

Knoxville Transportation Authority

Meeting Date: Thursday February 27, 2025



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INDYA KINCANNON
MAYOR
(865) 215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA

Thursday, February, 2025

City-County Building, Room 575

Debbie Helsley
CHAIR
Dustin Durham
VICE-CHAIR
Bethany Starritt
RECORDING SECRETARY

Candace Brakewood

Rick Whitted

Aly Taylor

Mary Thom-Adams

Nancy Nabors

Eboni Winford

Zach Roskop

JOHN LAWHORN
ATTORNEY TO KTA

- I. Determination of a Quorum
- II. Approval of Minutes – January
- III. Reports
 - KTA Chair
 - Commissioner’s Comments
 - Staff
 - i. City of Knoxville Director of Transit
 - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for March 27, 2025, and Adjourned

I. Determination of a Quorum

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

Attorney Lawhorn stated that they had nine members present. They have a quorum.

Commissioners in attendance:

Chair Brakewood

Vice-Chair Whitted

Commissioner Durham

Commissioner Nabors

Commissioner Taylor

Commissioner Winford

Commissioner Helsley

Commissioner Thom-Adams

Commissioner Roskop.

II. Approval of Minutes

Chair Brakewood asked if anyone had questions or comments for January 23rd, 2025. There were no comments.

Commissioner Winford gave the 1st motion; Commissioner Helsley gave the 2nd motion. All were in favor, there were none opposed.

III. Reports

A. KTA Chair

Chair Brakewood stated that she did not have any reports, other than to say thank you for the opportunity she had to serve as the chair for the past couple months and to say it was a pleasure to work with everyone. Chair Brakewood then asked if it was all alright for the new commissioners to introduce themselves as they moved on to commissioner comments.

B. Commissioner's comments

New Commissioner, Zach Roskop introduced himself. He is the owner and operator of Knox Brew Hub, as well as Fred's Beans & rice, which is a small business located in Market Square. He stated that he is a resident of Park Ridge, a lover of everything Knoxville, strangely passionate about Public Transportation, and was honored to be there and excited for the opportunity to serve.

New Commissioner, Mary Thom-Adams was next, introduced herself next, saying she is a resident of East Knoxville, but works at an organization called Spark, which is

located in South Knoxville. She explained that Spark serves people with Disabilities primarily those who use mobility equipment, but that they also adapt toys for children and other innovations. She ended by stating that she is also a big fan of Knoxville and is delighted to serve on the board.

Commissioner Debbie Helsley, introduced herself and added that she was not new to the board, but was there to represent the council on this board.

Commissioner Eboni Winford introduced herself, stating that she is the vice president of the Research and Health Equity at Cherokee Health Systems, as well as a licensed psychologist.

New Commissioner Aly Taylor, introduced herself next. She is the founder of Make a way transport, which provides non-emergency transportation in Northeast Knoxville, as well as Nashville. She stated that she is excited to serve and see how everyone can work together.

Commissioner Nancy Nabors introduced herself. She is the lead member for dealing with anything infrastructure at Knoxville Chambers.

Bethany Starritt, introduced herself as the new Recording Secretary.

Commissioner Dustin Durham, introduced himself. He is the executive director of Our Chapter of the American Institute of Architects, the Vice-President of Old Knox North, and the executive director of a new non-profit called Yes Knoxville, which is focused on Urban Planning.

Commissioner Rick Whitted, introduced himself next. He is the transportation manager for the University of Tennessee.

Chair Brakewood stated that she thought she introduced herself to everyone, but would do so again. Chair Brakewood is an associate professor at the University of Tennessee in Civil Engineering.

She then went on to ask if they were any further commissioner comments, as normally this would be the time to go to commissioner comments on the agenda.

Commissioner Durham spoke up with a question for KAT Staff. He stated that for the last few weeks he had been riding his main route, which is route twenty, and stated that it had been rather cold and snowy. He added further that the stop he used was next to the KenJo gas station on Central Street. He stated that he wanted to ask about the process of reporting maintenance issues, because one of the glass panels at this particular stop was gone. He stated that he just wanted to be aware of it himself, as well as others on how to get problems like that fixed. His second

question was whether or not KAT was required to clear or make sure the sidewalks near the bus stops were clear of ice or snow. He stated that there was no ice at his stop, but that it had him think if we were making sure people weren't slipping and falling.

Isaac Thorne replied to Commissioner Durham, stating that if there's a maintenance issue, such as garbage or broken glass at one of KAT's shelters, individuals can fill out a form that can be accessed online or call customer service, which will create a ticket to be sent to our maintenance team. Mr. Thorne then went on to reply to Commissioner Durham's second question, stating that KAT does the best it can when it comes to clearing ice and snow, and that it depends on having enough personnel to do so. He stated that KAT has the salt supplies and clears the stops to the best of its ability, but that it is difficult when not having enough personnel during inclement weather.

Commissioner Durham then asked if there had been any attempts to integrate submitting maintenance issues into the transit app. To which Mr. Thorne responded that he believes that a question just like this one has been asked before and that they are looking into doing something exactly like it. He added that his maintenance crew does have a weekly process where they go out to clean and remove trash from all the bus stops, but that sometimes within a day of cleaning a stop, the trash will be full again.

Chair Brakewood then asked if there were any other commissioner comments, to which Commissioner Hesley asked if KAT staff would be introducing themselves to the new commissioners. KAT staff responded yes.

Mr. Thorne asked Attorney John Lawhorn if he wanted to start first, and Attorney Lawhorn proceeded to introduce himself. He stated that he is the attorney for Knoxville Transportation Authority as well as Knoxville Area Transit and has been serving that role part-time since 1990 and as a full-time role since the 1990s. He stated that he is happy to serve the board, and that if anyone has any questions about their role, or what the KTA does, to reach out to him, as it does take some time to figure it all out and he is happy to help anyone along.

Isaac Thorne then introduced himself. He is the Director of Knoxville Area Transit. He stated that he believed he had talked to many of them that day, but that they plan to meet everyone before the February meeting, to meet and discuss the overview of KAT and that Mr. Lawhorn will be giving an overview of what they'll be voting on and some of the rules. He apologized for not being able to do so before the meeting, but that he will be reaching out soon.

Dana Baker introduced herself next. Ms. Baker is the chief operating officer and has been at KAT for six weeks. She stated that she is happy to be at KAT, that she has

over thirty years of experience in public transit, specifically in operations, maintenance, and safety, and that she looks forward to contributing to KAT and the community.

Pat Downs then introduced herself. She is the Chief Administrative Officer. She has been with KAT for almost a year and has a compliance background. She stated that she was a Federal lead reviewer for the FTA for triennial and state management reviews, and lastly, that it was a pleasure to meet everyone.

Umar Tennessee then introduced himself. Mr. Tennessee is the planning manager at KAT and he has also, almost been at KAT for a year. He stated that this was his second time at KAT, as he had started out as a bus operator around thirteen years ago and became a supervisor and scheduler. Lastly, He stated that overall, he had around seventeen years of transit experience, and that he was glad to meet everywhere.

Doug Burton then asked if he needed to introduce himself, to which Chair Brakewood stated to go ahead and introduce himself.

Doug Burton Introduced himself. He stated that he works for an organization called Transportation Planning Organization, they are a part of Knox County Planning. He continued saying that any County that has a population fifty thousand or more residents has a transportation planning organization. He stated that his organization has a more regional perspective than KAT staff, as they serve Knox County, Anderson County, Blount County, and Loudon County. He continued, saying that they do all sorts of transportation planning, from roadway, transit, pedestrian, and biking. He stated that they have required documents they must prepare, with one of them being a long-range plan that spans the course of twenty-five years, as well as shorter-range plans, which are for projects that are being implemented and that when Federal funds or grants start to come in, they help coordinate with Kat on them. He stated that because they have a more regional perspective, he also works with the CAC and Ethra, who do more regional transportation, but in smaller vans. He continued, saying that he probably started around the same time that Attorney Lawhorn did and joked that they were probably pushing around four hundred attended KTA meetings now. He ended by stating that he also has some institutional knowledge and will chime in when appropriate and that it was nice to meet everyone.

Clay Mercer introduced himself next. He stated that he is one of the transit planners at KAT and has been for 3 months, but has been in transit for three years; He ended by saying he is looking forward to working with everyone.

Quinton McCroskey introduced himself. He stated that he is the scheduling analyst and has been for almost a year, but has been at KAT for around four years.

Commissioner Brakewood thanked everyone for introducing themselves and stated that it was nice to meet the new folks. She then turned it over to Staff.

C. Staff

i. City of Knoxville Director of Transit

• Route Modification

Commissioner Brakewood asked if the next agenda item was Director of Transit, Route Modifications, to which Mr. Thorne replied yes, that he was a few quick updates, then he would turn it over to Mr. Tennessee the planning manager to talk about route modification to route thirty-seven. He started by saying that they have had a ten percent year to date in fixed route ridership, which he exclaimed was great to see. He continued stating that on-time performance is at 83.7 percent, which is similar to last month's percentage, but that they are treading in a good direction since they are up nearly six percent since August. He stated that he also wanted to talk about the inclement weather that happened in January, and that he wanted to thank their employees, operators, and supervisors for getting them through that very difficult weekend. He stated that they had to suspend some services, and start routes late for a few days to allow the city to be able to plow and salt the streets. He reiterated his thanks and also added that their team did a great job and that he appreciated them for the work they did, He thanked employees for this weekend as well, as there had been some very cold weather. Mr. Thorne then stated that there was one more thing he wanted to mention before Mr. Tennessee took over, which is that the route changes that the KTA approved in November, would be taking effect on January 27th. He then turned the conversation to Mr. Tennessee.

