

# Knoxville Transportation Authority

Meeting Date: Thursday, August 24, 2023



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INDYA KINCANNON  
MAYOR  
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**CITY OF KNOXVILLE**  
KNOXVILLE TRANSPORTATION AUTHORITY

**AGENDA**

Thursday, August 24, 2023

City County Building, Main Assembly Room

**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.

- I. Determination of a Quorum
  
- II. Approval of Minutes – July 27, 2023
  
- 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
  
- V. Old Business
  
- VI. Public Comments
  
- VII. Set Next Meeting for September 28, 2023 and Adjourn

**Minutes**  
**For Thursday, July 27, 2023, 3:00 p.m. meeting of the**  
**KNOXVILLE TRANSPORTATION AUTHORITY**  
**City County Building**

**I. Determination of Quorum**

Chair Smith called the meeting to order. He asked to confirm a quorum.

Attorney Lawhorn stated that we have 7 members present. We have a quorum.

Commissioners in attendance were as follows:

Vice-Chair Kirk  
Commissioner Simmons  
Commissioner Hairr  
Commissioner Brakewood  
Commissioner Nabors  
Commissioner Fusco

**II. Public Hearing on KAT Reimagined Recommended Bus Network**

Chair Smith stated that this meeting will be uniquely different today. He said that they have a Public Hearing as a part of their agenda, so they'll have it on KAT Reimagined Recommended Bus Network. He went on to discuss those that have signed up to speak will have up to 5 minutes, and there won't be a Q&A back and forth during that time and followed up with how the meeting will flow. Chair Smith called on the first person on the sign-in sheet to come up to the podium, and to state their name and address for the record.

Edward Patrick stated his name and gave his address as 850 Volunteer Landing Ln. 37902. He thanked the board for giving him the opportunity to speak. He stated that he had several short points. Mr. Patrick said his first comment is that he wanted to shout out to the staff, and how they did a wonderful job of reimagining, and how very hard they've tried to navigate through all of the problems. Secondly, he stated there will be a representative from the O'Connor Center there to speak and mentioned that he goes there 4 or 5 times a week, and talked about the many activities he does there. Mr. Patrick stated that it's imperative that there continue to be a bus that drops off at the front door of the center. He said dropping off at Winona or Magnolia is not sufficient. He went on to say that he wanted to focus on 2 other issues. One is the Blue Line Trolley. He states that it currently goes down Hill Ave., and hits

the Blount Mansion, Volunteer Landing access, James White's Fort, and The Women's Basketball Hall of Fame. He said those 4 major tourist attractions will be cut off completely, under this connector theory. He stated that he feels that it's a good idea to have a connector and suggested that it goes on to Hill Ave to get to those destinations and if not done so, they will lose 4 major attractions. Mr. Patrick went on to make his last point. He stated that there is a chasm between downtown and the University of Tennessee, and that you would have to walk down into a devil's glen at the bottom of the hill. He stated that he understands that there is T-Line service on campus, but they'd have to get to the T-Line, and if they abolish the Orange Line Trolley, they will have nothing going to the University. He said that in fairness, they'd have the Kingston Pike bus, but they'd have to pay for the bus, and people like the trolleys, especially that it's free. Mr. Patrick stated that he cannot imagine charging \$.25, and having 30 people get on at the parking garage, and pay that just to get to Gay St. He said please keep the trolley free. He went back to talk about the Orange Line Trolley and said that he wants it to continue to service the University, and if discontinued, it'll be a bad idea. He finished out with his summary of his main points; keep the trolleys free, get the Blue Line to come back, have the Orange Line to do something, and keep the drop off for the O'Connor Senior Center at the front door, thank you.

Chair Smith thanked Mr. Patrick, then asked Jimmy Griffin to come to speak at the podium.

Jimmy Griffin stated his name and address; 2451 Brown Ave, 37917. Mr. Griffin wanted to talk about the 24, 30 and 90 routes. He stated the 30 route is the only one that comes to his area, and it's the main bus he takes, to get around town. He talked about riding the 24 route to connect with the 90 to go to his doctor appointments. Mr. Griffin stated that if they take away his routes, he's going to be lost, and it's too far for him to walk to catch another bus. He stated that he tried to get people that live in his area to ride that route to come to the meeting, but they didn't show up. He finished out saying those buses are really handy for him and the other people in his area, and then thanked the board for their time.

Chair Smith thanked Mr. Griffin for coming out and being there. He then asked Jean Daly to come up to speak.

Jean Daly introduced herself and gave her address; 1508 McCroskey Ave., Apt. 913, 37917. Ms. Daley stated that she had a comment. She said that she had looked at the proposed maps several times and said that it looked like Broadway Towers will still receive service with the 23, which is wonderful, and how it will be rerouted to allow seniors to go to the O'Connor Center for the activities and to Walmart. She said that it was terrific and thanked the board.

Chair Smith thanked her and asked for David Palmer to come forward

David Palmer stated his name and address; 3636 Taliluna Ave., 37919. He started out by thanking the board for the transportation service here in Knoxville. Mr. Palmer talked about him using route 10 for the last 10 years Monday-Friday, to and from work. He stated that he understands that route 10 has been eliminated from the plan, and understands why, because of low ridership. He went on to say that the alternative for him was the 11 Kingston Pike that runs along that portion of Sequoyah Hills. Mr. Palmer spoke of the section of Kingston Pike that has been taken out. He said that because of this, many students and residents won't have access. He inquired why the change in the route. He said that he noticed that a portion of the 17 would be taken away as well. Mr. Palmer made a suggestion as far as routing goes with the Kingston Pike running 15 minutes. He gave a time frame of the top and bottom of the hour to run the portion of Kingston Pike in Sequoyah Hills and quarter after and quarter till to serve Sutherland Ave. He ended there and thanked the board.

Chair Smith thanked Mr. Palmer and asked Dan Feller to approach the podium.

Dan Feller stated his name and address; 1015 W. Nokomis Cir. 37919. He started out with a written protest that was distributed to the board. He mentioned that his friend Jack Neely was unable to attend and said that Mr. Neely sent him an email with his protest about aspects of the plan that were copied and given out as well. Mr. Feller said that when he first moved to Knoxville, he chose his residence based on a bus route. He said that he dislikes commuting by car, and avoids it at all costs, so it was a primary selling point for him that he could take the bus from where he lives to his office at UT and back and had been doing so for 20 years faithfully. He went on to show an award that he received from KAT, stating that he's the (M)ost (V)alued (P)assenger. Mr. Feller went on to discuss that the details of the plan for the changes were not drawn from the emails that were sent out. Emails that he received spoke of changes being made, changes in routes and there would be a new route but didn't say that they were eliminating the number 11 all the way down Kingston Pike, or did it explicitly say that the number 10 was going to be eliminated, though that had already in fact recently been done. Mr. Feller said that because of this, he now has no bus, that he has no bus anywhere near him, but the 4000 of his neighbors, most of whom DON'T ride the bus, but some of whom do, are going to have no bus. He said the Sutherland route is not an acceptable alternative for them, then he referenced from what Jack Neely wrote in his email, about it being a long walk on an active rail line to get to the Sutherland route from Kingston Pike. He referred to what David Palmer had said, that since Kingston Pike will be running every 15 minutes, why can't they run every other bus through his neighborhood, He said that it would preserve the same level of service on the Sutherland Ave. route that the 17 now provides, and it would also preserve on the number 11. Mr. Feller stated lastly, he understands that they haven't been given a lot of response from people like him. From people who are going to have their bus taken away from

them, and he doesn't think that indicates there's no interest in this. He said if they simply ride the bus every day, unless they get the email, they'd have no idea that this is going on. He said that there have been no notices on the buses themselves, and there ought to be signs on the buses saying that they're taking your bus away from you, and there have not been. He said the second thing is that he doesn't think that anyone had dreamed, as Jack Neely's email will point out, to them that bus has been running for a century down Kingston Pike, and if they hear that there may be some changes on the bus service, it wouldn't occur to them that those changes are going to involve absolutely eliminating the bus they've been riding for 20 years or more. He ended there and thanked the board for their time.

Chair Smith thanked Mr. Feller, and then called on Mr. Hubert Smith to come forward.

Hubert Smith stated his name and address; P.O Box 2323, 37901. Mr. Smith gave his salutations to the board and proceeded to talk about the elimination of the trolley service. He started by saying that getting rid of the trolley service is a mistake. He mentioned about traveling to other cities, anybody can get on a bus, but going to some of the bigger cities that provide a cable car is unique, and that we have something unique here with the trolleys. He understands that there will be a Downtown Connector, but he had spoken with several of the hotels downtown, and they told him that the customers absolutely love the trolley. He said that they love walking out the door and being able to get on a trolley to go around downtown to see several of the attractions that Mr. Patrick mentioned. Mr. Smith said he doesn't know what work was done to contact the hoteliers, but if they didn't speak with them, he thinks they missed an opportunity to see what an asset these trolleys are. He said he understands what they're going to do with them in the future, but he thinks it gives Knoxville something that other cities may not have, and he hopes that they strongly consider keeping those. Mr. Smith said his other concern is what they are going to do with the people at Summit Towers. He said it always seem to be an issue whenever they talk about the trolleys, but what about the people on that hill, who are elderly and disabled and depend on public transportation to get off that hill and take them where they need to get to. He went on to say that currently, the Green Line trolley does that and they did put in a trail that leads down there, and that's great. Mr. Smith said that they don't forget about those people up there on that hill that need that service. He talked about speaking to Mrs. Woodiel-Brill, and she mentioned to him one of their ideas is to extend the downtown corridor down to 1<sup>st</sup> Creek at Austin. He said that he thinks it'll be a waste. He stated that they already have a bus that services that area going downtown. He said that any service the downtown connector will provide, let it provide to downtown, and there's ample bus service at 1<sup>st</sup> Creek at Austin. Mr. Smith said that our downtown needs that service, and getting rid of the trolleys is another situation. He stated that he supports stopping the Orange Line from going through UT, that they take care of themselves. He thinks that all the

assets for Knoxville Area Transit should be towards these other citizens that depend upon public transportation. He went over his summary of concerns, leading with them speaking to the hoteliers. He said they need to contact them so they can find out how much the trolleys are valued, and that they're missing something if they haven't. Then reiterated what the speaker at the O'Connor Center is going to say, and he frequents the center and utilizes it at least 10 hours a week, and he's on the advisory board. Mr. Smith stated that although the numbers may not be that great, anybody that comes to the O'Connor Center uses the services are over 50. He said that many people that need things to assist them, such as a walker or cane, the sidewalks around there are not that great, and that's probably one of the biggest issues. He said that he knows it's not KAT's issue, but it's an issue they're facing. Mr. Smith proposed a compromise to put into consideration that coming to the O'Connor Center twice an hour, is a waste of time, but once an hour could possibly be considered.

Chair Smith thanked Hubert Smith and then called Ms. Cooley to the podium.

