

# Knoxville Transportation Authority

Meeting Date: Thursday, August 22, 2024



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INDYA KINCANNON  
MAYOR  
(865)215-2040



**CITY OF KNOXVILLE**  
KNOXVILLE TRANSPORTATION AUTHORITY

**AGENDA**

Thursday, August 22, 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 – July 25, 2024
- III. Reports
  - A. KTA Chair
  - B. Commissioner’s Comments
  - C. Staff
    - i. City of Knoxville Director of Transit
      - Introduction to KATpay
    - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for September 26, 2024, and Adjourned

**Minutes**  
**For Thursday, August 22, 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 6 members present. They have a quorum.

Commissioners in attendance were as follows:

Chair Kirk  
Commissioner Fusco  
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 June 27th.

No one had any comments.

Commissioner Helsley gave the 1<sup>st</sup> motion; Commissioner Whitted gave the 2<sup>nd</sup> motion. All were in favor, and no one opposed.

**III. Reports A. KTA Chair**

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

**B. Commissioners' Comments**

No comments.

Chair Kirk turned it over to Staff.

## **C. Staff**

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

Mr. Thorne stated he had a few updates. He talked about the KAT Reimagined Educational meetings. He said they've had them the last couple of weeks and had one earlier that day at the O'Connor Center. Mr. Thorne stated they're having one at Knoxville Station, Tuesday, July 30<sup>th</sup>, at 4 pm, and then again on Friday, August 2<sup>nd</sup>, from 12 pm – 2 pm. He also mentioned that there will be one at the Larry Cox Senior Center, on Monday, August 5<sup>th</sup>, from 4 pm – 6 pm. He stated they're encouraging customers and the community to come out and learn about KAT Reimagined and all the tools they're using to educate their passengers. Mr. Thorne also wanted to announce they will be fare-free on election day, August 1st and wants to encourage people to get out and vote. He went on to make known that the University of Tennessee and KAT have partnered up to allow students, faculty, and staff to ride all of their buses for free starting on August 12th.

### **ii. TPO Transit Planner**

Mr. Burton stated he didn't have anything to report at that time.

Chair Kirk mentioned they will have a public hearing on the kat-connect services, and called up Laura Parrott to come up and speak.

Laura Parrott; 1135 Magnolia Ave.

She stated she wanted to speak about the kat-connect because she is the President of the ATU. 1164 local. She said they're not against it, they just need to bargain on it. She said they feel as though a year is too long for a test drive. Mrs. Parrott mentioned that it should be bargained on and not pushed through and put on to a service that's already in high demand, such as the LIFT because it's going to be hard on the drivers. She said that is the issue they have and would love to bargain on this, instead of pushing it through and doing a test drive for a year.

Chair Kirk asked if there were any Commissioner comments.

Commissioner Helsley asked Mr. Thorne what was going to happen to the trolleys when they were no longer in service.

Mr. Thorne said they're taking the "make-up" off of those trolleys and making them into regular buses, and any bus that is beyond their useful life will be sold.

Commissioner Helsley thanked Mr. Thorne and said she wanted to ask because she had a couple of people to inquire if they would still be available for rental.

Mr. Thorne answered, no.

Chair Kirk stated they needed to address the Resolution for approving the kat-connect service.

Commissioner Helsley gave the 1<sup>st</sup> motion.

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

Chair Kirk asked for any further discussion. There were none. She asked all in favor. All were in favor, no one opposed, motion carried.

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

There was no new business.

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

Resolution approved.

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

Chair Kirk asked for Sean Simoneau to come forward.

Mr. Simoneau: 2326 Spence Place, Knoxville, TN 37920. Mr. Simoneau stated he had a question and wanted to make a complaint. He said that he and his partner live along the 40 South Knoxville route, and mentioned he knows Commissioner Simmons. He stated they've had issues with Route 40 in the past with chronic lateness and drivers not knowing how to properly secure a wheelchair down. He stated his partner utilizes one. Mr. Simoneau continued saying that he's noticed in the past 6 months, that the bus has been skipping stops in their neighborhood. He stated they live in the Island Home area, and on at least 6 occasions in the last 6 months most recent being yesterday. Mr. Simoneau stated the bus had skipped 6 stops, taken South Haven Rd, and missed their stop entirely. He said his girlfriend waited

in the rain for almost half an hour the previous day and mentioned a time before that was during the recent heatwave. He stated there was no notice of this on the transit app and had a screen recording of the bus skipping that area and that happened twice in one day. Mr. Simoneau asked if the drivers were permitted to go off-route to save time.

Chair Kirk thanked Mr. Simmoneau for sharing his concerns and said that Staff would follow up with him after the meeting.

Mr. Simmoneau continued to say that this has happened at least 6 times, and has called in the past to complain, sent in emails, and has yet to receive a follow-up on this. He said this is inexcusable because his girlfriend relies on the bus to get around; especially out in the heat. He stated it is dangerous and this has caused them to lose faith in the service. Mr. Simoneau said he realizes the buses can't always stick to the schedule, but they shouldn't be skipping 6 stops. He wishes for this to be addressed.

Chair Kirk thanked him and said someone would address his concerns.

Commissioner Simmons asked Mr. Simmoneau if his girlfriend was actually at the stop when she was passed up.

Mr. Simoneau said she was physically there and the bus didn't come past the stop. He stated the bus was supposed to take a right onto McClung and there are 6 stops along the way until it meets back up with South Haven Rd. near Riverside Apartments. He said it would go straight and then take a left on Sevier Ave.

Commissioner Simmons stated he wanted to make sure he understood.

Chair Kirk asked for Teresa Bradley to come up.

Teresa Bradley; 1109 Beaman Lake Rd. Knoxville, TN 37914. Ms. Bradley stated her concerns are regarding the KAT LIFT services. She said she was confused about the reservations and subscriptions. She stated she works as a Senior companion and her client started with a subscription. She said she was told to sign up for that with the understanding it was something constant. Ms. Bradley mentioned her client asked her on one occasion to change the date from a Wednesday to a Thursday. She received permission from her supervisor and went to Customer Service at Knoxville Station that day to change it. She stated she got a call saying she could no longer have a subscription because she had changed schedules several times. Ms. Bradley stated that when her client asked her to change the date, she'd get

permission to do so. She said her concern is when her client asks her to change the date upon approval, she feels like she shouldn't be penalized from a subscription to now a reservation that she has to make every 10 days. Ms. Bradley stated she may forget to call when she's used to making a subscription. She said she needs to understand why she would be penalized when she thinks she's following protocol.

Chair Kirk stated that someone would remain after the meeting to address her issue.

Mr. Thorne told Ms. Bradley that he would speak with her right after the meeting.

Chair Kirk called Joy Harper up to speak.

Joy Harper; 1109 Beaman Lake Rd. Knoxville, TN 37914, declined to speak at that time.

Chair Kirk asked the audience if anyone in attendance wanted to speak, please come up to the podium.

No one responded.

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

Chair Kirk stated if there were no more public comments, the meeting would be adjourned.

The next meeting was set for August 22, 2024, at 3:00 p.m., in the City-County Building, Main Assembly Room.

