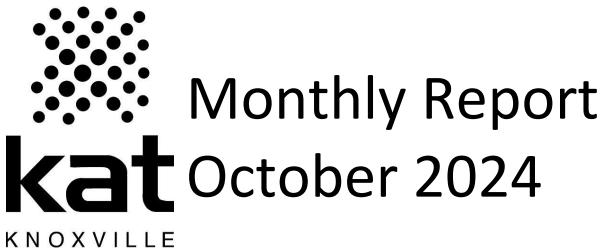
Knoxville Transportation Authority

Meeting Date: Thursday, November 21, 2024



AREA TRANSIT

(This page intentionally left blank)

INDYA KINCANNON MAYOR (865)215-2040



KNOXVILLE TRANSPORTATION AUTHORITY



RICK WHITTED VICE-CHAIR

ANALISA VALENTINE RECORDING SECRETARY

DUSTIN DURHAM

VINCE FUSCO

DEBBIE HELSLEY

NANCY NABORS

JOEL SIMMONS

EBONI WINFORD

JOHN LAWHORN ATTORNEY TO K.T.A.

AGENDA

Thursday, November 21, 2024

City-County Building, Main Assembly Room

- I. Determination of a Quorum
- II. Approval of Minutes October 24, 2024
- III. Reports
 - KTA Chair
 - Commissioner's Comments
 - Staff
 - i. City of Knoxville Director of Transit
 - Discuss KAT Service Standards and Long-Range Plan
 - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for December 19, 2024, and Adjourned

CITY-COUNTY BUILDING 400 MAIN STREET KNOXVILLE, TENNESSEE 37902 (865)215-2090

Minutes For Thursday, October 24, 2024, 3:00 p.m. meeting of the KNOXVILLE TRANSPORTATION AUTHORITY City-County Building

I. Determination of Quorum

Vice-Chair Brakewood called the meeting to order. She turned it over to Attorney Lawhorn for the Determination of a Quorum.

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

Commissioners in attendance were as follows:

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

II. Approval of Minutes

Vice Chair Brakewood asked if any Commissioners had questions or comments for the minutes from October 24th.

No one had any comments.

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

III. Reports

A. KTA Chair

Vice-Chair Brakewood mentioned her taking Route 11-Kingston Pike to an offcampus meeting and said it was great to see so many UT students riding and showing their IDs. She stated she was very encouraged to see so many students using the program and thanked KAT staff and UT for making that happen.

B. Commissioners' Comments

Vice Chair Brakewood asked if any of the Commissioners had comments. Commissioner Durham invited everyone to PARKing Day tomorrow, October 25th, from 10 am to 5 pm, at Union Ave and Market St. He mentioned that it is brought on by the AIA (American Institute of Architects) and briefly explained what it is.

There were no further comments from the Commissioners.

Vice Chair Brakewood turned it over to Staff.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated he had two items to report. He said after several months, they received their APC certification as of that morning and the numbers they see in the report are APC certified through the FTA. He also mentioned the impressive ridership increase they've seen from both, FY 24' and FY 25'. Mr. Thorne stated they had a 29% increase in ridership in October alone, and said secondly, they have officially launched their new fare payment option called katpay as of yesterday, October 23rd. He stated there will be staff on the platform at Knoxville Station, educating people through Friday. Mr. Thorne wanted to thank the TSS Staff and Becca James, the Marketing Director, for being behind the scenes, problem-solving, and training to launch this program for their customers. He continued to say they'll talk about the Title VI Equity Analysis for katpay and stated Ms. Pat Downs would go over that.

Commissioner Fusco inquired about the charts

Mr. Thorne stated that KAT Reimagined has been very impressive in terms of ridership along corridor routes 11, 17, 22, 31, and 41. He said all of those routes have increased in ridership and frequency, especially along Route 31 and the Downtown Connector.

Commissioner Fusco asked Mr. Thorne if they had a lot of feedback about the trolleys.

Mr. Thorne stated most of the feedback has been mostly nostalgic but is going to discuss some changes they're looking at for the Downtown Connector in terms of service hours and making it more consistent throughout the week. He said they've heard feedback about that as well, and Mr. Tennessee will be discussing that under New Business on the Agenda.

Commissioner Fusco inquired about adding retail locations for katpay.

Mr. Thorne stated that one of the things they need to work on is having more retail locations and stated that Ms. Downs will talk more about that under the Title VI Analysis.

Vice Chair Brakewood asked if there are plans to do surveys or other formal customer feedback on KAT Reimagined to better understand what's working well and if they need to make additional tweaks.

Mr. Thorne said what they want to do is contract out with a firm and ultimately survey their riders every year to see where they need to improve. He stated they'd want someone to come in and do an onboard survey with the passengers. The survey could range from asking about Customer Service, frequency, and amenities. Mr. Thorne mentioned that he and Ms. Downs have talked about it and will be getting some additional funding from the State, so there will be ways for them to pay for that. He stated it would be very beneficial to have a third party come in and do that for them.

Vice Chair Brakewood inquired about the on-time performance, and if they have been tracking that with the new schedules.

Mr. Thorne said the on-time performance is around 84%. He mentioned they still have some routes they're working on in terms of them being late. He said that's an improvement over KAT Reimagined and before that, they were at 70%-75% for on-time performance. Mr. Thorne stated they still have work to do on getting those late routes better performing. He said his goal is to get up to 90%.

Vice Chair Brakewood stated that since Mr. Burton isn't in attendance, she will move along with the agenda. She turned it over to Attorney Lawhorn.

ii. TPO Transit Planner

Mr. Burton was not in attendance.

