

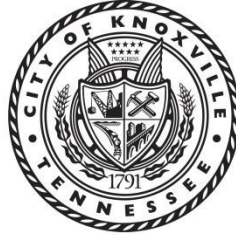
Knoxville Transportation Authority

Meeting Date: Thursday, April 25, 2024



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INDYA KINCANNON
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA

Thursday, April 25, 2024

City-County Building, Main Assembly Room

CHRISTI KIRK
CHAIR

CANDACE BRAKEWOOD
VICE-CHAIR

ANALISA VALENTINE
RECORDING SECRETARY

DUSTIN DURHAM

VINCE FUSCO

DEBBIE HELSLEY

NANCY NABORS

JOEL SIMMONS

RICK WHITTED

EBONI WINFORD

JOHN LAWHORN
ATTORNEY TO K.T.A.

- I. Determination of a Quorum

- II. Approval of Minutes – March 28, 2024

- 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 - Vote on Proposed Routes and Timetables for KAT Reimagined

- V. Old Business

- VI. Public Comments

- VII. Set the next meeting for May 23, 2024, and Adjourn

Minutes
for Thursday, March 28, 2024, at 3:00 p.m. meeting of the
KNOXVILLE TRANSPORTATION AUTHORITY
City-County Building

I. Determination of Quorum

Chair Kirk welcomed everyone and called the meeting to order. She asked Attorney Lawhorn to confirm a quorum.

Attorney Lawhorn stated they have 7 members present. They have a quorum.

Commissioners in attendance were as follows:

Vice Chair Brakewood
Commissioner Durham
Commissioner Helsley
Commissioner Nabors
Commissioner Simmons
Commissioner Whitted

II. Approval of Minutes

Chair Kirk asked if anyone had any questions or comments for the minutes from February 22nd. There were none. Commissioner Helsley gave the 1st motion and Commissioner Simmons gave the 2nd motion. All were in favor, and no one opposed.

III. Reports A. KTA Chair

Chair Kirk stated she didn't have anything to report. She asked if any commissioners had any comments.

B. Commissioners' Comments

No Commissioners had any comments. Chair Kirk turned it over to Staff.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne introduced Pat Downs as KAT's new Chief Administrative Officer and gave a brief description of her bio. He continued by giving an update that the ridership has increased by 18.7%, and then turned the floor over to Belinda Woodiel-Brill for a presentation on the KAT Reimagined timetables and routes.

Commissioner Durham asked if it's possible to receive an email of a chart from the 2019 ridership numbers. He explained that he'd like to see where they are now compared to pre-covid.

Mr. Thorne answered, yes.

Mrs. Woodiel-Brill detailed the proposed routes and timetables for KAT Reimagined. She went through and discussed each route affected and spoke of new routes. Mrs. Woodiel-Brill talked about the Public Engagement process and each phase. The first one is Coverage vs. Ridership, Phase 2; Draft Network based on Phase 1 responses, and Phase 3; Recommended Network based on Phase 2 comments. She went over when they started back in July 2023, and KTA approved the Recommended Network to where they are now, introducing the detailed changes, then to the public. Mrs. Woodiel-Brill said after that they'll come back in April for the board's final approval and full Title VI Analysis, and any public comments they've received on that detailed level, and if the board chooses to approve their plan, it will be implemented in August 2024.

Mrs. Woodiel-Brill continued saying there were changes from the originally approved Recommended Network. She said they were able to add little details here and there to improve their concept even more; such as service to Target on Route 23-Millertown, 30-minute service on Route 37, which originally was 1-hour service; being able to add Route 10-Sequoyah Hills back in, and service to Knoxville Station for the Downtown Connector. She briefly went over each route in full detail.

Vice Chair Brakewood asked if Route 23 would go inside the O'Connor Center parking lot.

Mrs. Woodiel-Brill answered no, just the service on the street behind it. She continued going over the proposed routes and their details. She concluded that a news release will go out on Monday, and there will be a full packet of the timetables on katbus.com and [KAT Reimagined.com](http://KATReimagined.com). She stated that there would be information on our social media posts, and information would be on their buses as well. Mrs. Woodiel-Brill said they would provide the Title

VI Analysis to the board next month and would request they consider voting next month, and the large nature of the change, she suggested a public hearing for April, and if they choose to vote next month, then they will be able to meet an implementation date of August 26th, 2024. Then she asked for further questions.

Commissioner Durham inquired about Route 34. He asked when they're dealing with local transit getting on the interstate, how they assure reliability and frequency if there is a wreck on the interstate and if they can use the shoulder. He also asked how they would account for that being on the interstate.

Mrs. Woodiel-Brill stated the interstate would be like any other road they drive on, where if they get blocked, their supervisors will go and suggest an alternate route.

Chair Kirk asked if there were any other questions. There were none.

Chair Kirk wanted to say thank you to the staff for this great accomplishment and for offering their riders access to resources, public offices, and access to employment.

Attorney Lawhorn stated they're on a tight timeframe to meet the implementation of the deadline, and if anyone on the board knows they can't make the next meeting, please let Chair Kirk or himself know as early as possible, so they can have a sense of what they're looking at as far as from a quorum standpoint.

Commissioner Durham asked Attorney Lawhorn, if they had any questions over the next month or so, and if would it be beneficial for them to email the staff and copy him so it could be circulated to all Commissioners.

Attorney Lawhorn suggested that he start with the staff, and if they feel that it needs to be circulated based on a question, they can send it out. He stated they're trying to avoid communication directly between members.

Chair Kirk turned the floor over to TPO.

iii. TPO Transit Planner

Doug Burton didn't have anything to report.

Commissioner Simmons wanted to say on record that he appreciates the fact that staff were able to bring back route 10-Sequoyah Hills. Kudos to you all.

IV. New Business

There was no new business.

V. Old Business

There was no new business.

VI. Public Comment

Chair Kirk asked Christian Beverly up to the podium to speak.

Mr. Beverly stated he lives on Sunrose Rd and had a general question. He asked if Route 11-Kinston Pike would still have access to Kroger and other shopping areas in Bearden.

Mrs. Woodiel-Brill answered, yes.

Mr. Beverly inquired about them splitting routes 32 and 34. He said the 32 would be every hour and the 34 would be every 30 minutes. He asked if the 32 could be changed to every 30 minutes as well.

Mrs. Woodiel-Brill answered not without taking service away from somewhere else.

Mr. Beverly stated he's assuming the 32 isn't a high-usage route.

Mrs. Woodiel-Brill answered they don't anticipate that it tends to not be as heavily used.

Christian Beverly stated that he noticed there will be a change coming up in April, that on the corner of McDonald Rd. and Yellowstone, that stop is being taken away. He said it takes about 10 minutes to walk to that stop already, and if it's moved, it'll take 15 minutes to get to it. Mr. Beverly said with rain, snow, and groceries, it's going to be a lot and asked if there is anything that

can be done to keep that stop at the corner of McDonald Rd. and Yellowstone Rd.

Mrs. Woodiel-Brill said they can look at that and see what can be done.

Mr. Thorne stated he'll get with him after the meeting and talk more about that.

Chair Kirk thanked Christian Beverly and asked for any other public comments. There were none. Madame Chair reminded commissioners to let staff know if they won't be present for the next meeting.

VII. Set the Next Meeting and Adjourn

The next meeting was set for April 25th, at 3:00 p.m. in 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
March 2024

	Current Year:					Prior Year:	
	Original Budget	Current Budget	Actual	Variance		Actual - Prior Year	Variance
Revenue							
Charges for Service							
Farebox & Pass Revenue	\$ 560,000	\$ 560,000	\$ 472,054	\$ (87,946)	84.30%	\$ 480,281	\$ (8,227)
Ticket Sales	435,000	435,000	361,465	(73,535)	83.10%	306,440	55,025
Miscellaneous Subsidies - KAT	65,000	65,000	65,000	-	100.00%	65,000	-
Football Shuttle	115,000	115,000	124,398	9,398	108.17%	111,250	13,148
Charter Fees	20,500	20,500	21,710	1,210	105.90%	10,325	11,385
UT Trolley Subsidy	88,150	88,150	-	(88,150)	-	44,075	(44,075)
Miscellaneous Revenue	3,500	3,500	2,640	(860)	75.43%	1,336	1,304
Total Operating Revenue	<u>1,287,150</u>	<u>1,287,150</u>	<u>1,047,267</u>	<u>(239,883)</u>	<u>81.36%</u>	<u>1,018,707</u>	<u>28,560</u>
Non-Operating Revenues							
Federal Grants	-	-	-	-	-	4,349,596	(4,349,596)
State Contribution	3,609,300	5,012,204	(265)	(5,012,469)	-0.01%	-	(265)
Transit Grant Revenues	4,529,000	4,529,000	3,227,671	(1,301,329)	71.27%	4,234,063	(1,006,392)
General Fund Transfer	15,227,740	15,339,950	11,455,439	(3,884,511)	74.68%	5,450,258	6,005,181
Total Non-Operating Revenues	<u>23,366,040</u>	<u>24,881,154</u>	<u>14,682,845</u>	<u>(10,198,309)</u>	<u>59.01%</u>	<u>14,033,917</u>	<u>648,928</u>
Total Revenue	<u>\$ 24,653,190</u>	<u>\$ 26,168,304</u>	<u>\$ 15,730,112</u>	<u>\$ (10,438,192)</u>	<u>60.11%</u>	<u>\$ 15,052,624</u>	<u>\$ 677,488</u>
Expenditures							
Personal Services							
Wages, Taxes, & Retirement Contributions	\$ 15,775,240	\$ 15,775,240	\$ 9,611,795	\$ 6,163,445	60.93%	\$ 10,427,504	\$ (815,709)
Employee Group Insurance/Benefits	3,454,030	3,454,030	2,511,531	942,499	72.71%	2,856,307	(344,776)
Total Personal Services	<u>19,229,270</u>	<u>19,229,270</u>	<u>12,123,326</u>	<u>7,105,944</u>	<u>63.05%</u>	<u>13,283,811</u>	<u>(1,160,485)</u>
Administrative Expenses							
Supplies	452,800	643,066	316,748	326,318	49.26%	229,582	87,166
Services	2,721,630	4,084,091	1,979,924	2,104,167	48.48%	1,871,821	108,103
Total Administrative Expenses	<u>3,174,430</u>	<u>4,727,157</u>	<u>2,296,672</u>	<u>2,430,485</u>	<u>48.58%</u>	<u>2,101,403</u>	<u>195,269</u>
Fleet Expenses							
Fleet Supplies	10,000	10,000	10,496	(496)	104.96%	4,025	6,471
Parts	50,000	10,336	901	9,435	8.72%	3,592	(2,691)
Fuel/Oil/Fluids	2,356,500	2,358,551	1,298,717	1,059,834	55.06%	1,821,913	(523,196)
Total Administrative Expenses	<u>2,416,500</u>	<u>2,378,887</u>	<u>1,310,114</u>	<u>1,068,773</u>	<u>55.07%</u>	<u>1,829,530</u>	<u>(519,416)</u>
Total Expenditures	<u>\$ 24,820,200</u>	<u>\$ 26,335,314</u>	<u>\$ 15,730,112</u>	<u>\$ 10,605,202</u>	<u>59.73%</u>	<u>\$ 17,214,744</u>	<u>\$ (1,484,632)</u>
Excess (Deficiency) of Revenues Over Expenses			<u>\$ -</u>			<u>\$ (2,162,120)</u>	<u>\$ 2,162,120</u>



KNOXVILLE AREA TRANSIT

ROUTE PERFORMANCE REPORT

March, 2024

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	20,735	12.5%	27,456	13.2%	2,301	14.7%	0.76	9.01
12	Western Ave	14,667	8.8%	17,782	8.6%	1,340	8.6%	0.82	10.94
13	Beaumont	1,038	0.6%	1,808	0.9%	132	0.8%	0.57	7.87
16	Cedar Bluff Connector	3,091	1.9%	4,781	2.3%	377	2.4%	0.65	8.20
17	Sutherland/Bearden	7,743	4.7%	9,295	4.5%	716	4.6%	0.83	10.81
19	Lakeshore/Lonas Connector	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
20	Central Ave/Clinton Hwy	10,008	6.0%	12,687	6.1%	781	5.0%	0.79	12.82
21	Lincoln Park	2,914	1.8%	4,493	2.2%	353	2.3%	0.65	8.26
22	Broadway	24,992	15.0%	18,526	8.9%	1,374	8.8%	1.35	18.19
23	Millertown	4,179	2.5%	7,730	3.7%	650	4.2%	0.54	6.43
24	Inskip/Breda Rd	2,895	1.7%	6,359	3.1%	460	2.9%	0.46	6.30
30	Parkridge	2,890	1.7%	3,351	1.6%	264	1.7%	0.86	10.96
31	Magnolia Ave.	18,946	11.4%	13,254	6.4%	1,115	7.1%	1.43	16.99
32	Dandridge	5,325	3.2%	7,131	3.4%	458	2.9%	0.75	11.64
33	M.L.K.	3,604	2.2%	7,307	3.5%	573	3.7%	0.49	6.29
34	Burlington	5,246	3.2%	10,510	5.1%	719	4.6%	0.50	7.30
40	South Knoxville	2,812	1.7%	10,443	5.0%	740	4.7%	0.27	3.80
41	Chapman Hwy	17,297	10.4%	14,046	6.8%	859	5.5%	1.23	20.13
42	UT/Ft Sanders Hospitals	4,395	2.6%	3,499	1.7%	437	2.8%	1.26	10.06
44	University Park	2,592	1.6%	1,633	0.8%	188	1.2%	1.59	13.76
45	Vestal	4,359	2.6%	9,693	4.7%	677	4.3%	0.45	6.44
90	Crosstown	6,412	3.9%	15,502	7.5%	1,096	7.0%	0.41	5.85
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		166,140		207,284		15,608		0.80	10.64
82	Trolley (Orange Line)	5,348	26.5%	4,332	39.3%	690	41.7%	1.23	7.75
84	Trolley (Green Line)	3,389	16.8%	2,177	19.8%	369	22.3%	1.56	9.18
86	Trolley (Blue Line)	11,467	56.8%	4,501	40.9%	596	36.0%	2.55	19.24
SUB TOTAL TROLLEY SERVICES		20,204		11,010		1,655		1.84	12.21
TOTAL PASSENGERS WITH TROLLEYS		186,344		218,294		17,263		0.85	10.79
LIFT SERVICE		6,483		42,702		3,175		0.15	2.04
TOTAL SCHEDULED SERVICES		192,827		260,996		20,438		0.74	9.43
TOTAL CHARTER SERVICES		17,332		562		105		30.84	165.62
GRAND TOTAL ALL KAT SERVICES		210,159		261,558		20,543		0.80	10.23



