# Knoxville Transportation Authority

Meeting Date: Thursday, October 24, 2024





INDYA KINCANNON MAYOR (865)215-2040



#### **AGENDA**

Thursday, October 24, 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 September 26, 2024
- III. Reports
  - KTA Chair
  - Commissioner's Comments
  - Staff
    - i. City of Knoxville Director of Transit
    - ii. TPO Transit Planner
- IV. New Business
  - KTA Chair
  - Proposed Route Adjustments January 2025
- V. Old Business
  - Vote on katpay Title VI Fare Equity Analysis (attached Resolution)
- VI. Public Comments
- VII. Set the next meeting for November 21, 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

Vice-Chair Brakewood brought the meeting to order, stating she had a couple of remarks, but business items needed taken care of first. Vice Chair Brakewood 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:

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

#### II. Approval of Minutes

Vice Chair Brakewood asked if any Commissioners had questions or comments for the minutes from September 26th.

No one had any comments.

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

Vice-Chair Brakewood stated that before continuing, she was chairing the meeting because of the unexpected passing of Commissioner Christi Kirk, who served as Chair for the KTA board for the last 8 months. She continued by giving remarks about Commissioner Kirk's life and accomplishments and asked if anyone else had remarks or memories they would like to share.

Isaac Thorne commented saying Kirk's passing was a huge loss for the community and KAT, and that she was a huge advocate for her students and public transportation. Mr. Thorne asked for everyone to keep her family in their thoughts and prayers.

No other remarks or comments were made. Vice-Chair Brakewood asked for a moment of silence. (Moment of Silence was given)

Vice Chair Brakewood stated there had been a change to the agenda and proceeded to turn it over to Attorney Lawhorn.

Attorney Lawhorn addressed the commissioners and the audience, that after comments received by the KAT staff regarding the katpay proposal, KAT was going back to the drawing board to re-evaluate the original plan, and intends to present it in the next month's meeting, which Mr. Thorne confirmed.

Attorney Lawhorn continued mentioning for clarification to the commissioners, that what they were being asked to do was a little complicated, (with respect to katpay) He went on to mention that the commissioners do not have to approve the katpay plans because it does not involve changing routes or increases in fare, but that they will have to approve the Title VI Analysis. He said it made sense to have KAT present the full proposal and not ask the KTA to approve it, but rather ask them to approve the Title IV Analysis.

Attorney Lawhorn continued stating that he knew several people had come to the meeting to share their thoughts, opinions, and concerns regarding the katpay; he thanked them for coming out in the rain and assured the audience that as soon as they heard the update from Mr. Thorne, that those comments would be heard. He also added that if anyone were there to make public comments on anything other than katpay, it would be heard at the end of the meeting.

#### III. Reports

#### A. KTA Chair

Vice-Chair Brakewood congratulated KAT on their success in KAT Reimagined after working on it for years, it had gone into effect in August 2024. She stated that while she did not have anything to report, she would like to hear any feedback given by fellow commissioners and KAT staff as they proceed with the meeting.

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

There were no comments.

Vice Chair Brakewood turned it over to Staff.

#### C. Staff

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

Mr. Thorne stated that he would like to talk about KAT Reimagined first. He said they had launched Kat Reimagined on August 26<sup>th</sup> and while they did have a few technological issues, it was a very successful launch. He stated he believed that the educational events that were held throughout the community, were very good to help educate and prepare their customers for the launch that happened August 26<sup>th</sup>. Mr. Thorne went on to thank and congratulate all his employees for their hard work. He said KAT Reimagined had been a two-year work in progress and that many staff hours had been put in to make it successful.

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 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 22<sup>nd</sup>. The fare boxes will be removed from use on December 2<sup>nd</sup>, and during that time of transition, KAT will have a buyback program to convert unused paper tickets or change cards to a smart card 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 will be no changes to the Lift. Passengers using their paratransit service can still pay cash on those vehicles.

Mr. Thorne brought up his next item, which was ridership. He stated that September's 2024 report had significantly increased compared to August's 2024 report. He went on to say they are using their APC data and had been talking to the board about certifying the APC data, which he stated they were very close to doing, but while they have a few more trips to certify before officially certifying the APC date for the Federal Transit Administration, he went ahead and provided the commissioners with that information, stating he did not think the data would change. Mr. Thorne mentioned ridership again, stating that by using the APC data, they had a significant increase in ridership. He mentioned how he had stated in June, that they would see how high the ridership count is when using the APC data and that for the past two years, have possibly under-reported ridership, but that it will be corrected once the FTA certifies it. He then stated he would provide the board with the 2024 ridership counts again and for context, he mentioned that in 2019, KAT brought in 2.7 million trips on fixed routes and that once they certify the 2024 data, it will most likely be over 3 million trips now. Mr. Thorne stated he had

seen a full recovery in their ridership. Lastly, Mr. Thorne mentioned they would be monitoring the roads overnight, for possible closures due to the rain, possible flooding, and high winds coming in from Hurricane Helene.

#### ii. TPO Transit Planner

Mr. Burton was not in attendance.

#### IV. New Business

There was no new business.

#### V. Old Business

Mr. Thorne started by mentioning that he brought a proposal to go cashless by implementing katpay, in addition to mobile ticketing, the smart card application can be reloaded with cash through a retail network and at the Knoxville Station's Customer Service desk. He continued, saying that after holding two public meetings, giving a presentation, and educating customers, they have heard feedback and will continue to take cash on the buses. Mr. Thorne said that one of the main reasons they introduced katpay is because they wanted to introduce fare capping, which would be beneficial for customers, and because the fare boxes are obsolete. He went on to say that the fare boxes were purchased in the early 2000s and were now no longer supported by the manufacturer and that while they are holding them together, the parts are now being remanufactured in-house. The two main components have been the dollar bill validators and the trim pieces, which provide the change cards and or day passes from the fare box.

Mr. Thorne stated they will still be accepting cash in the proposal, but starting on January 2, 2025, it will be an exact change only. Passengers will no longer be able to put \$5 in the fare box and receive a \$4 change card or be able to buy day passes. Customers will be required to use exact change. Mr. Thorne said they would still be introducing the smartcards on October 23, 2024, and they will be educating the community and conducting outreaches to accustom everyone to the method. He again reassured that they would continue to accept cash, just that it would be exact change.

Commissioner Durham inquired about when the day passes will no longer be available on the buses, if it would be from December 2<sup>nd</sup> through February 2nd.

Mr. Thorne answered saying, they will be starting a ticket buyback program starting on October 23<sup>rd</sup>, where any unused tickets can be transferred onto the smart cards. He clarified that day passes will no longer be available to buy on the buses starting

December 2<sup>nd</sup>, but they can buy them at the Customer Service desk if they like, until December 31<sup>st</sup>, because they will no longer be accepted on the buses after that day.

Commissioner Durham then asked if the proposal was just paperless, not cashless, to which Mr. Thorne answered, yes.

Commissioner Durham then asked if katpay could be directly loaded into the Transit app.

Mr. Thorne answered that it does. He went on to say that if you're using the transit app, you would continue using the mobile ticketing, however, you can load your smart card on the app if preferred. He stated that the option was there, but if they were using the app, they would continue using mobile ticketing.

Commissioner Durham asked for a reminder of the price of a one-ride ticket, to which Mr. Thorne replied, \$1. He stated it's great that it's not changing, then went on to say he was excited about fare capping and how it would help others, and mentioned he had gotten a couple of concerns about going cashless so fast, but was happy that KAT staff was listening to the public, taking the concerns to heart, and modifying their policies. He continued stating he was excited about the buses being more efficient because of the cashless option, but that if there isn't a choice, customers can still ride the bus.

Mr. Thorne then replied that it gives them time to do something with the fare boxes and more time to decide on whether they continue with the fare boxes or if people get accustomed to the smart cards and prefer them. He went on to agree with Commissioner Durham saying the timeline to go cashless was aggressive and they were going to pause and come up with a new plan.

Commissioner Winford stated she was thankful KAT was doing a rollout of the new plan and not immediately implementing it. She then asked if the smartcards could be purchased at retail stores where they could reload them.

Mr. Thorne said no, the only place you can purchase them is at Knoxville Station, but it was some of the comments they had heard, but this is a rollout period. He continued, saying he wanted to do the same outreach and education, wanting to go out to the KCDC properties, just as they did with KAT Reimagined, extending the education to the customers by going to them, getting them signed up, and providing the card.

Commissioner Winford then asked if after the rollout period and all the kinks were worked out, there was a possibility the cards would be available for purchase at retail stores.

Mr. Thorne answered no. He stated he wanted customers to register the card, which they would have to do on their own if bought off the shelves. In the case of

the card being lost or stolen, KAT can shut the card off, save the value, and transfer the funds to a new card, but if the card is lost or stolen and hasn't been unregistered, they would not be able to shut the account down or transfer the funds.

Commissioner Winford asked if it was like a credit card.

Mr. Thorne explained that if someone were to lose their card, but registered it and had their email on the account, customer service can take their email and account information to essentially shut it down, but cannot do that if the card isn't registered.

Commissioner Winford asked what other options besides an email could they use when registering.

Mr. Thorne replied that they could use their phone number too.

Commissioner Winford asked that since social service partners could still buy the day or 30-day passes, would they become null and void in December, and if the organizations that have purchased thousands of tickets, could they turn them back in.

Mr. Thorne replied that the social services and organizations will turn them back in and instead get hard, plastic cards that are only 1-day or 30-day passes, depending on the value.

She then asked if they could still purchase the paper passes until December 31<sup>st</sup>, and if they could use them.

Mr. Thorne answered by saying, that most of the social services will start converting in November, and if they have to purchase new tickets, they will purchase the cards, which will be available on October 23<sup>rd</sup>.

Commissioner Winford asked if there was any chance the paper passes could still be used until gone.

Mr. Thorne stated they could look into doing that, but their biggest problem goes back to the mechanical issues.

Commissioner Durham asked if there would be a list of the retailers, locations, and addresses provided online so customers could see how close they are to a location to reload their smartcard, regardless of when they approve it.

Mr. Thorne agreed and stated they wanted to contact the retailers to let them know they started the program and provide education with the retail locations and customers. He said speaking of the locations on the map, they are working on bringing even more retailers throughout Knoxville, which is why they are currently waiting on that step.

Commissioner Durham asked if it was possible for the cards to be purchased at high schools for students, or maybe even libraries.

Mr. Thorne stated that it's a possibility and they want to increase the locations where they can be purchased.

Attorney Lawhorn spoke up stating he wanted to make sure everything was clear and that everyone understood their roles. The KTA is in an advisory and commentary position, with respect to the plan itself, and the Title VI Analysis requires the body's approval.

Vice Chair Brakewood stated she is opening up the meeting for public comments.

Vice Chair Brakewood called for the 1<sup>st</sup> speaker; Sherry Johnson declined to speak at that time.

Vice Chair Brakewood stated that she would call the names of those signed up to speak, but if they declined, it is perfectly fine.

Attorney Lawhorn restated that comments made now were for katpay solely, other comments could be made afterward.

Vice-Chair Blackwood called for Rebecca Proffitt.

