

Knoxville Transportation Authority

Meeting Date: Thursday, May 23, 2024



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MAYOR
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CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

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.

AGENDA

Thursday, May 23, 2024

City-County Building, Main Assembly Room

- I. Determination of a Quorum
- II. Approval of Minutes – April 25, 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
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for June 27, 2024, and Adjourn

Minutes
For Thursday, April 25, 2024, 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 Whitted
Commissioner Winford

II. Approval of Minutes

Chair Kirk asked if anyone had any questions or comments for the minutes from March 28th. There were none.

Commissioner Whitted gave the 1st motion and Commissioner Helsley 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

Commissioner Durham commented on using Mobile Ticketing and thanked everyone who worked on that. He stated he liked the ease of not having a paper ticket, and being able to track his bus in the same app.

Commissioner Helsley thanked Mr. Thorne for the restoration of the Flenniken Landing bus stop. She stated that 48 disabled people are eternally grateful.

Mr. Thorne said the staff had everything to do with that. The credit goes to them.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated he did not have any updates at this time.

ii. TPO Transit Planner

Doug Burton said he didn't have anything to report for this month.

IV. New Business

Mr. Thorne suggested having public comment for KAT Reimagined first before the vote. He asked Chair Kirk for the number of people who signed up to speak.

Chair Kirk answered 15 for KAT Reimagined and 6 for regular public comment. She continued by asking everyone who came to the podium to state their name and address.

Public comments about KAT Reimagined:

- (1) Nathaniel Stephenson, 510 Vista Glen Way, Sutherland Park Apartments. (865) 232-3988. Mr. Stephenson stated he works for Goodwill Industries and uses Routes 24 Inskip and 90 Crosstown to go to work and doctor's appointments and hopes that KAT keeps them.
- (2) Paul Foust, 1100 Lula Powell Dr., Apt. B411, Knoxville, TN, 37915. Mr. Foust stated there are quite a few elderly and disabled residents who live at 1100 Studio Apartments, and they'd have to walk up an incline to Green School to catch the bus, and asked if it could be put back in its original spot by the entranceway.
- (3) Teresa Bradley, 1109 Beaman Lake Rd. She stated her concern is about the rerouting at Golden Age. She said she was told KAT is cutting the 2 buses that go to that facility, and asked if that was correct.

Chair Kirk informed her that questions would be answered at the end of the Public Comment section.

Ms. Bradley thanked Madame Chair, then continued saying that she has called in many times with complaints, and at the end of the day, she wants to let KAT know that their service needs improving. She told how long she had been in transportation and talked about how some of the operators were rude to her and seniors. Ms. Bradley spoke of how the lift on the vans did not work properly and asked for their maintenance department to do better with the upkeep of the buses. She finished by saying the timing for the scheduling on the app was off and asked if that could be worked on, and then she thanked the board for their time.

- (4) Aaron Kilgore 618 Midlake Dr., in Fountain City. He said that he needs Route 90 to go to work and hopes that it stays for the disabled people who live at Northgate Terrace.
- (5) Virginia Westlake, 201 Locust St., Summit Towers. She stated that she leads the Resident Association at Summit Towers. Ms. Westlake said 300 residents live there and 95% are 65 or older and disabled. She mentioned that currently, they have a trolley stop right in front of the building, and a bus stop on Summit Hill. She stated those residents have chosen doctors and pharmacies downtown because they're close to their residences. Ms. Westlake said if there is no bus stop close to their area, the residents won't be able to access downtown. She suggested a Downtown Connector stop somewhere close to them not for convenience, but for the necessity.
- (6) Marshall Henley, 1026 Cedar Lane, Knoxville, TN, 37912. Mr. Henley took a moment to thank the board for allowing them to come to speak about their concerns, and grateful for having a bus system to get around. He stated his concern is about the "Mighty 90," being taken away. He said over the years he's seen many good things happen, the operators are wonderful, and they have made a lot of relationships while riding the bus. Mr. Henley stated with Knoxville growing, he sees progress being made, but the bus stops are being taken away. He said they would have to walk through heavy traffic to get to a drugstore. He stated that none of them are averse to change, but what they're concerned about is that they take a good hard look in terms of the elderly and people with disabilities. Mr. Henley said he's hoping the situation they're involved in will get a review of some of the comments made, and reconsider some of the issues.
- (7) Leslie Smith, 1109 Beaman Lake Rd., Golden Age Retirement Village. Ms. Smith stated her concern is with Routes 32 and 34. She said she uses those buses quite often and the Lift as well. She asked if they could make everything feasible for their passengers, and not take that away.
- (8) Margaret Meadowcroft, 1508 McCroskey Ave, 37917, Broadway Towers. She stated she received calls and texts since the KAT Reimagined maps came out, and they're a bit confused and are hoping to get some clarification before

the new routes are implemented in August. She continued to say that the map shows inbound and outbound, the bus going behind Broadway Towers, instead of through the main parking lot. She said they have 3 gates: (1) a keypad operates the first one, (2) the second one is at Cecil Ave, and (3) the third is the new gate on 6th Avenue. Mrs. Meadowcroft stated the last two gates are opened and closed by management, maintenance workers, or the after-hours managers. She said the 6th Avenue gate isn't always open because it's not used very often, and if they are open, they are closed by 4:30 pm. She talked about how it would be hard for the residents to go up and down two steep hills to catch the bus if pick up is behind the facility on 6th Avenue. Mrs. Meadowcroft said a majority of the people who live there are Seniors, that use rollators, and going up and down that hill on McCroskey will be difficult. She stated at the last meeting before the vote on KAT Reimagined, they were assured the bus would be going through the parking lot of Broadway Towers. She asked at some point before August if they could get some clarification as to where they need to pick up Route 23 from. She stated on behalf of Broadway Towers, she would like to offer their gratitude because she appreciates that they heard their comments and considered them.

- (9) Stephen Massengill started by saying that he has made calls, sent emails, made social media posts, and even had a story on WATE, so they should be aware of who he is and why he's there. He said this may seem like this is about a guy losing his way to work after 21 years because of a bus route that is being eliminated, but there's more to the story than that. Mr. Massengill said because of discontinuing Route 90, not only is this his only feasible way to work, but he's also losing his independence. He continued to say that as a person with a disability, he can ensure that his independence is extremely important to him, other than his relationship with God. Mr. Massengill stated he's aware of alternate ways of transportation, but with his work schedule, paratransit is not an option. He continued by mentioning the news story about him being a substitute teacher at Northwest Middle School on Pleasant Ridge Rd. He said that being a substitute teacher, his work schedule varies from day to day, and then gave examples of different times. He stated that as a sub, it's all at a moment's notice. Now they can see why Route 90 is essential for the type of work he does.

Chair Kirk extended Mr. Massengill's time to speak.

He continued saying the only feasible way for him to get to work after is to August ride his scooter. He said he lives approximately 2 miles from the school, which would take 45 minutes to get there, and unlike everyone else, he would have to work rain or shine. If it rained, he would be soaking wet by the time he would get to the school. He spoke about traveling in the winter months in sub-freezing temperatures. He also talked about using his scooter in the dark from mid-March to mid-October, and many other safety issues,

such as running into the road, someone attacking him, or getting hit by a car. Mr. Massengill understands that change is needed, appreciates the staff in the planning of KAT Reimagined, and believes many people will benefit from those changes. He asked if it had to be a sacrifice of his independence, his job, and his livelihood. He pleaded with staff to take a second look and knows it's already been approved, but they are KTA. They have the authority to take a second look and make changes before it goes into effect in August. Mr. Massengill concluded by saying removing Route 90 will make his life more difficult than it already is, then thanked the board for their time.

(10) Janet Bacon needed clarification for Route 11. She said she would like to know if it's going by Knox Plaza because she was giving conflicting statements.

(11) Dan Feller stated he has made written comments and will not take up any more of their time.

(12) Arlene Gnoose, 3934 Alma Avenue, Knoxville, TN 37914. Ms. Gnoose stated she was there to get an update on the bus going into the O'Connor Senior Center. She said at one time KAT had taken that route out completely and is glad that it was put back. She talked about wanting Route 30 to stay the way it is now because of people who have disabilities, including herself having breathing issues. Ms. Gnoose stated that she is legally blind, and can't drive, so she depends on the buses and voiced her concerns about feeling like KAT is giving Seniors a hard time getting around and getting pushed to the curb. In closing, she said she would like to be aware if other stops that go through other Senior facilities are being removed so she can be prepared for future travels.

(13) Ron Benson, 917 Atlantic Avenue, Knoxville, TN, 37917. Mr. Benson started by saying he was there to speak on behalf of his daughter, and himself. He said that right now, she is catching Route 22 at the Fountain City Superstop to downtown to connect with Route 42. He stated that with KAT Reimagined, the Superstop will be going away, and it will be difficult for his daughter to make it to work on time. He asked if KAT would hear their concerns and make changes for his daughter and others. Mr. Benson continued to talk about his concerns. He stated he is aware that Route 21 will be merging with Route 24 to make a connector route and is concerned about stops that will be potentially taken away. He went on to say that in choosing a house, he made sure he could walk to a grocery store, be near a hospital, and be on a bus line. Mr. Benson said he didn't think he would have to be concerned about transportation. He stated if his bus stop was taken away, he couldn't imagine how far he would have to walk being visually impaired to the closest stop. He said he wouldn't mind the walk, but carrying all his groceries would be a nightmare if he went to the grocery store. He finished talking about the callouts on buses not working properly as they should. He said he knows it's

a courtesy, but with him being visually impaired, he and others like him rely on that feature.

(14)Debbie Patterson, Highland Ave, Fort Sanders. ShMs. Patterson said she didn't need this bus stop at Ailor Ave, but she saw many people that did.e continued saying the stop was removed and many people needed it and went on to list places that are on Ailor Avenue

(15)Kim Fowler, Service Coordinator at Golden Age Retirement Village, 1109 Beaman Lake Rd. Ms. Fowler stated she heard from some of her residents that the bus would stop coming into the complex to pick them up and they'd have to walk to the street to catch it. She said over 50% of her residents are mobility impaired; some are on scooters or rollators, and that would be an inconvenience for them. Ms. Fowler asked when they make their final decision, they should consider the Seniors at Golden Age Retirement Village.

Additional KAT Reimagined comments received after public comment sign-up sheets were given to Chair:

(1) Greg Shuler, Isabella Towers, 1515 Isabella Circle, Knoxville, TN, 37915. Mr. Shuler stated he's a new resident of Knoxville. He said he appreciates the expanded hours on Route 32, and now he doesn't have to cut his activities short and wouldn't have to walk home and climb a hill at night. He went on to say they were promised Sunday service and more frequency on Saturdays from one hour to 30 minutes. He claimed they haven't gotten that, and believes the frequency on Saturdays is one hour, and there's still no service for the 32 to Isabella Towers and beyond on Sunday. He finished by saying he hopes improvements will be made.

(2) Allison Haney, 204 N. Laurel Circle, Knoxville, TN, 37912. Ms. Haney stated her concern is about the removal of Route 90. She said on behalf of her mother and herself; they ride it often to work and church and want it to stay.

