

Knoxville Transportation Authority

Meeting Date: Thursday, April 27, 2023



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MAYOR
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CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

TOMMY SMITH
CHAIR

CHRISTI KIRK
VICE-CHAIR

ANALISA VALENTINE
RECORDING SECRETARY

CANDACE BRAKEWOOD

DUSTIN DURHAM

VINCE FUSCO

MARK HAIRR

NANCY NABORS

JOEL SIMMONS

KIMBERLY WATKINS

JOHN LAWHORN
ATTORNEY TO K.T.A.

AGENDA

Thursday, April 27, 2023

City County Building, Main Assembly Room

- I. Determination of a Quorum
- II. Approval of Minutes – March 23, 2023
- III. Reports
 - A. KTA Chair
 - B. Commissioner's Comments
 - C. Staff
 - i. City of Knoxville Director of Transit
 - a. KAT Reimagined Survey Results – Priorities for Revisions
 - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set Next Meeting for May 25, 2023 and Adjourn

Minutes
KNOXVILLE TRANSPORTATION AUTHORITY
City County Building
Thursday, March 23, 2023, at 3:00 pm

I. Determination of Quorum

Chair Smith called the meeting to order. Commissioners in attendance were as follows:

Commissioner Brakewood
Commissioner Hairr
Commissioner Nabors
Commissioner Simmons
Commissioner Durham

II. Approval of Minutes- February 23, 2023

Chair Smith asked for the approval of minutes, and asked if anyone had any questions about last month's meeting. There were no questions at that time.

Commissioner Brakewood made a motion to approve the minutes from February 23, 2023, meeting. Commissioner Simmons seconded the motion. The board was unanimous.

III. Reports A. KTA Chair

Chair Smith stated that he received 2 compliments about a couple of KAT operators. He said one assisted a passenger with out a pass and 2 bystanders witnessed a helpful and positive interaction an operator had with passengers.

Chair Smith asked if there are any comments from any commissioners.

B. Commissioners' Comments

Commissioner Simmons gave positive remarks on all KAT operators.

Commissioner Durham reminded the board about the upcoming conference in Charlotte, and that it's the Wednesday after Memorial Day in May. He highly recommended attending.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne brought attention to Doug Burton handing out a flyer for Advance Knox, and that it has workshop dates available to give feedback on transportation in Knox County.

Mr. Burton went over in detail about upcoming dates, and opportunities for those to voice their opinions and encouraged everyone to attend.

Mr. Thorne talked about the preliminary public engagement survey results from KAT Reimagined draft network. Then he turned it over to Belinda Woodiel-Brill.

Mrs. Woodiel-Brill introduced Scudder Wagg, with Jarrett Walker and Associates, in case there were any specific questions at this point for the JW team. She stated that the survey process is finished and is closed down for the public engagement in Phase II. She went on to present a few slides of the survey results from the existing and draft details. She wanted to let the board know where KAT is so far, and to get feedback to direct their next efforts. In the survey overview, Mrs. Woodiel-Brill gave numbers of all that responded as follows; English speaking: 669, Spanish speaking: 3, and 469 free form responses to comments. She showed the respondent demographic slides that broke down the percentages by race, gender identity, income, and transit usage. She also discussed results from riders/non-riders and the recurring themes in comments from Senior centers, such as Broadway Towers, the elimination of the Orange Line Trolley, walking distances, more service in South Knoxville, and the support of increase in frequency in the routes that have increased. Mrs. Woodiel-Brill also showed a graph of the dissatisfied seniors as well.

Chair Smith asked for any public comments related to the KAT Reimagined.

Eric Lutton introduced himself as the Public Defender for the 6th Judicial District for Knox Co. He gave a brief description of himself and his services. Mr. Lutton discussed concerns about the portion of the route 17 Sutherland Ave being removed from Division St. He said that allowed access to the Youth Detention Center Facility and his office. He asked if KAT could keep that route the same.

Chair Smith thanked Mr. Lutton for his comments and concerns. He also asked about the stop at Sutherland and Cary, that leads directly up to the Detention Center. Chair Smith asked if that stop will remain, or have we gotten to that stage.

Mrs. Woodiel-Brill stated that it would remain. She said that it is in need of pedestrian improvements, such as sidewalks. She stated that it's not that far,

that it's just not really a great accessible pathway to Juvenile Court, plus, Division Street does not have sidewalks either. Mrs. Woodiel-Brill said infrastructure changes like that could potentially go a long way. And, that trip to Sutherland has to be made on the return to town anyway, because there is no way they could do both of those directions. Said it's definitely a challenging area, but there is a lot up there as well, and in addition, KAT was notified by KCDC, that they are building some veteran housing in that area as well.

Chair Smith asked, if Cary St. is a local neighborhood street that bridges Sutherland to the Juvenile court system, and it's less than a quarter of a mile. Then it would be safer than the more than half mile on Liberty St.

Eric Lutton answered that he believes that's correct. He stated that he has two different issues. One is to his office, and one is to the Detention facility. He said that if you go right now to juvenile court, there are a lot of individuals standing in the lobby area waiting for a bus to come by, because there is no shelter outside, and the same thing happens at his office. Mr. Lutton also talked about the lack of infrastructures for shelters and sidewalks in that area.

Attorney Lawhorn asked Mr. Lutton if juvenile court conducts proceedings every day.

Eric Lutton answered that they have one juvenile court judge, Judge Irwin, and a couple of magistrates. That they are in session every day.

Attorney Lawhorn asked him every day.

Eric Lutton answered every day, and it's not unusual to have multiple. That you'd have Judge Irwin in the main courtroom and it's not unusual to have 2 magistrates running at the same time.

Commissioner Durham asked Mr. Lutton how far of a walk is it from court to your office.

Eric Lutton asked from juvenile court.

Commissioner Durham stated from the juvenile court to your offices, like if there were sidewalks, would it be a 10-minute walk, or half an hour walk.

Eric Lutton answered, it's not a half an hour walk. That if he were to walk from his office to juvenile court, it would probably take 10-minutes.

Commissioner Durham asked if there are or aren't currently sidewalks between the facilities.

Eric Lutton said there are no sidewalks or a shoulder either.

Commissioner Durham asked Mr. Lutton if he feels that if there were sidewalks along Division Street, would that remedy the new route just went onto Sutherland or if he thinks that in order to get the kids to his office and the court, would it need to come directly in from of the buildings.

Eric Lutton answered that he thinks that it'll help, because if you were a disabled individual, it would be challenging.

Commissioner Durham asked Mr. Lutton if he thinks that if sidewalks were present, and where they would get off at the stop, taking a 5-minute walk to get to there, would that prohibit them from making it to court, or would the kids be in a position where they need to the bus to come right to the door and make it convenient as possible.

Eric Lutton said that he thinks that, for the children that are charged, he doesn't think the walk is a big deal for them, if there were sidewalks in place. He said that if it relates to juvenile court, he thinks that because a lot of the parents and family aren't really involved anyway, he's worried that if KAT makes it a little bit more inconvenient that there would be people that wouldn't do it. He stated that some children can't get to court because their parents find it inconvenient to bring them, despite that it could resolve into a warrant for their arrest.

Commissioner Durham thanked him.

Chair Smith thanked Mr. Lutton for his time. He asked if anyone on the board had any questions for the Draft network that they'd like to address based off the feedback that Belinda Woodiel-Brill showed.

Commissioner Simmons talked on the negative comments from a lot of Seniors that ride the 23 Millertown Pike. He mentioned that many Seniors ride that bus from Broadway Towers, and also to the O'Conner Center. He said that he had spoken with 4 different operators at the East Town Walmart, and was told that KAT is cutting out route 23, and if that happens, KAT might as well cut out Broadway Towers too. Mr. Simmons said that he brought up at a town meeting if the Broadway bus could hook around and pick up at Broadway Towers. He stated that there are a lot of people with disabilities and elderly that don't have means of transportation. He said that he thinks that those are important, and to keep in mind and serve them the best way we can looking at the ridership. He went on to mention about the housing market and coverage. He stated that those are some things for KAT to consider.

Chair Smith asked if KAT staff would like to address those routes particularly.

Mr. Thorne stated that Washington Pike is an area of concern when looking at the comments that they've received. He said that obviously Broadway Towers

is another area of concern. That those comments came up a lot. He said that is something that he and Mrs. Woodiel-Brill had talked about. Then he asked her if she anything to add.

Mrs. Woodiel-Brill gave the most recent numbers that they had from Broadway Towers and said that it showed about on average, 5 people a day going towards Walmart, 5 people a day going towards downtown. She said that it's clear that there are residents who are using the service to get to shopping over to Walmart. She stated that other people who either located or were located by their social service agency along route 23 have expressed concern. Mrs. Woodiel-Brill gave some statistics of ridership numbers from the last 6 months. She said that route 23 on average, included Sundays, carried around 174 passengers a day.

Mr. Simmons asked Mrs. Woodiel-Brill if the survey was based off the last 6 months.

Mrs. Woodiel Brill answered, yes.

Chair Smith asked if there were any other comments.

