

Knoxville Transportation Authority

Meeting Date: Thursday, September 26, 2024



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INDYA KINCANNON
MAYOR
(865)215-2040



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, September 26, 2024

City-County Building, Main Assembly Room

- I. Determination of a Quorum
- II. Approval of Minutes – August 22, 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
 - Modified Proposed Recommendation for KayPay
- VI. Public Comments
- VII. Set the next meeting for October 24, 2024, and Adjourned

Minutes
For Thursday, September 26, 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
Vice Chair Brakewood
Commissioner Durham
Commissioner Nabors
Commissioner Simmons
Commissioner Whitted

II. Approval of Minutes

Chair Kirk asked if anyone had any questions or comments for the minutes from July 25th.

No one had any comments.

Commissioner Whitted gave the 1st motion; Commissioner Simmons gave the 2nd motion. All were in favor, and no one opposed.

III. Reports A. KTA Chair

Chair Kirk commented on her excitement for the launch of KAT Reimagined.

B. Commissioners' Comments

No comments.

Chair Kirk turned it over to Staff.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne mentioned he had a few updates. He stated that he will have the numbers from the Automatic Passenger Counters at the next meeting. He said that he's very excited about the launch of KAT Reimagined starting on Monday, and mentioned they've had many public educational sessions leading up to the launch. He also stated that Kat Connect will launch on Monday as well. Mr. Thorne spoke briefly on the long-term detours the 40 routes are on due to the closure of the Gay St. bridge, and that KAT will run on a Sunday schedule for Labor Day.

Mr. Thorne passed out information about the Proposed KATPay Fare Payment Solution and went over that KATPay would be building upon mobile ticketing and transitioning to cashless payment methods on buses. He discussed the benefits for customers who do not have smartphones and would use a smart card that is reloadable using cash or a credit/debit card. Mr. Thorne also spoke about the implementation plan. He stated if the KTA board approves the proposed KATPay Fare Payment Solution, it will launch on October 22nd. The fare boxes will be removed from use on December 2nd, and during that time of transition, KAT will have a buyback program to convert unused paper tickets or change cards to smart cards or mobile tickets. He stated that physical surveys have been handed out to passengers and a link given to get their feedback. Mr. Thorne explained there would be no changes to the Lift. Passengers using their paratransit service can still pay cash on those vehicles.

Mr. Thorne continued by mentioning their Customer Service will be open on the weekends now. The front counter will be open on Saturdays from 8 am – 5 pm, and on Sundays from 8 am – 12 pm.

Vice Chair Brakewood inquired about the interests of the drivers.

Mr. Thorne talked about some of the driver's comments of concern for the passengers without banks. He stated passengers will be given a grace period for the first few months.

Commissioner Simmons asked how many cash-paying passengers do they have.

Mr. Thorne answered, 9%.

ii. TPO Transit Planner

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

IV. New Business

There was no new business.

V. Old Business

None

VI. Public Comment

None

VII. Set the Next Meeting and Adjourn

Chair Kirk asked if any Commissioners had any further comments or questions. No one had anything further to discuss.

Chair Kirk adjourned the meeting.

The next meeting was set for September 26, 2024, at 3:00 p.m., in the City-County Building, Main Assembly Room.

Respectfully submitted,
Analisa R. Valentine
KTA Recording Secretary



301 Church Avenue • Knoxville, Tennessee • 37915-2590

September 24, 2024

TO: Knoxville Transportation Authority Commissioners

FROM: Isaac Thorne, Director of Transit

SUBJECT: Modified Proposal for katpay Fare Payment Solution

Recommendation:

The recommendation for katpay is building upon mobile ticketing and transitioning to cashless payment methods, while still accepting cash on buses. The current fareboxes on buses have been deemed obsolete by the manufacturer in early 2023 and no longer supported.

Benefits:

Customers who do not have a smartphone can use a smart card that is reloadable using cash or credit/debit card. They can also continue using cash but it needs to be the exact fare starting on January 2, 2025. A registered smart card allows users to purchase passes or add funds online. If a customer does not have access to a credit/debit card they will be able to add funds with cash to their smart card at many retail locations near bus routes, in addition to the customer service desk located at Knoxville Station. The retail network includes the following stores: Walmart, Kroger, Family Dollar, Dollar General, Walgreens, Pilot Travel Centers, Circle K, CVS Pharmacy, and more.

Another advantage of implementing cashless payment methods is our ability to implement fare-capping. Fare-capping allows customers to save money by providing the same rates as a pass without having to pay the full cost upfront. Customers using the new payment system katpay, will pay the lowest fare every time they ride.

KAT partners with many social service agencies and they would still be able to purchase 1 and 30-day passes, to distribute to their clients. These new passes would also be validated on buses using the same validator for mobile tickets and smart cards.

Implementation Plan:

KAT staff held two public meetings on the proposal to go cashless on buses. After holding these meetings and hearing concerns, the timeline has been extended to implement katpay and continue to accept cash on buses.

If KTA approves the Title VI Fare Equity Analysis at the October meeting, the implementation plan will be the following:

October 23, 2024 – katpay launches

October 23, 2024 – February 2, 2025: Ticket buyback program

- Passengers can trade in UNUSED paper tickets and change cards
- Amount of ticket/ change card will be credited to katpay account (mobile account or katpay card)

December 2, 2024 – LAST DAY to purchase paper tickets at customer service

- One Day passes still available on bus

December 31, 2024 – LAST DAY to use paper tickets on buses

January 2, 2025 – Exact change required in fare boxes

- No paper tickets can be used on bus
- No change cards given
- Cash price is \$1 per trip (no transfers)

Next Steps:

A Title VI Fare Analysis is being prepared and will be presented to KTA at the October board meeting. The KTA will vote on the Title VI Fare Equity Analysis at the meeting.



Knoxville Area Transit

Proposal for going cashless onboard

Fare Capping

The new fare payment system will allow us to implement fare capping.

Fare capping allows customers to save money by providing the same rates as a daily or monthly pass without the up front cost.

- Passengers pay the lowest fare every time, guaranteed!
- The fare payment system tracks usage and stops charging after the daily or monthly limit is reached.
- Customers will never pay more than \$2 a day, or \$30 in 30 days.
- Customers who qualify for discounted fare never pay more than \$1 a day, or \$15 in 30 days.
 - Contact Customer Service to enable discounted fare on your account

PAYING FOR DAILY RIDES

NO FARE CAPPING

$$\text{\$2} \times 365 = \text{\$730}$$

\$2 per day for a year

$$\text{\$2} \times 260 = \text{\$520}$$

\$2 per day for a year
(weekdays only)

WITH FARE CAPPING

$$\text{\$30} \times 12 = \text{\$360}$$

\$30 per month for a year

Frequent riders who can't afford the up front cost of a monthly pass can now SAVE an average of: **\$160 – \$370 a year**

How katpay works



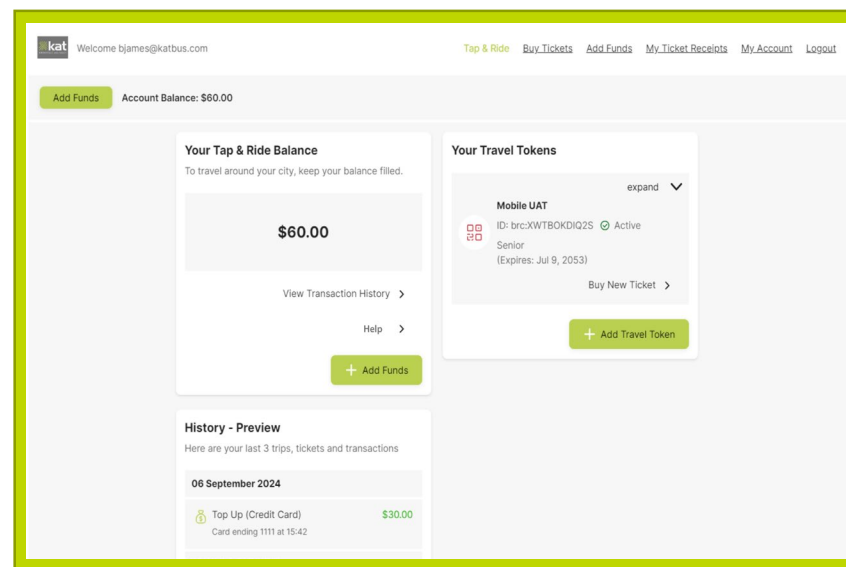
The new fare payment system is called katpay

- Can be used as a mobile account within the Transit app
 - Can still purchase mobile tickets through Transit app
- Can use a tappable fare card

How it works:

Create Account in the Transit app, or register your katpay card in the online web portal

- Reload value
 - Track your fares
 - Protect your account
- (if your card is lost or stolen we can freeze your account)



*katpay cards do not require registration, but it is recommended

How katpay works

Load value into your katpay mobile account, or reloadable katpay card

- Add value in the Transit app, online web portal, KAT Customer Service counter, or a retail location around Knoxville (using cash or debit/credit card)
 - Retail locations will include: Walmart, Kroger, Family Dollar, Dollar General, Walgreens, Pilot Centers, Circle K, CVS Pharmacy and more

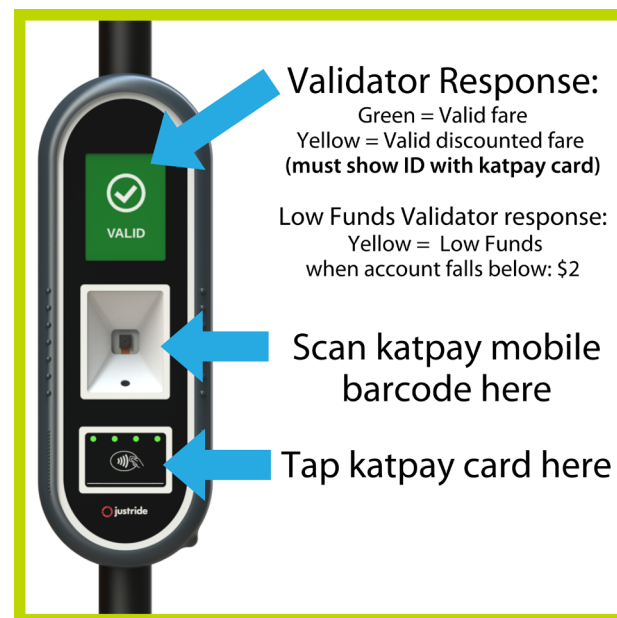
Pay as you go

- Reload value in your account when it's convenient for you
(amount must be between \$1 - \$100)

Scan mobile account barcode, OR

Tap katpay card on the onboard validator every time you ride.