Respectfully submitted,  
Analisa R. Valentine  
KTA Recording Secretary



**SERVICE LEVEL REDUCTION REPORT**

SCHEDULED REVENUE MILES AND HOURS REDUCED FROM TOTALS IN ALL KTA REPORTS FOR  
**July, 2024**

*AS REPORTED BY SCHEDULING DEPT - REDUCTION FROM NORMAL OPERATING MILES AND HOURS*

ROUTE NUMBER	ROUTE NAME	HOURS	MILES
10	Sequoyah Hills	110	1,093
11	Kingston Pike	22	266
12	Western Ave	22	289
13	Beaumont	145	1,991
16	Cedar Bluff Connector	0	0
17	Sutherland/Bearden	99	1,285
19	Lakeshore/Lonas Connector	284	4,822
20	Central Ave/Clinton Hwy	66	1,074
21	Lincoln Park	0	0
22	Broadway	10	134
23	Millertown	88	1,006
24	Inskip/Breda Rd	0	0
30	Parkridge	0	0
31	Magnolia Ave.	11	127
32	Dandridge	42	656
33	M.L.K.	85	1,051
34	Burlington	79	1,162
40	South Knoxville	14	191
41	Chapman Hwy	11	180
42	UT/Ft Sanders Hospitals	375	3,008
44	University Park	12	105
45	Vestal	14	197
90	Crosstown	0	0

<b>SUB TOTAL LINE SERVICE</b>		<b>1,489</b>	<b>18,636</b>
82	Trolley (Orange Line)	361	2,263
84	Trolley (Green Line)	348	2,033
86	Trolley (Blue Line)	16	120

<b>TOTAL PASSENGERS WITH TROLLEYS</b>	<b>2,213</b>	<b>23,053</b>
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<b>LIFT SERVICE</b>	<b>0</b>	<b>0</b>
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<b>TOTAL SCHEDULED SERVICES</b>	<b>2,213</b>	<b>23,053</b>
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<b>GRAND TOTAL ALL KAT SERVICES</b>	<b>2,213</b>	<b>23,053</b>
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**SERVICE INTERRUPTION / MISSED SERVICE REPORT**  
**REVENUE MILES AND HOURS REDUCED FROM TOTALS IN ALL KTA REPORTS FOR**  
**July, 2024**  
*AS REPORTED BY DISPATCH*

ROUTE NUMBER	ROUTE NAME	HOURS	MILES
10	Sequoyah Hills	0	0
11	Kingston Pike	0	0
12	Western Ave	0	0
13	Beaumont	0	0
16	Cedar Bluff Connector	0	0
17	Sutherland/Bearden	0	0
19	Lakeshore/Lonas Connector	0	0
20	Central Ave/Clinton Hwy	0	0
21	Lincoln Park	0	0
22	Broadway	0	0
23	Millertown	0	0
24	Inskip/Breda Rd	0	0
30	Parkridge	0	0
31	Magnolia Ave.	0	0
32	Dandridge	0	0
33	M.L.K.	0	0
34	Burlington	0	0
40	South Knoxville	0	0
41	Chapman Hwy	0	0
42	UT/Ft Sanders Hospitals	0	0
44	University Park	0	0
45	Vestal	0	0
90	Crosstown	0	0

<b>SUB TOTAL LINE SERVICE</b>	<b>0</b>	<b>0</b>
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82	Trolley (Orange Line)	0	0
84	Trolley (Green Line)	0	0
86	Trolley (Blue Line)	0	0

<b>SUB TOTAL TROLLEY SERVICES</b>	<b>0</b>	<b>0</b>
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<b>TOTAL PASSENGERS WITH TROLLEYS</b>	<b>0</b>	<b>0</b>
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<b>LIFT SERVICE</b>		
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<b>TOTAL SCHEDULED SERVICES</b>	<b>0</b>	<b>0</b>
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<b>GRAND TOTAL ALL KAT SERVICES</b>	<b>0</b>	<b>0</b>
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KNOXVILLE AREA TRANSIT

**ROUTE PERFORMANCE REPORT**

July, 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	20,000	12.6%	20,413	10.0%	1,776	12.6%	0.98	11.26
12	Western Ave	14,518	9.2%	21,414	10.5%	1,340	9.5%	0.68	10.84
13	Beaumont	1,322	0.8%	2,130	1.0%	138	1.0%	0.62	9.56
16	Cedar Bluff Connector	2,841	1.8%	5,291	2.6%	378	2.7%	0.54	7.52
17	Sutherland/Bearden	7,331	4.6%	10,276	5.0%	684	4.8%	0.71	10.72
19	Lakeshore/Lonas Connector	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
20	Central Ave/Clinton Hwy	10,956	6.9%	14,364	7.0%	787	5.6%	0.76	13.91
21	Lincoln Park	2,844	1.8%	5,288	2.6%	354	2.5%	0.54	8.04
22	Broadway	23,482	14.8%	15,869	7.8%	1,224	8.7%	1.48	19.18
23	Millertown	4,559	2.9%	8,021	3.9%	638	4.5%	0.57	7.15
24	Inskip/Breda Rd	2,745	1.7%	7,467	3.7%	461	3.3%	0.37	5.95
30	Parkridge	2,923	1.8%	3,918	1.9%	267	1.9%	0.75	10.97
31	Magnolia Ave.	16,515	10.4%	12,021	5.9%	859	6.1%	1.37	19.24
32	Dandridge	4,930	3.1%	8,821	4.3%	466	3.3%	0.56	10.57
33	M.L.K.	3,257	2.1%	8,263	4.1%	560	4.0%	0.39	5.82
34	Burlington	5,517	3.5%	12,053	5.9%	725	5.1%	0.46	7.61
40	South Knoxville	2,547	1.6%	6,446	3.2%	378	2.7%	0.40	6.75
41	Chapman Hwy	16,570	10.5%	14,650	7.2%	864	6.1%	1.13	19.18
42	UT/Ft Sanders Hospitals	4,842	3.1%	4,006	2.0%	430	3.1%	1.21	11.25
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Vestal	4,180	2.6%	5,241	2.6%	692	4.9%	0.80	6.04
90	Crosstown	6,380	4.0%	17,842	8.8%	1,089	7.7%	0.36	5.86
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>158,265</b>		<b>203,791</b>		<b>14,108</b>		<b>0.78</b>	<b>11.22</b>
82	Trolley (Orange Line)	1,430	29.0%	4,239	47.8%	675	100.0%	0.34	2.12
84	Trolley (Green Line)	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
86	Trolley (Blue Line)	3,493	71.0%	4,635	52.2%	0	0.0%	0.75	0.00
<b>SUB TOTAL TROLLEY SERVICES</b>		<b>4,923</b>		<b>8,874</b>		<b>675</b>		<b>0.55</b>	<b>7.29</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>163,188</b>		<b>212,666</b>		<b>14,783</b>		<b>0.77</b>	<b>11.04</b>
<b>LIFT SERVICE</b>		<b>6,415</b>		<b>41,522</b>		<b>3,097</b>		<b>0.15</b>	<b>2.07</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>169,603</b>		<b>254,188</b>		<b>17,880</b>		<b>0.67</b>	<b>9.49</b>
<b>TOTAL CHARTER SERVICES</b>		<b>30</b>		<b>17</b>		<b>4</b>		<b>1.76</b>	<b>8.57</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>169,633</b>		<b>254,205</b>		<b>17,884</b>		<b>0.67</b>	<b>9.49</b>