Commissioner Durham commented on the perception of a lack of adequate marketing for this process, and a large misunderstanding. He stated that he knows that we as Americans do not like to read anymore. He commented that he feels that once the process is over, people feel like the change will happen over-night. He stated that he feels that the board needs to reassure people that it's going to be this year long buffer period before the draft happens. He advised that the board should start letting people know now, even before the draft happens, that it's not going to happen over-night. He mentioned that an editor from Knox News had written a piece making it seem like KAT was just trying to cut routes because they don't like Seniors. He said that he felt like that was how it came across. Commissioner Durham stated that he reached out to the editor and told him that was not good journalism because there are a lot of positives to this draft plan. That it will help a lot of people, and yes, it may make some people's lives worse, but it will make some people's lives better. He said that he told the editor that he was only hitting on the negative. Commissioner Durham said that he feels like they as an authority, as a whole should get out there and make sure that this is being reported on well, and that in his experience, he's seen that it hasn't. He went on to ask if KAT could provide positive information to put out to the passengers about the process of the draft network, a condensed version to show.

Mrs. Woodiel-Brill wanted to mention that she's in communication with Scudder, and said that he does mention that there's a possibility that JW could also as part of their final product, to provide some kind of visionary forward plan, not only the cost neutral, but here is a vision for the future.

Chair Smith stated that he thinks that is a great idea, and that it's important to reflect the reality of the budget, but also what's possible, and he thinks that's important as well.

Commission Hairr commented on the different areas being affected by the draft network. Stated it's important to be as transparent as they can to those that rely on the service, and answer difficult questions. Be conscientious about how the board deals with those issues with the citizens that rely on the service.

Commissioner Brakewood inquired about the next steps with the draft network, and if there will be some minor changes, specifically what could get shuffled around. She gave an example near Washington Pike, if it's realized that it's critical to some people to cap some sort of service near where the 23 is, because it's one of the biggest gap coverage wise in the proposed network. She asked what if they put a little bit more into South Knoxville. Then stated that basically, if they shifted a little bit back towards coverage, and a little bit less of frequency, would there be a possibility to make some tweaks like this based on the feedback they've now received.

Mr. Thorne answered, yes. He said that this is what KAT wanted to hear from the board. They want to have that direction from the board based on the survey results, and the comments. He asked what direction, what adjustments the board wants KAT to make in this draft network plan. To address some of the concerns. He also stated that any change they make, to add service over here, they obviously have to take away from something over there. He said that he thinks that it would be very beneficial for the board to give the top 4 or 5 priorities, and have those ranked, so when KAT goes back to make changes, they can come back to the board with another draft, they they've tried to hit the mark on.

Chair Smith asked Mr. Thorne if he has those 4 or 5 themes that are aggregated from the survey.

Mr. Thorne stated that he and Mrs. Woodiel-Brill have gone through the comments, and said that Washington Pike, Broadway Towers, some areas along Cedar Ln, are what people are concerned about. He said that there are two others as well, and also added that there is a lot of misconception, because there are people asking for more weekend service. He stated that they are providing more weekend service. That needs to be highlighted to everyone, and need to go through the comments that were made and make an insertion for frequently asked comments and questions on where they are with the plan. Mr. Thorne said that maybe that'll be beneficial for everyone in the public to understand. He said that way they can level the playing field on where they are coming from. He said that he wants to make sure, the board gives a clear direction on what they would like to see in terms of changes, because he

doesn't want to have to come back, maybe in May, and they didn't hit the mark, and have to do another draft, even if it takes another meeting, he said that he wants to make sure that he gets it right.

Commissioner Brakewood gave her personal opinion that she thought that there would have been more red in the budget neutral context. Stated that this network is still fairly coverage focused, and that's what we can afford to provide. She wanted to bring up route 11, which is proposed to have 2 short turns on it. Discussed the frequency of 11 and that it could be confusing to passengers. She said in other systems the short turn wasn't that common in her experience. States that short turning once is common. That's an operational challenge that KAT should consider.

Commission Simmons asked if the budget was based off of a pre-covid budget. He wondered if a consideration needs to be given. He knows that the board doesn't have the authority to do it, but with the anticipated growth of Knoxville, is it possible to go through the Mayor's office, if KAT could use some more money to address some of these issues.

Commissioner Hairr questioned about the Broadway route. He said he knows that it was referenced about the Accelerated Bus Corridor, if it is coming. He asked if the frequency will increase before ABC.

Mr. Thorne answered that it will not increase until the ABC project is complete, which they are looking at 2026-2027. He stated that it would go to 15 minute service at that point.

Commissioner Durham commented on making sure that things are graphically correct and to condense the graphs. To make them more user friendly as possible.

Chair Smith asked what is related to the overall impact of the draft network, the benefits on average, what people learned, the more people inserted their personal experience and traffic patterns into the draft network. He said that at the end of the day, 45 minutes reach is the goal. The ultimate goal is to get the people moving around Knoxville faster, with less connections. Chair Smith states that the overall benefits, the draft network had done what it set out to do. He then asked, how do they minimize the impact on the areas where we can't, and the people are unhappy, can we isolate the negative comments for those rankings to work on them.

Mrs. Woodiel-Brill answered, yes. She said that she thinks that they could probably break those out, that they'll work on doing that.

Chair Smith stated that because of the pages and pages of comments, he thinks that the best thing for him personally, would be to have the top 3 or 4

themes that they've heard, and narrow in on those that feel like that this is definitely worse for them. To narrow in on 3 to 4 themes that would help the board evaluate. Have those themes considered on before the next meeting. He mentioned that paratransit has not been layered in there just yet, and then asked when does that come into the picture so that they can evaluate the whole network together.

Mr. Thorne said that right now during this draft network, KAT did a very quick analysis on how many people, how many trips is this affecting over a 2 months span. He stated that they saw 5,000 trips. With this draft network going with the 70% ridership and 30% coverage model, they're shrinking the area that they required to serve under paratransit. He mentioned that they have to go $\frac{3}{4}$ of a mile of a fixed route bus stop. So essentially, they'd be shrinking our ADA paratransit area of service. The analysis that they had run by Ecolane, the paratransit provider over a 2 months span was 5000 less trips that they'd be able to serve under this draft network if they shrink the ADA paratransit coverage area. Mr. Thorne stated that he wants to see more analysis over a 12 months period, maybe a little further back before they make that decision. Having said that, KAT is still in the process of the board telling them the priorities they want to look at and change. He said that if they're changing and adding more coverage routes to Washington Pike, or Cedar Ln, it will also change the ADA paratransit area. He stated that the options that they're looking at are shrinking the paratransit area to match what the draft network looks like, or keeping it the same as it is today, and what is the cost benefit analysis of shrinking it, or keeping it the same.

Commissioner Simmons stated that he likes the idea of going out further and going back further for the research.

Mr. Thorne said that he didn't feel comfortable with just 2 months analysis. That they need to go back at least 12 months to see how many people that this will affect. He said that he only has trips and not individual customers. He needs that information before they make that decision, because it will affect a lot of people and wants to make sure to get it right.

Commissioner Hairr asked if the paratransit service area is strictly the $\frac{3}{4}$ mile, or do they service the entire city of Knoxville.

Mr. Thorne answered, that he thinks that they serve almost the whole Knoxville city limits, but do not go as far as Turkey Creek. He stated that this is were it gets confusing. Back in 2009, KAT created the ADA paratransit area going beyond the current requirements as of today.

Commissioner Simmons continued to discuss about paratransit and appreciates the fact that KAT is willing to work with expansion.

Mr. Thorne stated that they're also working with CAC to better coordinate our ADA paratransit, and those discussions are on-going, and would probably be something they can talk about more as they get closer to having a finalized draft of this and how it would look and see how CAC and KAT will coordinate services for ADA paratransit.

Commissioner Durham asked how much of this draft are they able to change the system, from current hub and spoke model to a subway net coverage. He suggested to keep route 90, and run it at peak times.

Mrs. Woodiel-Brill said that she had spoken to people that do not necessarily use the route 90 at peak times, but utilize it for going to the pharmacy, the dentist, and doctor appointments. She said that peak service may not be the solution, but what she had been thinking about, is maybe a shrunken schedule during the day. Where most of the activity goes on for Seniors, who they've really heard from, are not really thrilled with this plan. She asked are there opportunities to provide service from 8:30a-4:30p. During that peak time so they can get out and do things. She said that it doesn't quite go with what KAT is trying to accomplish with the plan which is consistent service throughout the day. But if those are things that they need to look at, she thinks that it's not off the table to figure out if there are shorter time frames that might make sense. Mrs. Woodiel-Brill stated that she can look at some scenarios. She mentioned that route 90 is definitely something that came through in the online comments. She said that a lot of people established their lives around route 90. She went on to say that KAT sees a lot of boarding at Industrial Park, and that connects to the 12 Western, then at Clinton Highway and Merchants. She said that another thing that was pointed out in the draft network, is that KAT has created a sort of different crosstown experience. It's a little closer into town, which is the one that connects the Western Heights with Fulton High School and goes up to Whittle Springs to the Amazon Distribution and Walmart. She mentioned that crosstowns are great to connect to those other corridors.

Mr. Thorne wanted to add that if they do peak service with the 90, there's still the bus that they could no longer use on different routes. He stated that they had eliminated a number of buses as well.

Commissioner Nabors asked if KAT could include materials with the number of riders on routes that will be eliminated. That way the board could see how many people are being impacted. She also added that covered bus stops were mentioned quite a bit. She then asked if that would come out of this budget, if they were to add more.