- The fare payment system tracks usage and stops charging after the daily or monthly limit is reached.



How to get a katpay card

katpay cards must be purchased from the KAT Customer Service Counter during business hours:
Monday – Saturday, 8:00 a.m. – 5:00 p.m.
Sunday, 8:00 a.m. – 12:00 p.m.



katpay Cards cost \$4

- First katpay card is "FREE" when you create an account for a limited time
- From October 23, 2024 – May 1, 2025, when you purchase a katpay card, a credit of \$4 will be loaded into your account
 - Must create account and register card through online web portal to receive credit

katpay mobile accounts – no account fees

- From October 23, 2024 – May 1, 2025, when you create a katpay mobile account in the Transit app, a credit of \$4 will be loaded into your account
 - Must contact KAT Customer Service to get credit
 - Does not apply to existing Transit app/ mobile ticket users
- Passenger must have smart phone, with service plan or access to WIFI to add value in their account.
 - Do not have to be connected to service or WIFI to scan account on bus



Plan Timeline

August 22, 2024 – KAT made recommendation to KTA Board

September 26, 2024 – KTA Board holds public meeting to discuss this recommendation

- Meeting is at 3pm in the Small Assembly Room in the City-County Building

October 23, 2024 – katpay launch

If Recommendation is approved:

October 23, 2024 – February 2, 2025: Ticket buyback program

- Passengers can trade in UNUSED paper tickets and change cards
- Amount of ticket/ change card will be credited to katpay account (mobile account or katpay card)

December 2, 2024 – LAST DAY to purchase paper tickets at customer service

- One Day passes still available on bus

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January 2, 2025 – Exact change required in fare boxes

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- No change cards given
- Cash price is \$1 per trip (no transfers)

*Dates subject to change

*No change to Lift fare payment options



Recommendation to KTA Board

Knoxville Area Transit has recommended to the KTA Board that we transition to cashless ticket payment methods and exact change only onboard our buses.

Why: The current fare boxes on our buses are no longer supported and have been deemed obsolete by the manufacturer.

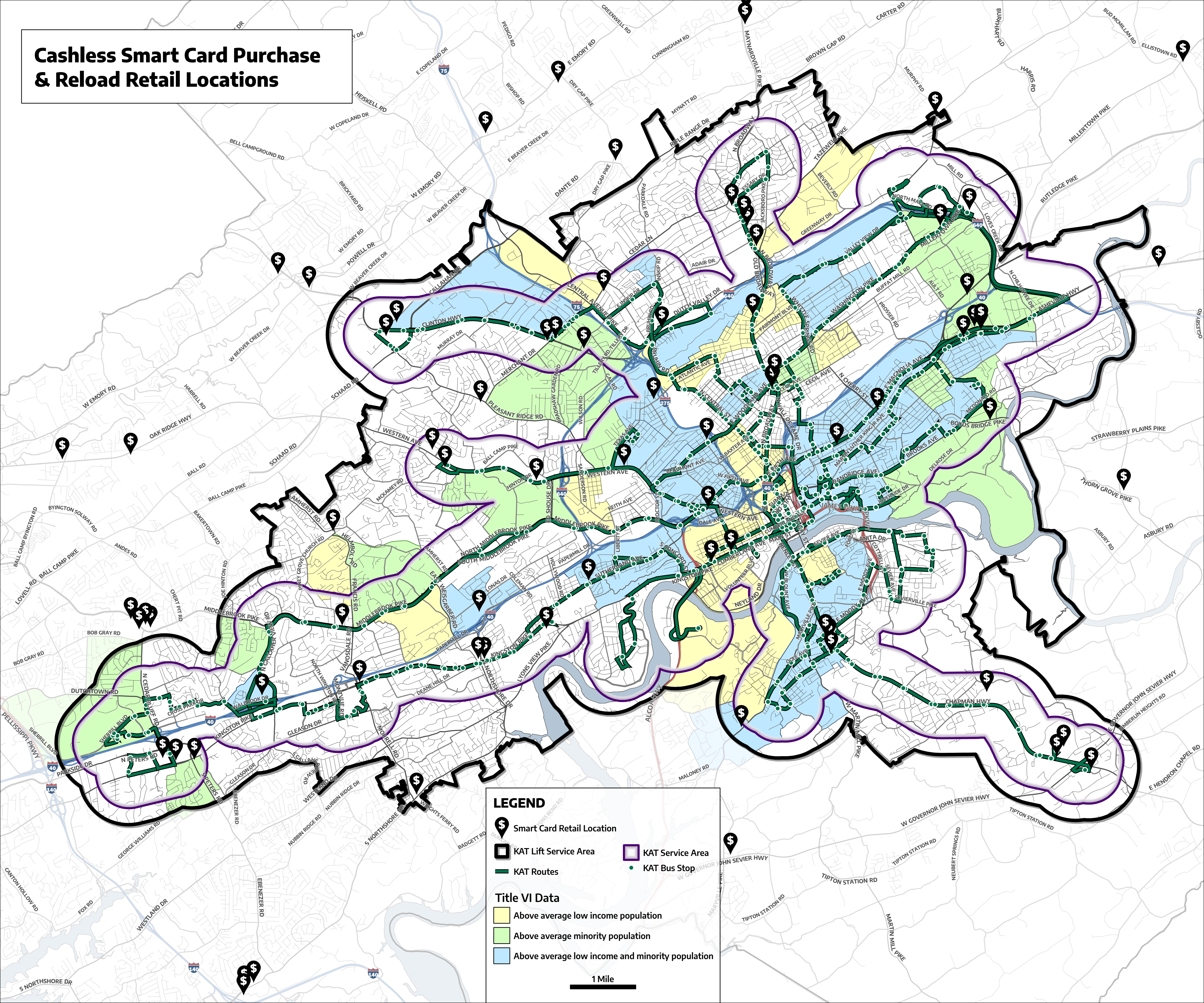
Transitioning to a cashless ticket payment system and exact change only can significantly **improve the convenience, efficiency, and overall experience** for both customers and KAT.

Benefits:

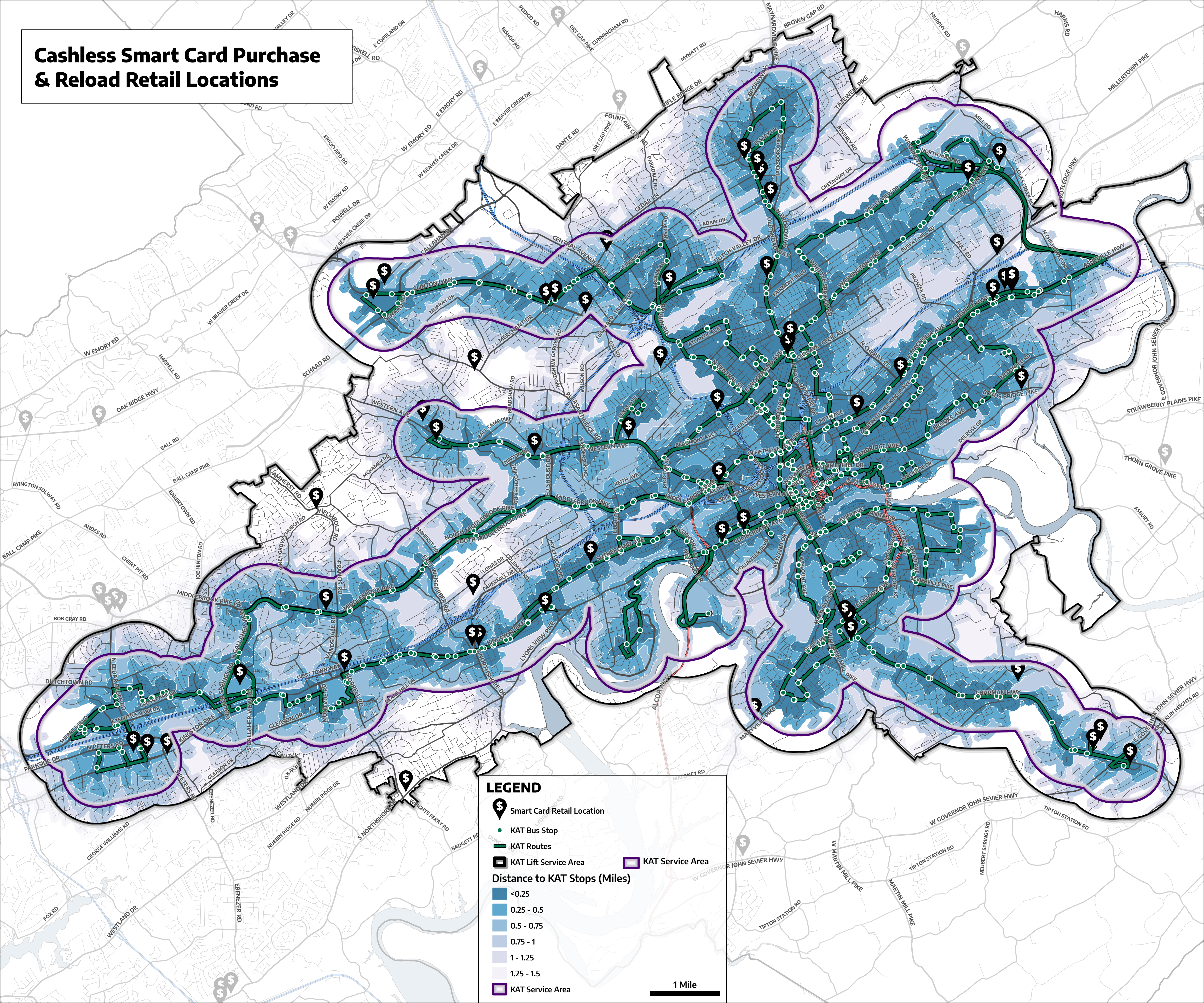
- Expedite the boarding process making it quicker and more efficient
- More than 50 retail locations where customers can add funds to card using cash
- Allows us to implement Fare capping to save customers money
- Gives passengers a choice between a mobile account or a reloadable fare card, with multiple ways to add value to either account option
- Increases KAT's operational efficiency
 - Reduced maintenance and labor costs for fixing fareboxes and handling cash
 - Gives KAT the flexibility to examine, and possibly implement rear-door boarding

Questions?