(3) Joseph Meadowcroft, 1508 McCroskey Avenue, Broadway Towers. Mr. Meadowcroft said he first wanted to address Chair Kirk for showing compassion and respect to Mr. Massengill and to acknowledge her.

Chair Kirk thanked Mr. Meadowcroft and appreciated the courage of Mr. Massengill for sharing his comments.

Mr. Meadowcroft continued by talking about wanting KAT staff to look at the maps and notice they are in the foothills of the Smokey Mountains. If they were to stand at the gate on McCroskey, they'd be standing at the basement of Broadway Towers and then he continued to give examples of different levels of height comparisons. He talked about the residents having to walk down a hill that's two stories and half a block down to Broadway. Mr.

Meadowcroft said they wouldn't see that on a flat map but would on a topographical map. He referenced that someone from Golden Age, Broadway Towers, Isabella Towers, and Summit Towers came to voice their concerns. He asked the board if they noticed a trend. Mr. Meadowcroft said all the people affected are the elderly, disabled, and the poor. He said before they think about some of these route changes, they need to get a walker and go to Kroger's parking lot and walk up that hill. Mr. Meadowcroft stated a lot of the residents had strokes, and were in a wheelchair, using a rollator, or walker. He said .2 of a mile to Kroger feels more than .2 of a mile when going back uphill with groceries. He finished by saying please remember Isabella Towers, Broadway Towers, Golden Age, and Summit Towers.

- (4) Mr. Alexander Traver, 1171 Armstrong Ave, Guy B. Love Towers. Mr. Traver stated they're fortunate because Route 21 comes in front of their building and 1 ½ block down is Route 22 Broadway. He finished saying he would like to see a stop on Route 20 to be moved closer to Schaad Rd or remove it altogether.
- (5) Reverend Dr. Darryl Ray, 4301 Whittle Springs Rd, Northgate Towers. He started by stating he's been in Knoxville for around a year and thinks that KAT has done a good job with the resources they've had to work with. He said he understands the challenges they've had with KAT Reimagined was almost impossible to stay revenue-neutral and expand service areas. Rev. Ray stated no one likes changes, and people want things to stay the same, but KAT had to do what's best for most of the people. He briefly talked about how long it would take him to get to his doctor's appointment by bus and said it was faster for him to use his scooter. Rev. Ray said what KAT has done to bring the buses more frequently would solve that problem and he appreciates that. He took a poll of the audience to see if KAT decided on a 15-minute time frame, that is restricted to seniors, would they be willing to encourage staff to a 20-minute time-table so the buses can go an extra block to the senior centers to pick up the people that want to ride. There was a show of hands in agreement. Rev. Ray said he wants to make one further comment about pressure being put on the drivers and give them more flexibility.
- (6) David Veneski, 508 Union Ave, (Pembroke), Knoxville, TN, 37902. Mr. Veneski stated he has a couple of cars he keeps in the garage because of the KAT's bus service. He said out of the 6 states he's lived in; KAT is the best service so far. Mr. Veneski said he has ridden the buses since 2011 and had nothing but compliments, not only for the drivers but for the clean buses and virtually being on time. He went on to further comment about routes that have a hard time maintaining because of the labor shortage. Mr. Veneski voiced his concern about Route 45 not coming down Church Ave any longer. He said he didn't mind walking down to Knoxville Station to board the bus, but it was a convenience for him to catch it on Church Avenue. Mr. Veneski said he appreciated their presence in the downtown area, but now that the bus

stops have been removed and moved to Gay St, that presence is no longer there, and they would have to walk over to Main St. or Knoxville Station. He finished saying they need to keep that service up there and encourage more people to take the bus.

Chair Kirk asked if there were any discussions or comments from the board.

Commissioner Durham stated he had a procedural question. He mentioned in the past, he knows staff has told them the board will be voting on the system and also voting on the individual routes. He asked if it's possible to vote on specific routes without voting on the system.

Attorney Lawhorn answered that procedurally, the public hearings have been conducted and approved, so at this point, they are considering the routes further adjusted by staff after hearing from the public. The motion is to be heard for approval of the system. Attorney Lawhorn suggested that Commissioner Durham's comment would be to discuss any concerns they have today, and if there's more input needed, receive that today, or not, if the motion is approved and revised, and if there is not enough satisfaction on any members part to not approve today, then their votes would be "no", to be subject to further discussion and revision.

Commissioner Durham thanked the audience members who came today to speak and appreciated it. He gave a brief discussion on when he had to rely on the buses for transportation and fully understood. He stated he believed in democracy and loved how they came to speak up and bring the board their issues. Commissioner Durham said he's an advocate for transportation and loves what staff is doing with KAT Reimagined, and thinks overall, it's going to be beneficial to the city because frequency matters. He said he came prepared to vote 100% yes going into this, but he believes the people who came and spoke, their input matters. He stated he isn't comfortable with voting for this package knowing the life-changing pressure it would put on people losing the Crosstown Connector. Commissioner Durham asked if they could find a way to reinstate the Crosstown similar to how they did with Sequoyah Hills. It could be during peak hours on weekdays. He said he wants to vote for this, but is curious if this would be possible, and what types of reduction in service would come. Commissioner Durham said he believes frequency is of the utmost importance, but also, believes in providing transportation to people that need it the most. He said he wants to know they did everything they could when they have people coming to them with concerns. He reiterated his point and asked if the 90 Crosstown could be reinstated for peak hours like Route 10 Sequoyah Hills.

Mr. Thorne stated he would let Mrs. Woodiel-Brill and Mr. Tennessee talk more about Route 90. He said they looked at covering a section of Merchant and Pleasant Ridge just as a shuttle like Route 10, but the cost was over 100K, and

much of that cost would be eaten up with travel time there and back and deadheading. He asked what they could cut, and if they would be right back in that situation if someone's service got cut because they wanted to institute a shuttle service. Mr. Thorne stated that Route 90 couldn't come back inside the system, and he would let Mrs. Woodiel-Brill and Mr. Tennessee talk more about it.

Mrs. Woodiel-Brill started by saying, to remember that most of the 90 has been retained. She said Valley View and Middlebrook are the current Route 90. She stated a small portion of the 90, West of Clinton Highway to Pleasant Ridge, and Pleasant Ridge down is the section that has been taken away. Mrs. Woodiel-Brill continued saying they have service on the part of Merchant, between Clinton Highway and Central Ave Pike, and goes on Clinton Highway from there. She said they looked at other kinds of peak options, and the problem is going much further to try to cover that area. There are more miles a day, it's more time and more deadhead. They'd have to get those drivers out there too. Mrs. Woodiel-Brill said it's a different cost structure than Route 10, which is what they were able to add in that peak service, that's certainly a challenge, so something else would have to go away. She continued to let the audience know she wanted to clarify a few comments, so everyone understood. Mrs. Woodiel-Brill said they are servicing the front door of Golden Age, then go up to Kirkwood, then turn around and come back. She stated that what they're trying to do is, from downtown, direct service to the front door, but coming back, they're trying not to go back a second time because it's almost 10 minutes later, and that could have been the misunderstanding. Mrs. Woodiel-Brill said for Broadway Towers, they had designed stops to be directly across from the Pavilion that was built on 6th Avenue. She wanted to make that clear to the public as well. Isabella still has service every 30 minutes on weekdays and also has Saturday and Sunday service. She said they received comments before that meeting, and those are in their packets for the board. Mrs. Woodiel-Brill stated they are recommending solutions for some of the issues, and they have that in front of them. She said one of those issues was mentioned earlier by Mr. Benson and the staff was able to adjust the first two morning trips on Broadway to allow that connection he was referring to still happen, which is also included in the packet they have. She talked about the Flenniken Landing issue they have already solved as an emergency detour, but they want the board to officially approve it as a part of the KAT Reimagined. Mrs. Woodiel-Brill mentioned that in their packet, there is a resolution in the back, and it references approval of KAT Reimagined with those two changes added. She stated those were two issues they were able to solve given the way resources were set up. She said she hoped her explanation clarified some of the confusion.

Mr. Thorne mentioned they are not going into the parking lot of the O'Connor Center, but they are servicing it off to the right of the center.

Mrs. Woodiel-Brill said they plan on stopping at the O'Connor Center on Winona, a mid-block from the center.

Attorney Lawhorn asked the staff to clarify, especially Commissioner Durham's question; please help the board members understand, that if they go back and look at a system redesign to incorporate some of the aspects of the 90, what are they looking at in terms of this process of where they are to the August target date.

Mr. Thorne answered it would be delayed at the August target. He said it could be several months if they're looking at a serious restructuring of some these routes.

Attorney Lawhorn asked if they can't meet the August deadline, what is the next closest time point given their shake-up obligations?

Mr. Thorne answered the next one would be January, and beyond that would be May.

Mrs. Woodiel-Brill stated they would have to bring the plan back to the board over some time for them to review and more public comments. She said it could be a year.

Attorney Lawhorn asked if it would be a year from today.

Mrs. Woodiel-Brill said yes, possibly.

Mr. Thorne stated the board has approved KAT Reimagined. Today they are approving the actual designed routes and timetables.

Mrs. Woodiel-Brill said when Tommy Smith was Chair during this process, he reminded all of them and the audience that they were not laying down railroad tracks. This is not permanent; this is going to be an evolutionary process and that's why they're there. She suspects they'll come back to them with additional tweaks as they can through this process and Mr. Tennessee has already been thinking about that.

Commissioner Winford stated she has a noted parliamentary inquiry. She said she wanted to uplift a commenter; whom she honors and who hears what appears to be the biggest changes are negatively affecting those who have the greatest difficulties with transportation. She stated that she cannot vote in good conscience knowing that, and that is where her parliamentary inquiry comes from. Commissioner Winford said her understanding of "Robert's Rules of Order," newly revised edition, is that they can create what's called a Consent Calendar, whereby they put the items they all fully agree on as one standing vote and say they move to approve the items on the Consent Calendar, therefore they

move to approve the routes they have not discussed, and then they discuss the other routes individually. She stated for the second parliamentary inquiry, just for clarification, she asked if there was a motion on the floor.

Attorney Lawhorn answered there was no current motion on the floor.

Commissioner Winford said she understands they shouldn't be discussing until the motion's been made, and then they opened the floor, so it is appropriate for them to do the Consent Calendar. She proposed they discuss all the routes, except the ones discussed today as one Consent Calendar route, then vote to approve or not approve that, and then move to discuss the other routes individually.

Attorney Lawhorn states they generally do not use a Consent Calendar there and explained that it's a unified route system. He said that if routes are taken out, they can't have a system. Attorney Lawhorn continued saying the whole system must be approved. He stated KAT Reimagined has already been approved and they are now approving based on the subsequent adjustments made at the last public hearing. This system has already been approved subject to these revisions and implementations in August. Attorney Lawhorn asked to be corrected, then continued asking if they couldn't approve so many routes and not approve other routes and have a system approved.

Mr. Thorne stated it would be very difficult, in terms of timing and connection of the buses in the system.