Mr. Thorne stated that KAT has dedicated about \$1.3 million for bus stop improvements that they've been holding on to help them get through this KAT Reimagined process. He said that they didn't want to do was start improving bus stops, then they eliminate routes. He states that they are in the background

working with the City of Knoxville on improving around 25 bus stops with. He said that it's in the works, and once they get this finalized, they can start improving a lot more bus stops and that right now they're doing a lot of updating on shelters and they're able to approve some stops along major route corridors, but there's a lot more they can do, and want to, but have to get through this process. Mr. Thorne said that they've heard loud and clear in the comments, that bus stop improvements are important.

Commissioner Nabors asked if CAC would be a viable solution for people who lose their stops, considering that there's a driver shortage.

Mr. Thorne stated that would be based on CAC's work force shortages as well. He said that they weren't up to date on that, but it's an option for people. He stated that CAC provides service throughout the county.

Commissioner Nabors asked if there are plans to post comments and survey results on the common themes on the website.

Mr. Thorne answered, yes. That they can absolutely do that. We need to answer those questions and to get that message out there, in regards to the neutral budget and how they went about this process, and to put some of that information out there to educate as many people as we can on this process and to also highlight weekend service is provide in the draft network.

Chair Smith stated that he has a recommendation for the board to consider, and that would be that they ask staff to narrow in on the top themes, particularly the most important issues to address for the next meeting. He said to include some of the comments heard here and focus on 4 or 5 themes or routes, including the paratransit options, and that they review trade off associated with those 4 or 5 priorities. He said that would give them something to really home in on for this board. Then he asked the Commissioners how they felt about that being their April agenda meeting item. Then asked for any other ideas to move forward.

Commissioner Brakewood asked if KAT is going to come back with priorities and potential revisions and what exactly would they see next month.

Chair Smith answered that ideally they would need to see the top 5 priorities to change and the trade off associated with those changes. Not an officially revised draft, but here are the trade-offs associated with the top 5 complaints. Said that if they could home in particularly on those that disagree or strongly disagree, that would be helpful.

Commissioner Durham asked to see a cost associated with certain things and gave examples.

Mr. Thorne stated that what they can do is come back with themes and the board could write the priorities of those. He said that it would be hard for them to come back with the themes and priorities and this is how they could potentially fix them without going into much more detail or analysis. He stated that he would want everyone to be more comfortable with the board's themes and this is how they're ranking the priorities and that they could go off and say this is how they can address these. He then stated that they can come back with an analysis, and costs analysis of how they can try to fix it, and this is why they had to take away.

Mrs. Woodiel-Brill added that they want to hear what they like and what they don't like. Then they determine what those trade-offs would be. She said that it should be based on what is liked about the network and don't want to take away, but what would be those priorities as well. She went on to talk about the great benefits that they've gotten from this draft, and maybe having to shift resources.

Mr. Thorne agreed with Belinda and stated that they don't want to have to fix something, then take away something that the board really liked and then gave examples such as 15 minute service and weekend service.

Commissioner Durham asked if that is something that KAT would compile for them, or would KAT want them to come up with 4 or 5 positives.

Mr. Thorne answered that they could do that by looking through the comments.

Chair Smith asked if the top 5 could be quantified the pros and cons and then have a discussion about each itemized priority.

Mrs. Woodiel-Brill agreed and stated that they'll work on that.

Chair Smith summarized for April's meeting be the top 5 pros and cons from the survey input to discuss for the board to determine what the priority changes should be for KAT staff and Jarrett Walker to go and implement another draft version. Then he stated that from there, they will have potentially another round of public input on the revised draft network, and then he asked if that was a logically next step beyond that.

Mr. Thorne answered, yes. He said that after the meeting in April, the board would give them the pros and cons to rank the top priorities, and make adjustment. Then bring back to them another draft.

Chair Smith stated maybe then at that time, they could discuss whether there's another round of public input, but thinks that given some of the comments he's read, he feels it would be helpful to go back with another opportunity for clarity if they do make another draft plan. Chair Smith asked if there were any other

comments. Then he went on to say that would be the bulk of the meeting in April to determine the priorities for KAT staff to consider for the 2nd draft.

iii. TPO Transit Planner

Mr. Burton discussed the flyer earlier on in the meeting

IV. New Business

There was no new business

V. Old Business

There was no old business

VI. Public Comment

There were no public comments.

Chair Smith said without any other discussion, meeting is adjourned

VII. Set Next Meeting and Adjourn

The next meeting was set for April 27, at 3:00 p.m. at the City County Building Main Assembly Room.

Respectfully submitted,
Analisa Valentine
KTA Recording Secretary



KNOXVILLE AREA TRANSIT

SYSTEM PERFORMANCE REPORT

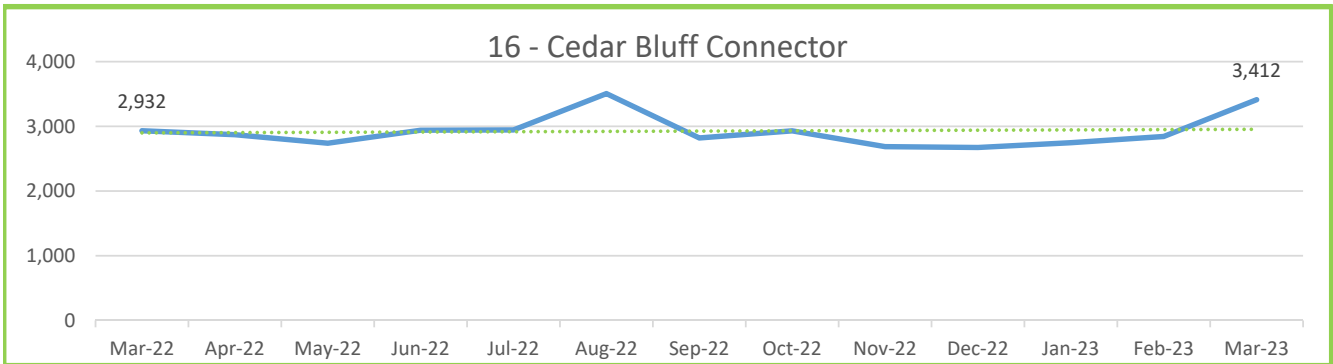
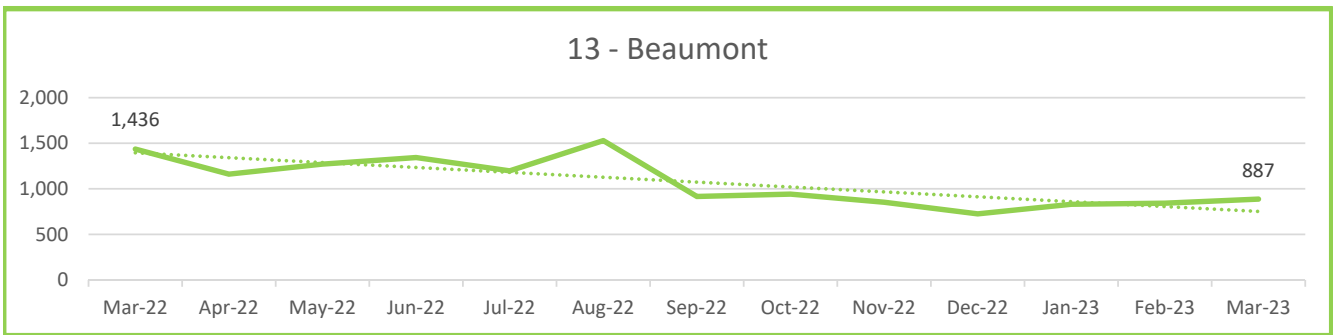
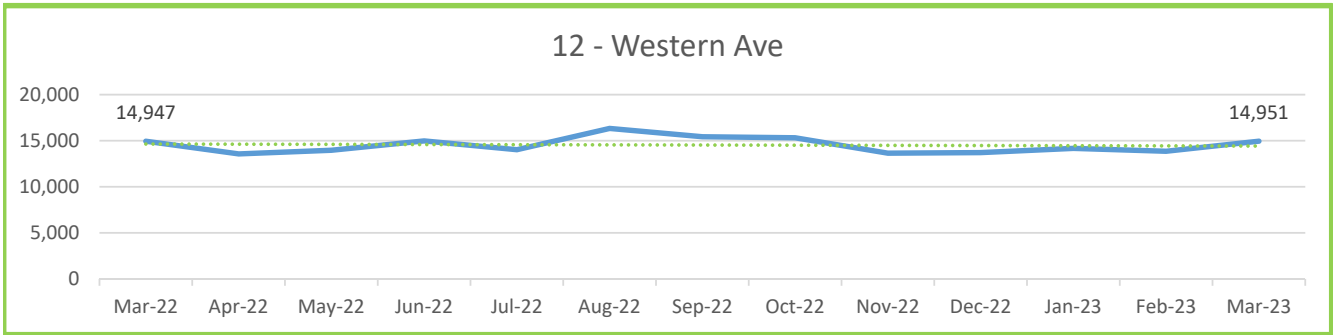
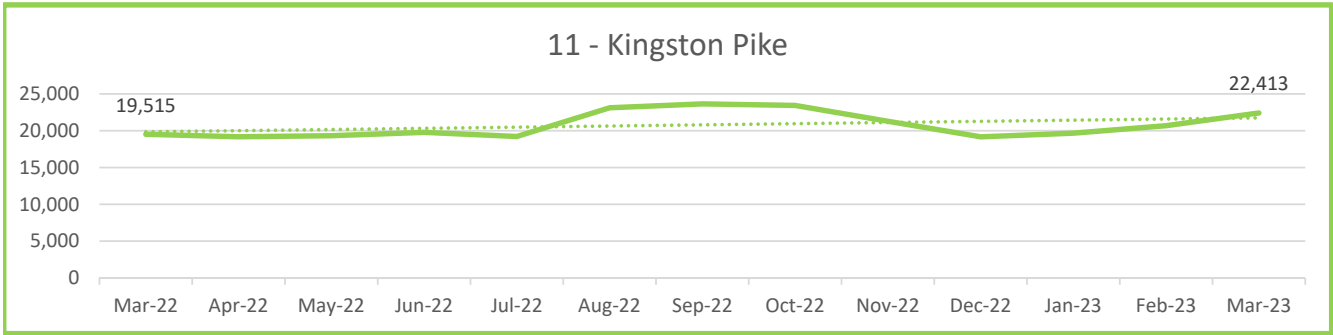
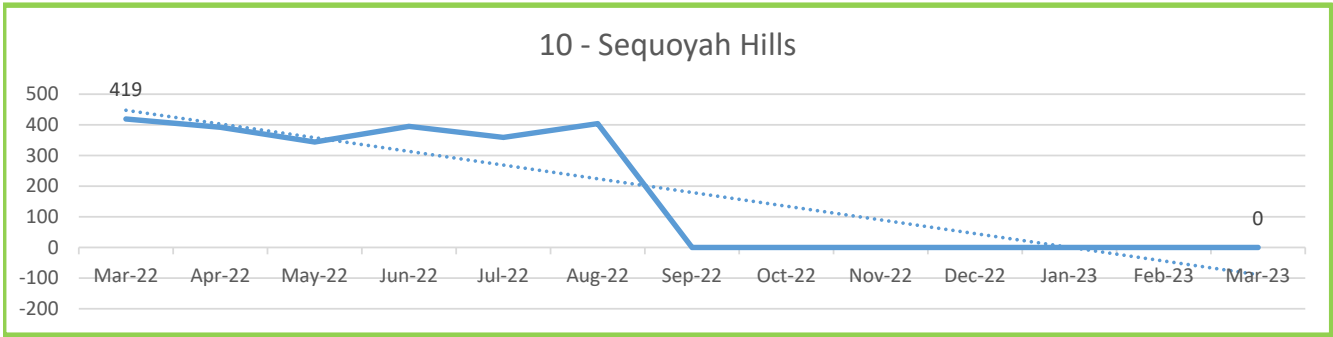
March, 2023