Cashless Smart Card Purchase & Reload Retail Locations



Cashless Smart Card Purchase & Reload Retail Locations



City of Knoxville
Schedule of Revenues & Expenses Compared to Budget
August 2024

		Current Year:					Prior Year:	
		Original Budget	Current Budget	Actual	Variance		Actual - Prior Year	Variance
Revenue								
Charges for Service								
Farebox & Pass Revenue		\$ 580,400	\$ 580,400	\$ 88,470	\$ (491,930)	15.24%	\$ 167,793	\$ (79,323)
Ticket Sales		437,000	437,000	84,003	(352,997)	19.22%	104,443	(20,440)
Miscellaneous Subsidies - KAT		65,000	65,000	-	(65,000)	-	32,500	(32,500)
Football Shuttle		124,000	124,000	-	(124,000)	-	35,717	(35,717)
Charter Fees		500	500	1,250	750	250.00%	3,200	(1,950)
UT Trolley Subsidy		-	-	-	-	-	-	-
Miscellaneous Revenue		3,500	3,500	889	(2,611)	25.40%	1,186	(297)
Total Operating Revenue		1,210,400	1,210,400	174,612	(1,035,788)	14.43%	344,839	(170,227)
Non-Operating Revenues								
Federal Grants		-	-	-	-	-	-	-
State Contribution		3,626,800	3,626,800	-	(3,626,800)	-	(265)	265
Transit Grant Revenues		4,817,000	4,817,000	398,338	(4,418,662)	8.27%	293,793	104,545
General Fund Transfer		19,596,830	19,596,830	3,266,140	(16,330,690)	16.67%	3,281,942	(15,802)
Total Non-Operating Revenues		28,040,630	28,040,630	3,664,478	(24,376,152)	13.07%	3,575,470	89,008
Total Revenue		<u>\$ 29,251,030</u>	<u>\$ 29,251,030</u>	<u>\$ 3,839,090</u>	<u>\$ (25,411,940)</u>	<u>13.12%</u>	<u>\$ 3,920,309</u>	<u>\$ (81,219)</u>
Expenditures								
Personnel Services								
Wages, Taxes, & Retirement Contributions		\$ 17,383,780	\$ 17,383,780	\$ 2,539,975	\$ 14,843,805	14.61%	\$ 2,357,522	\$ 182,453
Employee Group Insurance/Benefits		2,291,940	2,291,940	360,909	1,931,031	15.75%	339,228	21,681
Total Personal Services		19,675,720	19,675,720	2,900,883	16,774,836	14.74%	2,696,750	204,134
Administrative Expenses								
Supplies		150,000	-	-	-	-	62,619	(62,619)
Services		8,641,520	-	-	-	-	639,814	(639,814)
Total Administrative Expenses		8,791,520	-	-	-	-	702,433	(702,433)
Fleet Expenses								
Fleet Supplies		-	-	-	-	-	10,224	(10,224)
Parts		45,000	45,000	2,027	42,973	4.50%	-	2,027
Fuel/Oil/Fluids		1,162,500	2,316,500	296,980	2,019,520	12.82%	496,095	(199,115)
Total Administrative Expenses		1,207,500	2,361,500	299,007	2,062,493	12.66%	506,319	(207,312)
Total Expenditures ****		<u>\$ 29,674,740</u>	<u>\$ 22,037,220</u>	<u>\$ 3,199,891</u>	<u>\$ 18,837,329</u>	<u>14.52%</u>	<u>\$ 3,905,502</u>	<u>\$ (705,611)</u>
Excess (Deficiency) of Revenues Over Expenses				<u>\$ 639,199</u>			<u>\$ 14,807</u>	<u>\$ 624,392</u>
***Fund Balance Appropriations not listed in Revenue								



ROUTE PERFORMANCE REPORT **August, 2024**

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	3,102	1.1%	2,071	0.9%	212	1.3%	1.50	14.61
10	Sequoyah Hills	120	0.0%	233	0.1%	23	0.1%	0.51	5.24
11	Kingston Pike	34,277	12.6%	21,713	9.7%	1,841	11.7%	1.58	18.62
12	Western Ave	19,580	7.2%	22,458	10.1%	1,371	8.7%	0.87	14.29
13	Beaumont	1,945	0.7%	3,184	1.4%	219	1.4%	0.61	8.88
15	Woodland Crosstown	3,042	1.1%	4,717	2.1%	367	2.3%	0.64	8.28
16	Cedar Bluff Connector	7,336	2.7%	8,348	3.7%	569	3.6%	0.88	12.90
17	Sutherland/Bearden	12,619	4.7%	10,738	4.8%	740	4.7%	1.18	17.06
20	Central Ave/Clinton Hwy	16,698	6.2%	16,519	7.4%	981	6.2%	1.01	17.03
21	Lincoln Park	3,382	1.2%	4,260	1.9%	285	1.8%	0.79	11.86
22	Broadway	33,631	12.4%	16,013	7.2%	1,268	8.0%	2.10	26.52
23	Millertown	6,284	2.3%	8,338	3.7%	672	4.3%	0.75	9.35
24	Inskip/Breda Rd	5,002	1.8%	7,590	3.4%	497	3.2%	0.66	10.06
30	Parkridge	3,466	1.3%	3,148	1.4%	214	1.4%	1.10	16.16
31	Magnolia Ave.	27,533	10.2%	13,287	6.0%	1,010	6.4%	2.07	27.26
32	Dandridge	7,742	2.9%	8,704	3.9%	478	3.0%	0.89	16.20
33	M.L.K.	5,109	1.9%	7,695	3.5%	535	3.4%	0.66	9.55
34	Burlington	10,214	3.8%	15,135	6.8%	921	5.8%	0.67	11.09
37	Morningside/Riverside	1,640	0.6%	720	0.3%	60	0.4%	2.28	27.26
40	South Knoxville	4,415	1.6%	6,842	3.1%	405	2.6%	0.65	10.89
41	Chapman Hwy	22,557	8.3%	15,318	6.9%	901	5.7%	1.47	25.05
42	UT/Ft Sanders Hospitals	9,009	3.3%	7,236	3.2%	835	5.3%	1.24	10.78
44	University Park	18,154	6.7%	604	0.0%	60	0.0%	0.00	0.00
45	Vestal	6,355	2.3%	5,776	2.6%	648	4.1%	1.10	9.80
90	Crosstown	7,880	2.9%	14,397	6.5%	878	5.6%	0.55	8.98
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		271,092		222,976		15,778		1.22	17.18
82	Trolley (Orange Line)	6,496	20.5%	5,281	20.5%	841	20.5%	1.23	7.72
84	Trolley (Green Line)	7,702	24.3%	566	24.3%	566	24.3%	13.60	13.60
86	Trolley (Blue Line)	17,443	55.1%	498	55.1%	498	55.1%	35.04	35.04
SUB TOTAL TROLLEY SERVICES		31,641		6,345		1,905		4.99	16.61
TOTAL PASSENGERS WITH TROLLEYS		302,733		229,321		17,684		1.32	17.12
LIFT SERVICE		6,684		44,097		3,702		0.15	1.81
TOTAL SCHEDULED SERVICES		309,417		273,418		21,386		1.13	14.47
TOTAL CHARTER SERVICES		3,842		259		72		14.82	53.69
GRAND TOTAL ALL KAT SERVICES		313,259		273,677		21,457		1.14	14.60



