

# Knoxville Transportation Authority

Meeting Date: Thursday, March 27, 2025



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INDYA KINCANNON  
MAYOR  
(865) 215-2040



**CITY OF KNOXVILLE**  
KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA

Thursday, March 27, 2025

City County Building, Small Assembly Room

**Debbie Helsley**  
CHAIR  
**Dustin Durham**  
VICE-CHAIR  
**Bethany Starritt**  
RECORDING SECRETARY  
  
**Candace Brakewood**  
**Rick Whitted**  
**Aly Taylor**  
**Mary Thom Adams**  
**Nancy Nabors**  
**Eboni Winford**  
**Zack Roskop**  
**JOHN LAWHORN**  
ATTORNEY TO KTA

- I. Determination of a Quorum
- II. Approval of Minutes – February 27th, 2025
- 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, April 24, 2025 and Adjourned

**I. Determination of a Quorum**

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

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

Commissioners in attendance:

Chair Helsley

Commissioner Brakewood

Commissioner Whitted

Commissioner Taylor

Commissioner Nabors

Commissioner Winford

Commissioner Thom Adams

Commissioner Roskop

**II. Approval of Minutes**

Chair Helsley asked if anyone had questions or comments for Feb. 27, 2025.

Commissioner Winford gave the 1<sup>st</sup> motion, and stated that there was one correction needed; that the meeting was listed as the 20<sup>th</sup> and that the minutes should be corrected to the 27<sup>th</sup>. She then stated that she moved to accept the motion to approve the minutes.

Chair Helsley asked if there were any more discussions.

Commissioner Thom Adams stated that a correction was needed for her name.

Chair Helsley then asked that with all corrections made, if all were in favor.

All were in favor, there were none opposed.

Commissioner Reports

**A. KTA Chair**

Chair Helsley stated that she did not have a report, but that she wanted to say how happy she was to be there and to welcome Justice Knox to the meeting.

**B. Commissioner's comments**

There were no comments.

**C. Staff**

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

**• Introduction of New Director of Operations**

Mr. Thorne introduced Bobby Edwards as the new Director of Operations. He stated that Mr. Edwards has over sixteen years of experience in leadership roles at Hillsborough Area Regional Transit, Hampton Roads Transit, and Kansas City Area Transportation Authority.

- **Fixed Route Ridership**

Mr. Thorne stated that he wanted to share that the year-to-date fixed route ridership had increased 23.8% percent and that for month year-to-year, that January had a 16.5% increase. He continued, stating that on-time performance was almost at 86%, which is almost to their goal of 90%. Lastly, he added that Lift ridership had increased by 1.3%, then turned it over to the TPO Transit Planner.

- ii. **TPO Transit Planner**

Mr. Burton stated that we wanted to make an announcement. He started by saying he works for the planning agency, where they do research, and that one research is on travel habits. He continued saying that they are currently working with eight other agencies, TDOT, and UT Transportation Center to conduct a travel habit study, which will be starting in March. He stated that thousands of letters will be sent out across the region for participation. He stated that he understands how misinformation is in the world now, but that if anyone hears someone talk about these letters, to encourage them to download the app provided in the letter, as he wants to get transit rider data as well. Lastly, he stated that if there are questions, the information will be posted on their TPO website or one can stop by the TPO office.

Chair Helsley asked what the app would be called, but Mr. Burton stated he wasn't sure, but that it would be included in the letter. He ended by stating that when you downloaded the app, there was a chance that after completing the survey, that you could possibly get \$10 dollars, which would be an encouragement to complete the study.

- III. **New Business**

There was no new business.

**IV. Old Business**

There was no old business.

**V. Public Comments**

Chair Helsley called for the first person who signed up for public comment.

**Mary Ellis Richardson- 7023 Sheffield Dr. Knoxville, TN 37909.**

Ms. Richardson stated that she was there to represent Justice Knox, which is a collaboration of twenty-three congregations who work together to solve community problems.