Mr. Tennessee stated briefly that there was a modification that KAT had intended to put into the proposal for a vote last month, which is for route 37: Morningside/ Riverside. He stated that it doesn't require a Title VI analysis or require a vote, but that it was just revising the inbound services. Route 37 will now be serving Isabella Towers inbound and outbound all day. He stated that when looking at the map, the red section is the old inbound route and instead of using that same inbound route, the route will instead make a left onto Groner Dr. from Laurans Ave. then proceed to take a left from Groner Dr. onto Isabella Towers, then proceed to go clockwise onto Clifford St. and lastly a left on Hazen St, which will then take it back to the regular 37 route. He finished by stating that he just wanted to make sure everyone was aware of this slight change.

Attorney Lawhorn then stated he would like to clarify that they do not require a Title VI analysis nor do they require a public hearing. He stated that the one thing they do require however is a vote from the KTA Board, to which Mr. Tennessee responded he knew. Attorney Lawhorn continued stating that once everyone was satisfied

with their questions, they would require a motion, second, and a vote on the stated proposal. Mr. Tennessee then asked if there were any questions.

Commissioner Winford then asked how many stops were eliminated from the original route, if any were eliminated and also if there were any extended distances in the original stops and those in the new route.

Mr. Tennessee replied by saying he meant to mention. He answered, saying that they though thought there was a stop on Laurans Ave. and Hazen St., but that it was never installed, so they would not be missing anyone on that stop. He stated that the next stop is at the park, but that they intend to place a stop on Hazen St. and Clifford, right at the curb cut, He stated that they wanted to make sure that the neighborhood still has access to the stop at Groner Dr. and Clifford St.

Commissioner Roskop asked what the motivation was for the change. To which Mr. Tennessee responded that it is to minimize wait time. He stated that passengers were catching the outbound, all the way to the end of the line, sitting through the layover, and then come back into town. He stated that since route 37 is such a short route, they thought it would be best to allow passengers to catch the inbound at Isabella Towers without the shorter wait time on the bus.

Commissioner Durham then asked if this was weekday service and if it was half hour service or hourly service. Mr. Tennessee responded that yes, weekday service was half an hour and that weekend service was also half an hour.

Chair Brakewood then asked if there were any other commissioner comments or questions. Since there was not, she proposed to then place the vote on the proposed Route 37 service change.

Commissioner Helsley gave the 1st motion; Commissioner Durham gave the 2nd motion. All were in favor, none opposed.

Chair Brakewood stated that the service change for Route 37 was approved.

Chair Brakewood turned it over to the TPO Transit Planner.

ii. TPO Transit Planner

Mr. Burton stated he had nothing other than introducing himself and again stated that his organization works on some transit planning and that they have some projects in the works, but nothing at the moment.

IV. New Business

- KTA Nominating Committee

Attorney Lawhorn explained to those new to the board, that they choose officers on an annual basis for the KTA. He stated that a chair, vice chair, and recording secretary are required by the city ordinances and addressed in the bylaws. He continued, stating that the terms for each office is one year, and that the term for chair and vice chair are limited to two consecutive terms, which is two years. He stated that from what he can recall from the November 2024 meeting, there would be two interim occupants of the chair and vice chair positions, so they are looking for new nominees for the positions. He continued, saying that the nominating committee consisted of Chair Brakewood, commissioner Helsley, and himself. He stated that they all met on January 16th, according to public notice to propose a slate of nominees for the positions.

He then went on to say that the recording secretary position has historically been an employee of KAT or the city, which the organizations graciously provide them with. He stated it was a very hardworking position, as they do a lot of work before and after meetings and that for the past few years, Analisa Valentine has served with KAT's gracious offering and he stated that she had been phenomenal, but is moving on to other duties, so that they have been offered Bethany Starritt as their recording secretary and will be nominating her for that position. For the chair position, he stated that the committee proposed that Commissioner Debbie Helsley serve as chair during the year 2025 and that Commissioner Dustin Durham serve as Vice Chair.

Attorney Lawhorn stated that since those names came from a committee, they would not need a motion, but that if a commissioner would like to nominate other names, for any position, they can. He stated that if they chose to nominate someone other than themselves, it would have to be with written or verbal consent stating they are willing to serve. He then asked if there were any other names that the commissioners would like to nominate. Since there were no other nominations, he then stated the current nominations would be subject to a vote.

Chair Brakewood stated that with this vote, she would not need a motion.

Attorney Lawhorn then stated that they could vote either as a full slate or with each nominee individually, to which Chair Brakewood stated that since there were no other nominations, they would vote the full slate together. She continued saying they would vote on the full slate, chair, vice chair, and recording secretary.

All were in favor of the vote, none opposed, the slate of nominees were approved.

V. Old Business

There was no old business.

VI. Public Comments

Chair Brakewood stated that only one person signed up for public comment, and called them up to speak.

Tiara Lady Wilson-2705 Lane Avenue, Knoxville TN 37914.

She began by stating that excuses are the tools of the incompetent, used to build monuments to nothingness and those who specialize in it, seldom amount to anything, and that she was tired of the excuses. She stated that we currently live in a society where rewards mediocrity and does not hold people accountable for not fulfilling the responsibilities that they have been charged to fulfill. She continued stating that it creates an environment for those who cannot work in excellence, it makes it their mission to undermine their co-workers, their subordinates, and even their leaders, who operate in that spirit of truth and excellence. Ugima, she stated, is what she lives by, which is to build and maintain our community together and to make our brothers and sisters' problems, our problems and to solve them together. Which she stated is why she was there, she continued saying it was not only to advocate for herself, who uses the lift, but for other co-riders, and the drivers, who she stated served them on a daily basis. She stated that she noticed the board doesn't focus on the lift, but the main line, and she said that she understands that because it is the majority of who KAT serves. She stated that she is a fan of KAT Reimagined and that she loves what they have done for the main line, but that unfortunately, KAT has completely ignored their most vulnerable, who rely on the KAT Lift. She continued saying that she has read over the past KTA minutes and stated that there were no checks and balances, and that no one is seeing how the Lift is operating monthly. She asked how we could change that, then stated she was glad to see the new faces, because that means that it can be a new day and that it means it can be a grand opportunity to reimagine Lift. Which I hope will no longer consist of riders and drivers who are advocating for efficient and effective service to experience unprofessionalism, malice comments, vindictiveness, and retaliation, instead of the recourse she hoped to see, where everyone could work together in the spirit of Ugima and create a service of environment that isn't hostile. She stated that even though she was standing there for herself, as she always does, she said this was for people who can't be there at three and that the board is there for less than thirty minutes.

She then stated that she had a question on how people who are being affected adversely, get the opportunity to have their voices heard and stated that at the moment, the staff is not doing so. She continued saying that she came that day to ask everyone that are in charge of helping the main line be reimaged, to do the same for Lift.

She then held up a picture, stating that one of the KAT employees was written up for HIPPA violations because she told and asked them about her profile, she stated that she had taken the picture with her cell phone. She stated it wasn't right and that it was a hostile environment for the drivers who are trying to do their jobs. She continued saying that if Kat were to begin writing people up for a screen she could clearly see herself and have the ability to take a picture of, that it was wrong. Lastly, she stated that Mr. Thorne did reach out to her, but that the reason she was there with the board, was to put on notice for the board to not focus solely on the main line, but on Lift as well and make sure the individuals

of the city are being taken care of, especially those with intellectual disabilities who cannot speak for themselves.

Chair Brakewood stated that they appreciated Ms. Wilson for her comments and effort for coming in. She then stated that there was no one else signed up for public comment.

Commissioner Winford then asked a question regarding Ms. Wilson's comments. She asked staff how feasible it was for them to bring Lift forward to the board for consideration of changes and if the board was not the right venue then what would be.

Attorney Lawhorn stated that as they have discussed, the jurisdiction of the KTA is largely dealing with fixed routes and fares price and that from the standpoint of fares they do address Lift. He continued stating that the ordinance establishing the KTA does discuss a consolidated and integrated plan for transportation and transit, and believes that the board could certainly undertake the discussion of the Lift service, terms of its construction, and its dedication to how it serves the fixed line, is subject to discussion. He continued stating that the management of the staff that operates the Lift is a KAT function, and that the board was not a board of KAT directors or a supervisory board of how KAT manages their employees, so that the board doesn't discuss it. He concluded by stating that with it being part of the larger consolidated transportation system, the board can discuss how the Lift service is or isn't serving the community.

Ms. Wilson then asked if she could speak again, to which Attorney Lawhorn stated that he wasn't the chair, but that they she had already had five minutes.

Chair Brakewood then stated that she would like to move on with the agenda, but that they and Staff would stick around and be happy to talk after.

VII. Set the Next Meeting and Adjourn.

Before setting up the next meeting, Chair Brakewood thanked everyone for the opportunity to serve as the chair for the past few months, stating that it was wonderful working with everyone, and that she would continue serving but as a regular commissioner, and that Commissioner Helsley will serve as the chair effective next meeting.

She then set the meeting for February 20th, 2025, at 3:00pm, in the City-County Building, Main Assembly Room.