Commissioner Winford asked if it could be done.

Mrs. Woodiel-Brill said that routes already being approved are the challenges they're facing. She continued by saying the board approved the plan in July 2023, which was the map showing where the routes went, after many rounds of public input, outreach, and engagement over two years. She said that is where she has seen those challenges because the board already approved routes and this just them coming to the public to show the detailed timetables and the maps themselves and show a little more detail of the process they had already gone through.

Attorney Lawhorn asked to help them understand and asked what had changed since the approval of the system. He also asked about the tweaks to some of the routes, and timetables.

Mrs. Woodiel-Brill answered, yes. She briefly discussed the changes such as adding Target to the Route 23 service and providing 30-minute frequency to Route 37, (Morningside/Riverside), which wasn't in the original plan, and that is the Isabella Towers/Riverside area. Then the addition of Route 10, Sequoyah Hills, and a minor change to the routing of the Downtown Connector to service

Knoxville Station on the platform. Mrs. Woodiel-Brill said those were the changes since the approval, in addition to the two they heard from the public input from last month.

Mr. Thorne stated the two they're bringing today are the small changes to Route 45 to service Flenniken Apartments and the timetable change to Route 22 Broadway.

Mr. Tennessee asked if he could say something. He thanked everyone for their comments and for attending today. He introduced himself and mentioned he was new to the process and came at the end of KAT Reimagined. He stated he saw the concerns and noticed two themes; access to stops for Seniors and Route 90. He understands those are important issues and that overall, KAT Reimagined will increase service and improve service for so many more people not in the room. Mr. Tennessee said he guarantees that moving forward as the new Manager of Planning, he will do everything in his power to make sure this system improves as they can and increase their budget, but they will also improve the service and convenience of their Senior Citizens. He continued by saying they might not be able to bring Route 90 back by August but guarantees they will be working hard, taking comments, and going out to the public to figure out a way to accommodate Pleasant Ridge and parts of Cedar Ln that are missing in the system and any other segments that are missing. Mr. Tennessee said to give them some more time. This staff has put in a lot of time, and taken a lot of input, and the majority of the people have spoken about the system. He said they would resolve some of the comments, and asked the audience to bear with them, the system is moving forward, the city is moving forward, and guaranteed they will take all the comments into consideration as they continue making adjustments to the system.

Attorney Lawhorn said to answer the parliamentary inquiry since the system has already been approved and it's come back to them with additional adjustments and some additional details in terms of stops, he said they're really on an up-and-down vote on it now. If there isn't a majority that feels it needs to be approved, they can send staff back to the drawing board and do whatever. In terms of the KAT Reimagined, changes will be delayed well beyond August, but if that's the sense of it, then that's the sense of it. Attorney Lawhorn said to Commissioner Winford, you are correct, there is no motion on the floor yet, so at some point they will need to if they're done with comments.

Vice Chair Brakewood made the 1st motion to move forward with the Resolution.

Commissioner Helsley gave the 2nd motion.

Chair Kirk asked for any further comments.

Commissioner Durham stated he was grateful for Mr. Tennessee's comments. He said it's hard to create a system that better serves a city of 109K people when they're not allowed to get any more money for it. He stated he was very grateful for what the staff has done and understands there would be some negative effects, but he still believes the system will help the people of this city. Commissioner Durham said they still have a long way to go from where they should be, and since they can't vote route to route, he believes this system will make transit riders feel like first-class citizens and will be voting yes.

Chair Kirk asked for any other commissioner's comments.

Vice Chair Brakewood said she agrees with Commissioner Durham. There are areas they can improve on, and she feels that overall changes to the network will benefit so many people. They've heard from the public over the past few years going out doing surveys and bringing in public meetings. She said she recognizes some people in the room who may be affected negatively. She stated this would be a hard decision for them to make today.

Chair Kirk said she agreed with Commissioner Brakewood and appreciates everyone who was able to come out to speak and know that their voices have been heard.

Commissioner Helsley thanked the staff for looking at this plan for the people who need transportation to go to Government facilities or places they need to get to. She said overall it's a good plan and wants to make sure they can look at the people that have difficulties getting on with their daily lives.

Chair Kirk asked for any other comments, if not they're going to move forward with the vote. She asked all in favor; (6 in favor). She asked all opposed, (1 opposed). The "I's" have it.

Chair Kirk asked for any general public comments.

V. Old Business

There was no new business.

VI. General Public Comments

Karen Harris, 957 E Hill Ave, Knoxville, TN, 37915. The Vista at Summit Hill. Ms. Harris said she rides Route 30 and wanted to know if her route will be cut.

Chair Kirk said that someone would discuss that with her after the meeting.

Mr. Thorne stated he would get with her after the meeting. He went on to announce that this was Mrs. Woodiel-Brill's last KTA Board meeting and thanked

her for her work and 26 years of service to the Knoxville Area Transit. He commented on the commendable work she has done for the KTA Board guiding them through conversations, route changes, and fare changes. He stated he greatly appreciates her and her 26 years of service.

Chair Kirk said on behalf of the board, she thanked Mrs. Woodiel-Brill for her years of service and dedication.

VII. Set the Next Meeting and Adjourn

The next meeting was set for May 23rd, at 3:00 p.m. at the City-County Building Main Assembly Room.

Respectfully submitted,
Analisa R. Valentine
KTA Recording Secretary

City of Knoxville
Schedule of Revenues & Expenses Compared to Budget
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	44,075	(44,075)	50.00%	44,075	-	
Miscellaneous Revenue	3,500	3,500	2,640	(860)	75.43%	1,336	1,304	
Total Operating Revenue	1,287,150	1,287,150	1,091,342	(195,808)	84.79%	1,018,707	72,635	
Non-Operating Revenues								
Federal Grants	-	-	-	-	-	4,349,595	(4,349,595)	
State Contribution	3,609,300	5,012,204	(265)	(5,012,469)	-0.01%	-	(265)	
Transit Grant Revenues	4,529,000	4,529,000	3,661,186	(867,814)	80.84%	4,234,063	(572,877)	
General Fund Transfer	15,227,740	15,339,950	12,542,954	(2,796,996)	81.77%	5,450,258	7,092,696	
Total Non-Operating Revenues	23,366,040	24,881,154	16,203,875	(8,677,279)	65.13%	14,033,916	2,169,959	
Total Revenue	\$ 24,653,190	\$ 26,168,304	\$ 17,295,217	\$ (8,873,087)	66.09%	\$ 15,052,623	\$ 2,242,594	
Expenditures								
Personal Services								
Wages, Taxes, & Retirement Contributions	\$ 15,775,240	\$ 15,775,240	\$ 10,717,830	\$ 5,057,410	67.94%	\$ 10,427,504	\$ 290,326	
Employee Group Insurance/Benefits	3,454,030	3,454,030	2,822,826	631,204	81.73%	2,856,307	(33,481)	
Total Personal Services	19,229,270	19,229,270	13,540,656	5,688,614	70.42%	13,283,811	256,845	
Administrative Expenses								
Supplies	452,800	663,066	316,748	346,318	47.77%	229,582	87,166	
Services	2,721,630	4,064,091	1,979,924	2,084,167	48.72%	1,871,821	108,103	
Total Administrative Expenses	3,174,430	4,727,157	2,296,672	2,430,485	48.58%	2,101,403	195,269	
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	1,446,492	912,059	61.33%	1,821,913	(375,421)	
Total Administrative Expenses	2,416,500	2,378,887	1,457,889	920,998	61.28%	1,829,530	(371,641)	
Total Expenditures	\$ 24,820,200	\$ 26,335,314	\$ 17,295,217	\$ 9,040,097	65.67%	\$ 17,214,744	\$ 80,473	
Excess (Deficiency) of Revenues Over Expenses			\$ -			\$ (2,162,121)	\$ 2,162,121	



KNOXVILLE AREA TRANSIT
ROUTE PERFORMANCE REPORT
April, 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	20,673	12.5%	20,416	10.1%	1,771	12.6%	1.01	11.67
12	Western Ave	14,076	8.5%	21,401	10.6%	1,333	9.5%	0.66	10.56
13	Beaumont	1,147	0.7%	1,651	0.8%	105	0.7%	0.69	10.90
16	Cedar Bluff Connector	2,798	1.7%	5,293	2.6%	378	2.7%	0.53	7.41
17	Sutherland/Bearden	7,959	4.8%	9,969	4.9%	670	4.8%	0.80	11.87
19	Lakeshore/Lonas Connector	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
20	Central Ave/Clinton Hwy	10,387	6.3%	14,069	7.0%	774	5.5%	0.74	13.43
21	Lincoln Park	2,762	1.7%	5,319	2.6%	354	2.5%	0.52	7.81
22	Broadway	24,230	14.7%	15,815	7.8%	1,220	8.7%	1.53	19.86
23	Millertown	4,177	2.5%	7,729	3.8%	617	4.4%	0.54	6.77
24	Inskip/Breda Rd	2,852	1.7%	7,475	3.7%	461	3.3%	0.38	6.18
30	Parkridge	3,034	1.8%	3,922	1.9%	267	1.9%	0.77	11.38
31	Magnolia Ave.	18,702	11.3%	12,199	6.0%	857	6.1%	1.53	21.83
32	Dandridge	5,568	3.4%	8,746	4.3%	457	3.2%	0.64	12.19
33	M.L.K.	3,597	2.2%	7,985	3.9%	540	3.8%	0.45	6.66
34	Burlington	5,391	3.3%	11,809	5.8%	706	5.0%	0.46	7.63
40	South Knoxville	2,745	1.7%	6,496	3.2%	374	2.7%	0.42	7.33
41	Chapman Hwy	16,215	9.8%	14,559	7.2%	859	6.1%	1.11	18.89
42	UT/Ft Sanders Hospitals	4,337	2.6%	3,282	1.6%	345	2.4%	1.32	12.58
44	University Park	3,944	2.4%	2,667	1.3%	307	2.2%	1.48	12.83
45	Vestal	4,126	2.5%	5,385	2.7%	617	4.4%	0.77	6.69
90	Crosstown	6,126	3.7%	16,034	7.9%	1,085	7.7%	0.38	5.65
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		164,846		202,220		14,096		0.82	11.69
82	Trolley (Orange Line)	5,796	27.7%	4,319	38.9%	688	41.5%	1.34	8.42
84	Trolley (Green Line)	4,278	20.5%	2,141	19.3%	363	21.9%	2.00	11.78
86	Trolley (Blue Line)	10,838	51.8%	4,635	41.8%	608	36.6%	2.34	17.83
SUB TOTAL TROLLEY SERVICES		20,912		11,095		1,659		1.88	12.61
TOTAL PASSENGERS WITH TROLLEYS		185,758		213,315		15,755		0.87	11.79
LIFT SERVICE		6,862		46,123		3,307		0.15	2.07
TOTAL SCHEDULED SERVICES		192,620		259,438		19,062		0.74	10.11
TOTAL CHARTER SERVICES		1,189		224		56		5.32	21.32
GRAND TOTAL ALL KAT SERVICES		193,809		259,662		19,117		0.75	10.14