She stated that lack of access to reliable transportation fuels poverty in Knoxville. She stated that over 10,000 households do not own cars and that even more share cars or have unreliable vehicles; She stated that this causes struggles with trying to get to work, appointments, grocery stores and the ability to see friends and family. She continued stating that because of Knoxville's terrain, many people cannot get to the buses safely. She mentioned a story of a woman from her congregation who wanted to use the bus for transportation, but was told by the transit app, that she would have to walk 4 miles to a bus stop. The 4-mile walk included portions that had no sidewalks, walking across four intersections and steep hills. She stated that in 2020, Justice Knox proposed a solution to KAT and the City leaders, which was microtransit; this would provide shared rides and vans on on-demand routes and use an app to book and pay. She continued stating that Mr. Thorne committed to working with them in the Spring of 2021; in Spring of 2023 Mr. Thorne and City officials promised to roll out the microtransit pilot in August of 2024, and promised to meet with Justice Knox after six months of that rollout. Ms. Richardson then concluded her speech.

Chair Helsley then called the second person who signed up for public comment.

**Joe Maddox- 7363 Friendly Way, Knoxville TN 37924.**

Mr. Maddox started by stating that he is a pastor at New Hope Missionary Baptist in Knoxville and was there to speak on behalf of Justice Knox. He stated that in November of 2024, more than 300 Justice Knox leaders sent a letter to Mr. Thorne to request their follow-up meeting, but that they had heard nothing until that week, and that they heard he is still unavailable for the next month. He stated that they were there to offer their evaluation on KAT Connect. He stated that it wasn't set up to succeed, and that whenever they try to book trips they are met with limited options. The options include three apartment complexes and a short trip to a bus stop. He continued stating they could not book a trip because KAT lacks the technology for a microtransit system. He stated that the wait time was around 2 hours and that when scheduling for a pickup trip, you must schedule a return trip as well. He stated that it creates a barrier to a better life. He went on to tell a story of a mother who lost her job due to not having a car and he told a story of another one in his congregation who had spent a lot of money maintaining her car, that she could not live by herself. He stated that the woman had moved into her daughter's house and sleep on the floor in order to survive. He stated that Knoxville deserved better and that it was time for change. He mentioned other Cities, such as Chattanooga and Birmingham, stating they figured out microtransit, with Birmingham expanding their microtransit 3 times. He stated that people have been using this transportation to get to hospitals, jobs, grocery stores and training. He continued saying they were going to send a delegation to Birmingham on Monday March 3<sup>rd</sup>, to see what an efficient microtransit system is and he invited anyone who wanted to join them and that they would be bringing information back. Mr. Maddox then concluded his speech.

Chair Helsley then called the third and final person who signed up for public comment.

**Mia Denise Brown-1905 Dawn St, Knoxville TN 37921.**

She stated that she was there to speak on her behalf and of other passengers. She stated that while she was not with Justice Knox, she understood what they were saying, as she had been experiencing similar situations. She stated that the transit system was flawed, stating KAT was violating civil rights by not allowing the right to a bus stop and that under Title VI KAT has disconnected the city. She continued stating that a bus stop was a protected activity, just as a school, university, and church are. She stated that under the Civil Rights Act, that the people of Knoxville have a right to a bus stop, bus, and a seat on the bus; she stated that Knoxville is supposed to have a bus stop within a quarter mile of residences. She continued by saying that the definition of transit is getting people from where they are to where they want to go, with their good with them, and that it should be done in an effective manner that doesn't infringe upon people's rights. She stated that KAT also infringes on their human right to roam, and to move from the City and County and back. She stated that she works in the school system and that with some schools, she no longer has access to them because of the lack of access in transit. She then stated that KAT went against the law for going cashless and instead went to exact change and passes, that cash was a valid payment and must be accepted in Knoxville and in Tennessee. She stated that KAT has been making it hard for people with disabilities or mobility issues to safely get around. She stated that she had left her home at 9:48, did not get to town until 10:22, had to wait until 10:44 to catch the connecting bus, but did not get to her job until 10:55. She concluded by stating that the system was flawed and does not work properly, that it doesn't connect with the driver's sheets, that some of the operators are rude and leave passengers because they cannot get to the stop, and that change needed to happen.

**I. Set the Next Meeting and Adjourn.**

Chair Helsley set the meeting for March 27<sup>th</sup>, 2025 at 3:00 pm, in the City-County Building, Small Assembly Room.