The meeting was adjourned.

Respectfully Submitted,
Bethany H. Starritt
KTA Recording Secretary.

City of Knoxville
Schedule of Revenues & Expenses Compared to Budget
January 2025

	Current Year:					Prior Year:	
	Original Budget	Current Budget	Actual	Variance		Actual - Prior Year	Variance
Revenue							
Charges for Service							
Farebox & Pass Revenue	\$ 580,400	\$ 580,400	\$ 288,812	\$ (291,588)	49.76%	\$ 369,164	\$ (80,352)
Ticket Sales	437,000	437,000	346,045	(90,955)	79.19%	265,386	80,659
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	2,400	1,900	480.00%	7,810	(5,410)
UT Trolley Subsidy	-	-	13,884	-	-	44,075	(30,191)
Miscellaneous Revenue	3,500	3,500	8,191	4,691	234.02%	1,863	6,328
	<u>1,210,400</u>	<u>1,210,400</u>	<u>823,626</u>	<u>(400,657)</u>	<u>68.05%</u>	<u>845,196</u>	<u>(21,569)</u>
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%	2,796,539	(1,397,028)
General Fund Transfer	19,596,830	19,596,830	12,335,917	(7,260,913)	62.95%	8,882,846	3,453,071
Insurance Proceeds	750,000	750,000	187,313	-	-	-	187,313
	<u>28,040,630</u>	<u>28,040,630</u>	<u>13,922,741</u>	<u>(14,305,202)</u>	<u>49.65%</u>	<u>11,679,385</u>	<u>2,056,043</u>
	<u>\$ 29,251,030</u>	<u>\$ 29,251,030</u>	<u>\$ 14,746,368</u>	<u>\$ (14,705,859)</u>	<u>50.41%</u>	<u>\$ 12,524,581</u>	<u>\$ 2,221,787</u>
Expenditures							
Personnel Services							
Wages, Taxes, & Retirement Contributions	\$ 17,383,780	\$ 17,383,780	\$ 9,557,036	\$ 7,826,744	54.98%	\$ 9,418,918	\$ 138,118
Employee Group Insurance/Benefits	2,291,940	2,291,940	1,790,894	501,046	78.14%	1,286,825	504,069
	<u>19,675,720</u>	<u>19,675,720</u>	<u>11,347,930</u>	<u>8,327,790</u>	<u>57.67%</u>	<u>10,705,743</u>	<u>642,188</u>
Administrative Expenses							
Supplies	610,660	599,230	299,159	300,071	49.92%	139,478	159,681
Services	9,276,950	9,475,670	2,129,435	7,346,235	22.47%	1,423,326	706,108
	<u>9,887,610</u>	<u>10,074,900</u>	<u>2,428,594</u>	<u>7,646,306</u>	<u>24.11%</u>	<u>1,562,805</u>	<u>865,789</u>
Fleet Expenses							
Fleet Supplies	-	-	-	-	-	10,438	(10,438)
Parts	45,000	44,800	5,778	39,022	12.90%	-	5,778
Fuel/Oil/Fluids	2,316,500	2,129,410	964,066	1,165,344	45.27%	807,163	156,903
	<u>2,361,500</u>	<u>2,174,210</u>	<u>969,844</u>	<u>1,204,366</u>	<u>44.61%</u>	<u>817,601</u>	<u>152,243</u>
	<u>\$ 31,924,830</u>	<u>\$ 31,924,830</u>	<u>\$ 14,746,368</u>	<u>\$ 17,178,462</u>	<u>46.19%</u>	<u>\$ 13,086,148</u>	<u>\$ 1,660,219</u>
			<u>\$ (0)</u>			<u>\$ (561,568)</u>	<u>\$ 561,567</u>



KAT
KNOXVILLE AREA TRANSIT
ROUTE PERFORMANCE REPORT
January, 2025

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	6,922	3.5%	8,490	4.7%	871	6.6%	0.82	7.95
10	Sequoyah Hills	505	0.3%	747	0.4%	73	0.6%	0.68	6.89
11	Kingston Pike	24,295	12.1%	17,613	9.7%	1,357	10.3%	1.38	17.90
12	Western Ave	8,768	4.4%	18,496	10.2%	1,010	7.7%	0.47	8.68
15	Woodland Crosstown	9,411	4.7%	17,256	9.5%	1,338	10.2%	0.55	7.03
16	Cedar Bluff Connector	10,585	5.3%	16,412	9.0%	1,056	8.0%	0.64	10.02
17	Sutherland/Bearden	5,638	2.8%	5,316	2.9%	407	3.1%	1.06	13.86
20	Central Ave/Clinton Hwy	15,304	7.6%	15,892	8.8%	1,152	8.8%	0.96	13.28
22	Broadway	27,130	13.6%	11,974	6.6%	1,054	8.0%	2.27	25.73
23	Millertown	1,820	0.9%	2,885	1.6%	235	1.8%	0.63	7.76
24	Inskip/Breda Rd	4,210	2.1%	6,397	3.5%	511	3.9%	0.66	8.23
31	Magnolia Ave.	22,935	11.5%	12,265	6.8%	1,094	8.3%	1.87	20.97
32	Dandridge	3,467	1.7%	4,771	2.6%	299	2.3%	0.73	11.61
34	Burlington	11,001	5.5%	17,676	9.7%	1,077	8.2%	0.62	10.21
37	Morningside/Riverside	3,695	1.8%	2,662	1.5%	222	1.7%	1.39	16.62
40	South Knoxville	3,073	1.5%	5,955	3.3%	359	2.7%	0.52	8.57
41	Chapman Hwy	15,753	7.9%	12,473	6.9%	725	5.5%	1.26	21.74
42	UT/Ft Sanders Hospitals	5,439	2.7%	6,140	3.4%	721	5.5%	0.89	7.54
44	University Park	15,191	7.6%	966	0.5%	96	0.7%	15.73	158.24
45	Vestal	5,007	2.5%	5,544	3.1%	359	2.7%	0.90	13.96
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		200,149		181,441		13,145		1.10	15.23
LIFT SERVICE		5,388		35,887		2,739		0.15	1.97
TOTAL SCHEDULED SERVICES		205,537		217,328		15,884		0.95	12.94
TOTAL CHARTER SERVICES		42		6		4		7.00	10.50
GRAND TOTAL ALL KAT SERVICES		205,579		217,334		15,888		0.95	12.94