Dr. Caroline Cooley stated her name and address; 903 Windgate St., 37919. Dr. Cooley stated that she'd like to express support for the KAT Reimagined process, and the work it's done, and the network overall looks very good. She said they all know that there are some tweaks that may have to be done. Dr. Cooley said that overall, they really value it, and try to get the people using the bus the most, the best opportunities for getting timely bus service. She continued to talk about Bike, Walk Knoxville, that it's a local non-profit organization that works to make Knoxville region a better place to bike and walk, and they want to have it available for all people of all ages, abilities and backgrounds. She said they want this network to address the variety of users across the Knoxville area, and they want to be very mindful of the people that are most vulnerable as far as their ability to get around within the Knoxville area, and the bus service is a very critical network that allows people especially Seniors, to get where they need to go. She said that they support the overall network as an organization. Dr. Cooley went on to say that on a personal note, she looked at the network, and she also lives in Sequoyah Hills. She mentioned that she does not take the bus, but if it's a convenient for her, she tries to ride her bike, and that she does drive, but when she goes up and down Kingston Pike, she sees people standing at the bus stops, and losing that service is a big loss to those people that live in Sequoyah Hills and people that work along Kingston Pike. She ended that as her last comment.

Chair Smith thanked Dr. Cooley for her time and called Dottie Livers to come forward to speak.

Dottie Livers stated her name, and that lives in the county, but she is there in reference to 611 Winona St. 37917. She stated that she serves as Director at CAC Office of Aging. She went on to say that the O'Connor Senior Center is



one of the largest and most visible programs for the older adults in the community. Ms. Livers started with thanking the staff and all that were involved with the KAT Reimagined plan, especially with the creation of route 23, which she knows that will include a closer bus stop to the O'Connor Center on Winona St. She went on to say that she's there on behalf of the participants of O'Connor, and that she wants to share a few considerations with the board regarding the bus stop for route 23 on Winona St. She said currently, the bus stops directly in front of the main entrance of the O'Connor Center, and the front entrance is on the opposite side from Winona St. and faces the parking lot. Ms. Livers stated that for safety and security reasons, this is the only unlocked entrance to the building and serves as their main entrance. She said that they have many doors that exit only, but that is the only main entry for people coming in. She went on to say that it is monitored by security video cameras as well as staff, so they always had visibility on those coming in through the door that have been dropped off out front. Dottie Livers stated that with the proposed changes, the bus would require its riders to walk around the perimeter of the building to get to their main entrance. She spoke that the distance is 150 yards from the proposed bus stop to their main entrance, which is 1 ½ football fields in length. She continued to say, while that may be possible for some, but for those with mobility issues that use walkers or canes, or other assisted devices that come to the center, it's a barrier that creates many challenges that they'd like to try to avoid for them. She stated that some have balance concerns that puts them at a higher fall risk, so if they become unsteady on their feet when they're walking the perimeter of the building, there's a concern on people laying eyes on them and knowing that they're in that situation. She said that some have compromising vision or other problems where it's really not that advisable that they can walk that full 150 yards, and this is obviously becoming an increased concern when there is inclement weather such as rain. She continued on to say that there are some safety considerations to think about; individuals who are experiencing homelessness and others, are often around the O'Connor Center, that it's not uncommon for individuals to find someone that's walking through the parking lot and maybe solicit them for assistance, such as food or money, and if someone is riding alone from the bus, they maybe in a vulnerable position, and unable to quickly get out of harm's way, if that situation does arise. Ms. Livers continued that if they are placing those who ride the bus to reach the center in an unsafe, dangerous position, they may decide to no longer be a part of this vital part of their socialization, health, and wellness, and being able to have purpose by attending that center. She mentioned that they are a city owned facility and are managed by the Knox County Community Action Committee, and their goal is to be easily accessible to all individuals 50 and older and that includes now and in the future. She said with route 23, that may bring additional older adults to their center to be able to participate. She continued saying that they also host many other meetings and events there and the reason why they do is because they are on a bus route. She wants to thank them all for their

time and consideration and ensuring that older adults really have an accessible transportation option to get to the O'Connor Center.

Chair Smith thanked Ms. Livers and asked Arlene Gnoose to come up to the podium to speak.

Arlene Gnoose stated her name and address; 3934 Alma Ave., 37914. She started out by saying that she was very saddened and unhappy that KAT was going to remove the exiting bus stop at the O'Connor Center and felt like if they put that stop there for a reason, why would they decide to take it away. She mentioned that Knoxville is her hometown, and now that she's a Senior and on disability due to her vision, she needs public transportation to get her where she needs to go. Ms. Gnoose stated that she goes to the O'Connor Center 5 days a week, and how she utilizes the services there. She voiced her concerns about the housing facility for the homeless is right across the street, and if the bus stop is moved to Winona, it's going to cause problems for the Seniors that have mobile disabilities to where if something was to happen, and they need to get away from some volatile event, that's a problem. She continued to say that she would like for all the stops to remain at any Senior facility that may be potentially going away. She's not only speaking for herself, but for others that were not able to make it to the meeting. She finished talking about leaving the stop in front of the O'Connor Center where it is.

Chair Smith thanked her and called for Arnold Grudin to come up and speak.

Arnold Grudin introduced himself as an immigrant from the Ukraine and is a former Professor of Chemical Engineering. He started with how he uses the KAT service, and how he utilizes the 23, 33 and 90 routes to go shopping and to his doctor appointments. He's hoping that those routes stay.

Chair Smith gave thanks and asked Alliyah Monsieur to come forward.

Alliyah Monsieur introduced herself and stated that she lives at Maud Booth Gardens, which is a low-income housing, funded by HUD, and they have 39 low-income Seniors, many of whom are over the age of 75. She went on to say that those Seniors have fall risks, and don't have transportation. She said that one thing that she noticed since she's been in her position as a Service Coordinator for over a year, is that they have no direct service to any of the Senior Centers. Ms. Monsieur stated that a lot of her residents are dealing with depression, isolation, and no family members, and that she tries to encourage them to get out, but then she's faced with the reality that they don't have any way to get to where they want to go. She mentioned that CAC is very helpful in providing transportation from time-to-time, but they're not always reliable because of lack of staffing, so they have residents, such as Mr. Arnold Grudin, being active at his age, leaves him and other residents not qualifying for criteria for the KAT Lift service because they are healthy. She said that she watches

them at the bus stop, and stated that it's not really a true stop, but that it's at the end of someone's driveway, and the guy literally yells at them to get off of his driveway, so there's no other place for them to stand. Ms. Monsieur went on to mention that her residents rely on certain bus numbers and said that those will be taken away. She stated that she's learning from her residents how crucial it is that they have transportation available, and that they're trying to keep them as independent as possible, because outside of living there, they don't have many options if there are no family members present. She encourages them to get out and be independent, but if their bus stops are taken away, they wouldn't have a way to get around. She asked the staff to not take away those buses and thanked them for their time.

Chair Smith thanked her, and asked for the last speaker, Judith Grant, to come up to the stand.

Judith Grant stated her name and gave her address as; 540 Riverfront Way, 37915. She started with her using the trolley service, and finds it very good indeed, and uses it to do her grocery shopping, and if the Orange Line curtails, that it would make her life rather difficult. She agreed that the trolley system is also very good for tourism. She stated that her bigger point is how can they turn this city into a public transport city. She said that they can tell by her accent that she comes from a country where using buses, tubes and trains is for everybody, but here, it's much less, so it would be great if they all get on the buses and use them regularly, and it would be fantastic for the environment. Ms. Grant stated that she's not a very creative person, that she doesn't have a Marketing background, but she knows that they are terrific schools here, and that the children are invested in the environment. She asked if they could partner with some of the schools and have initiatives to get their parents to West Town Mall, or Turkey Creek, and realize that they're not a loser if you ride the bus, that they're somebody who cares about the environment. She stated that the more of us that get on those buses, the better the system will be, thank you very much.

Chair Smith mentioned that people had signed up also for the public forum, and that's at the end. He read off their names to find out if they would like to speak now or at the end. They agreed in the end.

### **III. Approval of Minutes- July 27, 2023**

Chair Smith asked if anyone had any questions about last month's meeting. There were no comments or questions at that time. He entertained a motion to approve the minutes.

Chair Fusco gave the 1<sup>st</sup> motion.

Vice Chair Kirk gave the 2<sup>nd</sup> motion.

Chair Smith asked all those in favor say, "I," Everyone on the board raised their hands. No one opposed.

### **III. Reports A. KTA Chair**

Chair Smith stated that he didn't have any comments. Then he addressed the board and asked if they had any comments or anything they wanted to bring up.

#### **B. Commissioners' Comments**

There were none at this time

#### **C. Staff**

##### **i. City of Knoxville Director of Transit**

Mr. Thorne stated he only had one item. He wanted to talk briefly about the demonstration detour on route 34. He said there was an issue of keeping it running on schedule, especially on the inbound to Knoxville Station. He went on to say that this demonstration detour will allow them to use Summit Hill straight to Dandridge Ave, outbound and inbound and will start this detour on August 28<sup>th</sup>, and will be effective, if board approves, in January. He stated that they will run this route as a demonstration detour to ensure that it works.

Chair Smith asked Mr. Thorne what the main driver for this was.

Mr. Thorne said to make sure that the bus stays on schedule. He stated they're having a difficult time when that bus is heading inbound to Knoxville Station, keeping it on time. He said that was his only item, and that Mr. Burton is not in attendance due to his wife having health issues.

Chair Smith asked if there is motion for new business before they discuss the proposed network. There was no new business.

##### **iii. TPO Transit Planner**

Doug Burton was not in attendance.

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

There was no new business

#### **V. Old Business: Resolution Approving the KAT Reimagined Recommended Network**

Chair Smith stated that they've heard a lot of comments today, but he feels before they have that discussion among the board members, he's like to ask staff if they would give an overview about the whole process, and that he believes they have a preliminary Title VI report related to the proposed network.

Mr. Thorne stated that he's going to turn it over to Mrs. Woodiel-Brill to talk about, or highlight the changes to the recommended network, and that she's also going to talk about the Preliminary Title VI analysis that the board also have.

Mrs. Woodiel-Brill gave a brief description of the process of the KAT Reimagined from step one to now. She talked about how the board voted to shift resources to a 70% ridership and 30% coverage model and that sent the consultants and the KAT staff team back to the table to come up with a draft network based on those percentages. She went on to say that they created a draft proposal, introduced it to the KTA board, and then went back out to the public, and that was phase two of the public engagement, also a pretty extensive engagement process where everybody looked at the Draft Network, and said yes this would be better, no it wouldn't be better for me, yes it would be better for the City overall, or no it wouldn't be better for the City. Those comments were brought back to the board as well as the general survey response. Mrs. Woodiel-Brill stated that there were some things they would like to have some alternatives on, and that was particularly route 23, Broadway Towers, O'Connor Center, and some other minor routing adjustments. She said that they went back after the 2<sup>nd</sup> phase of public engagement and came back with this recommended network that they saw last month, and now they have gone back out to the public to say ok, they heard them, they heard their concerns, are they're closer now, did they get it right. Mrs. Woodiel-Brill continued on saying that is where they are now in this process. She said that she hoped that this was a good process, and that she feels like they've done a lot of engagement and hopes that they have been able to accomplish all they wanted to do with this.

The 1<sup>st</sup> thing Mrs. Woodiel-Brill wanted to cover is Title VI. She stated that with every route change that happens that is significant, that's been considered a major service change, they provide the board with a Title VI analysis. Which is essentially to show the impact of any service change for minority and low-income population, compared with the overall impact of their service area, and are the low-income population affected more with this change, negatively or positively, same with minority populations. Mrs. Woodiel-Brill continued to say that what was sent to them was an overview just so they can get a general sense of the impact of the entire network change. She said that this is not what she would consider a Title VI analysis, that will come to them later if the board decides to approve this plan. She stated they will do a much more in-depth official Title VI analysis when the board looks at route by route detail of the network as they bring that to them. She said that this is the basic overview. That it's a geographic based analysis, and what the consultants did was look at the geographic area of people within a half mile of the network. The network currently and the network that's recommended. Mrs. Woodiel-Brill said that there's a certain number of people affected by that, and then breaking that down geographically they're able to identify through census tracts, how many of those people are low-income, how many are minorities, and what is the comparison with the overall population. She said that the good news is that it's not a significant difference in the overall population vs. the minority population or the low-income population that is affected by these changes. There isn't a specific negative impact on a minority or low-income population by these changes. She said it's pretty equal to the overall population impact. That is the overview of Title VI analysis, again very general. She said that they're going to bring them a lot more in-depth analysis if the board approves the changes and will come back to them with details. She asked if anyone had any questions on Title VI. There were none.