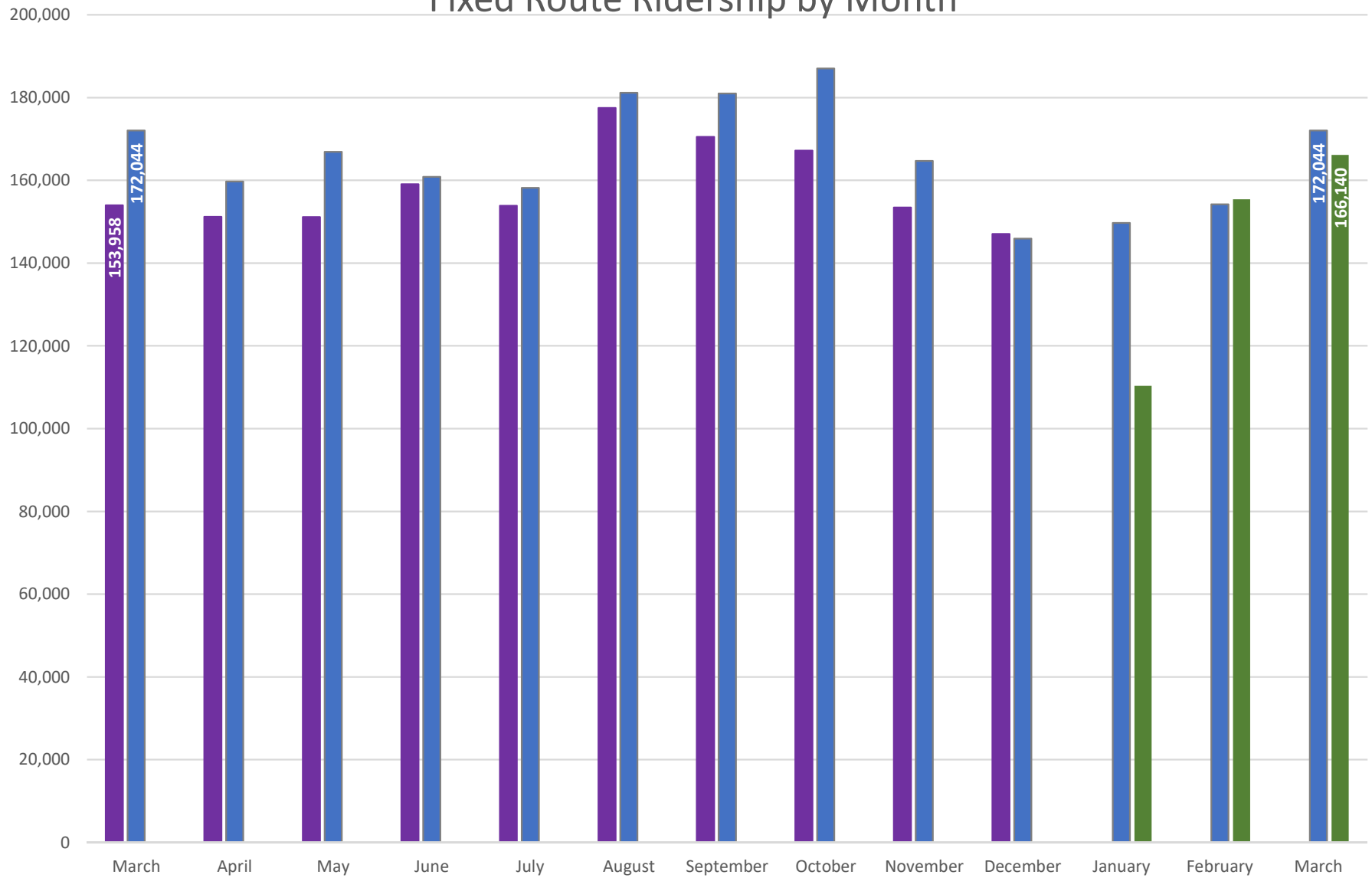
KNOXVILLE AREA TRANSIT

SYSTEM PERFORMANCE REPORT

March, 2024

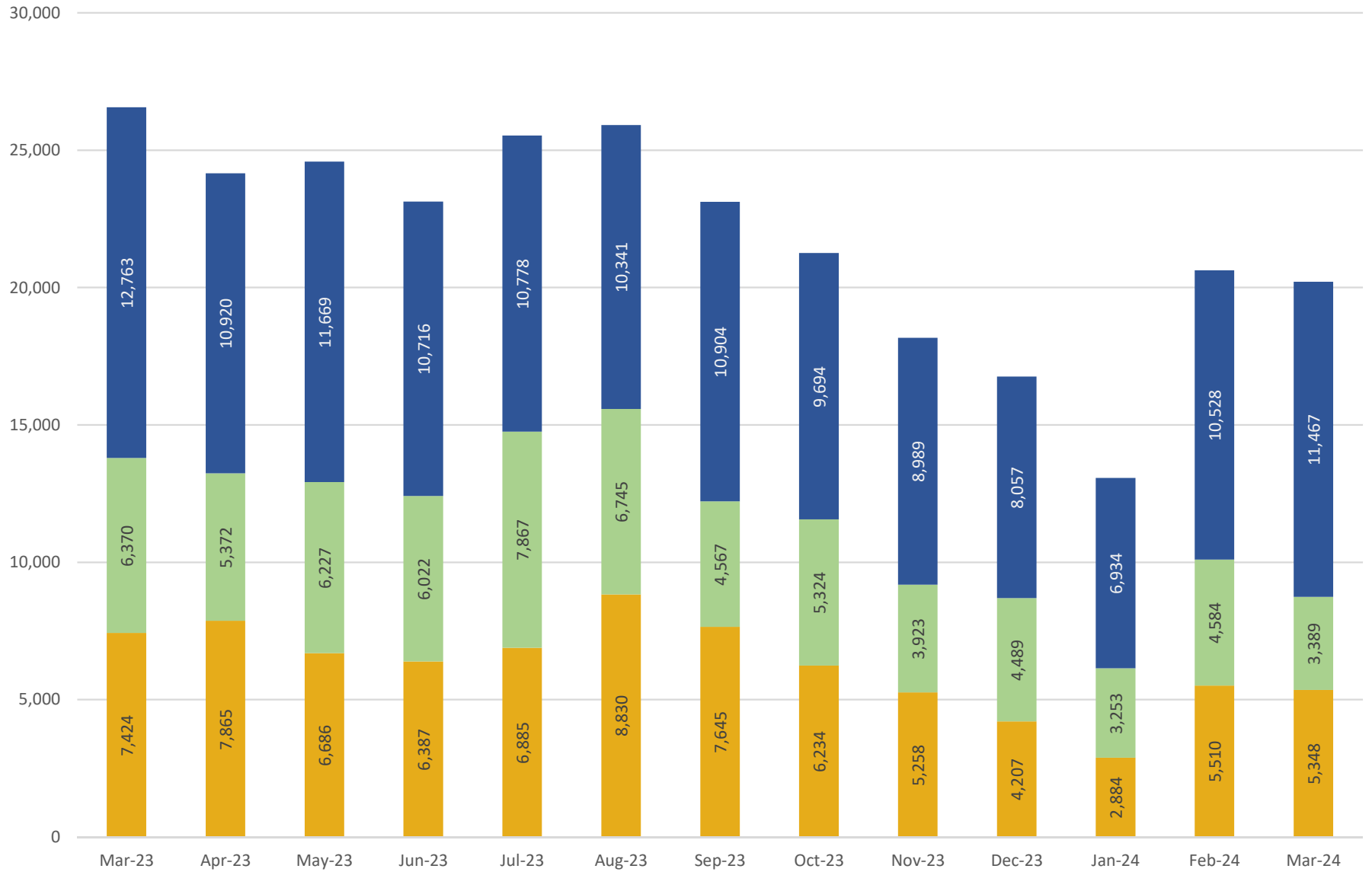
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	186,344	198,601	-6%	1,634,469	1,675,068	-2%
System Generated Revenue				\$756,861	\$728,989	4%
Revenue Veh. Miles	218,294	227,538	-4%	1,857,168	1,956,593	-5%
Revenue Veh. Hours	17,263	17,995	-4%	146,680	155,089	-5%
Passengers/Mile	0.85	0.87	-2%	0.88	0.86	3%
Passengers/Hour	10.79	11.04	-2%	11.14	10.80	3%
Preventable Accidents	6	6	0%	44	72	-39%
Mechanical Road Calls	34	38	-11%	313	220	42%
Accidents/100,000 Miles	2.75	2.64	4%	2.37	3.68	-36%
Miles/Road Failure	6,420	5,988	7%	5,933	8,894	-33%
DEMAND RESPONSE						
					0	
Total Passengers	6,483	6,991	-7%	56,407	58,345	-3%
System Generated Revenue				\$73,770	\$78,302	-6%
Revenue Veh. Miles	42,702	47,198	-10%	380,624	388,751	-2%
Revenue Veh. Hours	3,175	3,425	-7%	28,570	27,971	2%
Passengers/Mile	0.15	0.15	2%	0.15	0.15	-1%
Passengers/Hour	2.04	2.04	0%	1.97	2.09	-5%
Preventable Accidents	1	4	-75%	16	9	78%
Mechanical Road Calls	2	1	100%	20	16	25%
Accidents/100,000 Miles	2.34	8.47	-72%	4.20	2.32	82%
Miles/Road Failure	21,351	47,198	-55%	19,031	24,297	-22%
CHARTER SERVICE						
					0	
Charters	17,332	2,211	684%	18,667	3,151	492%
Sports Charters	0	0	0%	31,059	26,329	18%
Total Passengers	17,332	2,211	684%	49,726	29,480	69%
Revenue				0%		
Football Shuttle Charters				\$124,398	\$111,250	12%
Trolley Charters				\$19,950	\$9,925	101%
Total Miles	562	284	98%	8,729	3,743	133%
Total Hours	104.7	48.5	116%	1,433	649	121%

Fixed Route Ridership by Month

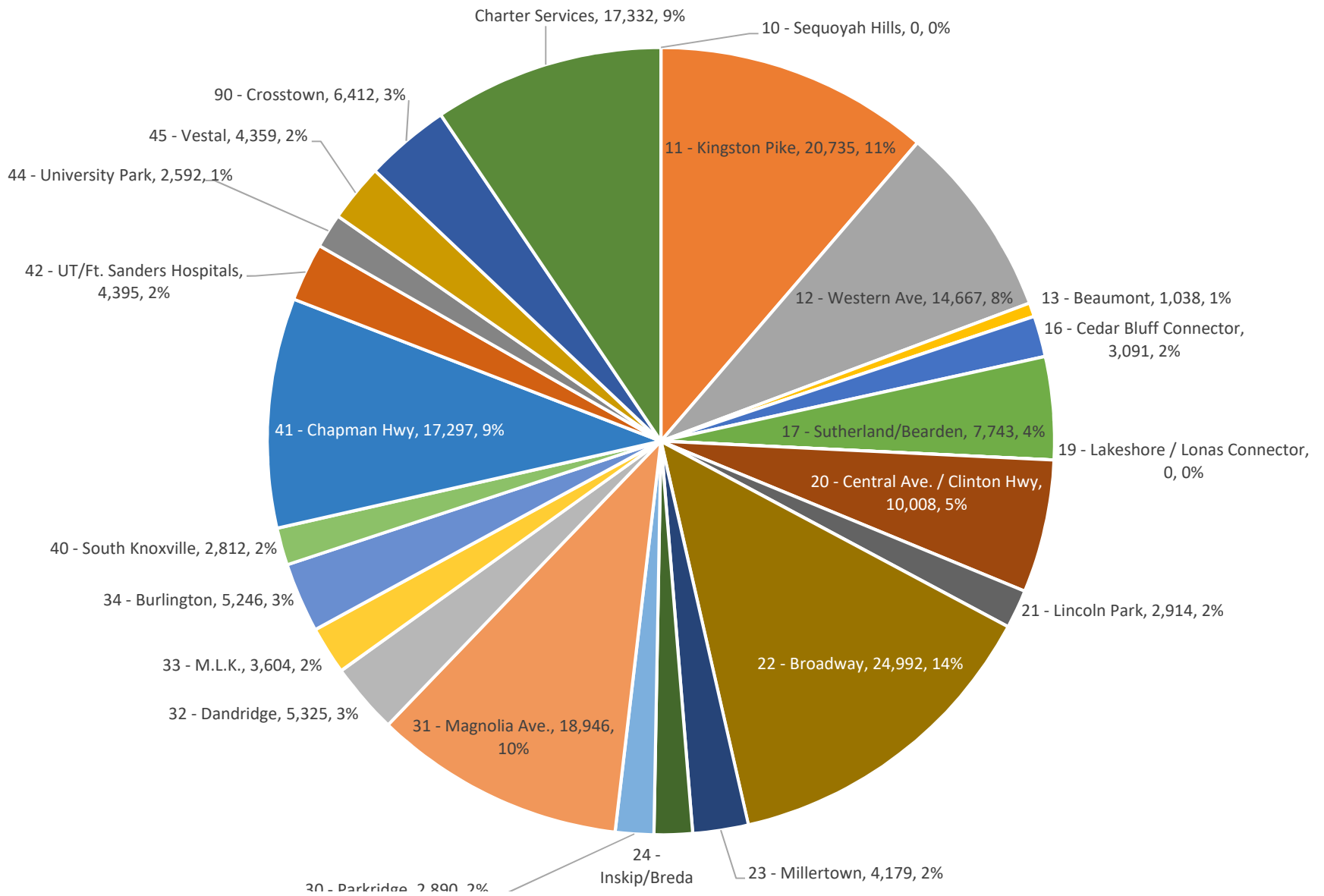


■ 2022 ■ 2023 ■ 2024

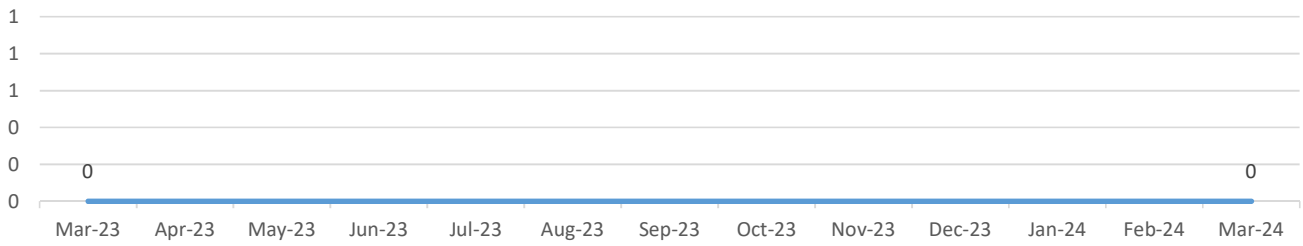
Trolley Ridership



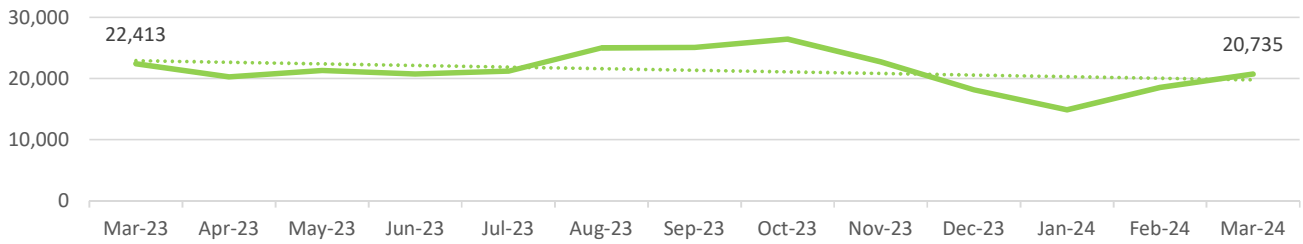
March 2024 System Ridership by Route



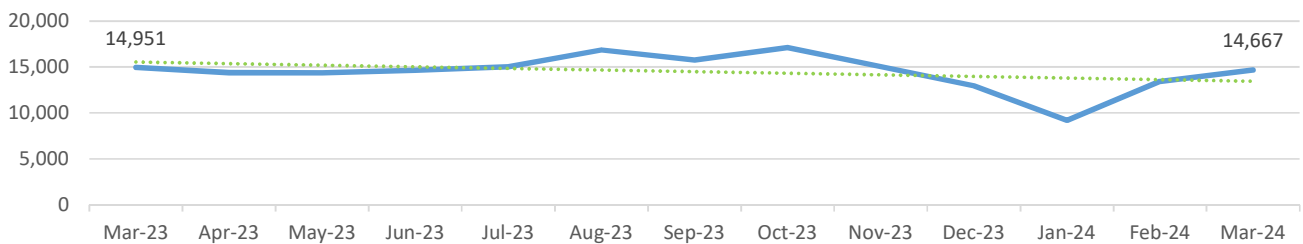
10 - Sequoyah Hills



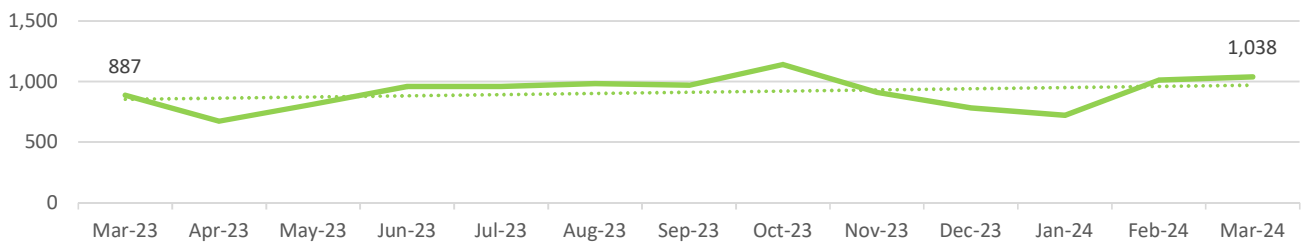
11 - Kingston Pike



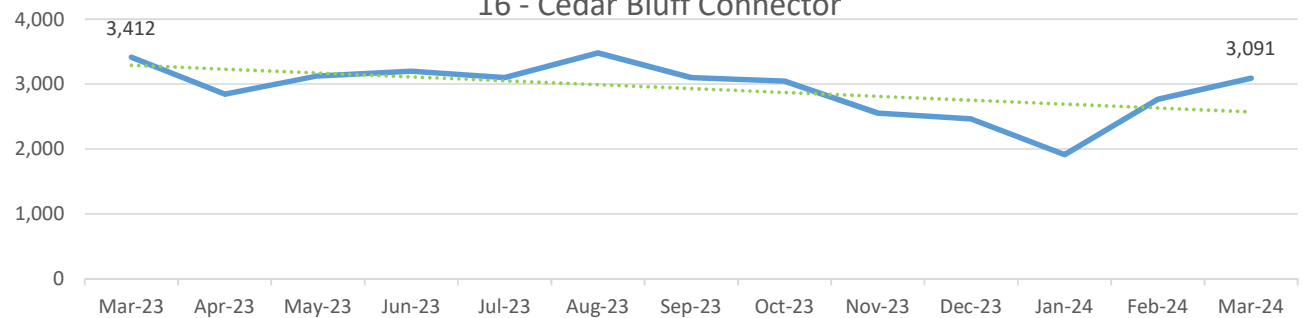
12 - Western Ave

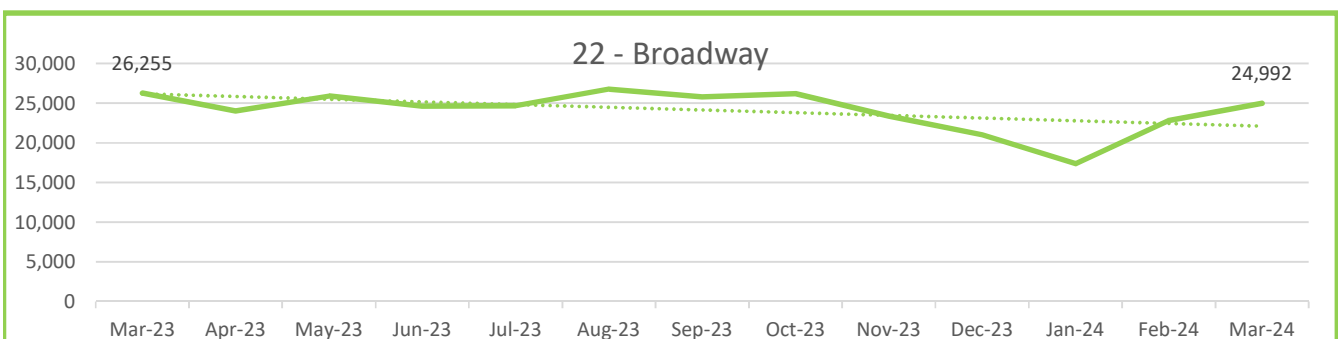
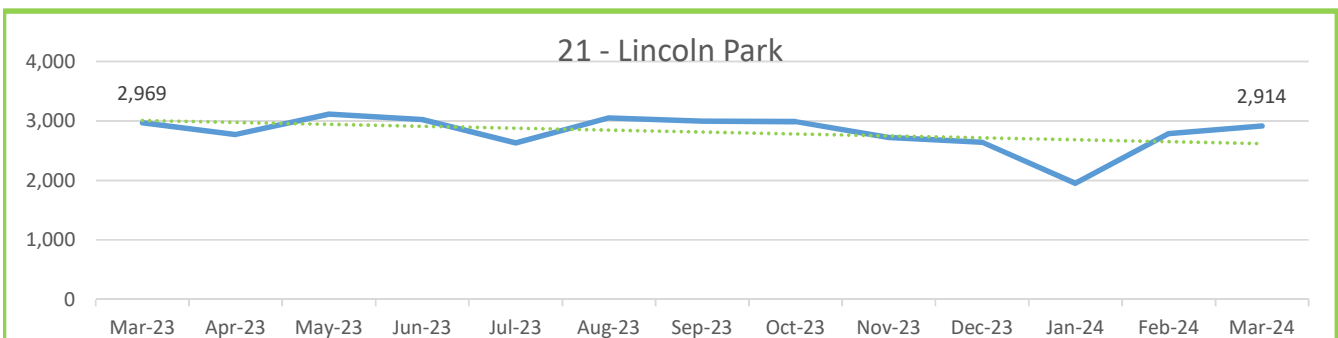
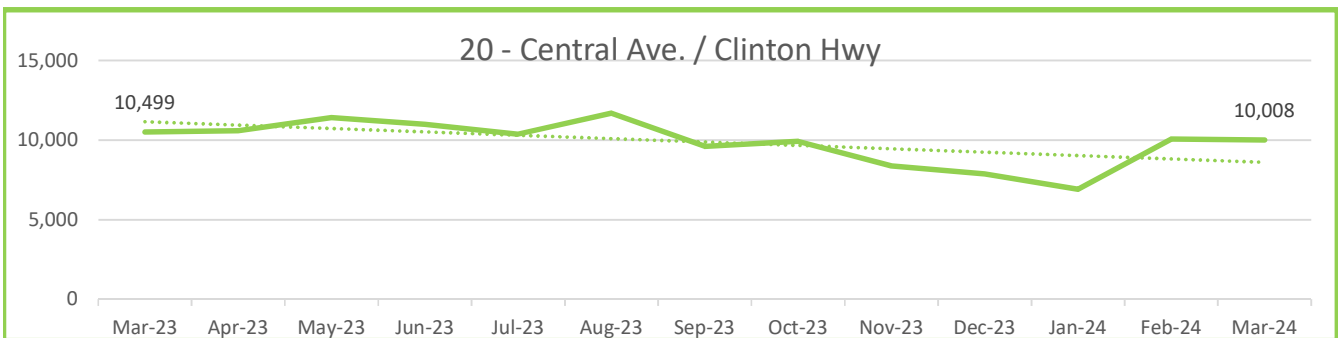
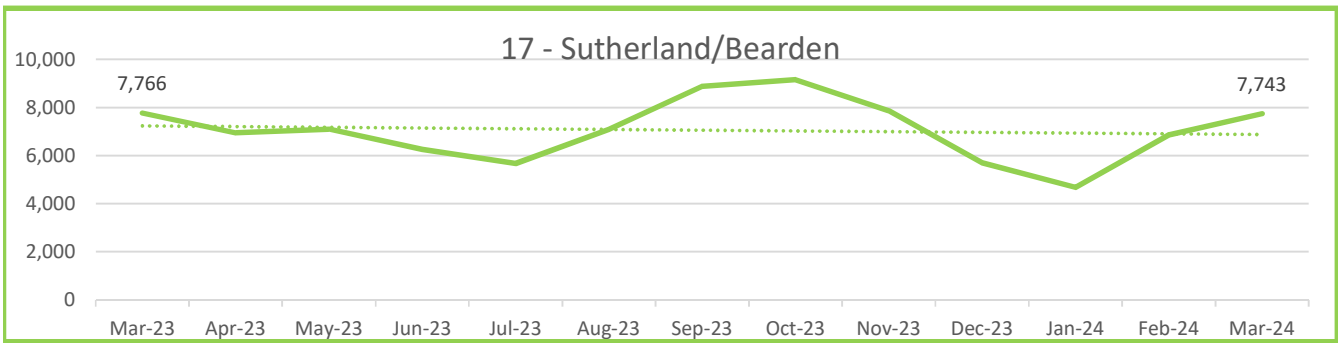