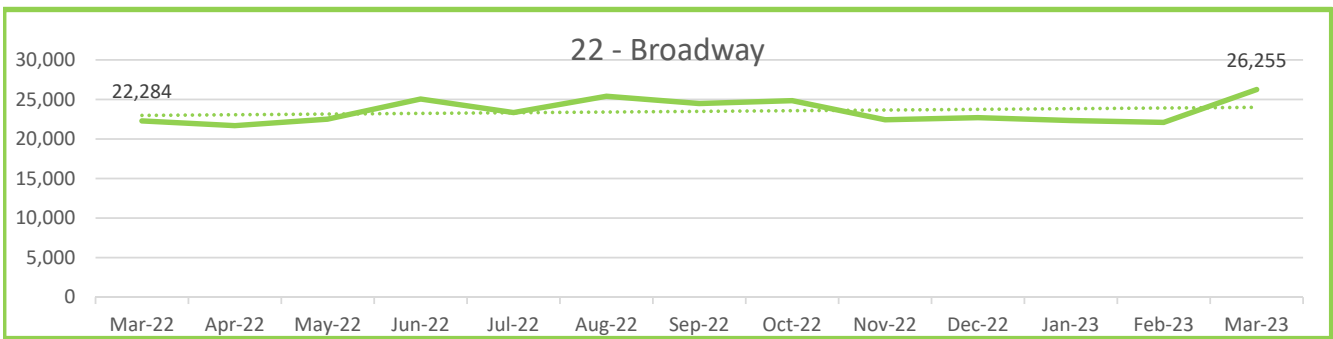
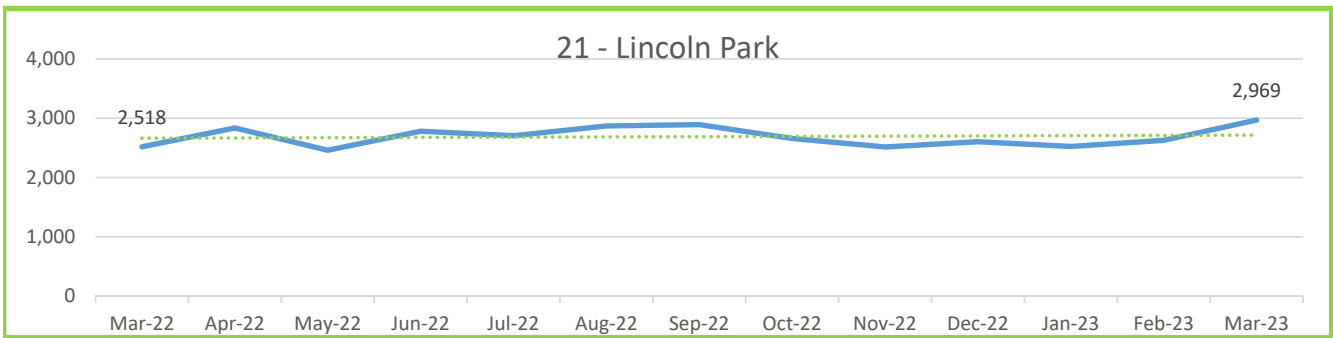
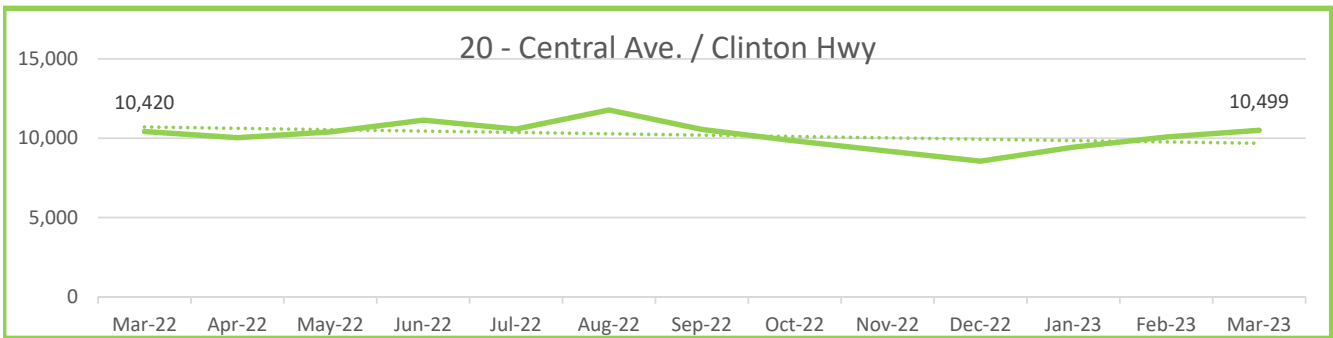
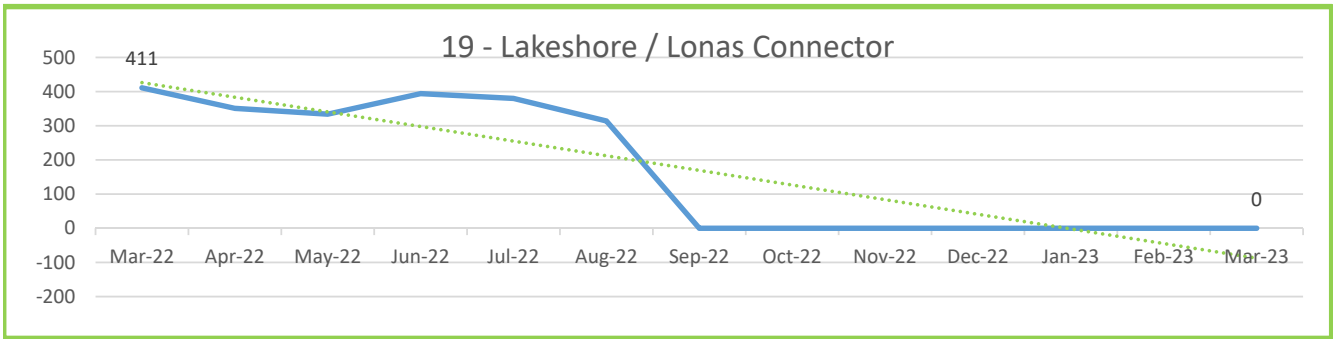
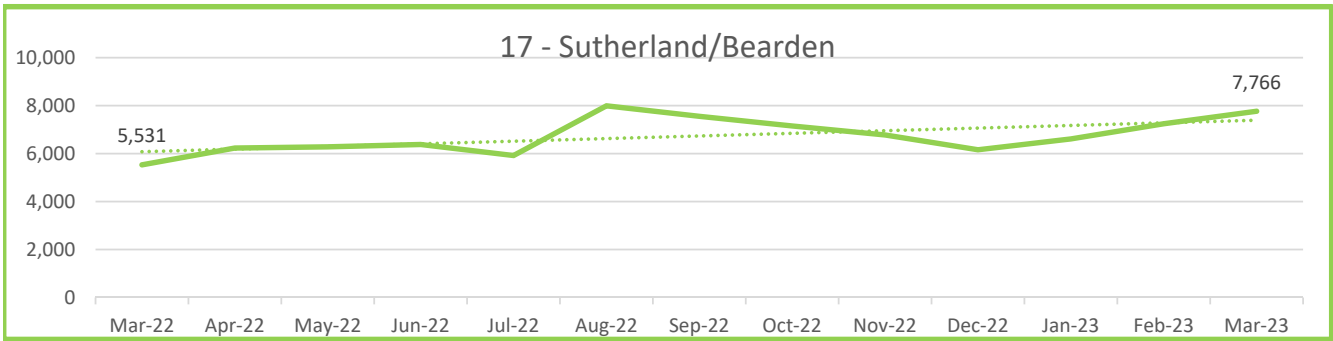
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	198,601	178,387	11%	1,675,068	1,443,044	16%
System Generated Revenue				\$805,793	\$731,733	10%
Revenue Veh. Miles	218,198	226,930	-4%	1,902,948	1,770,592	7%
Revenue Veh. Hours	17,995	18,380	-2%	155,090	143,194	8%
Passengers/Mile	0.91	0.79	16%	0.88	0.82	8%
Passengers/Hour	11.04	9.71	14%	10.80	10.08	7%
Preventable Accidents	6	0	600%	97	0	0%
Mechanical Road Calls	38	21	81%	246	168	46%
Accidents/100,000 Miles	2.75	0.00	275%	5.10	0.00	0%
Miles/Road Failure	5,742	10,806	-47%	7,736	10,539	-27%
DEMAND RESPONSE						
					0	
Total Passengers	6,991	6,983	0%	58,345	56,585	3%
System Generated Revenue				\$90,634	\$94,314	-4%
Revenue Veh. Miles	47,198	48,423	-3%	388,751	374,134	4%
Revenue Veh. Hours	3,425	3,111	10%	27,971	26,471	6%
Passengers/Mile	0.15	0.14	3%	0.15	0.15	-1%
Passengers/Hour	2.04	2.24	-9%	2.09	2.14	-2%
Preventable Accidents	4	0	400%	9	0	0%
Mechanical Road Calls	1	1	0%	16	10	60%
Accidents/100,000 Miles	8.47	0.00	847%	2.32	0.00	0%
Miles/Road Failure	47,198	48,423	-3%	24,297	37,413	-35%
CHARTER SERVICE						
					0	
Charters	2,211	656	237%	3,151	5,974	-47%
Sports Charters	0	0	0%	26,329	12,819	105%
Total Passengers	2,211	656	237%	29,480	18,793	57%
Revenue						0%
Football Shuttle Charters				\$111,250	\$92,011	21%
Trolley Charters				\$10,125	\$22,875	-56%
Total Miles	284	491	-42%	7,063	8,075	-13%
Total Hours	48.5	67.0	-28%	1,229	1,553	-21%