Mrs. Woodiel-Brill stated that she wanted to provide a little more detail about the changes between the Draft and the recommended. She said that some of the highlights they did put in route 23 Millertown into the equation of the final recommended network, that it does go by the O'Connor Center, which it didn't before, so O'Connor, direct to Broadway Towers, and then Washington Pike, all the way out to Walmart, so Washington Pike does have service under this scenario. She said a lot of those concerns they heard specifically from Broadway Towers, people that want to go to Walmart will still have that capacity. Mrs. Woodiel-Brill went on to what they gave up for that was some of the frequency on Sunday, and then pointed out that the charts that were given out depicted that. She referred back to last month's meeting that the board was ok with that compromise to allow the 23 to return weekday service under this recommended network. She said they made some routing changes to better serve Austin-East High School, Inskip Pool, and Main St. Mrs. Woodiel-Brill said that there were some minor tweaks, a road adjustment by one block that was more for safety reasons, but nothing that impacts anybody beyond a block walk. She said to review, once they came back to the recommended bus network, and their consultants ran the numbers again, the access improved overall, which is great,

when they listened to their community and made some changes, everybody wins. Mrs. Woodiel-Brill continued to talk about the 45-minute job access increased from 16% to 19% for overall residents, that was encouraging, and there were other good improvements as well. Low-income residents and residents of color also went up. Low-income residents that increased in 45-minute job access is at 24%, previously it was 20%, and residents of color is at 26%, and previously, it was 24%. This is the overall network.

Mr. Thorne asked the board if they had any questions.

Commissioner Brakewood had a question for Mrs. Woodiel-Brill. She asked is this proposed network for general placement for the routes but does not include things at the level of the timetable nor the exact placement of how many stops and where the stops will be.

Mrs. Woodiel-Brill answered, yes. She said what the board would approve under the resolution concept would be the routes, the frequencies and span of time. This is saying that they want a network that runs in these places, runs during these hours, and operates on these frequencies during these times of day, and days of the week, and if the board decides to approve this plan, KAT staff will be going route by route designing bus stop locations, timepoint locations, coming up with what the time-table will be, and will be able to look at how the time-table of one route will interact with another route, so to be able to put the whole thing together. She said that this board will see all of that along with the in-depth Title VI analysis next year, and to do kind of another final review and let the public really see the detail impacts of that, so that will be next year, if the board approves the plan.

Commissioner Brakewood said, thank you, and asked if she could follow-up on that. She asked at the level of detail, for example, the comments they've heard about the O'Connor Center, pulling into a parking lot vs. not, does that come later, with that level of where that exact stop is, or if it's deviating off from the road, or is that now.

Mrs. Woodiel-Brill said they tried their best to make the route themselves what they proposed the routes to be, but they will be timing everything to see if there is any flexibility anywhere and what those impacts might be of making any changes beyond the changes for the recommended network, and these are things they will definitely look at. They'll just have to see what's feasible.

Chair Smith asked Mr. Thorne, or Mrs. Woodiel-Brill if one of them wouldn't mind reading the resolution, for the public at home could hear.

Mr. Thorne read the resolution out loud as follows:

A Resolution of the Knoxville Transportation Authority (KTA) approving the KAT Reimagined Recommended Network Plan.

WHEREAS, the KTA has jurisdiction over Knoxville Area Transit (KAT) routes; and

WHEREAS, KAT and The Knoxville-Knox County TPO have conducted a multi-phased planning process called KAT Reimagined, which asked the public through an extensive public engagement process what type of transit service was desired; and

WHEREAS, based upon that public engagement, the board voted to create a plan which shifted resources to a 70% ridership/30% coverage network; and

WHEREAS, a draft network was created based upon that, which went out to the public for a phase 2 of public engagement, and

WHEREAS the KTA received all comments as well as an analysis of the most common concerns from that second round of public engagement on the draft network, and

WHEREAS, the network was adjusted based on the concerns expressed, resulting in a Recommended Network with those changes which then went back out to the public, and

WHEREAS, the KTA has held a public hearing to receive comments on the Recommended Network, and

WHEREAS, the KTA has seen a preliminary Title VI analysis of the impacts of this Recommended Network with the understanding that a full Title VI analysis will be provided with the more detailed route proposals,

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

Section 1: the Knoxville Transportation Authority (KTA) approves the Recommended Network as presented

Section 2: The KTA and the public will see more detailed versions of all routes and schedules from the Recommended Network once those are complete and will be asked to approve the detailed package of routes and schedules from the Recommended Network. The estimated implementation date of a new network will be August 2024.

Chair Smith thanked Mr. Thorne and wanted it to be helpful to the board on what they're voting on later today. Then turned it over to Attorney Lawhorn.

Attorney Lawhorn wanted to follow up with the question Commissioner Brakewood asked; referring to coming back with further consideration of the bus stops. He stated that this body approves routes. Typically, staff makes the determination of bus stops because so much of that is directed by traffic, conditions, and safety, so the board is approving routes. He stated he didn't want anyone to believe at some point they'll be voting on the actual location of stops themselves.



Mr. Thorne added that they'll see the stops once they give them the maps and the timetables.

Commissioner Simmons said he was curious about what Mr. Feller spoke of earlier about Kingston Pike going down one way one hour and coming another way the next. He inquired if that could be looked at, if that's feasible.

Mr. Thorne said that if it would be feasible, it would be very hard to educate the public on alternating between Sutherland and Kingston Pike back and forth. He said that would be the hard part, and said when he wasn't there, he knows that they had routes in the past that did this and it was hard to educate the public on if the route is going on Sutherland, or is it going on Kingston Pike.

Commissioner Simmons stated that he's with the people of the O'Connor Center. If there's any way to pull that bus in and cut 150 yards out from Winona St. to the front door, he'd like that to be looked at when they start looking at stops. He thinks that's important.

Chair Smith stated that he wants to make a brief comment on what the next steps are, and that it is a process, and they'll never be done, and that they've just reviewed changes to route 34 earlier, so they won't get this perfect if they rely on public feedback to keep tweaking, so even after the final bus stops are identified, they'll be room for adjustments as well. He said that it's really important that there will be stages of this and implementation of this won't be until August of 2024. Chair Smith said that didn't make any of the critiques less valuable, he's just saying that this is never done and set in stone. He thinks that it's important to remember, and it's something that he appreciates by this staff without their knowledge, obviously collects more feedback than they do, and make changes accordingly to them so the advocacy can continue. He said another thing that he'd like to say as a general disclaimer, that this is a change to improve a network with zero more dollars. So, this is a cost neutral adjustment to a network to increase ridership, to increase expediency for more job access, low-income people without a car, and 80% more people within a 15-minute service. He said that with him being a City Council member, advocate to your city council, and to the mayor, if you'd like to see more budget added to KAT, because they're working with odd dollars. He stated that the board doesn't approve the budget for KAT, and can work with what they have, and take direction from staff and feedback from the public, but they don't always get to choose where dollars are added. He stated that this will be an ongoing process, so they will need to collect priorities for, or if they get more budget, what are the top 1, 2, 3, or 4 things. He thinks that there have been consistent comments around the O'Connor Center, Sequoyah Hills, the trolleys, but it's not necessary a dollar thing per se, but he does think that if there's value to it, they shouldn't lose it, if they can keep it, but he wanted to make sure that the public is aware that they aren't adding any more money to the system. Then he asked if there were further comments or questions from the commissioners.

Commissioner Fusco asked to talk a little more about the Downtown Connector. He stated that there are a lot of cities that have gone to that, and have been successful, and as the city grows, and expands, is there any consideration to expand it in the future as the footprint of the city grows. He stated he understands some people and their concerns, as they want to be a city that attracts tourists, how could they continue to provide for those folks and to build on tourism.

Mr. Thorne said that it's obviously an opportunity in the future to expand the Downtown Connector. They'd have to look at it as the city grows. That there's always a possibility.

Mrs. Woodiel-Brill said she would like to add that one of the benefits to this network change is to think about transit differently. She noted that if you're a visitor downtown, and they've made a few changes to the network itself, where you could be downtown, and take the Central bus straight to Happy Holler. The choices have expanded in a way, if you just think of it differently. She said she thinks that part of what they're trying to wrap their heads around to is as the visitor experience, are there benefits to looking at how to pitch the system to expand beyond just a shuttle downtown. Expanding the Downtown Connector is something they can look at in the future, but she thinks also opening the entire transit system to our visitors provides a lot more opportunities for them and the businesses in places they might not go to otherwise.

Commissioner Fusco stated that he totally agrees, and how they market that and how they communicate that to our visitors and to our hotels will be critical. Then he asked if they still from a cost standpoint, is that something that's still part of the process as far as the Downtown Connector concerned.

Mr. Thorne said right now they're thinking of ways to continue making the Downtown Connector free. He stated that they're looking for partnerships in helping them pay for that to make it free.

Chair Smith asked for any other comments from the commissioners. There were none, but Chair Smith had a couple of comments. He directed his attention to Ms. Grant and told her that his kids had ridden the route 40 bus by themselves a couple of times, and he's going to tell them what she said, and that he appreciates that. He thinks that it's important to highlight, that kids ride free in this city, and he would be taking students from South Doyle Middle School to a neighborhood nearby with KAT staff, and others in September to make sure they know that they can ride the bus to school. He said that he wants to generally say that pedestrian infrastructure is required, so please continue to advocate for sidewalks and pedestrian friendly walkways, particularly for those with mobility issues. He stated that they've had a lot of discussions around how the bus can

get close, but if there's no margin on the side of the road to walk on, it's dangerous and won't do them any good to ride safely to a dangerous walk. He asked the public to beat that drum to advocate to their local representative including the mayor on pedestrian infrastructure. He added that it's been really interesting for him, that he's been to every public meeting that was held about this, and the 1<sup>st</sup> half of that chapter was the shock of the change. Chair Smith said that it's really nice to see individuals come up that are concerned about not having their bus, and that the staff has really done a great job explaining, actually their commute is faster, and that they'll have 2 buses instead of three, so it's been interesting to see their knowledge to make people aware that it's going to improve the overall macro level pedestrian and ridership for that. He also thinks that there were more than 13 minor changes, but all the changes between the 1<sup>st</sup> network and the 2<sup>nd</sup> network were so different and got down to the O'Connor Center that they were going beside it, now they're chipping away at it going to the front door. He then asked again if there were any further discussion or comments. With that, he will take a motion to approve or deny the resolution.

Commissioner Fusco made the 1<sup>st</sup> motion to approve.

Commissioner Nabors gave the 2<sup>nd</sup> motion.

Chair Smith asked for any discussion that hasn't been related to the public comments or conversations between Commissioners. He asked all those in favor to say, "I". All members of the board raised their hands. Chair Smith asked if any opposed. There were none. He said the "I's" have it. He continued to say that in terms of next steps, he thinks they mentioned a little bit about it, and wanted staff to elaborate.