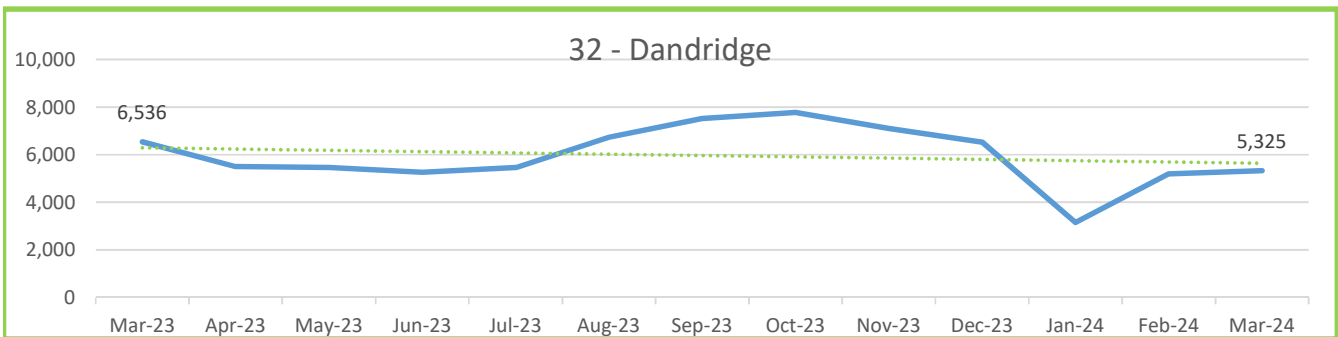
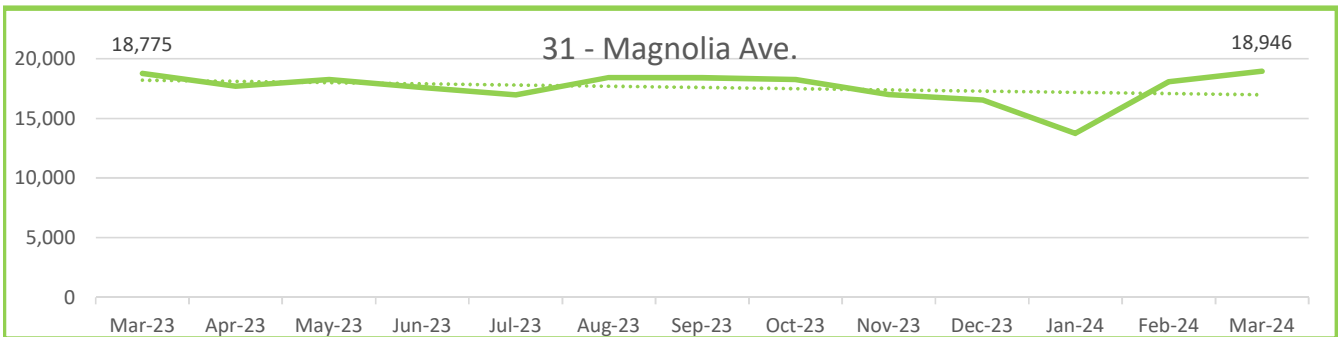
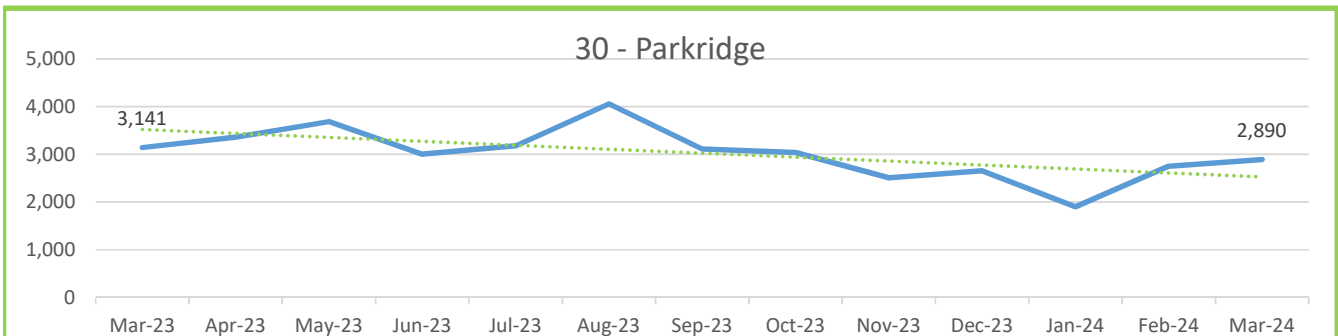
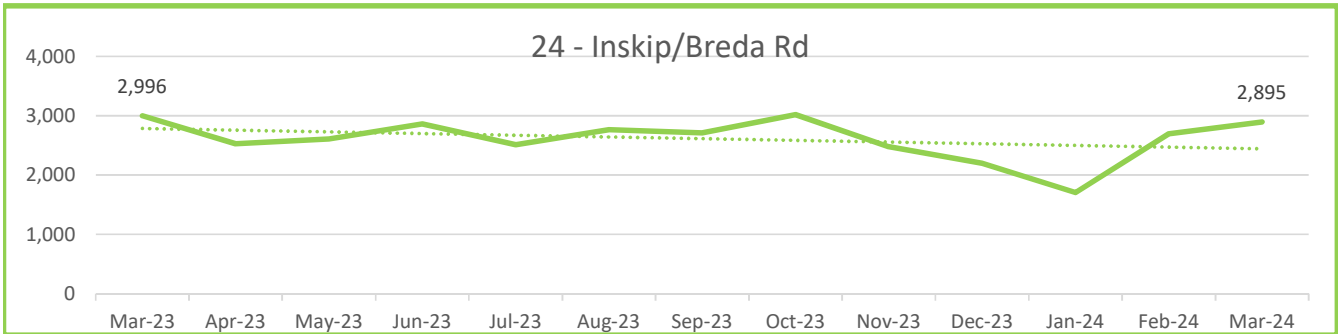
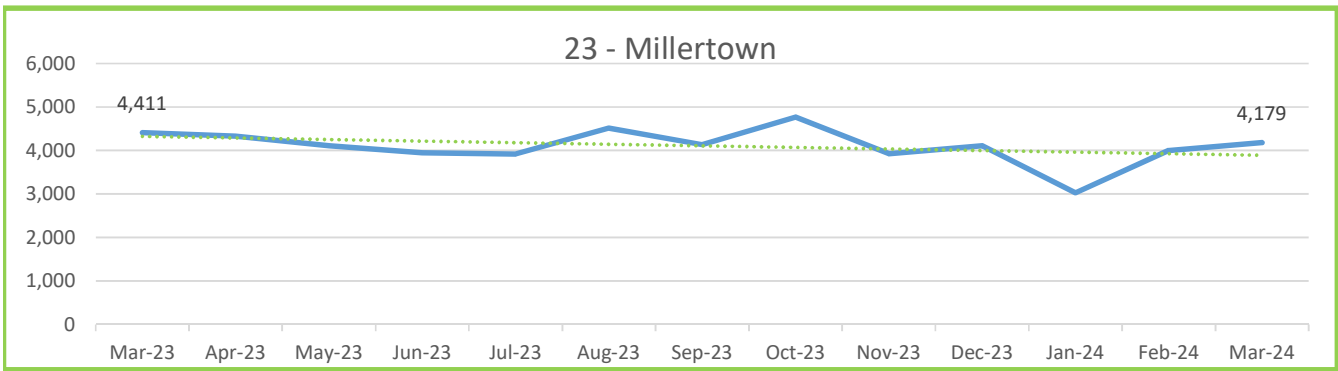
13 - Beaumont

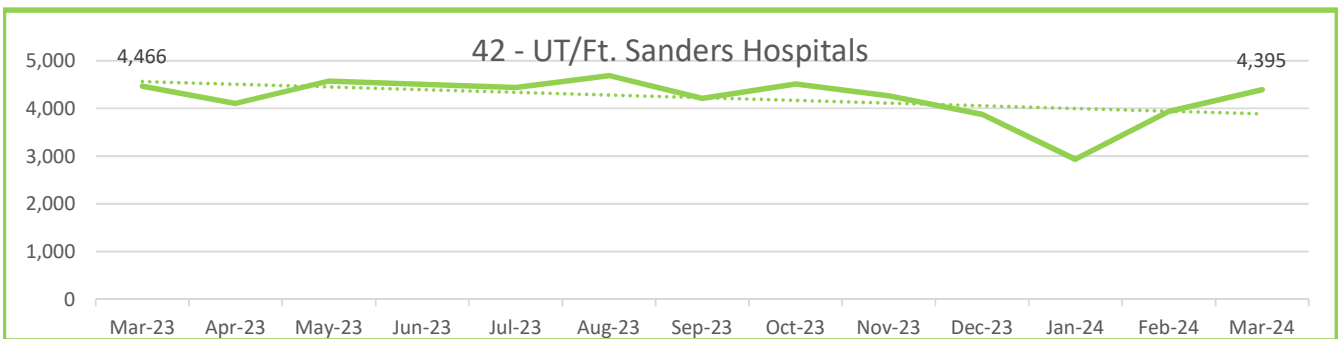
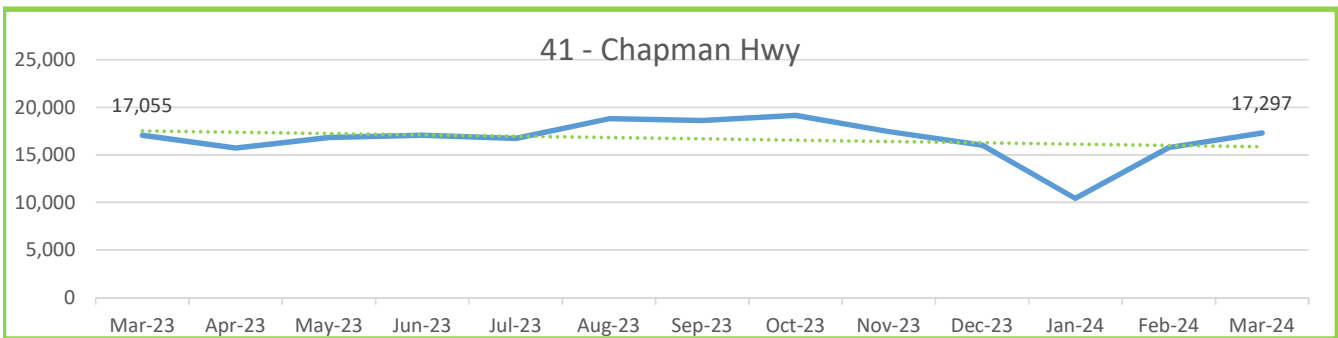
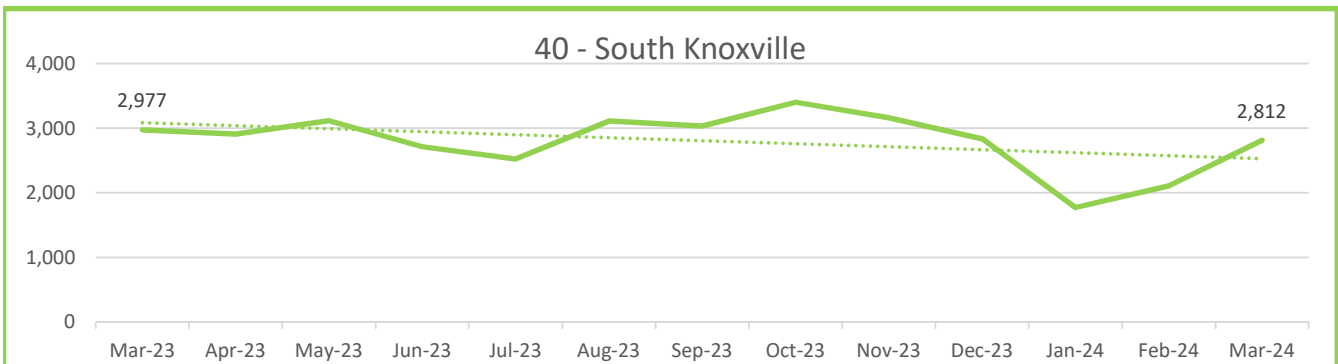
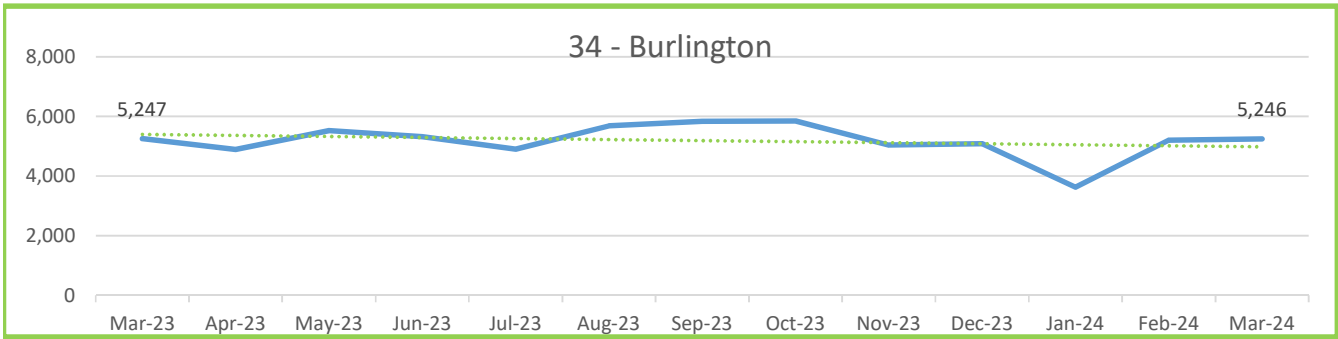
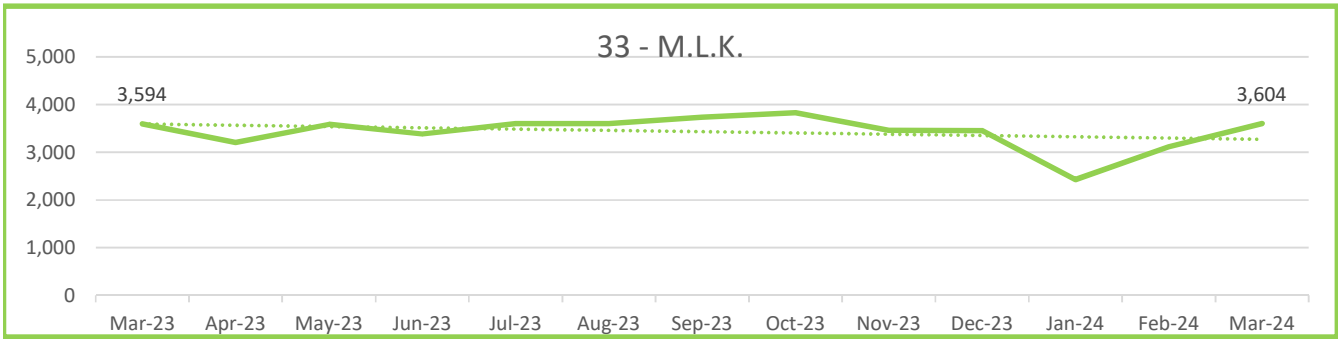


