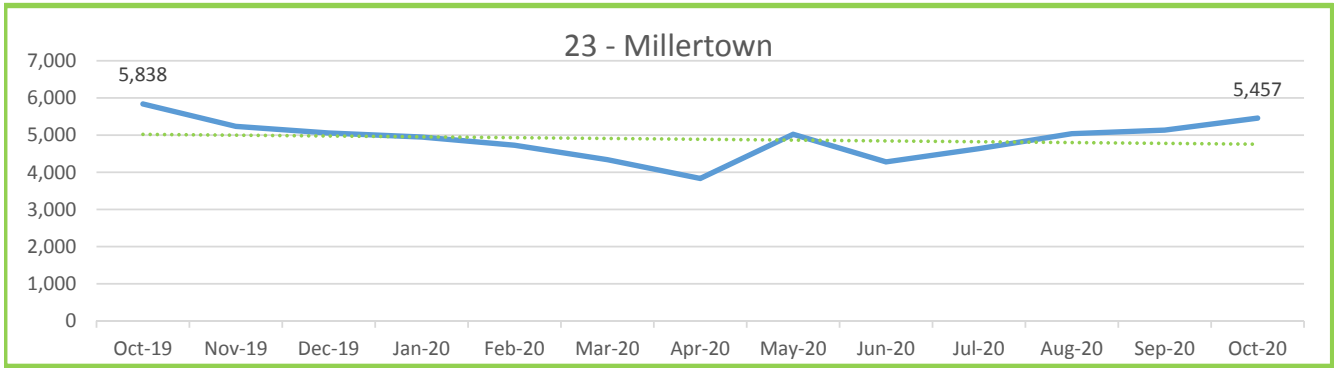


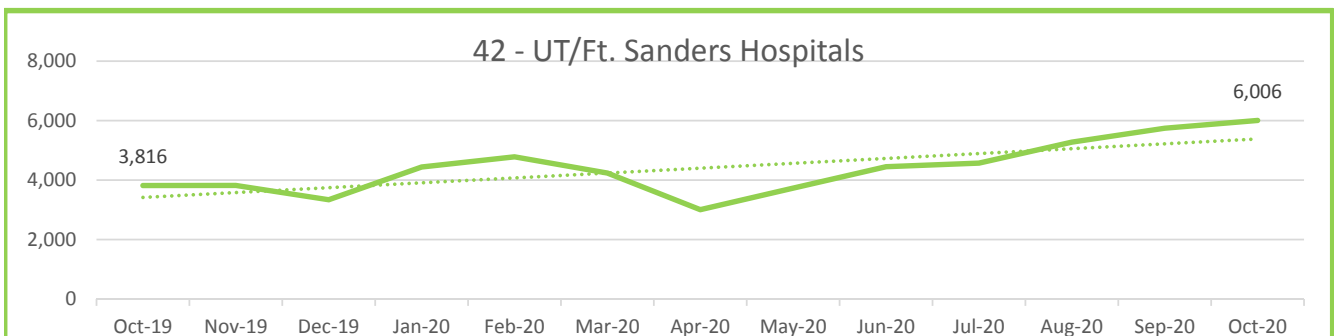
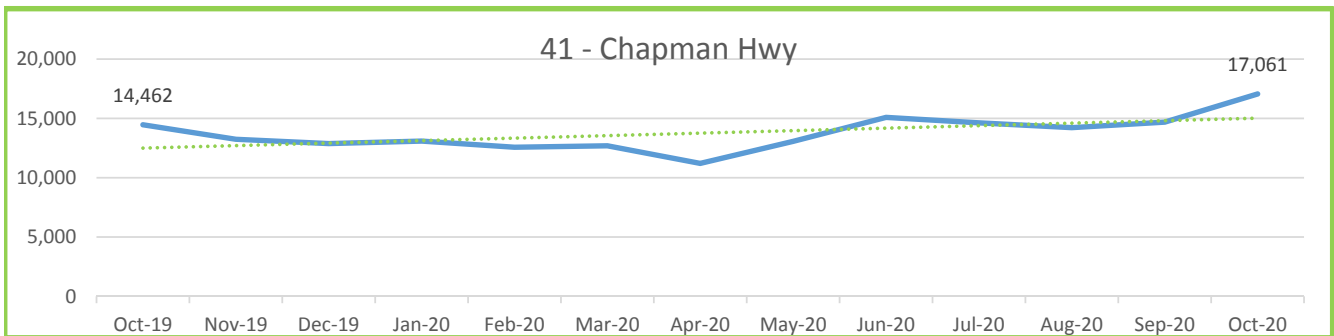
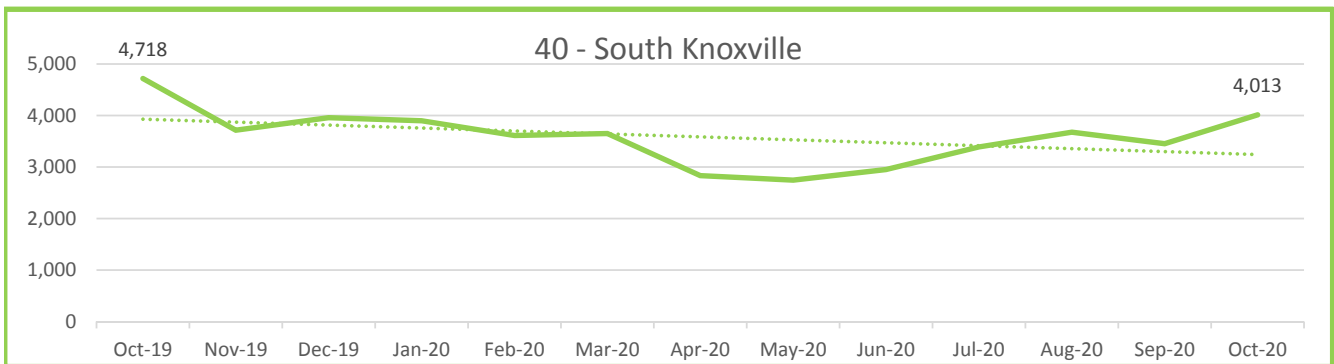
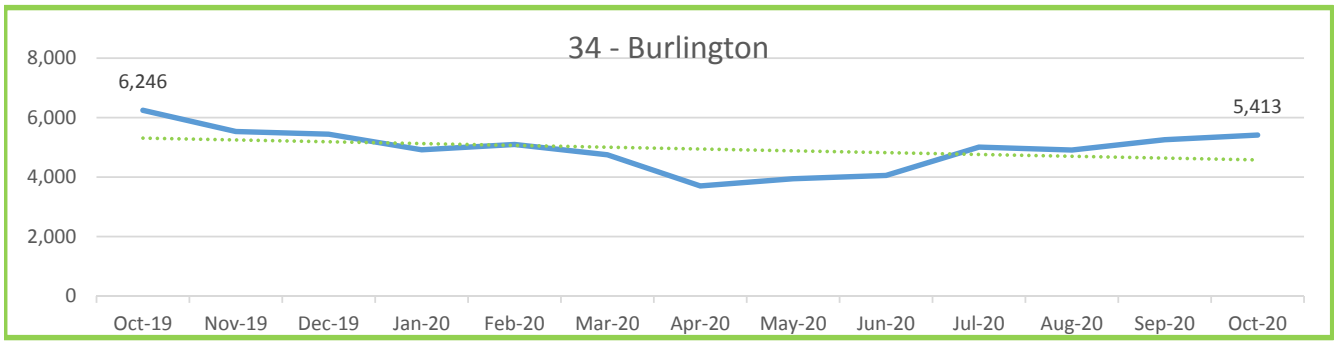
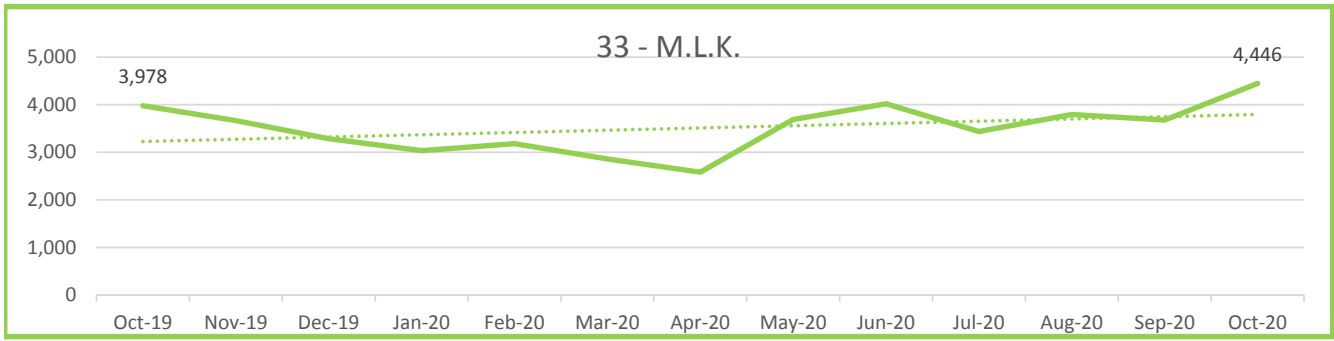
### October 2020 System Ridership by Route

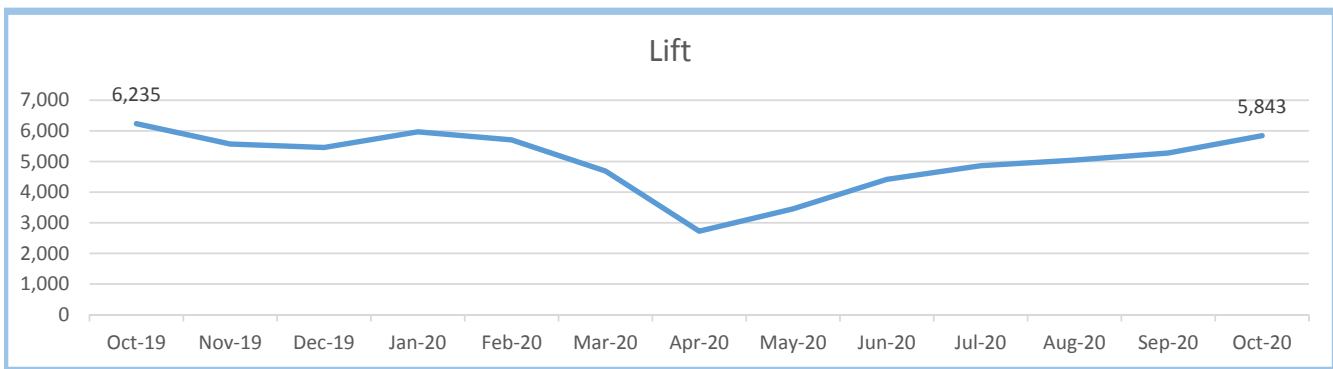
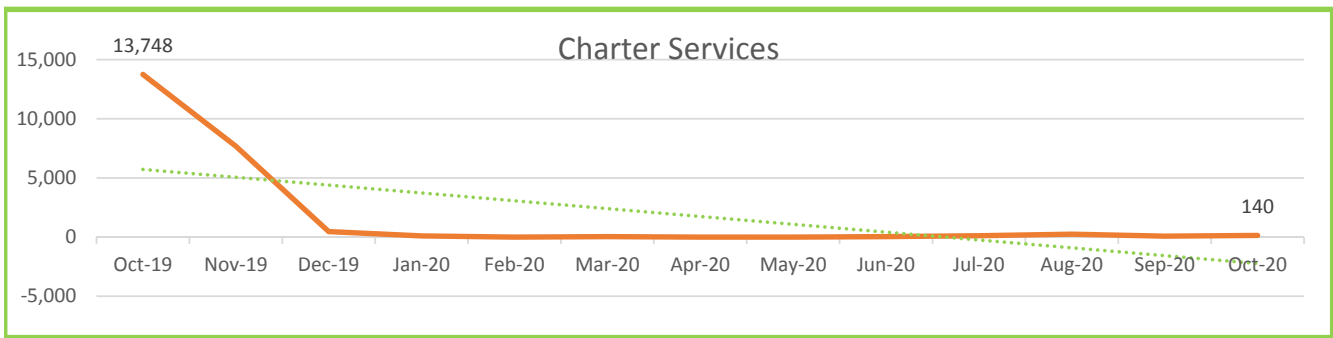
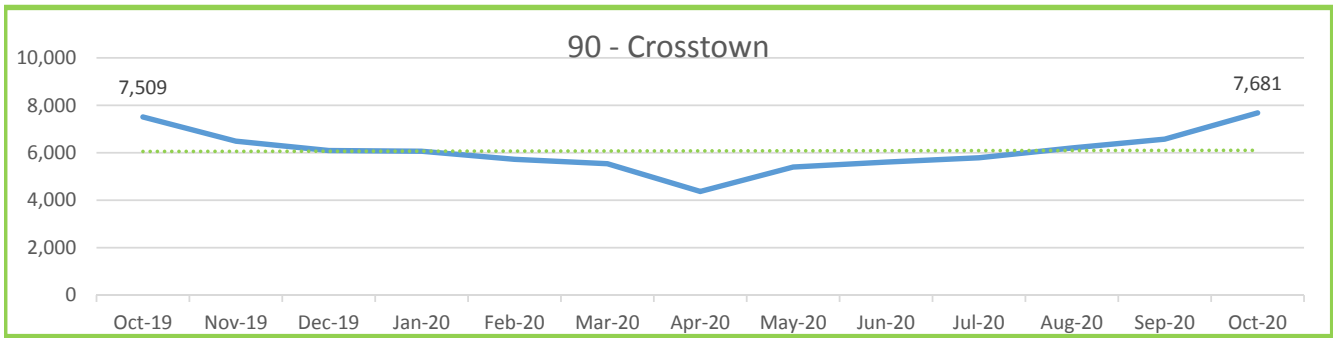
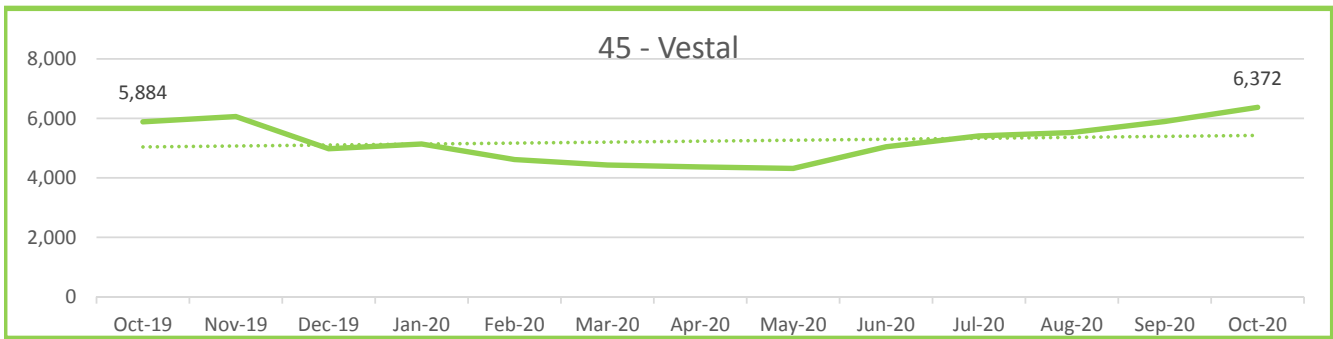
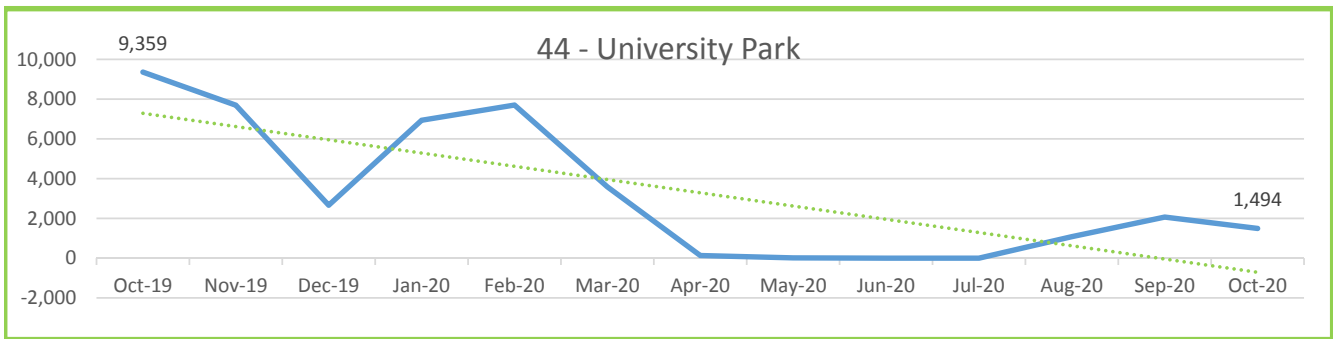
















**SYSTEM PERFORMANCE REPORT**  
October, 2020

	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	226,983	250,990	-10%	809,032	972,631	-17%
System Generated Revenue				\$99,183	\$696,480	-86%
Revenue Veh. Miles	250,087	260,037	-4%	971,106	991,100	-2%
Revenue Veh. Hours	20,163	20,843	-3%	78,133	78,789	-1%
Passengers/Mile	0.91	0.97	-6%	0.83	0.98	-15%
Passengers/Hour	11.26	12.04	-7%	10.35	12.34	-16%
Preventable Accidents	1	1	0%	6	4	50%
Mechanical Road Calls	19	29	-34%	103	128	-20%
Accidents/100,000 Miles	0.40	0.38	2%	0.62	0.40	53%