KNOXVILLE AREA TRANSIT

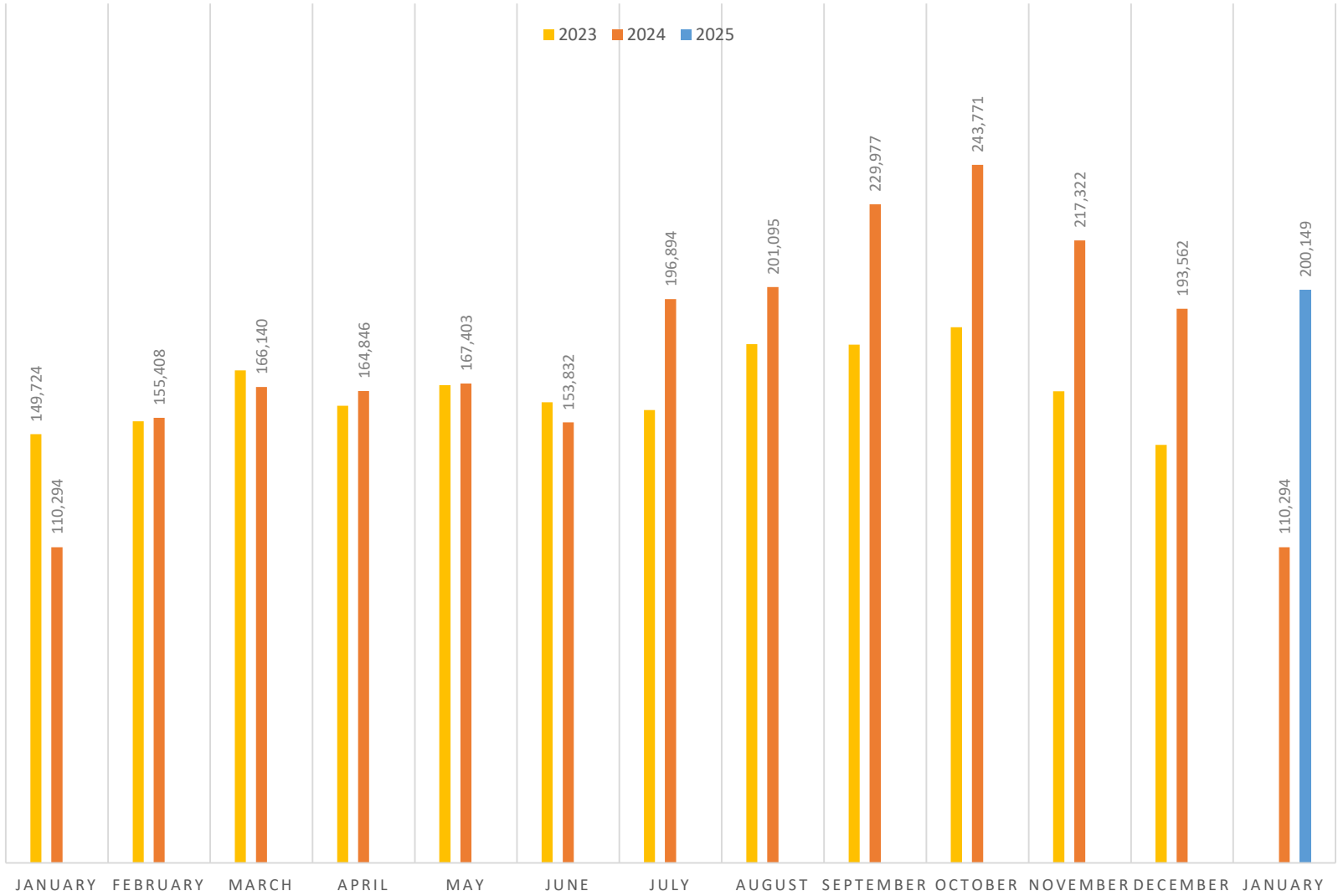
SYSTEM PERFORMANCE REPORT

January, 2025

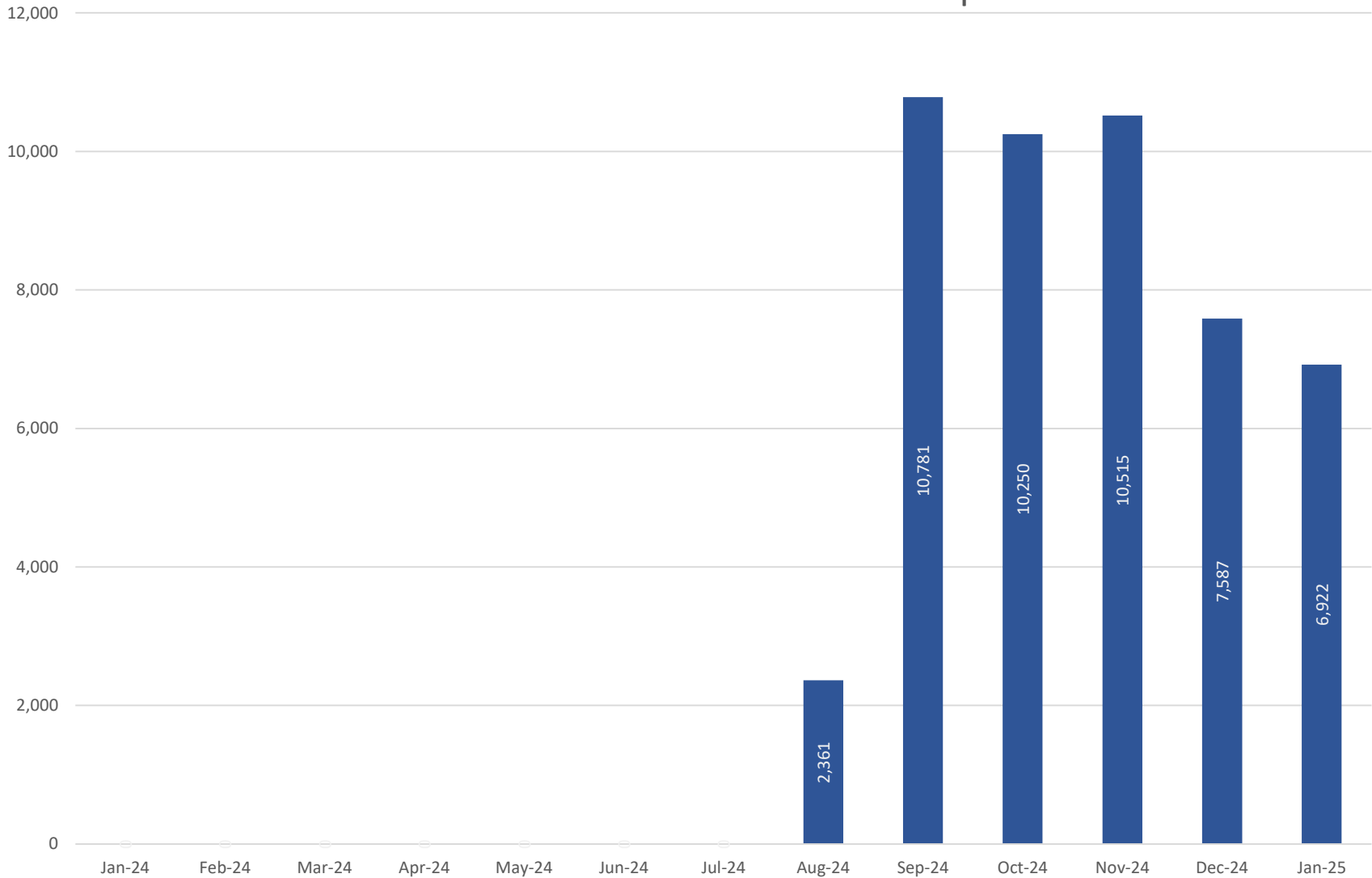
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>
FIXED ROUTE SERVICE						
Total Passengers	200,149	162,689	23%	1,515,282	1,314,433	15%
System Generated Revenue				\$600,819	\$601,890	0%
Revenue Veh. Miles	181,441	209,309	-13%	1,469,249	1,432,539	3%
Revenue Veh. Hours	13,145	16,536	-21%	107,564	113,010	-5%
Passengers/Mile	1.10	0.78	42%	1.03	0.92	12%
Passengers/Hour	15.23	9.84	55%	14.09	11.63	21%
Preventable Accidents	2	3	-33%	31	42	-26%
Mechanical Road Calls	48	33	45%	305	247	23%
Accidents/100,000 Miles	1.10	1.43	-23%	2.11	2.93	-28%
Miles/Road Failure	3,780	6,343	-40%	4,817	5,800	-17%
DEMAND RESPONSE						
Total Passengers	5,388	5,990	-10%	41,462	45,260	-8%
System Generated Revenue				\$96,437	\$64,346	50%
Revenue Veh. Miles	35,887	41,156	-13%	277,956	307,473	-10%
Revenue Veh. Hours	2,739	3,053	-10%	21,067	23,049	-9%
Passengers/Mile	0.15	0.15	3%	0.15	0.15	1%
Passengers/Hour	1.97	1.96	0%	1.97	1.96	0%
Preventable Accidents	0.00	0.00	0%	2	15	-87%
Mechanical Road Calls	2.00	2.00	0%	36	11	227%
Accidents/100,000 Miles	0.00	0.00	0%	0.72	4.88	-85%
Miles/Road Failure	17,944	20,578	-13%	7,721	27,952	-72%
CHARTER SERVICE						
Charters	42	121	-65%	513	1,224	-58%
Sports Charters	0	0	0%	23,693	18,537	28%
Total Passengers	42	121	-65%	24,206	19,761	22%
Revenue						0%
Football Shuttle Charters				\$101,160	\$124,398	-19%
Trolley Charters				\$0	\$8,000	-100%
Total Miles	6	79	-92%	1,875	5,088	-63%
Total Hours	4.0	14.8	-73%	611	794	-23%