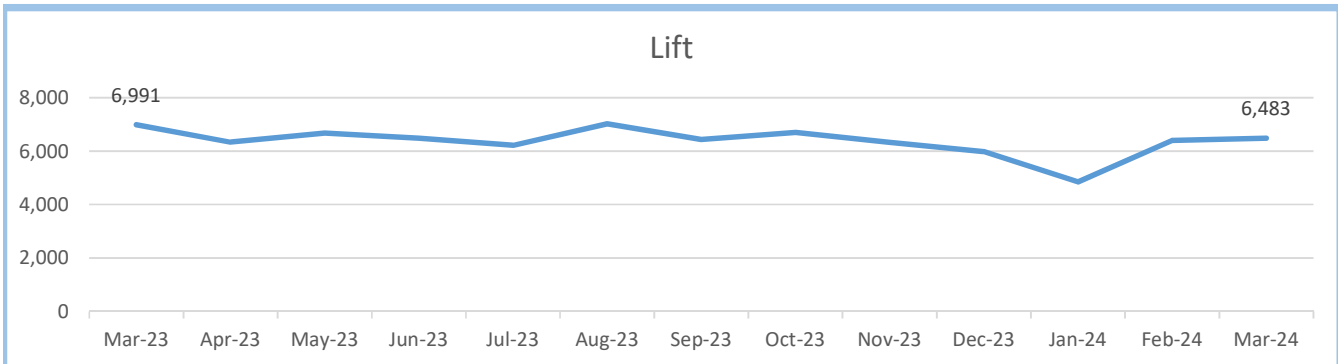
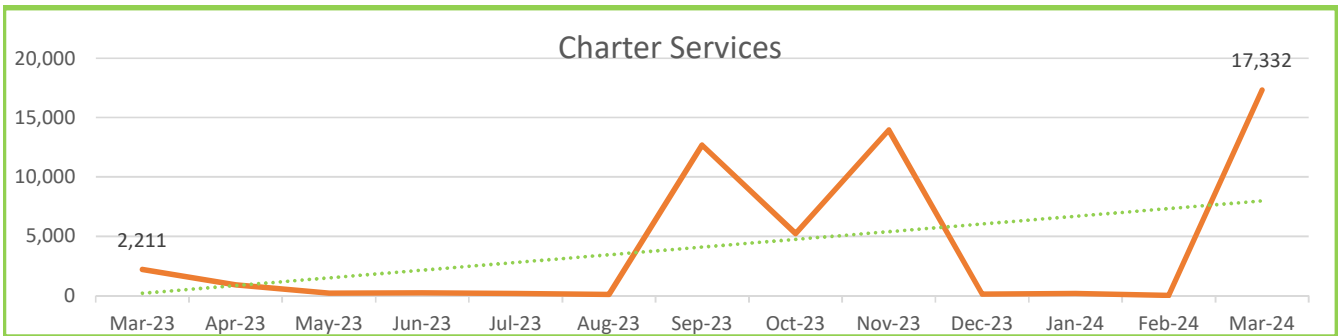
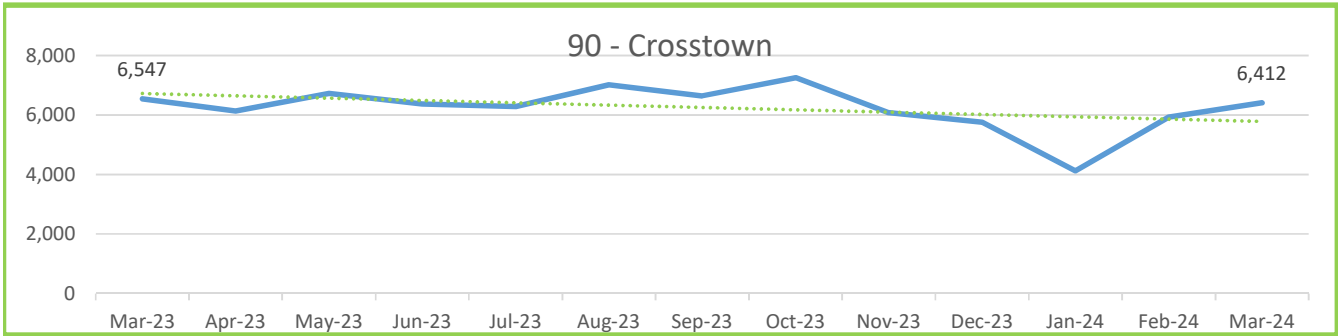
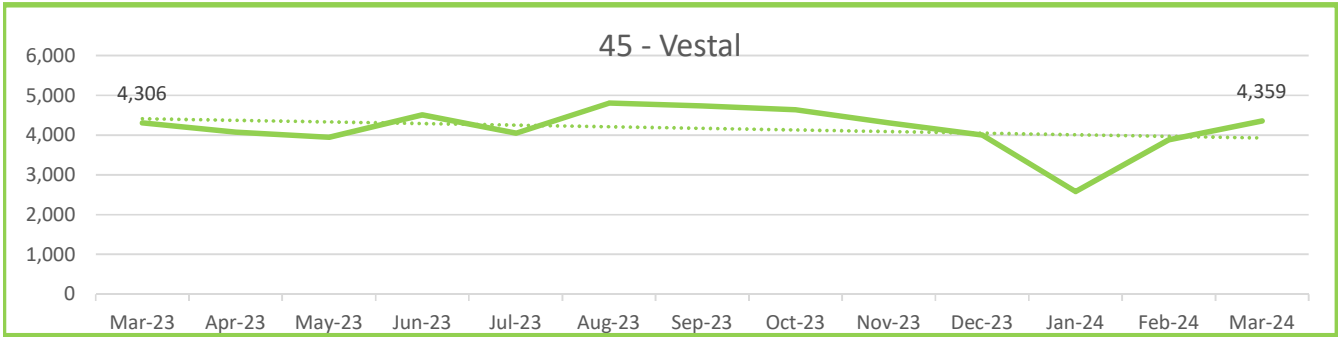
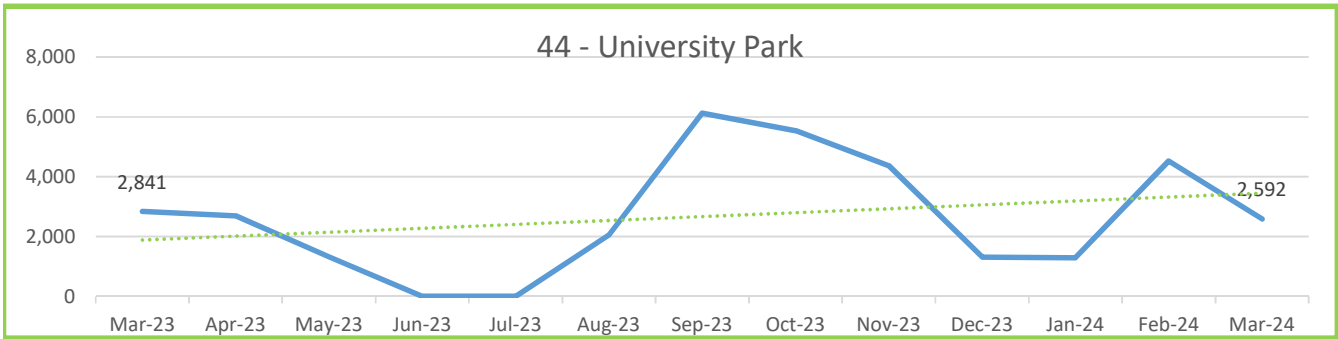
16 - Cedar Bluff Connector











Title VI Analysis

KAT Reimagined New Network

(Prepared for April 25, 2024 KTA Review)

Background and Methodology

The KAT Reimagined planning process has been a multi-year endeavor which involved extensive public engagement across several phases of the project. Led by the Public Engagement group Equitable Cities, the phase 1 asked the public – both online, and on the ground, what sort of transit system works best for Knoxville. After a draft concept was created based on this engagement, phase 2 of engagement used that draft concept to ask “Did we get it right?” Tweaks made based on that input produced the Recommended Network, approved by the Knoxville Transportation Authority in July of 2023. A conceptual Title VI review was conducted at that time that indicated no adverse impacts to either minorities or low income populations, but this document will serve as the more detailed analysis comparing the pre-Covid network to the Recommended Network for overall impact.

This analysis differs from past analyses, as it is impossible to compare specific changes by route since the entire network is different. Instead, this analysis looks at the overall impact by census tracts, using the US Census Bureau, American Community Survey (ACS) 5-Year Estimates at the block group level for this analysis. The report generated contains a summary of those impacts by block group, line, and for the whole service area. Because this is a system-wide change, our focus with the Title VI analysis will primarily be the service area as a whole, as there is no way to compare route by route.

Methodology:

For this analysis, we used the Title VI function in Remix – a transit planning software. This method was recommended by our KAT Reimagined consultants and is a common analysis method for transit system undergoing system-wide change.

Remix gets the population near a route, including its low-income and minority percentage. For each route, Remix builds a shape that represents the area within a quarter-mile of any of its stops. They then intersect the catchment area with the 2018-2022 American Community Survey 5-year estimates, getting a list of block groups and the percentage of overlap with each. For each block group, Remix takes the percentage of overlap and multiplies it by the block group’s statistics. They get the population, minority population, and low-income population for each group and sums the block groups together. This is the total population a route could serve.

Remix then compares the number of people-trips, before and after. This is done by multiplying the population near the route by the number of trips a bus route makes (per year) to get “people-trips.” This is repeated for low-income and minority populations to get “low-income people trips” and “minority people-trips.” These numbers are compared between the before and after versions of the route to get a set of people-trip differences. This is matched using routes that have the same name.

Then, Remix gets the total difference in people-trips across the transit system overall. All routes in the system (in our case, routes that are in the Pre-COVID network and routes that are in the KAT Reimagined plan) are examined in this way, then the routes are summed together to see the difference in people-trips with the old network compared with the new network. This provides the total difference in people-trips, the total difference in low-income people-trips, and the total difference in minority people-trips.

With these numbers the percent change borne by low-income and minority populations is calculated. This is done by dividing the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes. The same method is repeated for minority people-trips.

The percent change for minority and low-income people-trips is then compared against the overall percentage change to determine the impact on these populations compared with the whole.

Data sources

- Demographic data comes from the US Census Bureau, 2018-2022` American Community Survey (ACS) 5-Year Estimates.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100% of the US federal poverty level. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile KAT provides to Remix.
- Map and routing data are provided OpenStreetMap, Mapbox, and Valhalla.

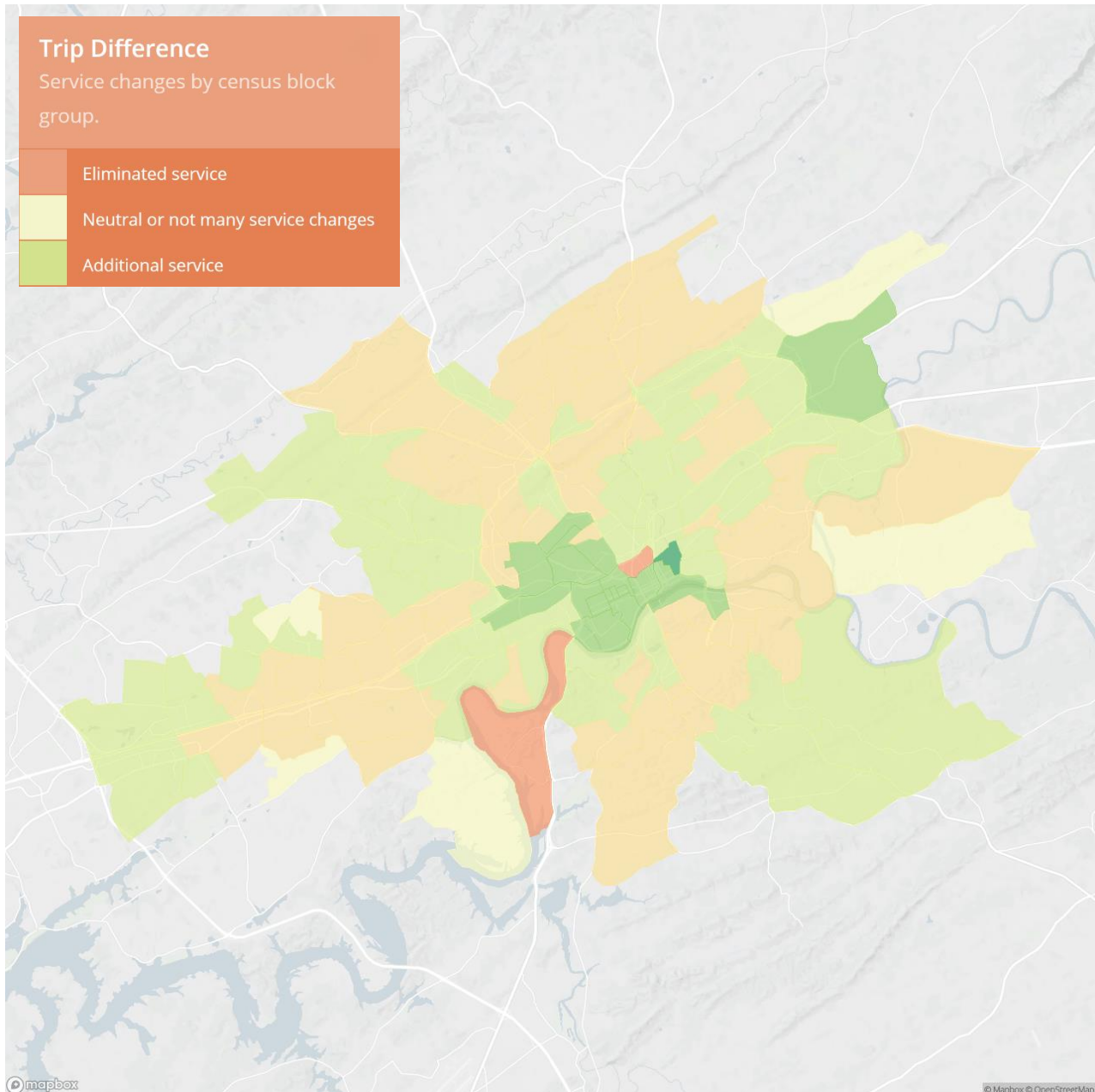
The new network results in a change of over 25% to the system as a whole. Therefore, we consider the KAT Reimagined Recommended Network a Major Service Change. Based on that, we need to determine whether or not minority and low income populations have experienced negative impacts that exceed any negative impacts incurred by the service area population as a whole.

Summary of findings:

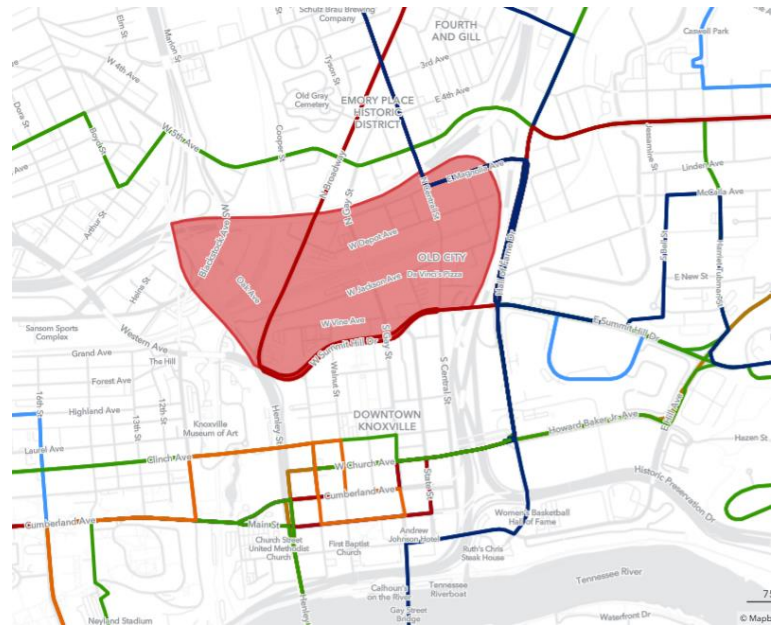
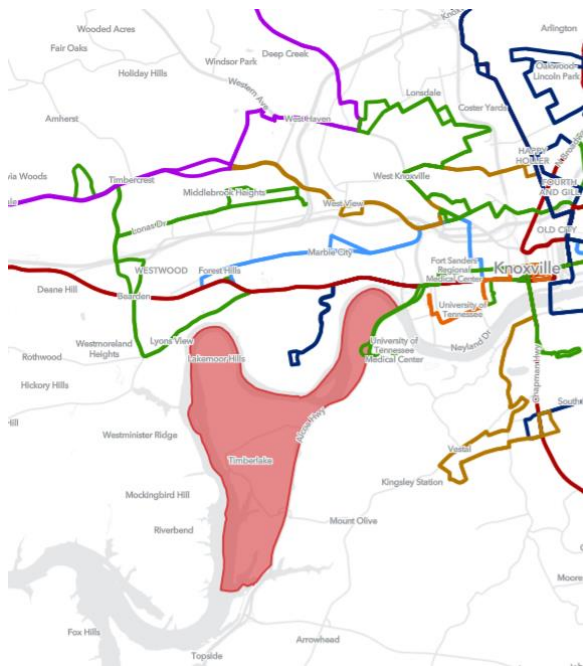
The data reveals an overall positive effect on both minority and low income populations.

The following maps and data reveal the details on that effect.

The first map shows trip differences – the number of people-trips available across census tracts. The map below shows where service has increased or decreased across the service area. Service has been concentrated in the core, as well as along primarily major corridors.



The two block groups shown in darker orange are shown in detail below. The first, larger service elimination block group seems to be influenced by the absence of the Route 19 along Lyons View Pike. The second, smaller location appears to be influenced by the Route 22 – Broadway using Church Avenue rather than Summit Hill Drive in the new network.



The Remix Analysis Applied to KAT Reimagined

The analysis analyzed each route both in the new network and the pre-Covid network. For all pre-Covid routes, people-trips along those routes were expressed as a negative effect, both in terms of overall population as well as minority and low income populations. For the new network routes, people-trips were expressed as a positive. More frequent service means more potential people-trips (opportunities to travel). This idea of measuring frequency in addition to service coverage is an additional analytical tool that allows us to measure the full impact of the service changes and benefits to the service area.

The resulting comparison shows an additional 787,026,905 people-trips under the new network, computed annually. Breaking that down, people-trips for low income populations increased by 496,389,156, and people-trips for minority populations increased by 177,804,115. These positive outcomes are the result of concentrating service in higher density population areas with low income and minority populations.

Low income populations within the service area see a 63.1% increase in people-trips (opportunities to travel), and minority populations see a 22.6% increase.

Despite being cost-neutral, this plan has resulted in increased people-trips in the service area, and those changes have resulted in increased opportunities for minority and low income populations at a rate close to or equal to the overall service area averages.

The following shows the impacts on low income and minority communities with this change, compared with the overall low income and minority populations in the service area. The low income population is impacted by these changes at a much greater rate than the area average. Minority populations are impacted at just slightly less than the overall average of the minority population in the service area. Because these changes have resulted in additional passenger trips, these are positive results.