Miles/Road Failure	13,162	8,967	47%	9,428	7,743	22%
<b>DEMAND RESPONSE</b>						
Total Passengers	5,843	6,235	-6%	21,029	22,952	-8%
System Generated Revenue				\$0	\$56,517	-100%
Revenue Veh. Miles	39,848	40,067	-1%	149,099	147,782	1%
Revenue Veh. Hours	2,909	3,062	-5%	11,045	11,572	-5%
Passengers/Mile	0.15	0.16	-6%	0.14	0.16	-9%
Passengers/Hour	2.01	2.04	-1%	1.90	1.98	-4%
Preventable Accidents	0	0	0%	1	0	0%
Mechanical Road Calls	1	5	-80%	7	17	-59%
Accidents/100,000 Miles	0.00	0.00	0%	0.67	0.00	0%
Miles/Road Failure	39,848	8,013	397%	21,300	8,693	145%
<b>CHARTER SERVICE</b>						
Charters	140	200	-30%	581	953	-39%
Sports Charters	0	13,548	-100%	0	27,421	-100%
Total Passengers	140	13,748	-99%	581	28,374	-98%
Revenue						0%
Football Shuttle Charters				\$0	\$84,458	-100%
Trolley Charters				\$5,275	\$7,475	-29%
Total Miles	111	3,536	-97%	381	7,647	-95%
Total Hours	15.5	700.4	-98%	61	1,566	-96%



**ROUTE PERFORMANCE REPORT**  
**October, 2020**

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	79	0.0%	1,001	0.4%	101	0.6%	0.08	0.78