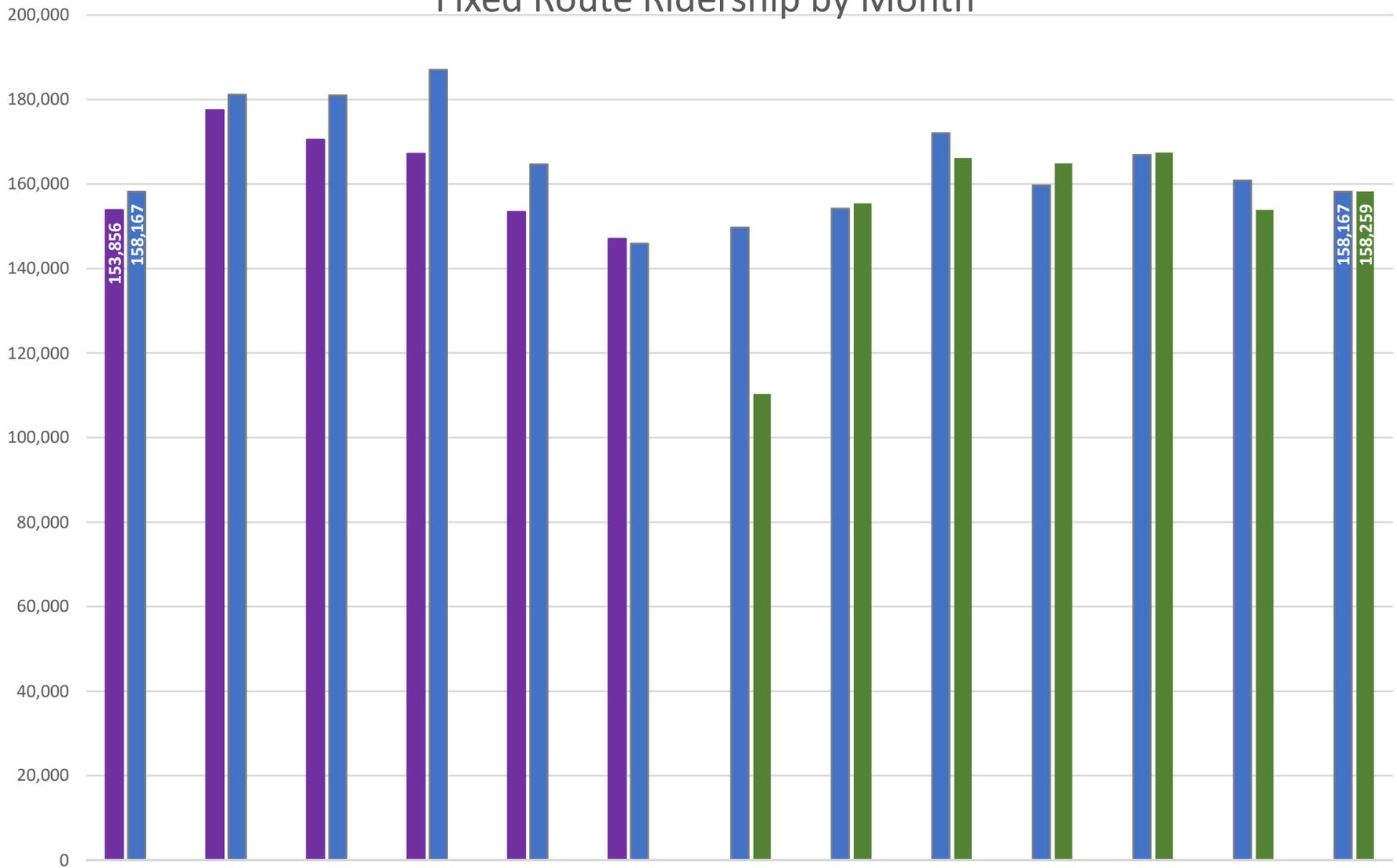
KNOXVILLE AREA TRANSIT

**SYSTEM PERFORMANCE REPORT**

July, 2024

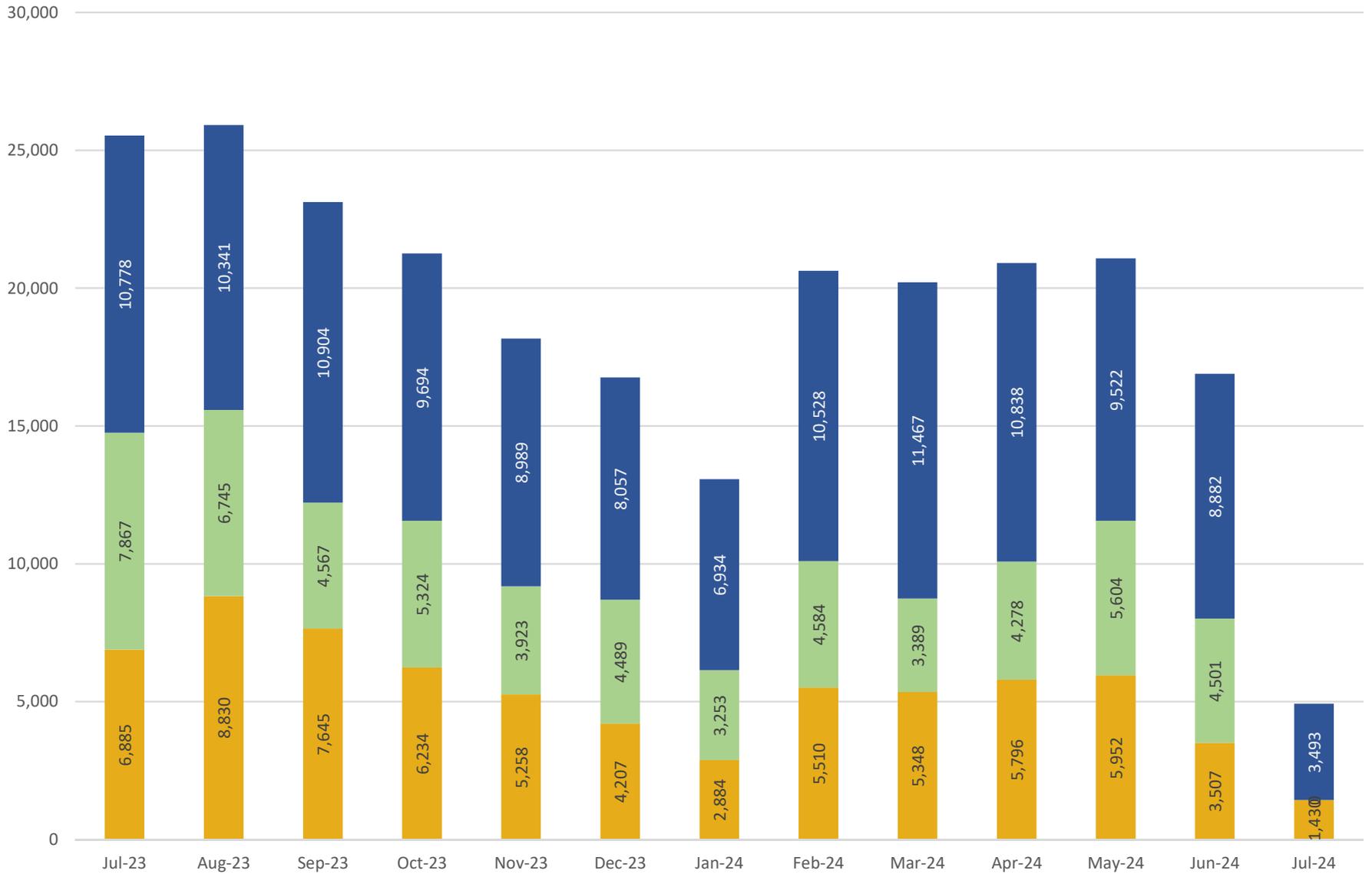
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	163,188	183,697	-11%	163,188	183,697	-11%
System Generated Revenue				\$70,265	\$58,651	20%
Revenue Veh. Miles	212,666	208,165	2%	212,666	208,165	2%
Revenue Veh. Hours	14,783	16,400	-10%	14,783	16,400	-10%
Passengers/Mile	0.77	0.88	-13%	0.77	0.88	-13%
Passengers/Hour	11.04	11.20	-1%	11.04	11.20	-1%
Preventable Accidents	8	8	0%	8	8	0%
Mechanical Road Calls	46	27	70%	46	27	70%
Accidents/100,000 Miles	3.76	3.84	-2%	3.76	3.84	-2%
Miles/Road Failure	4,623	7,710	-40%	4,623	7,710	-40%
<b>DEMAND RESPONSE</b>						
					0	
Total Passengers	6,415	6,212	3%	6,415	6,212	3%
System Generated Revenue				\$6,788	\$7,324	-7%
Revenue Veh. Miles	41,522	42,246	-2%	41,522	42,246	-2%
Revenue Veh. Hours	3,097	3,110	-0%	3,097	3,110	0%
Passengers/Mile	0.15	0.15	5%	0.15	0.15	5%
Passengers/Hour	2.07	2.00	4%	2.07	2.00	4%
Preventable Accidents	1	5	-80%	1	5	-80%
Mechanical Road Calls	5	2	150%	5	2	150%
Accidents/100,000 Miles	2.41	11.84	-80%	2.41	11.84	-80%
Miles/Road Failure	8,304	21,123	-61%	8,304	21,123	-61%
<b>CHARTER SERVICE</b>						
					0	
Charters	30	163	-82%	30	163	-82%
Sports Charters	0	0	0%	0	0	0%
Total Passengers	30	163	-82%	30	163	-82%
Revenue						0%
Football Shuttle Charters				\$0	\$0	0%
Trolley Charters				\$350	\$1,700	-79%
Total Miles	17	60	-72%	17	60	-72%
Total Hours	3.5	20.5	-83%	4	21	-83%