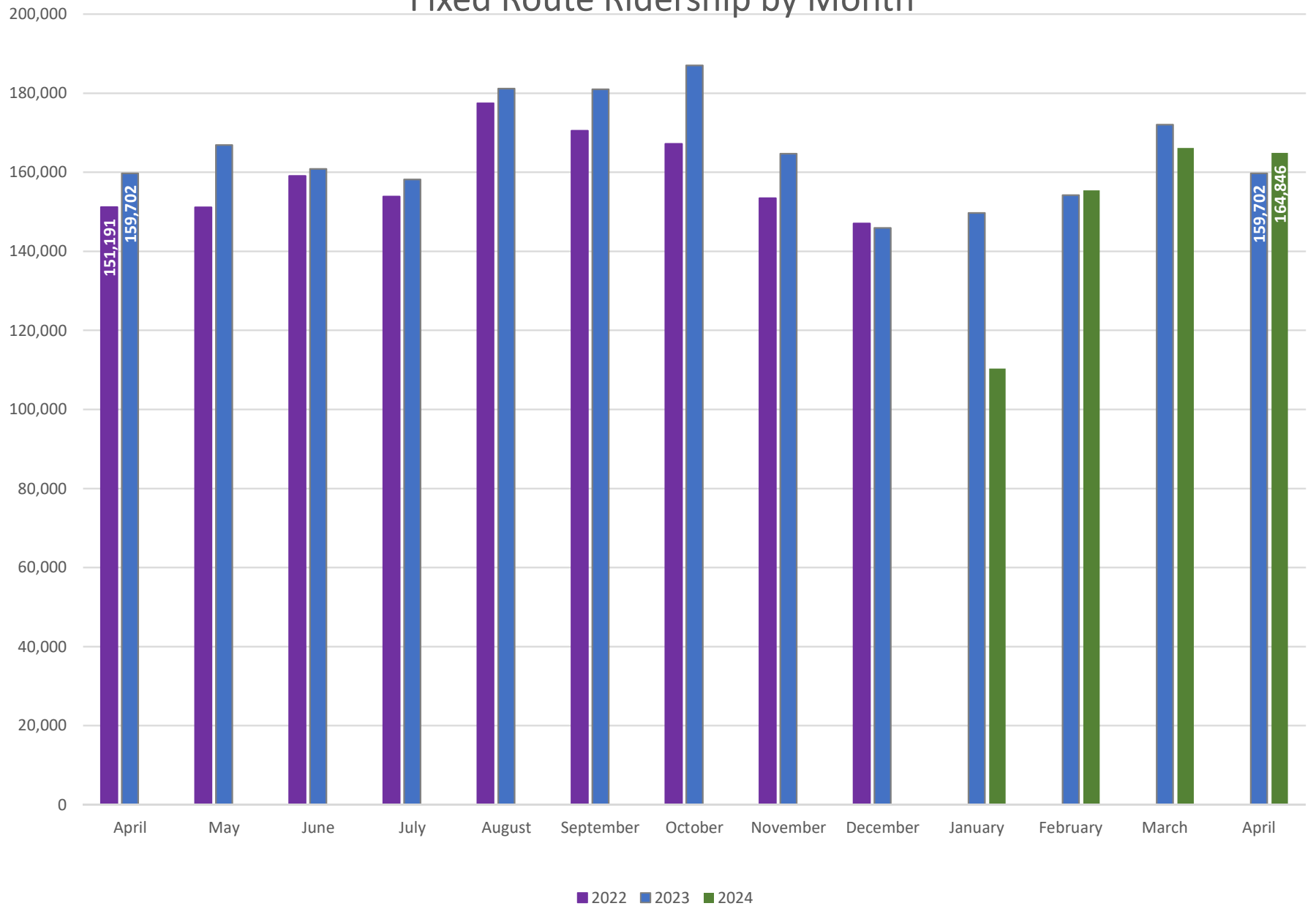
KNOXVILLE AREA TRANSIT

SYSTEM PERFORMANCE REPORT

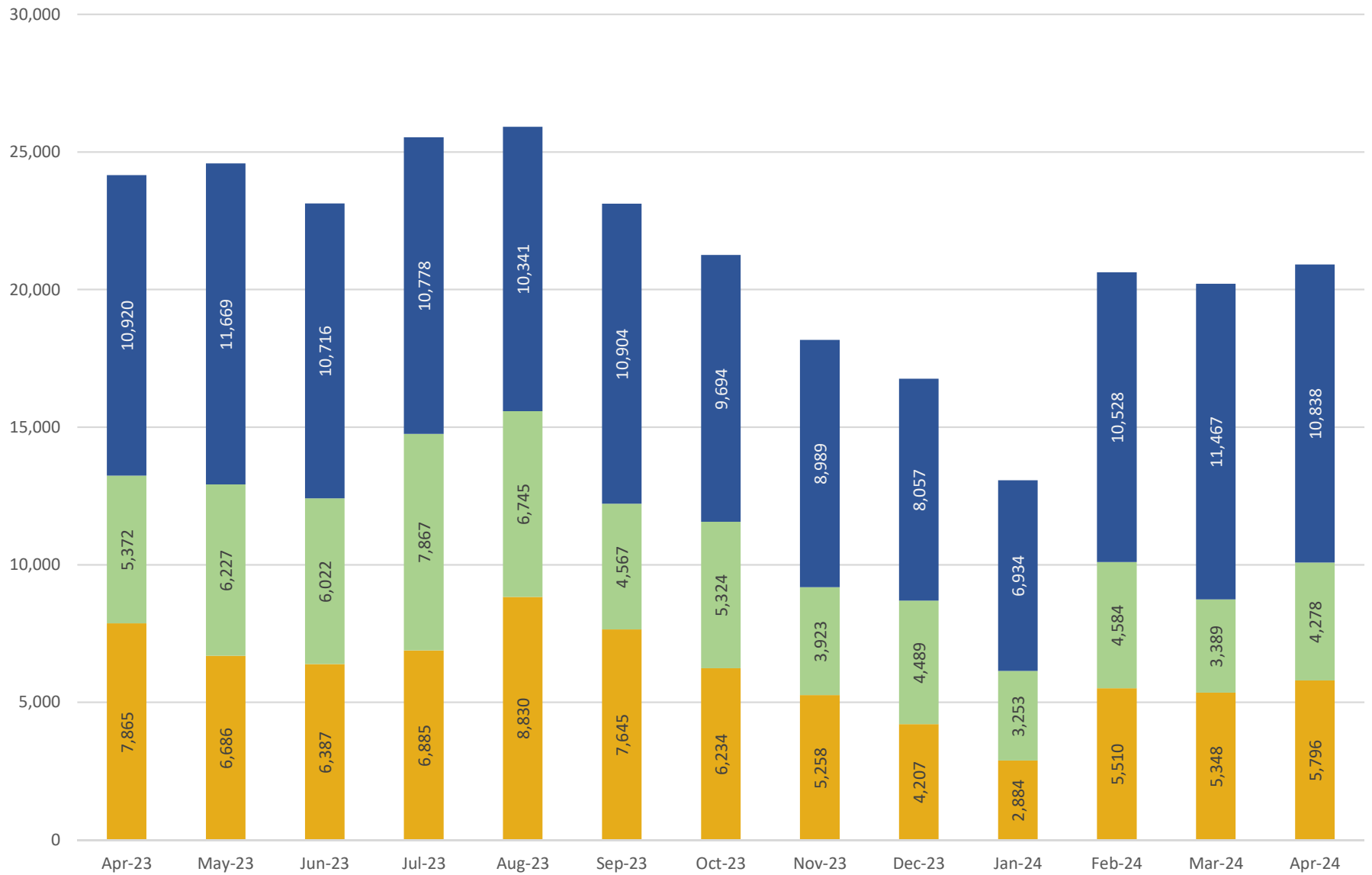
April, 2024

	<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	185,758	183,859	1%	1,820,227	1,858,927	-2%
System Generated Revenue				\$951,534	\$911,758	4%
Revenue Veh. Miles	213,315	210,309	1%	2,070,483	2,166,902	-4%
Revenue Veh. Hours	15,755	16,647	-5%	162,434	171,737	-5%
Passengers/Mile	0.87	0.87	0%	0.88	0.86	2%
Passengers/Hour	11.79	11.04	7%	11.21	10.82	4%
Preventable Accidents	12	9	33%	56	81	-31%
Mechanical Road Calls	40	25	60%	353	245	44%
Accidents/100,000 Miles	5.63	4.28	31%	2.70	3.74	-28%
Miles/Road Failure	5,333	8,412	-37%	5,865	8,844	-34%
DEMAND RESPONSE						
					0	
Total Passengers	6,862	6,333	8%	63,269	64,678	-2%
System Generated Revenue				\$91,791	\$100,581	-9%
Revenue Veh. Miles	46,123	43,609	6%	426,747	432,360	-1%
Revenue Veh. Hours	3,307	3,117	6%	31,877	31,088	3%
Passengers/Mile	0.15	0.15	2%	0.15	0.15	-1%
Passengers/Hour	2.07	2.03	2%	1.98	2.08	-5%
Preventable Accidents	1	0	100%	17	9	89%
Mechanical Road Calls	2	2	0%	22	18	22%
Accidents/100,000 Miles	2.17	0.00	217%	3.98	2.08	91%
Miles/Road Failure	23,062	21,805	6%	19,398	24,020	-19%
CHARTER SERVICE						
					0	
Charters	1,189	890	34%	19,856	4,041	391%
Sports Charters	0	0	0%	31,059	26,329	18%
Total Passengers	1,189	890	34%	50,915	30,370	68%
Revenue						0%
Football Shuttle Charters				\$124,398	\$111,250	12%
Trolley Charters				\$25,550	\$12,000	113%
Total Miles	224	290	-23%	8,953	4,033	122%
Total Hours	55.8	45.5	23%	1,489	694	114%