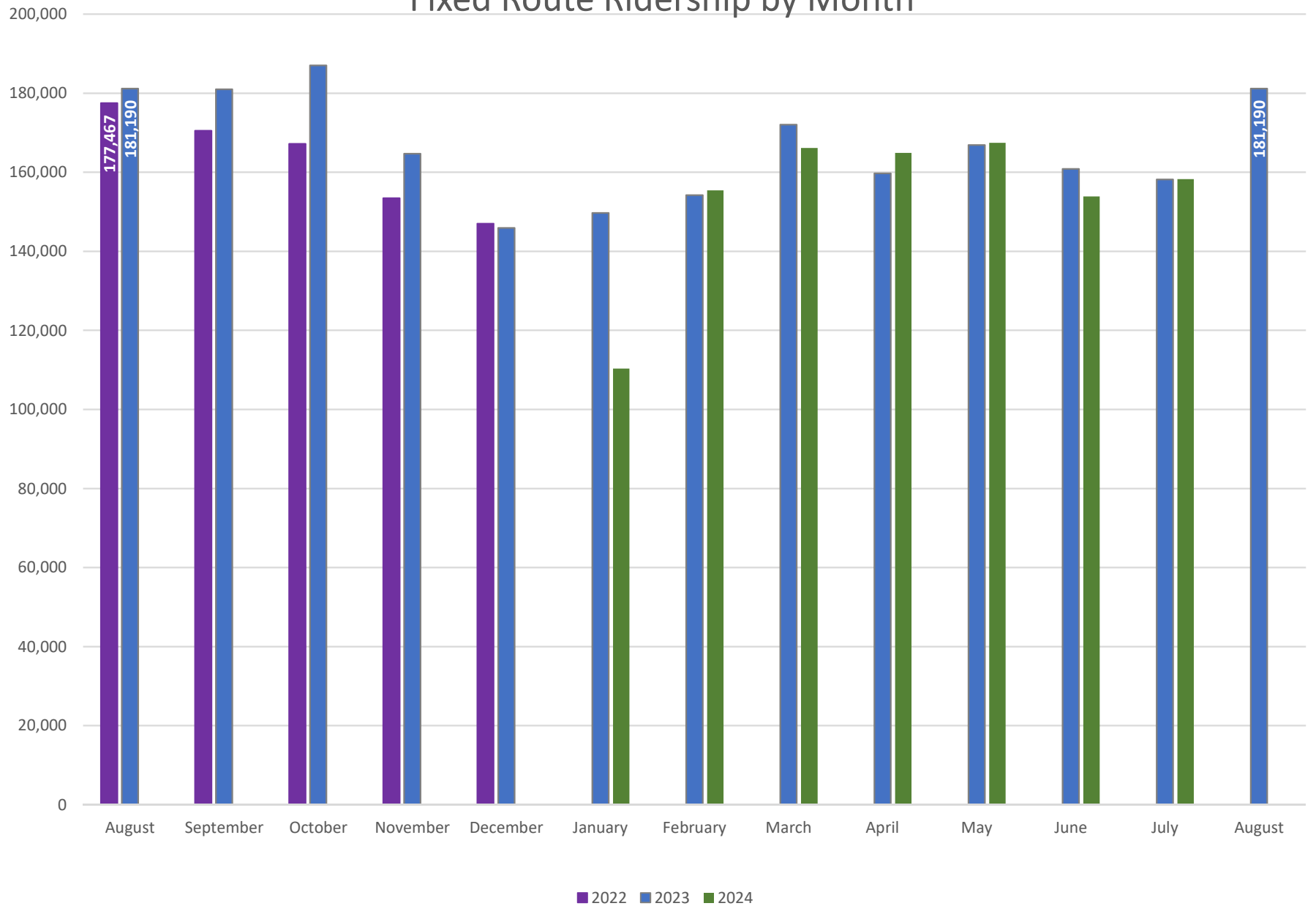
KNOXVILLE AREA TRANSIT

SYSTEM PERFORMANCE REPORT

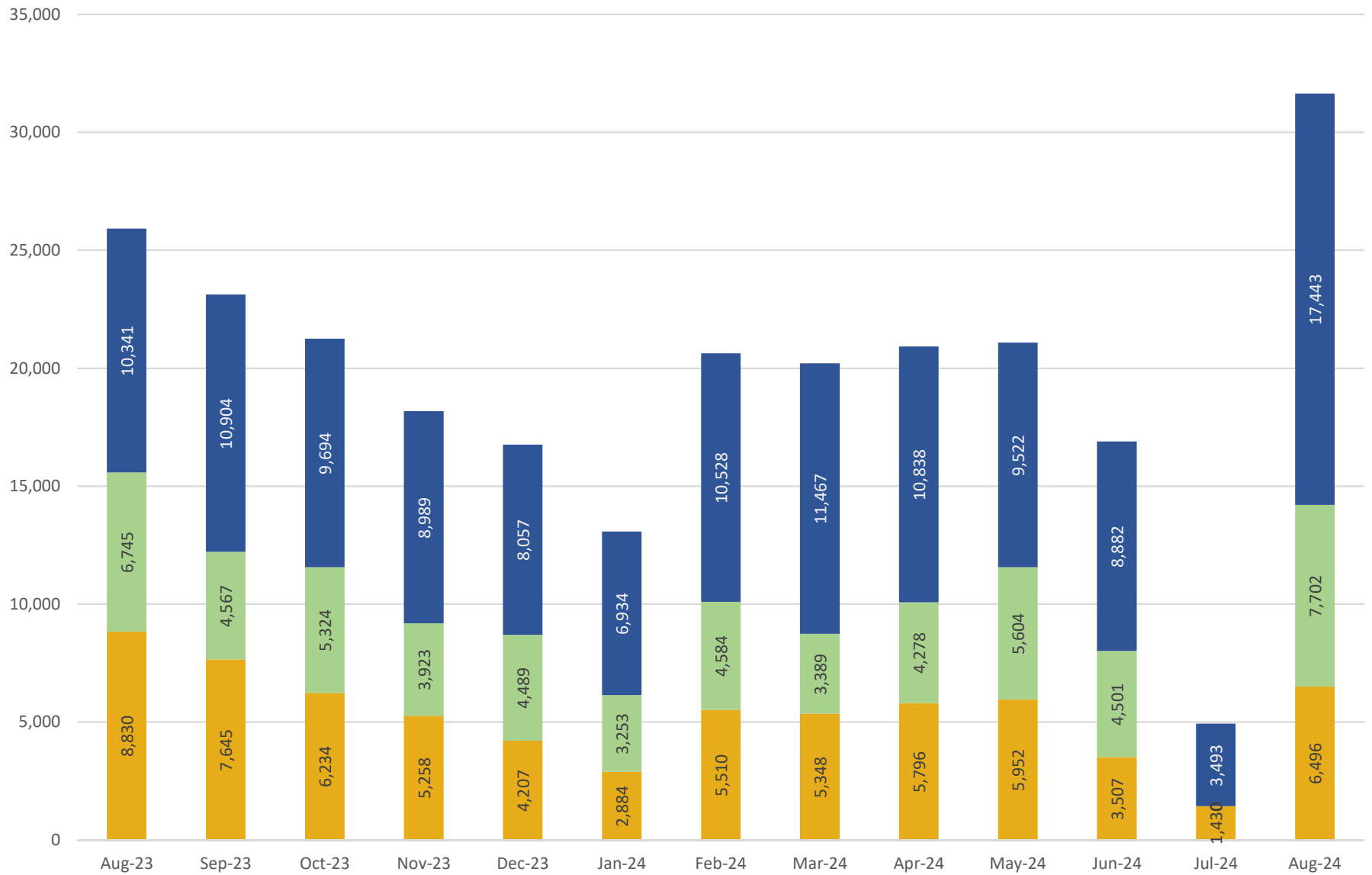
August, 2024

	<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	302,733	207,106	46%	465,921	390,803	19%
System Generated Revenue				\$95,396	\$131,889	-28%
Revenue Veh. Miles	229,321	190,042	21%	441,987	398,207	11%
Revenue Veh. Hours	17,684	14,922	19%	32,467	31,322	4%
Passengers/Mile	1.32	1.09	21%	1.05	0.98	7%
Passengers/Hour	17.12	13.88	23%	14.35	12.48	15%
Preventable Accidents	4	9	-56%	12	17	-29%
Mechanical Road Calls	51	41	24%	97	68	43%
Accidents/100,000 Miles	1.74	4.74	-63%	2.72	4.27	-36%
Miles/Road Failure	4,496	4,635	-3%	4,557	5,856	-22%
DEMAND RESPONSE						
					0	
Total Passengers	6,684	7,024	-5%	13,099	13,236	-1%
System Generated Revenue				\$3,955	\$13,083	-70%
Revenue Veh. Miles	44,097	47,286	-7%	85,619	89,532	-4%
Revenue Veh. Hours	3,702	3,454	7%	6,799	6,564	4%
Passengers/Mile	0.15	0.15	2%	0.15	0.15	3%
Passengers/Hour	1.81	2.03	-11%	1.93	2.02	-4%
Preventable Accidents	0.00	3.00	-100%	1	8	-88%
Mechanical Road Calls	8.00	2.00	300%	13	4	225%
Accidents/100,000 Miles	0.00	6.34	-100%	1.17	8.94	-87%
Miles/Road Failure	5,512	23,643	-77%	6,586	22,383	-71%
CHARTER SERVICE						
					0	
Charters	46	93	-51%	76	256	-70%
Sports Charters	3,796	0	379600%	3,796	0	0%
Total Passengers	3,842	93	4031%	3,872	256	1413%
Revenue						0%
Football Shuttle Charters				\$14,359	-\$300	-4886%
Trolley Charters				\$275	\$800	-66%
Total Miles	259	41	532%	276	101	174%
Total Hours	71.6	11.0	551%	75	32	138%