	Low Income	Minority
Change Borne By	63.1%	22.6%
Area Average	19.1%	26.5%
Delta	43.9%	-3.9%

Review of KAT's Title VI Process

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

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

"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

The Process

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

- 1. Does this constitute a Major Service Change?** The board approved the definition of the Major Service Change in accordance with Title VI regulations. This definition is in Appendix A of this document. *We determined that this new network constituted a Major Service Change.*
- 2. If so, to what degree is there an adverse effect on minority populations and low income populations?** KAT has defined adverse effects generally by creating levels, or degrees, of adverse effects and considering that level in the analysis of whether or not there is a disparate impact or disproportionate burden. The adverse effect is explained further in the definitions page in Appendix A. *The analysis by block group indicates an overall positive for the service area, including positive outcomes for minority and low income populations, so the overall system-wide outcome does not constitute an adverse impact, as there is an overall increase in people-trips for minority and low income populations.*
- 3. Does the service change constitute a Disparate Impact for Minority Populations?** The board approved the definition of KAT's Disparate Impact Policy for Minority Populations in accordance with Title VI regulations. This policy is in Appendix A of this document. *The board approved a disparate impact of 10 percentage points of negative impact above the overall system-wide impact. The data indicate that the overall results are positive, both system-wide and for minority populations.*

4. **Does the service change constitute a Disproportionate Burden on Low Income Populations?** The board approved the definition of KAT's Disproportionate Burden Policy for Low Income Populations in accordance with Title VI regulations. This policy is in Appendix A of this document. *The board approved a disproportionate burden of 10 percentage points of negative impact above the overall system-wide impact. The data indicate that the overall results are positive, both system-wide and for low income populations.*

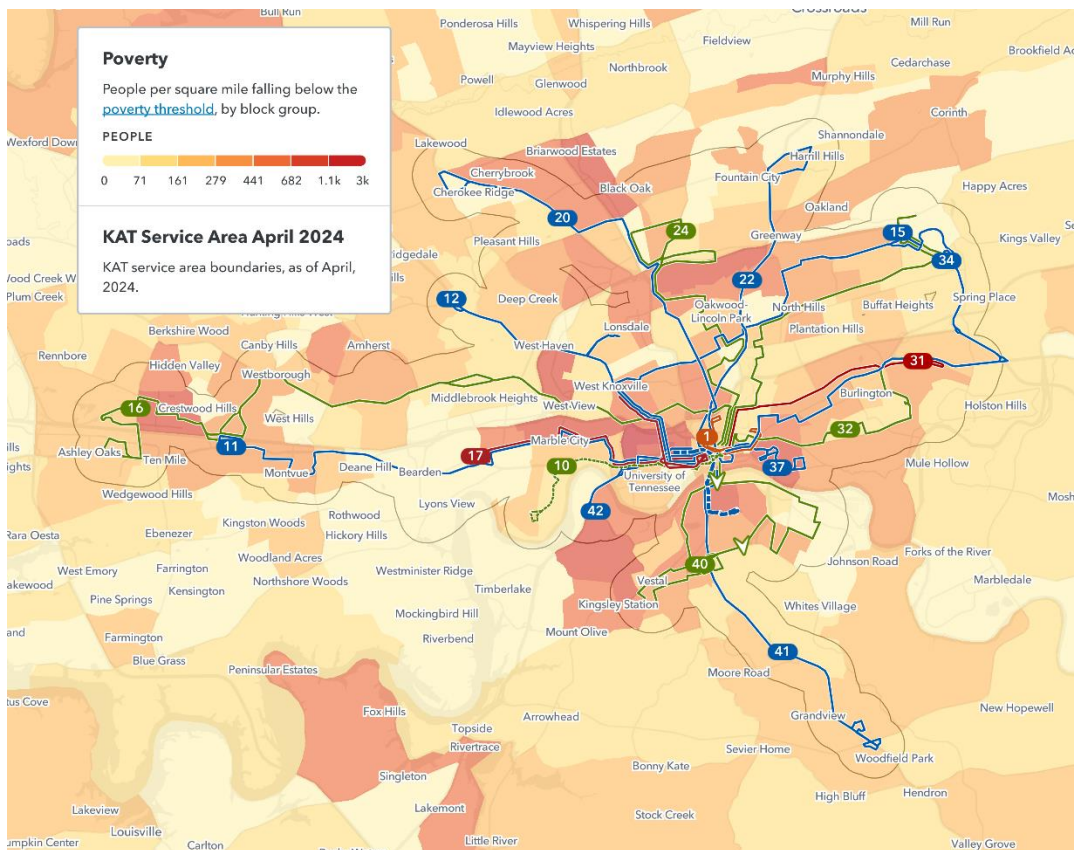
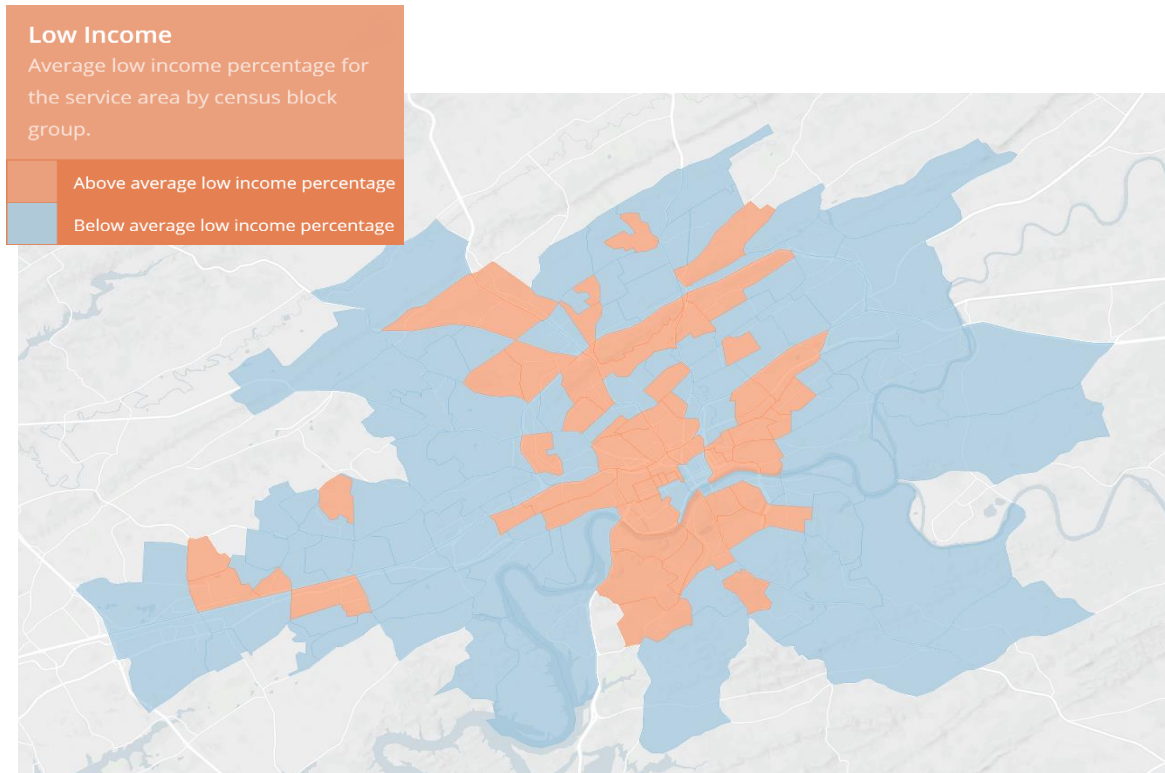
If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

The following documents provide the background information related to this analysis:

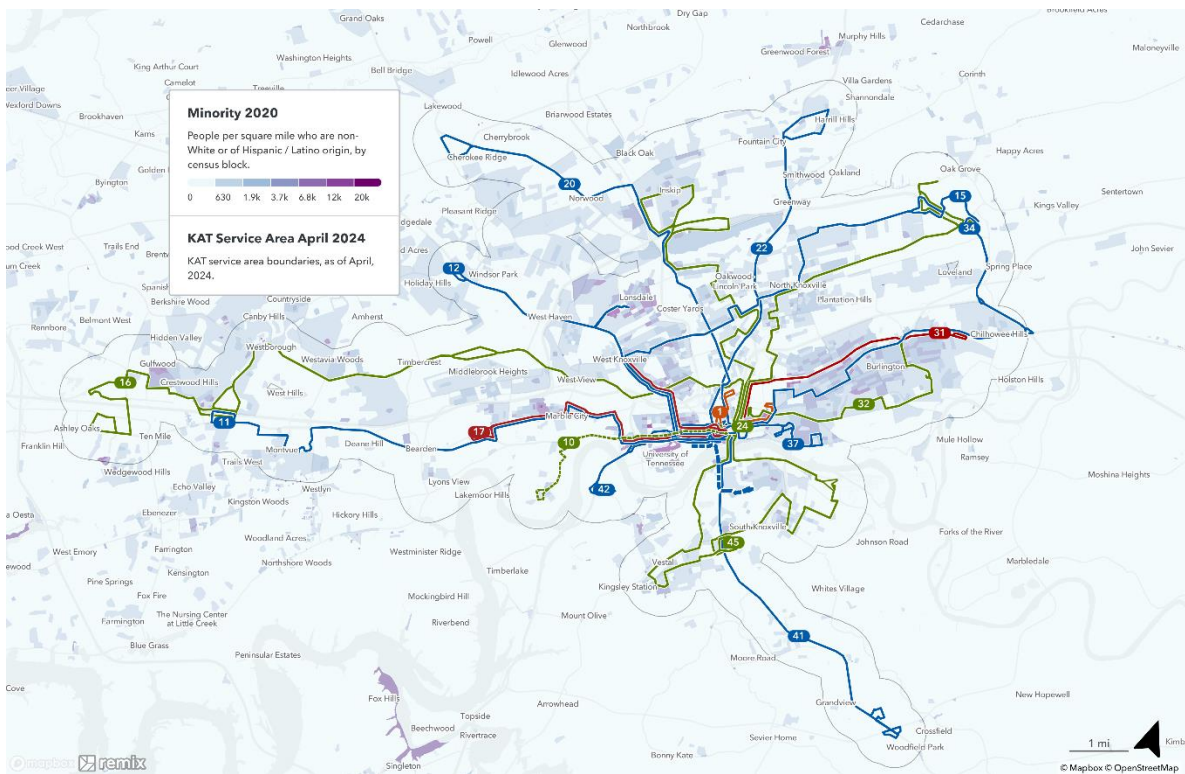
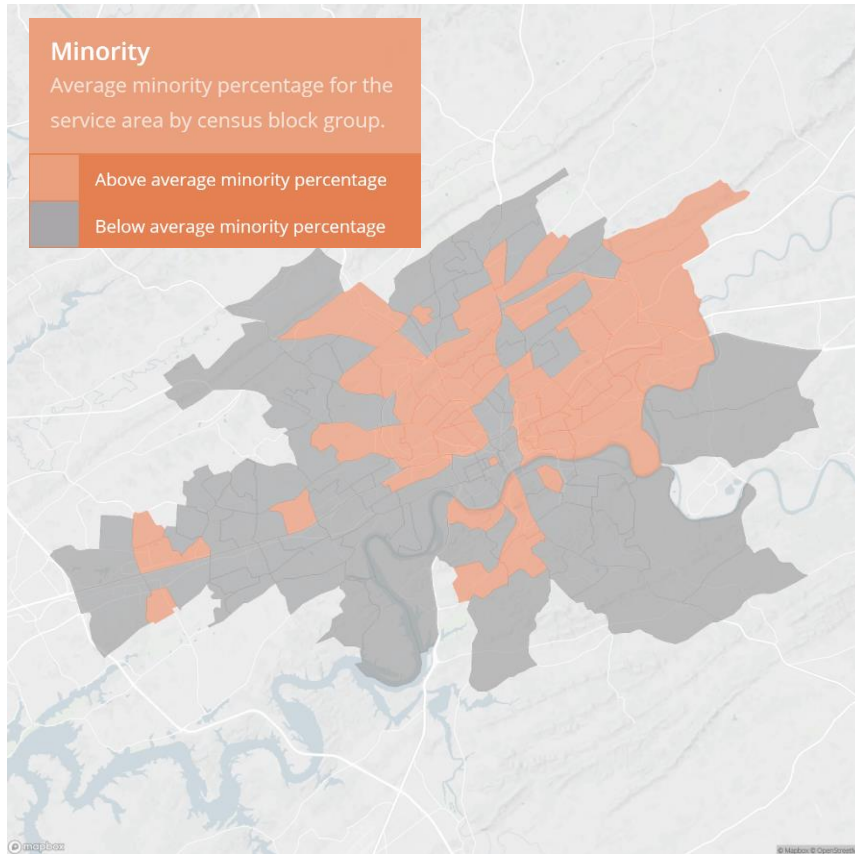
1. Low income map for the general service area
2. For additional comparison, the poverty block groups are shown with the new network and service area boundary.
3. Minority map for the general service area
4. For additional comparison, the minority block groups are shown with the new network and service area boundary
5. The Title VI analysis by route for the Pre-Covid network and the new network
6. The Census blocks individual analysis

Background Items #1 and 2: Low Income Maps

This map shows low income in census tracts covered in whole or in part by KAT services.



Background items 3 and 4: The following map shows minority percentages by census block group, with the map following showing the overlay of the KAT service area with the new network.



Route	Before (Inbound)			Before (Outbound)			After (Inbound)			After (Outbound)			Difference			Change Borne By Low Income	Change Borne by Minorities				
	Population (within 1/4 mi)	Low Income	Minority	(Annually)	Population (within 1/4 mi)	Low Income	Minority	(Annually)	Population (within 1/4 mi)	Low Income	Minority	(Annually)	Population (within 1/4 mi)	Low Income	Minority			(Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips
1 - Downtown Connector	0			0	0			0	3,559	32.1%	29.2%	24,640	3,410	32.3%	29.8%	24,640	171,716,160	55,227,177	50,709,120	32.2%	29.5%
10 Sequoyah Hills	9,975	48.5%	20.5%	1,530	10,195	48.9%	20.6%	1,530	9,410	50.5%	20.7%	1,275	9,573	50.8%	20.8%	1,275	-6,656,775	-2,767,441	-1,318,095	41.6%	19.8%
11 - Sutherland / Kingston Pike	0			0	0			0	15,589	36.7%	22.0%	11,565	15,517	37.6%	23.0%	11,565	359,740,890	133,631,919	81,035,955	37.1%	22.5%
11 Kingston Pike (A)	14,703	34.3%	19.8%	14,405	14,749	35.2%	20.1%	14,205	0			0	0			0	-421,306,260	-146,281,947	-84,107,800	34.7%	20.0%
11 Kingston Pike (B)	2,719	20.3%	22.8%	1,075	0			0	0			0	0			0	-2,922,925	-592,662	-665,425	20.3%	22.8%
11 Kingston Pike (C)	12,662	34.3%	20.0%	255	0			0	0			0	0			0	-3,228,810	-1,106,230	-644,895	34.3%	20.0%
12 - Western Avenue (A)	9,197	35.3%	47.7%	11,710	9,054	35.8%	48.1%	11,000	0			0	0			0	-207,290,870	-73,618,675	-99,322,190	35.5%	47.9%
12 - Western Avenue (B)	0			0	8,316	37.5%	48.0%	365	0			0	0			0	-3,035,340	-1,139,133	-1,458,175	37.5%	48.0%
12 - Western Avenue (C)	7,927	34.6%	49.0%	55	0			0	0			0	0			0	-435,985	-150,849	-213,455	34.6%	49.0%
12 - Western Avenue -NEW	0			0	0			0	12,116	47.3%	26.8%	12,335	12,502	47.2%	27.2%	12,335	303,663,030	143,467,228	81,941,405	47.2%	27.0%
13 Beaumont Connector	6,140	38.8%	39.8%	3,825	6,270	40.2%	40.8%	3,825	0			0	0			0	-47,468,250	-18,737,819	-19,140,300	39.5%	40.3%
15 Woodland Crosstown	0			0	0			0	18,430	38.9%	27.1%	12,025	18,905	38.8%	27.1%	12,025	448,953,375	174,436,015	121,656,925	38.9%	27.1%
16 Cedar Bluff Connector	4,942	24.3%	32.7%	4,960	5,240	23.6%	32.4%	4,960	0			0	0			0	-50,502,720	-12,097,208	-16,422,560	24.0%	32.5%
16 Middlebrook Cedar Bluff	0			0	0			0	14,274	26.1%	29.8%	5,785	14,014	26.6%	30.3%	5,785	163,646,080	43,099,437	49,155,145	26.3%	30.0%
17 - Sutherland / Bearden	0			0	0			0	11,484	49.8%	24.2%	19,475	11,048	49.7%	23.3%	19,475	438,810,700	218,337,158	104,249,675	49.8%	23.8%
17 Sutherland / Bearden	11,398	55.5%	26.3%	8,530	13,434	52.4%	25.3%	8,530	0			0	0			0	-211,816,960	-113,981,659	-54,634,650	53.8%	25.8%
19 Lakeshore / Lonas Connector	2,886	9.8%	16.6%	3,920	5,746	7.6%	16.1%	3,920	0			0	0			0	-33,837,440	-2,819,154	-5,507,600	8.3%	16.3%
20 - Central / Clinton Hwy	0			0	0			0	8,430	25.1%	22.9%	12,025	8,487	25.1%	22.7%	12,025	203,426,925	51,017,214	46,356,375	25.1%	22.8%
20 Central Avenue	7,905	25.8%	25.9%	10,490	7,808	25.4%	25.6%	10,490	0			0	0			0	-164,829,370	-42,151,862	-42,411,070	25.6%	25.7%
21 Lincoln Park	7,307	22.1%	23.1%	4,395	7,801	23.5%	24.1%	4,395	0			0	0			0	-66,399,660	-15,142,550	-15,703,335	22.8%	23.6%
22 Broadway	9,493	22.6%	20.8%	15,590	10,459	21.2%	20.6%	15,590	9,441	22.3%	19.9%	12,080	9,744	19.8%	19.4%	12,080	-79,296,880	-19,164,054	-18,782,740	24.2%	23.7%
23 Millertown / Fairmont	7,866	16.1%	25.0%	6,550	7,972	16.0%	24.9%	6,550	7,255	16.4%	26.5%	4,145	7,151	16.3%	26.4%	3,890	-45,849,535	-7,192,007	-10,614,455	15.7%	23.2%
24 - Lincoln Park/Inskip	0			0	0			0	9,785	23.8%	23.2%	6,040	8,606	25.7%	26.6%	6,040	111,081,640	27,439,085	27,530,320	24.7%	24.8%
24 Inskip / Breda	9,843	22.1%	23.9%	4,285	8,045	25.7%	26.9%	4,285	0			0	0			0	-76,650,080	-18,178,373	-19,368,200	23.7%	25.3%
30 Parkridge	4,719	29.9%	45.3%	4,230	4,701	30.0%	45.6%	4,230	0			0	0			0	-39,846,600	-11,947,082	-18,100,170	30.0%	45.4%
31 Magnolia Avenue	6,516	24.7%	64.1%	15,645	6,808	24.7%	64.5%	15,645	0			0	0			0	-208,453,980	-51,478,352	-134,108,940	24.7%	64.3%
31 Magnolia Avenue - NEW	0			0	0			0	5,745	25.2%	66.7%	19,165	5,875	25.4%	67.2%	18,855	220,876,050	55,906,426	147,822,635	25.3%	66.9%
32 -Dandridge Avenue - NEW	0			0	0			0	4,968	32.3%	62.9%	6,040	4,868	32.1%	65.5%	6,040	59,409,440	19,126,672	38,130,520	32.2%	64.2%
32 Dandridge Avenue	5,103	36.8%	51.2%	8,840	4,632	37.5%	52.0%	8,840	0			0	0			0	-86,057,400	-31,983,993	-44,376,800	37.2%	51.6%
33 Martin Luther King Jr. Avenue	7,585	27.8%	59.0%	6,550	7,505	28.1%	59.5%	6,550	0			0	0			0	-98,839,500	-27,607,729	-58,570,100	27.9%	59.3%
34 - Burlington Shopper	0			0	0			0	6,878	31.4%	70.0%	12,025	7,040	31.0%	69.7%	12,025	167,363,950	52,179,737	116,834,900	31.2%	69.8%
34 Burlington	7,971	31.2%	70.6%	9,495	5,965	34.5%	63.6%	9,495	0			0	0			0	-132,322,320	-43,172,995	-89,471,385	32.6%	67.6%
37 - Morningside / Riverside	0			0	0			0	3,073	40.8%	41.3%	6,040	3,082	41.8%	39.6%	6,040	37,176,200	15,359,305	15,033,560	41.3%	40.4%
40 South Knoxville	7,351	26.1%	20.6%	9,550	7,583	26.5%	21.1%	9,550	7,422	25.9%	20.6%	6,040	7,735	26.3%	21.1%	6,040	-51,071,420	-13,572,226	-10,586,430	26.6%	20.7%
41 Chapman Highway	5,228	24.2%	17.7%	11,140	5,333	23.7%	17.9%	11,140	0			0	0			0	-117,649,540	-28,182,056	-20,965,480	24.0%	17.8%
41 Chapman Hwy	0			0	0			0	5,270	25.3%	17.9%	12,335	5,200	24.6%	18.3%	12,335	129,147,450	32,261,815	23,362,490	25.0%	18.1%
42 Ft. Sanders / UT Medical Ctrs.	0			0	0			0	9,603	63.7%	21.7%	12,335	9,486	63.1%	21.7%	12,335	235,462,815	149,314,494	51,042,230	63.4%	21.7%
42 UT / Fort Sanders Hospitals	9,770	63.2%	21.6%	7,600	9,800	63.6%	21.5%	7,600	0			0	0			0	-148,732,000	-94,271,562	-32,018,800	63.4%	21.5%
44 University Park	2,868	36.1%	19.7%	11,985	2,864	36.0%	19.8%	11,985	3,649	35.3%	19.3%	6,375	3,752	35.5%	19.3%	6,375	-21,516,645	-8,047,898	-4,481,115	37.4%	20.8%
45 Vestal	5,401	25.9%	25.0%	5,215	5,111	26.4%	25.3%	5,215	5,492	27.8%	24.1%	5,070	5,043	27.6%	25.2%	5,070	-1,407,630	471,954	-631,520	-33.5%	44.9%
81 Orange Line Trolley (Mo-Th)	8,424	60.7%	21.0%	13,005	8,773	59.5%	20.9%	13,515	0			0	0			0	-228,121,215	-137,071,989	-47,751,300	60.1%	20.9%
90 Crosstown Connector (A)	19,450	16.6%	25.2%	4,340	19,158	16.6%	24.9%	4,340	0			0	0			0	-167,558,720	-27,788,029	-41,985,160	16.6%	25.1%
90 Crosstown Connector (B)	5,836	14.7%	22.0%	310	0			0	0			0	0			0	-1,809,160	-266,776	-398,660	14.7%	22.0%
90 Crosstown Connector (C)	0			0	14,824	15.6%	24.7%	255	0			0	0			0	-3,780,120	-589,992	-932,535	15.6%	24.7%
Routes to UT	0			0	0			0	10,049	59.7%	25.0%	24,305	9,093	59.1%	25.6%	24,305	465,246,310	276,215,824	117,636,200	59.4%	25.3%
All Changes (both directions)	118,674	24.8%	30.8%	397,485					94,619	26.9%	31.0%	461,675					787,026,905	496,389,156	177,804,115	63.1%	22.6%