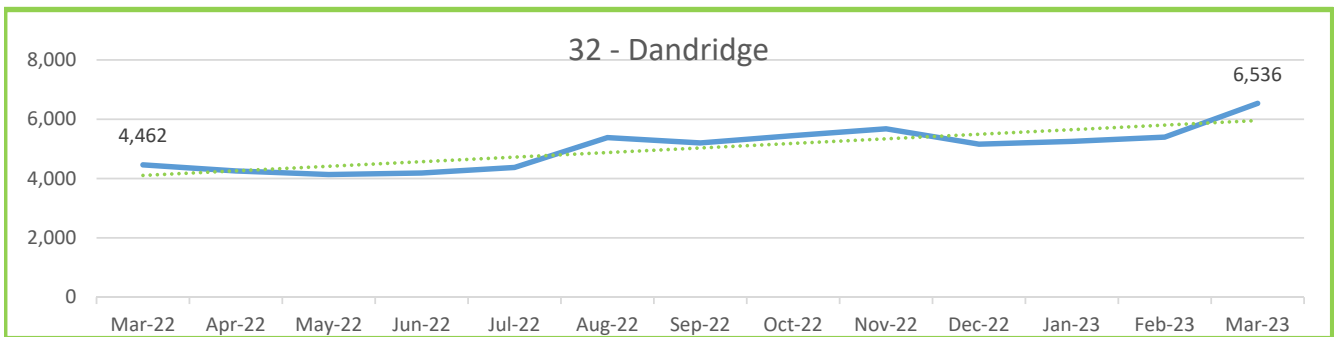
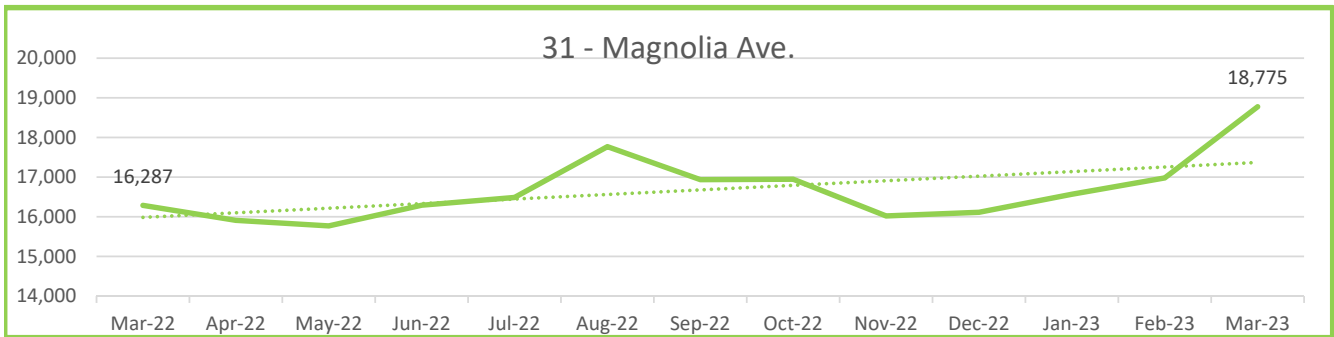
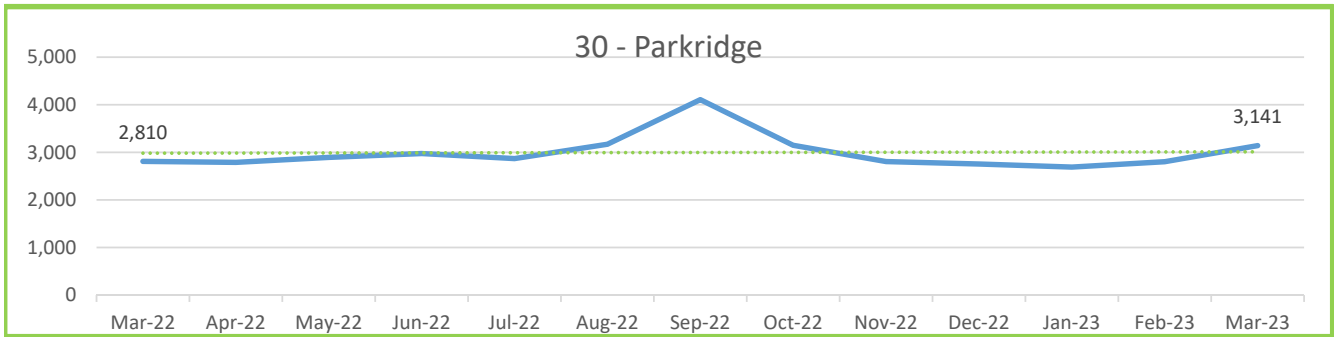
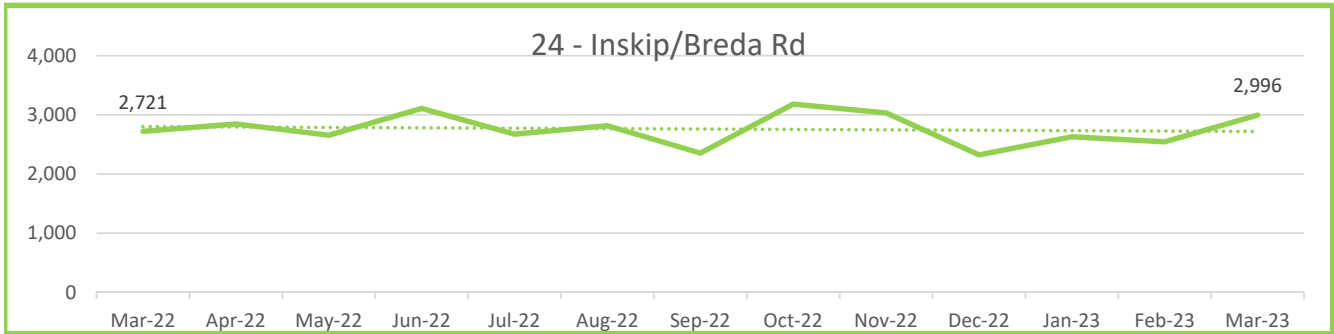
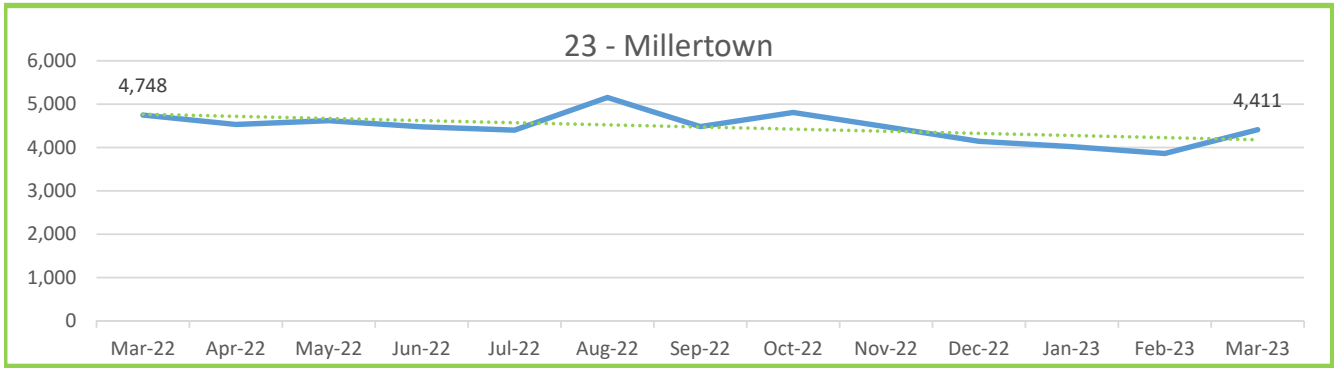