IV. New Business

Attorney Lawhorn stated by saying that most regrettably they have a

vacancy in the KTA Chair position, and the by-laws require they fill the position with the vote of the Commissioners. He asked if the Commissioners received the email he sent earlier in the week. They all agreed. He continued to say they need to take on nominations for the position of Chair. He said that per his email, he inquired to Vice Chair Brakewood if she was willing to fulfill the position for the remainder of the term, which will end at the end of the January meeting. Attorney Lawhorn stated that does not mean other nominations cannot be placed. He mentioned that he wanted to remind KTA members if Commissioner Brakewood is nominated and approved, they would have to pick someone else to be Vice Chair. He opened up the floor for nominations.

Commissioner Simmons nominated Commissioner Brakewood for Chair.

Attorney Lawhorn asked for a 2nd motion.

Commissioner Helsley gave the 2nd motion.

Attorney Lawhorn asked for any other nominations for the Chair position.

There were none.

Attorney Lawhorn stated that since there was none, it was now time for them to vote. He asked all in favor of electing Vice Chair Brakewood to Chair to fulfill the remainder of the current term, say I.

All the Commissioners raised their hands.

Attorney Lawhorn asked any nays.

There were none.

Attorney Lawhorn stated the I's have it.

Commissioner Simmons nominated Commissioner Whitted for Vice Chair.

Attorney Lawhorn mentioned the provision in the bi-laws stating the party nominated has to be a willing participant to serve and asked Commissioner Whitted if he would be willing.

Commissioner Whitted stated he was willing.

Attorney Lawhorn stated they needed a 2nd motion.

Commissioner Durham gave the 2nd motion.

Attorney Lawhorn asked for any further nominees for Vice Chair.

There were none.

Attorney Lawhorn stated the nominations were closed and asked all in favor.

All the Commissioners raised their hands. No one opposed it.

Attorney Lawhorn stated they have their Officers, and thanked everyone.

Chair Brakewood moved forward with the meeting and turned it back over to Staff.

Mr. Thorne said he is going to turn it over to Umar Tennessee to go over the Proposed route Adjustments for January 2025. He mentioned they will be presenting and not asking the board to vote until next month, but wanted them to be aware. Mr. Thorne stated they do not believe these proposed revisions are a major service change under the Title VI policy. He turned it over to Mr. Tennessee.

Mr. Tennessee congratulated the newly appointed Chairs and re-introduced himself. He stated he will be going over the Proposed Route Revisions, and they are as follows:

Route 1 - Extend Monday-Thursday hours to match Friday, with the last trip at 10:15 pm; revised routing to serve Downtown only, and provide 15–minute service.

Route 20 – Revise routing from Central to Magnolia to Hall of Fame Dr.

Route 23 - Extend the weekday service with the last trip at 7:45 pm; add Saturday service with the first trip at 7:45 am and the last trip at 7:45 pm.

Route 40 – Revised routing from Knoxville Station serving James White Parkway, Sevier Ave, and Island Homes.

Route 42 – Emergency detour effective 10-24-24. Operate inbound along Cumberland Ave between 17th St, and 11th St.

Mr. Tennessee mentioned that Route 42 inbound was changed due to the cars parked on both sides of the streets to prevent further accidents. He continued to go over each route change in its entirety from the packets given out to the board. He asked for any questions.

Chair Brakewood asked if there is a way to work with the City to have the cars park on one side of the street.

Mr. Thorne said they have had those conversations and will continue to have those with the City. He stated they've asked to remove parking on one side of the street so they can operate safely down that section. He said they were told no, but they will continue to talk with them.

Commissioner Simmons stated he utilizes Fort Sanders and a lot of that parking is for housing. He said he understood the problem with the bus line, but there wouldn't be parking for the students who live there. Commissioner Simmons inquired about a concern a passenger had about having to wait for over an hour for the bus on Route 40 South Knoxville. He explained he was not in attendance at the last meeting and wanted to know if the issue had been resolved.

Mr. Thorne stated they have looked at many different options and summarized the reasoning for changing the 40 and 41 routes is mainly due to the closure of the Gay St. Bridge. He said they had to adjust so that the service could be restored to the Island Home area.

Commissioner Durham inquired about what other buses would go over the Henley St Bridge due to both Routes 40 and 41 using James White Parkway.

Mr. Thorne answered that Route 45 still would go across the Henley St. Bridge. He mentioned they are also working with the City to better the time traffic lights on Chapman Highway to help speed up the buses for Route 41. They're eventually looking into Traffic Signal Prioritization along all of the corridors.

Mr. Tennessee stated that Route 41 will come around to Hill Ave and Hall of Fame Dr, which would still be a walk to Gay St, but it will get you close to the Downtown area.

Commissioner Durham stated he had inquiries about the Downtown Connector and Route 20. He asked if there were any inbound/outbound route differences in terms of positioning, and if they don't, how can they get that advertised well.

Mr. Thorne stated they're trying to address timing issues on Route 20, and there isn't any bus service going in front of the City/County building on Main St., outside of the buses going inbound. He said that's why they wanted to make sure they're serving it with a dedicated service of some sort.

Commissioner Durham stated that based on the new Route 20 after it turns at Central and Magnolia, he wants to make sure there will be a stop there for the Downtown Connector.

Mr. Tennessee stated they would have a stop provided there.

Commissioner Durham asked if they would have to walk there.