# Fixed Route Ridership by Month

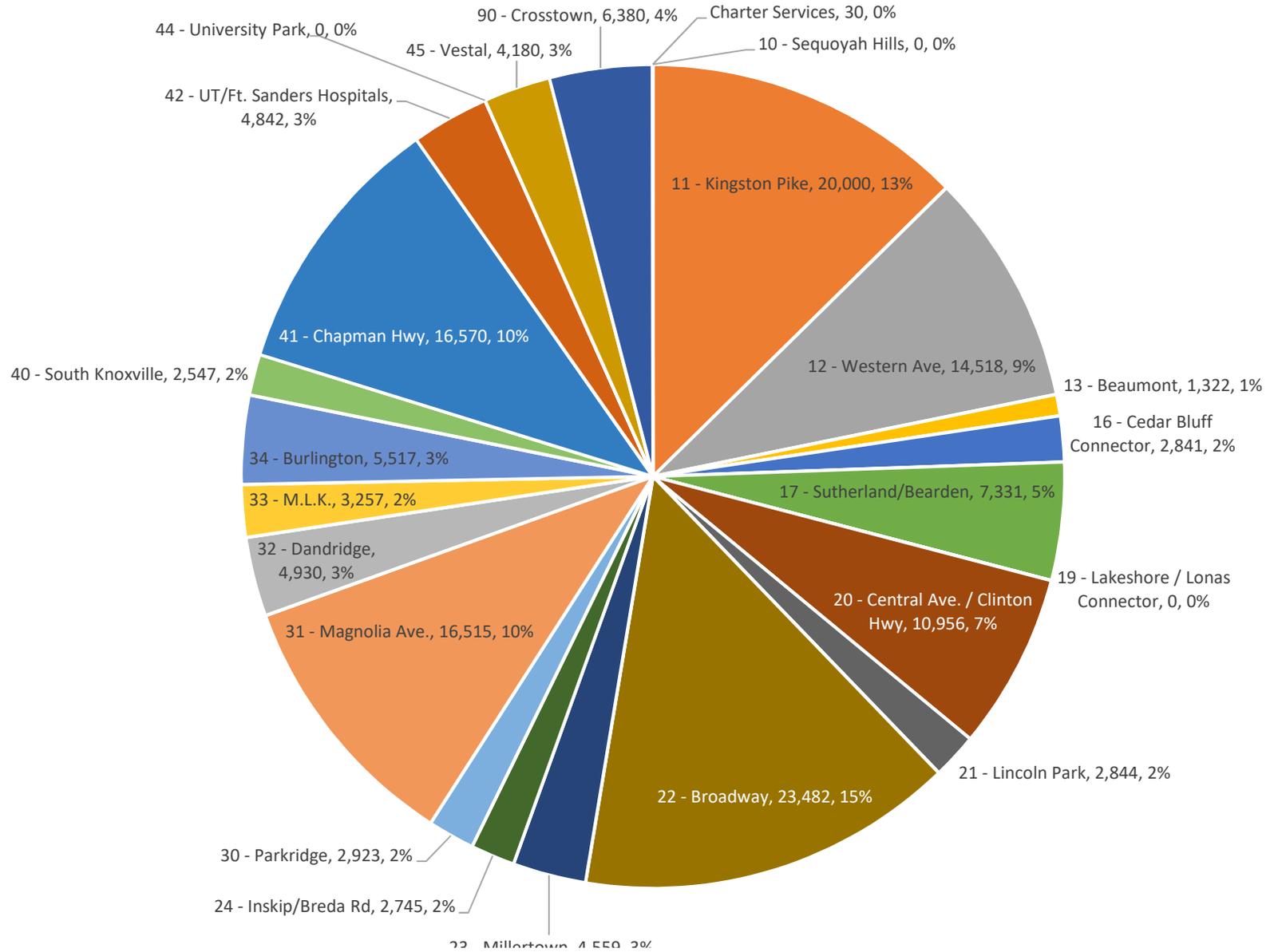


■ 2022 ■ 2023 ■ 2024

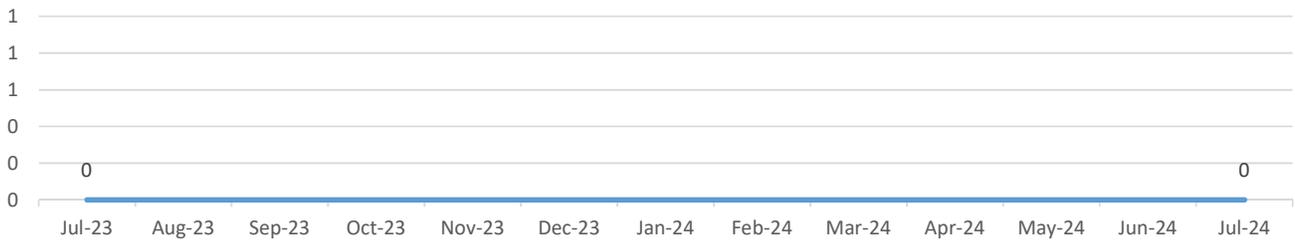
# Trolley Ridership



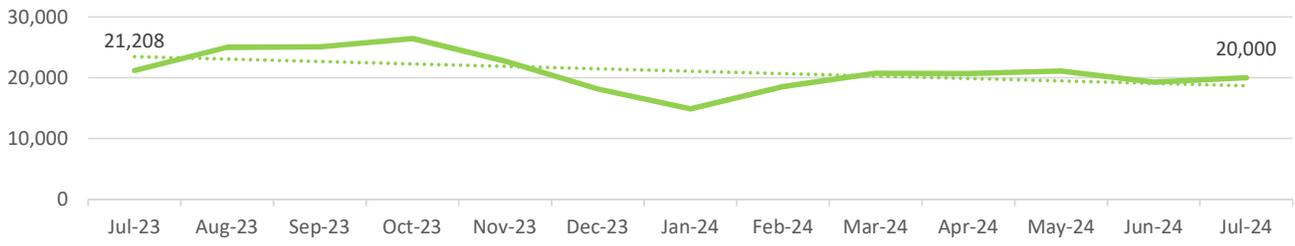
## July 2024 System Ridership by Route



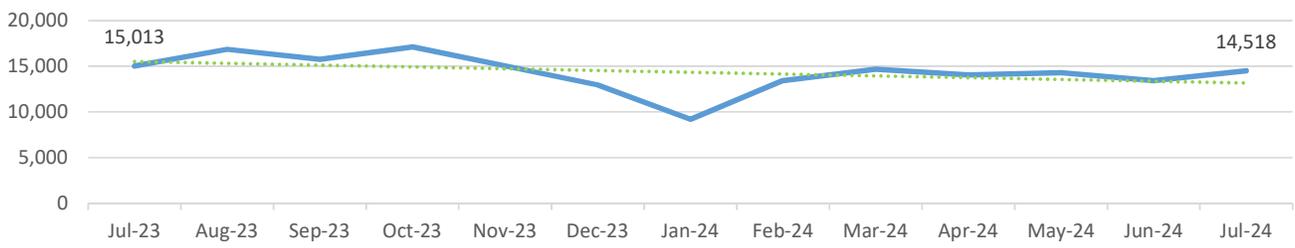