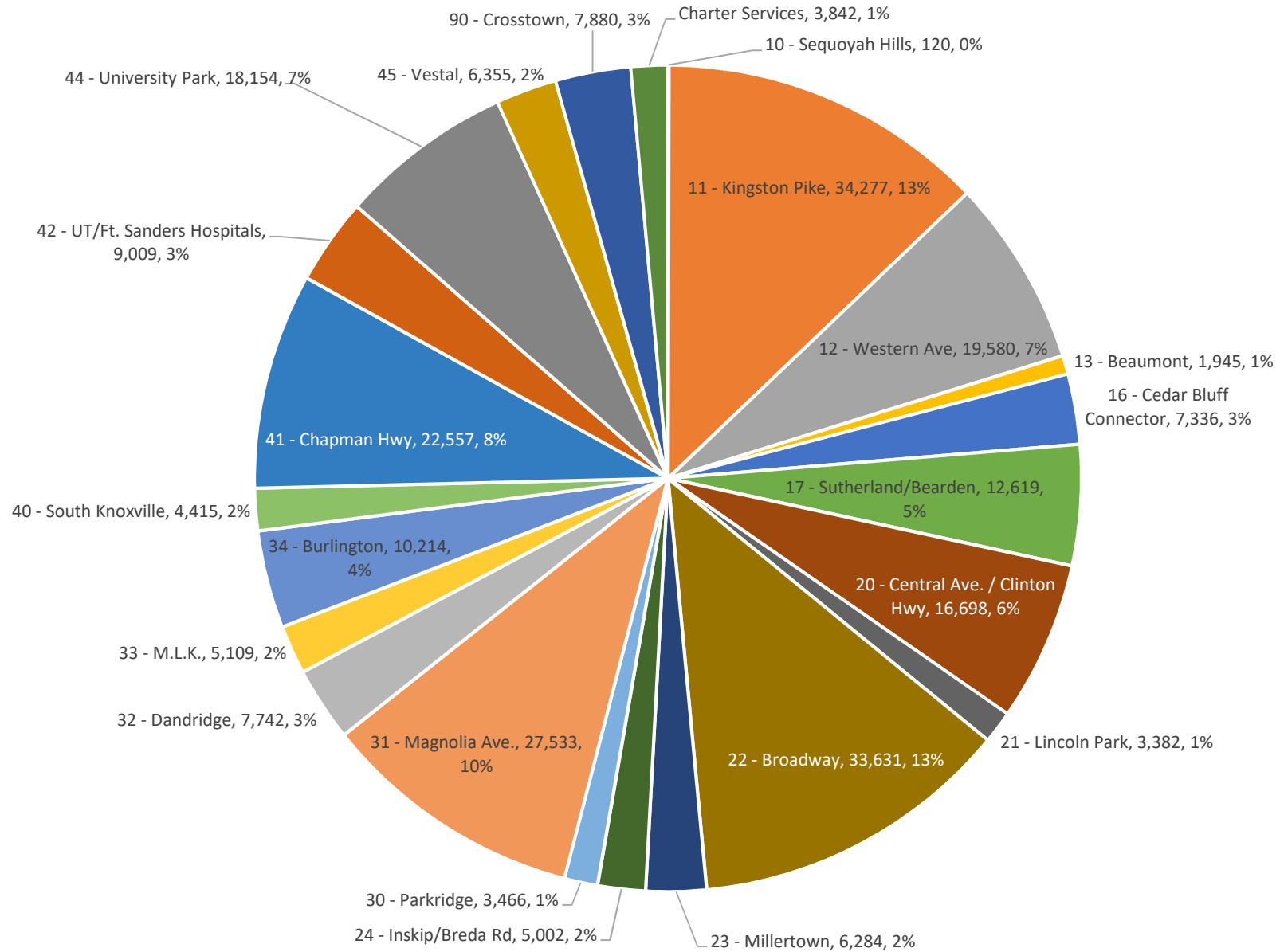
Fixed Route Ridership by Month



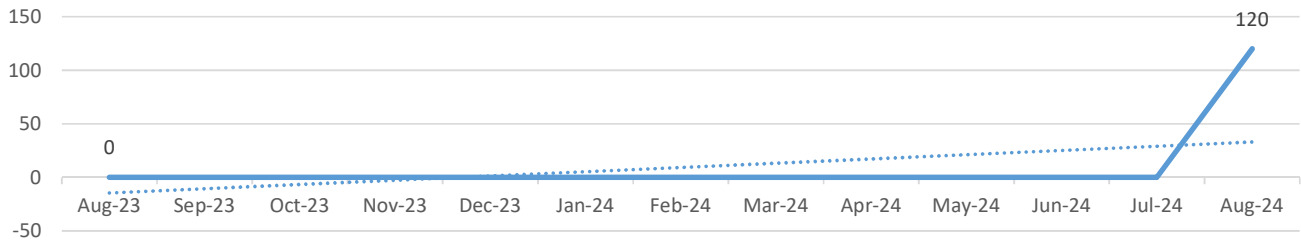
Trolley Ridership



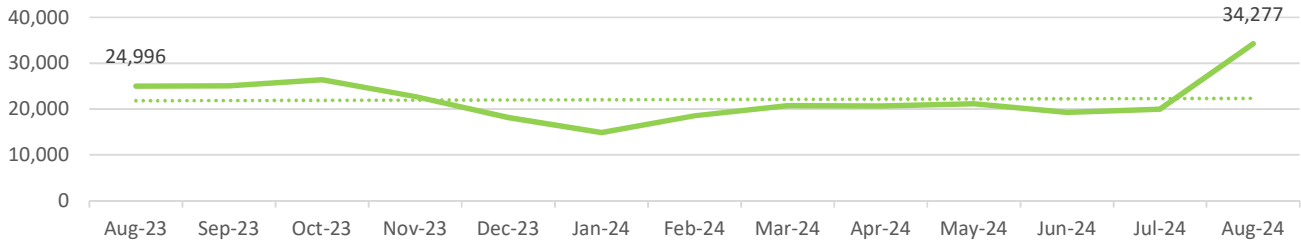
August 2024 System Ridership by Route



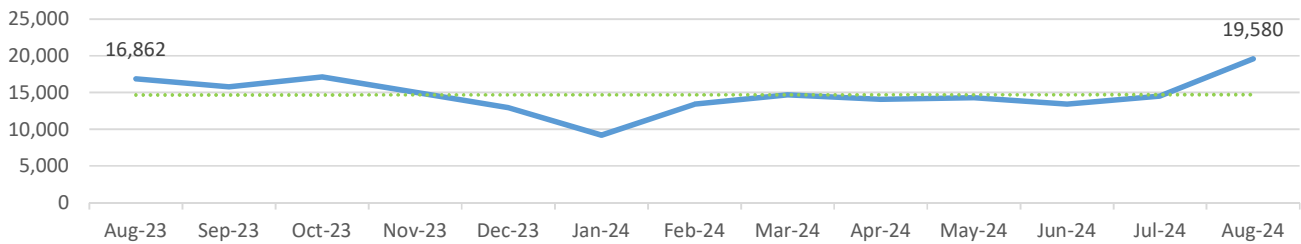
10 - Sequoyah Hills



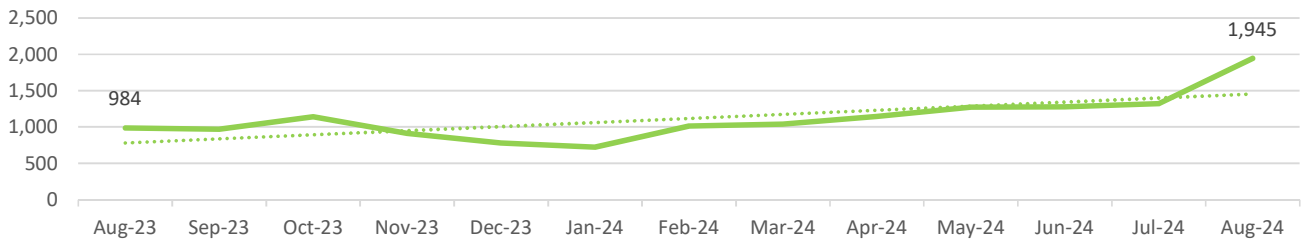
11 - Kingston Pike



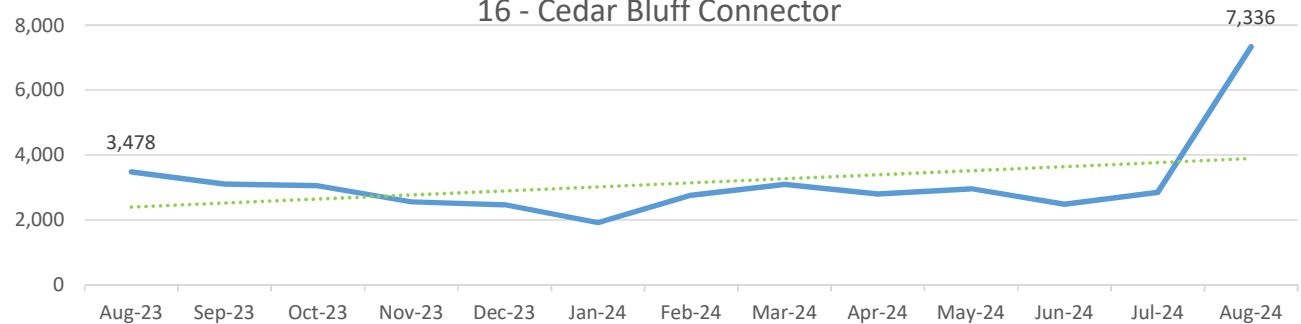
12 - Western Ave

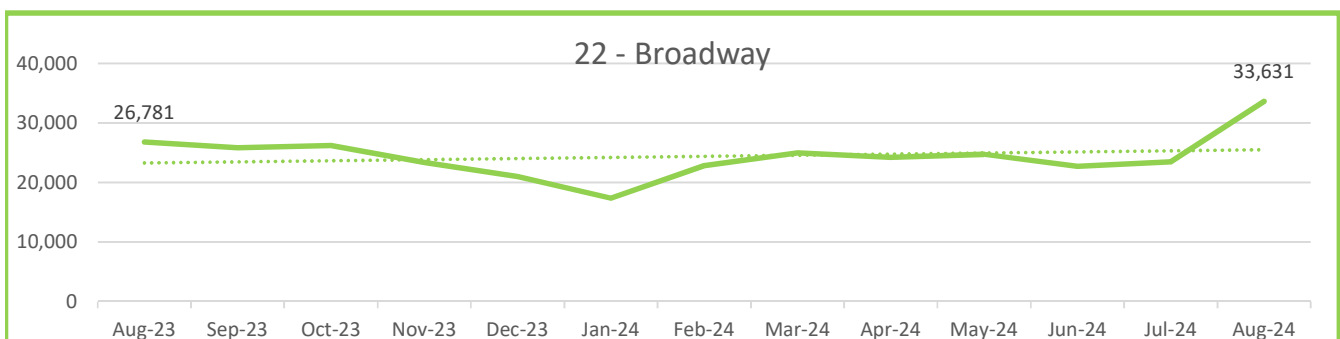
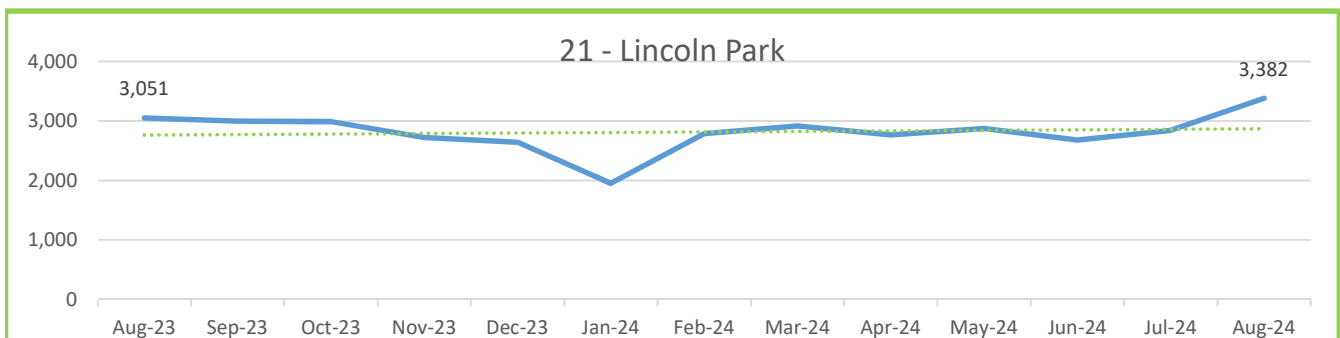
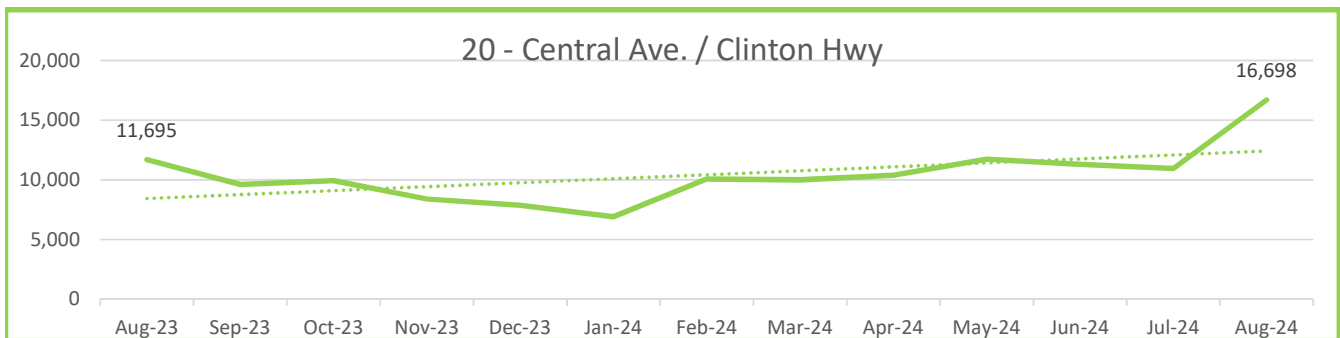
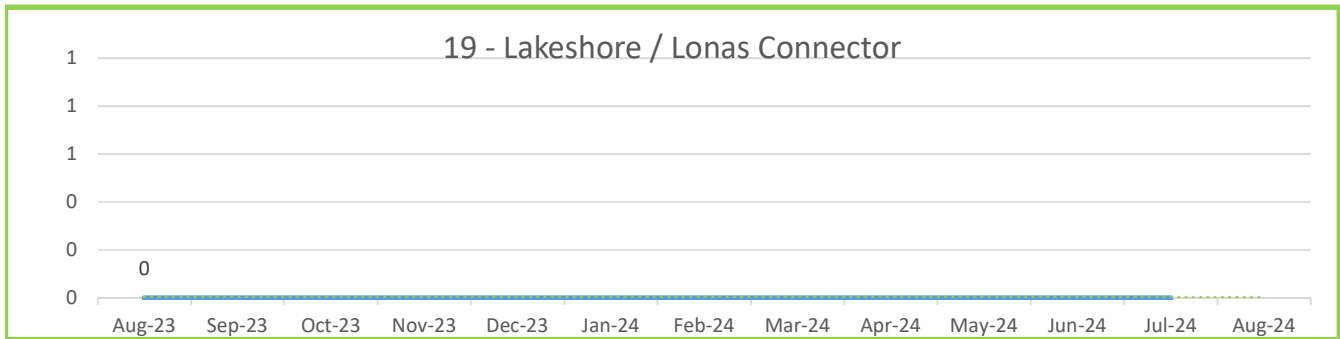
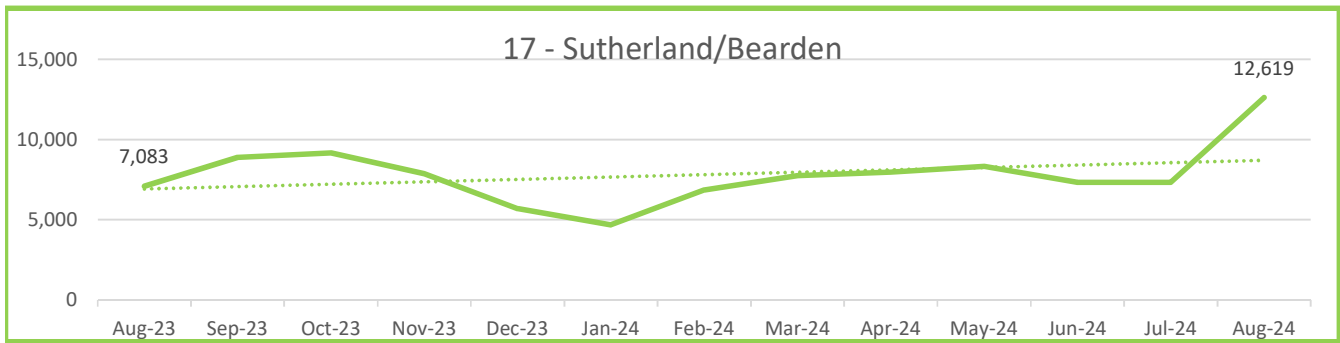