increase in people trips

	Low Income	Minority
Change Borne By Area Average	63.1%	22.6%
Delta	43.9%	-3.9%

Census ID	Population	Low Income	Minority	Trips Before	Trips After	
470930001001	1507	17.3%	10.6%	338550	461675	trip equals opportunity to take the bus
470930001002	1055	20.9%	16.7%	247760	203945	
470930008001	1599	40.2%	43.1%	43070	24830	
470930008002	879	13.5%	8.6%	111945	176750	
470930008003	1922	41.2%	13.7%	75780	59640	
470930009011	2176	0.0%	21.3%	125105	221855	
470930009021	3061	96.1%	17.9%	114675	199380	
470930014001	853	6.7%	51.0%	30780	97330	
470930014002	815	51.2%	49.7%	30780	24050	
470930014003	611	49.1%	47.5%	30780	97330	
470930015001	1480	27.9%	34.3%	82620	92375	
470930015002	1105	17.4%	34.4%	39970	60290	
470930015003	821	15.5%	26.7%	61470	60180	
470930016001	1249	35.3%	8.5%	55200	52355	
470930016002	2146	2.0%	10.0%	53070	68325	
470930017001	1538	14.8%	35.5%	61530	68325	
470930017002	1179	12.8%	27.9%	61530	68325	
470930018001	1257	11.1%	18.9%	21560	8035	
470930018002	1267	27.9%	25.9%	21560	32085	
470930019001	1439	26.3%	71.1%	71840	74150	
470930020001	1183	14.9%	87.0%	63380	74150	
470930020002	1118	31.0%	81.9%	63380	74150	
470930020003	619	51.9%	89.3%	81060	80190	
470930021001	802	18.6%	74.9%	36670	36130	
470930021002	2078	15.2%	67.8%	55770	36240	
470930022001	992	5.7%	2.2%	19100	12080	
470930022002	1939	21.0%	19.6%	19100	12080	
470930022003	866	6.1%	3.6%	19100	12080	
470930023001	1610	22.0%	22.2%	75780	59640	
470930023002	1635	9.1%	14.6%	51810	46890	
470930024001	2125	15.5%	30.0%	51810	46890	
470930024002	643	30.3%	23.0%	10430	10140	
470930024003	1738	33.3%	32.0%	104720	140620	
470930026001	865	26.8%	22.9%	98355	100870	
470930026002	1667	41.5%	59.5%	51760	158645	
470930027001	938	10.9%	28.6%	52165	139940	
470930027002	1463	48.7%	41.3%	43270	36240	
470930028001	978	2.1%	12.8%	31700	24670	
470930028002	369	44.2%	67.8%	32065	24670	
470930028003	1963	33.2%	70.9%	52680	60800	
470930028004	1212	6.0%	52.7%	32065	24670	
470930029001	1813	35.7%	29.3%	78200	60290	
470930029002	1690	50.6%	55.1%	73805	60290	
470930030001	1461	11.4%	16.6%	34880	32085	
470930030002	1355	29.2%	48.8%	52960	56245	
470930030003	2053	18.7%	26.0%	21780	32085	
470930031001	1385	6.7%	40.9%	34880	56135	
470930031002	1493	12.7%	29.3%	26200	8035	
470930032001	1559	15.9%	59.9%	53885	74150	
470930032002	1725	17.8%	83.4%	81060	74150	
470930033001	2286	7.0%	26.8%	67960	74150	
470930034001	1602	9.2%	11.2%	22280	24670	
470930034002	1916	9.3%	11.0%	22280	24670	
470930034003	443	26.6%	13.1%	42260	40850	
470930035011	1310	35.2%	36.0%	10430	10140	

470930035012	659	3.9%	0.0%	39765	2550
470930035021	873	57.3%	54.1%	25630	34810
470930035022	1457	53.7%	11.0%	25630	34810
470930037001	1535	32.2%	19.6%	53765	62080
470930037002	360	8.9%	0.0%	53765	62080
470930037003	1021	6.0%	8.9%	53765	62080
470930038011	833	12.7%	12.0%	24735	11570
470930038012	1399	3.6%	10.4%	17085	11570
470930038013	1197	2.2%	12.9%	3920	0
470930038014	905	4.4%	21.3%	20100	42610
470930038021	1902	9.4%	25.3%	9245	36240
470930038022	1661	4.8%	49.4%	20815	36240
470930039011	2594	10.1%	15.3%	9245	24670
470930039012	1529	23.8%	39.0%	8935	0
470930039021	1186	15.6%	48.2%	34200	30090
470930039022	2093	29.2%	34.5%	29915	24050
470930040001	1324	12.9%	32.6%	13220	6040
470930040002	766	37.0%	20.1%	13220	6040
470930040003	366	3.8%	9.3%	38485	36130
470930040004	1905	19.9%	13.9%	38485	36130
470930041001	1090	2.2%	20.8%	17505	6040
470930041002	514	16.5%	6.4%	29550	36130
470930041003	1703	13.9%	33.5%	48430	30200
470930041004	1342	8.5%	23.9%	48685	24160
470930042001	1262	15.8%	26.9%	48685	24160
470930042002	2062	6.5%	6.9%	39860	24160
470930043001	1239	23.6%	28.4%	44145	24160
470930043002	606	10.9%	9.2%	70345	80295
470930043003	1246	4.5%	9.5%	13100	3890
470930044011	2389	1.0%	6.7%	7840	0
470930044031	1420	19.9%	18.0%	49105	34700
470930044032	1850	8.5%	23.2%	28865	23130
470930044033	2130	0.0%	5.1%	0	0
470930044041	1360	2.1%	9.1%	36705	23130
470930044042	2159	8.2%	22.3%	29940	23130
470930044043	757	0.0%	19.2%	37780	23130
470930045011	1648	6.0%	9.9%	39185	34700
470930045012	1502	16.0%	28.4%	47025	34700
470930045021	2202	16.9%	22.9%	49105	34700
470930045022	1590	0.8%	9.1%	39185	34700
470930046081	1791	12.6%	17.8%	0	24670
470930046091	1975	23.8%	43.6%	9920	11570
470930046093	2249	14.7%	26.3%	9245	11570
470930046101	2804	31.6%	39.9%	9920	11570
470930046102	680	0.0%	15.4%	19165	11570
470930046103	800	43.8%	41.8%	49105	34700
470930046111	2503	7.3%	26.3%	9920	11570
470930046131	2251	11.6%	20.5%	9245	11570
470930046141	1927	1.0%	16.4%	0	0
470930046142	1904	14.3%	10.1%	9245	11570
470930046151	2355	16.2%	22.6%	17085	11570
470930046152	2228	22.2%	21.1%	0	0
470930047001	2359	6.1%	23.5%	8935	24670
470930047002	2158	12.4%	14.7%	10490	36695
470930048001	1760	31.0%	29.4%	29915	24050
470930048002	1194	7.6%	11.4%	29915	24050

470930048003	609	0.0%	4.6%	20980	24050
470930048004	1804	9.6%	23.9%	29915	24050
470930049001	2292	14.4%	25.2%	8935	0
470930049002	1852	51.0%	31.9%	8935	24050
470930050001	1480	2.8%	5.7%	8935	0
470930050002	1062	6.2%	11.5%	40115	24160
470930050003	1628	22.4%	23.1%	48685	24160
470930051002	1936	1.1%	26.2%	15590	12080
470930052022	1863	7.2%	26.8%	13100	56135
470930052031	2300	3.2%	36.2%	0	0
470930054011	2132	6.4%	10.4%	9495	0
470930054012	771	10.2%	8.2%	0	0
470930055011	1426	18.7%	13.6%	22280	24670
470930055012	1313	7.3%	13.6%	11140	12335
470930056032	2530	9.0%	16.8%	22280	24670
470930056041	1509	8.7%	1.7%	10430	10140
470930057011	1198	0.0%	1.8%	0	0
470930057014	765	0.0%	7.3%	0	0
470930057041	2643	14.0%	10.9%	49105	34700
470930057044	1272	5.3%	24.4%	0	0
470930057061	3156	5.4%	16.9%	9920	11570
470930057062	2010	6.1%	35.6%	4960	11570
470930060022	1346	13.4%	15.8%	20980	24050
470930061041	3298	3.8%	13.1%	20980	12025
470930066001	1335	44.9%	24.2%	144690	145190
470930066002	939	6.0%	9.1%	90270	92375
470930066003	991	19.4%	5.1%	77170	84340
470930067001	529	16.1%	28.5%	186430	203325
470930067002	1217	26.3%	90.0%	94970	62070
470930067003	962	25.8%	45.0%	52850	70105
470930068001	1153	53.9%	74.2%	112650	143545
470930068002	1996	40.9%	42.3%	100405	109570
470930068003	928	53.3%	31.6%	338550	436845
470930068004	355	38.9%	83.9%	224955	436845
470930069011	2727	69.2%	12.2%	121485	198200
470930069012	1454	70.6%	20.6%	90705	186630
470930069021	999	35.4%	21.1%	90705	186630
470930069022	2035	82.9%	17.1%	114675	199380
470930069031	1291	80.9%	20.1%	145015	271640
470930069032	1121	76.8%	43.4%	114675	199380
470930070001	1613	25.5%	64.4%	47840	108900
470930070002	1221	57.5%	53.0%	47840	108900
470930071001	1766	5.3%	19.9%	31925	64630
470930071002	1311	13.3%	4.4%	31925	2550
470930071003	892	5.8%	15.0%	53765	62080

Appendix A Definitions

Major Service Change

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

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

Disproportionate Burden Policy for KAT respecting Low Income populations





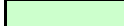
Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage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

Disparate Impact Policy for KAT Respecting Minority Populations

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

Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant. There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

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

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

Contact Form (NEW)

NAME

Paul Gellert

EMAIL

pgellert@utk.edu

PHONE

865-387-3266

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

I am writing to give my strongest support for the reinstatement of Route #10. I was recently made aware that this possibility is part of the KAT Reimagined proposal. I have long been a rider of KAT buses. After the #10 stopped during Covid, I still sometimes rode the #11 back from work at UT and walked home from Kingston Pike (about 20-25 minutes). Thus, I was very disappointed to hear that the #11 bus route would be moving to Sutherland Ave. This move would be the end of my KAT riding days as Sutherland to my home in Sequoyah is too far a walk. Reinstatement of the #10 would be fantastic!!!

I would like to add a further suggestion that KAT extend the #10 route to Kroger's (even on the 3 morning and afternoon runs) because that would link Sequoyah to a supermarket and link #10 to #11 routes. In the distant past when the route went as far as Earthfare, I noticed various, usually elderly residents of Sequoyah Hills, would use the bus to go grocery shopping. I think this might increase ridership further.

Thank you for reading this note.

"The public is encouraged to review the proposed routes and provide comment prior to or at the April meeting. Comments can be provided via KAT's website on the "Contact" link, by calling 865-637-3000, or by mailing comments to KAT Reimagined Network, 301 Church Avenue, Knoxville, TN 37915."

Contact Form (NEW)

NAME

Daniel Feller

EMAIL

dfeller@utk.edu

PHONE

865-673-5822

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

This message is a comment on the KAT Reimagined plan. It does not fit in any of the categories that your portal format requires me to choose.

I welcome and support the re-insertion of the #10 Sequoyah Hills route in the latest revisions to the KAT Reimagined plan. I have been riding this bus since 2003 and was devastated by its cancellation. Moving the #11 route over from Kingston Pike to Sutherland between downtown and Bearden would have left the entire Sequoyah Hills neighborhood without any bus service at all if the #10 was not reinstated. THANK YOU to KAT management for reconsidering and listening to the appeals from those of us who depend on this bus.

Contact Form (NEW)

NAME

David Palmer

EMAIL

dpalmer6@utk.edu

PHONE

5123232566

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

Dear KAT,

I write to support the new KAT-Reimagined plan, and would ask the board to approve it during April's meeting. I am especially pleased to see route 10 added to the newest version of the plan. I rode the 10 daily for years as my commute to work. Putting it back in the final plan will make a material difference to the quality of life of many people. I really appreciate the 10 being restored. It really makes a difference. Thank you to KAT for restoring this key route.

Thank you.

Contact Form (NEW)

NAME

Kathy Broggy

EMAIL

kathyb@outlook.com

PHONE

8656044712

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

I have just looked over the KAT Reimagined and I am quite upset. I work at Dowell Springs on Middlebrook Pike. I ride the 90 bus every day. There is apparently no bus service that will service that area. There are quite a few people who will not be able to get to their jobs or to the doctors offices in the Dowell Springs complex, not to mention the Tennova, Penninsula and East Tn Behavioral Health center. To just leave us all without a way to our jobs is unfair. I do not drive. I have no other way to work. I am hoping I just missed something when I looked over the routes. Please let me know if there will be bus service to Dowell Springs from the Fountain Clty Superstop.

From: [Belinda Woodiel-Brill](#)
To: [Kathy Broggy](#)
Subject: Re: KAT Reimagined - Middlebrook Pike
Date: Tuesday, April 2, 2024 12:13:06 PM

Kathy,

Oh thank goodness, though I'm sorry it won't be as convenient. We go through these processes with the intention of making things better but there are always repercussions. If approved, we will have some good route planning options available ahead of time through our Transit app that will help figure out the best trip options for people under the new network.

Belinda

From: Kathy Broggy <kathyb@outlook.com>
Sent: Tuesday, April 2, 2024 11:57 AM
To: Belinda Woodiel-Brill
Subject: Re: KAT Reimagined - Middlebrook Pike

Dear Ms. Woodiel-Brill,

Thank you so much for your quick and helpful response. It may not be as convenient but I believe it will work. I appreciate your help!