11	Kingston Pike	24,953	12.3%	28,596	12.2%	2,396	13.5%	0.87	10.42
12	Western Ave	18,593	9.1%	18,489	7.9%	1,394	7.9%	1.01	13.34
13	Beaumont	1,123	0.6%	3,885	1.7%	283	1.6%	0.29	3.96
16	Cedar Bluff Connector	3,441	1.7%	4,969	2.1%	391	2.2%	0.69	8.79
17	Sutherland/Bearden	8,070	4.0%	10,866	4.6%	838	4.7%	0.74	9.64
19	Lakeshore/Lonas Connector	550	0.3%	4,981	2.1%	293	1.7%	0.11	1.88
20	Central Ave/Clinton Hwy	15,658	7.7%	14,106	6.0%	871	4.9%	1.11	17.97
21	Lincoln Park	2,335	1.1%	4,668	2.0%	367	2.1%	0.50	6.37
22	Broadway	31,706	15.6%	19,271	8.2%	1,432	8.1%	1.65	22.14
23	Millertown	5,457	2.7%	8,549	3.7%	749	4.2%	0.64	7.28
24	Inskip/Breda Rd	4,590	2.3%	6,608	2.8%	478	2.7%	0.69	9.61
30	Parkridge	2,781	1.4%	3,483	1.5%	274	1.5%	0.80	10.15
31	Magnolia Ave.	25,186	12.4%	13,791	5.9%	1,160	6.6%	1.83	21.71
32	Dandridge	6,643	3.3%	8,115	3.5%	521	2.9%	0.82	12.76
33	M.L.K.	4,446	2.2%	8,222	3.5%	667	3.8%	0.54	6.66
34	Burlington	5,413	2.7%	11,981	5.1%	819	4.6%	0.45	6.61
40	South Knoxville	4,013	2.0%	11,088	4.7%	786	4.4%	0.36	5.10