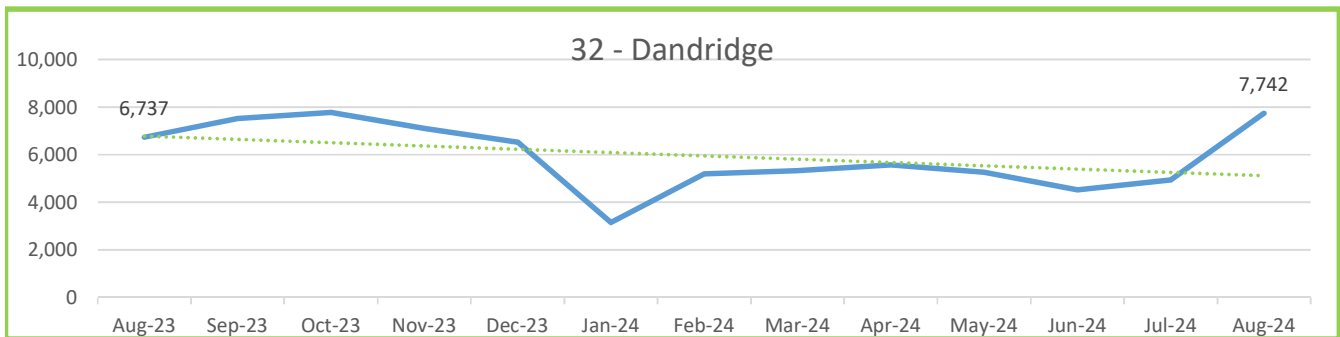
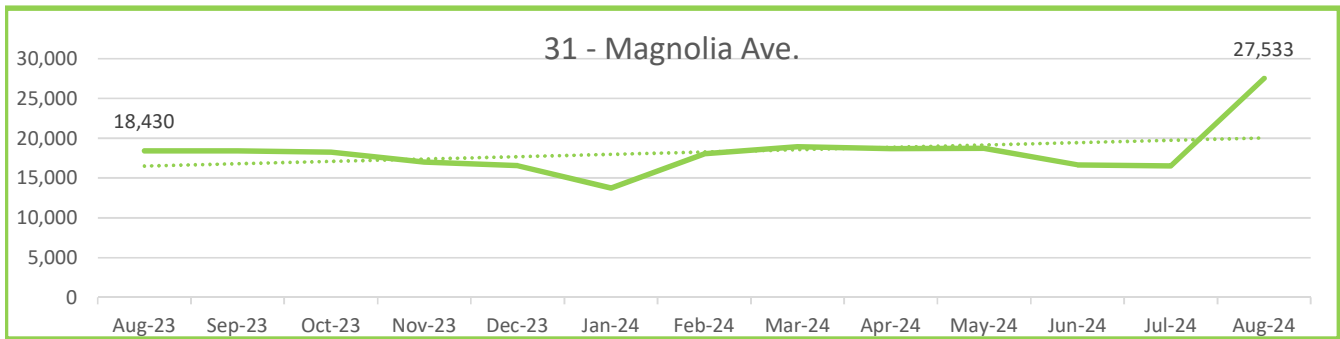
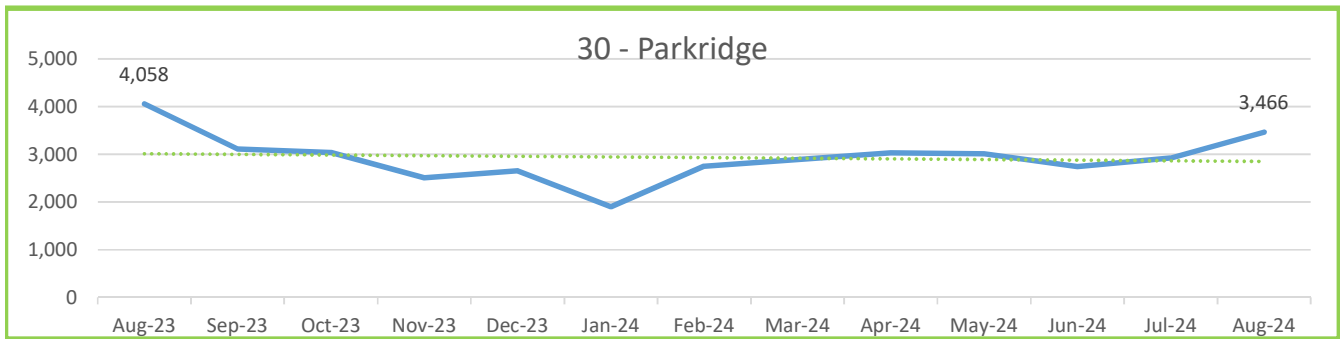
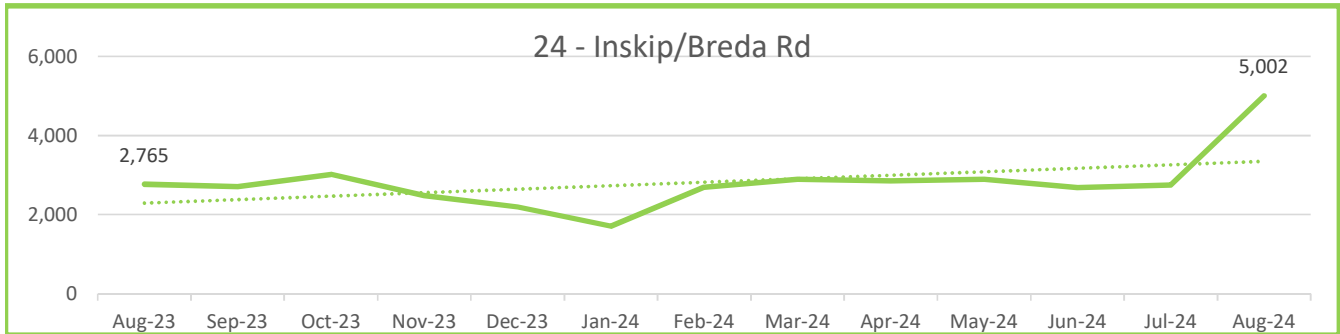
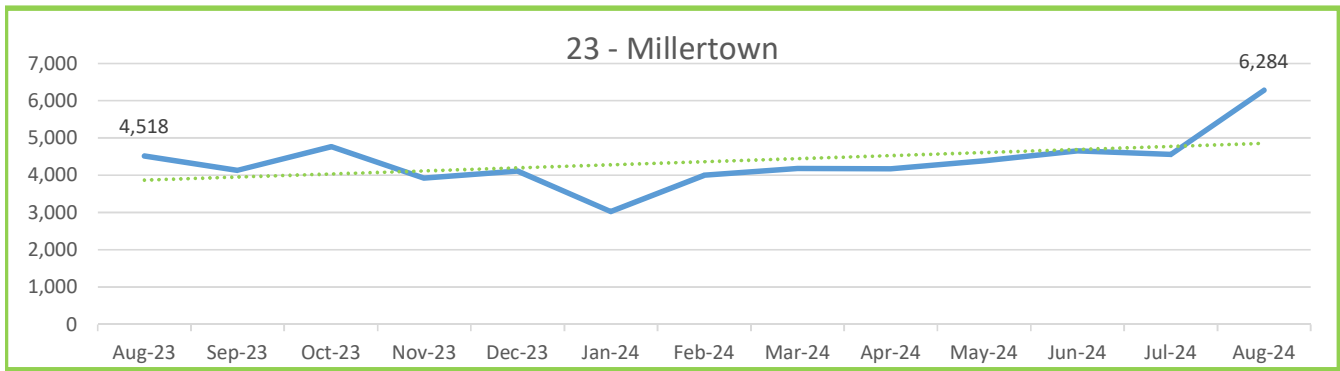
13 - Beaumont