Kathy

Kathy Broggy

From: Belinda Woodiel-Brill <bbrill@katbus.com>
Sent: Tuesday, April 2, 2024 10:57 AM
To: kathyb@outlook.com <kathyb@outlook.com>
Cc: Umar Tennessee <utennessee@katbus.com>
Subject: KAT Reimagined - Middlebrook Pike

Hi Kathy,

Thank you for reviewing the detailed routes and schedules of the KAT Reimagined network. With the new network, there is service to Dowell Springs once an hour from Knoxville Station 7 days/week via Route 16: Middlebrook/Cedar Bluff. The Fountain City Superstop, however, will not be in operation. Portions of Route 90 along Valley View will be covered by Route 15 - Woodland Crosstown, but the area of Cedar Lane will not have coverage.

I'm so sorry that this new proposal may not work for you, but I hope that alternative route connections might still make it possible for you to reach Dowell Springs via the Route 16.

Let us know of other questions or concerns. We will be sure that the Knoxville Transportation Authority sees your comments.

Thank you so much,
Belinda

Belinda Woodiel-Brill

Director of Planning and Public Information

Knoxville Area Transit

bbrill@katbus.com

865-215-7800

www.katbus.com<<http://www.katbus.com/>>

I have just looked over the KAT Reimagined and I am quite upset. I work at Dowell Springs on Middlebrook Pike. I ride the 90 bus every day. There is apparently no bus service that will service that area. There are quite a few people who will not be able to get to their jobs or to the doctors offices in the Dowell Springs complex, not to mention the Tennova, Peninsula and East Tn Behavioral Health center. To just leave us all without a way to our jobs is unfair. I do not drive. I have no other way to work. I am hoping I just missed something when I looked over the routes. Please let me know if there will be bus service to Dowell Springs from the Fountain City Superstop

Contact Form (NEW)

NAME

Jessica Brown

EMAIL

jcbrown@utmck.edu

PHONE

865-742-3124

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

I have been looking at the Reimagine schedule and I thought all the buses were going to line up so people could get to their jobs quicker? This doesn't seem to be the case. Looks like the new 22 Broadway bus doesn't get downtown until 20 after the hour. My next connecting bus is the 42 Fort Sanders/UT bus and it is showing that it will still leave at 15 after the hour. I have to be to work at 8a, and this is going to make me late to work. And if I take the next 42 bus at 45 after the hour I end up sitting at the bus station for 25 minutes, as well as being late to work. Right now the schedule is perfect. Can someone please explain why the schedules are changing so that I have to leave really early as to not be late to work?

From: [Brown, Jessica C](#)
To: [Belinda Woodiel-Brill](#)
Subject: RE: I EXTERNAL I Fw: KAT Reimagined
Date: Tuesday, April 2, 2024 12:21:44 PM

Thank you for getting back to me!! I know a lot of people who take the 42 Fort Sanders/UT bus at the 7:15a time. So, having the Broadway and other buses get downtown in time for the 7:15a 42 Fort Sanders/UT bus is important. I hope this can be resolved before the August changes. And thank you for all you do to get us to our jobs!

Jessica C. Brown
Patient Service Rep
University Cancer Specialists
Ph# 865-305-8780
Fax# 865-305-8199

"Run with the little man, make some change."- unknown

-----Original Message-----

From: Belinda Woodiel-Brill <bbrill@katbus.com>
Sent: Tuesday, April 2, 2024 10:49 AM
To: Brown, Jessica C <JCBrown@utmck.edu>
Subject: I EXTERNAL I Fw: KAT Reimagined

[You don't often get email from bbrill@katbus.com. Learn why this is important at [https://urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification___:!!NC3vCrM4DMxsVXds!GUodXXW-qAXJRXkFzaTOraIHU-p0xSzOh09Mxx8tTrlVkcCKKCXlhPDd6s7POFloJvRFun4bZPOIFIE_K\\$](https://urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification___:!!NC3vCrM4DMxsVXds!GUodXXW-qAXJRXkFzaTOraIHU-p0xSzOh09Mxx8tTrlVkcCKKCXlhPDd6s7POFloJvRFun4bZPOIFIE_K$)]

Jessica,

Thank you for reviewing the maps and schedules for KAT Reimagined. I'm so sorry this proposal affects your commute and I can completely understand the issue. We added more time to the Route 22 because it does suffer from on time performance issues, but the morning may not be as much of an issue and it's so vital to get folks to work on time. Let me coordinate with our Operations team and our Planning Manager to see if at least the first couple of trips can still manage to arrive in time to make the :15 after connections. We will try our best to resolve this issue for you.

Thanks for riding,
Belinda

Belinda Woodiel-Brill

Director of Planning and Public Information

Knoxville Area Transit

301 Church Avenue

Knoxville, Tennessee 37915

865-215-7800

<http://www.katbus.com><<http://www.katbus.com>>

[cid:217f512e-cd7d-4321-add2-eb7d09525253]

I have been looking at the Reimagine schedule and I thought all the buses were going to line up so people could get to their jobs quicker? This doesn't seem to be the case. Looks like the new 22 Broadway bus doesn't get downtown until 20 after the hour. My next connecting bus is the 42 Fort Sanders/UT bus and it is showing that it will still leave at 15 after the hour. I have to be to work at 8a, and this is going to make me late to work. And if I take the next 42 bus at 45 after the hour I end up sitting at the bus station for 25 minutes, as well as being late to work. Right now the schedule is perfect. Can someone please explain why the schedules are changing so that I have to leave really early as to not be late to work?

[EXTERNAL]: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

From: [Shelby Evans](#)
To: [Belinda Woodiel-Brill](#)
Subject: Bus route 90
Date: Monday, April 8, 2024 5:30:43 PM

To Whom it May Concern:

I'm incredibly disappointed that the city is eliminating routes, particularly bus route 90, due to the loss of employment and accessibility it will cause those who rely on it. A friend of mine, a man with a physical disability who is unable to access other modes of transport, relies on this route to get to work and home. He has been a dedicated teacher in school system for over 20 years, and the impact this decision would have on the students and staff of the county is immeasurable. Transportation should be accessible, and what is available to those with physical disabilities is neither flexible enough for substitute teacher work, nor feasible for other modes of employment with irregular schedules.

I ask that those responsible for this decision reconsider for the constituents who rely on this route for their livelihood.

Best Regards,
Shelby Evans

From: [Debra Byrd](#)
To: [Belinda Woodiel-Brill](#)
Subject: Discontinued Route 90
Date: Sunday, April 7, 2024 12:56:21 PM

Belinda,

I am reaching out in defense of my friend Steve Massengill. He has cerebral palsy and is on a scooter. He subs daily at Northwest Middle School. He lives in apartments by Wallace Memorial Church on Merchants Drive. He will not be able to get to work and good subs are really needed right now in our schools. Our church, Wallace Memorial, has an outreach to the homeless community who depend on the bus to go downtown for meals and shelter. Please consider not discontinuing Route 90.

Thank you,

Debra Byrd

Sent from my iPhone

From: [Lisa Keaton](#)
To: [Belinda Woodiel-Brill](#)
Subject: Route 90
Date: Monday, April 8, 2024 10:49:56 AM

Please do not eliminate Route 90! Our community needs it. It is a vital route for the people in and around that community.

Ephesians 3:20

From: [Michael Smith](#)
To: [Belinda Woodiel-Brill](#)
Subject: Bus Route 90
Date: Sunday, April 7, 2024 6:44:56 PM

Dear Belinda,

I am emailing you regarding the proposed discontinuation of KAT Bus Route 90. This will cause a huge problem for a good friend of mine (and others) who rely on this transportation to get to work. Due to his physical needs, he is unable to drive and the nature of his job requires him to be able to get there on short notice. He will very likely lose his job if this route is discontinued. As a citizen of Knox County, I strongly urge you to reconsider this decision.

Sincerely,
Michael Smith

Contact Form (NEW)

NAME

Angela Gaby

EMAIL

angelakmcg@gmail.com

PHONE

8656962716

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

A friend and teacher that has committed to subbing in a school where it's hard to find subs, Northwest Middle needs the bus route from Wallace Knox on Merchants to Pleasant Ridge Rd at Northwest Middle.

Unfortunately, he is not able to drive, and KAT is planning to get rid of the bus route that provides him transportation to work. Merchant Dr at Wallace Knox to Pleasant Ridge at Northwest Middle. If this route is removed he will be forced to quit his job. The service for the disabled will not help either because he doesn't always know his work schedule due to being a full time substitute.

The kids at Northwest Middle need the stability of people that care like Steve.

Contact Form (NEW)

NAME

Ashley Murray

EMAIL

gardinpartyof3@gmail.com

PHONE

6093853144

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

I recently learned the bus route that travels down Merchants Dr will be no longer come August 2024, and as someone that drives down merchants 2 times a day 5 days a week, I believe it would make work and travel for those that depend on it harder if not maybe even almost impossible. I understand that it may not bring the most users of the bus system, but the route allows them to travel safely, go to and from work safely, and advocate for others to use the system as well. What KAT does is very appreciated and I just hope this bus route doesn't change.

Contact Form (NEW)

NAME

Leslie Lamb

EMAIL

nerdiestotter@gmail.com

PHONE

8655567788

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

The planned change to route 90 is unacceptable. This route is vital to many in the area, but also to the community at large. Leaving no service to the merchants drive to pleasant ridge is a loss to the community and the city. Please do not change route 90.

From: [Nikki Halko](#)
To: [Belinda Woodiel-Brill](#)
Subject: Merchants Dr Bus Route
Date: Saturday, April 6, 2024 1:12:34 PM

Please do not get of the bus route on merchants Dr. people depend on KAT to get to work.

A concerned Teacher,
Jaelyn Nicole Nikki Halko

From: [Cassie Ogle](#)
To: [Belinda Woodiel-Brill](#)
Subject: Merchant's Drive Route 90 change
Date: Sunday, April 7, 2024 10:32:30 AM

Ms. Brill,

Steve Massengill wrote me to ask that I write a letter on his behalf.

Please do not change route 90 on Merchant's Drive. It's essential for Steve's access to work. He is a substitute teacher and needs to use KAT to get to his job at Northwest when he is called in each morning. He cannot drive himself, uses a scooter to be ambulatory, and relies on KAT for transportation to make a living. He cannot call for a pickup with the special service bus when he doesn't have more than 2-hours notice for work--he packs quick and gets on the KAT bus that drives by his home.

I grew up in the subdivision behind Wallace Memorial on Merchant's Drive. I attended Sterchi and Northwest Middle School. I know this route is essential service for many folks who live in that area. I now live off Lovell Rd near Ball Camp, and we have zero access to KAT in my region of the county, apparently no one wants service out here. I would love to have public transportation in my area, but I cannot understand why route 90 would cease operations in such a critical area for public transportation.

Please continue service on Merchant's to Pleasant Ridge Road at Northwest Middle School. It's essential for the livelihood of many community members in the Norwood area that rely on public transportation.

Sincerely,
Cassie Ogle
865-300-2988

Cassie | God uses all kinds of craziness for His glory!

From: [Richard Gibson](#)
To: [Belinda Woodiel-Brill](#)
Subject: Bus Route 90
Date: Monday, April 8, 2024 9:40:29 AM

Belinda Woodiel-Brill

I am writing asking that Kat please review Bus Route 90 and please continue to run the route on Merchants Road. If Kat removes this route a young man will lose his job. There are probably others that we do not even know about but this is a man with a disability who rather than live off the government chooses to work everyday as a beloved substitute teacher. His students absolutely love him and he is making a difference! He has been taking Kat bus for 20 years to his job.

Many many years ago I lived in this same area (Kentwood Road) and I took the bus to work at then Miller's Department Store on Gay Street every day. What a blessing the bus service has been to Knoxville.

Thank you and I certainly appreciate Kat and would greatly appreciate reconsideration of continuing this route.

Beverley Gibson

From: [Carla Bruce](#)
To: [Belinda Woodiel-Brill](#)
Subject: concern
Date: Tuesday, April 9, 2024 2:19:39 PM

Dear Belinda,

I am concerned about the plan to discontinue KAT services for Route 90. Many people use this route and will no longer be able to get to their places of employment. It will also impact people with mobility issues who rely on KAt. Please do not discontinue service on Route 90.

Carla Bruce

From: [Steve Massengill](#)
To: [Belinda Woodiel-Brill](#)
Subject: Route 90 elimination
Date: Monday, April 8, 2024 6:39:54 AM

Hello!

My name is Steve Massengill. For the 30 years I've lived in Knoxville, Route 90 has been active part of my daily life. Due to having cerebral palsy, I do not drive. I use an electric scooter in place of walking. Route 90 has been my "gateway to Knoxville." It has allowed me to go to the mall...meet friends for dinner...go to a movie...etc. As a person with a disability, one of the most important goals in my life is to gain independence. By far, KAT has been the single most important factor in obtaining that goal. For that, I am truly grateful.

For the past 22 years, I've had the honor of being a substitute teacher at Northwest Middle School on Pleasant Ridge Road. Route 90 has been my sole transport to and from work and for 22 years has worked perfectly. I catch Route 90 at 7:15 at the stop in front of Wallace Memorial Baptist Church at 701 Merchant Dr. My house is directly behind the church, so getting to the stop on my scooter is extremely easy. From the bus stop, it's basically a straight shot to the school, taking roughly 7 - 10 minutes. I honestly don't think I could get to work any faster if I were driving a car. I'm there in plenty of time to check in, look over the lesson plans, and prep for the day before our students start filing in to homeroom at 8:00. Again, for 22 years, Route 90 and my work have been a perfect match!

So you can imagine my total shock when the bus driver informed me of the elimination of Route 90 effective this August. I literally became sick to my stomach! Route 90 is truly the ONLY way I can get to work. I immediately thought of The Lift. Unfortunately, I don't think this will be an option for me as they require 24-48 hours notice to be placed on the schedule. As a sub, there are many days when I do not even have TWO hours notice. I usually get a call by 6am and I need to be there by 8am, thus leaving no time to make any arrangements with The Lift. The nature of being a substitute teacher is to be available "at a moment's notice." Route 90 allows me that luxury.

I've also thought of a cab, Uber, or carpooling. But with the scooter, I can't see that happening. I could also ride my scooter to work, but by the time I got to work, my battery would be dead and the scooter would be useless while I was at work, not to mention getting back home.

I just can't see losing my job of 22 years just because a bus no longer comes near my house. It's simply unacceptable! It's kind of a long road ahead, but I have to try to do what I can to save this bus route...and thus saving my job. I plan to attend the public meeting on April 25 so I can "make my case" to the KAT Board in person as to how detrimental this would be to my life if indeed this route is discontinued. I served on this board 25 years ago. At the time I served, I believe a current KAT Board member, Mark Hairr, was the Exec Director then.

This weekend, I have taken to social media to start a "Save Route 90" campaign. I honestly didn't expect anything would come of it. However, the response has been absolutely phenomenal! At the time I'm writing this email, my post has been shared over 40 times! There are simply no words!

Friends, family, co-workers, former college roommates, and even total strangers have reached out to help. It's almost overwhelming! One comment reads, "Call KAT! Call the mayor! Call your senator!! Call DOT!!! We MUST keep this man at Northwest!!! Our kids desperately need him!!!!!"

Many have promised to contact KAT to discuss this issue. I believe all 200+ staff members at Northwest Middle School are committed to contacting KAT on my behalf. I want to give you a bit of a heads up. In my post, I included your name and email address as a contact person. From the comments I've read, most have very strong feelings concerning how the decision to discontinue Route 90 will affect both my work and my livelihood. Just want you to be prepared (lol).

I want to assure you, however, that the nature of this campaign is NOT to make KAT the "bad guy". As I said in the introduction, KAT has changed my life!!!! I am simply doing all I can to save Route 90 so I can continue to work.

If you have any questions for me as well as suggestions, feel free to contact me. I'll be more than happy to work with you, the KAT Board, and anyone else to come up with a workable solution.

See you April 25th!

Steve Massengill

From: [EMILY FIVEASH](#)
To: [Belinda Woodiel-Brill](#)
Subject: bus route
Date: Wednesday, April 10, 2024 9:06:09 AM

Good morning Ms. Woodiel-Brill,

I am reaching out on behalf of the citizens of Knox County who rely on bus route 90 to get to work, shop, and go about their daily life specifically a handicapped male. Mr. Steve Massengill.

Mr. Massengill has been a substitute teacher at Northwest Middle School for over twenty years. He is a vital member of the staff at Northwest, and we would struggle with educating our children without the commitment of Mr. Massengill to show up and work as a substitute teacher. He relies on the KAT bus route 90 for transportation to and from Northwest and we at Northwest rely on Mr. Massengill.

Thank you for your time and consideration of this matter and I trust you all will come up with a solution to support the citizen of Knox County who rely on bus route 90.

Emily Fiveash

7th Grade Counselor

Northwest Middle School

865-594-1345 ext 41692

From: [Jamie Wolfe](#)
To: [Belinda Woodiel-Brill](#)
Subject: Route 90
Date: Saturday, April 13, 2024 6:19:22 PM

Good evening,

I am writing to express support to save route 90. My friend Steve Massengill relies on this route, and I am wondering if others do as well. As I'm sure you've heard, Steve uses the KAT bus to travel to his job as a substitute teacher at Northwest Middle School. He is truly a valuable team member for the school, and the school needs him as much as he needs KAT services. I am hoping you are able to find a way to save route 90 to provide valuable services to Steve and others in the area.

Thank you,
Jamie Wolfe

From: [MARY BETH BURNS](#)
To: [Belinda Woodiel-Brill](#)
Subject: KAT Bus Rte 90
Date: Monday, April 8, 2024 3:06:04 PM

I am writing to you on behalf of my friend, Steve Massengill. Steve is an upstanding part of his community. He substitute teaches at Northwest Middle School 15 days each month and loves his job. He not only loves what he does, he depends on the income to survive. I will also add that substitutes are hard to come by at Northwest Middle. He is a staple there and they depend on him. Please reconsider stopping Route 90. He has no other way to get to the school when needed. He is sometimes notified just an hour or two before he needs to be there, so the scheduled pickup with a lift will not work. Also, it would be difficult, not to mention expensive, to Uber because of his scooter. He is a well-respected, much needed teacher for the students at Northwest Middle School.

Thank you.

Get [Outlook for iOS](#)

From: [Tabitha Marsh](#)
To: [Belinda Woodiel-Brill](#)
Subject: Route 90
Date: Monday, April 8, 2024 2:47:41 PM

Ms. Brill,

I am sending this email in support of my friend Steve Massengill. His bus route is critical to his independence and well being, along with his contribution to society and the city of Knoxville. He makes a significant difference in the lives of many of Knoxville's children on a daily basis. This decision needs to be reconsidered.