Mr. Tennessee stated it was a one-block walk to the stop.

Commissioner Durham stated he wanted to make sure there would be one at the corner.

Chair Brakewood asked if there were any further questions on the presentation.

Commissioner Durham asked about the current inbound time for the Downtown Connector Monday-Thursday.

Mr. Tennessee stated the last trip is currently 8:15 pm.

Mr. Thorne stated it would change to 10:15 pm.

Mr. Tennessee mentioned it would be Monday-Saturday until 10:15 pm. He said the updated maps with the new revisions will be on the website, open up a public comment for the community, and then come back next month with the Title VI Analysis, which he feels will have a major impact, and ask for the board to vote on the revisions then.

Commissioner Durham mentioned with this change, they are essentially doubling up on the service time on the Downtown Connector. He asked under KAT Reimagined, if was it running every 7 minutes.

Mr. Thorne stated it now runs every 12 minutes and will go to every 15 minutes. He said it wasn't a big change and they stayed budget neutral.

Attorney Lawhorn asked Mr. Thorne if he was satisfied with not having a public hearing.

Mr. Thorne stated they do not need a public hearing.

Attorney Lawhorn mentioned to him if that changes to let them know.

Chair Brakewood stated that concluded the discussion of the route revisions which they will have a vote on next month, and moved on to the Old Business portion of the agenda.

V. Old Business

Ms. Downs re-introduced herself and started by saying that based on the fare changes and their Title VI policy, it states that any changes in fare or any major service changes in routes, require a Title VI Analysis to ensure that the changes they are proposing will not have a disparate impact or a disproportionate burden on their low-income population. She went on to talk about the fare equity analysis that she completed included two data sources. The first came from the survey they conducted in August of 2024 on their website as well as at some of their public meetings, and from the Customer Service counter. Ms. Downs stated the second source of the data came from a 2021 onboard survey and that data was also used as a part of the analysis for KAT Reimagined. She continued going over the Title VI Analysis in full detail about the new katpay fare option. The Title VI Analysis report is attached for reference. Ms. Downs went over how the survey that was conducted back in August of this year, mirrored the 2021 on-board survey. She talked about the public participation conducted at Knoxville Station on September 9th and September 16th and how the public was presented with a PowerPoint presentation. She asked for any questions before she continued.

Commissioner Fusco asked about the number of retail locations.

Mr. Thorne stated as many as they possibly could. He said what they're trying to do is target areas that don't have many retail locations along their routes. He said those are the areas they want to hit first and ensure they have access to get their card loaded.

Commissioner Fusco asked about using cash to load funds.

Mr. Thorne stated they can still use cash at the retail locations.

Commissioner Fusco inquired about customers with mobile accounts being able to reload their accounts with cash.

Mr. Thorne stated they could pay with cash at the Customer Service counter.

Commissioner Fusco asked about being able to use credit/debit cards on the bus.

Mr. Thorne explained that the company they're using is already rolling that out to certain agencies that can tap a credit/debit card on the validator. He stated they're not exploring that option right now, but there is that capability.

Commissioner Durham asked about a map of the retailers.

Mr. Thorne stated it's in the Analysis Ms. Downs provided, and it shows all of the retail locations in proximity to their routes. He said that as you read through this, there's still work to do in terms of getting more retail locations.

Ms. Downs continued going over the Title VI Analysis in more depth and in its entirety. She opened the floor up for questions.

Commissioner Durham asked if they are going to put any graphics on the buses or at the bus stops to let people know how all of this works.

Mr. Thorne said they plan to put the information at a lot of their bus stops. He mentioned that their Marketing Director wants to put it at all of their stops. He stated they're trying to make that dream a reality in terms of signage. Mr. Thorne said this is the way to go if they want to move in that direction, and everyone needs to be aware of how they need to pay for their fare.

Chair Brakewood inquired about the courtesy ride. She asked if the \$1 negative balance be a permanent fare policy.

Mr. Thorne stated what they're looking at is a negative \$2, technically it could be a day pass. He said it has its pros and cons if they choose \$1 or \$2. He stated they were trying to decide which way they should go. They'll let their customers know that they'll get a ride to the nearest retail location or downtown to get their card loaded.

Chair Brakewood stated it's important to make sure they can get a ride, and that it's communicated that if they're not near one of the retail locations, they could still get on the bus and get to one of them or Knoxville Station.

Mr. Thorne mentioned that the information was given out to all of the operators to give a courtesy ride downtown to get their cards loaded.

Chair Brakewood asked if Staff knew how many paper tickets are still out there, as far as with the social services agencies.

Ms. Downs said they do not know how many, but she sent out a mass email letting the social service agencies know they're doing away with paper tickets and their options. She mentioned she reached out to Customer Service in Nashville and they recommended starting with the social services early because they are still getting calls and concerns from them asking them to take their fare media back after 2 years.

Chair Brakewood mentioned that was one of Commissioner Winford's concerns because of the short window.

Ms. Downs stated they are planning to allow them the opportunity to exchange those unused paper tickets for adding value to a reloadable smart card or mobile account.

Mr. Thorne mentioned that a lot of the social service agencies they've talked to are very positive about this and want the reloadable smart cards.

Attorney Lawhorn reminded everyone they do require a vote on this item but their vote is limited to an approval and acceptance of the Title VI Fare Equity Analysis, and not voting to accept the katpay program, that is already in place.

Chair Brakewood asked for any further questions.

Commissioner Helsley asked if there is a lack of retail locations in minority communities or if there are just not enough available stores that won't participate.