FIXED ROUTE RIDERSHIP BY MONTH

2023 2024 2025

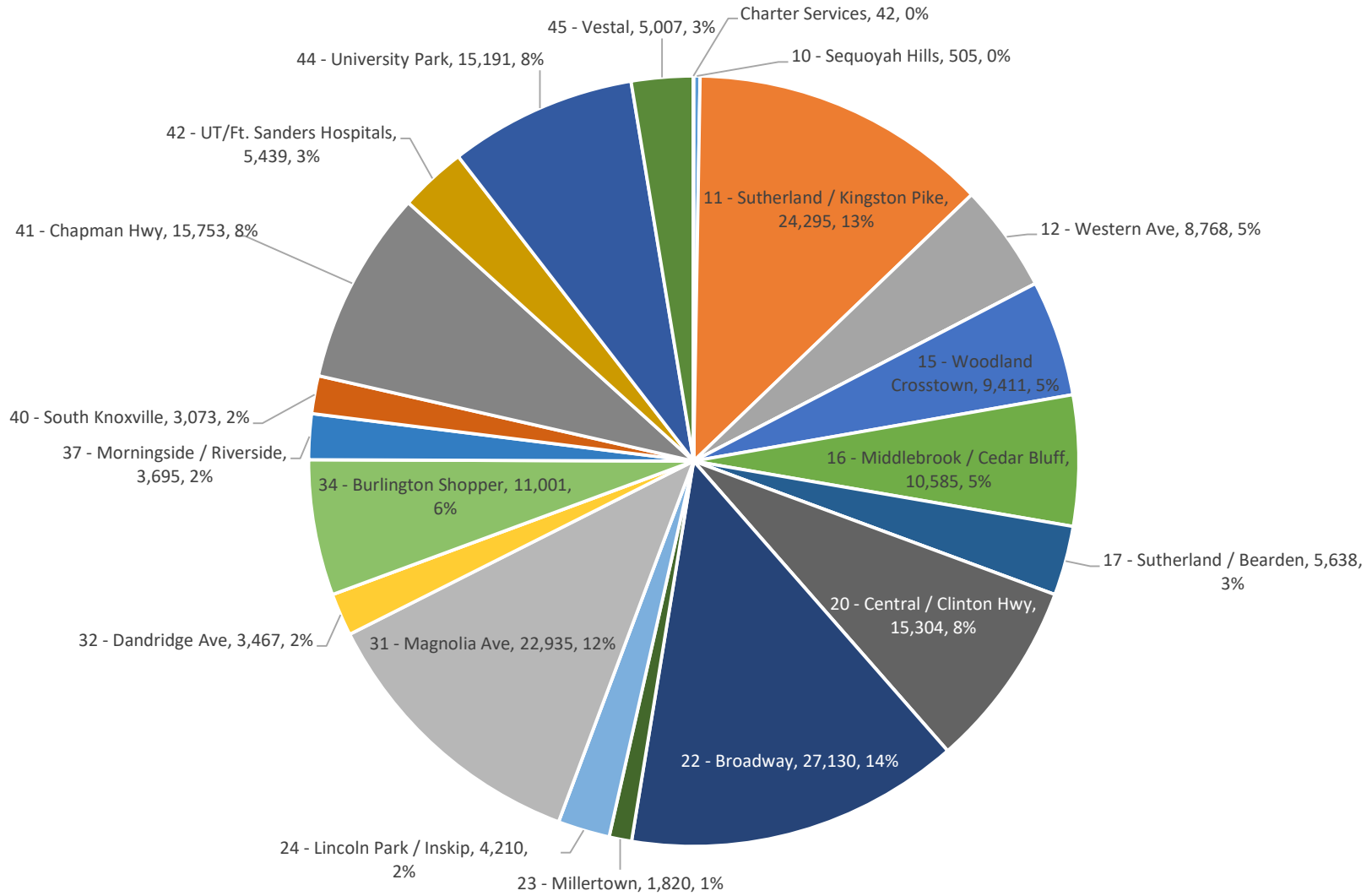


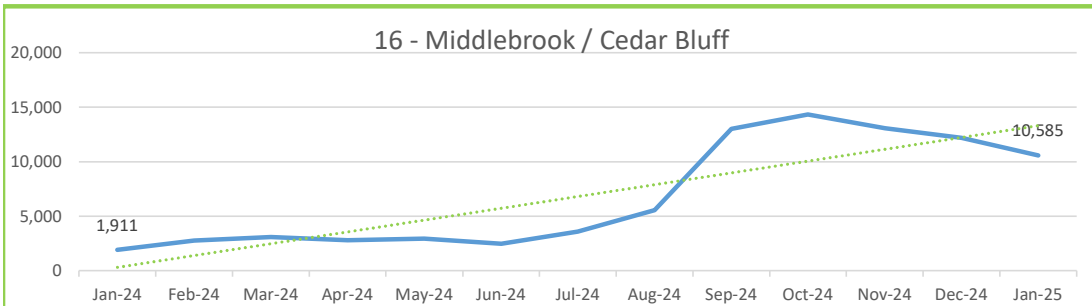
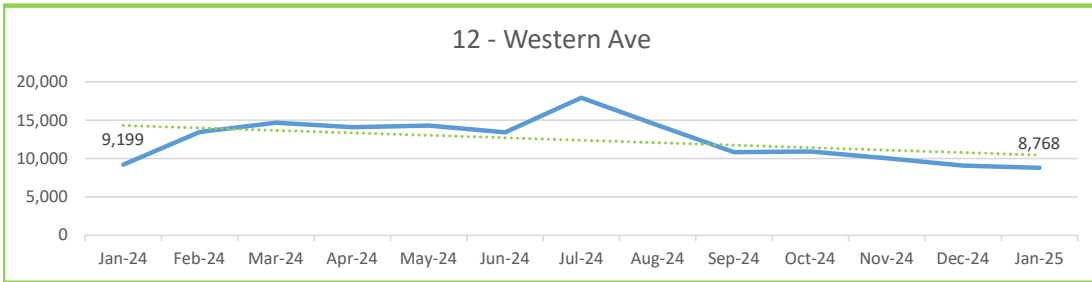
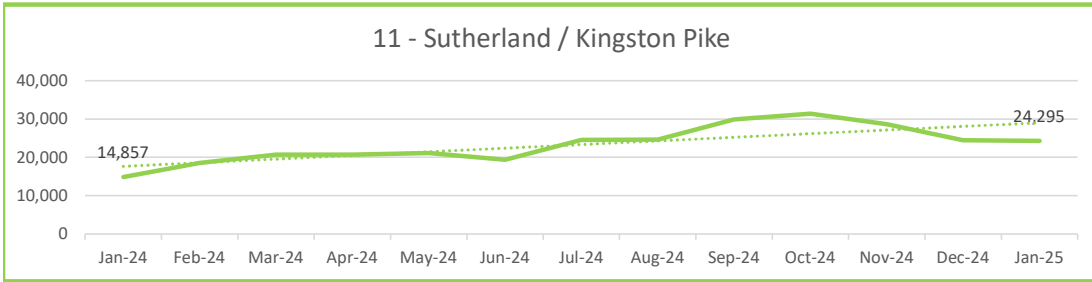
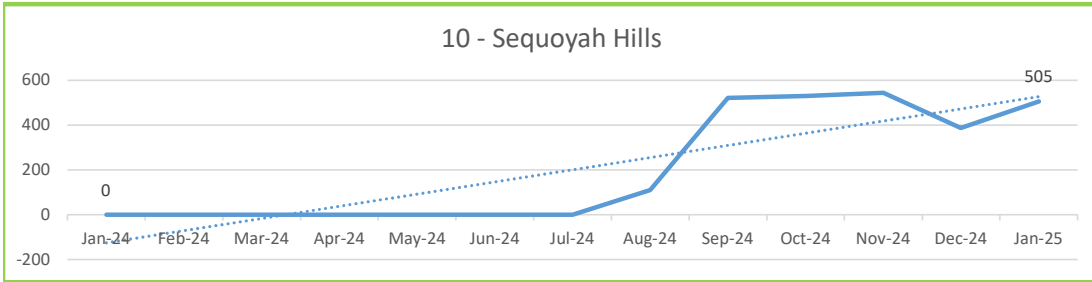
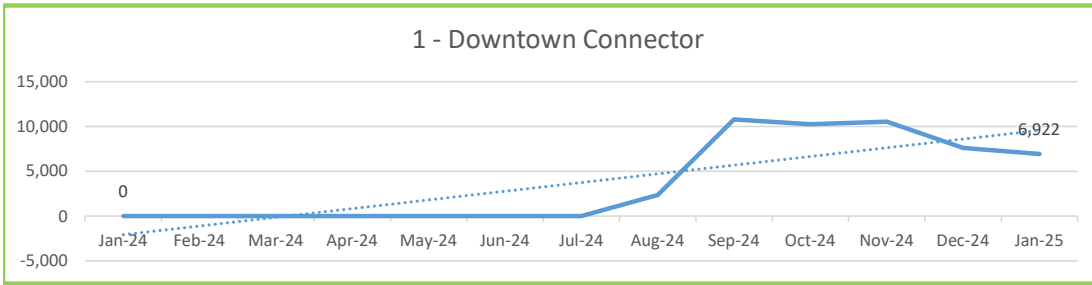
1 - Downtown Connector Ridership

