

# Knoxville Transportation Authority

Meeting Date: Thursday, January 23, 2025



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INDYA KINCANNON  
MAYOR  
(865) 215-2040



**CITY OF KNOXVILLE**  
KNOXVILLE TRANSPORTATION AUTHORITY

**CANDACE BRAKEWOOD**  
CHAIR  
**RICK WHITED**  
VICE-CHAIR  
**ANALISA VALENTINE**  
RECORDING SECRETARY  
**DUSTIN DURHAM**  
**VINCE FUSCO**  
**DEBBIE HELSLEY**  
**NANCY NABORS**  
**JOEL SIMMONS**  
**EBONI WINFORD**  
**JOHN LAWHORN**  
ATTORNEY TO KTA

**AGENDA**

Thursday, January 23, 2025

City-County Building, Main Assembly Room

- I. Determination of a Quorum
- II. Approval of Minutes – December 19, 2024
- III. Reports
  - KTA Chair
  - Commissioner’s Comments
  - Staff
    - i. City of Knoxville Director of Transit
      - Route Modification
    - ii. TPO Transit Planner
- IV. New Business
  - KTA Nominating Committee
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for February 20, 2025, and Adjourned

**Minutes**  
**For Thursday, December 19, 2024, 3:00 p.m. meeting of the**  
**KNOXVILLE TRANSPORTATION AUTHORITY**  
**City-County Building**

**I. Determination of Quorum**

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 6 members present. They have a quorum.

Commissioners in attendance were as follows:

Chair Brakewood  
Vice-Chair Whitted  
Commissioner Durham  
Commissioner Helsley  
Commissioner Simmons  
Commissioner Winford

**II. Approval of Minutes**

Chair Brakewood asked if any Commissioners had questions or comments for the minutes from December 19th.

No one had any comments.

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

**III. Reports**

**A. KTA Chair**

Chair Brakewood didn't have anything to report.

**B. Commissioners' Comments**

There were no comments from the Commissioners.

Chair Brakewood turned it over to Staff.

## **C. Staff**

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

Mr. Thorne first introduced to the Board, Dana Baker. KAT's new Chief Operating Officer and asked Ms. Baker if she had any words.

Dana Baker introduced herself and gave a brief bio of her 30 years of experience, which included 25 years with WMATA, in DC, 5 years with LYNX in Orlando, FL, some independent consulting, and is now with the Knoxville Area Transit and said she looks forward to supporting the team.

Mr. Thorne stated he's looking forward to Ms. Baker's contribution with KAT and what she brings. He continued with talking about the increase in ridership for the month of November. He stated there was an increase of 23%, and year to date over last November, an 8% increase this year in ridership. He continued to say that the on-time performance for November was 83% and that's also heading in the right direction from when they started with KAT Reimagined back in August. He said they are still adjusting timepoints based off feedback from operations and is hoping to see the on-time performance increase even further as they go along this fiscal year. He finished stating there would be no service on Christmas or New Year's Day.

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

Mr. Burton said he didn't have anything for this month and wished everyone a Happy Holiday.

## **IV. New Business**

**KTA Nominating Committee** – Chair Brakewood stated that each year they choose 3 representatives who will nominate the leaders for next year. She said that she will be stepping down as Chair and is grateful for given the

opportunity for the last few months to serve as the KTA Chair. She continued to say that since she will be stepping down, she nominated herself for the nominating committee to help find a replacement for her. She stated that Attorney Lawhorn agreed to be on the committee, as well as Commissioner Helsley. Chair Brakewood said they will be meeting in the month of January with a proposed slate and continued the meeting moving forward with the Old Business portion of the agenda.

## V. Old Business

**January 2025 Proposed Route Changes and Title VI Analysis** - Chair Brakewood turned it over to Staff.

Mr. Thorne asked a question for clarification from Attorney Lawhorn if they should do the Public Hearing first or the presentation.

Attorney Lawhorn stated that typically they'd have Staff reiterate the presentation because going over it again may address someone's comment. He followed up by recommending to Staff for them to have the presentation first, then the Public Hearing followed by discussion.

Umar Tennessee introduced himself and said he'll review the proposed changes for January 2025, and continued to go over in detail the changes for routes 1, 20, 22, 23, 37, 40, and 41. He mentioned that with reducing the number of buses on Route 1, they were able to have the funding to make the changes. Mr. Tennessee continued to go in detail of each route proposed change. After he finished with the presentation, he asked for any questions.

Commissioner Durham inquired if Routes 40 and 41 are being changed because of the Gay St. Bridge closure, and when the bridge has been repaired, will they revisit those routes again at that time.

Umar Tennessee answered, yes.

Commissioner Durham asked with the proposed changes for Routes 40 and 41, will there be stops added.

Umar Tennessee stated the stops along Howard Baker and Hill will remain the same and he's not sure if additional stops will be added. He continued saying they will look at a need to add more bus stops, but right now, they don't anticipate removing or adding any at this time.

Chair Brakewood asked for any further comments. There were none from the Commissioners, but she had a follow-up question for Route 42. She inquired if there were any further discussion about potentially limiting street parking to avoid accidents.

Mr. Thorne shared that he had spoken with City Engineering regarding the situation and stressed their desire to maintain where they are now. He noted that a temporary deviation was necessary. He explained that efforts are underway to develop a plan to return to the area, though no updates have been provided yet. Mr. Thorne assured that he did talk with them and are working on a solution. He continued to say their biggest problem is making sure people park within the lines, because that was one of the reasons why they had so many mirrors hitting vehicles, and want to prevent those as much as possible. Mr. Thorne said they looked at their Public Agency Safety Plan, and that is why they got off of it, and wanted to see if they can make some changes, and are working with the City Engineering.

Chair Brakewood moved to the Title VI Analysis results and will open up for the Public Hearing on the Proposed Route Changes.

Pat Downs introduced herself and stated that because of the service changes, they are required to perform a Title VI analysis. She said based on that analysis, they found that Route 1 was a major service change because it reduced service approximately 34%, however, there was no adverse impact on the minority of low-income population based on the analysis. Ms. Downs referenced to page 2 of the Title VI report saying that yes, there were major service changes, but there was no major impact of the low-income minority because it was within the point plus 10% that the board agreed upon when they approved the Title VI Analysis back in 2023. Ms. Downs continued saying there was no major service change for Route 20, so no impact of minority low-income population. She finished going over the Title VI Analysis for Routes 22, 23, 37, 40, and 41. Those routes did not have major service changes or an adverse impact on the minority low-income population. She asked for any questions or comments.

Commissioner Winford stated by default, there will always be more non-minority people because of the demographics of Knoxville, then asked if there were any other additional statistical analyses that they're doing to look at the strength of that difference, whether they're looking at confidence interval or deviation from the standard deviation because there will always be no problem when the proportion of people who are in the majority are still in the ridership, so it it'll never show a true change or a burden. Commissioner Winford asked what are they doing to see the true burden.

Ms. Downs stated that one of the things that she and Mr. Thorne had talked about is that they're looking at redoing their Title VI program itself, because she feels they need to capture that data and they're not currently capturing it, but yes, they are looking into that.

Commissioner Winford stated she wanted to note that's something to consider moving forward.

Mr. Thorne asked Doug Burton if he had any comment on that because he had been heavily involved with other agencies or know of communities that are doing that.

Mr. Burton said he believes they're supposed to revisit that at least every 5 years. He said they'll do a survey also, and some of the data is based off the survey, so the proportionality won't change based off how the survey was done. He mentioned he agrees and when that first came out, they had to hurry and go through it to meet the Federal regulations, and need to revisit it.

Attorney Lawhorn asked if the FTA regulations actually define the analysis.

Chair Brakewood answered, no.

Mr. Burton voiced that at the time when they put out their new circular, they put out some sort for best practices of cities that they believe were doing a good job. He said they picked one they liked, but there had been a lot of new research in this area and feels it's good to revisit that.

Ms. Downs mentioned they don't get an approval from FTA when they submit the Title VI Analysis. They don't get an official "OK". The FTA wants them to submit a Title VI Analysis on time.

Chair Brakewood asked if any Commissioners had any further comments or questions on the Proposed Route Changes or the Title VI Analysis. There were none. She moved to the Public Hearing for comments related to route revisions and the Title VI Analysis. Chair Brakewood called Wayne Koeckeritz up to speak.

Wayne Koeckeritz – 223 E. Anderson Ave. Knoxville, TN 37917.  
[wkoeckeritz@gmail.com](mailto:wkoeckeritz@gmail.com)

Mr. Koeckeritz said he wanted to come speak about Route 20, and stated that he loves the new fare system and app. He continued by saying that he was disappointed to see the change on Route 20, and feels they don't need more buses going down Hall of Fame Dr. Mr. Koeckeritz mentioned that when KAT Reimagined came out, it was exciting to see route 20 go through the downtown corridor and then over to Knoxville Station. He said after a few months, it's already moving off of that. He mentioned he takes Route 20 at least once a week into town to shop or dine, and to see it go away so quickly, he doesn't understand and wants to know the reasoning. Mr. Koeckeritz mentioned that it's not like they need to increase service on Magnolia or Hall of Fame, and that he's disappointed.