Mrs. Woodiel-Brill said that they as a staff are going to get together and have their kick off meeting and action plan, so they're going to start going individually by every route, develop that draft, route, timetable, details, and after they start putting all of those together, and get a sense of the real timing, the real budget, and make sure that everything works like they want it to work, and all of that will be packaged together along with Title VI analysis, and the board will see that probably Spring, possibly February, March of next year. Then to be safe, should involve a public hearing process so that the public can really understand the true implications of their commute, and if the board approves that packet of routes, then they would go on to implementation, which means new bus stop signs, printed schedules, new website information, new everything, new network. Then she said that they will begin the challenge of communicating those changes to the public.

Chair Smith said speaking of communicating those changes, he asked if they're going to keep [katreimagined.com](http://katreimagined.com) alive, and can they continue to provide updates on the website, since that's the drum they've been beating for 2 years.

Mrs. Woodiel-Brill asked a good question. She said that she'll check on that because it was a consultant created site, so they'll check on that. She stated they may be able to give access to them so they can have that.

Commissioner Simmons asked if there were two bus lines that went to Walmart at the same time.

Mrs. Woodiel-Brill explained that currently they have a similar situation where route 33 goes up to that area, and then becomes the 23. Those route interconnect on the East side, so both the 33 and 23 can get to Walmart.

Chair Smith said he feels that keeping that website active will still draw attention to the same place that they've been drawing attention to. He said that it would be really valuable to do that.

Mr. Thorne said that they'll ask, and if they can have it moved to make sure that it's still available to everyone. He stated that there will be a huge training effort on their part to train customers on these new routes. Where they're living, where they're trying to get to, and take on the effort in June or July of next year leading into August 24<sup>th</sup> implementation. Mr. Thorne stated that there will be extensive training that they'll provide.

Chair Smith asked for any comments. There were none. He said to close this off, he thinks that the board and the staff have shown the ability to listen and change, and everyone that had advocated for the last 2 years, including those who have showed up and spoke today. He said to continue to advocate for those things, they will respond accordingly.

## **VI. Public Comment**

Chair Smith asked if anyone that had signed up for the Public Comment would like to speak.

Mr. Griffin said that he'd like to stay for route 30.

Chair Smith told him thank you and asked for Sharon McKibbon to come up to speak.

Sharon McKibbon stated that the Public Building Authority had made the decision to close the restrooms at Knoxville Station at 10pm. She said that many of the routes last line-ups are at 11:15pm, and having the restroom closed is a disservice for passengers, and it's inhumane. She is asking KAT to speak with Jayne Burritt and make the arrangements to have the restrooms available later. She said that a platform supervisor told her that there have been many drug overdoses. She mentioned that this happens 24/7, 52 weeks (about 12 months) a year, and 10pm has nothing to do with that. Then she had a request to return the Sunday service to the 2020-2021 levels, making them leave later than 5:15pm.

Chair Smith thanked her, and asked if there was anyone else that would like to speak. No one answered. He said without any other discussion, this meeting is adjourned.

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

The next meeting was set for August 24th, at 3:00 p.m. at the City County Building Main Assembly Room.

Respectfully submitted,  
Analisa R. Valentine  
KTA Recording Secretary

**City of Knoxville**  
**Schedule of Revenues & Expenses Compared to Budget**  
**June 2023**

	Current Year:					Prior Year:	
	Original Budget	Current Budget	Actual	Variance		Actual - Prior Year	Variance
<b>Revenue</b>							
Charges for Service							
Farebox & Pass Revenue	\$ 550,000	\$ 550,000	\$ 657,389	\$ 107,389	119.53%	\$ 609,841	\$ 47,548
Ticket Sales	532,830	532,830	416,115	(116,715)	78.10%	341,543	74,572
Miscellaneous Subsidies - KAT	90,000	90,000	65,000	(25,000)	72.22%	65,000	-
Football Shuttle	150,000	150,000	111,250	(38,750)	74.17%	92,011	19,239
Charter Fees	20,500	20,500	17,550	(2,950)	85.61%	28,450	(10,900)
UT Trolley Subsidy	88,150	88,150	88,150	-	100.00%	88,150	-
Miscellaneous Revenue	3,500	3,500	3,788	288	108.23%	2,090	1,698
Total Operating Revenue	<u>1,434,980</u>	<u>1,434,980</u>	<u>1,359,242</u>	<u>(75,738)</u>	<u>94.72%</u>	<u>1,227,085</u>	<u>132,157</u>
Non-Operating Revenues							
Federal Grants	-	-	4,349,596	4,349,596	-	17,660,956	(13,311,360)
State Contribution	3,462,800	3,462,800	6,585	(3,456,215)	0.19%	3,434,514	(3,427,929)
Transit Grant Revenues	10,968,700	10,968,700	5,674,982	(5,293,718)	51.74%	4,796,662	878,320
General Fund Transfer	9,838,500	10,075,500	13,587,323	3,511,823	134.86%	17,999,669	(4,412,346)
Total Non-Operating Revenues	<u>24,270,000</u>	<u>24,507,000</u>	<u>23,618,486</u>	<u>(888,514)</u>	<u>96.37%</u>	<u>43,891,801</u>	<u>(20,273,315)</u>
Total Revenue	<u>\$ 25,704,980</u>	<u>\$ 25,941,980</u>	<u>\$ 24,977,728</u>	<u>\$ (964,252)</u>	<u>96.28%</u>	<u>\$ 45,118,886</u>	<u>\$ (20,141,158)</u>
<b>Expenditures</b>							
Personal Services							
Wages, Taxes, & Retirement Contributions	\$ 15,643,290	\$ 14,343,290	\$ 13,990,670	\$ 352,620	97.54%	\$ 13,192,943	\$ 797,727
Employee Group Insurance/Benefits	4,158,020	4,158,020	3,853,042	304,978	92.67%	3,856,696	(3,654)
Total Personal Services	<u>19,801,310</u>	<u>18,501,310</u>	<u>17,843,712</u>	<u>657,598</u>	<u>96.45%</u>	<u>17,049,639</u>	<u>794,073</u>
Administrative Expenses							
Supplies	435,210	520,400	325,722	194,678	62.59%	311,921	13,801
Services	2,274,790	4,071,600	4,532,016	(460,416)	111.31%	3,299,701	1,232,315
Total Administrative Expenses	<u>2,710,000</u>	<u>4,592,000</u>	<u>4,857,738</u>	<u>(265,738)</u>	<u>105.79%</u>	<u>3,611,622</u>	<u>1,246,116</u>
Fleet Expenses							
Fleet Supplies	5,000	5,000	4,025	975	80.50%	-	4,025
Parts	450,000	38,800	3,592	35,208	9.26%	95,125	(91,533)
Fuel/Oil/Fluids	2,248,520	2,314,720	2,268,661	46,059	98.01%	2,080,158	188,503
Total Administrative Expenses	<u>2,703,520</u>	<u>2,358,520</u>	<u>2,276,278</u>	<u>82,242</u>	<u>96.51%</u>	<u>2,175,283</u>	<u>100,995</u>
Total Expenditures	<u>\$ 25,214,830</u>	<u>\$ 25,451,830</u>	<u>\$ 24,977,728</u>	<u>\$ 474,102</u>	<u>98.14%</u>	<u>\$ 22,836,544</u>	<u>\$ 2,141,184</u>
Excess (Deficiency) of Revenues Over Expenses			<u>\$ -</u>			<u>\$ 22,282,342</u>	<u>\$ (22,282,342)</u>



KNOXVILLE AREA TRANSIT  
**ROUTE PERFORMANCE REPORT**  
 July, 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	21,208	13.4%	26,370	13.3%	2,210	14.9%	0.80	9.59
12	Western Ave	15,013	9.5%	17,132	8.7%	1,291	8.7%	0.88	11.63
13	Beaumont	960	0.6%	1,722	0.9%	126	0.8%	0.56	7.64
16	Cedar Bluff Connector	3,097	2.0%	4,594	2.3%	362	2.4%	0.67	8.55
17	Sutherland/Bearden	5,671	3.6%	8,921	4.5%	688	4.6%	0.64	8.25
19	Lakeshore/Lonas Connector	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
20	Central Ave/Clinton Hwy	10,376	6.6%	12,190	6.2%	750	5.1%	0.85	13.84
21	Lincoln Park	2,633	1.7%	4,318	2.2%	339	2.3%	0.61	7.76
22	Broadway	24,690	15.6%	17,791	9.0%	1,318	8.9%	1.39	18.74
23	Millertown	3,917	2.5%	7,460	3.8%	627	4.2%	0.53	6.25
24	Inskip/Breda Rd	2,512	1.6%	6,110	3.1%	442	3.0%	0.41	5.69
30	Parkridge	3,177	2.0%	3,219	1.6%	253	1.7%	0.99	12.54
31	Magnolia Ave.	16,956	10.7%	12,734	6.4%	1,071	7.2%	1.33	15.83
32	Dandridge	5,459	3.5%	6,829	3.5%	438	3.0%	0.80	12.46
33	M.L.K.	3,604	2.3%	7,053	3.6%	553	3.7%	0.51	6.52
34	Burlington	4,897	3.1%	10,089	5.1%	690	4.7%	0.49	7.10
40	South Knoxville	2,526	1.6%	9,996	5.1%	708	4.8%	0.25	3.57
41	Chapman Hwy	16,699	10.6%	13,529	6.8%	828	5.6%	1.23	20.18
42	UT/Ft Sanders Hospitals	4,439	2.8%	3,375	1.7%	421	2.8%	1.32	10.54
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Vestal	4,052	2.6%	9,278	4.7%	648	4.4%	0.44	6.26
90	Crosstown	6,281	4.0%	14,901	7.5%	1,054	7.1%	0.42	5.96
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>158,167</b>		<b>197,610</b>		<b>14,815</b>		<b>0.80</b>	<b>10.68</b>
82	Trolley (Orange Line)	6,885	27.0%	4,161	39.4%	663	41.8%	1.65	10.39
84	Trolley (Green Line)	7,867	30.8%	2,076	19.7%	352	22.2%	3.79	22.35
86	Trolley (Blue Line)	10,778	42.2%	4,317	40.9%	570	36.0%	2.50	18.91
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>25,530</b>		<b>10,555</b>		<b>1,585</b>		<b>2.42</b>	<b>16.11</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>183,697</b>		<b>208,165</b>		<b>16,400</b>		<b>0.88</b>	<b>11.20</b>
<b>LIFT SERVICE</b>		<b>6,212</b>		<b>42,246</b>		<b>3,110</b>		<b>0.15</b>	<b>2.00</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>189,909</b>		<b>250,411</b>		<b>19,510</b>		<b>0.76</b>	<b>9.73</b>
<b>TOTAL CHARTER SERVICES</b>		<b>163</b>		<b>60</b>		<b>21</b>		<b>2.72</b>	<b>7.95</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>190,072</b>		<b>250,471</b>		<b>19,531</b>		<b>0.76</b>	<b>9.73</b>