Respectfully Submitted,  
Bethany H. Starritt  
KTA Recording Secretary

**City of Knoxville**  
**Schedule of Revenues & Expenses Compared to Budget**  
**February 2025**

	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	\$ 330,771	\$ (249,629)	56.99%	\$ 424,657	\$ (93,886)
Ticket Sales	437,000	437,000	384,296	(52,704)	87.94%	308,011	76,285
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%	9,510	(7,110)
UT Trolley Subsidy	-	-	13,884	-	-	44,075	(30,191)
Miscellaneous Revenue	3,500	3,500	17,801	14,301	508.59%	2,239	15,562
<b>Total Operating Revenue</b>	<b>1,210,400</b>	<b>1,210,400</b>	<b>913,446</b>	<b>(310,837)</b>	<b>75.47%</b>	<b>945,390</b>	<b>(31,944)</b>
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%	3,227,671	(1,828,160)
General Fund Transfer	19,596,830	19,596,830	14,910,026	(4,686,804)	76.08%	10,264,034	4,645,992
Insurance Proceeds	750,000	750,000	187,313	-	-	-	-
<b>Total Non-Operating Revenues</b>	<b>28,040,630</b>	<b>28,040,630</b>	<b>16,496,850</b>	<b>(11,731,093)</b>	<b>58.83%</b>	<b>13,491,705</b>	<b>2,817,832</b>
<b>Total Revenue</b>	<b>\$ 29,251,030</b>	<b>\$ 29,251,030</b>	<b>\$ 17,410,296</b>	<b>\$ (12,041,930)</b>	<b>59.52%</b>	<b>\$ 14,437,095</b>	<b>\$ 2,785,888</b>
<b>Expenditures</b>							
Personnel Services							
Wages, Taxes, & Retirement Contributions	\$ 17,383,780	\$ 17,383,780	\$ 11,284,133	\$ 6,099,647	64.91%	\$ 10,041,925	\$ 1,242,208
Employee Group Insurance/Benefits	2,291,940	2,291,940	1,560,470	731,470	68.09%	1,371,005	189,465
<b>Total Personal Services</b>	<b>19,675,720</b>	<b>19,675,720</b>	<b>12,844,602</b>	<b>6,831,117</b>	<b>65.28%</b>	<b>11,412,930</b>	<b>1,431,672</b>
Administrative Expenses							
Supplies	610,660	599,230	317,248	281,982	52.94%	280,595	36,653
Services	9,276,950	9,475,670	3,278,602	6,197,068	34.60%	1,857,878	1,420,724
<b>Total Administrative Expenses</b>	<b>9,887,610</b>	<b>10,074,900</b>	<b>3,595,850</b>	<b>6,479,050</b>	<b>35.69%</b>	<b>2,138,473</b>	<b>1,457,377</b>
Fleet Expenses							
Fleet Supplies	-	-	-	-	-	-	-
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%	1,428,789	(464,723)
<b>Total Administrative Expenses</b>	<b>2,361,500</b>	<b>2,174,210</b>	<b>969,844</b>	<b>1,204,366</b>	<b>44.61%</b>	<b>1,428,789</b>	<b>(458,945)</b>
<b>Total Expenditures ****</b>	<b>\$ 31,924,830</b>	<b>\$ 31,924,830</b>	<b>\$ 17,410,297</b>	<b>\$ 14,514,533</b>	<b>54.54%</b>	<b>\$ 14,980,192</b>	<b>\$ 2,430,104</b>
Excess (Deficiency) of Revenues Over Expenses			<u>\$ (0)</u>			\$ (543,098)	\$ 543,097