Umar Tennessee went over the reasoning for the removal of Route 20 from Gay St. He stated when they revised Route 1, they found it to be a safety



hazard to have both routes passing each other on Gay St. Mr. Tennessee said that was the main reasoning because now that they're putting Route 1 on Gay St, they wanted to make sure there wouldn't be another bus coming in the opposite direction. He said Route 20 had some timing issues coming through downtown inbound, and decided to have Route 1 cover downtown because it will also cover Main St. as well. He stressed it was more of a safety concern to keep only one route on Gay St.

Mr. Koeckeritz asked if there was a specific area on Gay St. Route 20 had difficulty with.

Mr. Tennessee answered the entire length of Gay St., especially by the movie theater.

Mr. Koeckeritz gave a suggestion on how Route 20 could come inbound. He said to have it turn left onto Summit Hill then to Hall of Fame Dr. He said it would at least get them closer to downtown and stated he was advocating for the 20 to stay.

Mr. Tennessee said they'll take a look at it and they may be able to accommodate that. He mentioned there is a transfer at Central at Magnolia with Route 1, but again, it would go to Locust to Main, however, they will take a look at Mr. Koeckeritz's suggestion.

Chair Brakewood suggested to Staff that they do some further investigation and analysis into this and perhaps at a future meeting, come back with the information. She then called Mr. Benson up to speak.

Mr. Benson stated that this was the third time he has been there for the changes on behalf of his daughter because she is unable to attend. He continued by saying his daughter currently takes the Broadway bus in the mornings to get downtown to connect to the hospital bus. He stated she leaves from the Kroger in Fountain City between 6:43 am – 6:47 am, and she's one of the people that gets off at Church Ave and Walnut inbound to connect with Route 42 going outbound. Mr. Benson stated he understands that this is going to be easier with the time changing to :15 after and :45 till, but right now it's an inconvenience for his daughter or anyone else to have to stand out there in inclement weather or darkness, just to catch their connecting bus on time. He asked with the time changes for Broadway, do they know at this point if she will still be able to make it to her job by 8 am.

Mr. Tennessee said there will be an earlier trip coming inbound to downtown.

Mr. Benson stated that is good to know and had a comment about Route 42 coming back inbound. He said his daughter is currently catching the bus

back from UT at :40 after the hour, and with the proposed changes, will she be able to make it to the Station on time to connect with her bus to get home.

Mr. Tennessee said there are delays with the current Route 42 detours, but she will still be able to make her connection.

Mr. Benson was very grateful and thanked the Board for their time.

Chair Brakewood asked if there were anyone else that wanted to make a comment for the proposed changes, if not they will have a Public Comment at the end of the meeting.

There were none.

Chair Brakewood opened the floor up to the Commissioners.

Commissioner Durham inquired if a shelter could be put at the stop at Central and Magnolia for the Route 20.

Mr. Thorne stated they can look into that.

Chair Brakewood asked for Commissioner questions or comments. There were none. She continued to say they need to have a vote at this time on the Proposed Route changes and the Title VI Analysis. Chair Brakewood clarified that the vote would be conducted as a slate, meaning all the routes would be considered together when deciding whether to accept the proposed changes. She then asked if anyone would like to make a motion.

Commissioner Helsley gave the 1<sup>st</sup> motion and Commissioner Durham gave the 2<sup>nd</sup> motion.

Chair Brakewood asked all in favor.

All approved for the Proposed Route Changes and Title VI Analysis, no one opposed.

Chair Brakewood turned it over to Staff for the Proposed KAT Service Standards and Long-Range Plan.

Mr. Thorne said they provided information to the Board about the KAT Service Standards and Long-Range Plan and stated the next step for them is completing the Comprehensive Planning Process, which would establish the Service Standards and the Long-Range Plan. He stated those two documents align with the community's goals that was established through an extensive public engagement process to design the new network that they now know as KAT Reimagined. Mr. Thorne continued to talk about the

purpose of these goals, and that it helps aligns decisions about how to adjust the existing service, invest on improving service, and then monitoring it. The Service Standards covers a broad array of areas, network design principles, summary of service change categories, and defining features such as; span, frequencies, and bus stop spacing. It also addressed service qualities, targets travel speed, reliability, and stop amenities. Finally, he talked about the output, as far as how they measure success moving forward and particular goals for the service in productivity and coverage.

Mr. Thorne continued to talk about the Long-Range Planning document, which provides a priority list of items that should be reviewed when KAT has additional resources and funding. He then listed the priorities as increasing frequencies on transit lines, increasing weekend and evening services, and finally adding more coverage routes. Mr. Thorne asked for any questions from the Board.

Commissioner Winford state she doesn't have the documents Mr. Thorne is referring to.

Mr. Thorne apologized to Commissioner Winford, and said those were given out at last month's meeting.

Commissioner Durham referenced to page 3, and asked how do they balance the idea that as a transit agency, sometimes they have to build the infrastructure to create the demand, how would they evaluate that.

Mr. Thorne said that on the major corridors; Magnolia, Kingston Pike, Chapman Highway, and Broadway, they are working with City Engineering on traffic signal prioritization. That's their first step in ensuring the 15-minute service or 30-minute service is consistent and on time. Mr. Thorne continued saying that when it comes to bus stops, they look at improving them with better amenities by ridership, especially if they're talking about adding bus stops. He said they look at 15 or more users a day at a stop before they say then need to add a bench, a semi seat or a shelter. Mr. Thorne stated they are prioritizing those items and want to make sure that all of their stops are ADA compliant and accessible as well, and a lot of that has to do with sidewalks and walkability. He mentioned they're partnering up with City Engineering on if they're doing a street overlay project, or looking at if they may have to move the sidewalks to make it more accessible for people a block down the road. He said it's those types of things that is constantly a partnership with City Engineering.

Commissioner Durham stated that one of the things he's noticed with the amenities, and then gave an example of the bus stops with semi seats, if that could be the bare minimum to use for passengers that may have a 5-minute wait, at least they can have a place to sit and rest.

Mr. Thorne explained that the goal is to ensure each bus stop has, at a minimum, an ADA-compliant pad and some type of seating. He added that the seating will include a light passengers can activate for both safety and visibility, allowing bus drivers to see them more easily at night. He emphasized that there are basic improvements they can focus on.

Commissioner Durham referenced to page 6 about minimum frequency and span. He asked should the minimum for Saturday and Sundays not be the same since they're trying to make Saturday and Sunday service the same on all routes.

Mr. Thorne mentioned there are different theories on that because they're going to see the most amount of ridership almost always during the weekday, and will drop off on Saturdays and Sundays. He said it would be great to run all of their weekday service on Saturdays and Sundays to make it very consistent, but it goes back to that resource question. Mr. Thorne stated if they had additional resources, they would put it right now on that weekend service or put it on more frequency during the week to get people to employers.

Commissioner Durham stated this is more of a balance of the reality of how people ride Saturdays vs. Sundays.

Mr. Tennessee added that it's based off of the start times more so than anything with service starting an hour later on Saturdays and a couple of hours later on Sundays.

Commissioner Simmons talked about making bus stops ADA compliant and how the bus stops and sidewalks go together, and then asked if there will be funding available.

Mr. Thorne said there are federal programs not specifically for this, but there are programs discretionary, such as bus to bus facility, and TDOT. They have been successful the last couple of years in securing over 2 million dollars for bus stop improvements. He mentioned it had been a slow process for them to get those dollars spent because they have to go through the ADA process. Mr. Thorne said as far as bus stop layouts, there may have to be excavation work and sidewalk improvements before they can put a bus stop in that's ADA compliant. He mentioned they're hoping in the next several months they'll start to see some of those bus stop improvements, and they're working on 15 as of right now.

Commissioner Durham referenced to page 8 for the on-time departures, he asked if they have ever looked at or is it feasible for the Transit app to announce if the next stop is going to be a shelter.

Mr. Thorne said he doesn't know where they are with that, and if it's in the works, but said if they made a suggestion and ask if they're working on that, and if not, could they. Mr. Thorne mentioned they could possibly make it happen and likes the idea.

Commissioner Durham agreed that it could be something useful and then cleared up what he was asking about. He was inquiring to see if it may be possible in having something put at the shelters for persons that don't have phones and aren't able to look up times.

Mr. Thorne reiterated what Commissioner Durham was asking about putting real time information at the shelters.

Commissioner Durham stated he was curious if this had been discussed.

Mr. Thorne said it hasn't been discussed at actual bus stops, but it is something they're looking at for the Broadway, ABC corridor. He said typically you'd find those along bus rapid transit corridors. He said it would be hard to have those at every bus stop, and would have to take a look from a standpoint of their heaviest used stops on a daily basis.

Chair Brakewood asked for any further questions or comments on the Service Standards or Long-Range Plan. There were none. She made a comment about the on-time performance information in the packet, as they were talking about service standards, and was very happy to see the breakdown by routes so they can monitor the high and low performers. She then said it was time to vote on the Long-Range Plan and approve the Service Standards and entertained any motions from the Commissioners.