Rebecca Proffitt-1202 Better Tomorrow Dr. Apt. 239. Knoxville, TN 37921 Ms. Proffitt's concern was if they could still use cash on the bus or if it was solely the cash cards and if there was a certain amount of time to convert tickets.

Mr. Thorne answered that she can still use cash on the buses, but on January 2<sup>nd</sup>, they will be exact change only. For anyone wanting to convert, they can give them \$4, which will be put onto the cards, essentially making the card free.

Ms. Proffitt asked if they could still get that.

Mr. Thorne answered, yes. It will be running all the way through February.

Attorney Lawhorn Stated for everyone to please share any concerns, and comments for now, and if you have any questions, Mr. Thorne and his staff will answer after the meeting.

John Gentry was called. Mr. Gentry Stated that he understood the breakdown of the fareboxes and asked if there would be options for month passes.

Attorney Lawhorn asked Mr. Gentry to share whatever thoughts or concerns he had, and that KAT staff would answer questions after.

Mr. Gentry thanked Attorney Lawhorn, then continued to say that some are still concerned about the transition to digital and that it is an inconvenience to go to the station just to load the cards, so they should get free rides to the station.

John Timmerman was called to speak. He stated that Mr. Thorne had covered his concerns but he wanted to address that there was an inch-and-a-half lip on the handicap door, which makes it difficult to come in, and that his chair cannot fit through the metal detector.

Vice-Chair Blackwood thanked him for letting them know.

Lola Burrows was called. She stated she does not like the idea of going cashless, stating the consumer should get to choose between cash and credit, especially with already losing out on the trolleys.

Sharon McKiblen was called. 900 W. Emerald Ave. Knoxville, TN, 37921. She had concerns about Route 22's stops on Broadway (#1992). Stating there isn't a sidewalk, and the bus stop was moved South. She suggested that the stop be moved 500 feet from the intersection it is currently at.

Vice-Chair Blackwood asked if there was anyone else who would like to give comments about the modified katpay proposal.

Rebecca Profit came back up to ask questions, but Attorney Lawhorn assured her that Mr. Thorne and KAT staff would be there to answer questions after the meeting.

Vice Chair Brakewood asked if anyone signed up for general comments, to which Mr. Thorne answered and said a few did.

#### VI. Public Comment

Ron Benson was called to speak. 917 Atlantic Ave. Knoxville, TN 37917. He stated the route he used to take, Route 21, taking him to Atlantic Avenue, has been removed. He stated he was in between Pershing and Broadway, where there were still buses running, but not on Atlantic. His concern was that his daughter had been late getting to the platform, or arriving right at 7:15, which is what time the bus going to the hospital leaves. He was also concerned that his daughter was now standing in the dark at the bus stop on Walnut and Church to catch the bus going to the hospitals, rather than being able to wait at the platform. Mr. Benson voiced his concerns and stated there should be at least bus stops at the ends of Atlantic Avenue instead of having to walk to Pershing or Broadway to get a bus downtown.

Michael Goins was called to speak. Mr. Goins stated that he had concerns regarding route 30, asking if it would ever come back. He stated that there isn't any transportation between Washington Avenue and Magnolia and that it takes 14 minutes to walk to where he needs to go. He stated the board should not be allowed to make decisions if they do not take public transportation, and talked briefly about his experiences with KAT Reimagined.

Cindy Helton was called to speak. 201 Locust St., Apt 113. Knoxville, TN, 37902. Ms. Helton's concern was that the only bus that ran where she needed, the Downtown Connector, stopped running at 8:00 pm and caused her to roll her wheelchair from Main St. to Summit Towers. She asked if the Downtown Connector could run until 10 pm.

John Gentry approached again, stating that he did not like KAT Reimagined, asked if the routes went by polling places, and gave his thoughts on route 16 and the old route 90.

Vice Chair Brakewood asked if there was anyone who wanted to make any more comments.

John Timmerman approached the podium again. 6313 Clinton Hwy, Apt 114. Knoxville, TN, 37912. He stated he had questions and concerns regarding the Lift program. He thanked the KAT staff for not changing Lift. He stated he has subscriptions with them and CAC. He mentioned that when the new service started, Lift stopped transporting dialysis patients, which has now caused him issues. The first incident was on August 12th, he had scheduled the trip ahead of time and told them he needed to be there at 11 am and asked to be picked up at 12:30 pm. He got to his appointment on time but was told the earliest pickup was 5 pm. The second incident was on September 19th, he had an appointment at 11:30 am and was called by the doctors asking him to try and come in at 9:45 am, but was told by Lift they couldn't get him there earlier. He stated that with the new program, (kat connect) anyone from the Clinton Highway apartments could get a ride with Lift whenever they wanted, but he had to put in an application, signed by a doctor, and renew every two years and questioned why he was being inconvenienced for someone who doesn't need Lift when they could just use a 16-passenger bus for them instead. He continued saying, that when he had spoken to staff, asking the number of people who use the Kat Connect service, he was told there weren't many, and when he talked to the operator that brought him in today, stated he had not hauled anyone else. Mr. Timmerman said he called Stephanie Cook, the City's ADA Director, to voice his concerns, that he was a dialysis patient, and where he used to live, and that her answer back to him was that he could have taken a nice stroll down the sidewalk since he has a powered chair. He said that nice stroll

would have been 1.2 miles, and would have been at 5:30 am, which was unacceptable. He finished his statement by paraphrasing the Lift handbook.

Vice-Chair Blackwood asked if anyone else had further comments and concerns, John Gentry stated he had more questions, but was advised to stay after and Staff would assist him.

#### VI. Set the Next Meeting and Adjourn

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

The meeting was adjourned.

The next meeting was set for October 24, 2024, at 3:00 p.m., in the City-County Building, Main Assembly Room.

Respectfully submitted, Analisa R. Valentine KTA Recording Secretary

#### City of Knoxville Schedule of Revenues & Expenses Compared to Budget September 2024

			Ci	ırrent Year:				Prior Year	:	
		Original Budget	Current Budget	Actual	Varian	Ce .	Actual	- Prior Year	Variance	
Revenue										
Charges for Service										
Farebox & Pass Revenue		\$ 580,400	\$ 580,400	\$ 129,503	\$ (450,897)	22.31%	\$	167,793	\$ (38,290)	
Ticket Sales		437,000	437,000	87,395	(349,605)	20.00%		105,258	(17,863)	
Miscellaneous Subsidies - KAT		65,000	65,000	-	(65,000)	-		32,500	(32,500)	Behind of collecting 1st quarter revenue
Football Shuttle		124,000	124,000	64,652	(59,348)	52.14%		35,717	28,935	All tickets on home games of multiple of \$10 were posted to this account.
Charter Fees		500	500	1,700	1,200	340.00%		3,200	(1,500)	
UT Trolley Subsidy		-	-	-	-	-		22,038	(22,038)	Behind of collecting 1st quarter revenue
Miscellaneous Revenue		3,500	3,500	5,491	1,991	156.88%		1,026	4,464	
	Total Operating Revenue	1,210,400	1,210,400	288,741	(921,659)	23.85%		367,533	(78,792)	
Non-Operating Revenues										
Federal Grants		-	-	-	-	-		-	-	KAT Preventive Maintenance Cost Reimbursement - August
State Contribution		3,626,800	3,626,800	-	(3,626,800)	-		-	-	KAT Fuel and Oil Usage PATEO for Preventative Maintenance - July 2023
Transit Grant Revenues		4,817,000	4,817,000	398,338	(4,418,662)	8.27%		1,181,073	(782,735)	Appears that we did not collect Septembers Revenue and these are two different gra
General Fund Transfer		19,596,830	19,596,830	4,899,210	(14,697,620)	25.00%		3,806,934		Current year budget increased by \$4,369,090
Insurance Proceeds		750.000	750.000	.,,	(,,			(262)	.,,	
insurance i roccess	Total Non-Operating Revenues	28,040,630	28,040,630	5,297,548	(22,743,082)	18.89%		4,987,745	309,541	
	Total Revenue	\$ 29,251,030	\$ 29,251,030	\$ 5,586,289	\$(23,664,741)	19.10%	\$	5,355,278	\$ 230,749	
E										
Expenditures Personnel Services										
Wages, Taxes, & Retirement Contributions		\$ 17,383,780	\$ 17,383,780	\$ 4,057,804	\$ 13,325,976	23.34%	\$	3,601,817	\$ 455,986	
Employee Group Insurance/Benefits		2,291,940	2,291,940	536,054	1,755,886	23.39%		500,100	35,953	
,,,,	Total Personal Services	19,675,720		4,593,857	15,081,862	23.35%		4,101,918	491,940	
Administrative Expenses										
Supplies		610,660	379,000	153,432	225,568	40.48%		76,207	77,225	
Services		9,430,950	8,527,520	701,166	7,826,354	8.22%		643,025	58,141	
	Total Administrative Expenses	10,041,610	8,906,520	854,598	8,051,922	9.60%		719,232	135,366	
Fleet Expenses										
Fleet Supplies		-	-	-	-	-			-	
Parts		45,000	45,000	3,929	41,071	8.73%		-	3,929	
Fuel/Oil/Fluids		2,316,500	2,316,500	313,364	2,003,136	13.53%		630,108	(316,744)	electric Veh
	Total Administrative Expenses	2,361,500	2,361,500	317,293	2,044,207	13.44%		630,108	(312,815)	
	Total Expenditures ****	\$ 32,078,830	\$ 30,943,740	\$ 5,765,748	\$ 25,177,991	18.63%	\$	5,451,258	\$ 314,490	
	Excess (Deficiency) of Revenues Over Expenses		=	\$ (179,459)			\$	(95,980)	\$ (83,479)	
	***Fund Balance Appropriations not listed in Revenue	2								

Financials do not include the capital - grant funds.



ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	10,781	4.5%	10,127	4.6%	1,038	6.5%	1.06	10.38
10	Sequoyah Hills	521	0.2%	934	0.4%	92	0.6%	0.56	5.69
11	Kingston Pike	29,894	12.4%	21,184	9.6%	1,633	10.2%	1.41	18.31
12	Western Ave	10,850	4.5%	22,232	10.1%	1,214	7.6%	0.49	8.93
15	Woodland Crosstown	11,985	5.0%	20,745	9.4%	1,608	10.1%	0.58	7.45
16	Cedar Bluff Connector	13,013	5.4%	19,730	9.0%	1,270	7.9%	0.66	10.25
17	Sutherland/Bearden	7,626	3.2%	6,613	3.0%	506	3.2%	1.15	15.08
20	Central Ave/Clinton Hwy	19,414	8.1%	19,102	8.7%	1,385	8.7%	1.02	14.02
22	Broadway	30,160	12.5%	14,387	6.5%	1,267	7.9%	2.10	23.81
23	Millertown	2,448	1.0%	3,606	1.6%	293	1.8%	0.68	8.35
24	Inskip/Breda Rd	4,973	2.1%	7,690	3.5%	615	3.8%	0.65	8.09
31	Magnolia Ave.	28,286	11.7%	14,935	6.8%	1,332	8.3%	1.89	21.24
32	Dandridge	4,028	1.7%	5,736	2.6%	359	2.2%	0.70	11.22
34	Burlington	12,876	5.3%	21,255	9.7%	1,295	8.1%	0.61	9.94
37	Morningside/Riverside	5,175	2.1%	3,243	1.5%	271	1.7%	1.60	19.11
40	South Knoxville	4,015	1.7%	7,158	3.3%	431	2.7%	0.56	9.32
41	Chapman Hwy	18,331	7.6%	14,990	6.8%	871	5.4%	1.22	21.06
42	UT/Ft Sanders Hospitals	6,706	2.8%	7,381	3.4%	867	5.4%	0.91	7.74
44	University Park	13,745	5.7%	2,414	1.1%	240	1.5%	5.69	57.27
45	Vestal	5,931	2.5%	6,665	3.0%	431	2.7%	0.89	13.76
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		240,758		220,001		15,978		1.09	15.07
LIFT SERVICE		5,935		39,726		2,864		0.15	2.07
TOTAL SCHEDULED SERVI	CES	246,693		259,727		18,842		0.95	13.09
TOTAL CHARTER SERVICE	S	3,785		306		69		12.39	54.82
GRAND TOTAL ALL KAT SE	ERVICES	250,478		260,032		18,911		0.96	13.24

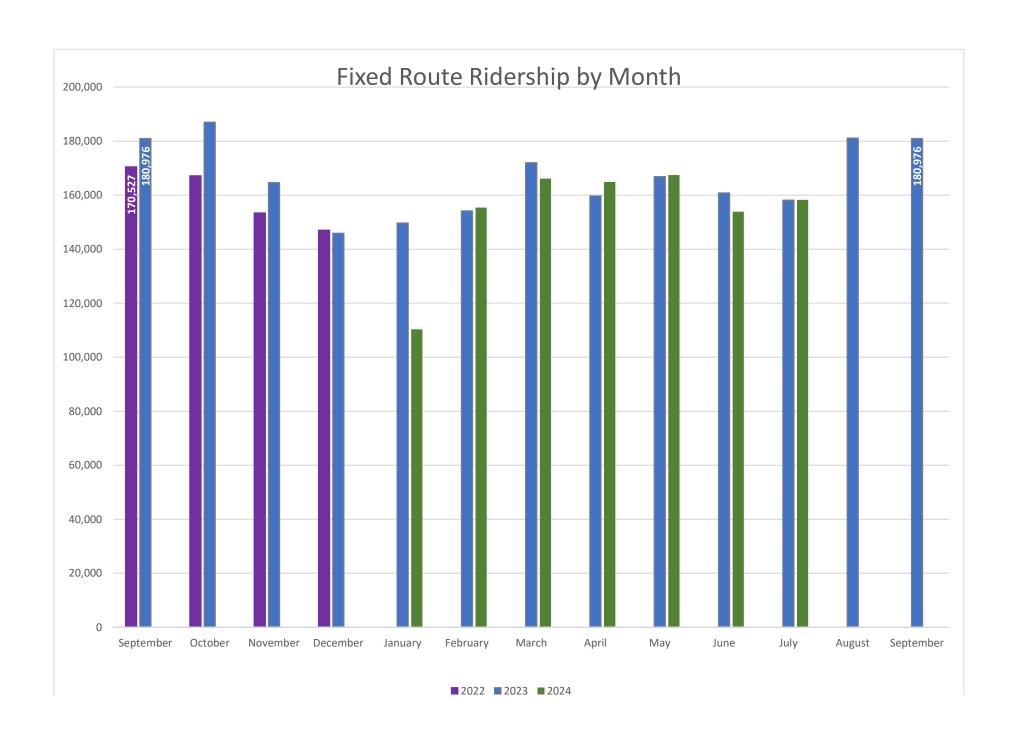
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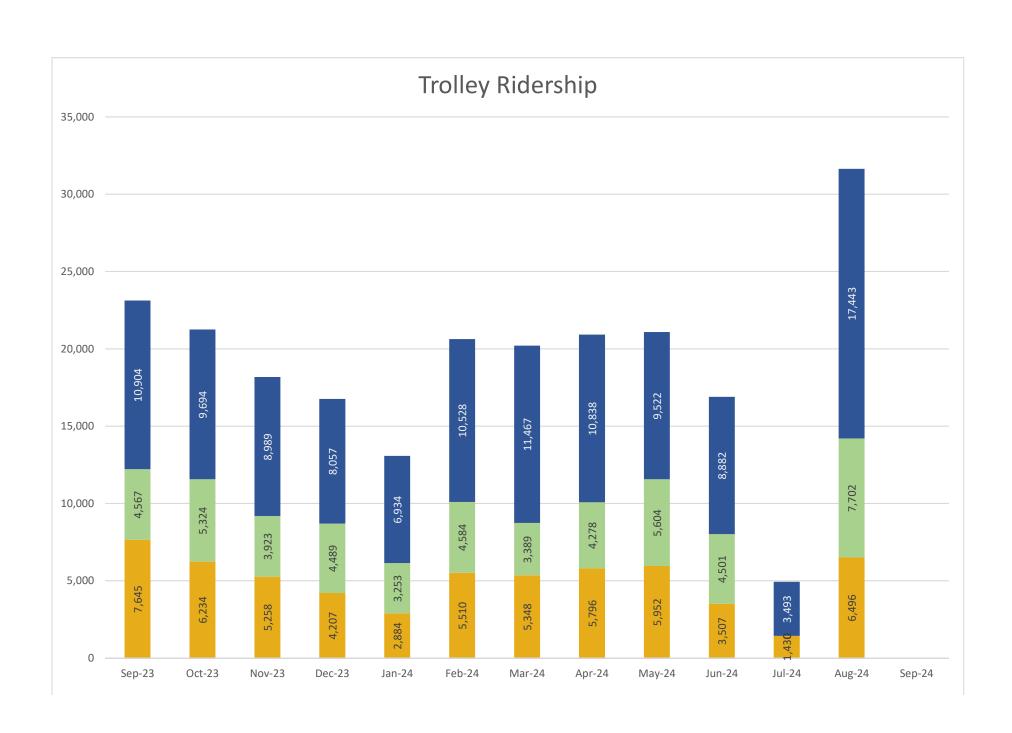


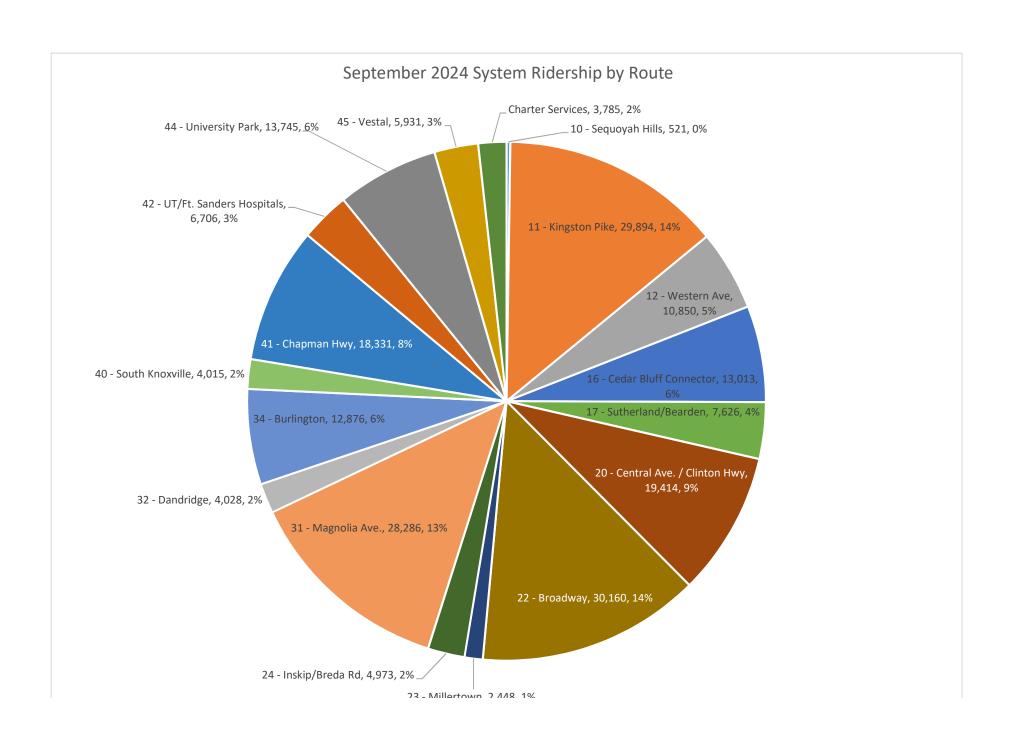
	THIS MONTH				EAR-TO-DATE	<u>1</u>
	This	Last		This	Last	
	Year	Year	Change	Year	Year	Change
FIXED ROUTE SERVICE						
Total Passengers	240,758	207,106	16%	706,679	597,909	18%
System Generated Revenue				\$258,233	\$298,758	-14%
Revenue Veh. Miles	220,001	190,042	16%	661,987	588,249	13%
Revenue Veh. Hours	15,978	14,922	7%	48,445	46,244	5%
Passengers/Mile	1.09	1.09	0%	1.07	1.02	5%
Passengers/Hour	15.07	13.88	9%	14.59	12.93	13%
Preventable Accidents	4	9	-56%	16	26	-38%
Mechanical Road Calls	37	41	-10%	134	109	23%
Accidents/100,000 Miles	1.82	4.74	-62%	2.42	4.42	-45%
Miles/Road Failure	5,946	4,635	28%	4,940	5,397	-8%
DEMAND RESPONSE					0	
Total Passengers	5,935	7,024	-16%	19,034	20,260	-6%
System Generated Revenue	,	,		\$23,317	\$28,991	-20%
Revenue Veh. Miles	39,726	47,286	-16%	125,345	136,818	-8%
Revenue Veh. Hours	2,864	3,454	-17%	9,663	10,018	-4%
Passengers/Mile	0.15	0.15	1%	0.15	0.15	3%
Passengers/Hour	2.07	2.03	2%	1.97	2.02	-3%
Preventable Accidents	0.00	3.00	-100%	1	11	-91%
Mechanical Road Calls	5.00	2.00	150%	18	6	200%
Accidents/100,000 Miles	0.00	6.34	-100%	0.80	8.04	-90%
Miles/Road Failure	7,945	23,643	-66%	6,964	22,803	-69%
CHARTER SERVICE					0	
Charters	64	93	-31%	140	349	-60%
Sports Charters	3,721	0	372100%	7,517	0	0%
Total Passengers	3,785	93	3970%	7,657	349	2094%
Revenue						0%
Football Shuttle Charters				\$0	-\$300	-100%
Trolley Charters				\$0	\$3,500	-100%
Total Miles	306	41	645%	582	142	310%
Total Hours	69.1	11.0	528%	144	43	239%