### 10 - Sequoyah Hills



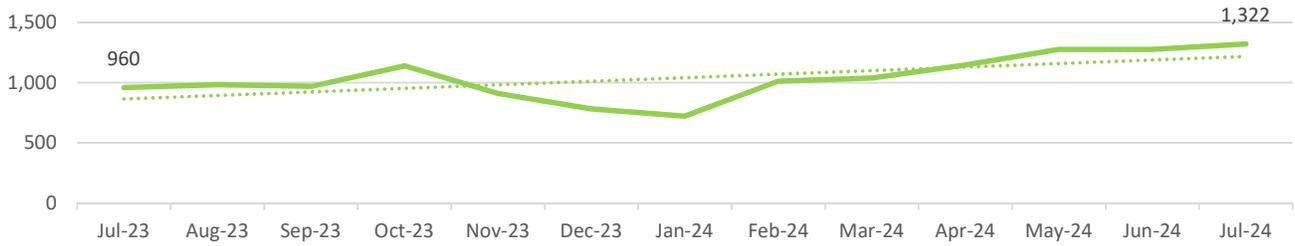
### 11 - Kingston Pike



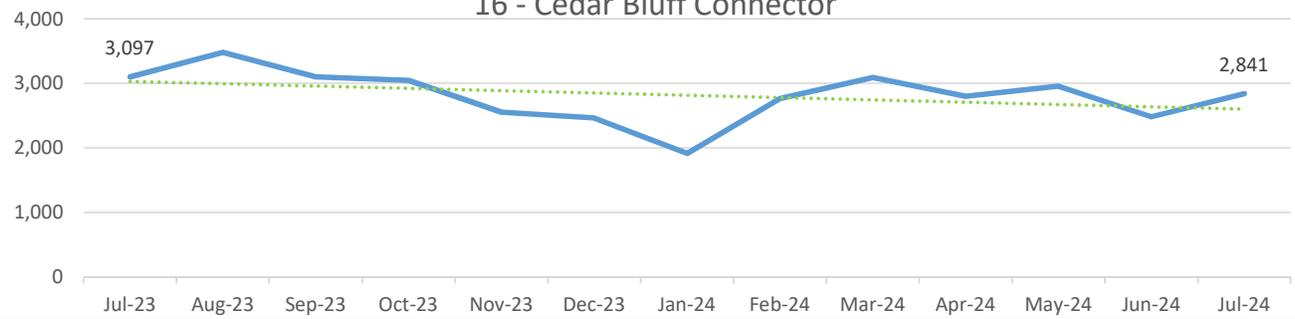
### 12 - Western Ave

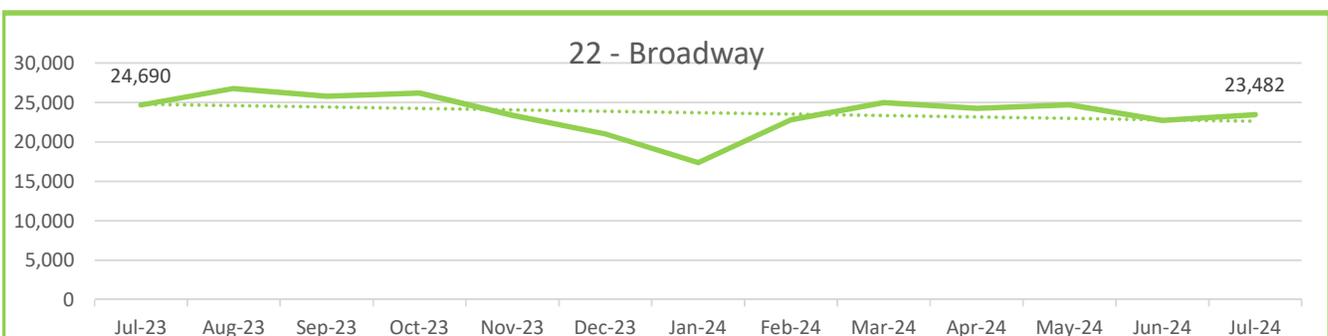
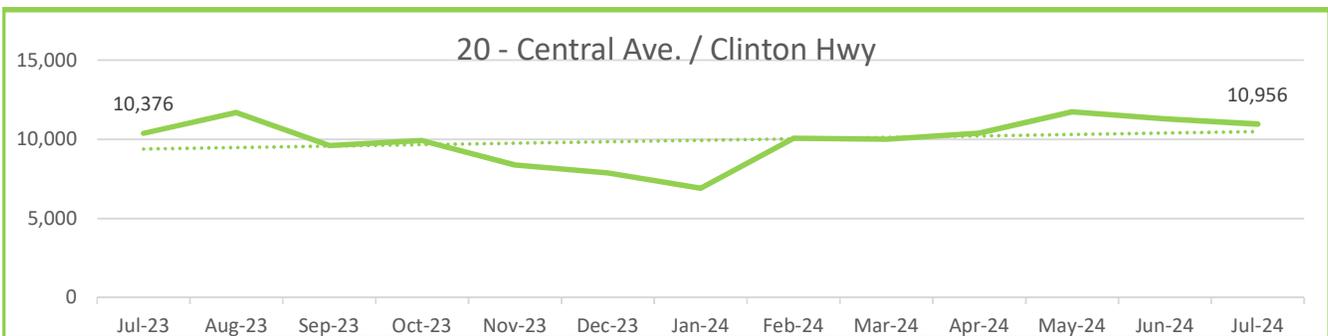
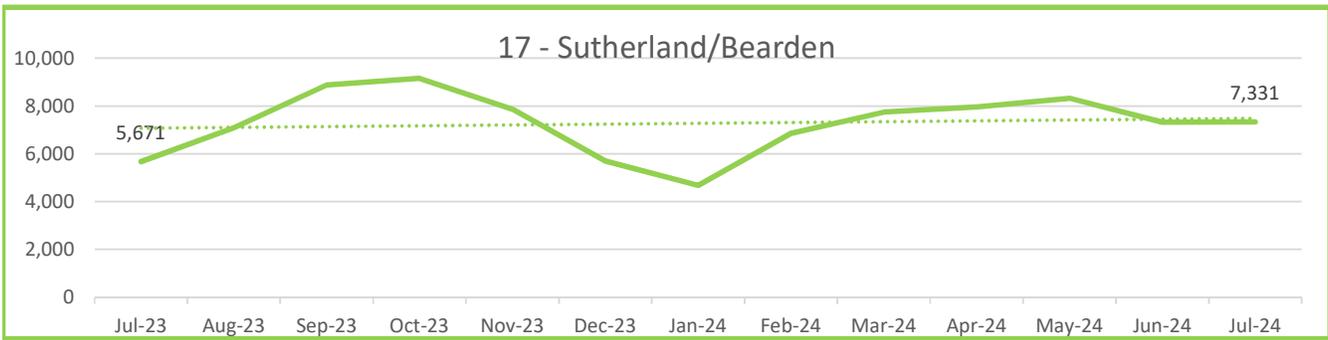