41	Chapman Hwy	17,061	8.4%	14,599	6.2%	893	5.0%	1.17	19.10
42	UT/Ft Sanders Hospitals	6,006	2.9%	6,578	2.8%	821	4.6%	0.91	7.31
43	University Heights	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
44	University Park	1,494	0.7%	2,772	1.2%	319	1.8%	0.54	4.68
45	Vestal	6,372	3.1%	10,313	4.4%	720	4.1%	0.62	8.85
90	Crosstown	7,681	3.8%	17,247	7.4%	1,138	6.4%	0.45	6.75
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>203,651</b>		<b>234,176</b>		<b>17,710</b>		<b>0.87</b>	<b>11.50</b>
82	Trolley (Orange Line)	6,037	25.9%	6,785	42.6%	1,081	44.1%	0.89	5.59
84	Trolley (Green Line)	5,462	23.4%	4,275	26.9%	731	29.8%	1.28	7.47
86	Trolley (Blue Line)	11,833	50.7%	4,851	30.5%	641	26.1%	2.44	18.46
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>23,332</b>		<b>15,911</b>		<b>2,453</b>		<b>1.47</b>	<b>9.51</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>226,983</b>		<b>250,087</b>		<b>20,163</b>		<b>0.91</b>	<b>11.26</b>