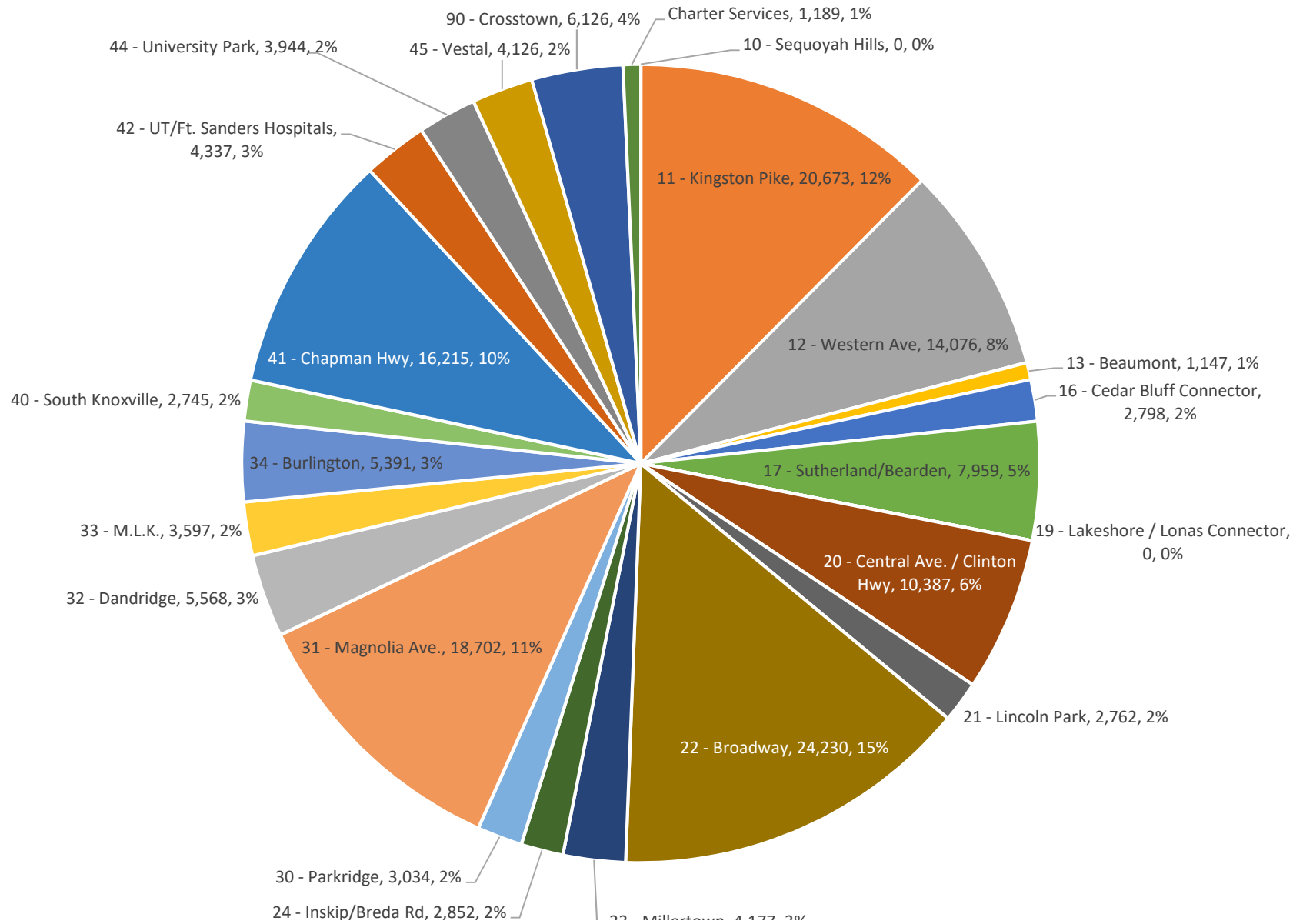
Fixed Route Ridership by Month



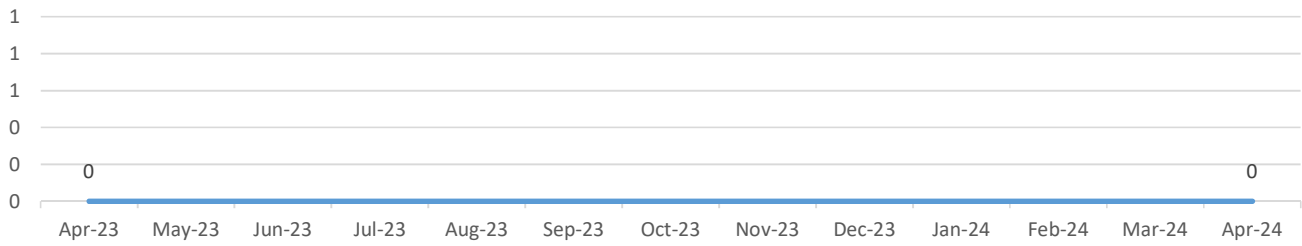
Trolley Ridership



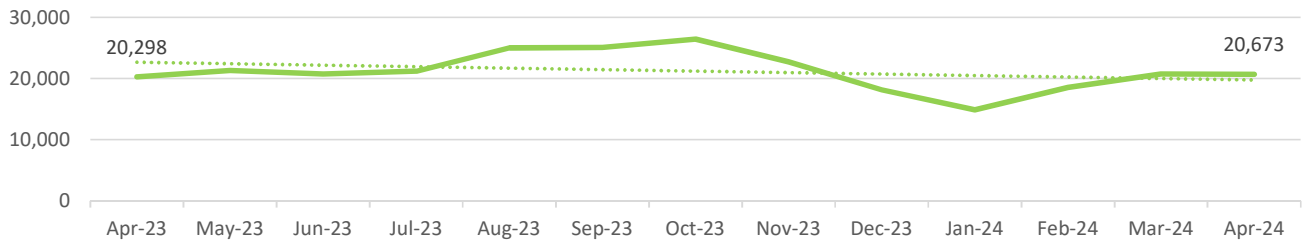
April 2024 System Ridership by Route



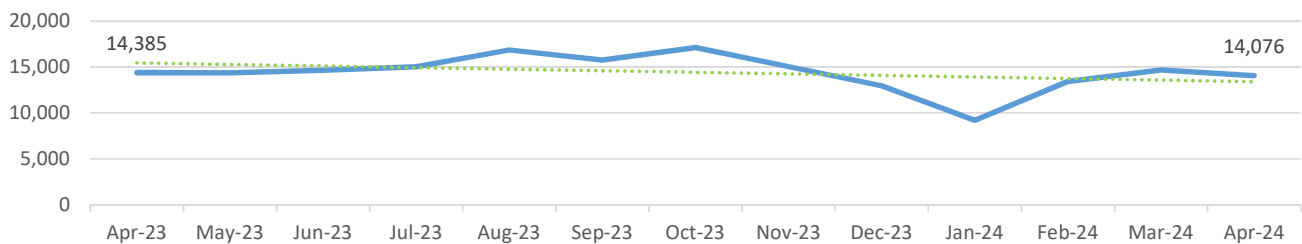
10 - Sequoyah Hills



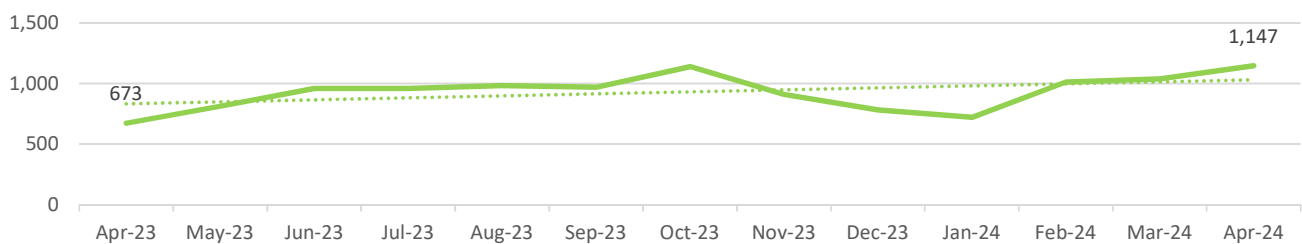
11 - Kingston Pike



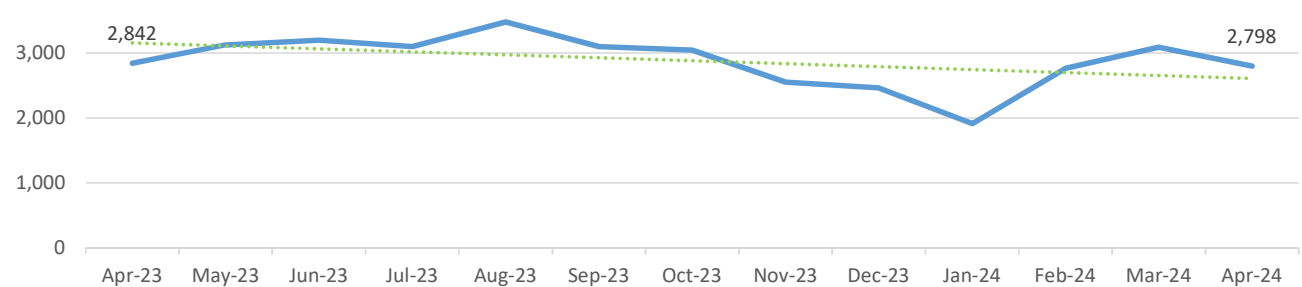