KNOXVILLE AREA TRANSIT

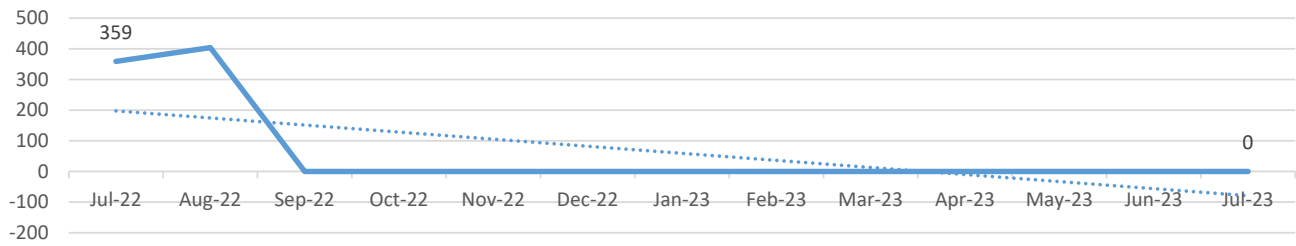
**SYSTEM PERFORMANCE REPORT**

July, 2023

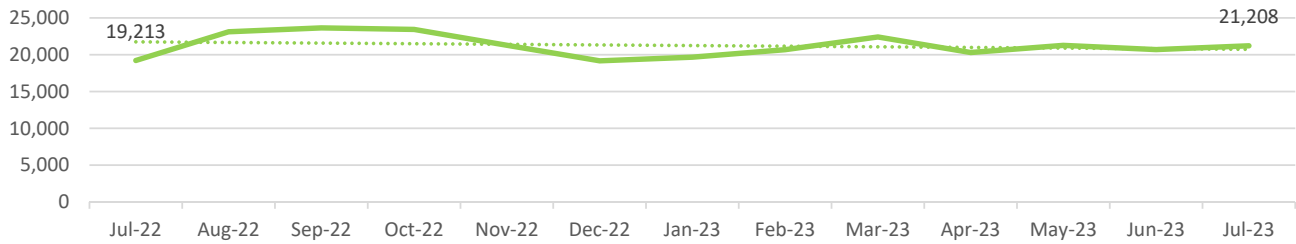
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	This Year	Last Year	Change	This Year	Last Year	Change
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	183,697	196,364	-6%	183,697	196,364	-6%
System Generated Revenue				\$61,033	\$94,324	-35%
Revenue Veh. Miles	208,165	214,094	-3%	208,165	214,094	-3%
Revenue Veh. Hours	16,400	17,221	-5%	16,400	17,221	-5%
Passengers/Mile	0.88	0.92	-4%	0.88	0.92	-4%
Passengers/Hour	11.20	11.40	-2%	11.20	11.40	-2%
Preventable Accidents	8	14	-43%	8	14	-43%
Mechanical Road Calls	27	32	-16%	27	32	-16%
Accidents/100,000 Miles	3.84	6.54	-41%	3.84	6.54	-41%
Miles/Road Failure	7,710	6,690	15%	7,710	6,690	15%
<b>DEMAND RESPONSE</b>						
				0		
Total Passengers	6,212	6,213	-0%	6,212	6,213	0%
System Generated Revenue				\$7,704	\$10,065	-23%
Revenue Veh. Miles	42,246	40,800	4%	42,246	40,800	4%
Revenue Veh. Hours	3,110	2,859	9%	3,110	2,859	9%
Passengers/Mile	0.15	0.15	-3%	0.15	0.15	-3%
Passengers/Hour	2.00	2.17	-8%	2.00	2.17	-8%
Preventable Accidents	5	1	400%	5	1	400%
Mechanical Road Calls	2	3	-33%	2	3	-33%
Accidents/100,000 Miles	11.84	2.45	383%	11.84	2.45	383%
Miles/Road Failure	21,123	13,600	55%	21,123	13,600	55%
<b>CHARTER SERVICE</b>						
				0		
Charters	163	131	24%	163	131	24%
Sports Charters	0	0	0%	0	0	0%
Total Passengers	163	131	24%	163	131	24%
Revenue						0%
Football Shuttle Charters				\$0	\$0	0%
Trolley Charters				\$1,950	\$0	0%
Total Miles	60	31	94%	60	31	94%
Total Hours	20.5	9.5	116%	21	10	116%



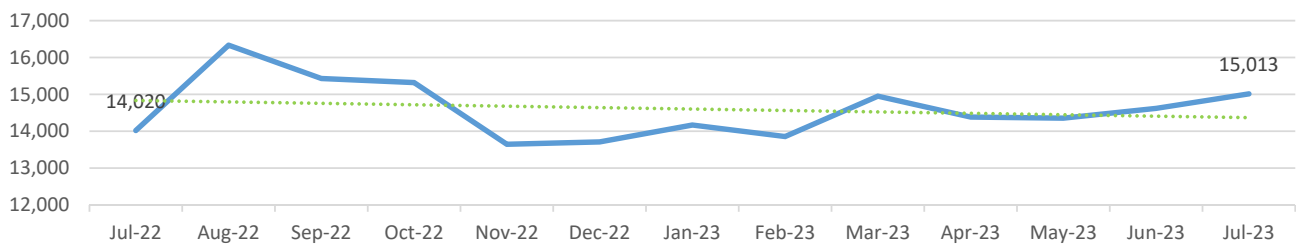
### 10 - Sequoyah Hills



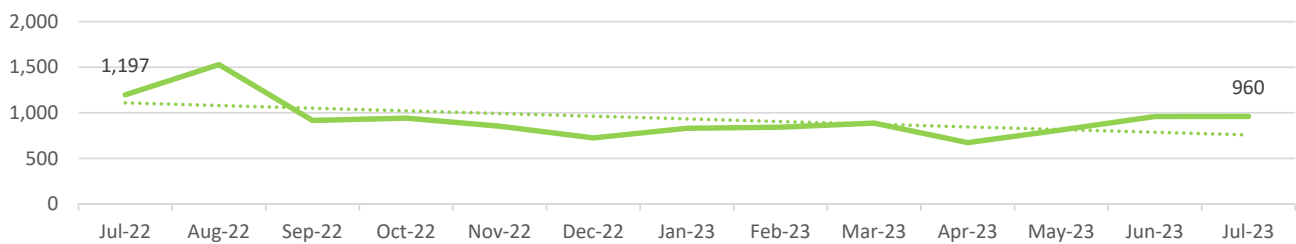
### 11 - Kingston Pike



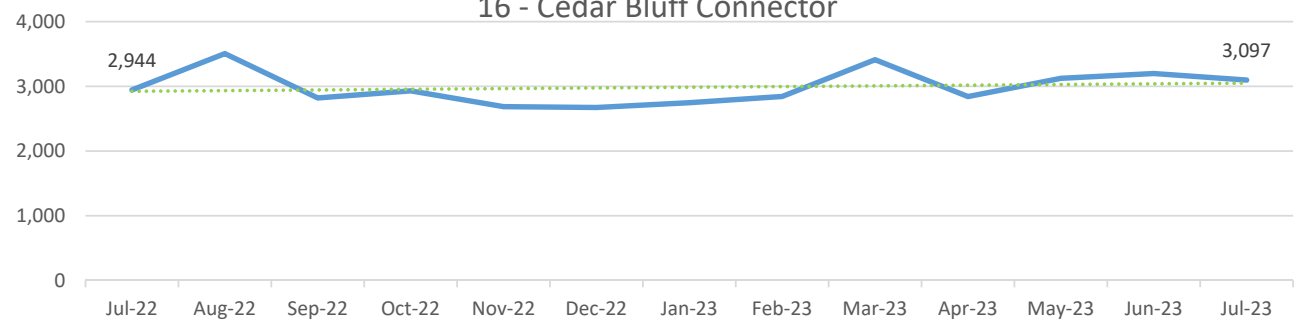
### 12 - Western Ave

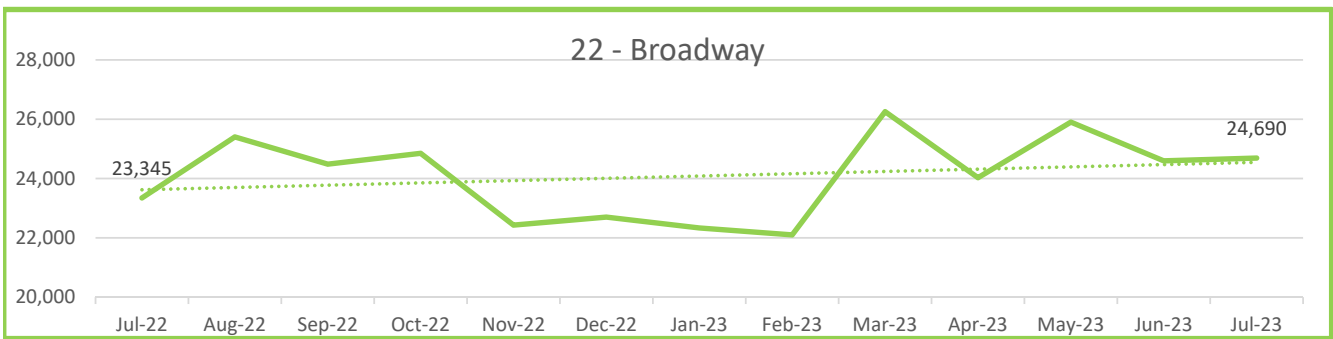
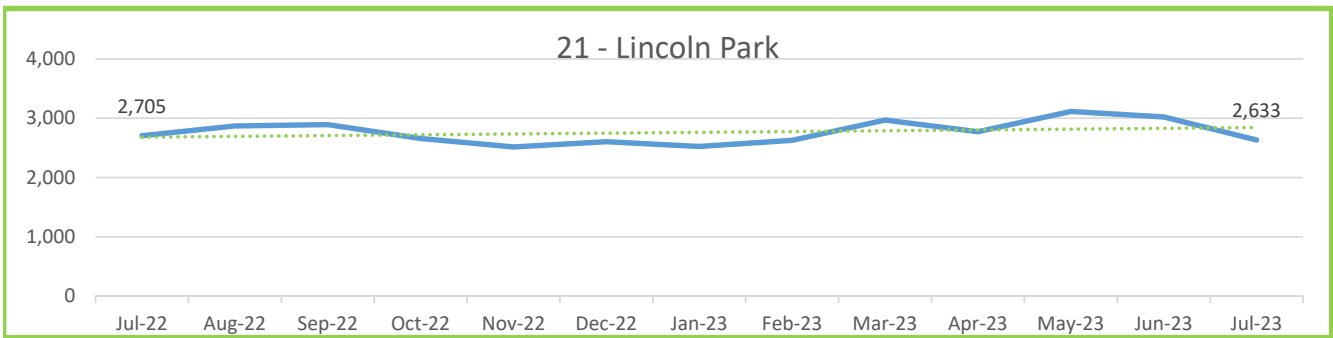
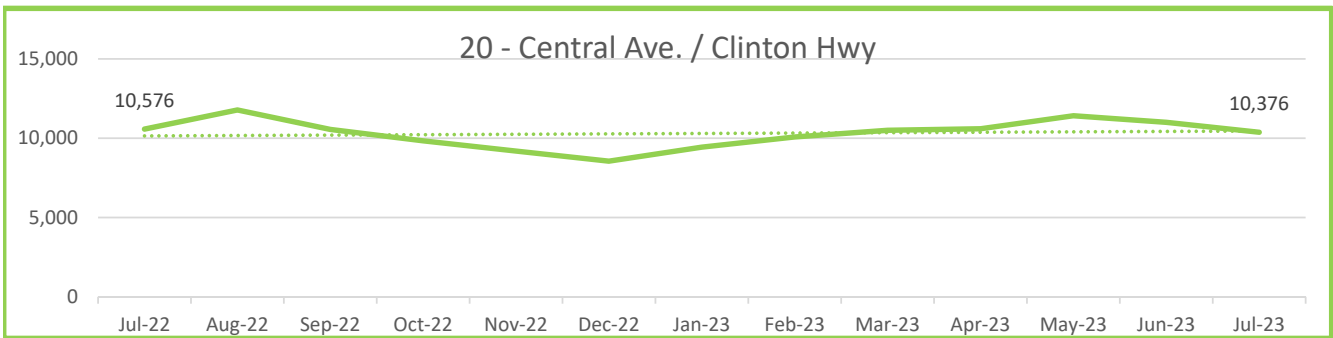
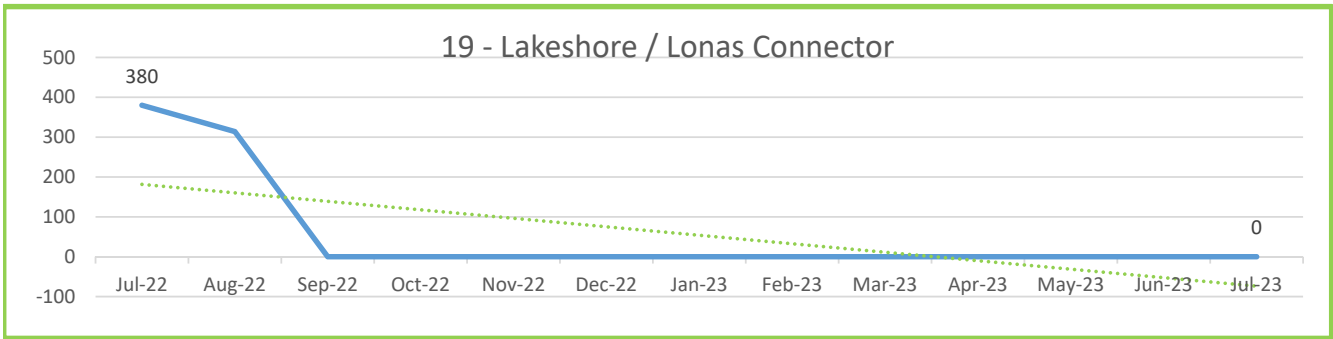
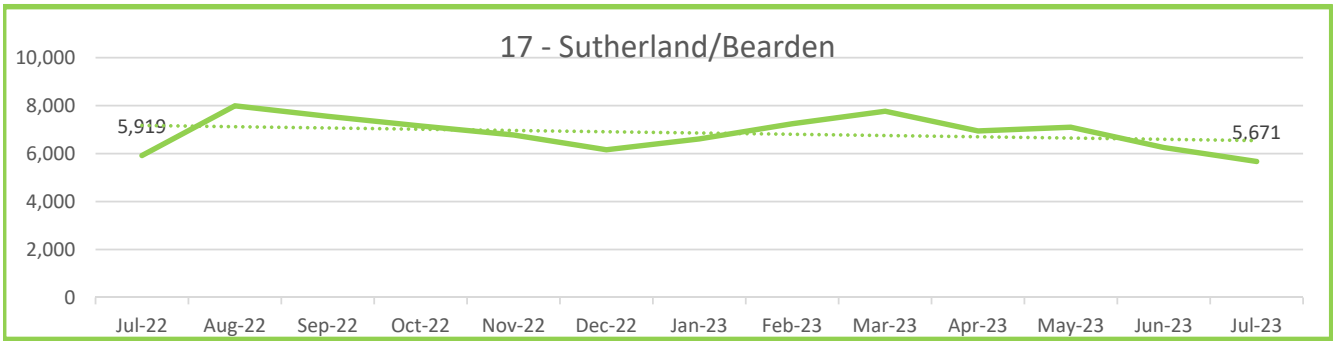