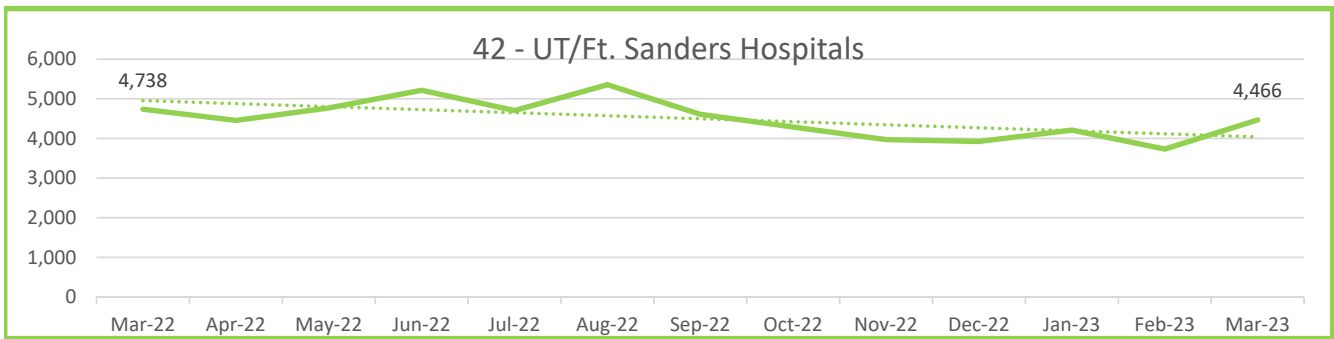
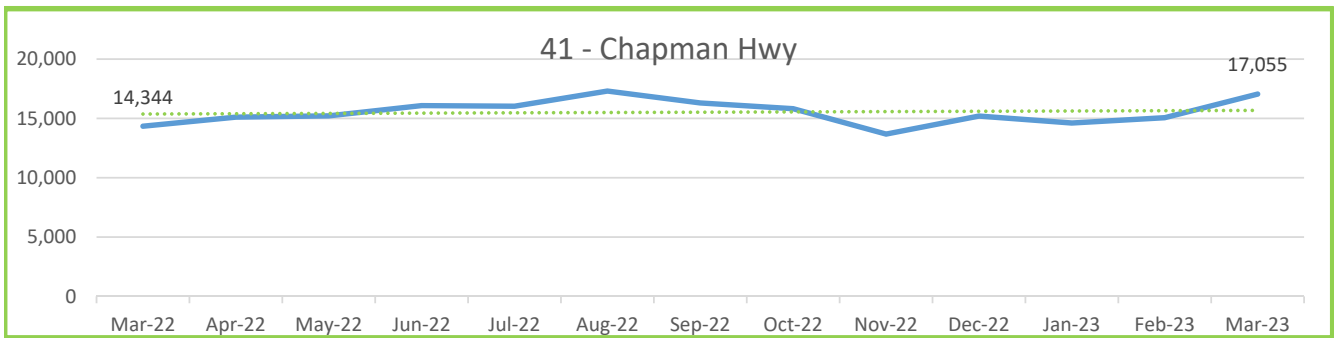
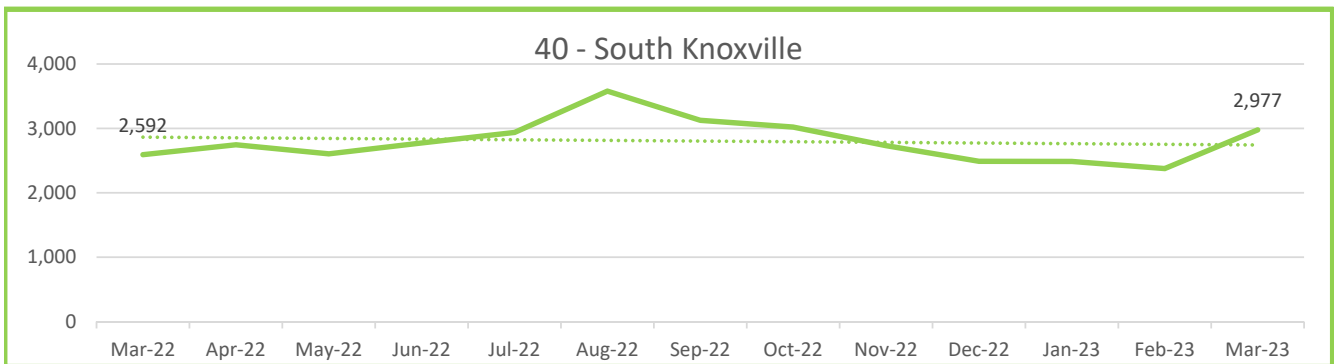
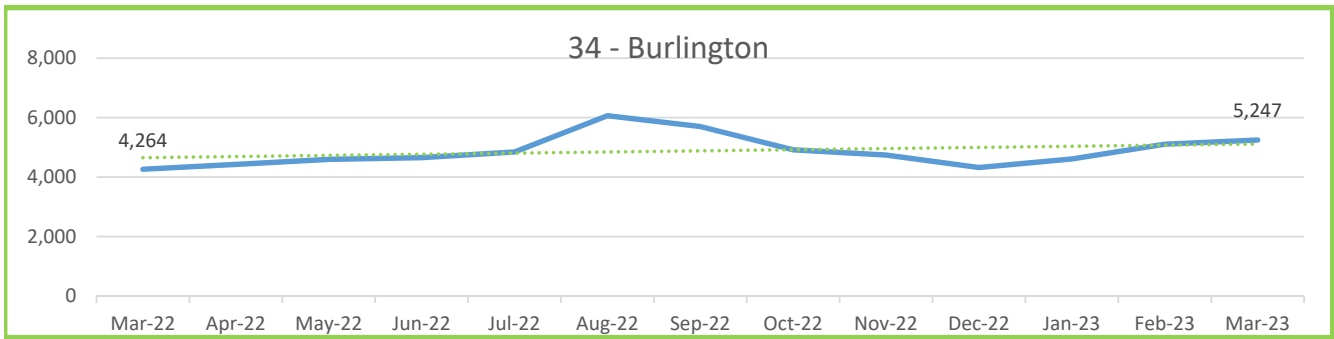
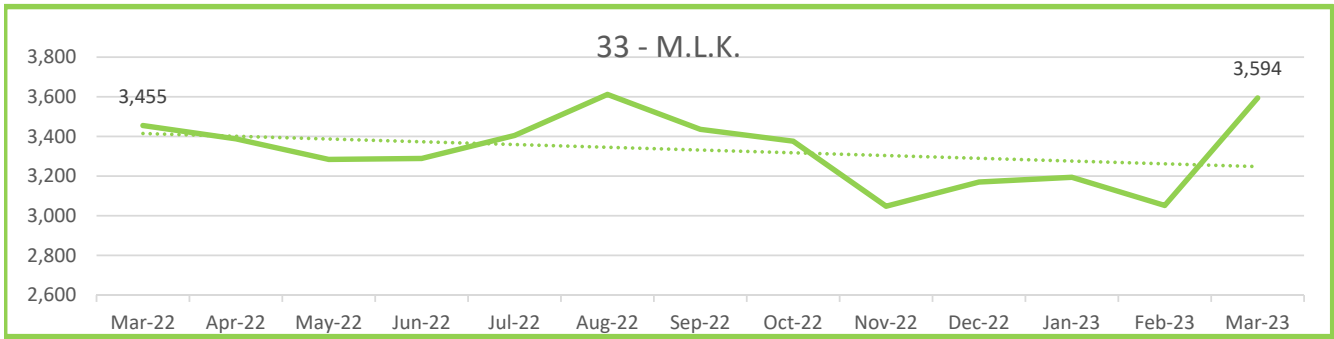
KNOXVILLE AREA TRANSIT
ROUTE PERFORMANCE REPORT
 March, 2023