12 - Western Ave

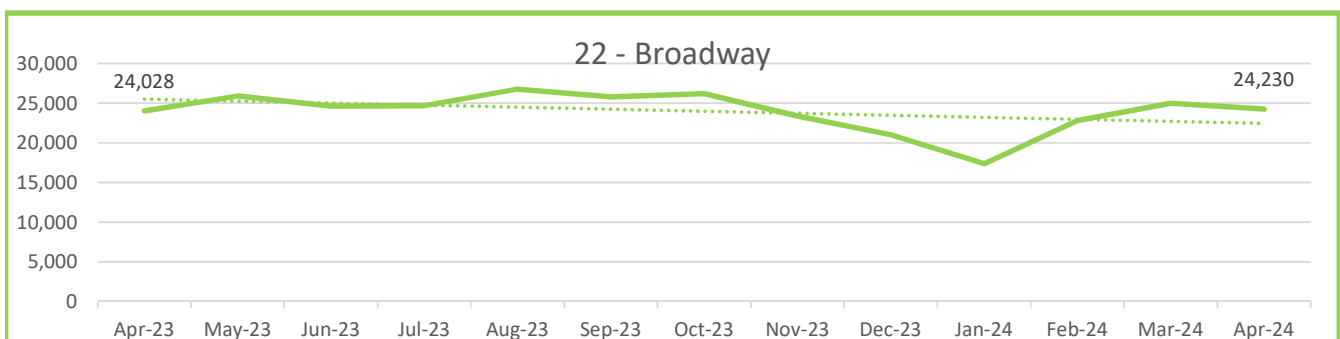
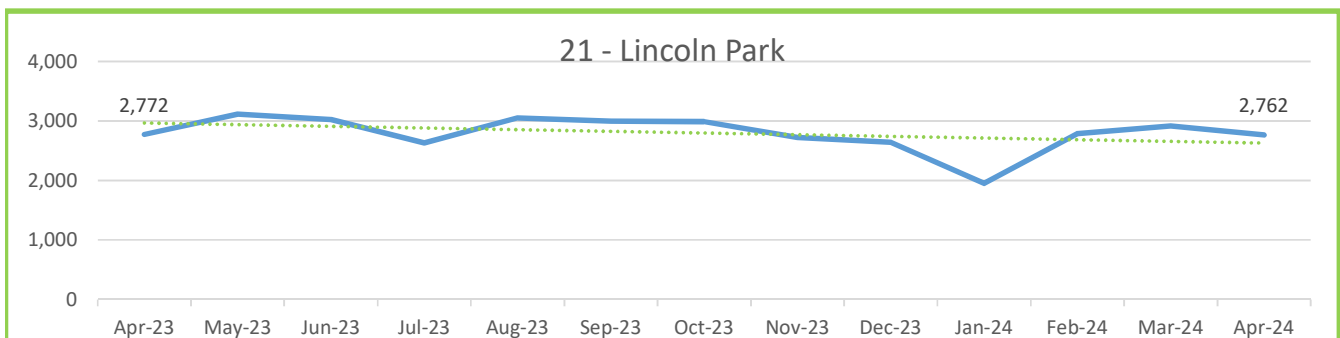
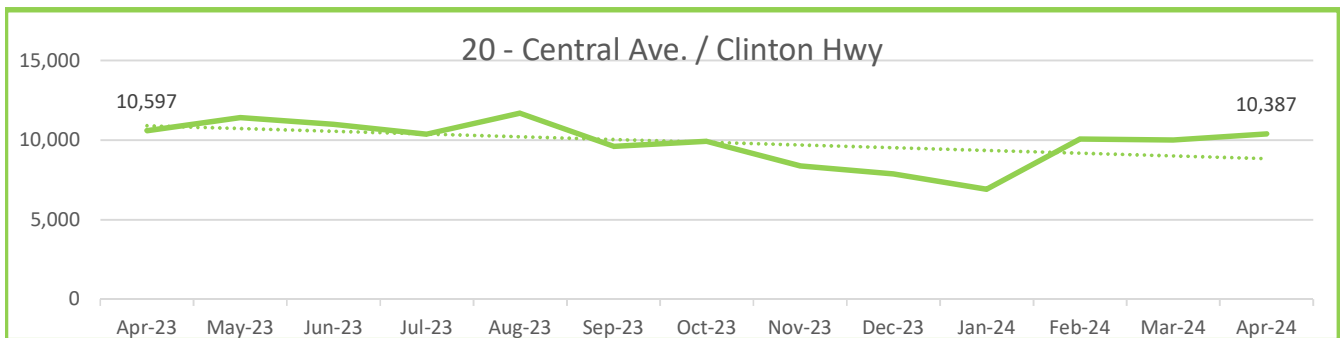
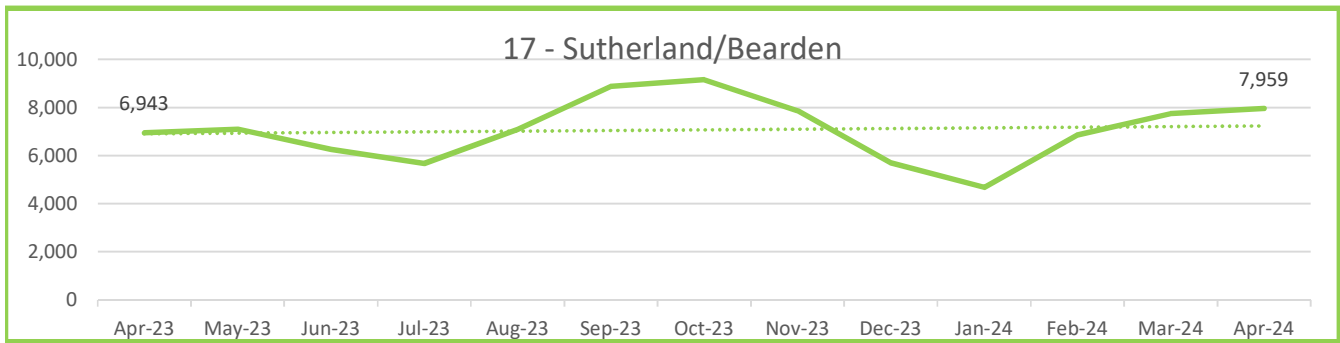


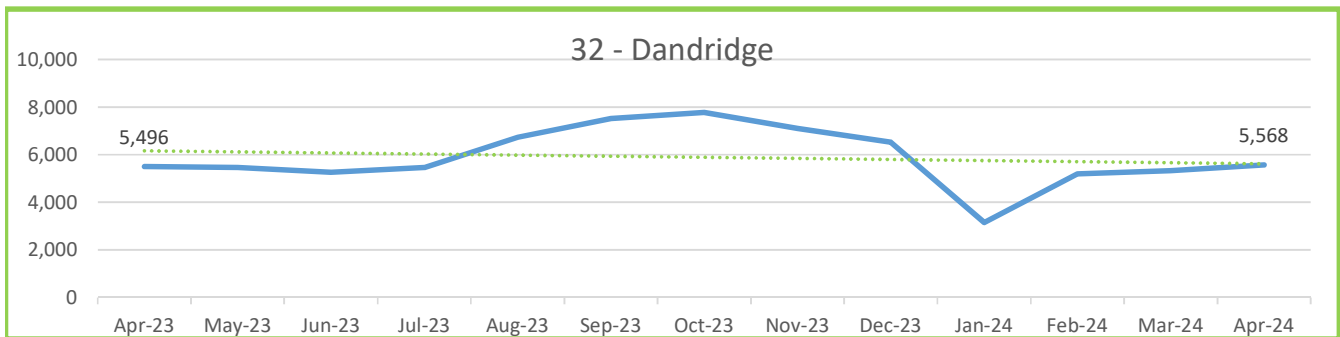
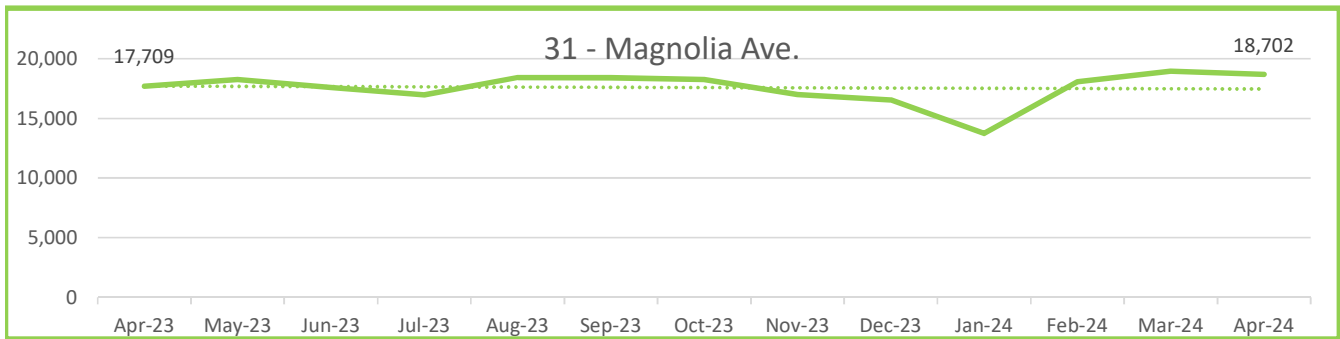
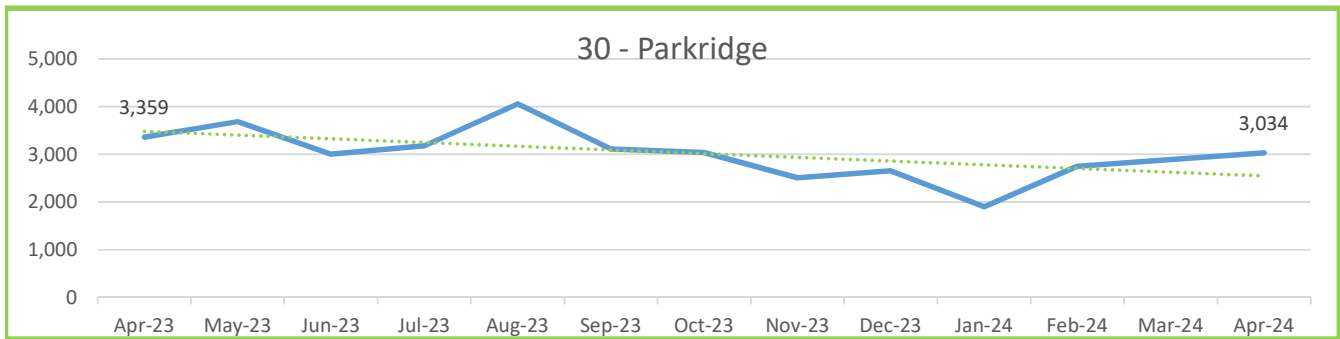
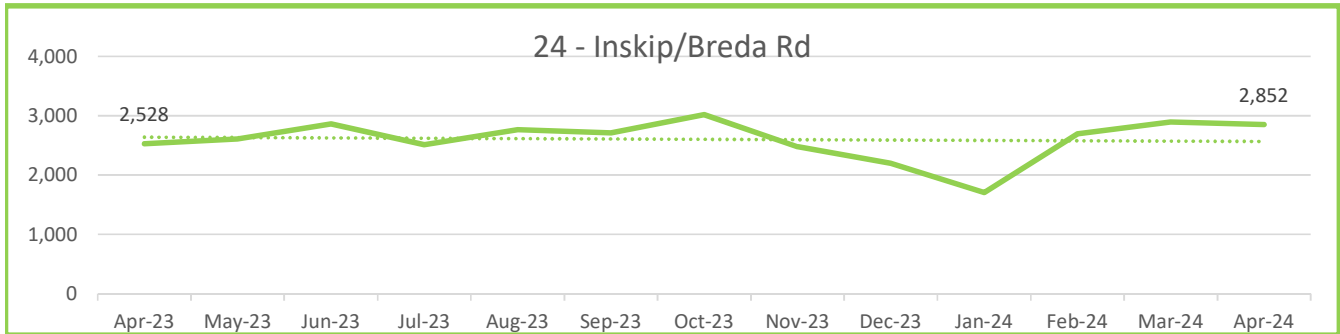
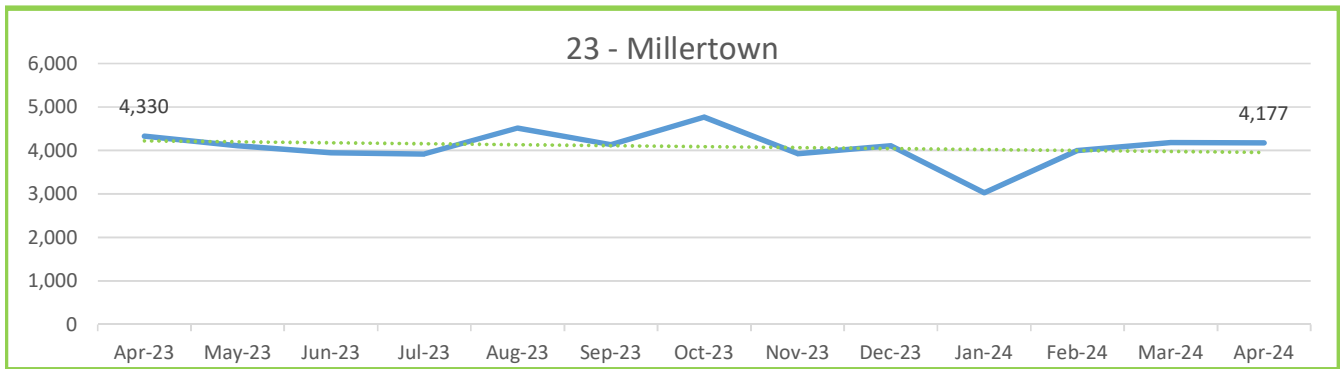
13 - Beaumont