\*\*\*Fund Balance Appropriations not listed in Revenue

Financials do not include the capital - grant funds or depreciation





KNOXVILLE AREA TRANSIT

**ROUTE PERFORMANCE REPORT**

February, 2025

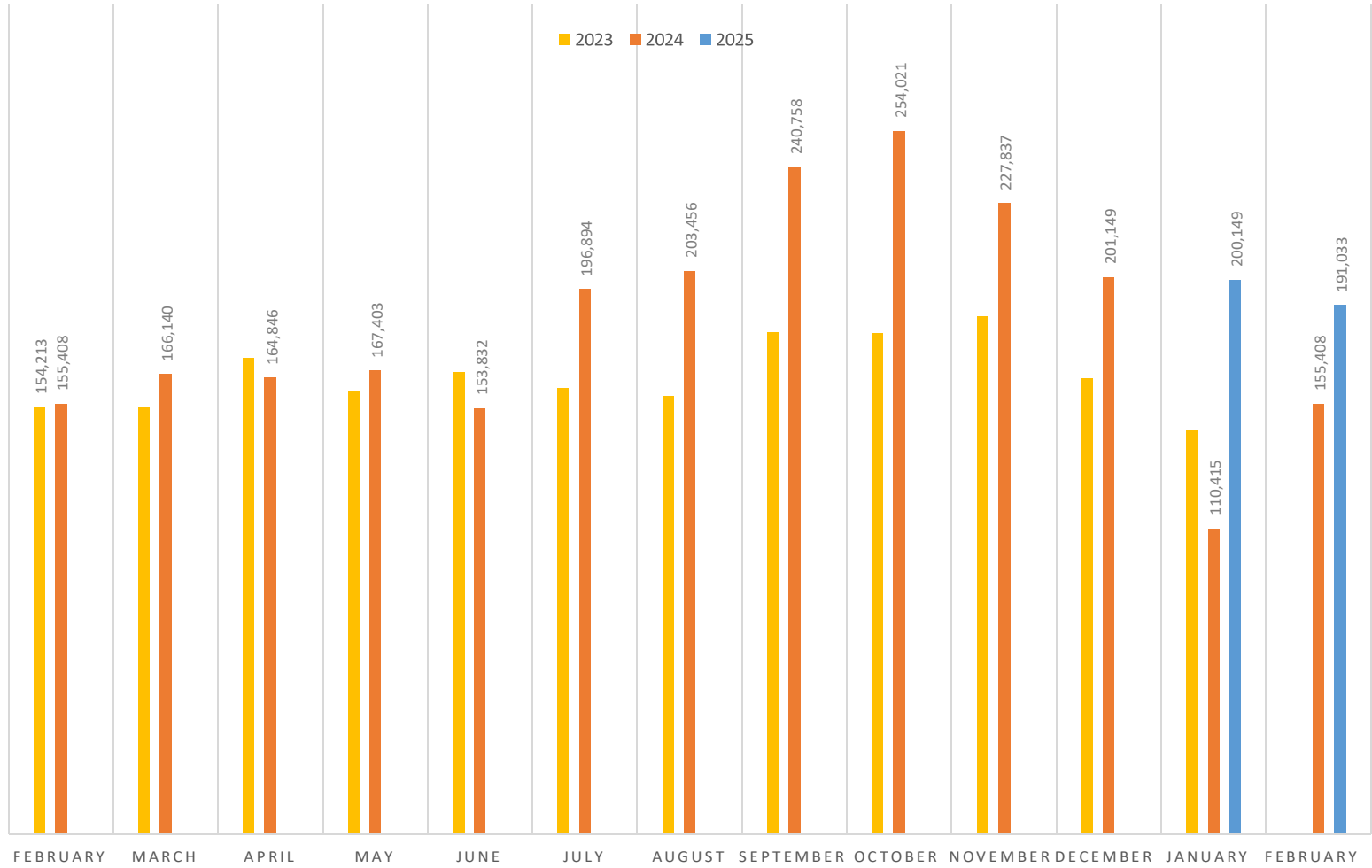
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	5,881	3.1%	8,417	3.8%	1,025	5.5%	0.70	5.74
10	Sequoyah Hills	591	0.3%	934	0.4%	98	0.5%	0.63	6.02
11	Kingston Pike	24,261	12.7%	20,570	9.2%	1,783	9.6%	1.18	13.61
12	Western Ave	8,102	4.2%	21,097	9.4%	1,419	7.6%	0.38	5.71
15	Woodland Crosstown	9,787	5.1%	20,120	9.0%	1,764	9.5%	0.49	5.55
16	Cedar Bluff Connector	10,485	5.5%	18,598	8.3%	1,306	7.0%	0.56	8.03
17	Sutherland/Bearden	6,258	3.3%	6,360	2.8%	550	3.0%	0.98	11.37
20	Central Ave/Clinton Hwy	14,473	7.6%	17,345	7.7%	1,432	7.7%	0.83	10.11
22	Broadway	25,859	13.5%	13,414	6.0%	1,434	7.7%	1.93	18.03
23	Millertown	1,664	0.9%	5,350	2.4%	465	2.5%	0.31	3.58
24	Inskip/Breda Rd	3,852	2.0%	7,230	3.2%	640	3.4%	0.53	6.02
31	Magnolia Ave.	20,372	10.7%	14,445	6.5%	1,434	7.7%	1.41	14.21