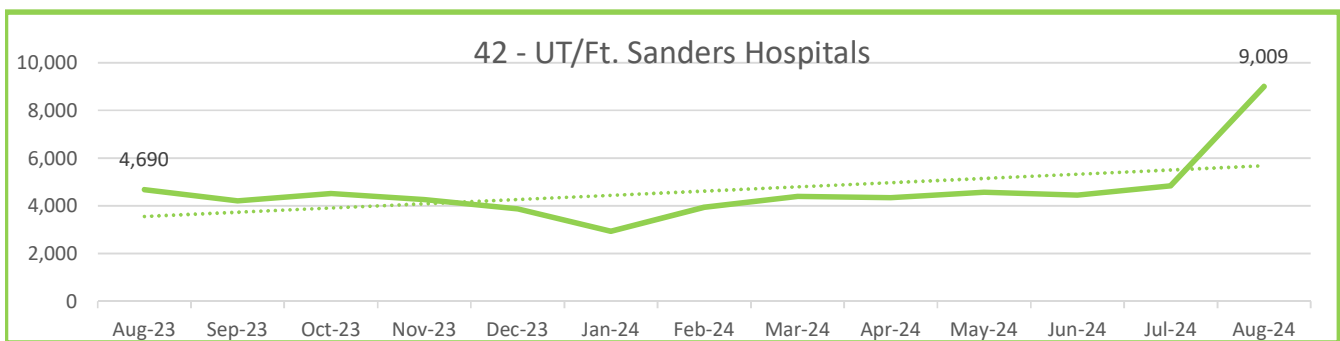
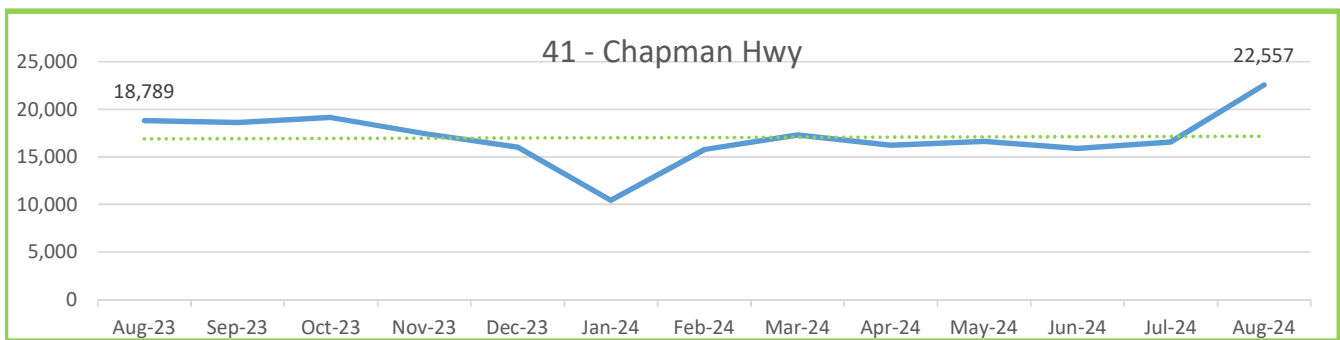
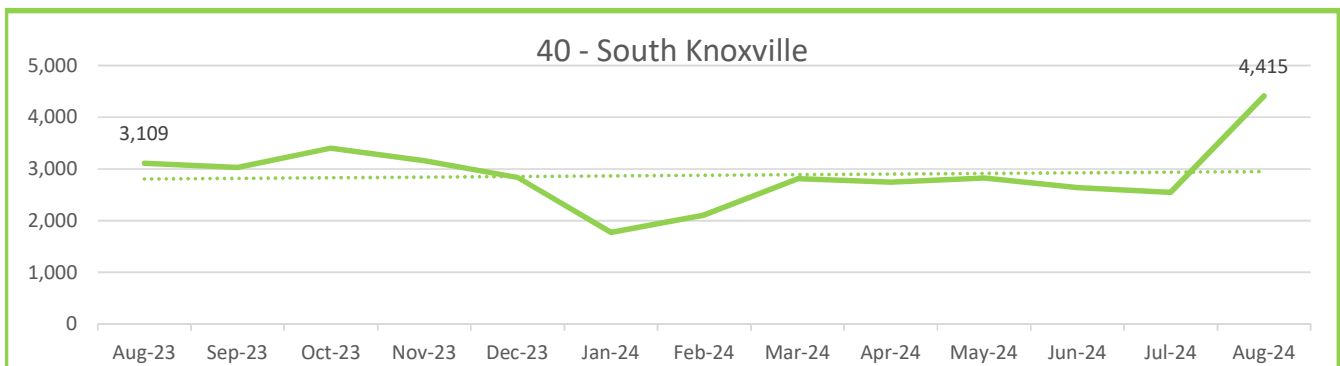
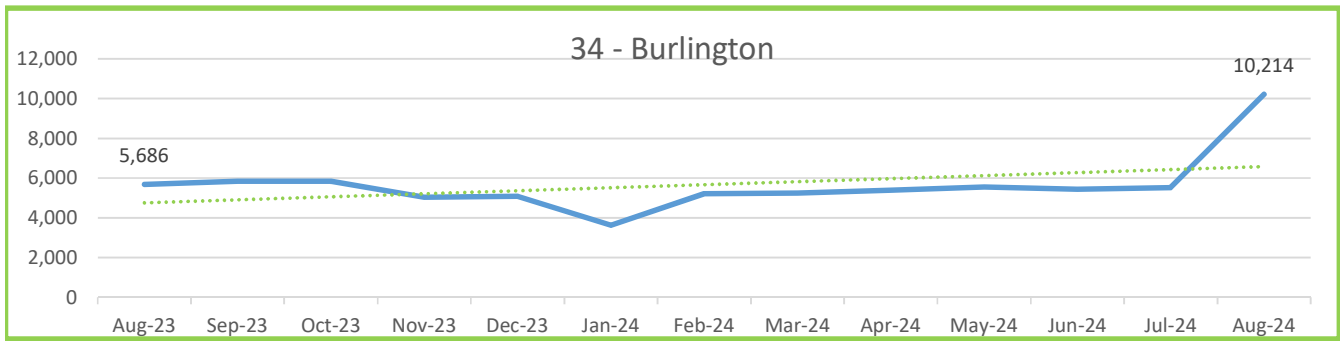
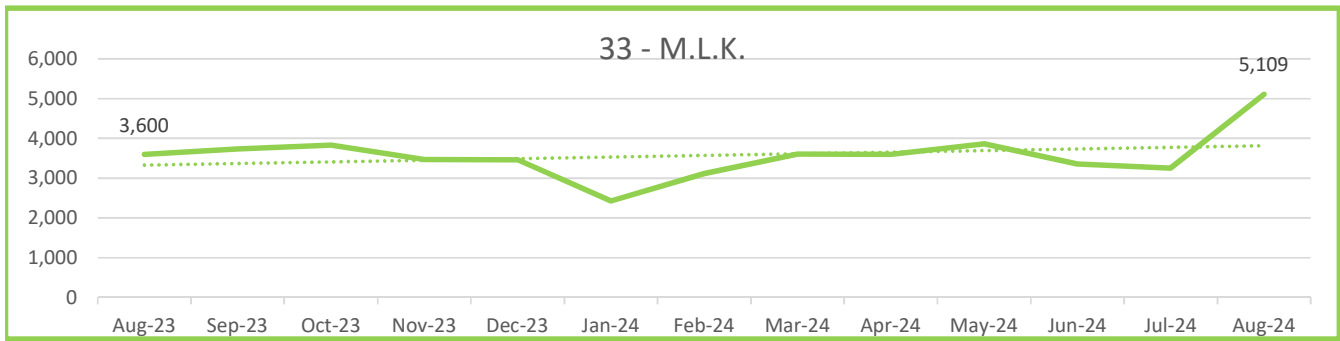