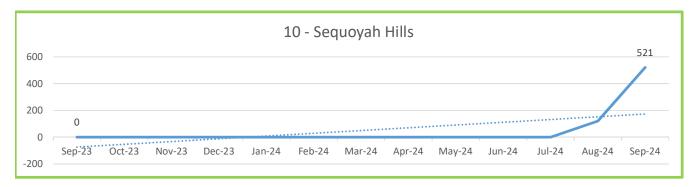
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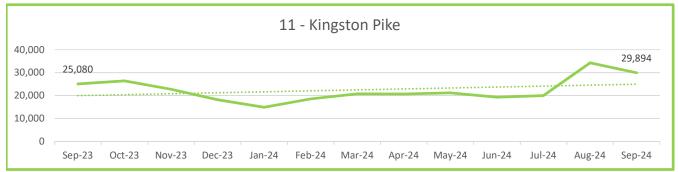
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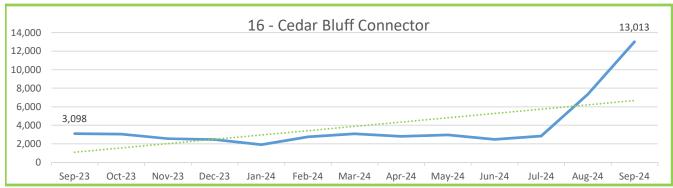






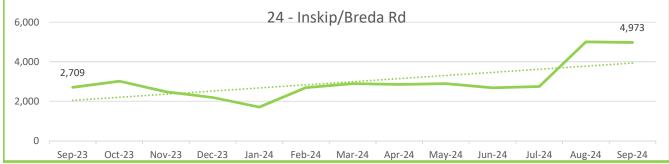


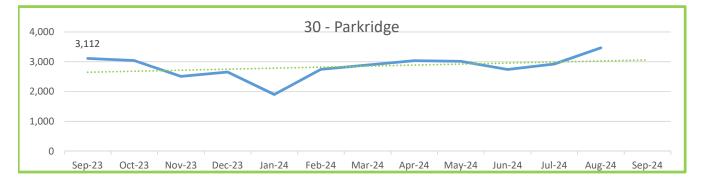




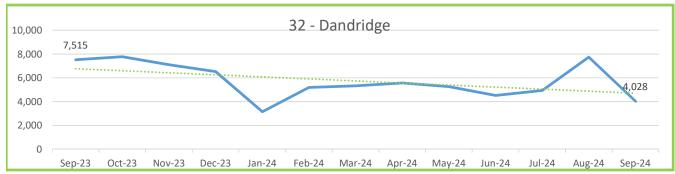




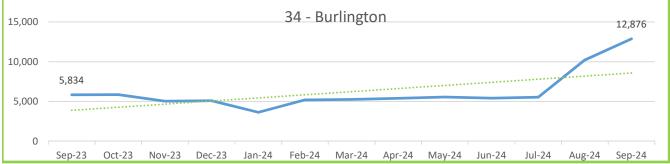




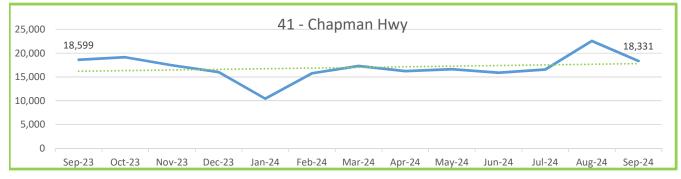


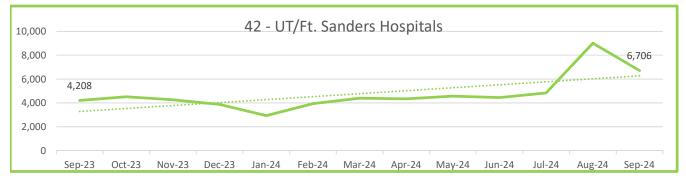
























# KAT RIDERSHIP September 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	322	504	-36.1%	728	1,131	-35.6%
11	Kingston Pike	28,361	27,926	1.6%	83,598	83,642	-0.1%
	Western Ave	12,552	13,554	-7.4%	39,539	40,345	-2.0%
13	Beaumont	2,788	2,832	-1.6%	9,280	8,724	6.4%
16	Cedar Bluff Connector	3,146	2,955	6.5%	9,057	9,063	-0.1%
17	Sutherland/Bearden	9,304	7,931	17.3%	25,397	22,338	13.7%
19	Lakeshore / Lonas Connector	481	564	-14.7%	1,416	1,752	-19.2%
20	Central Ave. / Clinton Hwy	12,151	11,207	8.4%	36,659	35,651	2.8%
21	Lincoln Park	2,785	3,612	-22.9%	9,332	11,362	-17.9%
22	Broadway	25,334	25,699	-1.4%	80,680	77,478	4.1%
23	Millertown	5,421	4,971	9.1%	17,038	16,290	4.6%
24	Inskip/Breda Rd	2,984	2,503	19.2%	8,780	8,092	8.5%
30	Parkridge	3,159	2,617	20.7%	9,707	8,174	18.8%
31	Magnolia Ave.	19,465	19,749	-1.4%	58,084	59,355	-2.1%
32	Dandridge	6,188	6,429	-3.7%	20,491	19,228	6.6%
33	M.L.K.	3,822	3,626	5.4%	11,494	11,051	4.0%
34	Burlington	5,725	5,965	-4.0%	18,797	18,901	-0.6%
40	South Knoxville	4,326	3,394	27.5%	12,642	10,435	21.1%
41	Chapman Hwy	13,542	11,846	14.3%	40,846	35,920	13.7%
42	UT/Ft. Sanders Hospitals	3,748	3,533	6.1%	11,677	10,639	9.8%
44	University Park	9,651	8,500	13.5%	13,721	11,870	15.6%
45	Vestal	5,180	5,151	0.6%	16,029	15,574	2.9%
90	Crosstown	7,154	7,115	0.5%	23,157	22,244	4.1%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTA	AL	187,589	182,183	3.0%	558,149	539,259	3.5%
82	Orange Line Trolley	17,578	19,984	-12.0%	56,939	65,435	-13.0%
84	Green Line Trolley	10,241	9,273	10.4%	36,712	34,196	7.4%
86	Blue Line Trolley	19,058	18,860	1.0%	64,930	63,680	2.0%
88	Red Line Trolley	3,277	-	100.0%	4,911	-	100.0%
SUBTOTA	AL .	50,154	48,117	4.2%	163,492	163,311	0.1%
TOTAL P	ASSENGERS WITH TROLLEYS	237,743	230,300	3.2%	721,641	702,570	2.7%
LIFT SER	RVICE	5,537	4,691	18.0%	16,717	16,131	3.6%
TOTAL S	CHEDULED SERVICES	243,280	234,991	3.5%	738,358	718,701	2.7%
TOTAL C	CHARTER SERVICES	9,010	19,314	-53.3%	14,626	20,941	-30.2%
GRAND T	TOTAL ALL KAT SERVICES	252,290	254,305	-0.8%	752,984	739,642	1.8%



# KAT RIDERSHIP September 2024



ROUTE:	# ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	10,781	-	100.0%	13,883	-	100.0%
10	Sequoyah Hills	521	-	100.0%	641	-	100.0%
11	Kingston Pike	29,894	25,080	19.2%	84,171	71,284	18.1%
12	Western Ave	10,850	15,745	-31.1%	44,948	47,620	-5.6%
13	Beaumont	-	969	-100.0%	3,267	2,913	12.2%
15	Woodland Crosstown	11,985	-	100.0%	15,027	-	100.0%
16	Cedar Bluff Connector	13,013	3,098	320.0%	23,190	9,673	139.7%
17	Sutherland/Bearden	7,626	8,878	-14.1%	27,576	21,632	27.5%
20	Central Ave/Clinton Hwy	19,414	9,599	102.3%	47,068	31,670	48.6%
21	Lincoln Park	-	2,999	-100.0%	6,226	8,683	-28.3%
22	Broadway	30,160	25,801	16.9%	87,273	77,272	12.9%
23	Millertown	2,448	4,137	-40.8%	13,291	12,572	5.7%
24	Inskip/Breda Rd	4,973	2,709	83.6%	12,720	7,986	59.3%
30	Parkridge	-	3,112	-100.0%	6,389	10,347	-38.3%
31	Magnolia Ave.	28,286	18,414	53.6%	72,334	53,800	34.4%
32	Dandridge	4,028	7,515	-46.4%	16,700	19,711	-15.3%
33	M.L.K.	-	3,737	-100.0%	8,366	10,941	-23.5%
34	Burlington	12,876	5,834	120.7%	28,607	16,417	74.3%
37	Morningside/Riverside	5,175	-	100.0%	6,815	-	100.0%
40	South Knoxville	4,015	3,033	32.4%	10,977	8,668	26.6%
41	Chapman Hwy	18,331	18,599	-1.4%	57,458	54,087	6.2%
42	UT/Ft Sanders Hospitals	6,706	4,208	59.4%	20,557	13,337	54.1%
44	University Park	13,745	6,125	124.4%	31,905	8,181	290.0%
45	Vestal	5,931	4,736	25.2%	16,466	13,592	21.1%
90	Crosstown	-	6,648	-100.0%	14,260	19,947	-28.5%
	Other	-	-	0.0%	-	-	0.0%
SUBTOT	ΓAL	240,758	180,976	33.0%	670,115	520,333	28.8%
82	Orange Line Trolley	-	7,645	-100.0%	6,496	-	100.0%
84	Green Line Trolley	-	4,567	-100.0%	7,702	-	100.0%
86	Blue Line Trolley	-	10,904	-100.0%	18,873	23,360	-19.2%
SUBTOT	ΓAL	-	23,116	-100.0%	33,071	23,360	41.6%
TOTAL	PASSENGERS WITH TROLLEYS	240,758	204,092	18.0%	703,186	543,693	29.3%
LIFT SE	RVICE	5,935	6,429	-7.7%	5,935	594,895	-99.0%
TOTAL	SCHEDULED SERVICES	246,693	210,521	17.2%	709,121	1,138,588	-37.7%
TOTAL	CHARTER SERVICES 2>	3,785	12,679	-70.1%	472,897	601,324	-21.4%
CD 4 NO	TOTAL ALL MATE SERVICES	250 450	222 222	10.00/	1 100 010	1 800 012	22.107
GKAND	TOTAL ALL KAT SERVICES	250,478	223,200	12.2%	1,182,018	1,739,912	-32.1%



#### **SEPTEMBER 2024**

#### **RIDERSHIP REPORT**

#### Time of day for pick-up / drop-off (Completed Only)

7:00 - 10:00: 7

11:00 - 16:00: 2

17:00 - 20:00: 3

21:00 - 23:00: 5

#### **Number of unique riders (Completed Only)**

7 riders last month

#### Connected with Route 12 or Route 20 (Completed Only)

12IB: 4

Cassell: 11

20 IB: 1

20 OB: 1

#### **Booked / Completed trips**

Booked: 34 trips

Completed: 17 trips



Title VI Fare Equity Analysis



for Proposed Fare Changes and New Payment System

#### **Executive Summary**

Knoxville Area Transit (KAT) is the public transit provider for the City of Knoxville, Tennessee. KAT is operated by a non-profit organization called K-Trans Management, Inc. Federal grant funding is managed by the City of Knoxville, which is the direct recipient of Federal Transit Administration (FTA) Section 5307 and Section 5339 funding. In most instances, the terms: Knoxville Area Transit, KAT, and the City of Knoxville refer to the staff of KAT who are charged with the responsibility of meeting all Federal requirements, including those under Title VI and FTA Circular 4702.1B.