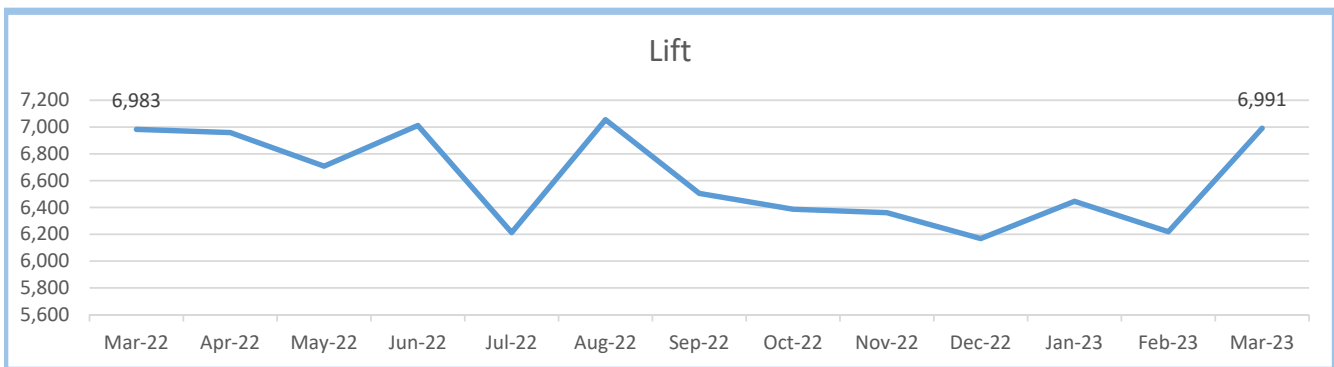
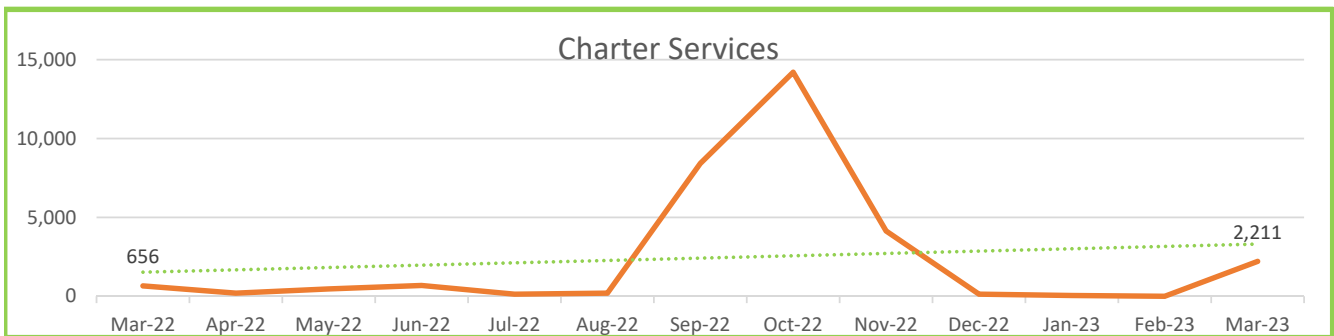
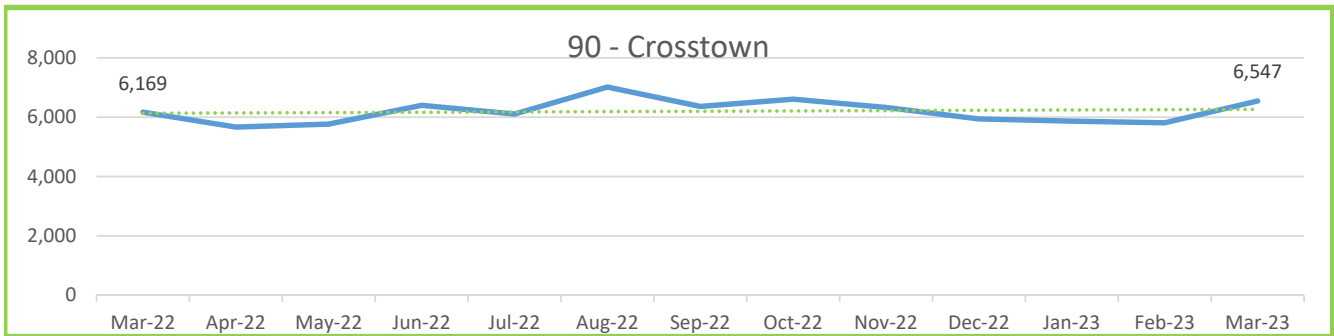
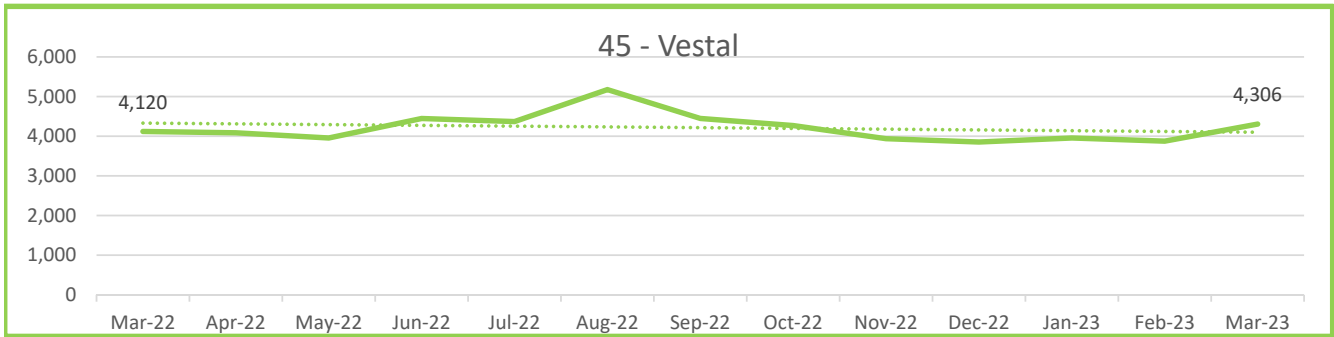
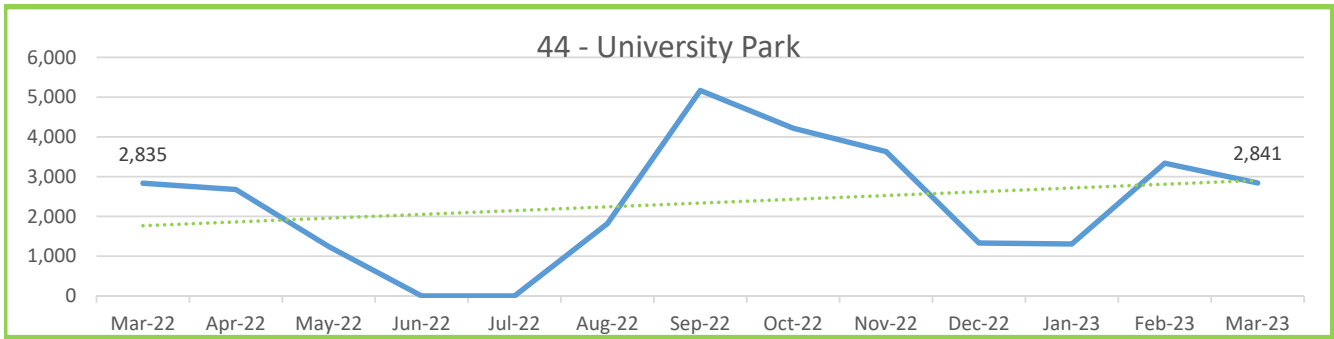
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
10	Sequoyah Hills	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
11	Kingston Pike	22,413	13.0%	28,692	13.9%	2,402	14.8%	0.78	9.33
12	Western Ave	14,951	8.7%	18,255	8.8%	1,380	8.5%	0.82	10.84
13	Beaumont	887	0.5%	1,980	1.0%	144	0.9%	0.45	6.14
16	Cedar Bluff Connector	3,412	2.0%	4,990	2.4%	392	2.4%	0.68	8.69
17	Sutherland/Bearden	7,766	4.5%	9,759	4.7%	752	4.6%	0.80	10.32
19	Lakeshore/Lonas Connector	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
20	Central Ave/Clinton Hwy	10,499	6.1%	13,230	6.4%	818	5.0%	0.79	12.84
21	Lincoln Park	2,969	1.7%	4,680	2.3%	368	2.3%	0.63	8.08
22	Broadway	26,255	15.3%	19,380	9.4%	1,450	8.9%	1.35	18.10
23	Millertown	4,411	2.6%	7,857	3.8%	660	4.1%	0.56	6.68
24	Inskip/Breda Rd	2,996	1.7%	6,630	3.2%	479	2.9%	0.45	6.25
30	Parkridge	3,141	1.8%	3,499	1.7%	275	1.7%	0.90	11.43
31	Magnolia Ave.	18,775	10.9%	13,824	6.7%	1,163	7.1%	1.36	16.14
32	Dandridge	6,536	3.8%	7,579	3.7%	486	3.0%	0.86	13.46
33	M.L.K.	3,594	2.1%	7,415	3.6%	580	3.6%	0.48	6.20
34	Burlington	5,247	3.0%	11,018	5.3%	753	4.6%	0.48	6.97
40	South Knoxville	2,977	1.7%	11,123	5.4%	791	4.9%	0.27	3.77
41	Chapman Hwy	17,055	9.9%	14,441	7.0%	884	5.4%	1.18	19.30
42	UT/Ft Sanders Hospitals	4,466	2.6%	3,572	1.7%	446	2.7%	1.25	10.01
44	University Park	2,841	1.7%	1,659	0.8%	191	1.2%	1.71	14.85
45	Vestal	4,306	2.5%	10,329	5.0%	721	4.4%	0.42	5.97
90	Crosstown	6,547	3.8%	6,784	3.3%	1,138	7.0%	0.97	5.75
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		172,044		206,697		16,273		0.83	10.57
82	Trolley (Orange Line)	7,424	28.0%	4,471	38.9%	712	41.4%	1.66	10.42
84	Trolley (Green Line)	6,370	24.0%	2,242	19.5%	380	22.1%	2.84	16.76
86	Trolley (Blue Line)	12,763	48.1%	4,789	41.6%	630	36.6%	2.67	20.26
SUB TOTAL TROLLEY SERVICES		26,557		11,501		1,722		2.31	15.42
TOTAL PASSENGERS WITH TROLLEYS		198,601		218,198		17,995		0.91	11.04
LIFT SERVICE		6,991		47,198		3,425		0.15	2.04
TOTAL SCHEDULED SERVICES		205,592		265,396		21,420		0.77	9.60
TOTAL CHARTER SERVICES		2,211		284		49		7.79	45.59
GRAND TOTAL ALL KAT SERVICES		207,803		265,680		21,469		0.78	9.68