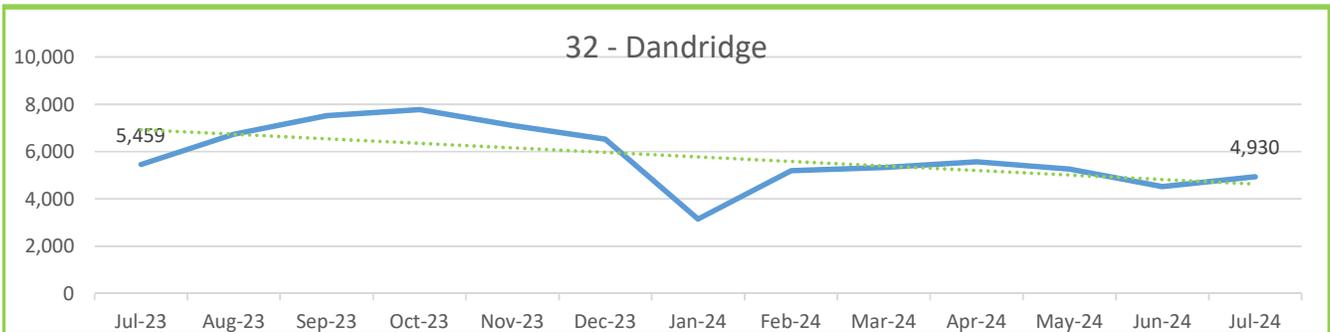
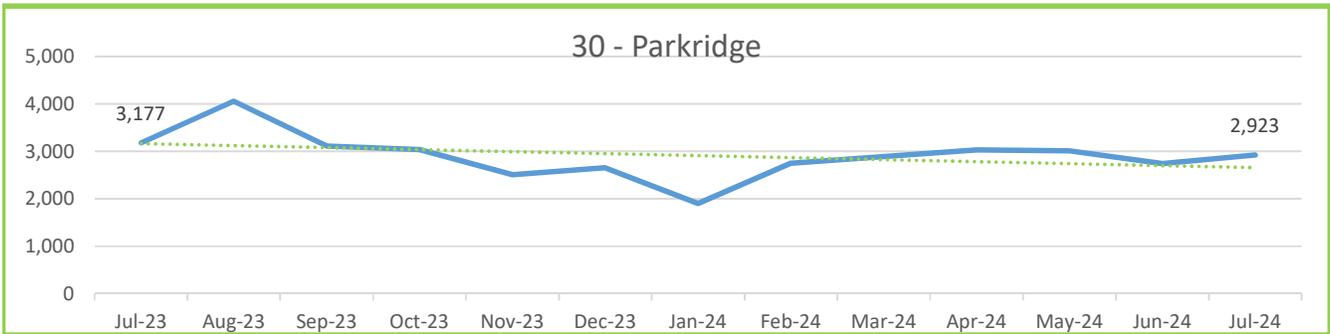
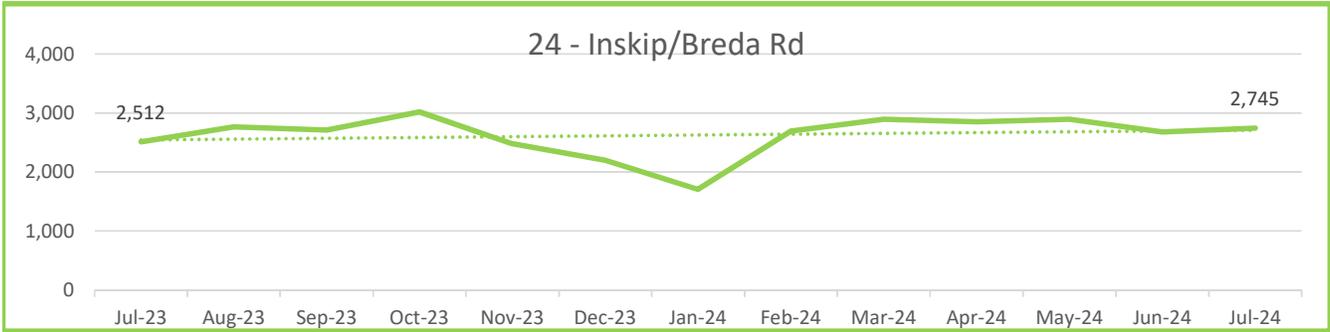
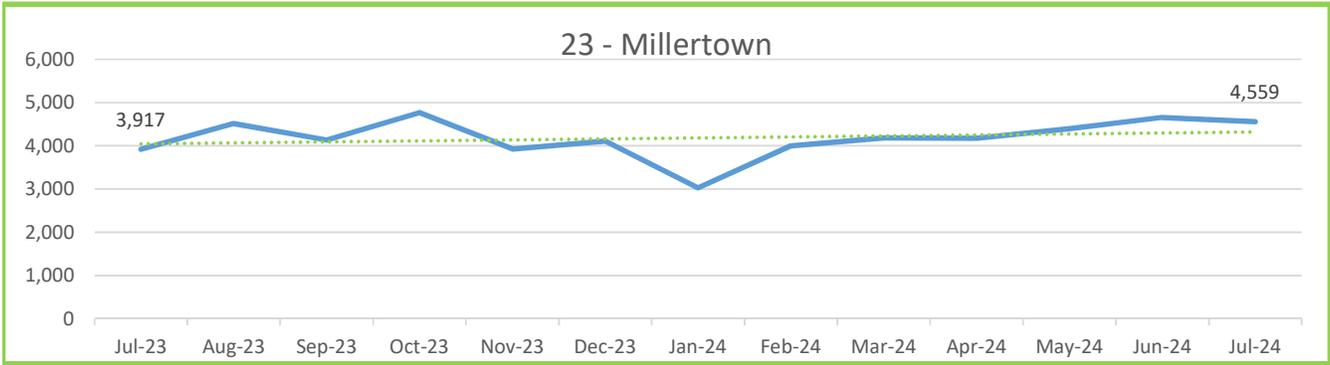
### 13 - Beaumont