Mr. Thorne said that's a good question. He stated it could be the lack of Vanilla Direct in those retail locations, and that's where they come in and ask if they are willing to partner with Vanilla Direct to allow this, because they'll have a lot of customers coming in there to reload their cards and could be purchasing something else as well. Mr. Thorne stated it's not the lack of retailers, just the lack of Vanilla Direct at those locations.

Commissioner Durham asked for examples of retail locations.

Mr. Thorne gave examples such as Walgreens, CVS, Dollar General, and Kroger.

Commissioner Helsley mentioned that Dollar General is the more common location in those neighborhoods.

Mr. Thorne agreed and said that's where they have to go into these small businesses basically and ask if they would partner with Vanilla Direct to allow this. He stated they haven't started those conversations, but hoping they can get more retailers.

Commissioner Durham asked when the retailers agreed to start selling the cards, would they get a cut of that, or would that money go to KAT, and asked how would that exchange work.

Mr. Thorne said that the majority of that would go to KAT, but the retailer and manufacturer would get some of that as well.

Commissioner Durham asked if it would behoove the retailer to carry the cards.

Mr. Thorne answered, yes.

Chair Brakewood asked if there were any further questions or comments on the Title VI Analysis.

There were none.

Chair Brakewood asked for a motion to approve the Resolution.

Commissioner Durham gave the 1st motion.

Commissioner Helsley gave the 2nd motion.

Chair Brakewood asked all in favor.

All were in favor, and no one opposed.

VI. Public Comment

Chair Brakewood asked if anyone signed up for Public Comment/

Ms. Valentine stated no one had signed up.

Someone from the audience indicated they wanted to speak.

Chair Brakewood called her up to the podium.

Rebecca Proffitt stated she had questions about the katpay smart card.

Attorney Lawhorn mentioned to Mrs. Proffitt that this portion of the meeting is for comments only and that questions should be held for the Staff after the meeting has adjourned.

Mr. Thorne let Mrs. Proffitt know that he would meet with her afterward.

There were no further comments.

VII. Set the Next Meeting and Adjourn

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 November 21, 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 October 2024

		Current Year:				Prior Year:			
		Original Budget	Current Budget	Actual	Variano	ce	Actua	l - Prior Year	Variance
Revenue									
Charges for Service Farebox & Pass Revenue		\$ 580,400	\$ 580,400	\$ 185,469	\$ (394,931)	31.96%	\$	222,859	\$ (37,390)
Ticket Sales		437,000	437,000	122,273	(314,727)	27.98%		147,599	(25,326)
Miscellaneous Subsidies - KAT		65,000	65,000	-	(65,000)	-		32,500	(32,500)
Football Shuttle		124,000	124,000	101,160	(22,840)	81.58%		76,125	25,035
Charter Fees		500	500	1,700	1,200	340.00%		3,950	(2,250)
UT Trolley Subsidy		-	-	-	-	-		-	-
Miscellaneous Revenue		3,500	3,500	7,655	4,155	218.71%		1,026	6,628
	Total Operating Revenue	1,210,400	1,210,400	418,257	(792,143)	34.56%		484,060	(65,803)
Non-Operating Revenues									
Federal Grants		-	-	-	-	-		-	-
State Contribution		3,626,800	3,626,800	-	(3,626,800)	-		-	-
Transit Grant Revenues		4,817,000	4,817,000	1,399,511	(3,417,489)	29.05%		891,609	507,902
General Fund Transfer		19,596,830	19,596,830	6,203,288	(13,393,542)	31.65%		5,075,912	1,127,376
Insurance Proceeds		750,000	750,000	-				(265)	
	Total Non-Operating Revenues	28,040,630	28,040,630	7,602,799	(20,437,831)	27.11%		5,967,256	1,635,278
	Total Revenue	\$ 29,251,030	\$ 29,251,030	\$ 8,021,056	\$ (21,229,974)	27.42%	\$	6,451,316	\$ 1,569,475
Expenditures									
Personnel Services									
Wages, Taxes, & Retirement Contributions		\$ 17,383,780	\$ 17,383,780	\$ 5,211,222	\$ 12,172,558	29.98%	\$	4,860,849	\$ 350,373
Employee Group Insurance/Benefits		2,291,940	2,291,940	714,632	1,577,308	31.18%		658,694	55,938
	Total Personal Services	19,675,720	19,675,720	5,925,854	13,749,866	30.12%		5,519,543	406,311
Administrative Expenses									
Supplies		610,660	599,230	114,307	484,923	19.08%		(475,693)	590,000
Services		9,276,950	9,475,670	1,486,467	7,989,203	15.69%		1,048,403	438,064
	Total Administrative Expenses	9,887,610	10,074,900	1,600,774	8,474,126	15.89%		572,710	1,028,064
Fleet Expenses									
Fleet Supplies		-	-	-	-	-			-
Parts		45,000	44,800	38,304	6,496	85.50%		-	38,304
Fuel/Oil/Fluids		2,316,500	2,129,410	456,123	1,673,287	21.42%		522,435	(66,311)
	Total Administrative Expenses	2,361,500	2,174,210	494,427	1,679,783	22.74%		522,435	(28,007)
	Total Expenditures ****	\$ 31,924,830	\$ 31,924,830	\$ 8,021,056	\$ 23,903,775	25.12%	\$	6,614,688	\$ 1,406,368
	Excess (Deficiency) of Revenues Over Expenses			\$ 0			\$	(163,372)	\$ 163,372
	***Fund Balance Appropriations not listed in Rever	iue							