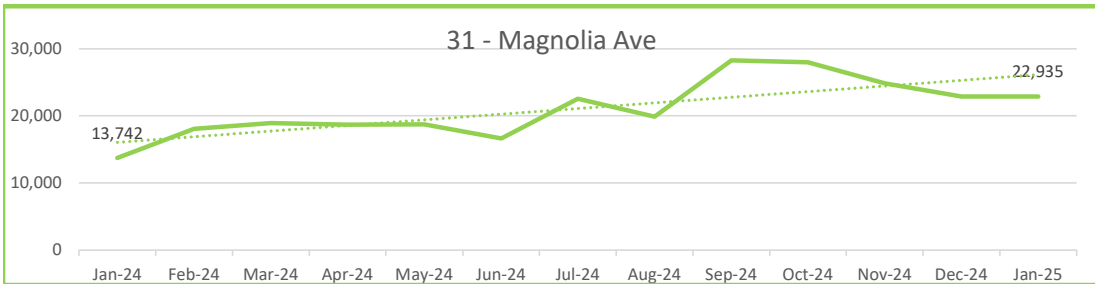
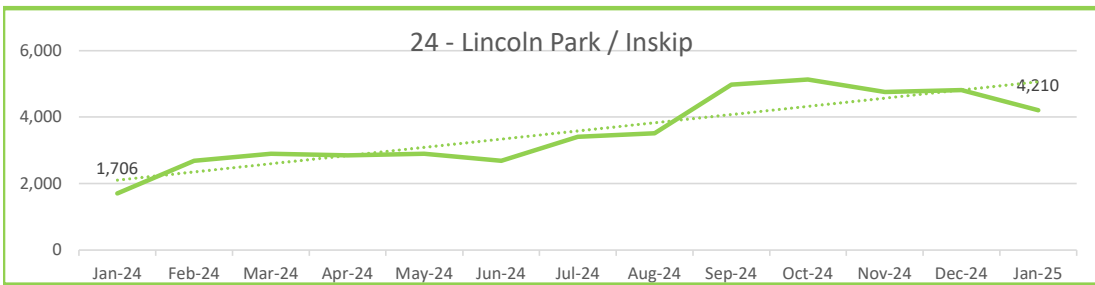
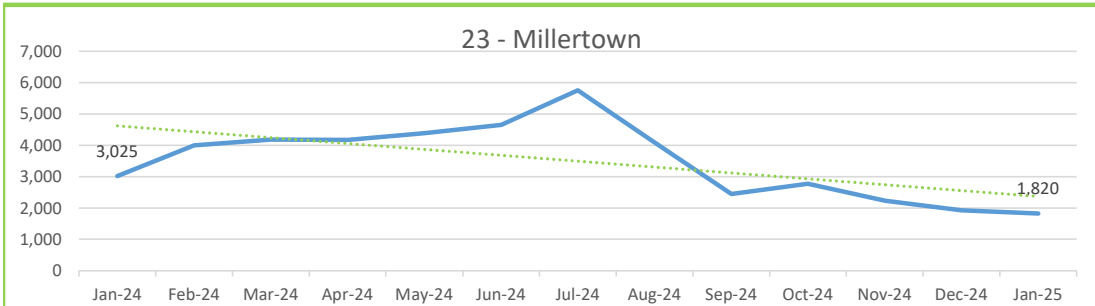
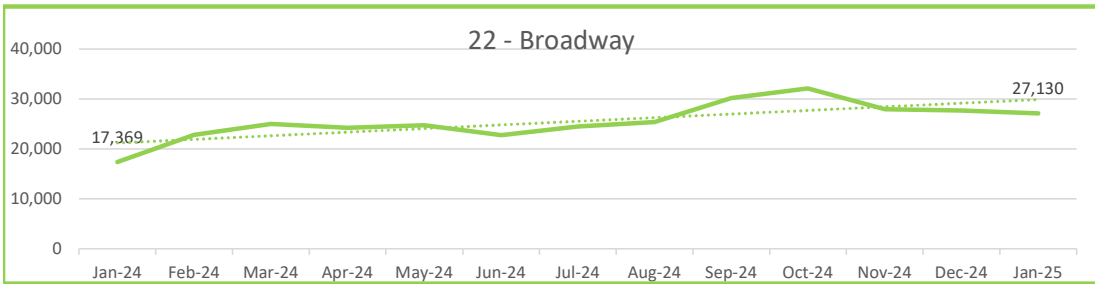
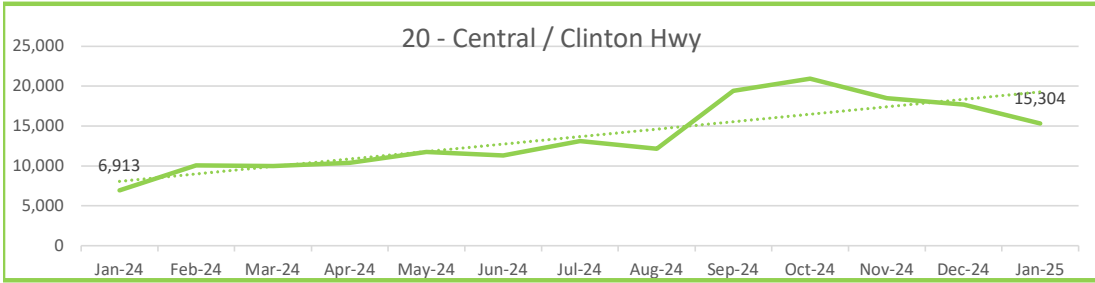
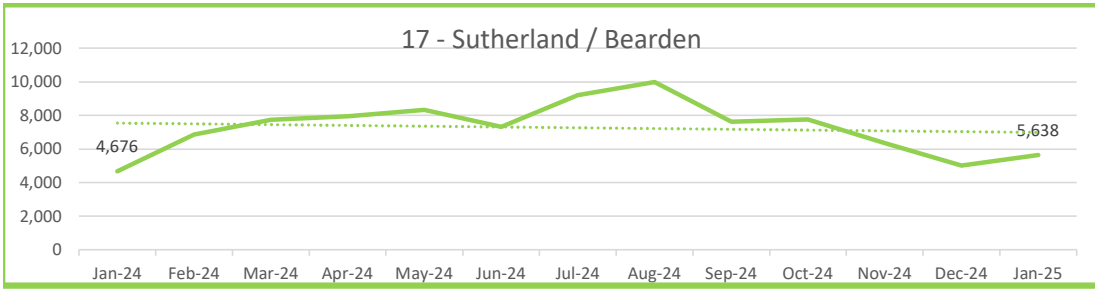


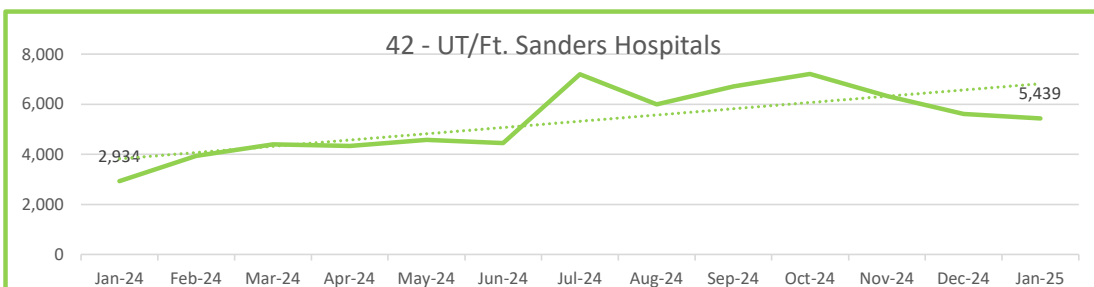
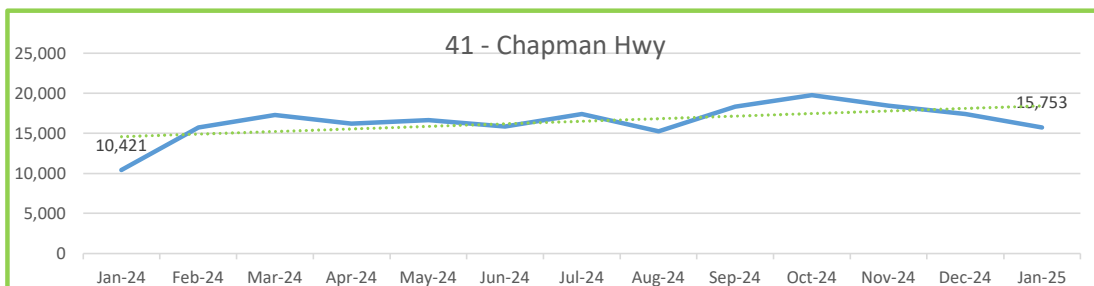
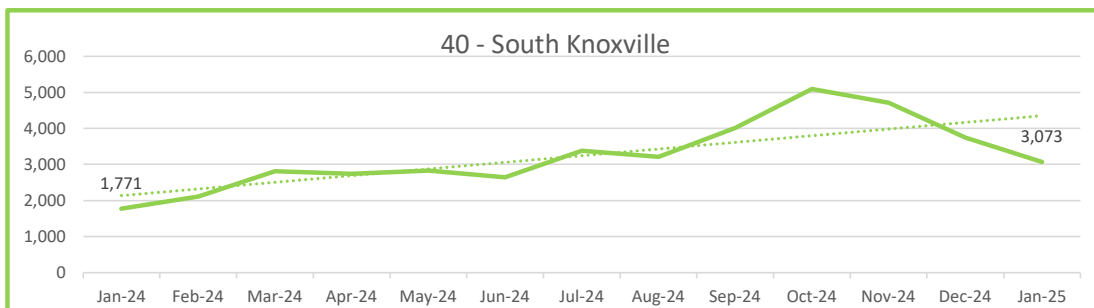
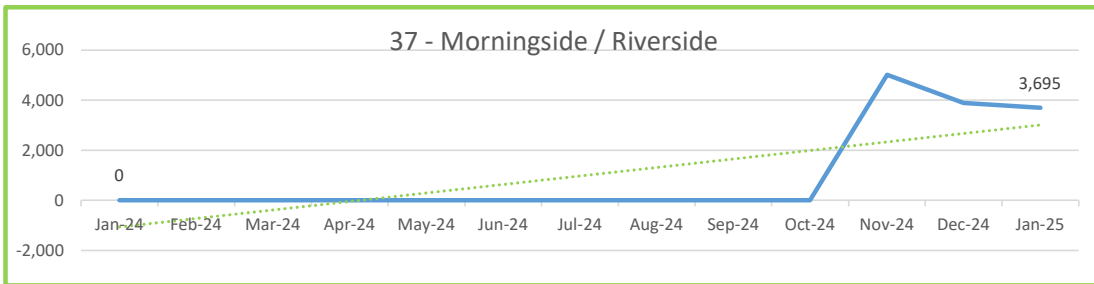
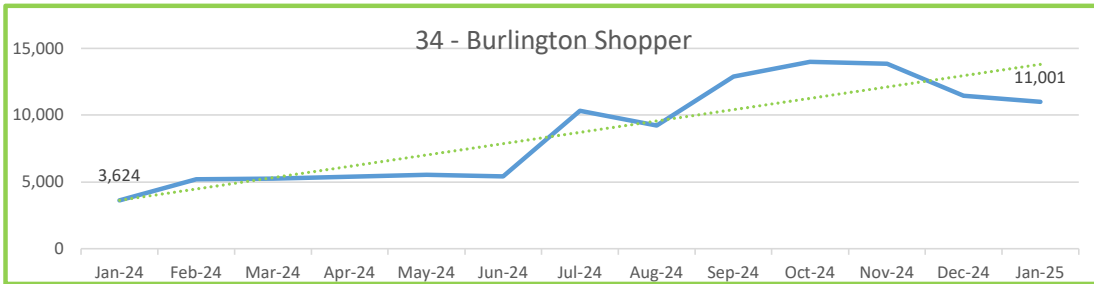
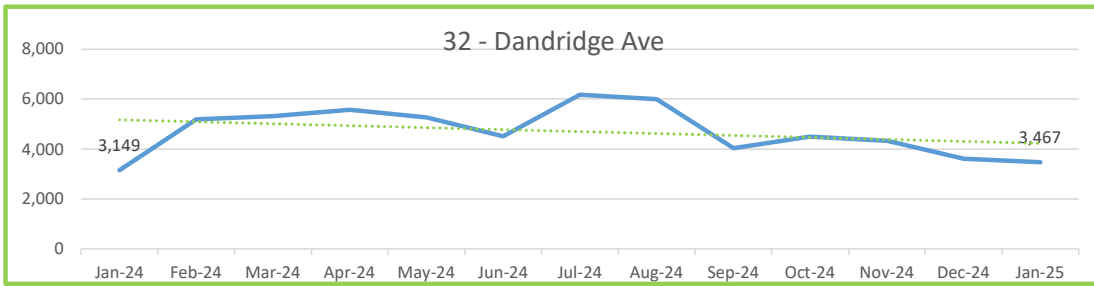
■ 1 - Downtown Connector