32	Dandridge	3,158	1.7%	5,403	2.4%	418	2.2%	0.58	7.56
34	Burlington	12,134	6.4%	20,194	9.0%	1,428	7.7%	0.60	8.50
37	Morningside/Riverside	3,990	2.1%	3,622	1.6%	367	2.0%	1.10	10.87
40	South Knoxville	2,423	1.3%	7,153	3.2%	457	2.5%	0.34	5.30
41	Chapman Hwy	14,888	7.8%	17,831	8.0%	934	5.0%	0.83	15.94
42	UT/Ft Sanders Hospitals	5,315	2.8%	7,058	3.2%	933	5.0%	0.75	5.70
44	University Park	13,111	6.9%	2,414	1.1%	240	1.3%	5.43	54.63
45	Vestal	4,429	2.3%	6,302	2.8%	459	2.5%	0.70	9.65
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>191,033</b>		<b>223,858</b>		<b>18,584</b>		<b>0.85</b>	<b>10.28</b>
<b>LIFT SERVICE</b>		<b>5,489</b>		<b>35,820</b>		<b>2,779</b>		<b>0.15</b>	<b>1.98</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>196,522</b>		<b>259,678</b>		<b>21,363</b>		<b>0.76</b>	<b>9.20</b>
<b>TOTAL CHARTER SERVICES</b>		<b>132</b>		<b>92</b>		<b>9</b>		<b>1.43</b>	<b>14.67</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>196,654</b>		<b>259,770</b>		<b>21,372</b>		<b>0.76</b>	<b>9.20</b>