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

## **VI. Public Comment**

Chair Brakewood stated that only one person signed up for Public Comment, and called Julie Wallin to come up to speak.

Julie Wallin – Northgate Terrace, 4301 Whittle Springs Rd., Knoxville, TN, 37917. She began asking how many of the Board members rode the bus. Two people raised their hands. She wanted to confirm saying they can't speak on passengers on the bus, only policies and procedures, and asked if that was correct.

Chair Brakewood mentioned to Ms. Wallin that this is the portion of the meeting that is intended for comments and if she wanted to speak with them individually after the meeting, they'll be happy to do that.

Ms. Wallin commented that Route 15 had been running late because the bus had to remain at the station while the supervisor delivered food to the driver. She noted that the route is often not logged into the system, making it difficult for passengers to track the bus's next stop, and she mentioned having photos as evidence. Additionally, she pointed out that the bus's security camera had not been on as well, and shared concerns about exposed wires she had observed on the bus, and stated she also had photos of that. Ms. Wallin concluded by asking how these issues would be addressed and expressed concern about her safety, questioning what security measures are in place if the cameras are not working.

Mr. Thorne told Ms. Wallin that he will get with her after the meeting to address those issues.

Chair Brakewood asked if anyone else was there for Public Comment.

There was no one else present.

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

Chair Brakewood set the next meeting for January 23<sup>rd</sup>, and said it will be held in the Small Assembly room. She thanked everyone for all of their hard work this year, particularly to the KAT Staff, and wished everyone a Happy Holiday.

Commissioner Simmons wished everyone a Happy Holiday and announced that this would be his last meeting, and it had been an honor and pleasure serving with them and wished them all the best in the future.

The meeting was adjourned.

The next meeting was set for January 23, 2024, at 3:00 p.m., in the City-County Building, Small Assembly Room.

Respectfully submitted,  
Analisa R. Valentine  
KTA Recording Secretary

**City of Knoxville**  
**Schedule of Revenues & Expenses Compared to Budget**  
**December 2024**

	Current Year:					Prior Year:	
	Original Budget	Current Budget	Actual	Variance		Actual - Prior Year	Variance
<b>Revenue</b>							
Charges for Service							
Farebox & Pass Revenue	\$ 580,400	\$ 580,400	\$ 303,393	\$ (277,007)	52.27%	\$ 331,685	\$ (28,292)
Ticket Sales	437,000	437,000	236,636	(200,364)	54.15%	216,068	20,568
Miscellaneous Subsidies - KAT	65,000	65,000	63,135	(1,865)	97.13%	32,500	30,635
Football Shuttle	124,000	124,000	101,160	(22,840)	81.58%	124,398	(23,238)
Charter Fees	500	500	2,050	1,550	410.00%	6,310	(4,260)
UT Trolley Subsidy	-	-	13,884	-	-	-	13,884
Miscellaneous Revenue	3,500	3,500	8,136	4,636	232.44%	1,614	6,522
Total Operating Revenue	<u>1,210,400</u>	<u>1,210,400</u>	<u>728,393</u>	<u>(495,890)</u>	<u>60.18%</u>	<u>712,575</u>	<u>15,818</u>
Non-Operating Revenues							
Federal Grants	-	-	-	-	-	-	-
State Contribution	3,626,800	3,626,800	-	(3,626,800)	-	(265)	265
Transit Grant Revenues	4,817,000	4,817,000	1,399,511	(3,417,489)	29.05%	1,757,713	(358,202)
General Fund Transfer	19,596,830	19,596,830	10,819,131	(8,777,699)	55.21%	8,306,306	2,512,825
Insurance Proceeds	750,000	750,000	187,313	-	-	-	-
Total Non-Operating Revenues	<u>28,040,630</u>	<u>28,040,630</u>	<u>12,405,955</u>	<u>(15,821,988)</u>	<u>44.24%</u>	<u>10,063,754</u>	<u>2,154,888</u>
Total Revenue	<u>\$ 29,251,030</u>	<u>\$ 29,251,030</u>	<u>\$ 13,134,348</u>	<u>\$ (16,317,878)</u>	<u>44.90%</u>	<u>\$ 10,776,329</u>	<u>\$ 2,170,706</u>
<b>Expenditures</b>							
Personnel Services							
Wages, Taxes, & Retirement Contributions	\$ 17,383,780	\$ 17,383,780	\$ 8,652,812	\$ 8,730,968	49.78%	\$ 6,765,267	\$ 1,887,545
Employee Group Insurance/Benefits	2,291,940	2,291,940	1,176,605	1,115,335	51.34%	1,753,982	(577,377)
Total Personal Services	<u>19,675,720</u>	<u>19,675,720</u>	<u>9,829,417</u>	<u>9,846,303</u>	<u>49.96%</u>	<u>8,519,249</u>	<u>1,310,168</u>
Administrative Expenses							
Supplies	610,660	599,230	259,567	339,663	43.32%	122,507	137,060
Services	9,276,950	9,475,670	2,583,783	6,891,887	27.27%	1,316,972	1,266,811
Total Administrative Expenses	<u>9,887,610</u>	<u>10,074,900</u>	<u>2,843,350</u>	<u>7,231,550</u>	<u>28.22%</u>	<u>1,439,479</u>	<u>1,403,871</u>
Fleet Expenses							
Fleet Supplies	-	-	-	-	-	10,438	(10,438)
Parts	45,000	44,800	5,511	39,289	12.30%	-	5,511
Fuel/Oil/Fluids	2,316,500	2,129,410	456,070	1,673,340	21.42%	807,163	(351,093)
Total Administrative Expenses	<u>2,361,500</u>	<u>2,174,210</u>	<u>461,581</u>	<u>1,712,629</u>	<u>21.23%</u>	<u>817,601</u>	<u>(356,020)</u>
Total Expenditures ****	<u>\$ 31,924,830</u>	<u>\$ 31,924,830</u>	<u>\$ 13,134,349</u>	<u>\$ 18,790,482</u>	<u>41.14%</u>	<u>\$ 10,776,329</u>	<u>\$ 2,358,020</u>
Excess (Deficiency) of Revenues Over Expenses			<u>\$ (0)</u>			<u>\$ -</u>	<u>\$ (0)</u>
***Fund Balance Appropriations not listed in Revenue							

Financials do not include the capital - grant funds.



KNOXVILLE AREA TRANSIT

## ROUTE PERFORMANCE REPORT

December, 2024

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	7,587	3.8%	10,127	4.6%	1,038	6.6%	0.75	7.31
10	Sequoyah Hills	386	0.2%	934	0.4%	92	0.6%	0.41	4.21
11	Kingston Pike	24,450	12.2%	21,184	9.7%	1,633	10.3%	1.15	14.98
12	Western Ave	9,077	4.5%	22,232	10.2%	1,214	7.7%	0.41	7.47
15	Woodland Crosstown	9,347	4.6%	20,745	9.5%	1,608	10.2%	0.45	5.81
16	Cedar Bluff Connector	12,173	6.1%	19,730	9.0%	1,270	8.0%	0.62	9.59
17	Sutherland/Bearden	5,006	2.5%	6,613	3.0%	506	3.2%	0.76	9.90
20	Central Ave/Clinton Hwy	17,682	8.8%	19,102	8.7%	1,385	8.7%	0.93	12.77
22	Broadway	27,688	13.8%	14,387	6.6%	1,267	8.0%	1.92	21.85
23	Millertown	1,922	1.0%	3,606	1.7%	293	1.9%	0.53	6.55
24	Inskip/Breda Rd	4,814	2.4%	7,690	3.5%	615	3.9%	0.63	7.83
31	Magnolia Ave.	22,896	11.4%	14,935	6.8%	1,332	8.4%	1.53	17.19
32	Dandridge	3,612	1.8%	5,736	2.6%	359	2.3%	0.63	10.06
34	Burlington	11,471	5.7%	21,255	9.7%	1,295	8.2%	0.54	8.86
37	Morningside/Riverside	3,888	1.9%	3,243	1.5%	271	1.7%	1.20	14.36
40	South Knoxville	3,745	1.9%	7,158	3.3%	431	2.7%	0.52	8.69
41	Chapman Hwy	17,403	8.7%	14,990	6.9%	871	5.5%	1.16	19.99
42	UT/Ft Sanders Hospitals	5,608	2.8%	7,381	3.4%	867	5.5%	0.76	6.47
44	University Park	6,842	3.4%	966	0.4%	96	0.6%	7.08	71.27
45	Vestal	5,552	2.8%	6,665	3.0%	431	2.7%	0.83	12.88
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>201,149</b>		<b>218,552</b>		<b>15,834</b>		<b>0.92</b>	<b>12.70</b>
<b>LIFT SERVICE</b>		<b>5,074</b>		<b>36,647</b>		<b>2,716</b>		<b>0.14</b>	<b>1.87</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>206,223</b>		<b>255,199</b>		<b>18,550</b>		<b>0.81</b>	<b>11.12</b>
<b>TOTAL CHARTER SERVICES</b>		<b>15</b>		<b>17</b>		<b>4</b>		<b>0.89</b>	<b>4.19</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>206,238</b>		<b>255,216</b>		<b>18,554</b>		<b>0.81</b>	<b>11.12</b>