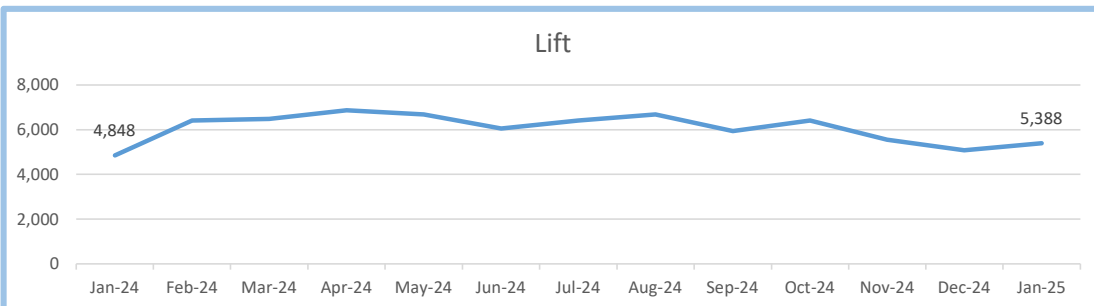
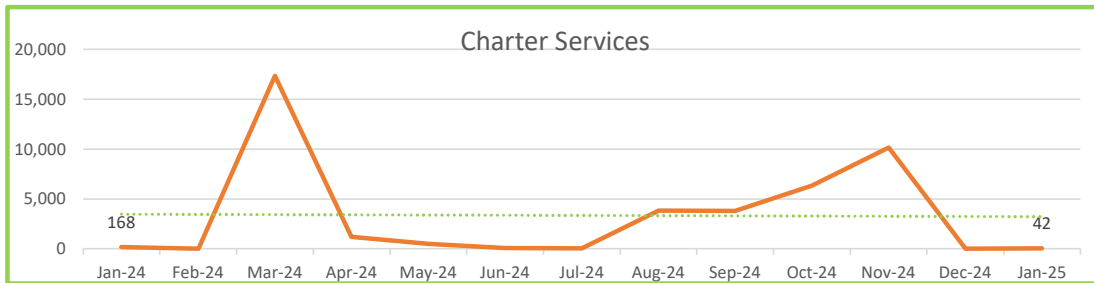
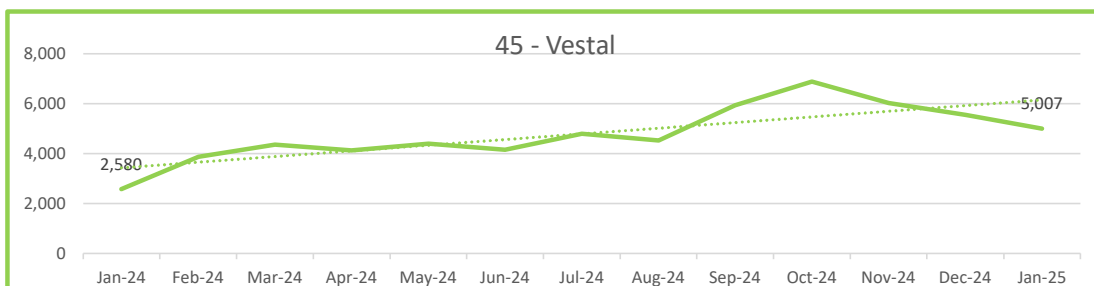
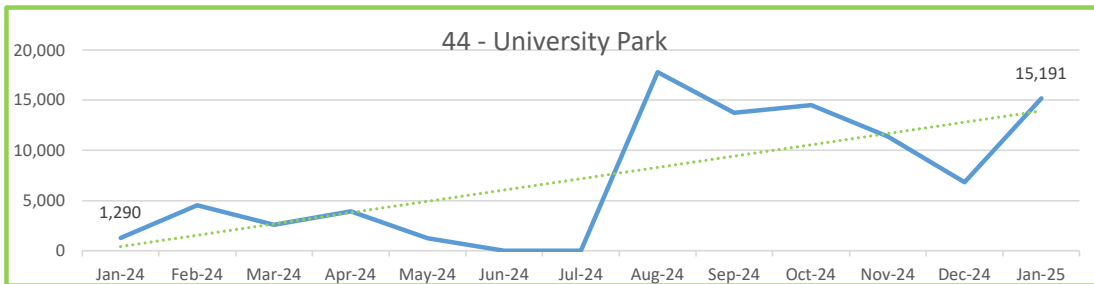
January 2025 System Ridership by Route













KAT RIDERSHIP

January 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	322	375	-14.1%	2,449	2,871	-14.7%
11	Kingston Pike	24,889	25,218	-1.3%	190,783	197,434	-3.4%
12	Western Ave	12,715	12,478	1.9%	93,807	87,731	6.9%
13	Beaumont	2,929	2,440	20.0%	20,621	19,761	4.4%
16	Cedar Bluff Connector	2,866	2,828	1.3%	20,634	21,701	-4.9%
17	Sutherland/Bearden	6,735	6,218	8.3%	50,066	51,369	-2.5%
19	Lakeshore / Lonas Connector	448	489	-8.4%	3,746	4,398	-14.8%
20	Central Ave. / Clinton Hwy	9,574	9,519	0.6%	77,057	74,598	3.3%
21	Lincoln Park	2,913	3,483	-16.4%	25,139	26,724	-5.9%
22	Broadway	21,142	21,712	-2.6%	173,694	168,669	3.0%
23	Millertown	4,589	4,576	0.3%	35,846	34,622	3.5%
24	Inskip/Breda Rd	2,266	2,256	0.4%	17,406	17,632	-1.3%
30	Parkridge	2,741	2,162	26.8%	19,206	16,186	18.7%
31	Magnolia Ave.	16,915	17,748	-4.7%	133,811	134,415	-0.4%
32	Dandridge	5,598	5,343	4.8%	43,444	42,026	3.4%
33	M.L.K.	3,116	3,209	-2.9%	24,352	26,774	-9.0%
34	Burlington	5,513	5,069	8.8%	41,633	34,376	21.1%
40	South Knoxville	3,437	3,575	-3.9%	23,585	27,017	-12.7%
41	Chapman Hwy	10,876	10,180	6.8%	83,419	81,503	2.4%
42	UT/Ft. Sanders Hospitals	3,393	3,010	12.7%	24,243	21,476	12.9%
44	University Park	7,591	3,851	97.1%	42,134	27,760	51.8%
45	Vestal	4,936	4,778	3.3%	35,330	34,638	2.0%
90	Crosstown	6,925	5,972	16.0%	51,125	46,738	9.4%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		162,429	156,489	3.8%	1,233,530	1,200,419	2.8%
82	Orange Line Trolley	17,717	17,217	2.9%	134,769	124,428	8.3%
84	Green Line Trolley	9,006	8,336	8.0%	68,237	65,956	3.5%
86	Blue Line Trolley	21,761	18,915	15.0%	147,398	132,758	11.0%
SUBTOTAL		48,484	44,468	9.0%	350,404	323,142	8.4%
TOTAL PASSENGERS WITH TROLLEYS		210,913	200,957	5.0%	1,583,934	1,523,561	4.0%
LIFT SERVICE		5,480	4,547	20.5%	38,532	32,990	16.8%
TOTAL SCHEDULED SERVICES		216,393	205,504	5.3%	1,622,466	1,556,551	4.2%
TOTAL CHARTER SERVICES		275	153	79.7%	40,048	49,397	-18.9%
GRAND TOTAL ALL KAT SERVICES		216,668	205,657	5.4%	1,662,514	1,605,948	3.5%