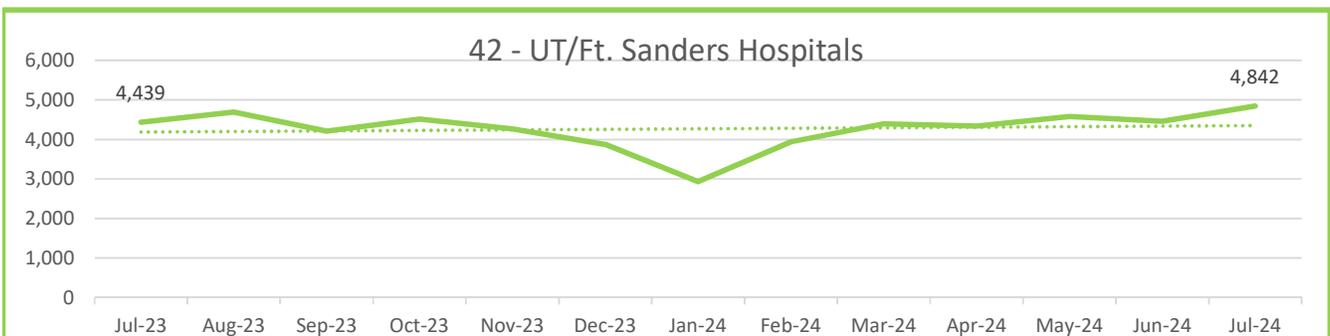
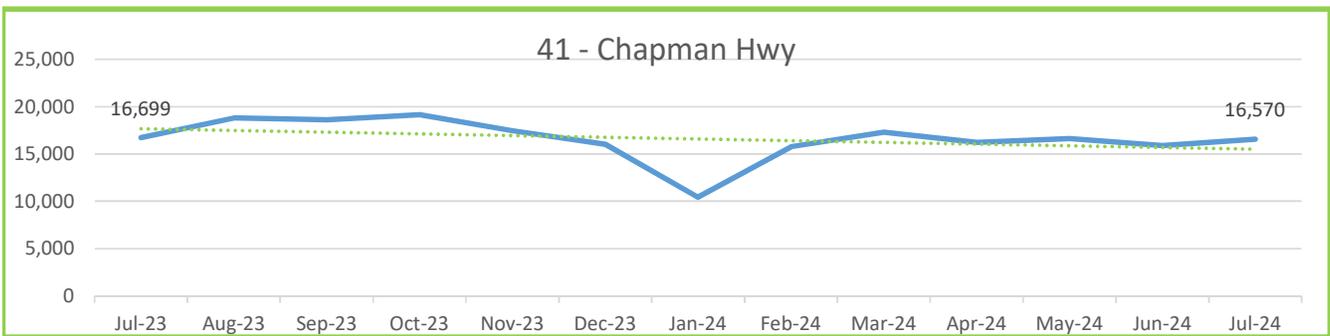
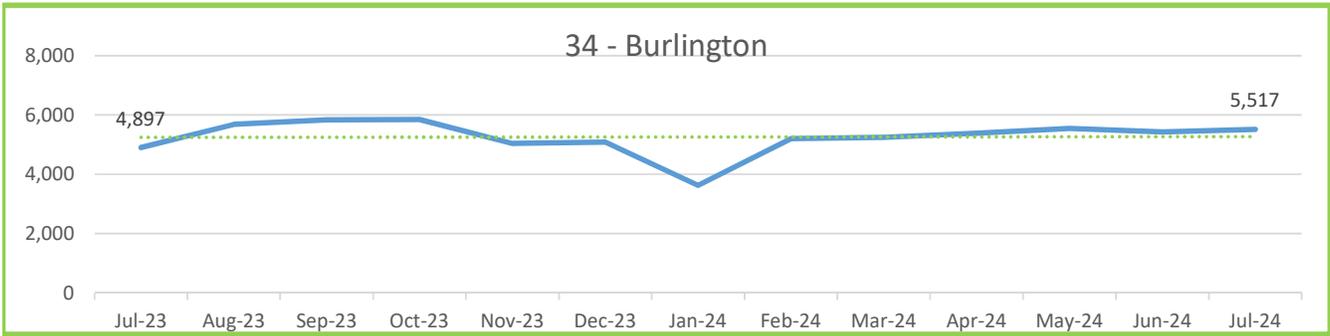
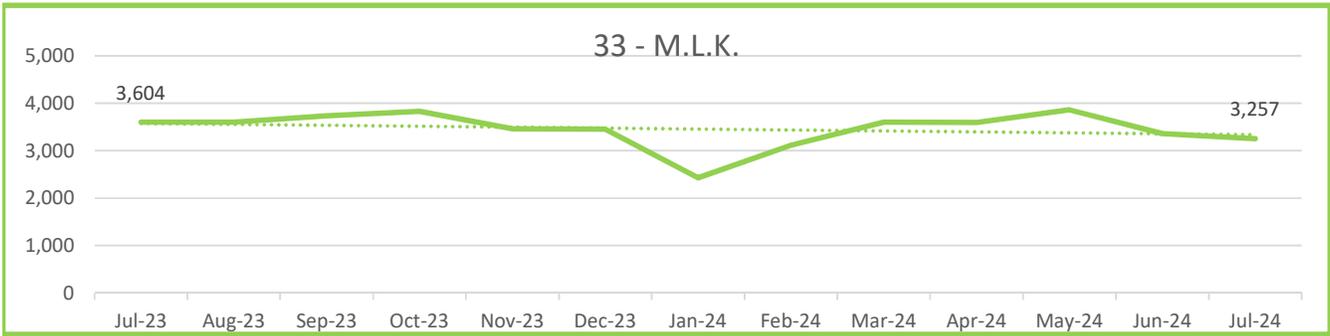


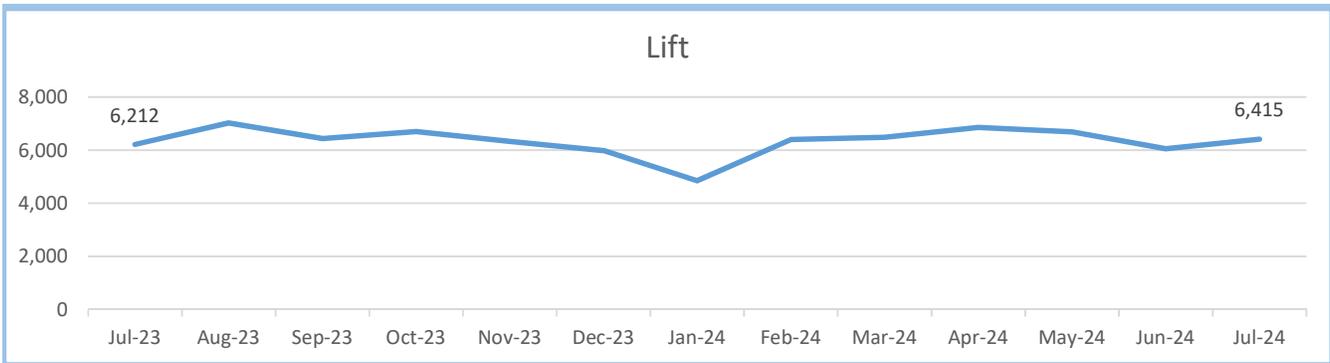
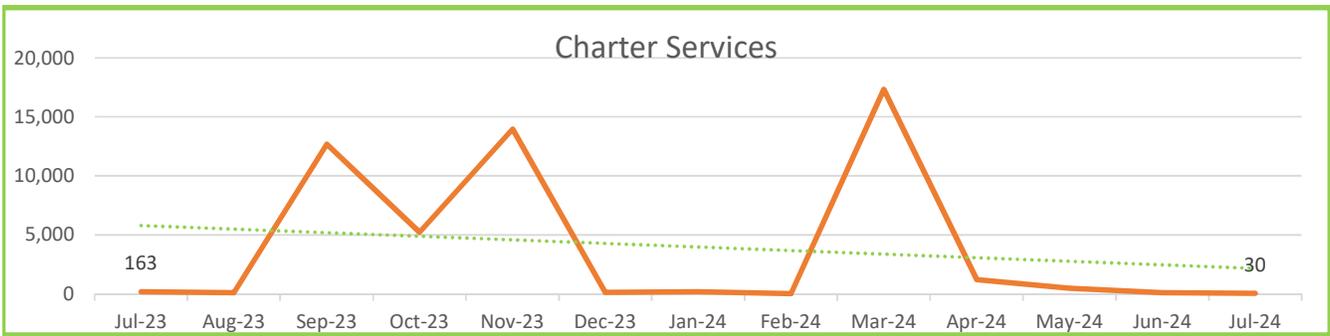
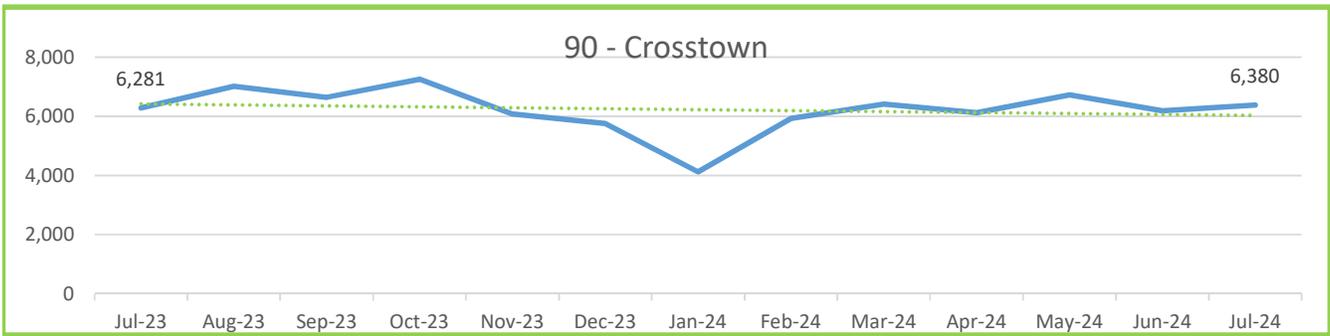
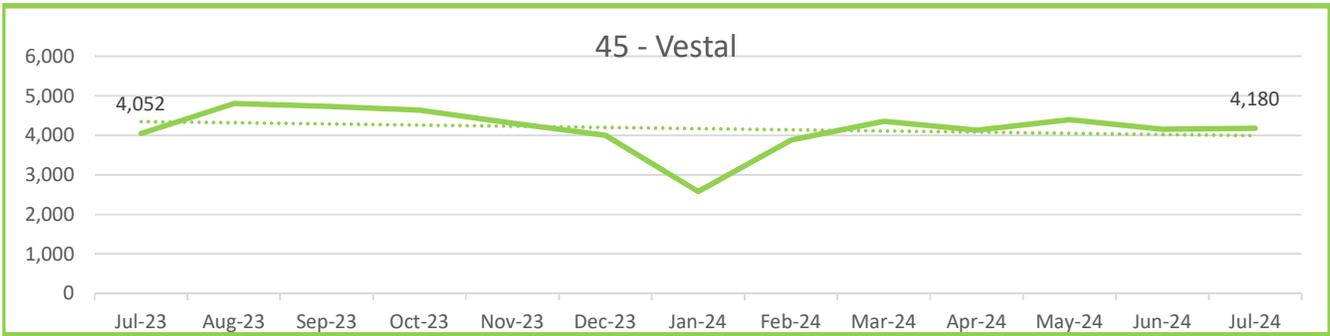
### 16 - Cedar Bluff Connector