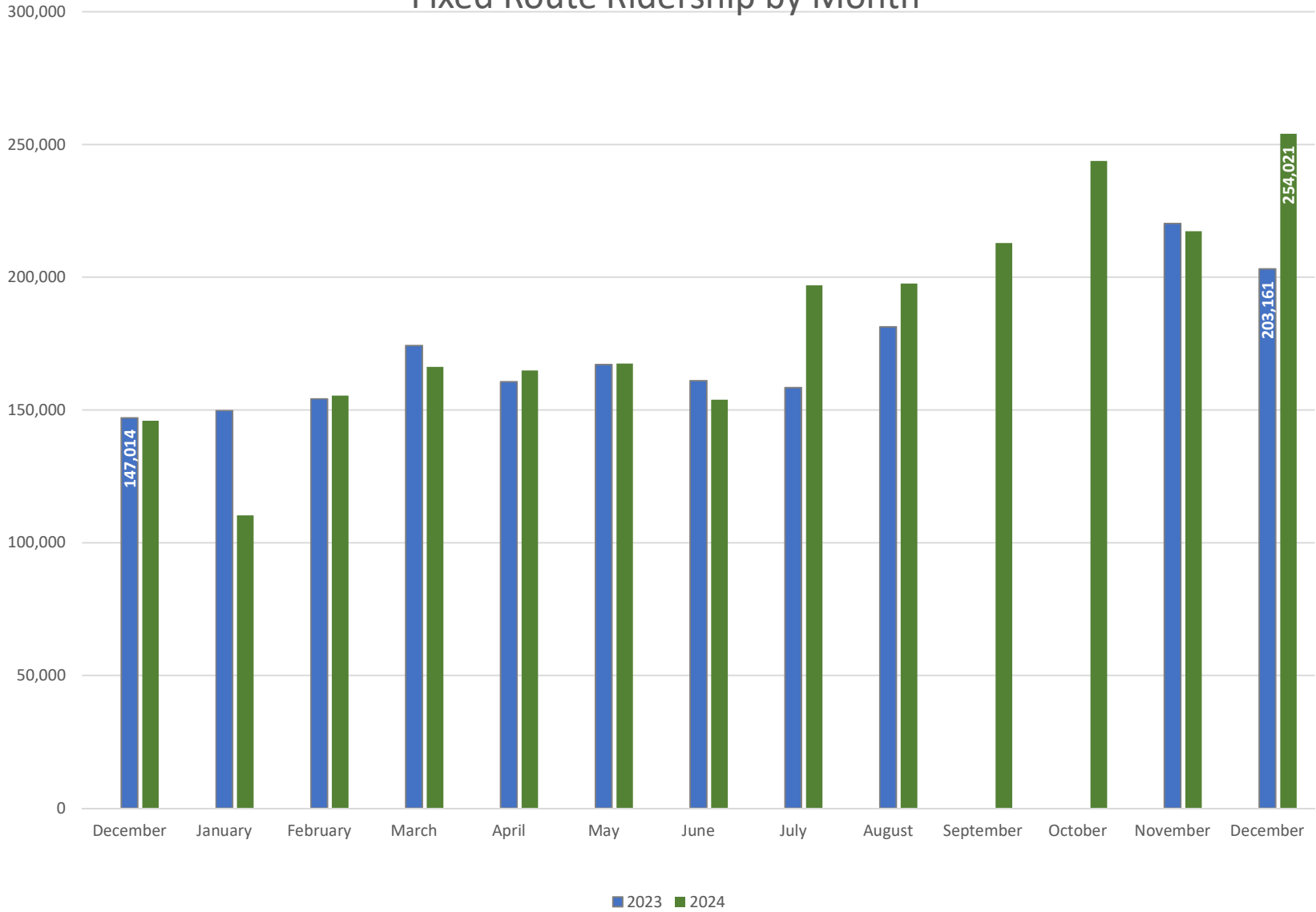
KNOXVILLE AREA TRANSIT

**SYSTEM PERFORMANCE REPORT**

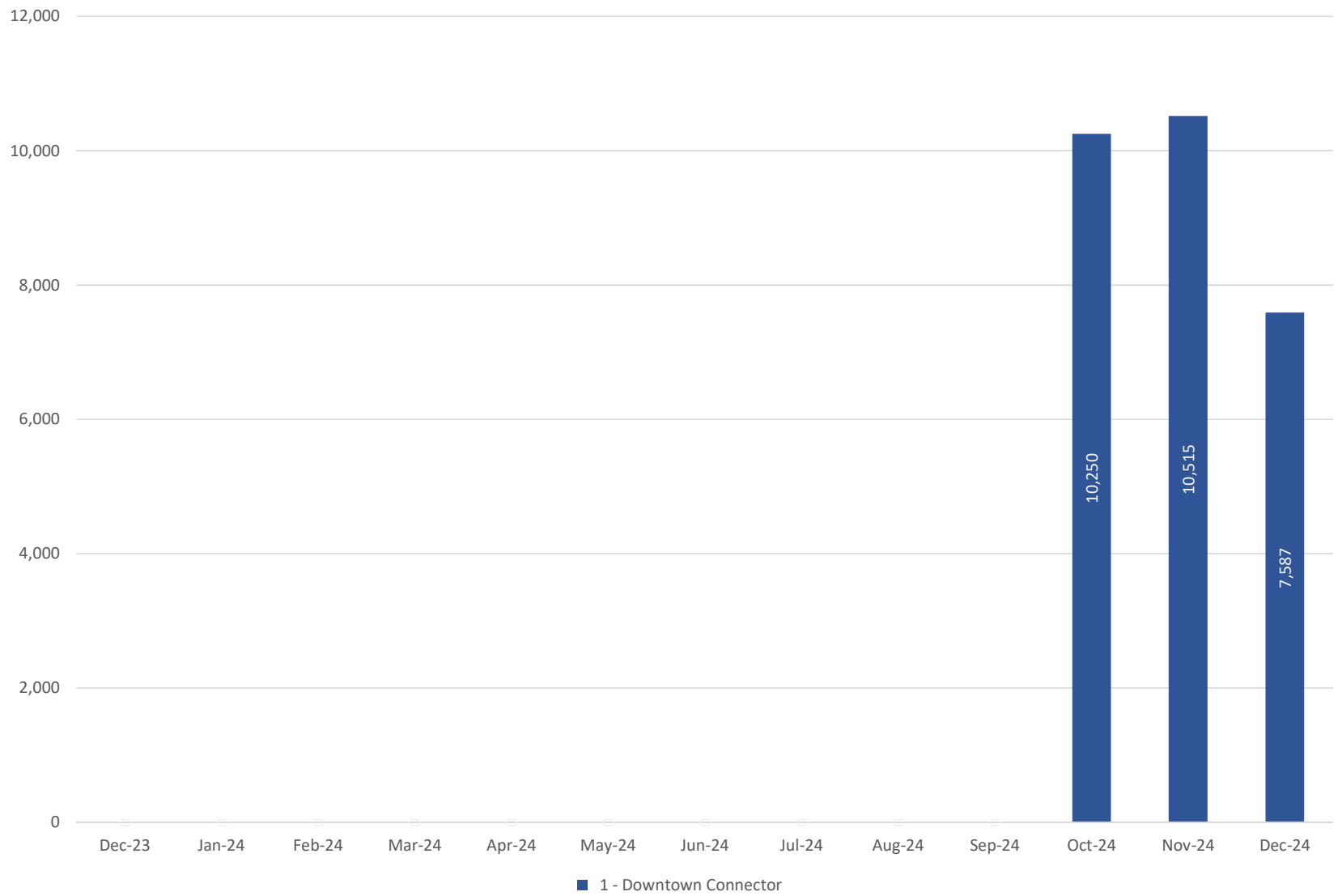
December, 2024

	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	201,149	162,689	24%	1,315,133	1,151,744	14%
System Generated Revenue				\$535,521	\$523,639	2%
Revenue Veh. Miles	218,552	209,309	4%	1,287,808	1,223,229	5%
Revenue Veh. Hours	15,834	16,536	-4%	94,420	96,474	-2%
Passengers/Mile	0.92	0.78	18%	1.02	0.94	8%
Passengers/Hour	12.70	9.84	29%	13.93	11.94	17%
Preventable Accidents	5	3	67%	29	39	-26%
Mechanical Road Calls	44	33	33%	257	214	20%
Accidents/100,000 Miles	2.29	1.43	60%	2.25	3.19	-29%
Miles/Road Failure	4,967	6,343	-22%	5,011	5,716	-12%
<b>DEMAND RESPONSE</b>						
				0		
Total Passengers	5,074	5,990	-15%	36,074	39,270	-8%
System Generated Revenue				\$77,402	\$56,913	36%
Revenue Veh. Miles	36,647	41,156	-11%	242,069	266,317	-9%
Revenue Veh. Hours	2,716	3,053	-11%	18,328	19,996	-8%
Passengers/Mile	0.14	0.15	-5%	0.15	0.15	1%
Passengers/Hour	1.87	1.96	-5%	1.97	1.96	0%
Preventable Accidents	0.00	0.00	0%	2	15	-87%
Mechanical Road Calls	4.00	2.00	100%	34	9	278%
Accidents/100,000 Miles	0.00	0.00	0%	0.83	5.63	-85%
Miles/Road Failure	9,162	20,578	-55%	7,120	29,591	-76%
<b>CHARTER SERVICE</b>						
				0		
Charters	15	121	-88%	471	1,103	-57%
Sports Charters	0	0	0%	23,693	18,537	28%
Total Passengers	15	121	-88%	24,164	19,640	23%
Revenue				0%		
Football Shuttle Charters				\$101,160	\$124,398	-19%
Trolley Charters				\$0	\$6,500	-100%
Total Miles	17	79	-79%	1,869	5,009	-63%
Total Hours	3.6	14.8	-76%	607	779	-22%