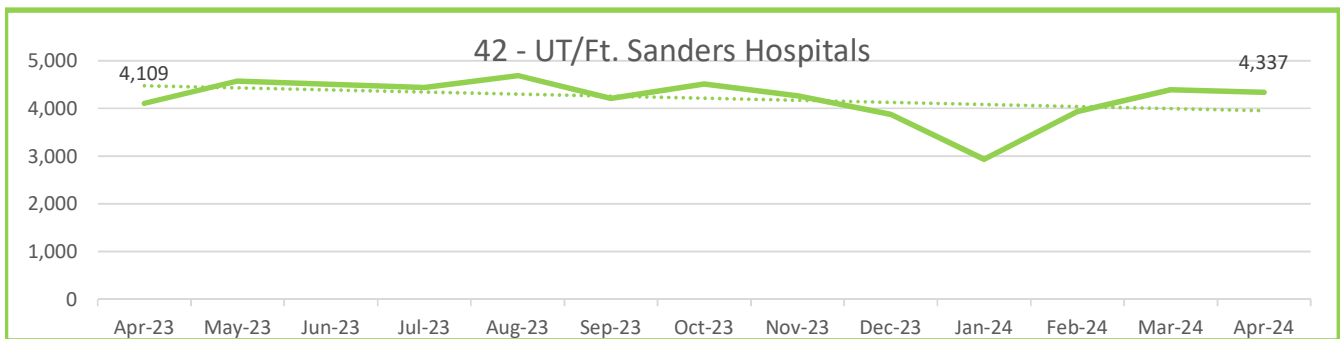
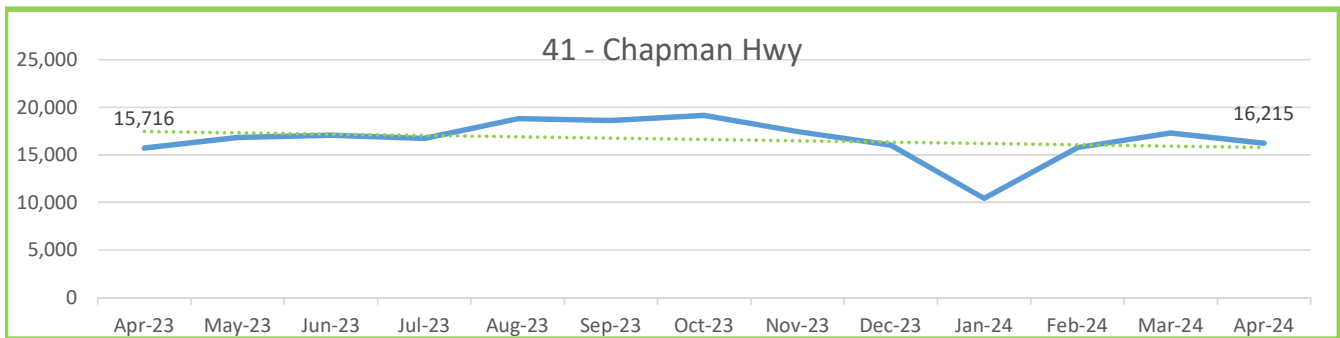
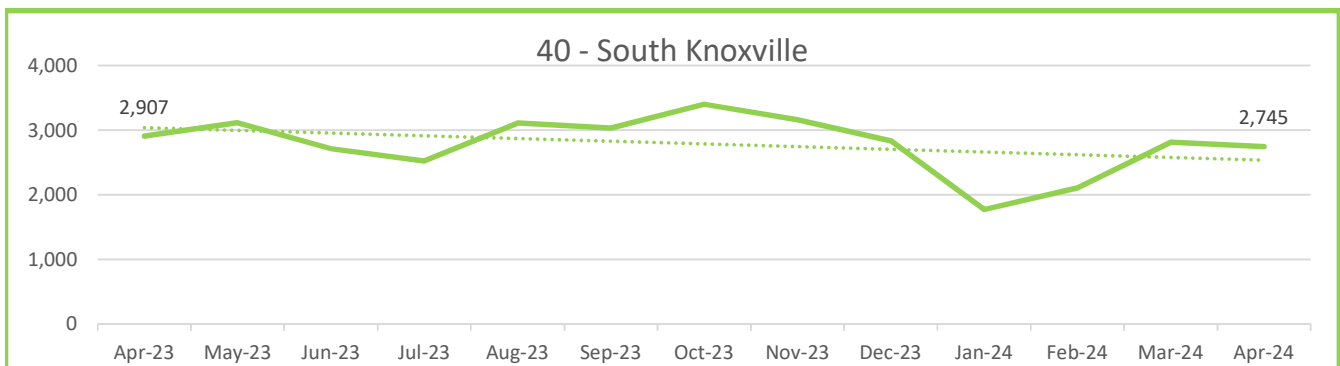
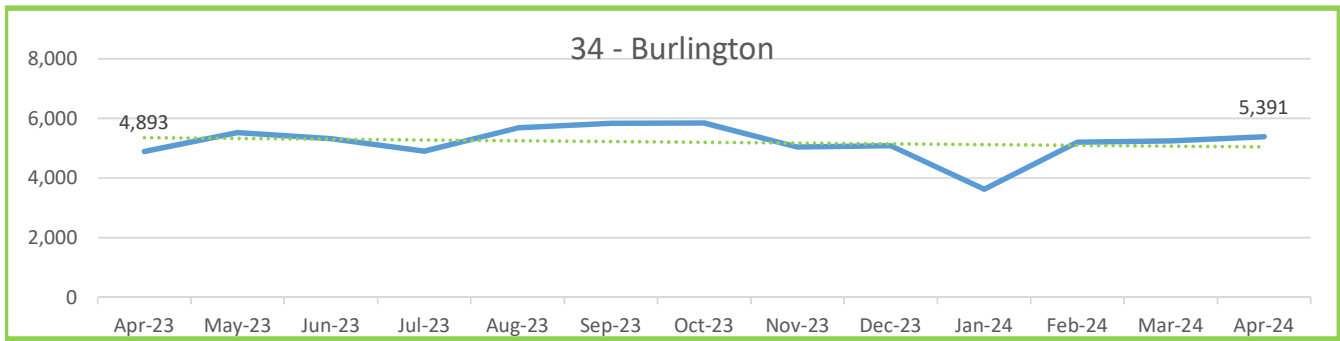
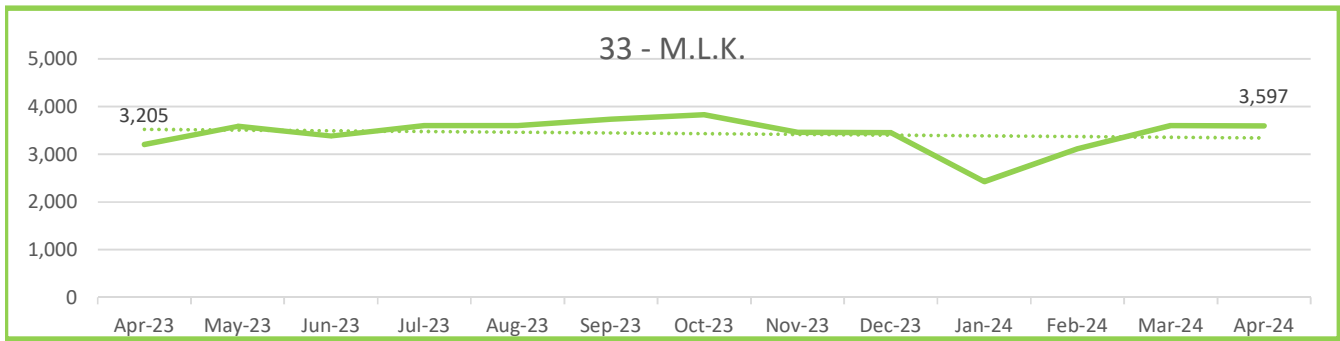