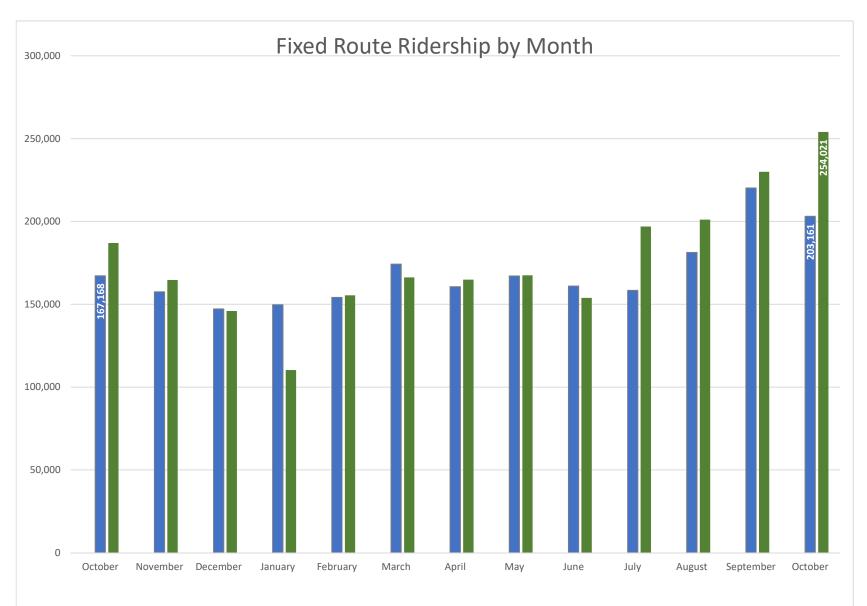
Financials do not include the capital - grant funds.



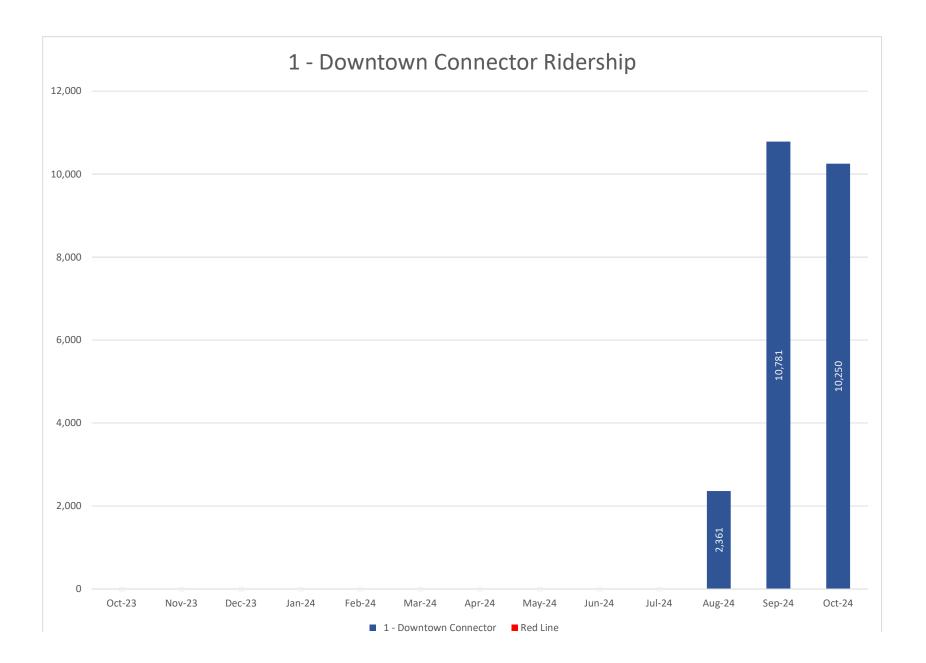
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	10,250	4.0%	10,510	4.5%	1,078	6.3%	0.98	9.51
10	Sequoyah Hills	529	0.2%	1,074	0.5%	105	0.6%	0.49	5.02
11	Kingston Pike	31,380	12.4%	23,018	9.8%	1,774	10.4%	1.36	17.69
12	Western Ave	10,924	4.3%	23,474	10.0%	1,282	7.5%	0.47	8.52
15	Woodland Crosstown	12,691	5.0%	22,502	9.6%	1,747	10.2%	0.56	7.26
16	Cedar Bluff Connector	14,329	5.6%	20,662	8.8%	1,332	7.8%	0.69	10.76
17	Sutherland/Bearden	7,767	3.1%	7,239	3.1%	551	3.2%	1.07	14.09
20	Central Ave/Clinton Hwy	20,952	8.2%	20,179	8.6%	1,463	8.6%	1.04	14.32
22	Broadway	32,100	12.6%	15,201	6.5%	1,338	7.8%	2.11	23.98
23	Millertown	2,770	1.1%	4,147	1.8%	337	2.0%	0.67	8.21
24	Inskip/Breda Rd	5,133	2.0%	8,027	3.4%	642	3.8%	0.64	8.00
31	Magnolia Ave.	27,985	11.0%	16,263	6.9%	1,450	8.5%	1.72	19.30
32	Dandridge	4,497	1.8%	6,002	2.6%	376	2.2%	0.75	11.97
34	Burlington	13,988	5.5%	22,480	9.6%	1,370	8.0%	0.62	10.21
37	Morningside/Riverside	5,202	2.0%	3,512	1.5%	293	1.7%	1.48	17.73
40	South Knoxville	5,098	2.0%	7,519	3.2%	453	2.7%	0.68	11.25
41	Chapman Hwy	19,794	7.8%	15,898	6.8%	923	5.4%	1.25	21.44
42	UT/Ft Sanders Hospitals	7,207	2.8%	7,868	3.4%	924	5.4%	0.92	7.80
44	University Park	14,531	5.7%	2,777	1.2%	276	1.6%	5.23	52.65
45	Vestal	6,894	2.7%	7,006	3.0%	453	2.7%	0.98	15.21
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		254,021		234,848		17,091		1.08	14.86
LIFT SERVICE		6,409		42,661		3,190		0.15	2.01
TOTAL SCHEDULED SERVI	CES	260,430		277,509		20,281		0.94	12.84
TOTAL CHARTER SERVICE	es	6,323		482		183		13.11	34.56
GRAND TOTAL ALL KAT S	ERVICES	266,753		277,991		20,464		0.96	13.04