KAT also receives Federal funding through the Tennessee Department of Transportation (TDOT). As a recipient of these funds, KAT must comply with both Federal Title VI regulations and TDOT requirements.

City of Knoxville's Title VI Program was updated as of 1/31/2023 and it will expire 3/31/2026.

KAT coordinates regional planning activities, including those under Title VI, with the Knoxville Regional Transportation Planning Organization (TPO), the local Metropolitan Planning Organization (MPO) for the Knoxville urban area.

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

#### **The Process**

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

- Any change in fares either increase or decrease, requires a Title VI analysis to
  ensure that minority and low-income populations are not experiencing a disparate
  impact or disproportionate burden, respectively.
- 2. Does the service change constitute a Disparate Impact on Minority Populations? The board approved the definition of KAT's Disparate Impact Policy for Minority Populations under Title VI regulations. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of minority population, then an additional review will take place (Alternatives Evaluation). In that instance,

KAT staff would evaluate whether alternatives exist that would serve the same objective(s) but with less negative impact on a minority population.

- 3. Does the service change constitute a Disproportionate Burden on Low-Income Populations? The board approved the definition of KAT's Disproportionate Burden Policy for Low Income populations under Title VI regulations. It states: If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of low-income population, then an additional review will take place (Alternatives Evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objective(s) but with less negative impact on a low-income population.
- 4. If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

## Fare Equity Analysis Methodology on Proposed New Payment System and Fare Changes

A fare equity analysis of the new payment system, katpay, and proposed fare changes was completed using survey results conducted by KAT in August 2024 and data from a 2021 KAT On-Board Survey data used to analyze methods of fare payment for both minority populations and low-income populations to determine whether minority populations or low-income populations experience any burdens beyond those of the overall ridership population.

ETC Institute conducted the 2021 Transit On-Board Origin-Destination (OD) Survey on behalf of Knoxville Area Transit (KAT). The data collection began on October 18, 2021, and ended on November 12, 2021.

The fare equity analysis was performed according to the requirements of the Federal Transit Administration's Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, and KAT's 2023 Title VI Program. The fare equity analysis aims to determine, before implementing changes to the fare system, whether the planned changes will have a disparate impact based on race, color, or national origin, or if low-income populations will bear a disproportionate impact burden of the changes.

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 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
- Close to 60 retail locations where customers can add funds to their cards 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

#### HOW KATPAY WORKS -ON-BOARD EQUIPMENT AND TECHNOLOGY

All fixed-route buses are equipped with the JustRide validator. This multi-format validation device enables the electronic validation of all major transportation ticketing formats, including contactless barcodes and smartcards.

- 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 your mobile account barcode OR Tap your 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.



This report documents KAT's fare equity analysis of its proposed migration to a new integrated electronic fare payment system, called katpay, including related public engagement efforts. The purpose of the fare equity analysis is to determine, before implementing changes to certain fare system functions and structures, whether the planned changes will have a disparate impact based on race, color, or national origin, or if low-income populations will bear a disproportionate burden as a result of these proposed changes.

The fare equity analysis involved a technical analysis using rider survey data from 2021 and rider survey data from August 2024 and public input collected through our community engagement process and social media outlets. The new payment system (katpay) is a closed-loop, account-based ticketing system offered through a mobile app via the Transit app, and reloadable smartcards. These smartcards are more durable and not for single use. The back of the card includes a barcode utilized at retail outlets for customers loading value on their accounts.

The Aztec and Ultra-Light non-reloadable cards will have 1-day pass value, 1-day SDS value, 30-day value, and 30-day SDS value offered to entities who purchase in bulk. These cards are less durable and for single use only.

## 1 Day Passes Scan on white optical reader



### 30 Day Passes Tap on black 'contactless' pad





#### The following changes are recommended:

ITEM	RECOMMENDATION
One-Ride Pass	No longer sold at the Customer Service counter.
	Stored value on smartcards will allow customer to add cash to
1- Day Pass	their accounts in increments of their choice, rather than having
	to purchase specifically priced products.
	Stored value on smartcards will allow customer to add cash to
30-Day Pass	their accounts in increments of their choice, rather than having
	to purchase specifically priced products.
20 – Ride Pass	No longer sold at the Customer Service counter.
	Reloadable smartcard with denomination of cash from \$1 - \$100
KatPay	and have only the price of the fare product they use deducted
	from that cash balance.
KatPay Card Price	Charge customers \$4.00/card, with the option to receive the
	\$4.00 back in the form of stored value after registering the card.
Fare Capping	Fare capping allows customers to save money by providing the
	same rates as a daily or monthly pass without the upfront cost.
	Passengers pay the lowest fare every time, guaranteed!
	<ul> <li>The fare payment system tracks usage and stops</li> </ul>
	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 fares never pay
	more than \$1 a day, or \$15 in 30 days.
	Phase out magnetic media once the new system is implemented
Magnetic paper	and all existing products are supported. This includes products
tickets	such as change cards and one-day passes.
Change Cards	Discontinue the issuance of change cards on fixed-route buses.
	This will speed up the boarding process
	Cash will continue to be accepted on board vehicles as an
Exact Change	accepted fare payment for a one-ride pass (\$1.00). All riders
	paying with cash will be required to pay with exact change for
	each boarding.
Retail	An extensive network of retailers has been implemented to
outlets/Community	facilitate customer access to locations where they can reload
Partnerships	value to their smartcards, including cash.

Each of these recommendations has been evaluated together to determine if there would be any disparate impacts on minority populations or disproportionate burdens on low-income populations.

Currently, riders can purchase passes on buses and at the Knoxville Transit Center. KAT is committed to ensuring easy access to this new media. These smartcards and new fare media would be available at the customer service counter. Riders with smartphones and debit/credit cards would be able to take

advantage of the new account-based system to purchase, load, and manage fare products on their account.

From October 23, 2024 – May 1, 2025, of implementation, KAT will provide a \$4 credit when you purchase a katpay card and create an account. KAT will eliminate magnetic media including on-board day passes and change cards as of **December 31, 2024**. As low-income and minority riders are more likely to use cash fares on buses, KAT will continue to provide opportunities to lessen or remove any impacts from these groups by accepting an exact change of \$1 for 1 ride only.

There are substantial benefits to the system's effectiveness of eliminating magnetic media which will help improve reliability, speed up boarding times, increase prepaid transactions, and simplify driver/rider interactions. Additionally, all current pass types would still be available but only through value loaded on new smartcards or through the mobile transit app.

#### **KAT RIDERSHIP PROFILE**

KAT pulled minority survey data and analyzed fare type usage specific to that population. The same method was followed for low-income populations, using the definition of low income determined by the survey data, combining household income and the number of people in a household to determine low-income status.

Over half (57%) of KAT's passengers are Non-Minority, with Black passengers being the second largest ethnic group at thirty-two (32%) percent.

**TABLE 1: Race / Ethnicity** 

TABLE 1. Nace / Etimicity	
Race / Ethnicity	Percentages
White	57.4%
Black / African American	31.8%
Hispanic / Latino	4.3%
Asian	3.4%
Two or more Races	3.0%
Other	0.1%
Grand Total	100.0%

The majority of passengers who walk to their first stop is 97% and from their last stop it is 98%. This shows that the typical KAT rider is transit-dependent. Two percent of KAT passengers are considered Limited English Proficient (LEP). Overall, sixty-two percent (62%) of KAT passengers are considered low-income.

The table below lists all current fare products and associated values for fixed route.

<u>Type</u>	<u>Regular</u>	Disc	counted*
One-Ride	\$ 1.00	\$	0.50
1-Day Pass	\$ \$ 2.00		1.00
30-Day Pass	\$ \$ 30.00		15.00
20-Ride Pass	\$ 15.00	\$	7.50

\*Discounted KAT fare is available for those who qualify, including seniors age 65 or over, Medicare cardholders, students under age 18, and persons with disabilities. A KAT I.D. or Medicare card is required to ride for a discounted fare

**TABLE 2: Current Fare Usage by Group** 

Race/Ethnicity	20-Ride	30-Day	Cash	Day	One Ride	
	Pass	Pass		Pass	Pass	Overall
African-American/Black	7	92	173	75	14	361
Asian	2	5	11	0	1	19
Hispanic/Latino	1	7	16	4	1	29
Multiple Races	2	17	17	8	1	45
Native American Indian	0	3	2	0	0	5
Other	0	1	0	2	0	3
Minority - combined	12	125	219	89	17	462
Minority Usage	3%	27%	47%	19%	4%	
Non-Minority	18	207	241	87	19	572
Non-Minority Usage	3%	36%	42%	15%	3%	
Overall	30	332	460	176	36	1034
Minority Overall Usage	3%	32%	44%	17%	3%	

**TABLE 3: Current Fare Usage by Income** 

Annual Income	20-Ride Pass	30-Day Pass	Cash	Day Pass	One Ride Pass	Overall
Less than \$11,500	12	166	192	83	18	471
\$11,500 - \$15,499	5	50	70	33	3	161
\$15,500 - \$19,499	1	22	43	14	2	82
	18	238	305	130	23	714
*Low-Income Usage	3%	33%	43%	18%	3%	
\$19,500 - \$23,499	3	23	40	12	3	81
\$23,500 - \$39,999	5	27	45	14	4	95
\$40,000 or more	2	18	27	3	3	53
Overall	28	306	417	159	33	943
Low-income overall						
usage	3%	32%	44%	17%	3%	

<sup>\*</sup>KAT low-income passengers' annual household income is less than \$19,499.00

No fare media is used at a rate nearly 10 percentage points higher than the overall population, indicating that minority and low-income populations will be affected equally to the overall population if we discontinue selling the **20-ride pass** and the **one-ride pass**.

Ninety percent (90.4%) of passengers have a working smartphone. Riders with smartphones and debit/credit cards would be able to take advantage of the new account-based system to purchase, load, and manage fare products on their account.

**TABLE 4: Working Smart Phone** 

Working Smartphone	Percentages
No	9.6%
Yes	90.4%
Grand Total	100.0%

#### **PUBLIC PARTICIPATION PLAN**

KAT continues to maintain and grow several social media platforms and a website that contains news and routing information. KAT has Title VI information on its website.

KAT has utilized various forms of social media including Facebook, Twitter, and Instagram. KAT also provided standard informational flyers on buses and posted them at locations in Knoxville Station.

KAT understands that transit has a tremendous social impact and can greatly affect individuals, neighborhoods, and communities. KAT strives to have no barriers to its transit services. It is also important to KAT that no barriers exist for persons wanting to access KAT information or wanting the opportunity to participate in public meetings or comment on services and programs. KAT has a strategy that offers early and continuous opportunities for the public to be involved. KAT continuously strives to provide outreach opportunities to those persons living or utilizing services in Title VI-identified areas.