<b>LIFT SERVICE</b>		<b>5,843</b>		<b>39,848</b>		<b>2,909</b>		<b>0.15</b>	<b>2.01</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>232,826</b>		<b>289,935</b>		<b>23,072</b>		<b>0.80</b>	<b>10.09</b>
<b>TOTAL CHARTER SERVICES</b>		<b>140</b>		<b>111</b>		<b>16</b>		<b>1.26</b>	<b>9.03</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>232,966</b>		<b>290,046</b>		<b>23,088</b>		<b>0.80</b>	<b>10.09</b>

**City of Knoxville**  
**Schedule of Revenues & Expenses Compared to Budget**  
**October, 2020**

	Current Year:					Prior Year:	
	Original Budget	Current Budget	Actual	Variance		Actual - Prior Year	Variance
<b>Revenue</b>							
Charges for Service							
Farebox & Pass Revenue	\$ 980,000	\$ 980,000	\$ -	\$ (980,000)	0.00%	\$ 323,823	\$ (323,823)
Miscellaneous Subsidies - KAT	131,890	131,890	65,509	(66,381)	49.67%	131,890	(66,381)
Football Shuttle	128,000	128,000	-	(128,000)	0.00%	84,458	(84,458)
Charter Fees	27,400	27,400	5,575	(21,825)	20.35%	7,475	(1,900)
Miscellaneous Revenue	4,000	4,000	3,118	(882)	77.95%	3,242	(124)
Ticket Sales	761,000	761,000	12,145	(748,855)	1.60%	274,229	(262,084)