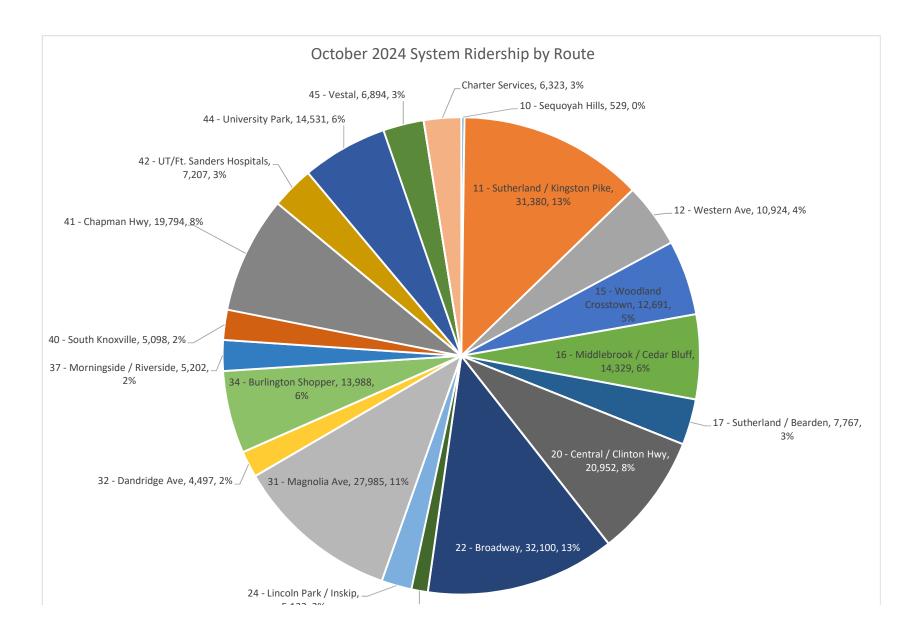


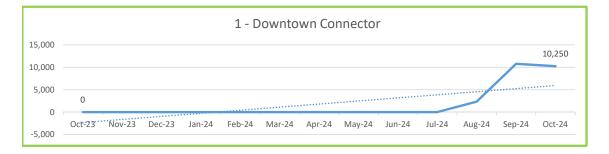
	THIS MONTH				FISCAL YEAR-TO-DATE		
	This	Last		This	Last		
	Year	Year	Change	Year	Year	Change	
FIXED ROUTE SERVICE							
Total Passengers	254,021	208,273	22%	886,147	806,182	10%	
System Generated Revenue				\$368,812	\$386,136	-4%	
Revenue Veh. Miles	234,848	221,459	6%	855,620	809,708	6%	
Revenue Veh. Hours	17,091	17,537	-3%	63,073	63,782	-1%	
Passengers/Mile	1.08	0.94	15%	1.04	1.00	4%	
Passengers/Hour	14.86	11.88	25%	14.05	12.64	11%	
Preventable Accidents	8	2	300%	24	28	-14%	
Mechanical Road Calls	39	32	22%	173	141	23%	
Accidents/100,000 Miles	3.41	0.90	277%	2.80	3.46	-19%	
Miles/Road Failure	6,022	6,921	-13%	4,946	5,743	-14%	
DEMAND RESPONSE					0		
Total Passengers	6,409	6,692	-4%	25,443	26,952	-6%	
System Generated Revenue	,			\$40,098	\$40,086	0%	
Revenue Veh. Miles	42,661	45,466	-6%	168,006	182,284	-8%	
Revenue Veh. Hours	3,190	3,809	-16%	12,853	13,827	-7%	
Passengers/Mile	0.15	0.15	2%	0.15	0.15	2%	
Passengers/Hour	2.01	1.76	14%	1.98	1.95	2%	
Preventable Accidents	0.00	2.00	-100%	1	13	-92%	
Mechanical Road Calls	4.00	0.00	400%	22	6	267%	
Accidents/100,000 Miles	0.00	4.40	-100%	0.60	7.13	-92%	
Miles/Road Failure	10,665	0	1066525%	7,637	30,381	-75%	
CHARTER SERVICE					0		
Charters	276	577	-52%	416	926	-55%	
Sports Charters	6,047	4,633	31%	13,564	4,633	193%	
Total Passengers	6,323	5,210	21%	13,980	5,559	151%	
Revenue						0%	
Football Shuttle Charters				\$1,700	-\$300	-667%	
Trolley Charters				\$0	\$4,250	-100%	
Total Miles	482	1,280	-62%	1,064	1,422	-25%	
Total Hours	183.0	222.5	-18%	327	265	23%	