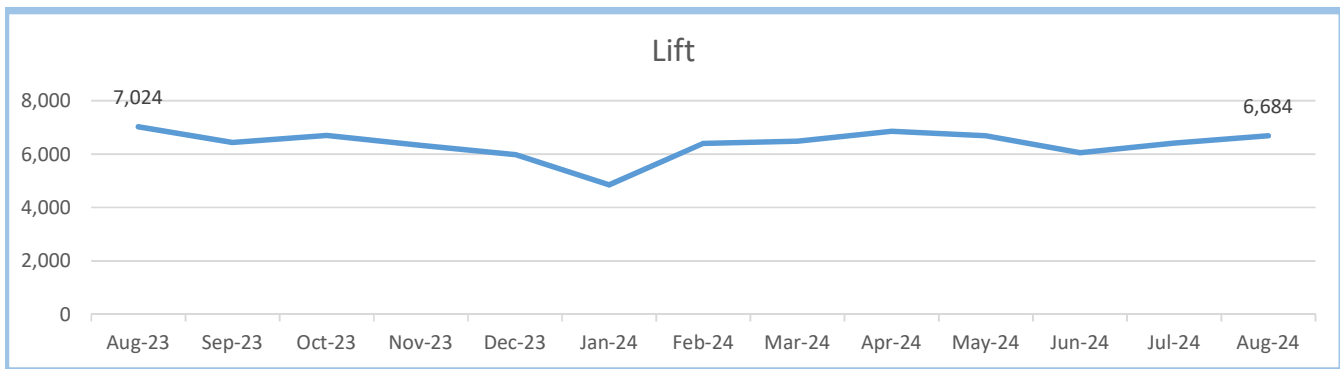
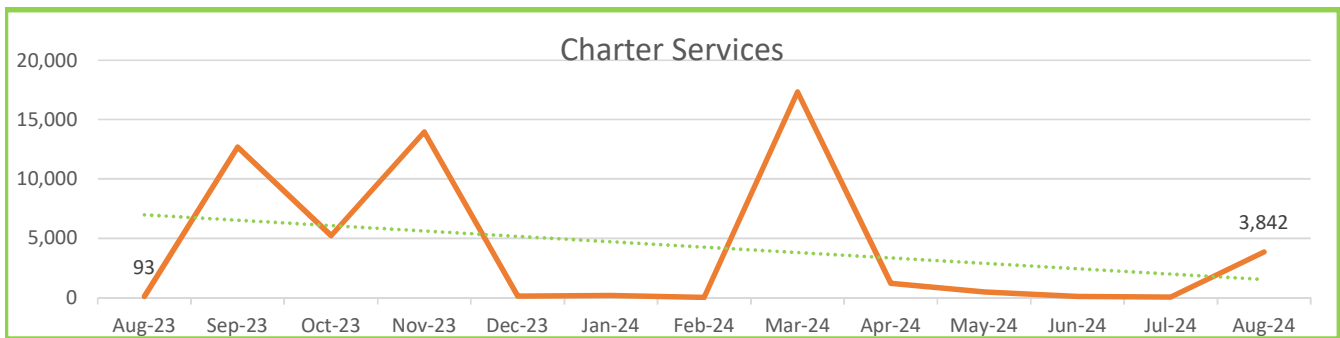
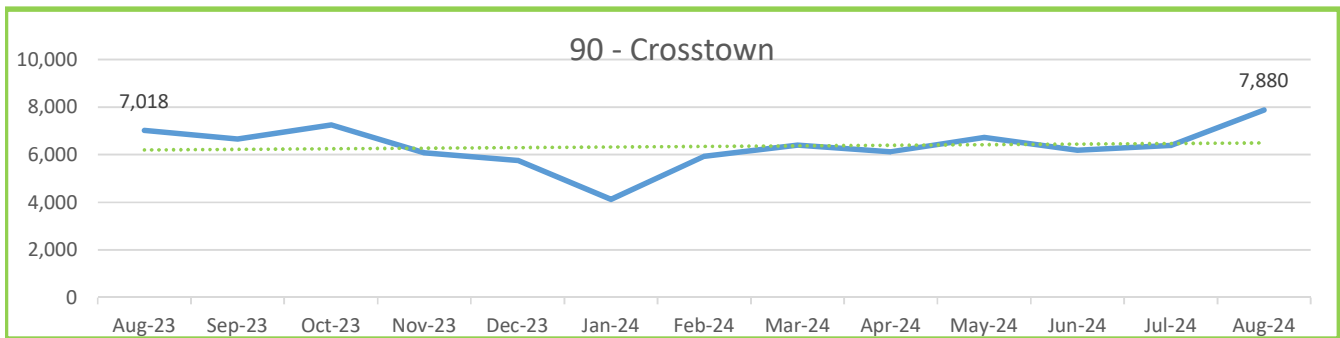
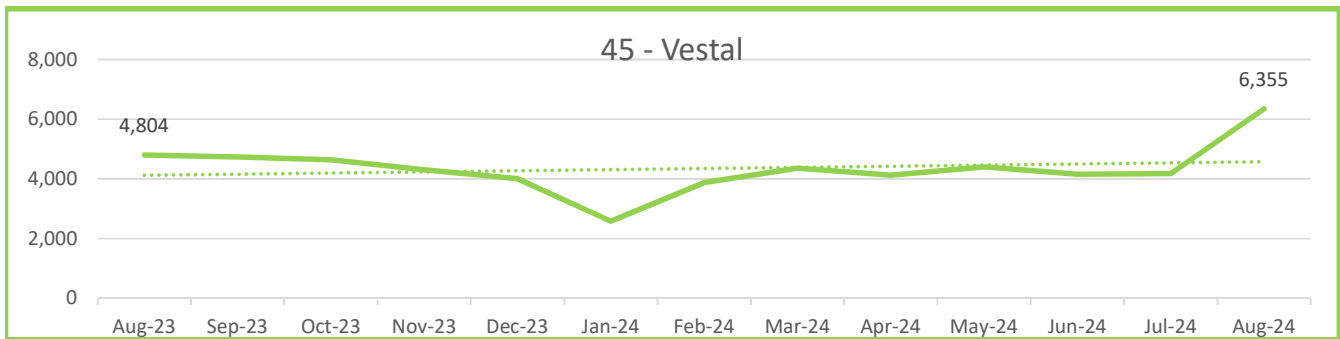
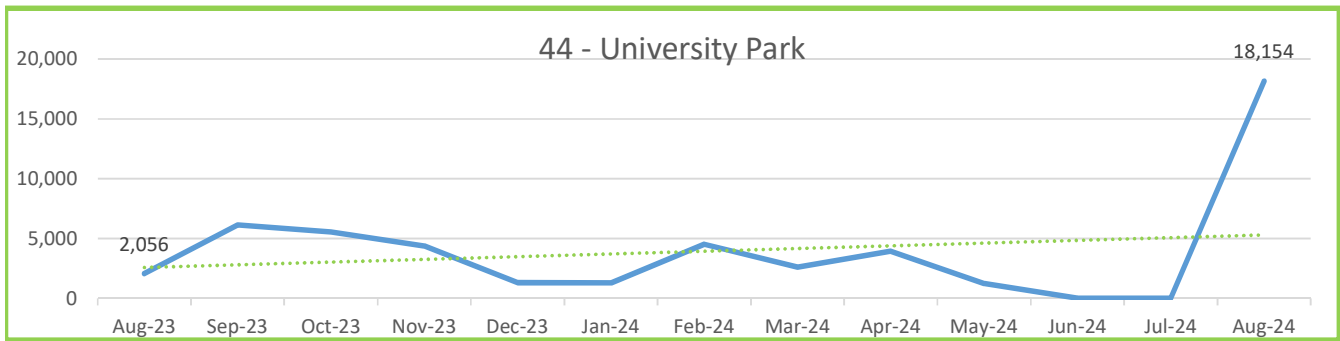
16 - Cedar Bluff Connector













KAT RIDERSHIP

August 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	252	361	-30.2%	406	627	-35.2%
11	Kingston Pike	29,834	29,530	1.0%	55,237	55,716	-0.9%
12	Western Ave	13,823	14,171	-2.5%	26,987	26,791	0.7%
13	Beaumont	3,139	3,213	-2.3%	6,492	5,892	10.2%
16	Cedar Bluff Connector	3,230	3,136	3.0%	5,911	6,108	-3.2%
17	Sutherland/Bearden	8,852	7,982	10.9%	16,093	14,407	11.7%
19	Lakeshore / Lonas Connector	473	582	-18.7%	935	1,188	-21.3%
20	Central Ave. / Clinton Hwy	12,738	12,773	-0.3%	24,508	24,444	0.3%
21	Lincoln Park	3,438	4,269	-19.5%	6,547	7,750	-15.5%
22	Broadway	29,018	27,873	4.1%	55,346	51,779	6.9%
23	Millertown	6,281	5,850	7.4%	11,617	11,319	2.6%
24	Inskip/Breda Rd	3,008	2,897	3.8%	5,796	5,589	3.7%
30	Parkridge	3,348	2,980	12.3%	6,548	5,557	17.8%
31	Magnolia Ave.	20,538	21,162	-2.9%	38,619	39,606	-2.5%
32	Dandridge	7,561	6,753	12.0%	14,303	12,799	11.8%
33	M.L.K.	4,111	3,853	6.7%	7,672	7,425	3.3%
34	Burlington	6,856	6,847	0.1%	13,072	12,936	1.1%
40	South Knoxville	4,417	3,603	22.6%	8,316	7,041	18.1%
41	Chapman Hwy	14,356	12,855	11.7%	27,304	24,074	13.4%
42	UT/Ft. Sanders Hospitals	4,051	3,789	6.9%	7,929	7,106	11.6%
44	University Park	4,070	3,370	20.8%	4,070	3,370	20.8%
45	Vestal	5,860	5,595	4.7%	10,849	10,423	4.1%
90	Crosstown	8,399	7,909	6.2%	16,003	15,129	5.8%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		197,653	191,353	3.3%	370,560	357,076	3.8%
82	Orange Line Trolley	19,143	22,579	-15.2%	39,361	45,451	-13.4%
84	Green Line Trolley	12,649	13,156	-3.9%	26,471	24,923	6.2%
86	Blue Line Trolley	23,796	23,414	1.6%	45,872	44,820	2.3%
88	Red Line Trolley	1,634	-	100.0%	1,634	-	100.0%
SUBTOTAL		57,222	59,149	-3.3%	113,338	115,194	-1.6%
TOTAL PASSENGERS WITH TROLLEYS		254,875	250,502	1.7%	483,898	472,270	2.5%
LIFT SERVICE		5,849	5,974	-2.1%	11,180	11,440	-2.3%
TOTAL SCHEDULED SERVICES		260,724	256,476	1.7%	495,078	483,710	2.4%
TOTAL CHARTER SERVICES		5,100	535	853.3%	5,616	1,627	245.2%
GRAND TOTAL ALL KAT SERVICES		265,824	257,011	3.4%	500,694	485,337	3.2%



KAT RIDERSHIP

August 2024



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	3,102	-	100.0%	3,102	-	100.0%
10	Sequoyah Hills	120	-	100.0%	120	-	100.0%
11	Kingston Pike	34,277	24,996	37.1%	54,277	46,204	17.5%
12	Western Ave	19,580	16,862	16.1%	34,098	31,875	7.0%
13	Beaumont	1,945	984	97.7%	3,267	1,944	68.1%
15	Woodland Crosstown	3,042	-	100.0%	3,042	-	100.0%
16	Cedar Bluff Connector	7,336	3,478	110.9%	10,177	6,575	54.8%
17	Sutherland/Bearden	12,619	7,083	78.2%	19,950	12,754	56.4%
20	Central Ave/Clinton Hwy	16,698	11,695	42.8%	27,654	22,071	25.3%
21	Lincoln Park	3,382	3,051	10.8%	6,226	5,684	9.5%
22	Broadway	33,631	26,781	25.6%	57,113	51,471	11.0%
23	Millertown	6,284	4,518	39.1%	10,843	8,435	28.5%
24	Inskip/Breda Rd	5,002	2,765	80.9%	7,747	5,277	46.8%
30	Parkridge	3,466	4,058	-14.6%	6,389	7,235	-11.7%
31	Magnolia Ave.	27,533	18,430	49.4%	44,048	35,386	24.5%
32	Dandridge	7,742	6,737	14.9%	12,672	12,196	3.9%
33	M.L.K.	5,109	3,600	41.9%	8,366	7,204	16.1%
34	Burlington	10,214	5,686	79.6%	15,731	10,583	48.6%
37	Morningside/Riverside	1,640	-	100.0%	1,640	-	100.0%
40	South Knoxville	4,415	3,109	42.0%	6,962	5,635	23.5%
41	Chapman Hwy	22,557	18,789	20.1%	39,127	35,488	10.3%
42	UT/Ft Sanders Hospitals	9,009	4,690	92.1%	13,851	9,129	51.7%
44	University Park	18,154	2,056	783.0%	18,160	2,056	783.3%
45	Vestal	6,355	4,804	32.3%	10,535	8,856	19.0%
90	Crosstown	7,880	7,018	12.3%	14,260	13,299	7.2%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		271,092	181,190	49.6%	429,357	339,357	26.5%
82	Orange Line Trolley	6,496	8,830	-26.4%	6,496	-	100.0%
84	Green Line Trolley	7,702	6,745	14.2%	7,702	-	100.0%
86	Blue Line Trolley	17,443	10,341	68.7%	18,873	15,715	20.1%
SUBTOTAL		31,641	25,916	22.1%	33,071	15,715	110.4%
TOTAL PASSENGERS WITH TROLLEYS		302,733	207,106	46.2%	462,428	355,072	30.2%
LIFT SERVICE		6,684	7,024	-4.8%	6,684	390,803	-98.3%
TOTAL SCHEDULED SERVICES		309,417	214,130	44.5%	469,112	745,875	-37.1%
TOTAL CHARTER SERVICES		3,842	93	4031.2%	173,445	397,827	-56.4%
GRAND TOTAL ALL KAT SERVICES		313,259	214,223	46.2%	642,557	1,143,702	-43.8%