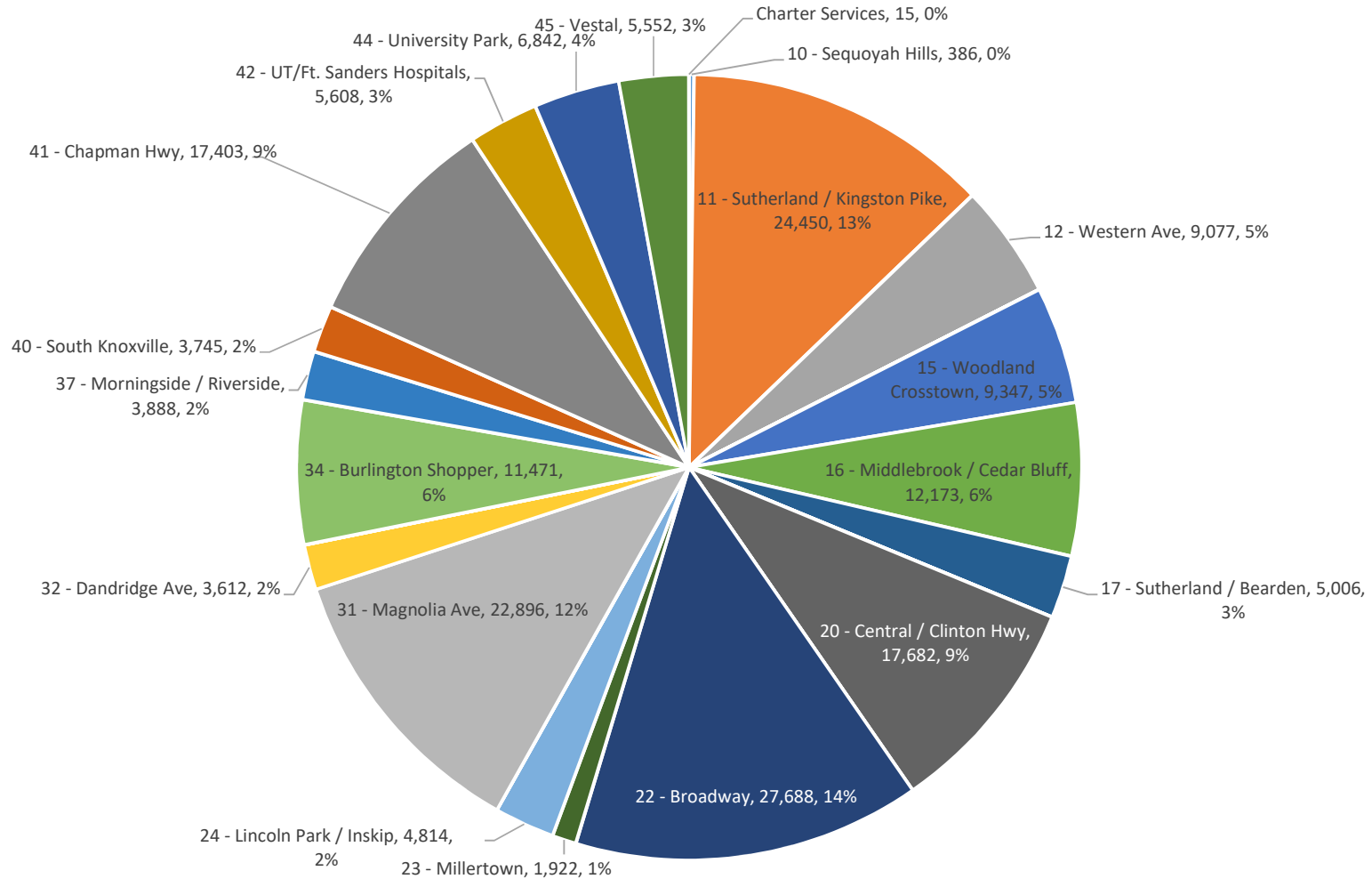
# Fixed Route Ridership by Month

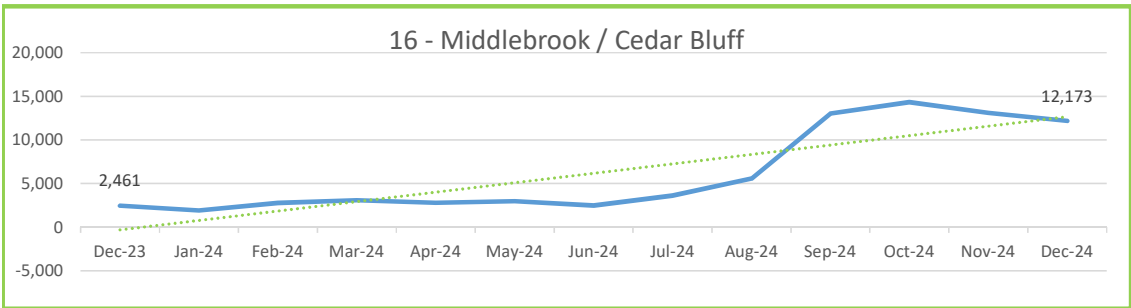
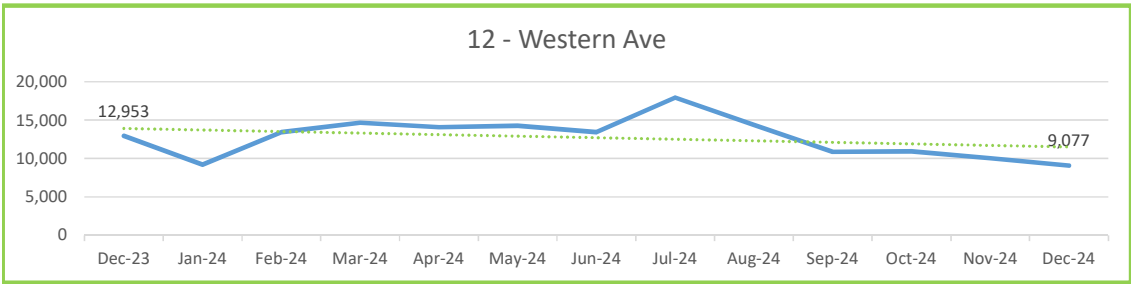
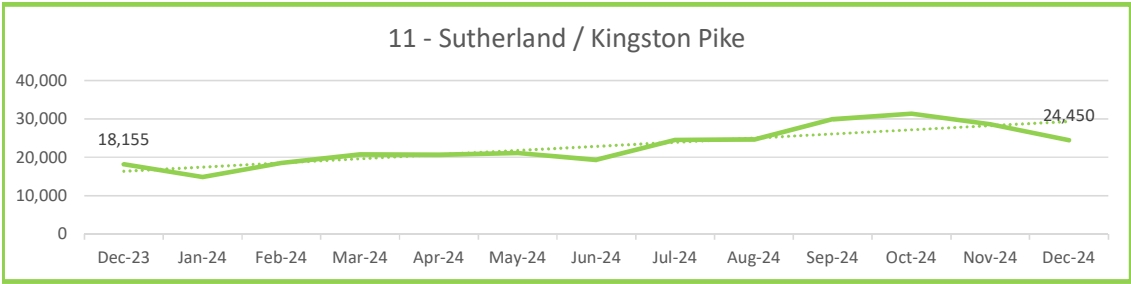
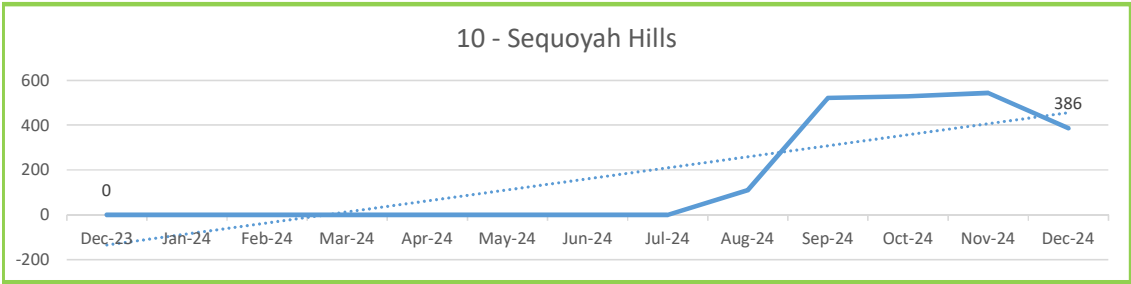
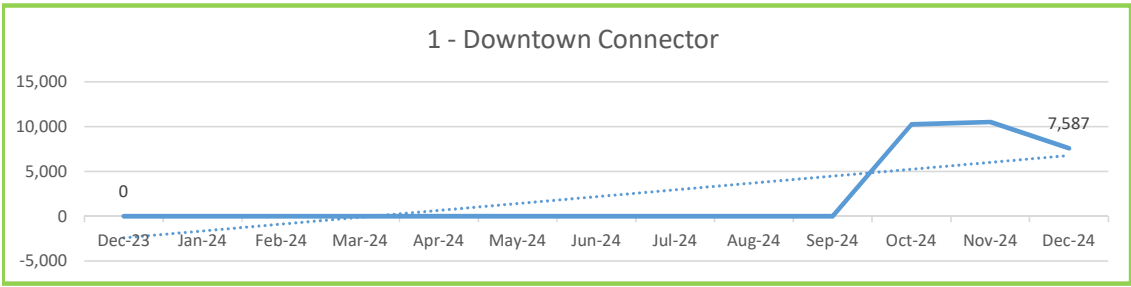