#### **Meeting Location**

Meeting Date	Location	Area Focus	Number of Attendees	Minority Demographic Groups Identified Among Participants	Language Translation at Meeting
Monday, September 9, 2024, 5:00pm	Knoxville Transit Center, Church Street, Knoxville, TN	Knox County	7 citizens 3 staff	African-American, female, Seniors, Disabled	None
Monday, September 16, 2024, 5:00pm	W.S.P. 4 South Main St. Dayton, Ohio 45402	Knox County	15 citizens 3 staff	African-American, female Seniors, Disabled	None

The meetings were conducted by KAT staff and they covered the following agenda items:

Introduction & Overview PowerPoint of the project by the Transit Director

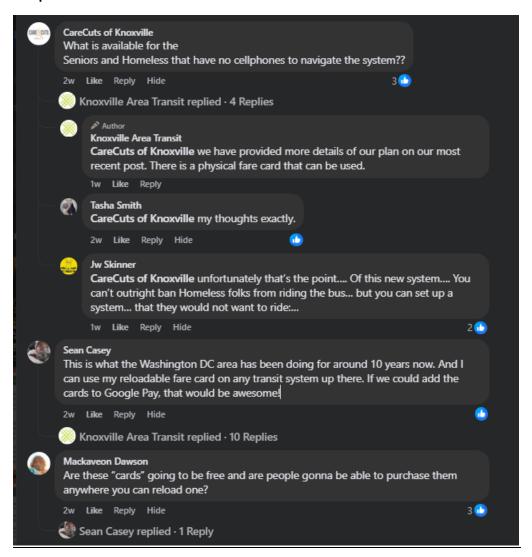
The feedback received at the meetings was positive and negative on the new system after KAT staff explained how it would work. There were unrelated comments to the information covered at the hearing.

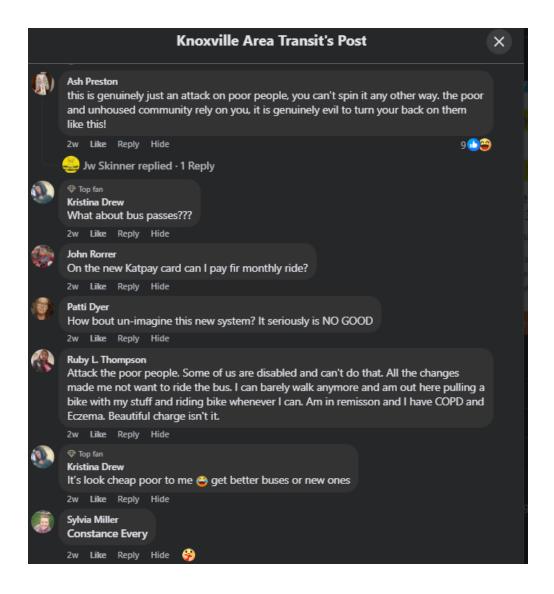
Common concerns identified through public engagement were the cost/management of cards, gaps in access to the retail network, and the security of personal information used in smart card registration.

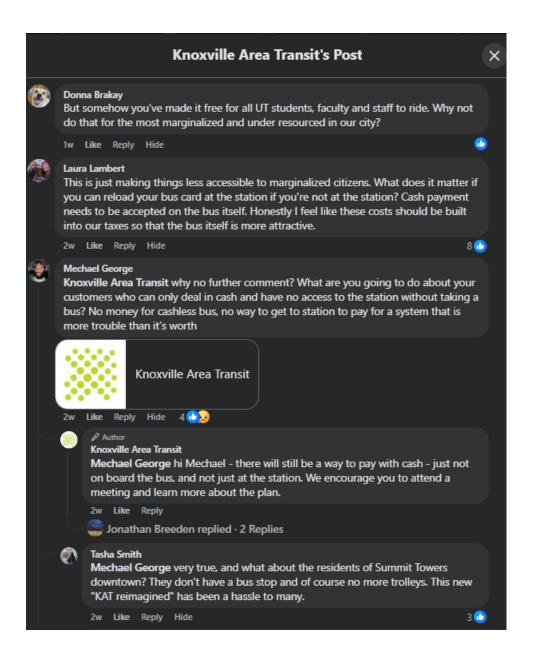
#### Website

KAT's website provides round-the-clock information on the transit system, including fare structures, route schedules, and maps. Any changes in service, such as weather anomalies, traffic reroutes, or holiday hours, are made available on the site. KAT press releases are published on the site. The site has Google Translation software for on-demand translation to Spanish.

#### Sample comments received from social media







#### **ANALYSIS OF NO POTENTIAL ADVERSE EFFECTS**

KAT's equity analysis found that the following payment system and fare structure changes will have no disparate impact or disproportionate burden, and were not identified as high concerns through the public input process:

FARE CAPPING	Fare caps will limit the amount a rider spends on KAT in a given day or month. Fare caps are available to customers who utilize a smartphone or smart card. Customers who pay their fares by cash may benefit from the fare caps if they ride frequently enough. Over half (59%) of passengers ride KAT five days a week or more.  Minority and low-income customers who pay by cash and ride frequently enough will benefit from the fare cap account.  This was a feature most participants liked during the public meetings.
	Fare capping is not statistically significant, so no disparate impact or disproportionate burden was found.
ELIMINATION OF 1- RIDE PASSES AT THE CUSTOMER SERVICE COUNTER	Overall customer use of 1-ride passes accounts for <b>3%</b> of ticket sales for low-income and minority populations. The 1-ride passes can be purchased through the mobile transit app. <b>90.4%</b> of KAT customers own a smartphone.
	These passes are not statistically significant, so no disparate impact or disproportionate burden was found.
ELIMINATION OF 20- RIDE PASSES AT THE CUSTOMER SERVICE COUNTER	Overall customer use 20-ride passes accounts for <b>3%</b> of ticket sales for low-income and minority populations. The 20-ride passes can be purchased through the mobile transit app. <b>90.4</b> % of KAT customers own a smartphone
	These passes are not statistically significant; therefore, no disparate impact or disproportionate burden was found.
CHANGE CARD	Change cards are not statistically significant; therefore, no disparate impact or disproportionate burden was found.
EXACT CHANGE	Overall, cash users account for <b>47</b> % of minority usage and <b>42</b> % of non-minority usage. Overall, cash users account for <b>43</b> % of low-income usage and <b>44</b> % of non-low-income usage.
	Cashless is no longer a recommendation; therefore, customers can pay with exact change for 1-ride (\$1) only.
	The difference between minority and non-minority and low-income and non-low-income as it relates to exact change are not statistically significant because the usage is not 10 percentage points beyond the system-wide percentage.

	Therefore, no disparate impact or disproportionate burden was found.
RELOADABLE	Registration of the smart card is an option. Customers can
SMARTCARD	remain anonymous while using katpay. However, registration
	would provide lost value protection and facilitate the re-
	loading of smartcards. Since account creation is not required,
	it does not yield a disparate impact or disproportional burden.

#### **IMPLEMENTATION OF RECOMMENDATIONS**

ITEM	RECOMMENDATION
	Stored value on smartcards will allow customer to add cash to
1- DAY PASS	their accounts in increments of their choice, rather than
	having to purchase specifically priced products.
	Stored value on smartcards will allow customer to add cash to
30-DAY PASS	their accounts in increments of their choice, rather than
	having to purchase specifically priced products.
	Reloadable smartcard with denomination of \$1-\$100 cash
KATPAY	they desire and have only the price of the fare product they
	use deducted from that cash balance.
KATPAY CARD PRICE	Charge customers \$4.00/card, with the option to receive the
	\$4.00 back in the form of stored value after registering the
	card. Registration of the smart card is an option. Customers
	can remain anonymous while using katpay.
	Phase out magnetic paper media and implement the new
MAGNETIC PAPER	katpay smartcard and mobile transit app no later than
TICKETS	December 31, 2024.
RETAIL	An extensive network of retailers has been implemented to
OUTLETS/COMMUNITY	facilitate customer access to locations where they can reload
PARTNERSHIPS	value to their cards using cash or credit/debit cards.

#### **EXPLANATION AND ANALYSIS OF POTENTIAL ADVERSE EFFECTS**

KAT's equity analysis found that the following will have disparate impact or disproportionate burden:

• Lack of more Retail outlets/Community Partnerships within KAT service area

KAT evaluated this plan to compare benefits that minority, non-minority, low-income, and non-low-income populations will receive. KAT mapped the locations of the retail outlets, overlaid on the minority and low-income populations within the service district. KAT then compared percentages of minority and

low-income populations with access to the retail outlets to those of non-minority and non-low-income populations, respectively, to determine if a potential disparate impact or disproportionate burdens exists. There are 37 payment locations within 0.25 miles of a transit stop and 46 payment locations are within 0.5 miles of a transit stop.

As background, KAT mapped the minority and low-income populations within the service area **(EXHIBIT D).** Block groups (highlighted in yellow) that have more than half of their area in the KAT service area do not have retail outlets.

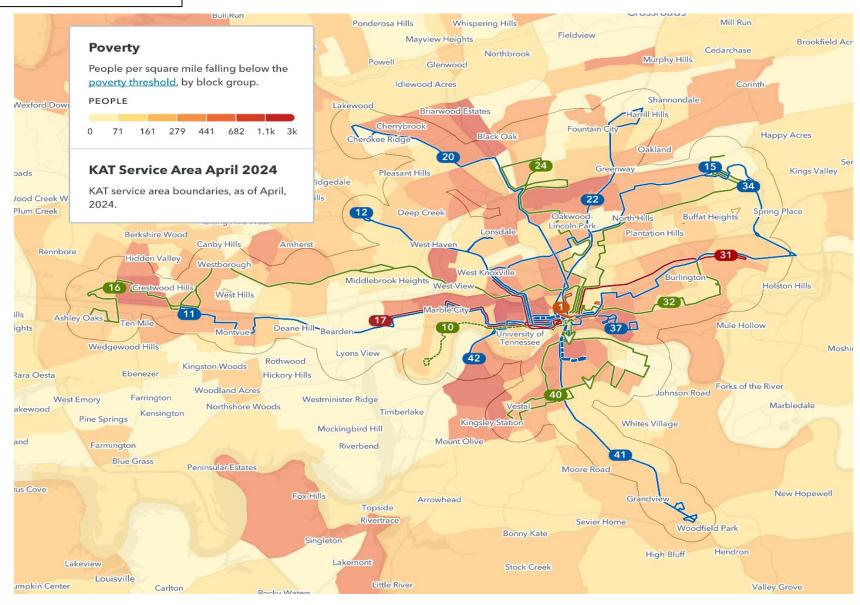
Per the guidelines in the FTA Title VI circular, findings of disparate impact or disproportionate burden call for steps to avoid, minimize, or mitigate impacts where practicable.