# KAT RIDERSHIP

## July 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	154	266	-42.1%	154	266	-42.1%
11	Kingston Pike	25,403	26,186	-3.0%	25,403	26,186	-3.0%
12	Western Ave	13,164	12,620	4.3%	13,164	12,620	4.3%
13	Beaumont	3,353	2,679	25.2%	3,353	2,679	25.2%
16	Cedar Bluff Connector	2,681	2,972	-9.8%	2,681	2,972	-9.8%
17	Sutherland/Bearden	7,241	6,425	12.7%	7,241	6,425	12.7%
19	Lakeshore / Lonas Connector	462	606	-23.8%	462	606	-23.8%
20	Central Ave. / Clinton Hwy	11,770	11,671	0.8%	11,770	11,671	0.8%
21	Lincoln Park	3,109	3,481	-10.7%	3,109	3,481	-10.7%
22	Broadway	26,328	23,906	10.1%	26,328	23,906	10.1%
23	Millertown	5,336	5,469	-2.4%	5,336	5,469	-2.4%
24	Inskip/Breda Rd	2,788	2,692	3.6%	2,788	2,692	3.6%
30	Parkridge	3,200	2,577	24.2%	3,200	2,577	24.2%
31	Magnolia Ave.	18,081	18,444	-2.0%	18,081	18,444	-2.0%
32	Dandridge	6,742	6,046	11.5%	6,742	6,046	11.5%
33	M.L.K.	3,561	3,572	-0.3%	3,561	3,572	-0.3%
34	Burlington	6,216	6,089	2.1%	6,216	6,089	2.1%
40	South Knoxville	3,899	3,438	13.4%	3,899	3,438	13.4%
41	Chapman Hwy	12,948	11,219	15.4%	12,948	11,219	15.4%
42	UT/Ft. Sanders Hospitals	3,878	3,317	16.9%	3,878	3,317	16.9%
44	University Park	-	-	0.0%	-	-	0.0%
45	Vestal	4,989	4,828	3.3%	4,989	4,828	3.3%
90	Crosstown	7,604	7,220	5.3%	7,604	7,220	5.3%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>172,907</b>	<b>165,723</b>	<b>4.3%</b>	<b>172,907</b>	<b>165,723</b>	<b>4.3%</b>
82	Orange Line Trolley	20,218	22,872	-11.6%	20,218	22,872	-11.6%
84	Green Line Trolley	13,822	11,767	17.5%	13,822	11,767	17.5%
86	Blue Line Trolley	22,076	21,406	3.1%	22,076	21,406	3.1%
<b>SUBTOTAL</b>		<b>56,116</b>	<b>56,045</b>	<b>0.1%</b>	<b>56,116</b>	<b>56,045</b>	<b>0.1%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>229,023</b>	<b>221,768</b>	<b>3.3%</b>	<b>229,023</b>	<b>221,768</b>	<b>3.3%</b>
<b>LIFT SERVICE</b>		<b>5,331</b>	<b>5,466</b>	<b>-2.5%</b>	<b>5,331</b>	<b>5,466</b>	<b>-2.5%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>234,354</b>	<b>227,234</b>	<b>3.1%</b>	<b>234,354</b>	<b>227,234</b>	<b>3.1%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>516</b>	<b>1,092</b>	<b>-52.7%</b>	<b>516</b>	<b>1,092</b>	<b>-52.7%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>234,870</b>	<b>228,326</b>	<b>2.9%</b>	<b>234,870</b>	<b>228,326</b>	<b>2.9%</b>



# KAT RIDERSHIP

## July 2024



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
10	Sequoyah Hills	-	-	0.0%	-	-	0.0%
11	Kingston Pike	20,000	21,208	-5.7%	20,000	21,208	-5.7%
12	Western Ave	14,518	15,013	-3.3%	14,518	15,013	-3.3%
13	Beaumont	1,322	960	37.7%	1,322	960	37.7%
16	Cedar Bluff Connector	2,841	3,097	-8.3%	2,841	3,097	-8.3%
17	Sutherland/Bearden	7,331	5,671	29.3%	7,331	5,671	29.3%
19	Lakeshore / Lonas Connector	-	-	0.0%	-	-	0.0%
20	Central Ave. / Clinton Hwy	10,956	10,376	5.6%	10,956	10,376	5.6%
21	Lincoln Park	2,844	2,633	8.0%	2,844	2,633	8.0%
22	Broadway	23,482	24,690	-4.9%	23,482	24,690	-4.9%
23	Millertown	4,559	3,917	16.4%	4,559	3,917	16.4%
24	Inskip/Breda Rd	2,745	2,512	9.3%	2,745	2,512	9.3%
30	Parkridge	2,923	3,177	-8.0%	2,923	3,177	-8.0%
31	Magnolia Ave.	16,515	16,956	-2.6%	16,515	16,956	-2.6%
32	Dandridge	4,930	5,459	-9.7%	4,930	5,459	-9.7%
33	M.L.K.	3,257	3,604	-9.6%	3,257	3,604	-9.6%
34	Burlington	5,517	4,897	12.7%	5,517	4,897	12.7%
40	South Knoxville	2,547	2,526	0.8%	2,547	2,526	0.8%
41	Chapman Hwy	16,570	16,699	-0.8%	16,570	16,699	-0.8%
42	UT/Ft. Sanders Hospitals	4,842	4,439	9.1%	4,842	4,439	9.1%
44	University Park	6	-	100.0%	6	-	100.0%
45	Vestal	4,180	4,052	3.2%	4,180	4,052	3.2%
90	Crosstown	6,380	6,281	1.6%	6,380	6,281	1.6%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>158,265</b>	<b>158,167</b>	<b>0.1%</b>	<b>158,265</b>	<b>158,167</b>	<b>0.1%</b>
82	Orange Line Trolley	1,430	6,885	-79.2%	1,430	6,885	-79.2%
84	Green Line Trolley	-	7,867	-100.0%	-	7,867	-100.0%
86	Blue Line Trolley	3,493	10,778	-67.6%	3,493	10,778	-67.6%
<b>SUBTOTAL</b>		<b>4,923</b>	<b>25,530</b>	<b>-80.7%</b>	<b>4,923</b>	<b>25,530</b>	<b>-80.7%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>163,188</b>	<b>183,697</b>	<b>-11.2%</b>	<b>163,188</b>	<b>183,697</b>	<b>-11.2%</b>
<b>LIFT SERVICE</b>		<b>6,415</b>	<b>6,212</b>	<b>3.3%</b>	<b>6,415</b>	<b>6,212</b>	<b>3.3%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>169,603</b>	<b>189,909</b>	<b>-10.7%</b>	<b>169,603</b>	<b>189,909</b>	<b>-10.7%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>30</b>	<b>163</b>	<b>-81.6%</b>	<b>30</b>	<b>163</b>	<b>-81.6%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>169,633</b>	<b>190,072</b>	<b>-10.8%</b>	<b>169,633</b>	<b>190,072</b>	<b>-10.8%</b>