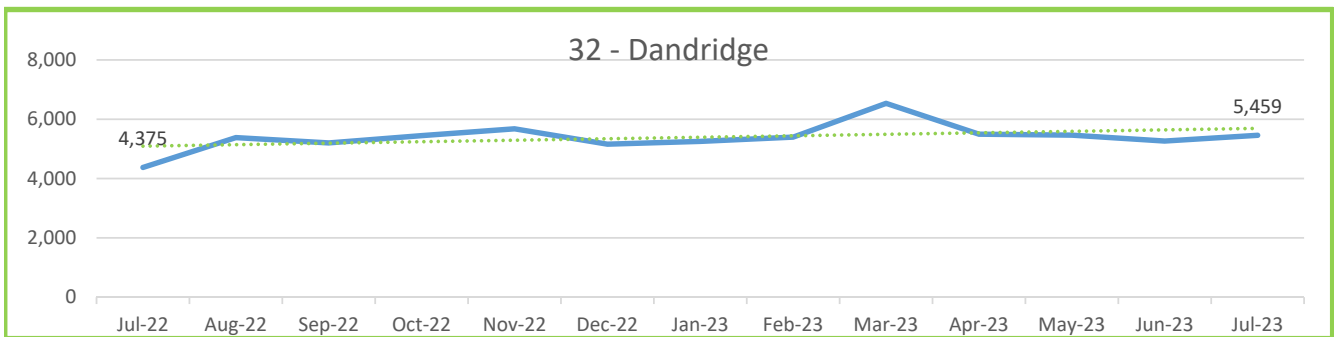
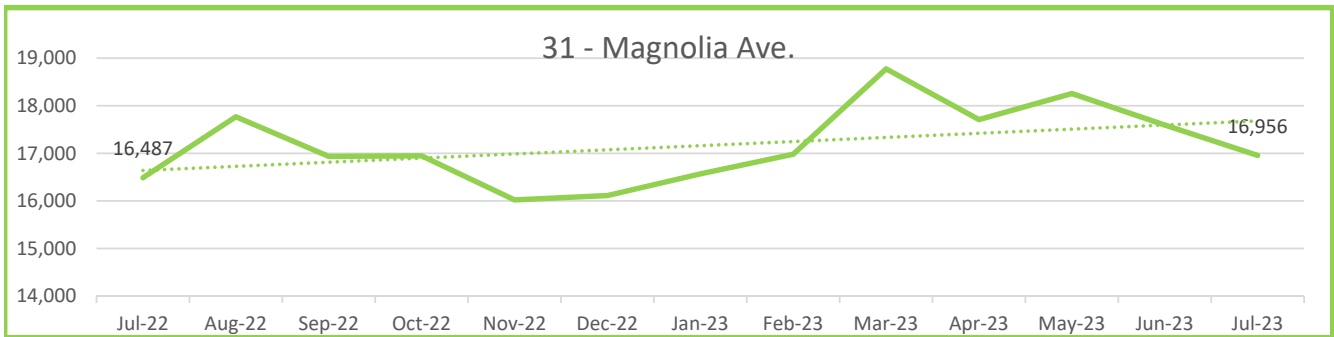
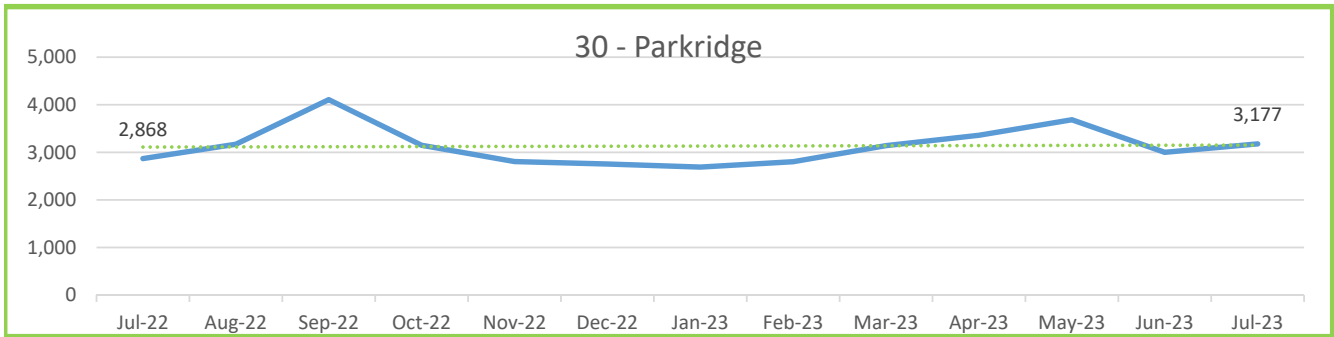
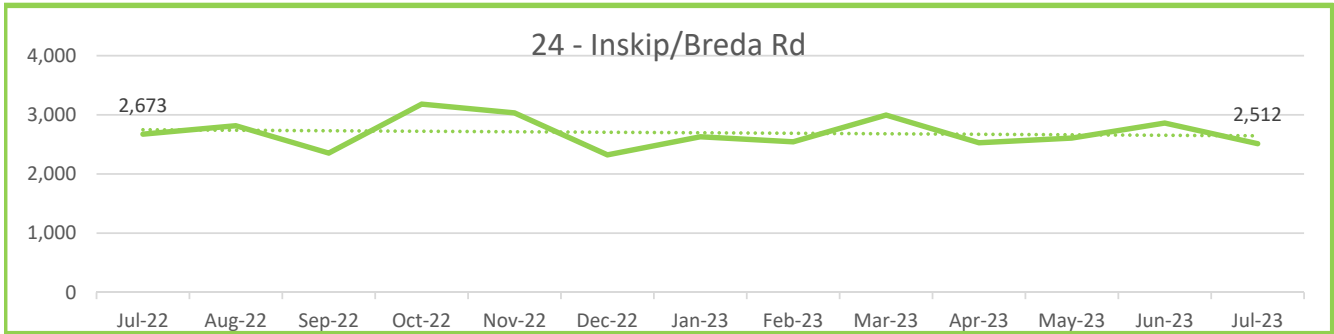
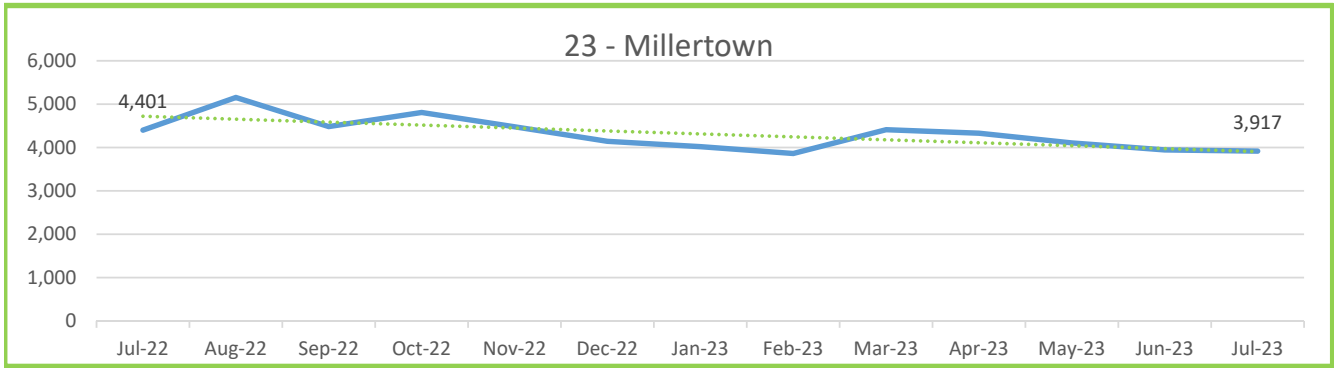
### 13 - Beaumont