Thank you,

Tan Adams

Sent from my iPhone



Emily Elizabeth Griffin



FRI 8:40 PM



KEEP ROUTE 90



Hey, Emily! Thanks for messaging us. We try to be as responsive as possible. If your question is time-sensitive, please call our Customer Service agents at 865-637-3000. You can also download our free official app, Transit, to track your ride, plan your trip and get step-by-step directions (https://bit.ly/KAT_Transit) or use the Google Trip Planner at katbus.com.

8:48 AM

We will pass along your comment to the KTA Board.

Tap and hold to save this reply

Create order

Order history

Saved replies

From: [Marcia Power](#)
To: [Belinda Woodiel-Brill](#)
Subject: Route 90 on Merchants Dr to Pleasant Ridge
Date: Sunday, April 7, 2024 2:29:03 PM

Dear Ms. Brill,

I am a long time employee of Knox County Schools who is not disabled and did not need to use public trans as my job required me to use my own vehicle and travel from school to school. I served the students and staff at Northwest Middle. That's a school that needs good, reliable substitute teachers.

I ran across this Facebook plea for help from your long time rider and substitute teacher for NMS, Steve Massengill. I encourage your consideration as KAT eliminates routes. I can't imagine you aren't getting riders in that part of Knoxville.

“So I'm in a bit of a dilemma...

I have been made aware that the KAT bus route that I have used for over 20 years to get to and from work will be eliminated in August. There will be NO regular KAT buses running on Merchants Dr after August! This is part of their KAT Re-Imagined program.

This absolutely makes me sick to my stomach! This bus is truly the ONLY way I can get to work. KAT does have a paratransit service called "The Lift" which will pick up passengers with disabilities at their house and take them to their destination. Unfortunately, I don't think this will be an option for me as they require 24-48 hours notice to be placed on the schedule. As a sub, there are many days when I do not even have TWO hours notice. I usually get a call by 6am and I need to be there by 8am, thus leaving no time to make any arrangements with The Lift.

I've also thought of a cab, Uber, or carpooling. But with the scooter, I can't see that happening. I could also ride my scooter to work, but by the time i got to work, my battery would be dead and the scooter would be useless while I was at work.

Fortunately, there is time to make some noise before August. There is a public meeting at the end of this month. I plan to attend that meeting so I can "make my case" to the KAT Board in person as to how detrimental this would be to my life if indeed this route is discontinued. I served on this board 25 years ago, so that may give me a tiny bit of advantage. I also plan to send out emails to anyone at KAT that is involved in this decision. In the past, if enough people complain about this type of change, KAT will leave it alone. So I hope I'm not the only one trying to correct this.

I just can't see losing my job of 22 years just because a bus no longer comes near my house. It simply cannot happen. It's kind of a long road ahead, but I have to try to do what I can to save this bus route...and to save my job.

If you would like to join me, here's how you can help...

1. PRAY!!! As most of you know, I am a Christian and make NO excuses for being a man of faith. (Why should I need to????) I firmly believe in the power of prayer. I've seen it work in my life and other people's lives. So, if you are someone who prays, I ask that you pray, not necessary for a solution, but rather for guidance, direction, and peace over the next few months as I deal with this.

2. If you feel comfortable contacting KAT on my behalf, I think it would be good for them to hear from others besides me concerning this issue. The more people who complain (bus riders AND non-bus riders), the greater the chance that they will leave the route as is. The number of the route is Route 90.

Belinda Woodiel-Brill | Director of Planning and Public Information
email: bbrill@katbus.com

General Office: 865-215-7800”

And so, I contact you to make you aware of the need this Route fulfills for one person and one school in our community. One vocal rider means there are many others without the knowledge of the termination or ability to speak up.

Please reconsider the elimination of Route 90 on Merchants Dr.

Sincerely,

Marcia Power
Knoxville

From: [Belinda Woodiel-Brill](mailto:Belinda.Woodiel-Brill)
To: kmanning@pobox.com
Cc: [Umar Tennessee](mailto:Umar.Tennessee)
Subject: KAT Reimagined Comment
Date: Tuesday, April 2, 2024 11:08:30 AM

Kathy,

Thank you so much for reviewing the KAT Reimagined Plan and for submitting your comments. You are correct that there is not service proposed for Jacksboro Pike south of Essary, and I'm sorry that this plan may not work for you because of that. We will make a note of this request and be sure that the Knoxville Transportation Authority Board receives your comment.

Thank you for riding,
Belinda

Belinda Woodiel-Brill
Director of Planning and Public Information
Knoxville Area Transit
301 Church Avenue
Knoxville, Tennessee 37915
865-215-7800
www.katbus.com

My comment is actually about the reimagined plan. There appears to be now no bus whatever on Jacksboro Pike. Could it please loop from Broadway east on essary and then head south on Jacksboro?

Belinda Woodiel-Brill
Director of Planning and Public Information
Knoxville Area Transit
301 Church Avenue
Knoxville, Tennessee 37915
865-215-7800
www.katbus.com

Contact Form (NEW)

NAME

Kathy Manning

EMAIL

kmanning@pobox.com

PHONE

865 742-8234

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

My comment is actually about the reimagined plan. There appears to be now no bus whatever on Jacksboro Pike. Could it please loop from Broadway east on essary and then head south on Jacksboro?

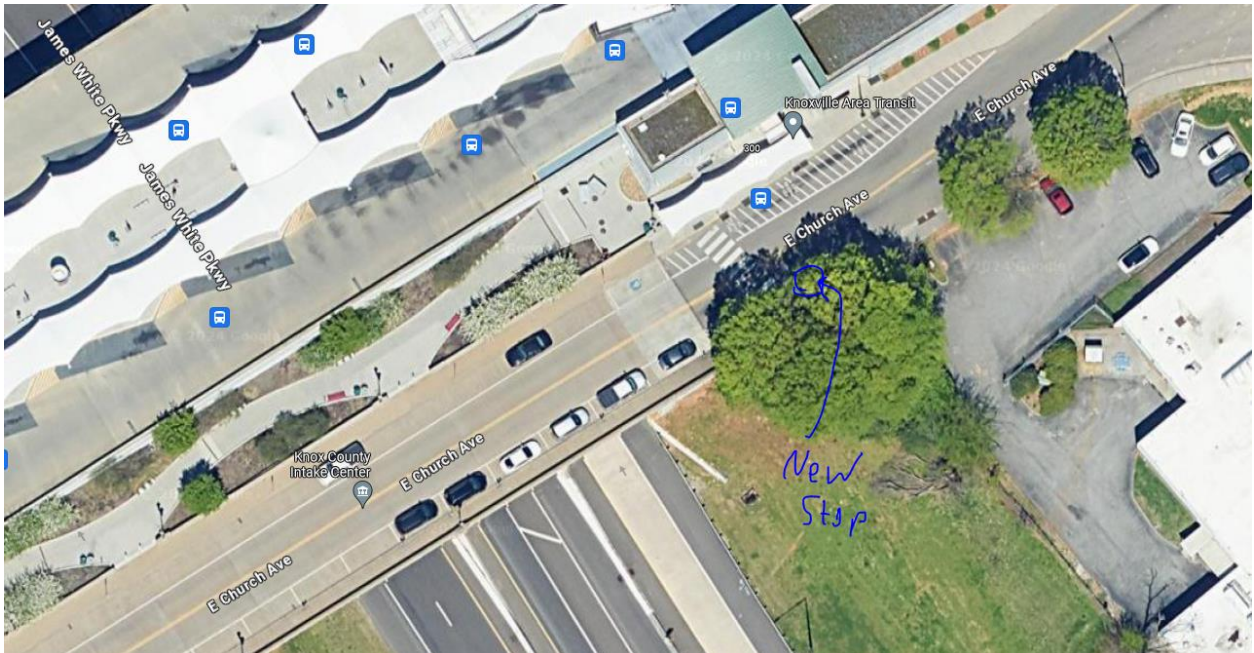
Good afternoon,

The following outlines my comments on the newest KAT Reimagined routes. The first section responds to each of the four highlighted changes in the announcement. The following sections goes over various other major and minor comments.

Overall, I strongly approve of the proposed new routes. I believe the increased frequency on the highest ridership routes will be largely beneficial to Knoxville's transportation network. The comments below represent only suggestions to further improve the proposal, not to object to it.

Highlighted Changes:

- The addition of a Knoxville Station platform drop-off for the downtown connector outbound.
 - I oppose this change. I don't see any benefit to this modification that would not be better served by adding a new midblock stop across from the existing stop on E Church Ave. Making the bus turn into the station could slow down the route. Connections to other buses don't seem super likely to me, but if they do need to occur, it is just a short walk from the street to the platform.



- Addition of Target stop on route 23-
 - I have no issue with adding the Target connection to this route. However, now that the route does not end at the Walmart, I do not see a need to have a specific stop there. This creates an out of path movement that would cause unnecessary delay on the route. Consider placing a stop instead on N Mall Rd, which would be within 0.4 miles of the Walmart without extra turning movements for the bus. (Disregard if the Walmart is intended to act as a transfer point to route 15/34.)

- For the below modifications I question if this matches the intent of the original KAT reimagined plan (improve the highest ridership routes), but since they are upgrades only, I have no objections.
 - 30-minute frequency on weekdays on Route 37 – Morningside/Riverside
 - The addition of Route 10 – Sequoyah Hills during weekday peak

Other major Comments:

- Routes 15/35 and Routes 40/45
 - It does not seem from the proposed plans that these route pairs run continuously into each other to form a circular route, as originally proposed in the KAT reimagined study. I would highly recommend changing these to be continuous circular routes, if that is not the current intent. Having to make a transfer between buses on these routes would significantly increase the burden to users and create potential for missed connections.
 - If these routes are planned to be continuous, consider modifying public facing graphics to make this clearer.

Other Minor Comments:

- Route 32 –
 - It does not seem necessary to me to turn into Golden Age. The building is right next to the street, and added turns would slow the route down. Consider moving the stop to the street.
- Route 12-
 - I do not see a need to turn into the Food City. The walking distance from a Western Ave bus stop should not exceed 0.3 miles, if stops are placed near the Middlebrook Pike intersection. Consider moving stops to Western Ave, to reduce bus delay/ turns.
 - Consider showing the shared section of routes 12/15 as 15 minute headways on public maps, since the overlapping routes operate this way.
- Route 37-
 - Not clear that stopping immediately adjacent to Isabella Towers is necessary. Consider moving stop to Clifford St at the intersection of Isabella Cir
- Route 41-
 - It is not clear why there is a double loop at the end of the route near the Lowe's stop. It seems this would take longer than necessary. Consider either following original Reimagined route (right on W Norton Rd, left on Majestic Grove Blvd, Left onto Chapman Highway) or the following alternative route (right on Mountain Grove Dr, Right on Majestic Grove Blvd, Left onto Chapman Hwy).



Thank you for taking the time to read my comments. Please let me know if I can help clarify anything.

Thank you,
Jonathan West – E.I.
Transportation Engineer
(Message above is my personal thoughts; nothing above should be taken to represents my office.)

Contact Form (NEW)

NAME

Lila Godel

EMAIL

lila@godel.com

PHONE

8655664948

MY MESSAGE IS REGARDING:

General Inquiry/Suggestion

PLEASE LEAVE YOUR MESSAGE HERE:

In

<https://katbus.com/wp-content/uploads/2024/03/KAT-Reimagined-Proposed-Routes-and-Timetables-for-August-2024-updated-3-25-24a.pdf> on pages 20-22 time point 6 is labeled Windsor Square on Market Place Blvd, but Windsor Square is on North Seven Oaks Drive.

If I am looking at the map on page 19 correctly and the time point will be shifting from North 7 Oaks Drive (where it is today) to Market Place Blvd perhaps (to avoid rider confusion) consider changing the label to read Market Place Shopping Ctr at Market Place Blvd or Market Place Blvd and Kingston Pike.



Mackaveon Dawson

Assign conversation ▼



yes and on the 31, it shows it going to different bays

i have a few recommendations for the network:

the routing on route 12 is too indirect toward western avenue. i feel like it would be better if it went:

from Knoxville Station:

L on Hall of Fame

L on Summitt Hill

Straight onto Western

Reverse inbound

I also feel the same about Route 20:

should just take

L Hall of Fame

L Old Magnolia

R N Central

reverse inbound also



i also feel like route 24 should be renamed to 24 North Knoxville instead of having two neighborhood names in the route name



From: [Scott Johnson](#)
To: communicationskat@gmail.com; [Belinda Woodiel-Brill](#)
Subject: [Knoxville] Comments Form Connect Page - new submission
Date: Friday, April 12, 2024 12:35:08 PM

Scott Johnson just submitted your form: Comments Form Connect Page
on [Knoxville](#)

Message Details:

First Name: Scott

Last Name (optional): Johnson

Organization (optional): NONE

Email: sjohnson1972@proton.me

Home Zip Code: 37917

Message: Let's just say it, "KAT reimagined is something only an idiot would dream up." THIS is why people think Knoxville is filled with backwoods hillbillies. The thought of having to walk a mile or more to get to a bus stop is a slap in the face for the passengers and inconsiderate on the part of KAT. Think of the people in housing who now have to walk a good distance to catch a bus. And paying with an app is just plain dumb and inconvenient for some. I'm glad your team of clowns can sit around thinking of asinine ways to spend our dollars.

Thanks.

Sign me up to receive email alerts: Unchecked

Reply directly or go to your site's Inbox:

[Respond Now](#)

To edit your email settings, go to your Inbox on desktop.

Analisa Valentine

From: duane <duane8852@gmail.com>
Sent: Tuesday, April 16, 2024 2:53 PM
To: Knoxville Mayor
Subject: Katbus #45 change

Follow Up Flag: Flag for follow up
Flag Status: Flagged

I live at Flenniken Landing. We have 48 apartments. Everyone here has a disability. How can we walk to Chapman Hwy. to catch the bus? Thank you.

Analisa Valentine

From: Belinda Woodiel-Brill
Sent: Thursday, April 18, 2024 12:35 PM
To: Analisa Valentine
Subject: Fw: New contact inquiry from Contact Form (NEW)

From: Anne Victoria <avictoria@katbus.com>
Sent: Tuesday, April 16, 2024 3:27 PM
To: Belinda Woodiel-Brill
Cc: Umar Tennessee
Subject: FW: New contact inquiry from Contact Form (NEW)

From: Jamie Bauknight <connect@katbus.com>
Sent: Tuesday, April 16, 2024 2:59 PM
To: Anne Victoria <avictoria@katbus.com>; Connect <connect@katbus.com>
Subject: New contact inquiry from Contact Form (NEW)

Name

Jamie Bauknight
Email

jbauknight@klf.org<mailto:jbauknight@klf.org>
Phone

865-207-8375

My message is regarding:

Bus Stop/Shelter Request
Bus stop location
Street name

Flenniken Ave.
Landmark bus stop is in front of

Flenniken Landing
Route direction

Inbound
Additional comments:

My name is Jamie Bauknight and I am one of the Care Coordinators at Flenniken Landing, the permanent supportive housing complex at 115 Flenniken Ave. in South Knoxville. I wanted to bring to your attention our concerns about the KAT stop at the corner of Flenniken Landing being abandoned. The vast majority of our residents depend on KAT as their

primary means of transportation. We have forty-eight apartments and only five of our residents have a car. All of the residents at Flenniken Landing must have a qualifying disability to be eligible to live here. The nearest current stop to our facility may not seem like a long walk to some folks, but to many of our residents it presents a significant challenge. On the current route 45, when our residents return from shopping at Kroger, they must walk from the KAT stop at Mary Vestal park to our facility carrying their purchases and the majority of that walk is uphill.

If there is anything you can do to help, please do. Please feel free to forward this email to whomever you choose. If you have any questions, please do not hesitate to contact me.

Sincerely,
jamie

Analisa Valentine

From: Belinda Woodiel-Brill
Sent: Thursday, April 18, 2024 12:32 PM
To: Analisa Valentine
Subject: Fw: David Foust Complaint
Attachments: Outlook-3j202xu2.png

From: Sarah Mack <smack@knoxvilletn.gov>
Sent: Thursday, April 11, 2024 9:27 AM
To: Belinda Woodiel-Brill
Subject: David Foust Complaint

Belinda,

Good morning. Mr. Foust called the Mayor's office to file a complaint about route 45 being removed from Flenniken Landing apartments. Could you please have someone reach out to Mr. Foust? His contact number is 865-232-5581. Thank you.

Respectfully,

Sarah D. Mack
Administrative Assistant
Mayor Indya Kincannon's Office
City of Knoxville
865-215-2571
smack@knoxvilletn.gov
[cid:60abb0d7-5daa-4466-888f-d023ecf55b39]

Analisa Valentine

From: Belinda Woodiel-Brill
Sent: Thursday, April 18, 2024 12:34 PM
To: Analisa Valentine
Subject: Fw: Route 45 - Maryville Pike and Flenniken Ave

From: Anne Victoria <avictoria@katbus.com>
Sent: Monday, April 15, 2024 2:36 PM
To: Belinda Woodiel-Brill
Cc: Umar Tennessee
Subject: Route 45 - Maryville Pike and Flenniken Ave

Belinda,

On Friday (12th) received phone message from 'Betty Paine' 865-712-3688. She requests the bus stops return near Flenniken Landing and The Verandas. I have not called her back since this is a routing change and wanted to share with you first.

Please let me know what information you may need from me.

Thank you!
Anne Victoria
Operations Specialist
Knoxville Area Transit
865-215-7863
Bus Stop Matters



RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority approving detailed routes and timetables for the KAT Reimagined Network

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes and schedules; and

WHEREAS, KAT and The Knoxville-Knox County TPO have conducted a multi-phased, multi-year 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, the KTA has held a public hearing to receive comments on the Recommended Network in July of 2023, and consequently voted to approve the routes and span of service, which was adjusted with minor changes associated with that second round of public input; and

WHEREAS, the KTA has now been presented with the detailed timetables and the full Title VI analysis of the approved new network, to be implemented on August 26, 2024;

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

The Knoxville Transportation Authority (KTA), after review of the Title VI analysis, approves the final detailed maps and timetables for KAT Reimagined, with two updates recommended by staff, based on additional public input: adjustment of the first two inbound trips on Route 22 – Broadway to arrive in time for the :15-after line-up; and reinstatement of direct service to Flenniken Landing on Route 45 – Vestal.

Chair, Knoxville Transportation Authority

Date