■ 2022 ■ 2023 ■ 2024





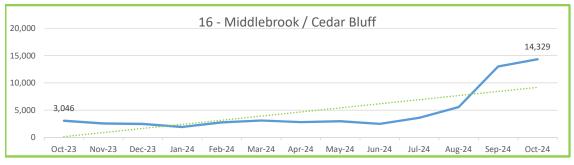


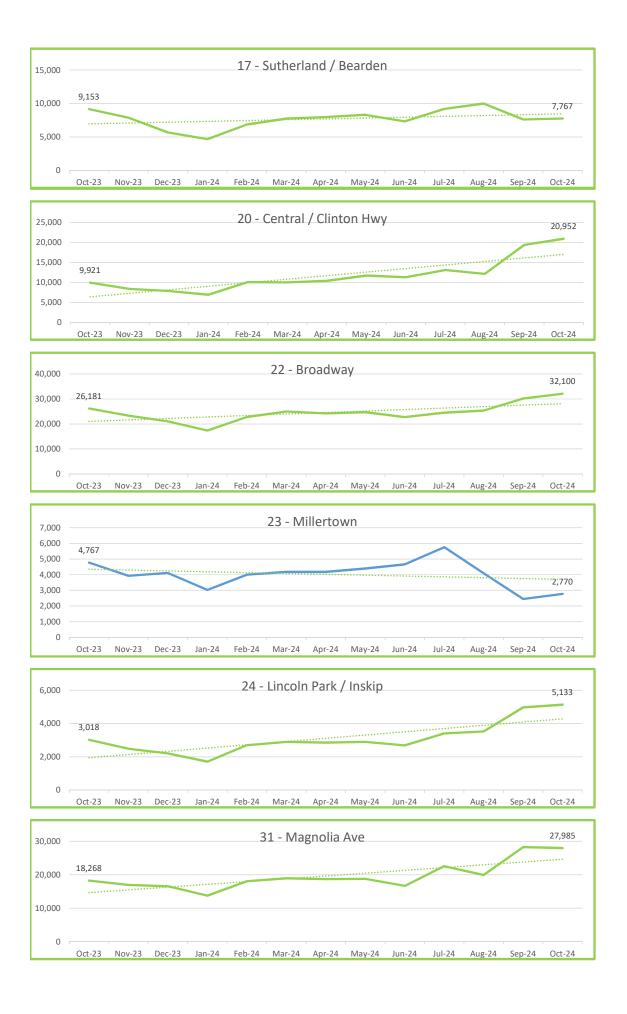




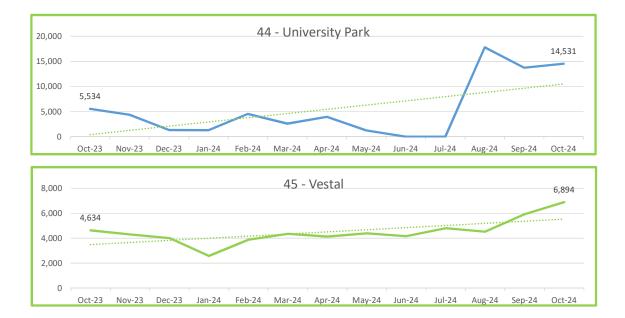




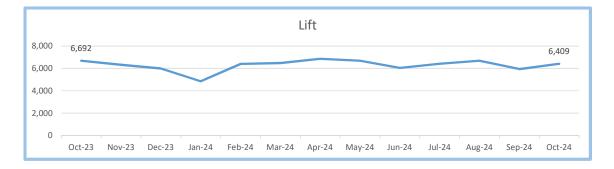














KAT RIDERSHIP October 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	452	447	1.1%	1,180	1,578	-25.2%
11	Kingston Pike	30,483	30,270	0.7%	114,081	113,912	0.1%
12	Western Ave	13,419	15,145	-11.4%	52,958	55,490	-4.6%
13	Beaumont	3,195	3,463	-7.7%	12,475	12,187	2.4%
16	Cedar Bluff Connector	3,368	3,151	6.9%	12,425	12,214	1.7%
17	Sutherland/Bearden	9,505	8,456	12.4%	34,902	30,794	13.3%
19	Lakeshore / Lonas Connector	621	594	4.5%	2,037	2,346	-13.2%
20	Central Ave. / Clinton Hwy	13,071	12,111	7.9%	49,730	47,762	4.1%
21	Lincoln Park	3,276	4,096	-20.0%	12,608	15,458	-18.4%
22	Broadway	25,853	28,543	-9.4%	106,533	106,021	0.5%
23	Millertown	5,838	5,390	8.3%	22,876	21,680	5.5%
24	Inskip/Breda Rd	3,031	2,803	8.1%	11,811	10,895	8.4%
30	Parkridge	3,526	3,011	17.1%	13,233	11,185	18.3%
31	Magnolia Ave.	20,246	21,635	-6.4%	78,330	80,990	-3.3%
32	Dandridge	7,634	7,195	6.1%	28,125	26,423	6.4%
33	M.L.K.	3,978	3,734	6.5%	15,472	14,785	4.6%
34	Burlington	6,246	6,355	-1.7%	25,043	25,256	-0.8%
40	South Knoxville	4,718	3,441	37.1%	17,360	13,876	25.1%
41	Chapman Hwy	14,462	13,322	8.6%	55,308	49,242	12.3%
42	UT/Ft. Sanders Hospitals	3,816	3,725	2.4%	15,493	14,364	7.9%
44	University Park	9,359	9,889	-5.4%	23,080	21,759	6.1%
45	Vestal	5,884	5,595	5.2%	21,913	21,169	3.5%
90	Crosstown	7,509	8,336	-9.9%	30,666	30,580	0.3%
	Other	-	-	0.0%	-	-	0.0%
SUBTOT	AL	199,490	200,707	-0.6%	757,639	739,966	2.4%
82	Orange Line Trolley	16,746	20,528	-18.4%	73,685	85,963	-14.3%
84	Green Line Trolley	10,532	9,808	7.4%	47,244	44,004	7.4%
86	Blue Line Trolley	20,941	22,942	-8.7%	85,871	86,622	-0.9%
88	Red Line Trolley	3,281	-	100.0%	8,192	-	100.0%
SUBTOT	AL	51,500	53,278	-3.3%	214,992	216,589	-0.7%
TOTAL P	PASSENGERS WITH TROLLEYS	250,990	253,985	-1.2%	972,631	956,555	1.7%
LIFT SEF	RVICE	6,235	6,557	-4.9%	22,952	22,688	1.2%
TOTAL S	CHEDULED SERVICES	257,225	260,542	-1.3%	995,583	979,243	1.7%
TOTAL C	CHARTER SERVICES	13,748	6,945	98.0%	28,374	27,886	1.7%
GRAND 7	FOTAL ALL KAT SERVICES	270,973	267,487	1.3%	1,023,957	1,007,129	1.7%