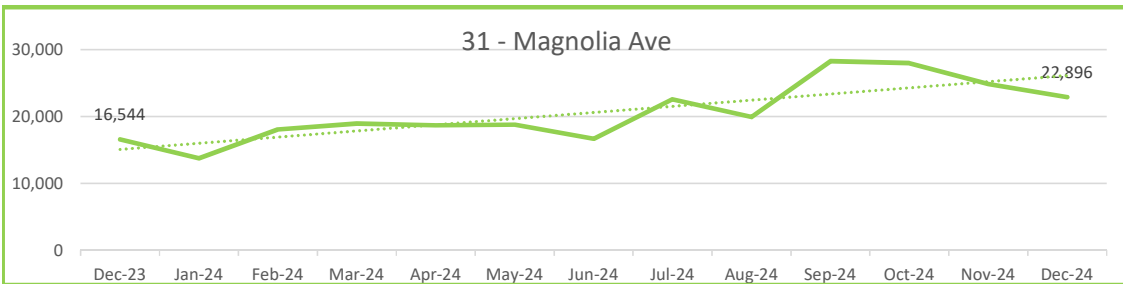
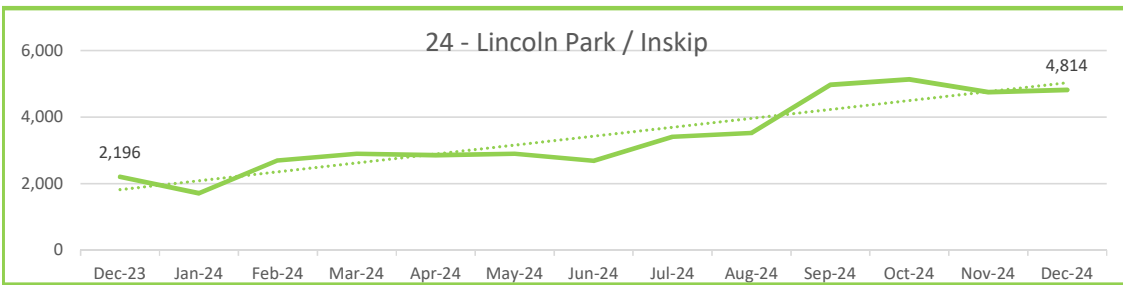
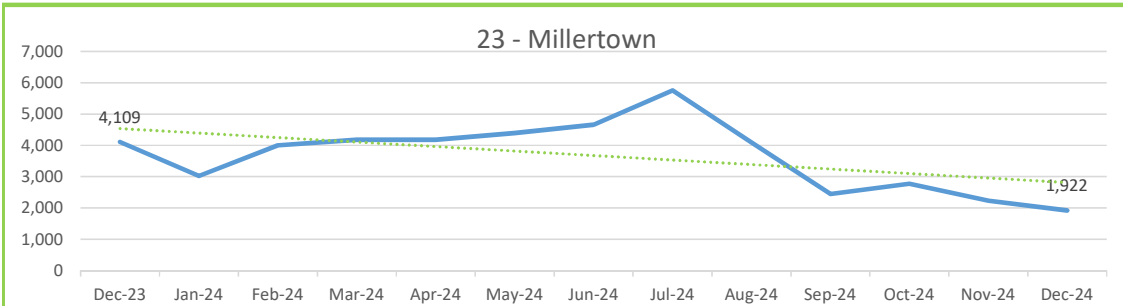
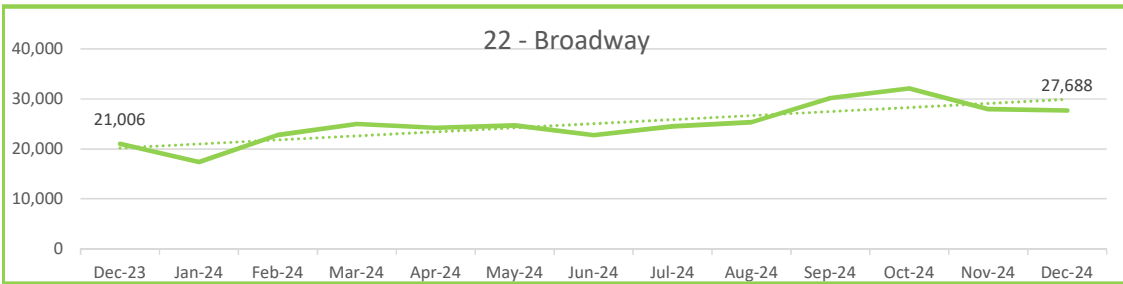
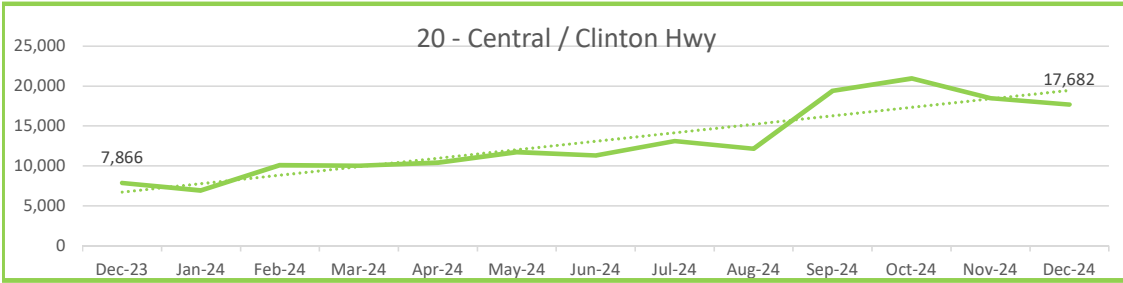
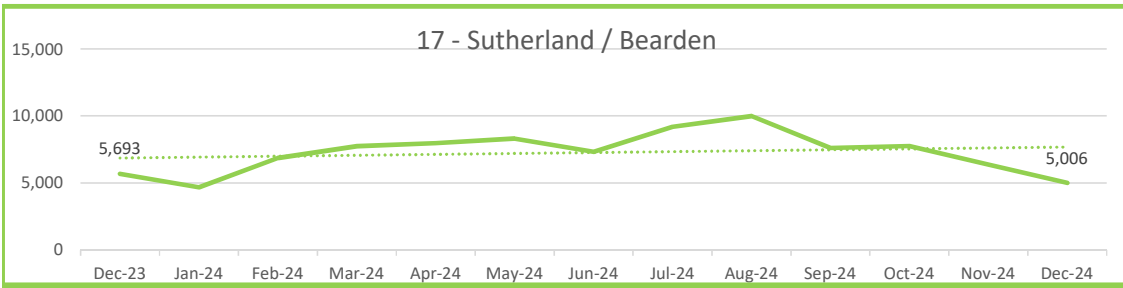
# 1 - Downtown Connector Ridership