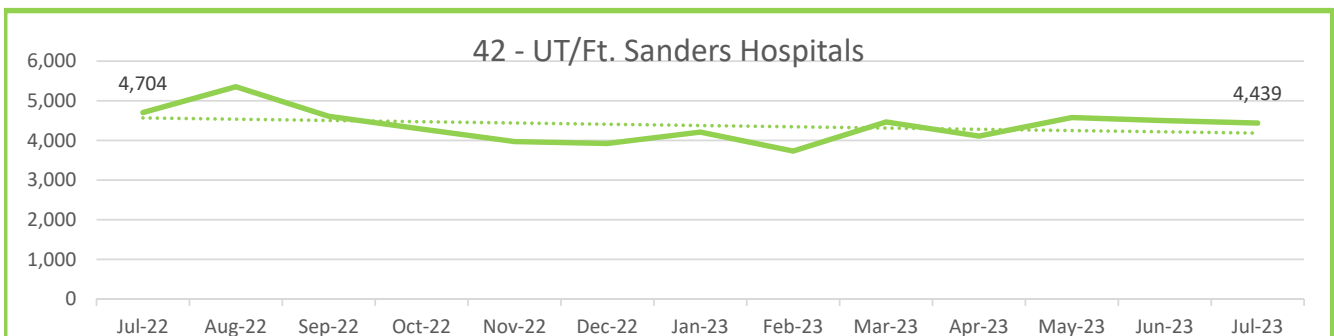
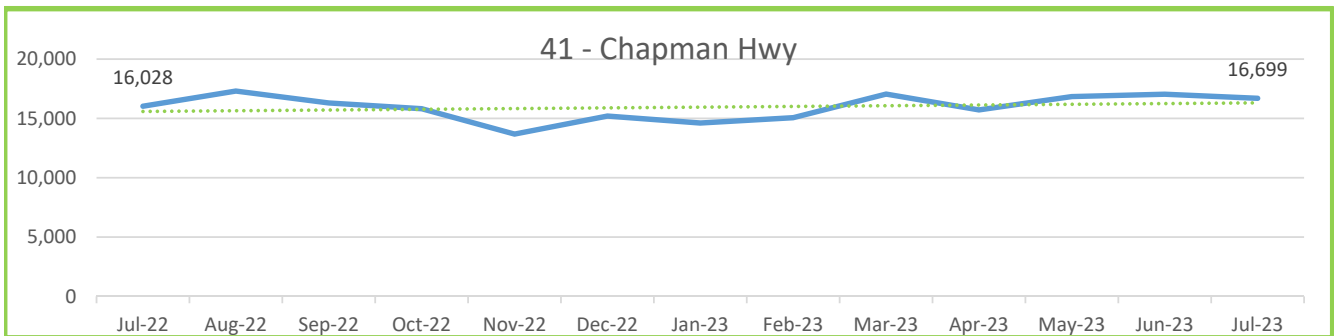
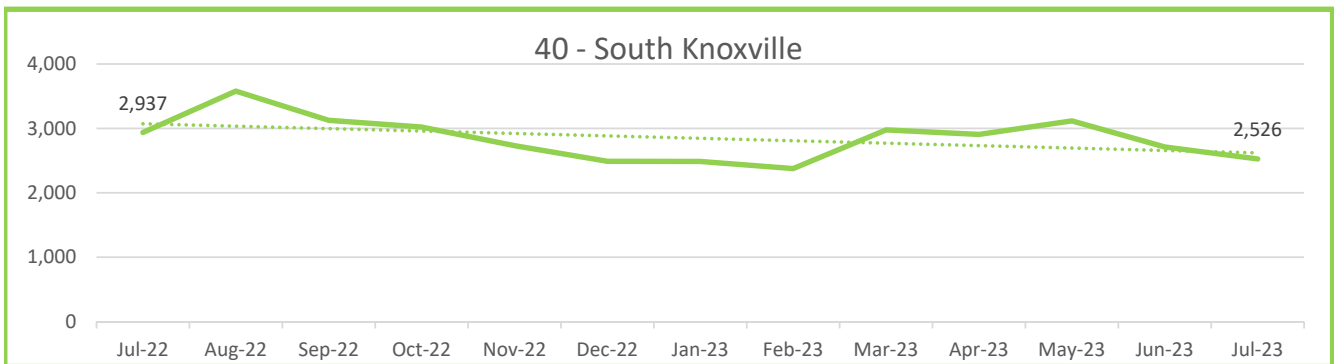
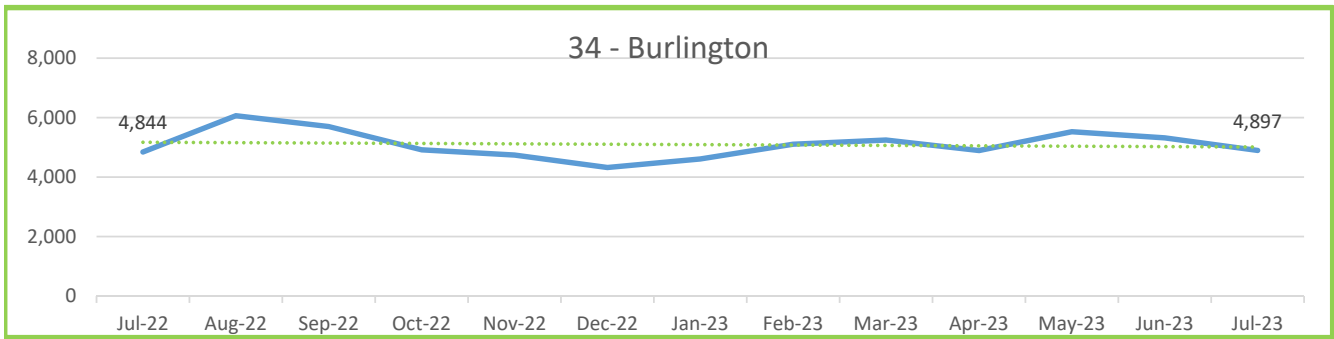
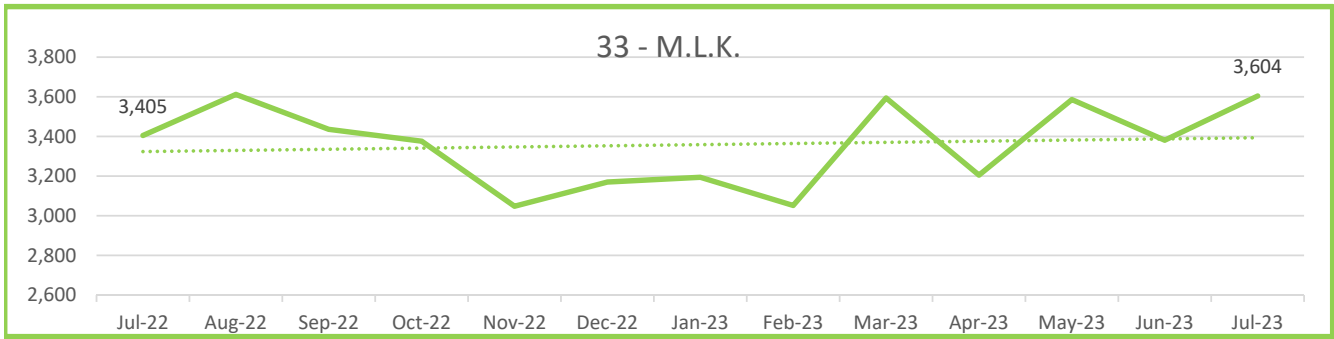


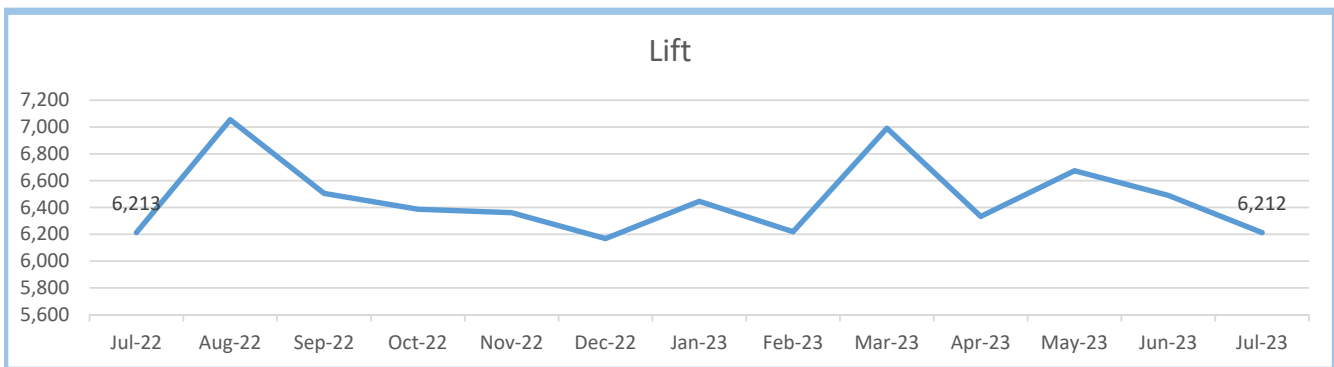
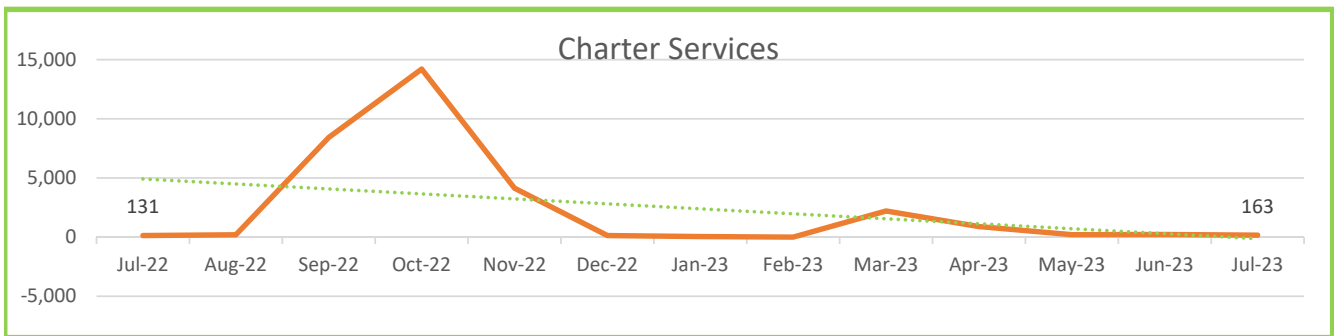
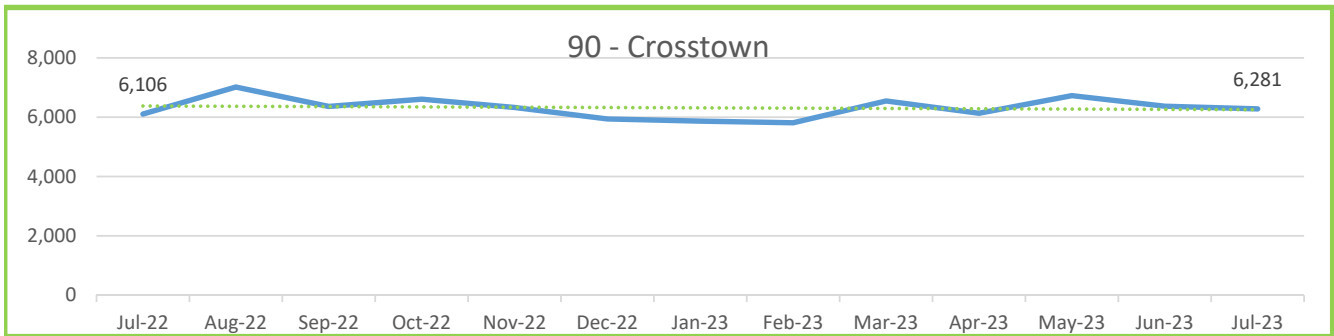
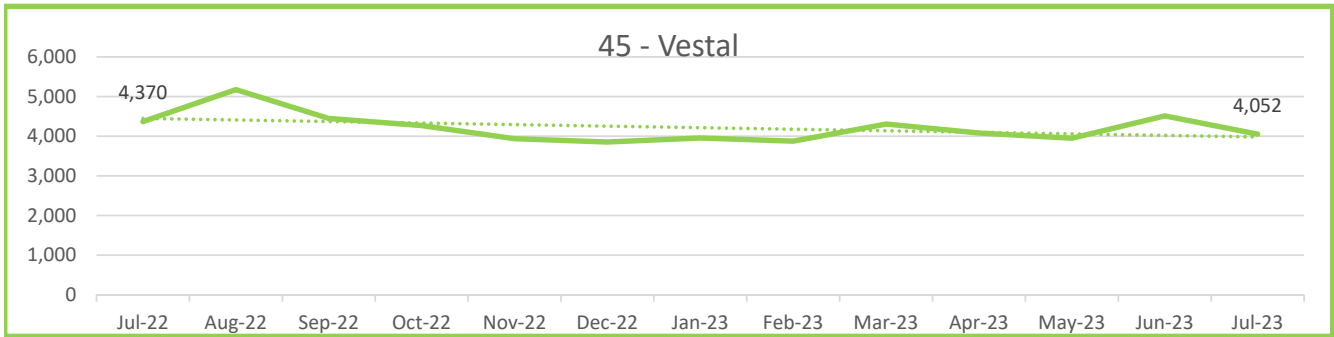
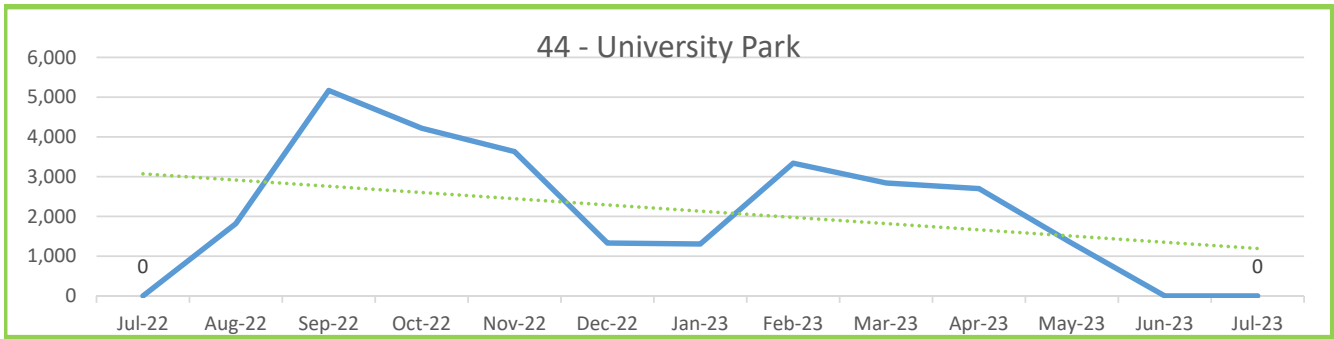
### 16 - Cedar Bluff Connector