KAT RIDERSHIP _APC

January 2025



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	6,922	-	100.0%	48,902	-	100.0%
10	Sequoyah Hills	505	-	100.0%	2,595	-	100.0%
11	Kingston Pike	24,295	21,267	14.2%	194,132	167,394	16.0%
12	Western Ave	8,768	14,076	-37.7%	85,335	109,682	-22.2%
13	Beaumont	-	1,301	-100.0%	3,809	8,598	-55.7%
15	Woodland Crosstown	9,411	-	100.0%	56,362	-	100.0%
16	Cedar Bluff Connector	10,585	3,175	233.4%	73,256	23,199	215.8%
17	Sutherland/Bearden	5,638	7,854	-28.2%	53,093	52,824	0.5%
20	Central Ave/Clinton Hwy	15,304	10,718	42.8%	120,317	79,522	51.3%
21	Lincoln Park	-	2,942	-100.0%	6,692	22,484	-70.2%
22	Broadway	27,130	24,287	11.7%	205,585	185,004	11.1%
23	Millertown	1,820	4,987	-63.5%	22,596	33,568	-32.7%
24	Inskip/Breda Rd	4,210	2,742	53.5%	31,439	18,966	65.8%
30	Parkridge	-	3,272	-100.0%	6,594	23,248	-71.6%
31	Magnolia Ave.	22,935	19,425	18.1%	175,069	136,706	28.1%
32	Dandridge	3,467	5,563	-37.7%	33,045	41,598	-20.6%
33	M.L.K.	-	4,013	-100.0%	9,017	30,123	-70.1%
34	Burlington	11,001	7,215	52.5%	83,224	48,773	70.6%
37	Morningside/Riverside	3,695	-	100.0%	24,358	-	100.0%
40	South Knoxville	3,073	2,919	5.3%	27,916	23,184	20.4%
41	Chapman Hwy	15,753	14,487	8.7%	126,834	116,418	8.9%
42	UT/Ft Sanders Hospitals	5,439	4,078	33.4%	45,705	31,073	47.1%
44	University Park	15,191	5,653	168.7%	79,493	25,397	213.0%
45	Vestal	5,007	4,135	21.1%	39,783	33,109	20.2%
90	Crosstown	-	7,649	-100.0%	15,926	57,990	-72.5%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		200,149	171,758	16.5%	1,571,077	1,268,860	23.8%
82	Orange Line Trolley	-	6,528	-100.0%	12,543	57,309	-78.1%
84	Green Line Trolley	-	7,085	-100.0%	15,801	54,779	-71.2%
86	Blue Line Trolley	-	16,785	-100.0%	37,053	127,002	-70.8%
SUBTOTAL		-	30,398	-100.0%	65,397	239,090	-72.6%
TOTAL PASSENGERS WITH TROLLEYS		200,149	202,156	-1.0%	1,636,474	1,507,950	8.5%
LIFT SERVICE		5,388	4,848	11.1%	41,462	40,922	1.3%
KAT CONNECT		6	-	100.0%	18	-	100.0%
TOTAL SCHEDULED SERVICES		205,543	207,004	-0.7%	1,677,936	1,548,872	8.3%
TOTAL CHARTER SERVICES		42	168	-75.0%	1,472,441	1,551,473	-5.1%
GRAND TOTAL ALL KAT SERVICES		205,585	207,172	-0.8%	3,150,377	3,100,345	1.6%

JANUARY 2025 RIDERSHIP

Ridership

Total Boardings:

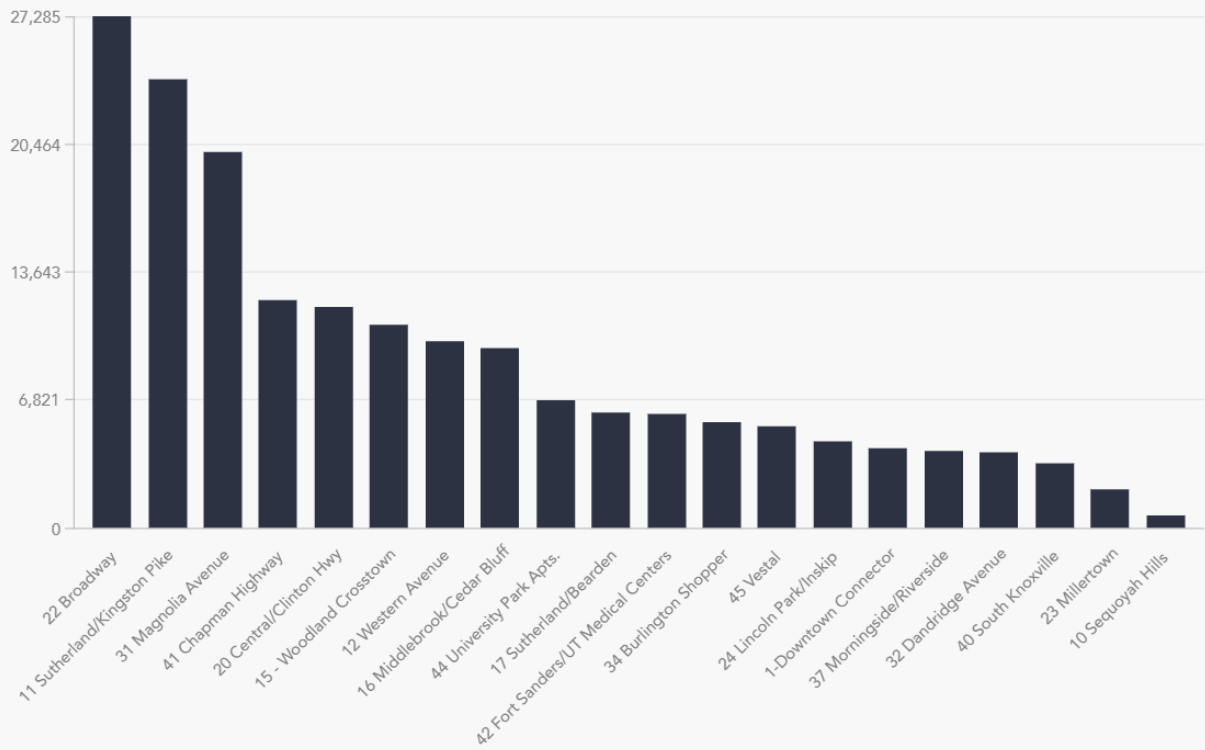
178,782

Change from previous period:

-7%

Change from same period last year:

+41%



JANUARY 2025

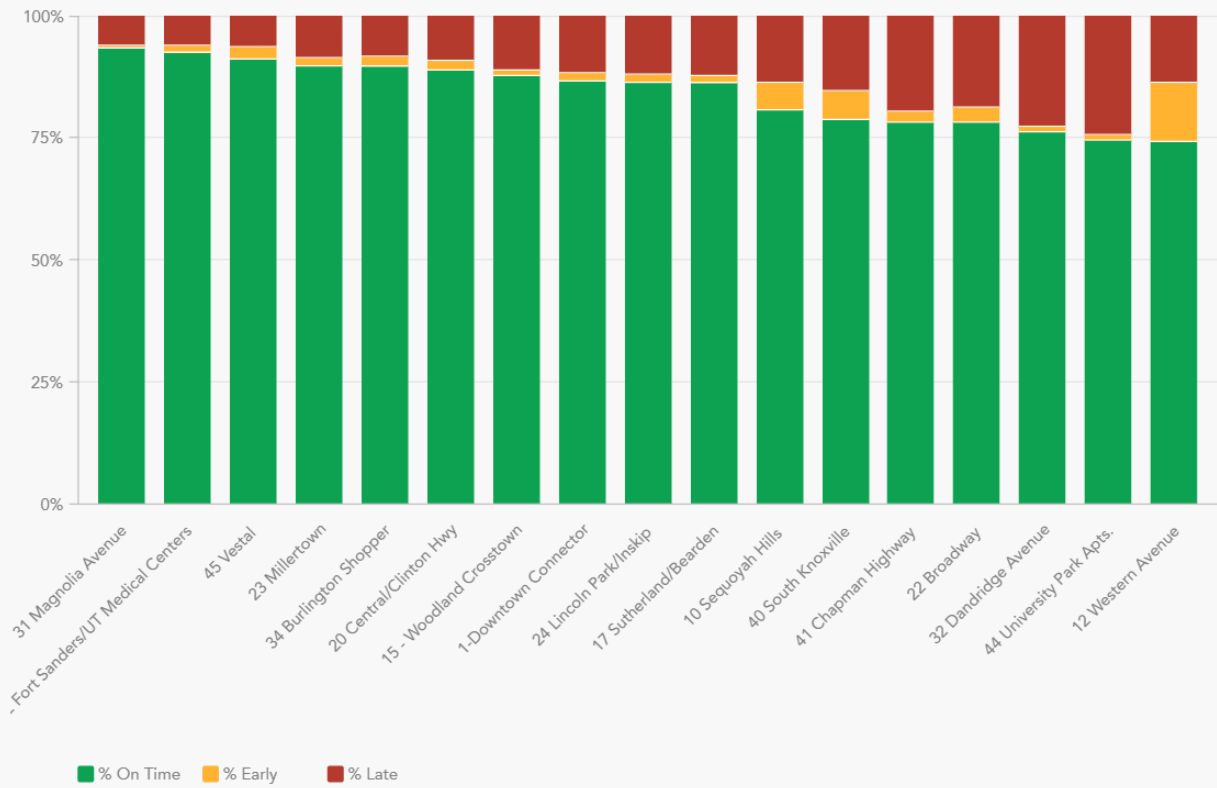
ON-TIME PERFORMANCE

Route Performance

ON TIME: 85.7%

EARLY: 2.8%

LATE: 11.5%





MONTHLY RIDERSHIP

JANUARY REPORT

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%
January	8	6	2	2	3	3	0	83.33%