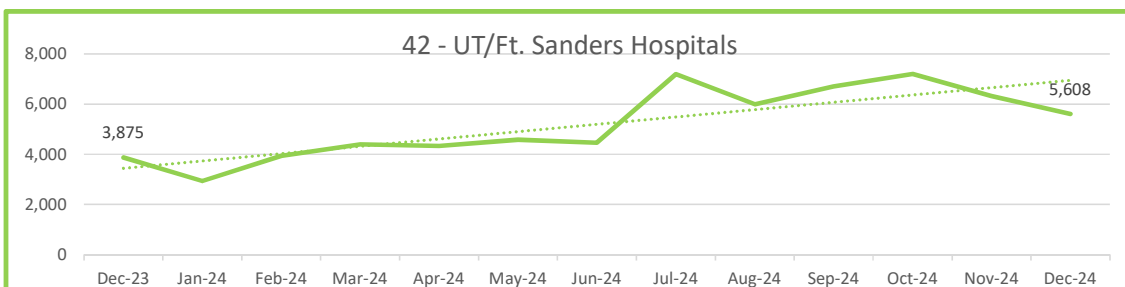
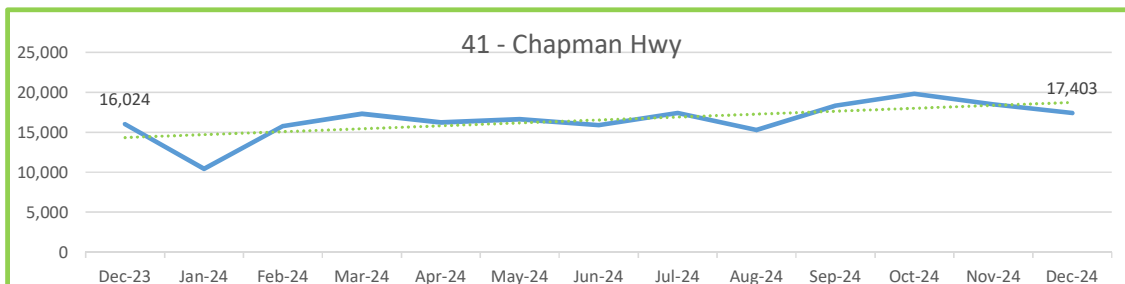
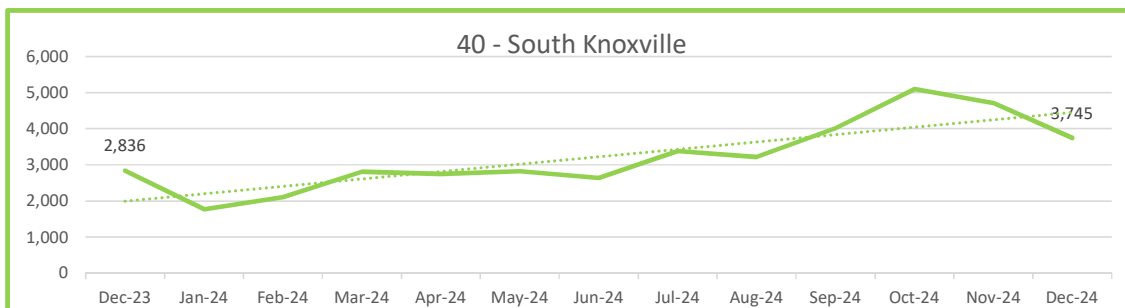
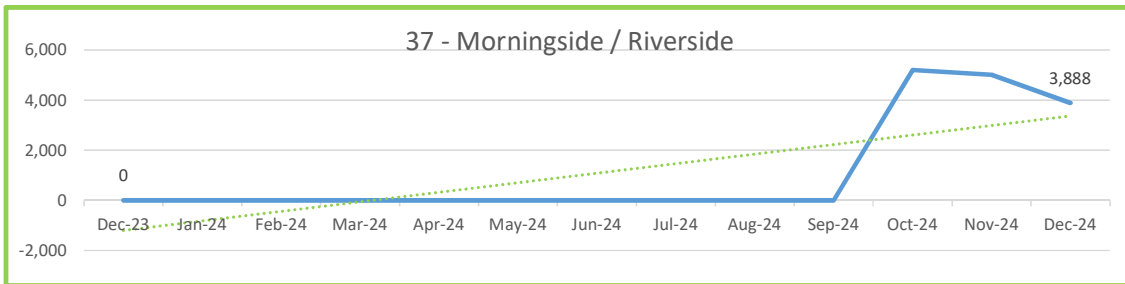
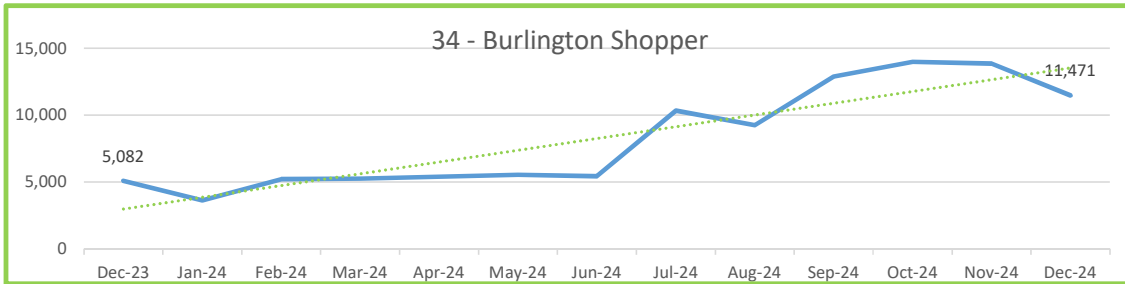
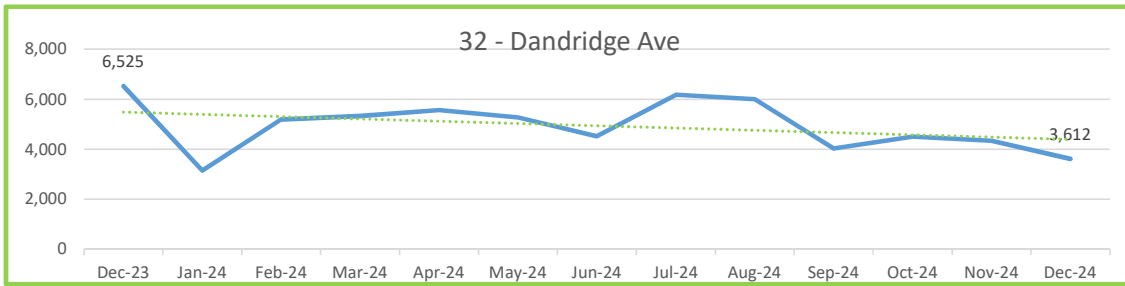


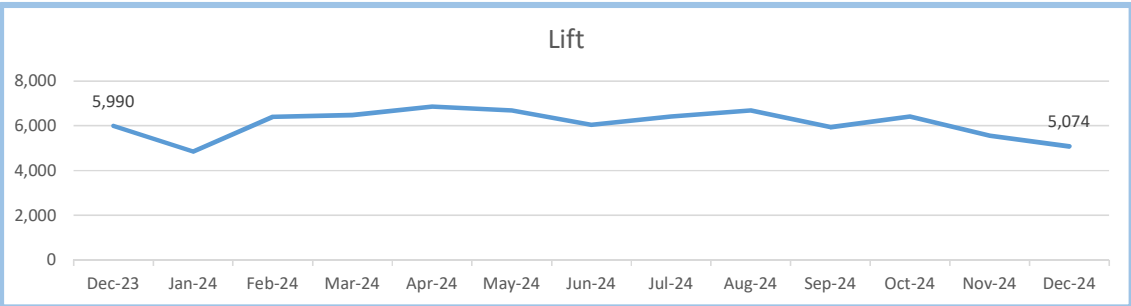
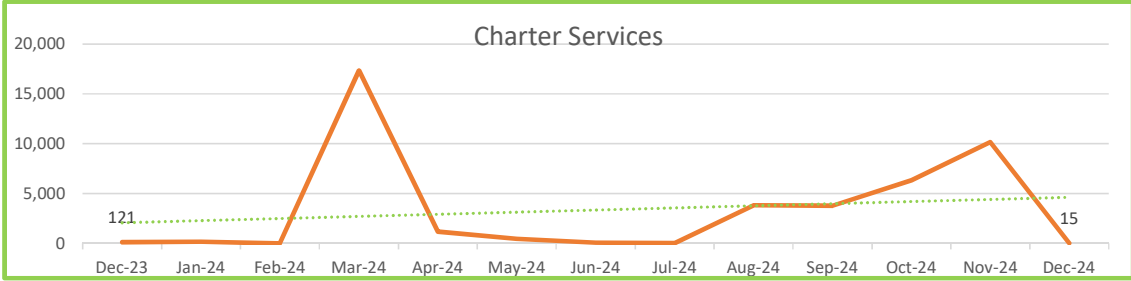
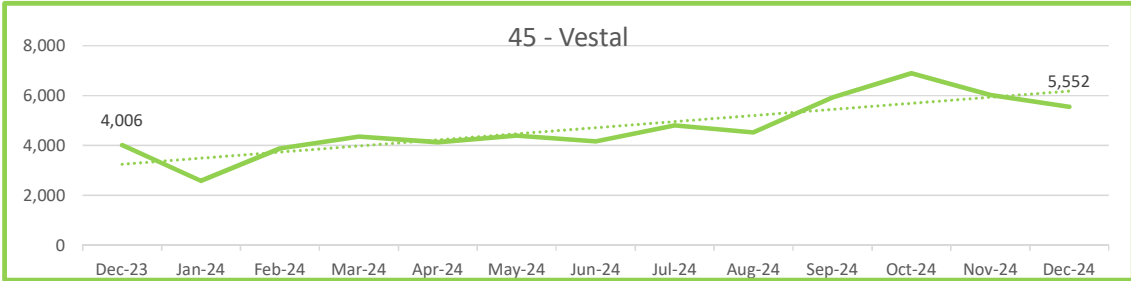
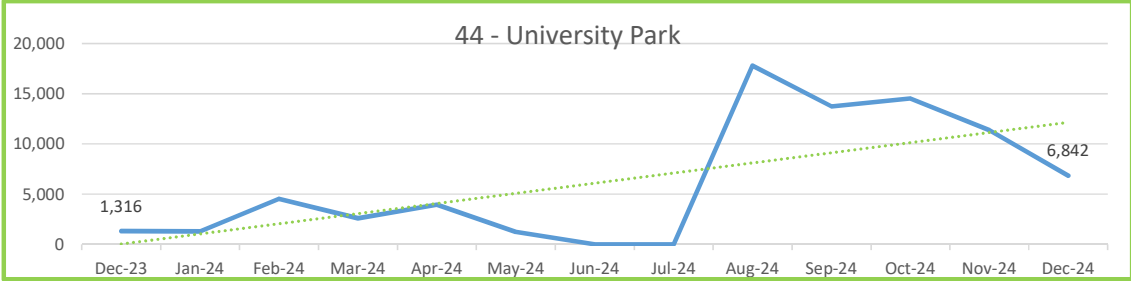
### December 2024 System Ridership by Route