Total Operating Revenue	<u>2,032,290</u>	<u>2,032,290</u>	<u>86,347</u>	<u>(1,945,943)</u>	4.25%	<u>825,117</u>	<u>(738,770)</u>
Non-Operating Revenues							
Federal Grants	-	-	-	-	-	-	-
State Contribution	3,330,800	3,330,800	1,110,268	(2,220,532)	33.33%	1,110,268	-
Transit Grant Revenues	4,931,160	4,931,160	1,127,289	(3,803,871)	22.86%	934,538	192,751
UT Trolley Subsidy	88,150	88,150	22,038	(66,112)	25.00%	22,038	-
General Fund Transfer	12,978,720	12,978,720	4,841,894	(8,136,826)	37.31%	4,057,339	784,555
Total Non-Operating Revenues	<u>21,328,830</u>	<u>21,328,830</u>	<u>7,101,489</u>	<u>(14,227,341)</u>	33.30%	<u>6,124,183</u>	<u>977,306</u>
Total Revenue	<u>\$ 23,361,120</u>	<u>\$ 23,361,120</u>	<u>\$ 7,187,836</u>	<u>\$ (16,173,284)</u>	30.77%	<u>\$ 6,949,300</u>	<u>\$ 238,536</u>
<b>Expenditures</b>							
Personal Services							
Wages, Taxes & Retirement Contributions	\$ 14,082,170	\$ 13,987,170	\$ 4,134,627	\$ 9,852,543	29.56%	\$ 4,214,079	\$ (79,452)
Employee Group Insurance/Benefits	4,111,030	4,111,030	1,369,523	2,741,507	33.31%	1,553,521	(183,998)