Based on technical analysis, the following changes may alleviate potential disparate impacts on minority populations or disproportionate burdens on low-income populations:

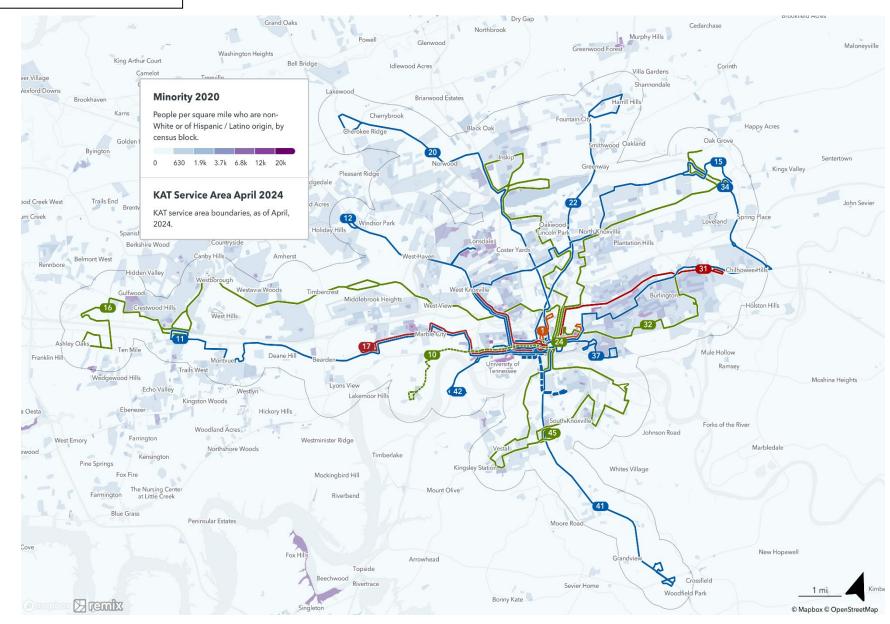
KAT staff recommends continuing several mitigation measures to address these findings:

- Continuing to add more locations to the retail network, specifically in minority and low-income neighborhoods.
- Allow customer accounts to go negative and offer a courtesy ride to access the nearest retail locations or the Transit Center.

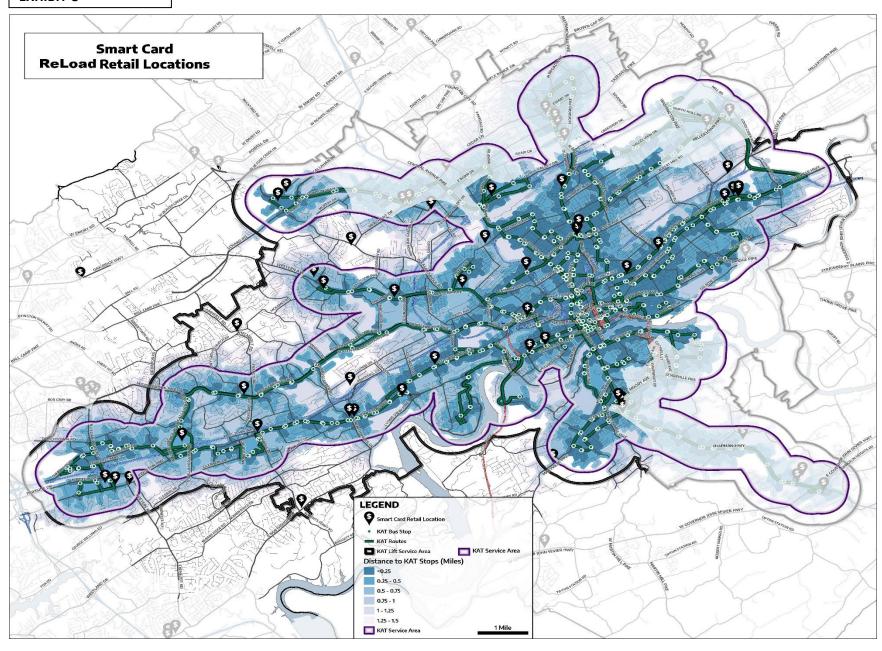
#### EXHIBIT A



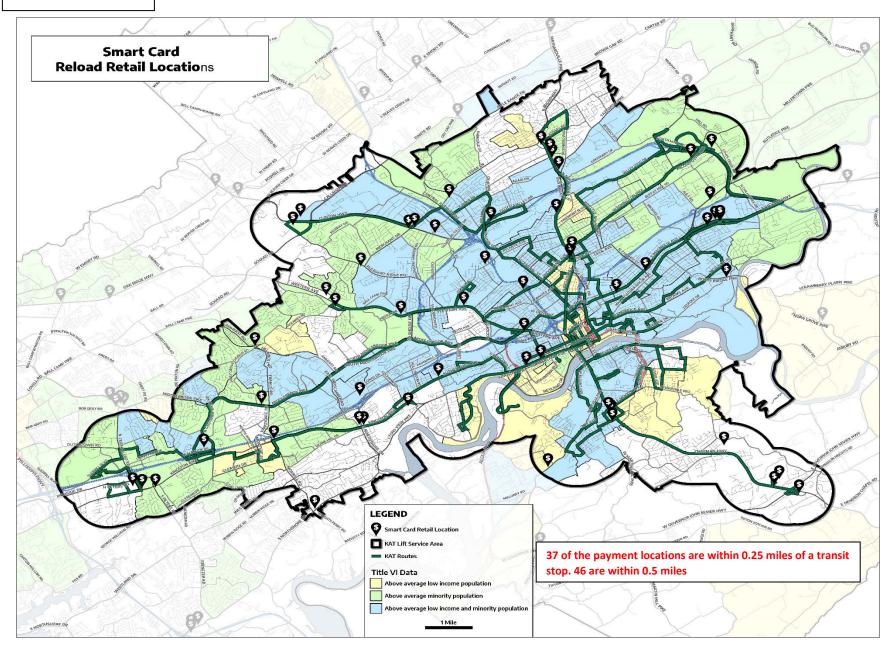
#### EXHIBIT B



#### **EXHIBIT C**



#### **EXHIBIT D**



Census ID	Population	Low Income	Minority	# of Retail Locations
470930001001	1507	17.3%	10.6%	0
470930001002	1055	20.9%	16.7%	0
470930008001	1599	40.2%	43.1%	0
470930008002	879	13.5%	8.6%	0
470930008003	1922	41.2%	13.7%	0
470930009011	2176	0.0%	21.3%	0
470930009021	3061	96.1%	17.9%	0
470930014001	853	6.7%	51.0%	1
470930014002	815	51.2%	49.7%	0
470930014003	611	49.1%	47.5%	0
470930015001	1480	27.9%	34.3%	0
470930015002	1105	17.4%	34.4%	0
470930015003	821	15.5%	26.7%	0
470930016001	1249	35.3%	8.5%	0
470930016002	2146	2.0%	10.0%	0
470930017001	1538	14.8%	35.5%	1
470930017002	1179	12.8%	27.9%	0
470930018001	1257	11.1%	18.9%	0
470930018002	1267	27.9%	25.9%	0
470930019001	1439	26.3%	71.1%	1
470930020001	1183	14.9%	87.0%	0
470930020002	1118	31.0%	81.9%	0
470930020003	619	51.9%	89.3%	0
470930021001	802	18.6%	74.9%	0
470930021002	2078	15.2%	67.8%	1
470930022001	992	5.7%	2.2%	0
470930022002	1939	21.0%	19.6%	0
470930022003	866	6.1%	3.6%	0
470930023001	1610	22.0%	22.2%	0
470930023002	1635	9.1%	14.6%	0
470930024001	2125	15.5%	30.0%	1
470930024002	643	30.3%	23.0%	2
470930024003	1738	33.3%	32.0%	0
470930026001	865	26.8%	22.9%	0
470930026002	1667	41.5%	59.5%	1
470930027001	938	10.9%	28.6%	0
470930027002	1463	48.7%	41.3%	0
470930028001	978	2.1%	12.8%	2
470930028002	369	44.2%	67.8%	0
470930028003	1963	33.2%	70.9%	0
470930028004	1212	6.0%	52.7%	0

470930029001	1813	35.7%	29.3%	1
470930029002	1690	50.6%	55.1%	0
470930030001	1461	11.4%	16.6%	0
470930030002	1355	29.2%	48.8%	0
470930030003	2053	18.7%	26.0%	0
470930031001	1385	6.7%	40.9%	2
470930031002	1493	12.7%	29.3%	0
470930032001	1559	15.9%	59.9%	4
470930032002	1725	17.8%	83.4%	0
470930033001	2286	7.0%	26.8%	0
470930034001	1602	9.2%	11.2%	1
470930034002	1916	9.3%	11.0%	0
470930034003	443	26.6%	13.1%	0
470930035011	1310	35.2%	36.0%	0
470930035012	659	3.9%	0.0%	0
470930035021	873	57.3%	54.1%	0
470930035022	1457	53.7%	11.0%	0
470930037001	1535	32.2%	19.6%	0
470930037002	360	8.9%	0.0%	0
470930037003	1021	6.0%	8.9%	3
470930038011	833	12.7%	12.0%	0
470930038012	1399	3.6%	10.4%	1
470930038013	1197	2.2%	12.9%	0
470930038014	905	4.4%	21.3%	0
470930038021	1902	9.4%	25.3%	1
470930038022	1661	4.8%	49.4%	0
470930039011	2594	10.1%	15.3%	2
470930039012	1529	23.8%	39.0%	0
470930039021	1186	15.6%	48.2%	2
470930039022	2093	29.2%	34.5%	0
470930040001	1324	12.9%	32.6%	0
470930040002	766	37.0%	20.1%	2
470930040003	366	3.8%	9.3%	0
470930040004	1905	19.9%	13.9%	0
470930041001	1090	2.2%	20.8%	1
470930041002	514	16.5%	6.4%	1
470930041003	1703	13.9%	33.5%	0
470930041004	1342	8.5%	23.9%	0
470930042001	1262	15.8%	26.9%	2
470930042002	2062	6.5%	6.9%	0
470930043001	1239	23.6%	28.4%	1
470930043002	606	10.9%	9.2%	1
470930043003	1246	4.5%	9.5%	0
	1		1	

		•		
470930044011	2389	1.0%	6.7%	1
470930044031	1420	19.9%	18.0%	0
470930044032	1850	8.5%	23.2%	0
470930044033	2130	0.0%	5.1%	0
470930044041	1360	2.1%	9.1%	0
470930044042	2159	8.2%	22.3%	1
470930044043	757	0.0%	19.2%	0
470930045011	1648	6.0%	9.9%	0
470930045012	1502	16.0%	28.4%	0
470930045021	2202	16.9%	22.9%	0
470930045022	1590	0.8%	9.1%	0
470930046081	1791	12.6%	17.8%	0
470930046091	1975	23.8%	43.6%	0
470930046093	2249	14.7%	26.3%	0
470930046101	2804	31.6%	39.9%	0
470930046102	680	0.0%	15.4%	0
470930046103	800	43.8%	41.8%	1
470930046111	2503	7.3%	26.3%	0
470930046131	2251	11.6%	20.5%	0
470930046141	1927	1.0%	16.4%	0
470930046142	1904	14.3%	10.1%	1
470930046151	2355	16.2%	22.6%	0
470930046152	2228	22.2%	21.1%	0
470930047001	2359	6.1%	23.5%	0
470930047002	2158	12.4%	14.7%	1
470930048001	1760	31.0%	29.4%	1
470930048002	1194	7.6%	11.4%	1
470930048003	609	0.0%	4.6%	1
470930048004	1804	9.6%	23.9%	0
470930049001	2292	14.4%	25.2%	0
470930049002	1852	51.0%	31.9%	1
470930050001	1480	2.8%	5.7%	0
470930050002	1062	6.2%	11.5%	0
470930050003	1628	22.4%	23.1%	0
470930051002	1936	1.1%	26.2%	0
470930052022	1863	7.2%	26.8%	1
470930052031	2300	3.2%	36.2%	0
470930054011	2132	6.4%	10.4%	0
470930054012	771	10.2%	8.2%	1
470930055011	1426	18.7%	13.6%	2
470930055012	1313	7.3%	13.6%	0
470930056032	2530	9.0%	16.8%	1
470930056041	1509	8.7%	1.7%	1