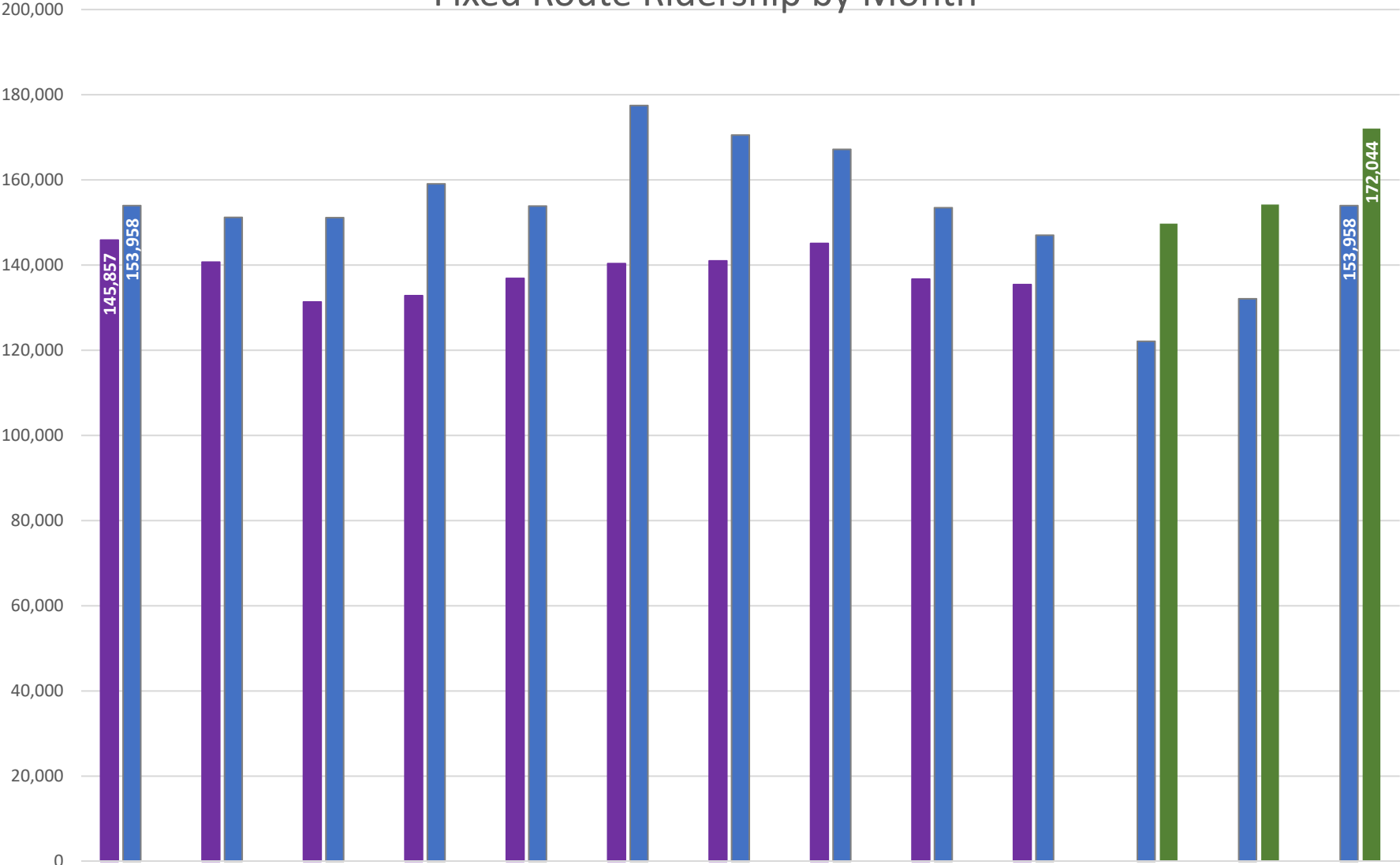






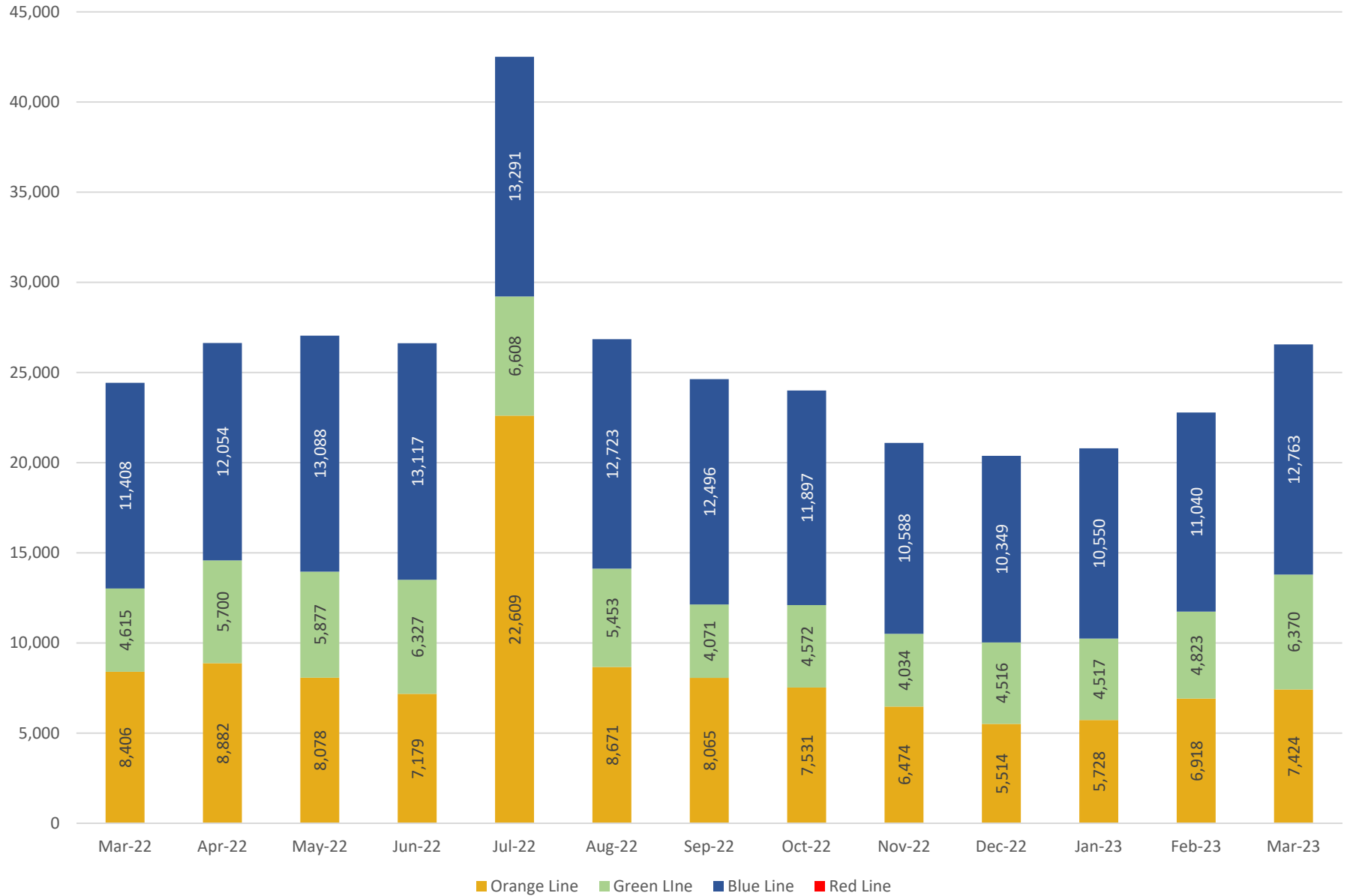


Fixed Route Ridership by Month



■ 2021 ■ 2022 ■ 2023

Trolley Ridership



March 2023 System Ridership by Route