Total Personal Services	<u>18,193,200</u>	<u>18,098,200</u>	<u>5,504,150</u>	<u>12,594,050</u>	30.41%	<u>5,767,600</u>	<u>(263,450)</u>
Administrative Expenses							
Supplies	373,660	509,580	192,786	316,794	37.83%	61,702	131,084
Services	2,150,240	2,109,320	848,429	1,260,891	40.22%	948,894	(100,465)
Total Administrative Expenses	<u>2,523,900</u>	<u>2,618,900</u>	<u>1,041,215</u>	<u>1,577,685</u>	39.76%	<u>1,010,596</u>	<u>30,619</u>
Fleet Expenses							
Fleet Supplies	500	500	-	500	0.00%	-	-
Parts	400,000	400,000	249,604	150,396	62.40%	348,302	(98,698)
Fuel/Oil/Fluids	2,243,520	2,243,520	392,867	1,850,653	17.51%	599,890	(207,023)
Total Administrative Expenses	<u>2,644,020</u>	<u>2,644,020</u>	<u>642,471</u>	<u>2,001,549</u>	24.30%	<u>948,192</u>	<u>(305,721)</u>
Total Expenditures	<u>\$ 23,361,120</u>	<u>\$ 23,361,120</u>	<u>\$ 7,187,836</u>	<u>\$ 16,173,284</u>	30.77%	<u>\$ 7,726,388</u>	<u>\$ (538,552)</u>
Excess (Deficiency) of Revenues Over Expenses			<u>\$ -</u>			<u>\$ (777,088)</u>	<u>\$ 777,088</u>