				1
470930057011	1198	0.0%	1.8%	0
470930057014	765	0.0%	7.3%	0
470930057041	2643	14.0%	10.9%	0
470930057044	1272	5.3%	24.4%	0
470930057061	3156	5.4%	16.9%	1
470930057062	2010	6.1%	35.6%	1
470930060022	1346	13.4%	15.8%	0
470930061041	3298	3.8%	13.1%	1
470930066001	1335	44.9%	24.2%	0
470930066002	939	6.0%	9.1%	2
470930066003	991	19.4%	5.1%	0
470930067001	529	16.1%	28.5%	0
470930067002	1217	26.3%	90.0%	1
470930067003	962	25.8%	45.0%	0
470930068001	1153	53.9%	74.2%	0
470930068002	1996	40.9%	42.3%	0
470930068003	928	53.3%	31.6%	0
470930068004	355	38.9%	83.9%	0
470930069011	2727	69.2%	12.2%	0
470930069012	1454	70.6%	20.6%	0
470930069021	999	35.4%	21.1%	0
470930069022	2035	82.9%	17.1%	0
470930069031	1291	80.9%	20.1%	0
470930069032	1121	76.8%	43.4%	0
470930070001	1613	25.5%	64.4%	0
470930070002	1221	57.5%	53.0%	1
470930071001	1766	5.3%	19.9%	0
470930071002	1311	13.3%	4.4%	0
470930071003	892	5.8%	15.0%	0
Block Groups	Population	Low Income	Minority	Retail locations
156	232,457	19.1%	26.5%	57
>50% block group in				
KAT service area		29.4%	42.17%	
		Disproportionate	Disparate	
		Burden	Impact	

Area System	Minority	Low-Income
Average	26.5%	19.1%

# **APPENDIX A**

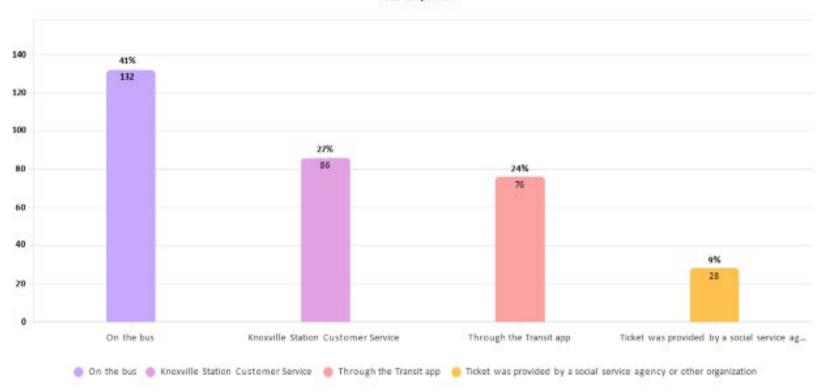
# KAT Fare Payment Survey -322 Total Responses

Date created: August 14, 2024

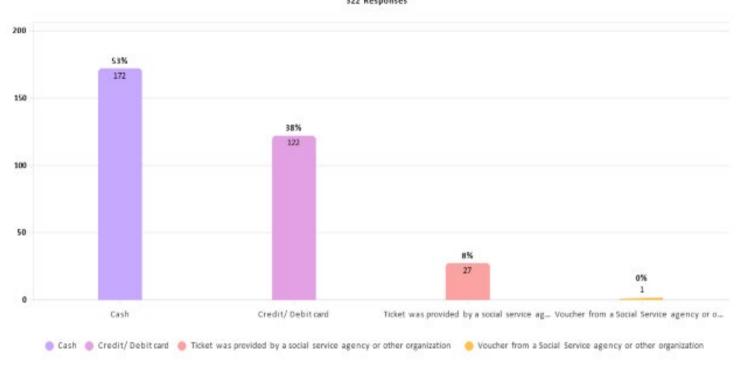


Where did you purchase your ticket for your most recent trip?

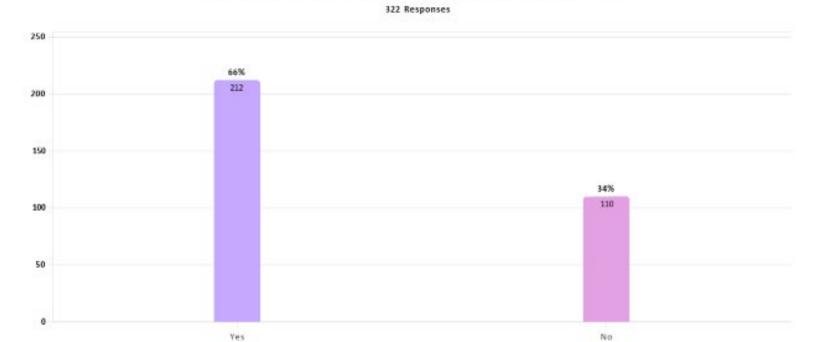
322 Responses



#### How did you pay for your most recent ticket? 322 Responses

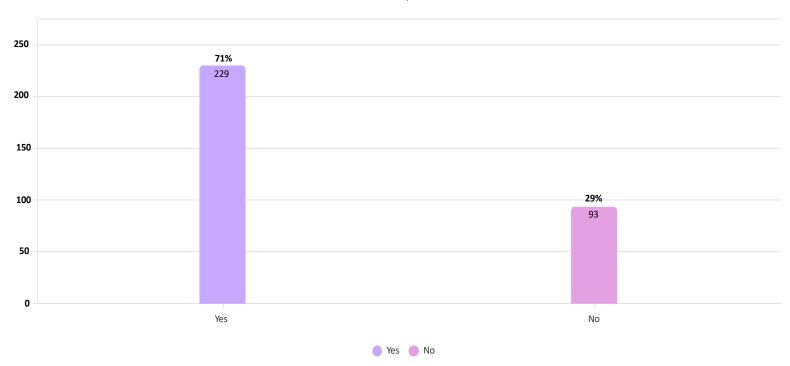


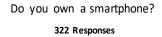
Would you be comfortable using a reloadable fare card to pay for your trip?

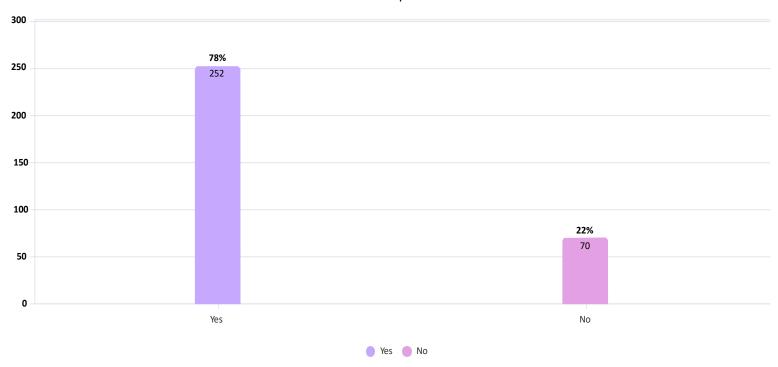


O Yes O No

Do you have a checking or savings account? 322 Responses

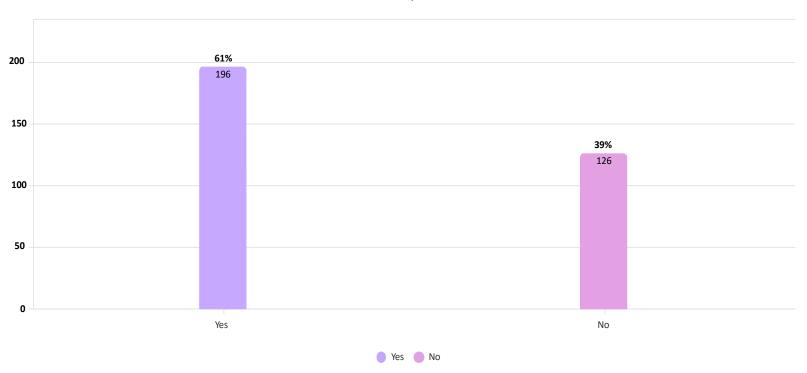






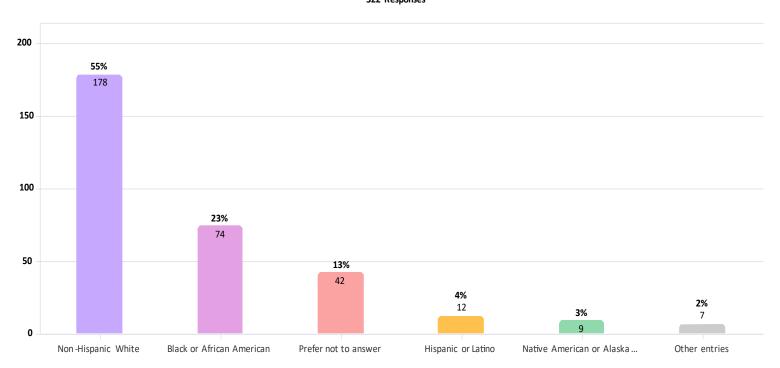
Do you use the Transit app?

322 Responses



What is your ethnicity?

322 Responses



# Appendix B Definitions

#### **Major Service Change**

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion):

or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

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

#### Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis.

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

#### Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis.

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

#### **Adverse Effects**

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant.

There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

Proposed elimination of a route - a potential high adverse impact
Proposed elimination of a portion of a route
Proposed reduction in frequency
Proposed elimination of 1-2 trips on a route - a potential lower adverse impact

Proposed increase of service - no adverse impact, but analyzed for accrual of benefits to ensure benefits distributed equally.

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



# RESOLUTION KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority approving katPay Title VI Fare Equity Analysis

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

WHEREAS, The KTA has held public meetings to receive comments and feedback on the proposed katPay fare payment solution; and

WHEREAS, The KTA has been provided the katPay fare payment proposal, that was modified based on the feedback received in the public meetings; and

WHEREAS, the KTA has now been provided with the Title VI Fare Equity Analysis of the katPay fare payment solution, to be fully implemented on January 2, 2025

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

The Knoxville Transportation Authority, after review, approves the Title VI Fare Equity Analysis for katPay.

Chair, Knoxville Transportation Authority	Date	