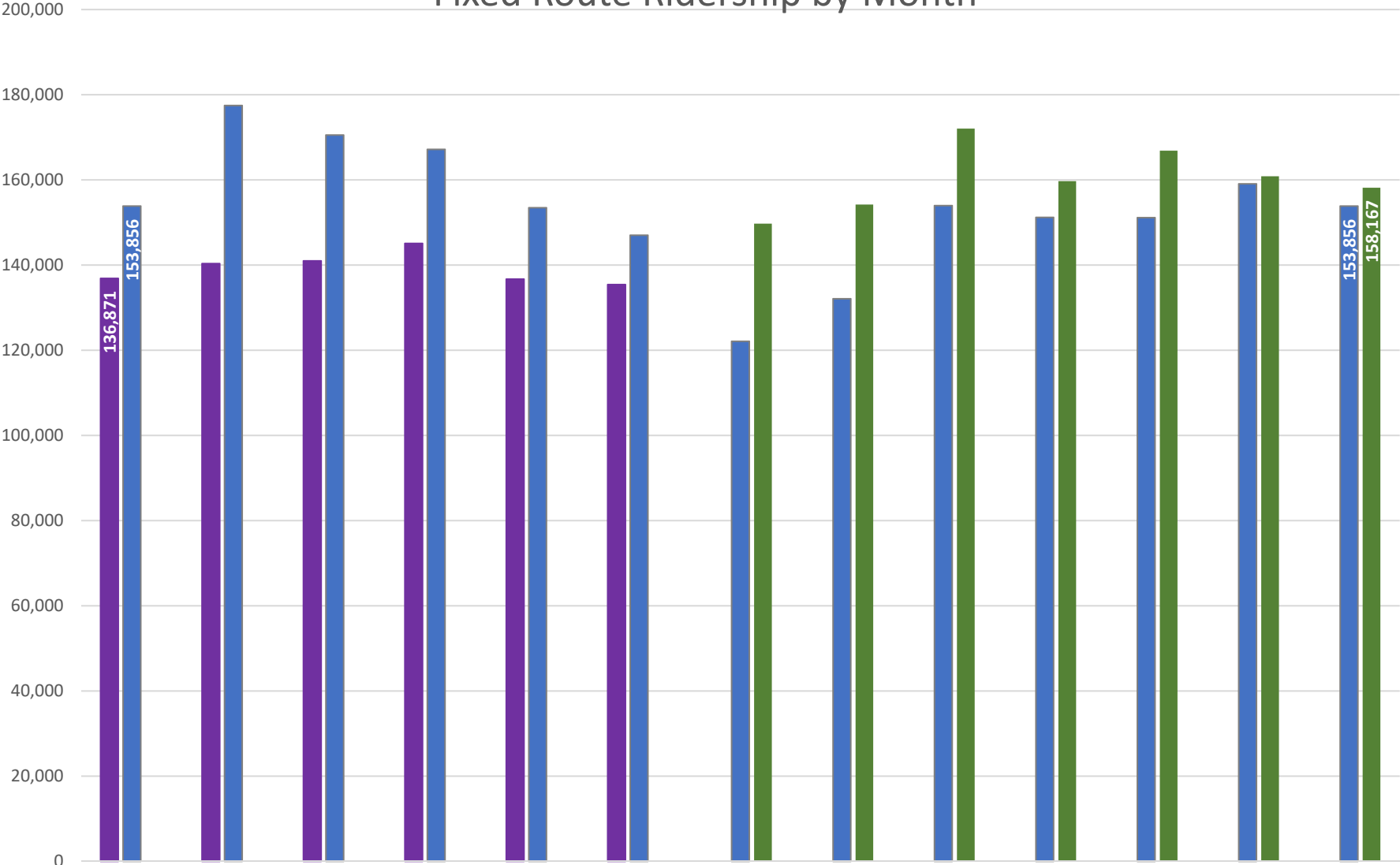






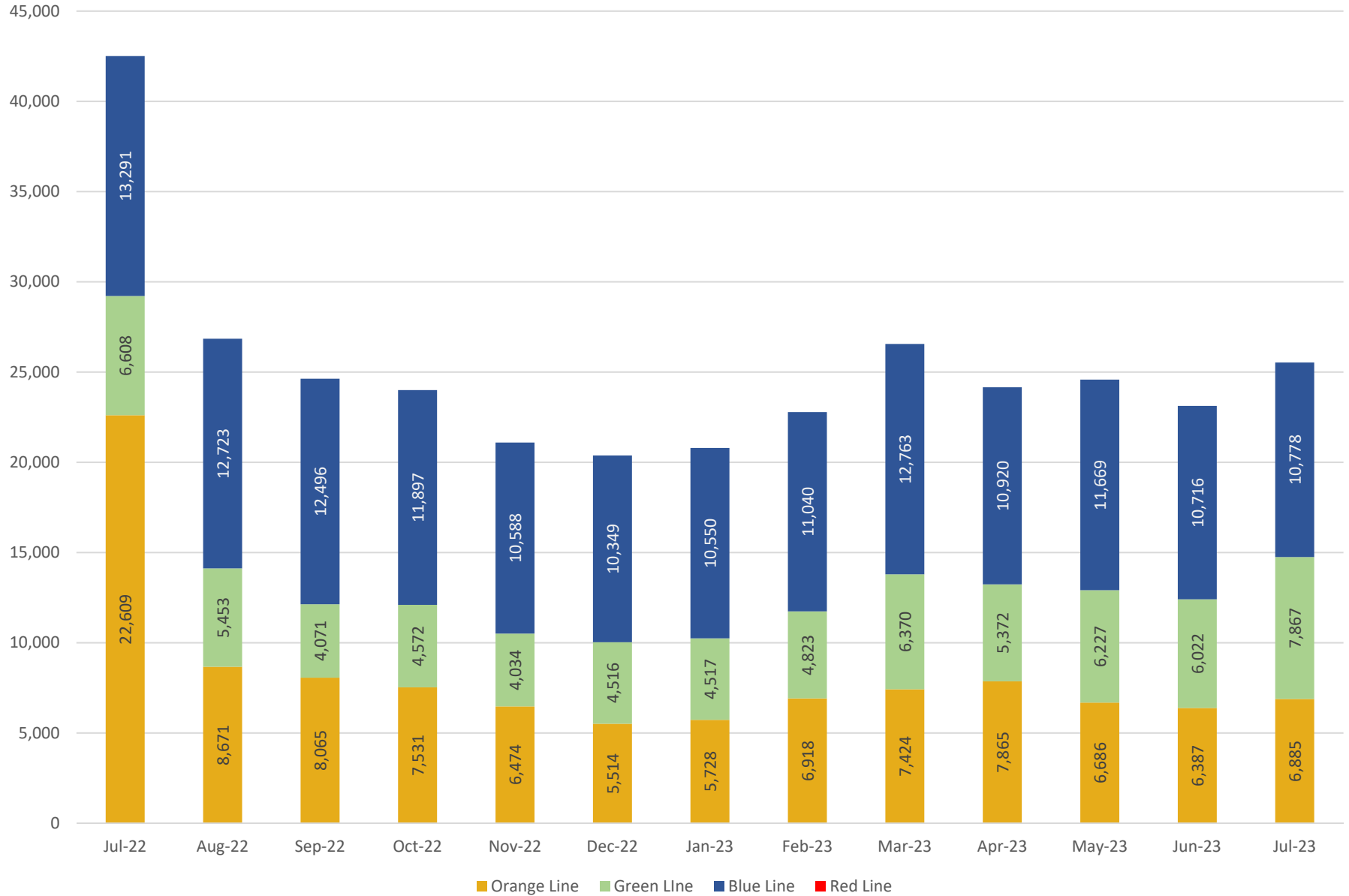


# Fixed Route Ridership by Month



■ 2021 ■ 2022 ■ 2023

# Trolley Ridership



## July 2023 System Ridership by Route