KAT RIDERSHIP_APC October 2024



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	10,249	-	100.0%	23,878	-	100.0%
10	Sequoyah Hills	529	_	100.0%	1,160	_	100.0%
11	Kingston Pike	31,380	26,559	18.2%	116,775	102,319	14.1%
12	Western Ave	10,924	16,975	-35.6%	57,452	66,555	-13.7%
13	Beaumont	-	1,565	-100.0%	3,809	5,211	-26.9%
15	Woodland Crosstown	12,691	-	100.0%	27,309	-	100.0%
16	Cedar Bluff Connector	14,330	3,557	302.9%	37,404	14,353	160.6%
17	Sutherland/Bearden	7,767	9,239	-15.9%	36,084	30,822	17.1%
20	Central Ave/Clinton Hwy	20,953	13,249	58.1%	68,851	48,982	40.6%
21	Lincoln Park	-	3,518	-100.0%	6,692	13,600	-50.8%
22	Broadway	32,101	28,714	11.8%	122,823	113,042	8.7%
23	Millertown	2,770	5,149	-46.2%	16,621	19,827	-16.2%
24	Inskip/Breda Rd	5,133	2,963	73.2%	17,664	11,267	56.8%
30	Parkridge	-	3,463	-100.0%	6,594	14,134	-53.3%
31	Magnolia Ave.	27,984	20,495	36.5%	104,377	81,430	28.2%
32	Dandridge	4,497	5,858	-23.2%	21,638	24,129	-10.3%
33	M.L.K.	-	4,620	-100.0%	9,017	18,270	-50.6%
34	Burlington	13,988	7,609	83.8%	46,894	29,489	59.0%
37	Morningside/Riverside	5,203	-	100.0%	11,759	-	100.0%
40	South Knoxville	5,097	3,843	32.6%	16,383	13,617	20.3%
41	Chapman Hwy	19,793	17,566	12.7%	75,215	68,851	9.2%
42	UT/Ft Sanders Hospitals	7,207	4,467	61.3%	28,337	18,798	50.7%
44	University Park	14,531	5,915	145.7%	46,083	13,439	242.9%
45	Vestal	6,893	5,118	34.7%	23,197	20,010	15.9%
90	Crosstown	-	9,791	-100.0%	15,926	35,769	-55.5%
	Other	-	-	0.0%	-	-	0.0%
SUBTOT A	AL	254,020	200,233	26.9%	941,942	763,914	23.3%
82	Orange Line Trolley	-	9,321	-100.0%	12,543	39,814	-68.5%
84	Green Line Trolley	-	8,442	-100.0%	15,801	35,853	-55.9%
86	Blue Line Trolley	-	22,509	-100.0%	37,053	83,267	-55.5%
SUBTOT A	AL	-	40,272	-100.0%	65,397	158,934	-58.9%
TOTAL P	ASSENGERS WITH TROLLEYS	254,020	240,505	5.6%	1,007,339	922,848	9.2%
LIFT SER	RVICE	6,409	6,692	-4.2%	25,443	25,726	-1.1%
TOTAL S	CHEDULED SERVICES	260,429	247,197	5.4%	1,032,782	948,574	8.9%
TOTAL	CHARTER SERVICES	6,323	5,210	21.4%	13,980	18,145	-23.0%
TUTAL	HANTEN SENVICES	0,323	3,210	21.470	13,700	10,145	-23.0 /0
GRAND 1	FOTAL ALL KAT SERVICES	266,752	252,407	5.7%	1,046,762	966,719	8.3%



October 2024

RIDERSHIP REPORT

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

- 5:00 10:00: 1
- 11:00 16:00: 7
- 17:00 20:00: 2
- 21:00 23:00: 1

Number of unique riders (Completed Only)

3 riders last month

Connected with Route 12 or Route 20 (Completed Only)

Route 12 – 4

Route 20 - 7

Booked / Completed trips

Booked: 11 trips

Completed: 11 trips