# KAT RIDERSHIP

## December 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	268	202	32.7%	1,869	2,127	-12.1%
11	Kingston Pike	25,638	24,202	5.9%	168,981	165,894	1.9%
12	Western Ave	13,485	12,210	10.4%	79,180	81,092	-2.4%
13	Beaumont	2,464	2,542	-3.1%	17,479	17,692	-1.2%
16	Cedar Bluff Connector	3,410	2,749	24.0%	18,925	17,768	6.5%
17	Sutherland/Bearden	7,595	5,567	36.4%	51,361	43,331	18.5%
19	Lakeshore / Lonas Connector	498	437	14.0%	3,092	3,298	-6.2%
20	Central Ave. / Clinton Hwy	10,450	9,424	10.9%	70,944	67,483	5.1%
21	Lincoln Park	2,881	3,297	-12.6%	18,411	22,226	-17.2%
22	Broadway	21,553	22,390	-3.7%	150,406	152,552	-1.4%
23	Millertown	5,057	4,818	5.0%	33,168	31,257	6.1%
24	Inskip/Breda Rd	2,477	1,972	25.6%	16,932	15,140	11.8%
30	Parkridge	3,098	2,575	20.3%	19,311	16,465	17.3%
31	Magnolia Ave.	17,688	17,276	2.4%	114,229	116,896	-2.3%
32	Dandridge	6,372	5,443	17.1%	41,474	37,846	9.6%
33	M.L.K.	3,286	3,227	1.8%	22,424	21,236	5.6%
34	Burlington	5,442	5,290	2.9%	36,017	36,120	-0.3%
40	South Knoxville	3,958	3,191	24.0%	25,032	20,148	24.2%
41	Chapman Hwy	12,876	11,620	10.8%	81,427	72,543	12.2%
42	UT/Ft. Sanders Hospitals	3,338	3,006	11.0%	22,650	20,850	8.6%
44	University Park	2,663	2,934	-9.2%	33,437	34,543	-3.2%
45	Vestal	4,978	4,441	12.1%	32,953	30,394	8.4%
90	Crosstown	6,094	6,626	-8.0%	43,250	44,200	-2.1%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>165,569</b>	<b>155,439</b>	<b>6.5%</b>	<b>1,102,952</b>	<b>1,071,101</b>	<b>3.0%</b>
82	Orange Line Trolley	12,387	15,410	-19.6%	101,857	117,052	-13.0%
84	Green Line Trolley	10,510	8,502	23.6%	67,191	59,231	13.4%
86	Blue Line Trolley	18,181	19,243	-5.5%	123,956	125,637	-1.3%
88	Red Line Trolley	3,034	-	100.0%	14,301	-	100.0%
<b>SUBTOTAL</b>		<b>44,112</b>	<b>43,155</b>	<b>2.2%</b>	<b>307,305</b>	<b>301,920</b>	<b>1.8%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>209,681</b>	<b>198,594</b>	<b>5.6%</b>	<b>1,410,257</b>	<b>1,373,021</b>	<b>2.7%</b>
<b>LIFT SERVICE</b>		<b>5,458</b>	<b>4,846</b>	<b>12.6%</b>	<b>33,981</b>	<b>33,052</b>	<b>2.8%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>215,139</b>	<b>203,440</b>	<b>5.8%</b>	<b>1,444,238</b>	<b>1,406,073</b>	<b>2.7%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>466</b>	<b>779</b>	<b>-40.2%</b>	<b>36,521</b>	<b>39,773</b>	<b>-8.2%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>215,605</b>	<b>204,219</b>	<b>5.6%</b>	<b>1,480,759</b>	<b>1,445,846</b>	<b>2.4%</b>



# KAT RIDERSHIP \_APC

## December 2024



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	7,587	-	100.0%	41,980	-	100.0%
10	Sequoyah Hills	386	-	100.0%	2,090	-	100.0%
11	Kingston Pike	24,450	18,155	34.7%	169,837	146,127	16.2%
12	Western Ave	9,077	12,953	-29.9%	76,567	95,606	-19.9%
13	Beaumont	-	782	-100.0%	3,809	7,297	-47.8%
15	Woodland Crosstown	9,347	-	100.0%	46,951	-	100.0%
16	Cedar Bluff Connector	12,173	2,461	394.6%	62,671	20,024	213.0%
17	Sutherland/Bearden	5,006	5,693	-12.1%	47,455	44,970	5.5%
20	Central Ave/Clinton Hwy	17,682	7,866	124.8%	105,013	68,804	52.6%
21	Lincoln Park	-	2,642	-100.0%	6,692	19,542	-65.8%
22	Broadway	27,688	21,006	31.8%	178,455	160,717	11.0%
23	Millertown	1,922	4,109	-53.2%	20,776	28,581	-27.3%
24	Inskip/Breda Rd	4,814	2,196	119.2%	27,229	16,224	67.8%
30	Parkridge	-	2,655	-100.0%	6,594	19,976	-67.0%
31	Magnolia Ave.	22,896	16,544	38.4%	152,134	117,281	29.7%
32	Dandridge	3,612	6,525	-44.6%	29,578	36,035	-17.9%
33	M.L.K.	-	3,455	-100.0%	9,017	26,110	-65.5%
34	Burlington	11,471	5,082	125.7%	72,223	41,558	73.8%
37	Morningside/Riverside	3,888	-	100.0%	20,663	-	100.0%
40	South Knoxville	3,745	2,836	32.1%	24,843	20,265	22.6%
41	Chapman Hwy	17,403	16,024	8.6%	111,081	101,931	9.0%
42	UT/Ft Sanders Hospitals	5,608	3,875	44.7%	40,266	26,995	49.2%
44	University Park	6,842	1,316	419.9%	64,302	19,744	225.7%
45	Vestal	5,552	4,006	38.6%	34,776	28,974	20.0%
90	Crosstown	-	5,755	-100.0%	15,926	50,341	-68.4%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>201,149</b>	<b>145,936</b>	<b>37.8%</b>	<b>1,370,928</b>	<b>1,097,102</b>	<b>25.0%</b>
82	Orange Line Trolley	-	4,207	-100.0%	12,543	50,781	-75.3%
84	Green Line Trolley	-	4,489	-100.0%	15,801	47,694	-66.9%
86	Blue Line Trolley	-	8,057	-100.0%	37,053	110,217	-66.4%
<b>SUBTOTAL</b>		<b>-</b>	<b>16,753</b>	<b>-100.0%</b>	<b>65,397</b>	<b>208,692</b>	<b>-68.7%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>201,149</b>	<b>162,689</b>	<b>23.6%</b>	<b>1,436,325</b>	<b>1,305,794</b>	<b>10.0%</b>
<b>LIFT SERVICE</b>		<b>5,074</b>	<b>5,990</b>	<b>-15.3%</b>	<b>36,074</b>	<b>36,990</b>	<b>-2.5%</b>
<b>KAT CONNECT</b>		<b>7</b>	<b>-</b>	<b>100.0%</b>	<b>12</b>	<b>-</b>	<b>100.0%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>206,230</b>	<b>168,679</b>	<b>22.3%</b>	<b>1,472,399</b>	<b>1,342,784</b>	<b>9.7%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>15</b>	<b>121</b>	<b>-87.6%</b>	<b>1,266,191</b>	<b>1,344,469</b>	<b>-5.8%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>206,245</b>	<b>168,800</b>	<b>22.2%</b>	<b>2,738,590</b>	<b>2,687,253</b>	<b>1.9%</b>



## MONTHLY RIDERSHIP REPORT

December

Month	Booked Trips	Completed Trips	No-Show/Cancel	Unique Riders	Connected w/ Route 12	Connected w/ Route 20	Ineligible Trip Requests	On-Time Performance
September	34	17	10	7	4	13	7	85.29%
October	11	11	0	3	4	7	0	83.33%
November	6	5	1	2	4	1	0	100.00%
December	18	7	11	2	5	2	0	77.80%

DECEMBER 2024

# ON-TIME PERFORMANCE

## Route Performance

ON TIME: 83.7%

EARLY: 2.8%

LATE: 13.5%