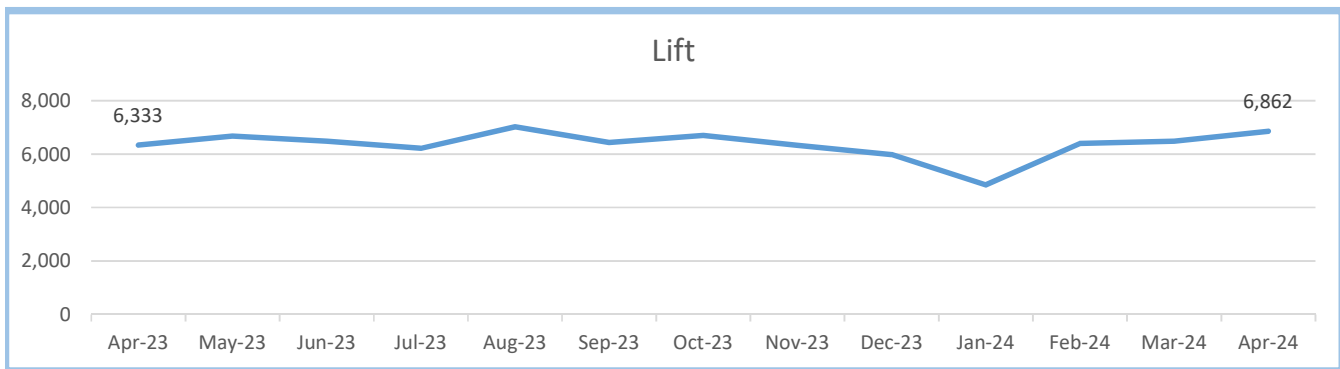
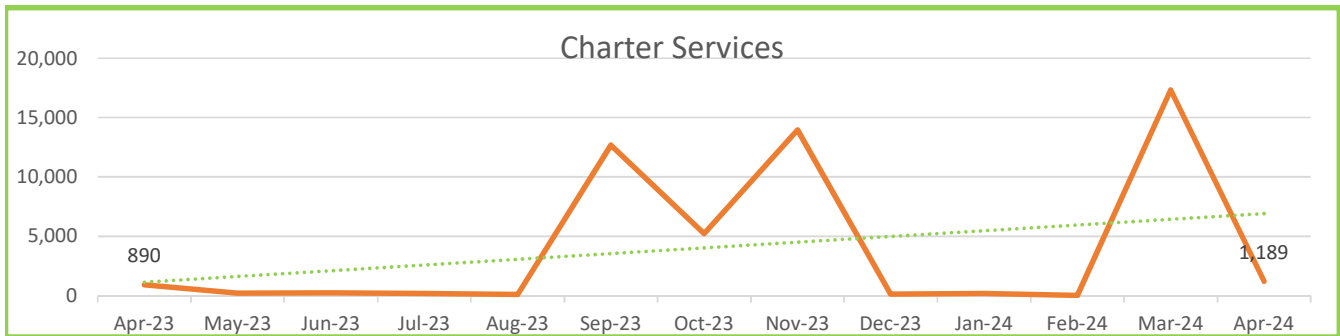
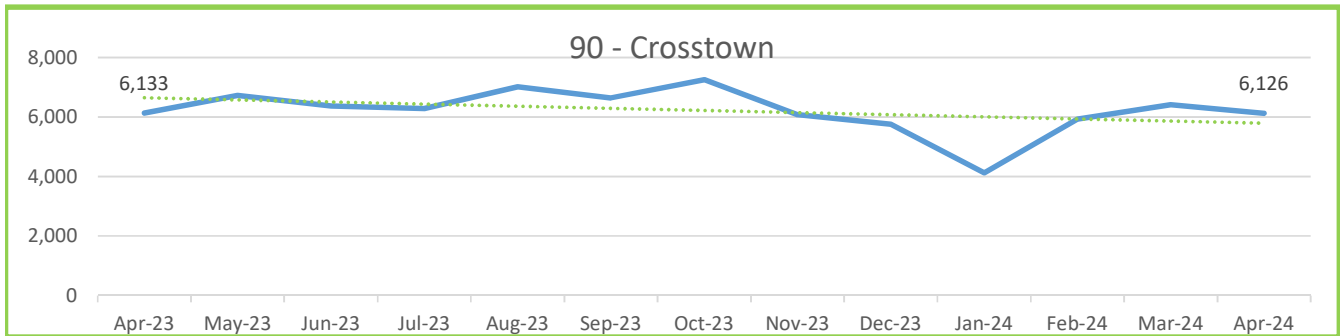
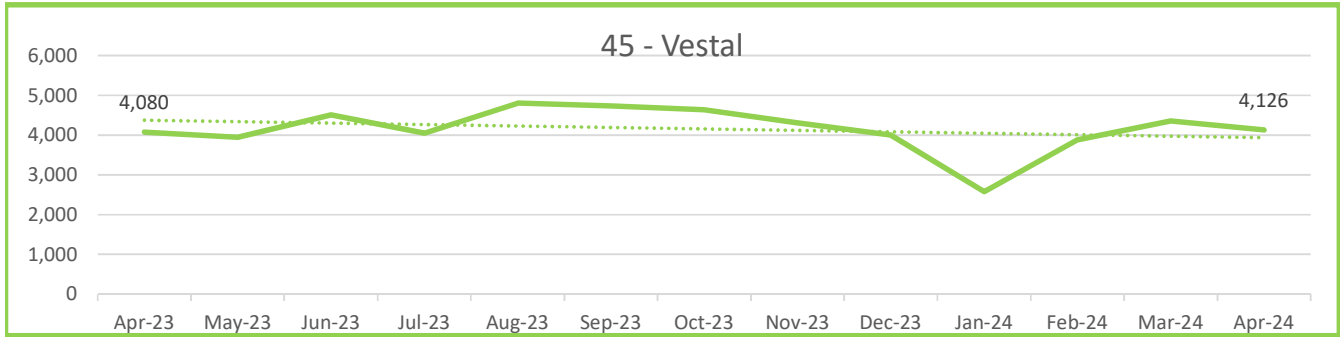
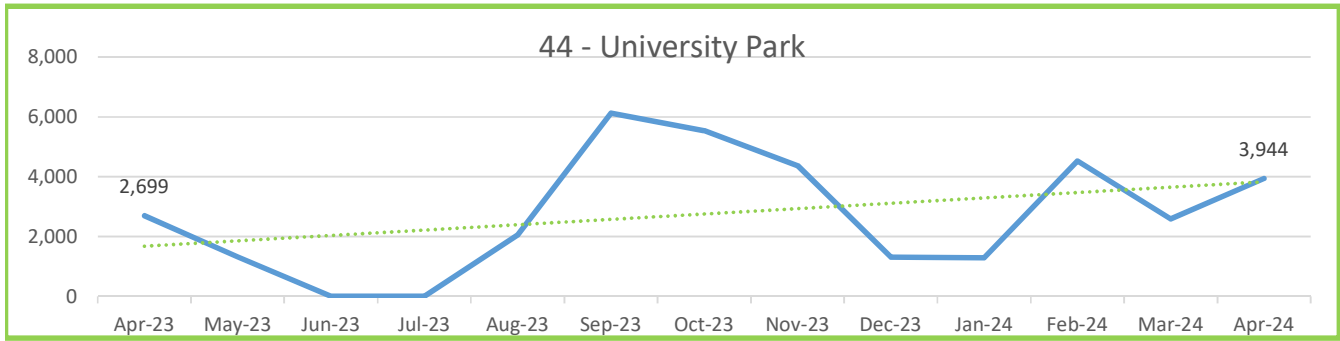
16 - Cedar Bluff Connector













KAT RIDERSHIP

April 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	347	324	7.1%	3,529	3,996	-11.7%
11	Kingston Pike	26,189	27,294	-4.0%	267,344	277,396	-3.6%
12	Western Ave	13,500	13,038	3.5%	133,318	126,880	5.1%
13	Beaumont	2,978	2,661	11.9%	29,240	27,663	5.7%
16	Cedar Bluff Connector	2,744	3,028	-9.4%	28,903	30,455	-5.1%
17	Sutherland/Bearden	9,008	7,708	16.9%	74,519	73,344	1.6%
19	Lakeshore / Lonas Connector	687	566	21.4%	5,638	6,059	-6.9%
20	Central Ave. / Clinton Hwy	10,793	10,713	0.7%	107,265	106,171	1.0%
21	Lincoln Park	3,314	3,607	-8.1%	34,785	38,045	-8.6%
22	Broadway	24,860	22,742	9.3%	243,826	237,518	2.7%
23	Millertown	5,309	5,089	4.3%	50,389	50,224	0.3%
24	Inskip/Breda Rd	2,598	2,346	10.7%	24,702	24,689	0.1%
30	Parkridge	3,152	2,344	34.5%	28,301	23,544	20.2%
31	Magnolia Ave.	18,185	19,750	-7.9%	187,849	193,574	-3.0%
32	Dandridge	7,171	6,044	18.6%	62,229	60,548	2.8%
33	M.L.K.	3,563	3,553	0.3%	34,563	37,334	-7.4%
34	Burlington	6,090	5,133	18.6%	58,507	49,862	17.3%
40	South Knoxville	4,540	3,608	25.8%	36,034	38,528	-6.5%
41	Chapman Hwy	12,444	11,060	12.5%	118,482	115,979	2.2%
42	UT/Ft. Sanders Hospitals	3,902	3,164	23.3%	35,106	30,867	13.7%
44	University Park	8,362	4,829	73.2%	66,219	41,444	59.8%
45	Vestal	4,922	4,791	2.7%	49,589	50,016	-0.9%
90	Crosstown	7,594	6,837	11.1%	72,511	66,880	8.4%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		182,252	170,229	7.1%	1,752,848	1,711,016	2.4%
82	Orange Line Trolley	16,181	20,151	-19.7%	187,474	182,635	2.6%
84	Green Line Trolley	10,186	9,352	8.9%	97,728	94,260	3.7%
86	Blue Line Trolley	22,001	20,304	8.4%	215,118	193,379	11.2%
SUBTOTAL		48,368	49,807	-2.9%	500,320	470,274	6.4%
TOTAL PASSENGERS WITH TROLLEYS		230,620	220,036	4.8%	2,253,168	2,181,290	3.3%
LIFT SERVICE		5,957	5,759	3.4%	55,551	48,838	13.7%
TOTAL SCHEDULED SERVICES		236,577	225,795	4.8%	2,308,719	2,230,128	3.5%
TOTAL CHARTER SERVICES		1,130	643	75.7%	44,263	51,353	-13.8%
GRAND TOTAL ALL KAT SERVICES		237,707	226,438	5.0%	2,352,982	2,281,481	3.1%



KAT RIDERSHIP

April 2024



ROUTE #	ROUTE NAME	FY24	FY23	% CHANGE	YTD/FY24	YTD/FY23	% CHANGE
10	Sequoyah Hills	-	-	0.0%	-	763	-100.0%
11	Kingston Pike	20,673	20,298	1.8%	213,407	212,919	0.2%
12	Western Ave	14,076	14,385	-2.1%	144,120	145,820	-1.2%
13	Beaumont	1,147	673	70.4%	9,668	9,394	2.9%
16	Cedar Bluff Connector	2,798	2,842	-1.5%	28,297	29,403	-3.8%
17	Sutherland/Bearden	7,959	6,943	14.6%	71,580	70,116	2.1%
19	Lakeshore / Lonas Connector	-	-	0.0%	-	694	-100.0%
20	Central Ave. / Clinton Hwy	10,387	10,597	-2.0%	95,223	101,101	-5.8%
21	Lincoln Park	2,762	2,772	-0.4%	27,459	27,135	1.2%
22	Broadway	24,230	24,028	0.8%	237,204	237,926	-0.3%
23	Millertown	4,177	4,330	-3.5%	40,758	44,090	-7.6%
24	Inskip/Breda Rd	2,852	2,528	12.8%	25,823	27,075	-4.6%
30	Parkridge	3,034	3,359	-9.7%	29,126	30,847	-5.6%
31	Magnolia Ave.	18,702	17,709	5.6%	175,035	170,304	2.8%
32	Dandridge	5,568	5,496	1.3%	60,352	53,924	11.9%
33	M.L.K.	3,597	3,205	12.2%	34,431	33,092	4.0%
34	Burlington	5,391	4,893	10.2%	51,850	50,444	2.8%
40	South Knoxville	2,745	2,907	-5.6%	27,499	28,631	-4.0%
41	Chapman Hwy	16,215	15,716	3.2%	166,382	156,785	6.1%
42	UT/Ft. Sanders Hospitals	4,337	4,109	5.5%	41,594	43,368	-4.1%
44	University Park	3,944	2,699	46.1%	31,757	26,349	20.5%
45	Vestal	4,126	4,080	1.1%	41,483	42,272	-1.9%
90	Crosstown	6,126	6,133	-0.1%	61,626	62,723	-1.7%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		164,846	159,702	3.2%	1,614,674	1,605,175	0.6%
82	Orange Line Trolley	5,796	7,865	-26.3%	58,597	86,799	-32.5%
84	Green Line Trolley	4,278	5,372	-20.4%	48,419	50,336	-3.8%
86	Blue Line Trolley	10,838	10,920	-0.8%	98,530	116,617	-15.5%
SUBTOTAL		20,912	24,157	-13.4%	205,546	253,752	-19.0%
TOTAL PASSENGERS WITH TROLLEYS		185,758	183,859	1.0%	1,820,220	1,858,927	-2.1%
LIFT SERVICE		6,862	6,333	8.4%	6,862	6,333	8.4%
TOTAL SCHEDULED SERVICES		192,620	190,192	1.3%	1,827,082	1,865,260	-2.0%
TOTAL CHARTER SERVICES		1,189	890	33.6%	50,915	30,370	67.6%
GRAND TOTAL ALL KAT SERVICES		193,809	191,082	1.4%	1,877,997	1,895,630	-0.9%