**SYSTEM PERFORMANCE REPORT**  
February, 2025

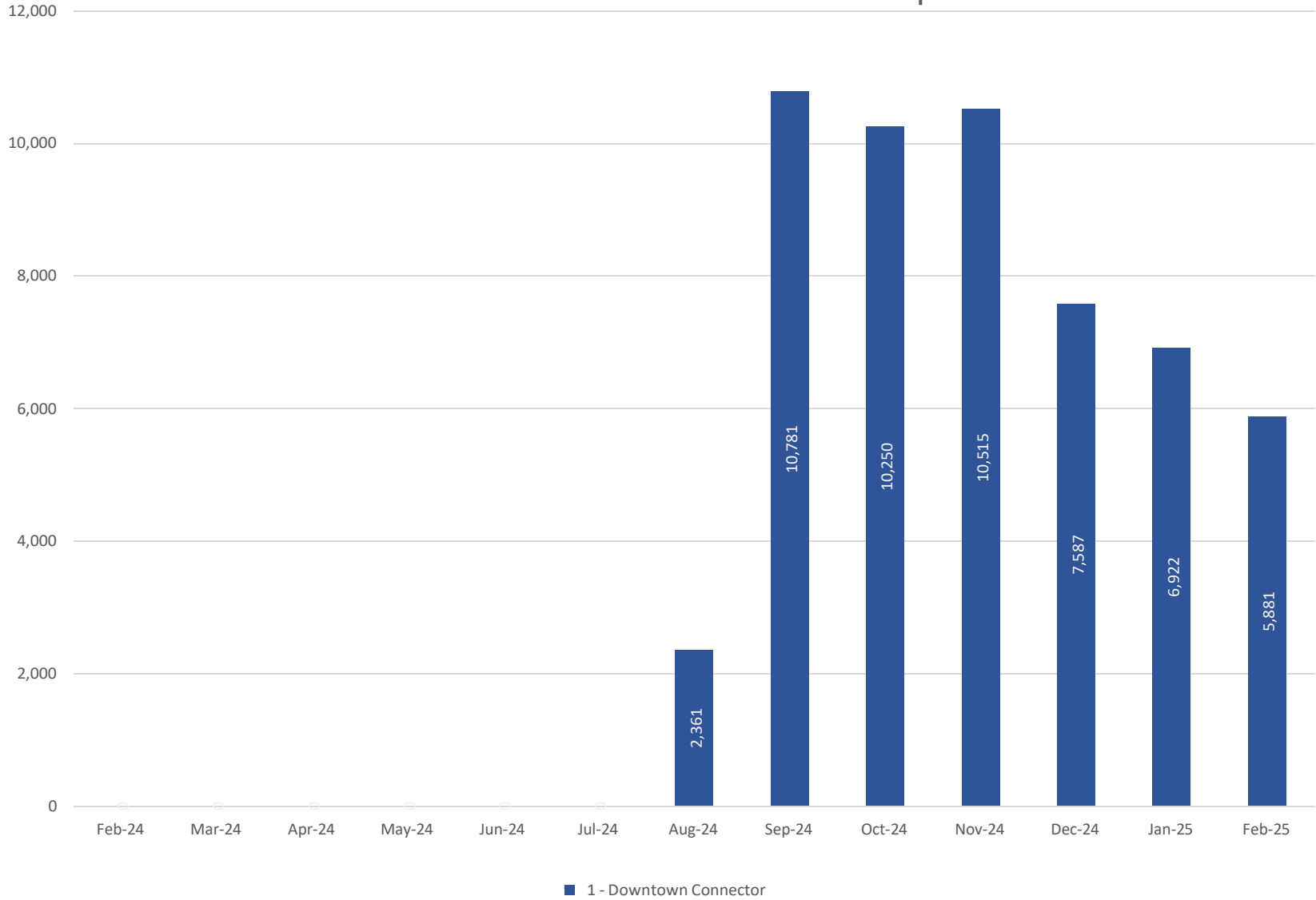
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>	<u>This Year</u>	<u>Last Year</u>	<u>Change</u>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	191,033	162,689	17%	1,706,315	1,477,122	16%
System Generated Revenue				\$747,823	\$770,297	-3%
Revenue Veh. Miles	223,858	209,309	7%	1,830,007	1,641,848	11%
Revenue Veh. Hours	18,584	16,536	12%	141,838	129,547	9%
Passengers/Mile	0.85	0.78	10%	0.93	0.90	4%
Passengers/Hour	10.28	9.84	4%	12.03	11.40	6%
Preventable Accidents	2	3	-33%	33	45	-27%
Mechanical Road Calls	48	33	45%	353	280	26%
Accidents/100,000 Miles	0.89	1.43	-38%	1.80	2.74	-34%
Miles/Road Failure	4,664	6,343	-26%	5,184	5,864	-12%
<b>DEMAND RESPONSE</b>						
				0		
Total Passengers	5,489	5,990	-8%	46,951	51,250	-8%
System Generated Revenue				\$118,601	\$73,225	62%
Revenue Veh. Miles	35,820	41,156	-13%	313,776	348,629	-10%
Revenue Veh. Hours	2,779	3,053	-9%	23,846	26,102	-9%
Passengers/Mile	0.15	0.15	5%	0.15	0.15	2%
Passengers/Hour	1.98	1.96	1%	1.97	1.96	0%
Preventable Accidents	0.00	0.00	0%	2	15	-87%
Mechanical Road Calls	4.00	2.00	100%	40	13	208%
Accidents/100,000 Miles	0.00	0.00	0%	0.64	4.30	-85%
Miles/Road Failure	8,955	20,578	-56%	7,844	26,818	-71%
<b>CHARTER SERVICE</b>						
				0		
Charters	132	121	9%	645	1,345	-52%
Sports Charters	0	0	0%	23,693	18,537	28%
Total Passengers	132	121	9%	24,338	19,882	22%
Revenue						0%
Football Shuttle Charters				\$101,160	\$124,398	-19%
Trolley Charters				\$0	\$44,075	-100%
Total Miles	92	79	16%	1,967	5,167	-62%
Total Hours	9.0	14.8	-39%	620	809	-23%

## FIXED ROUTE RIDERSHIP BY MONTH

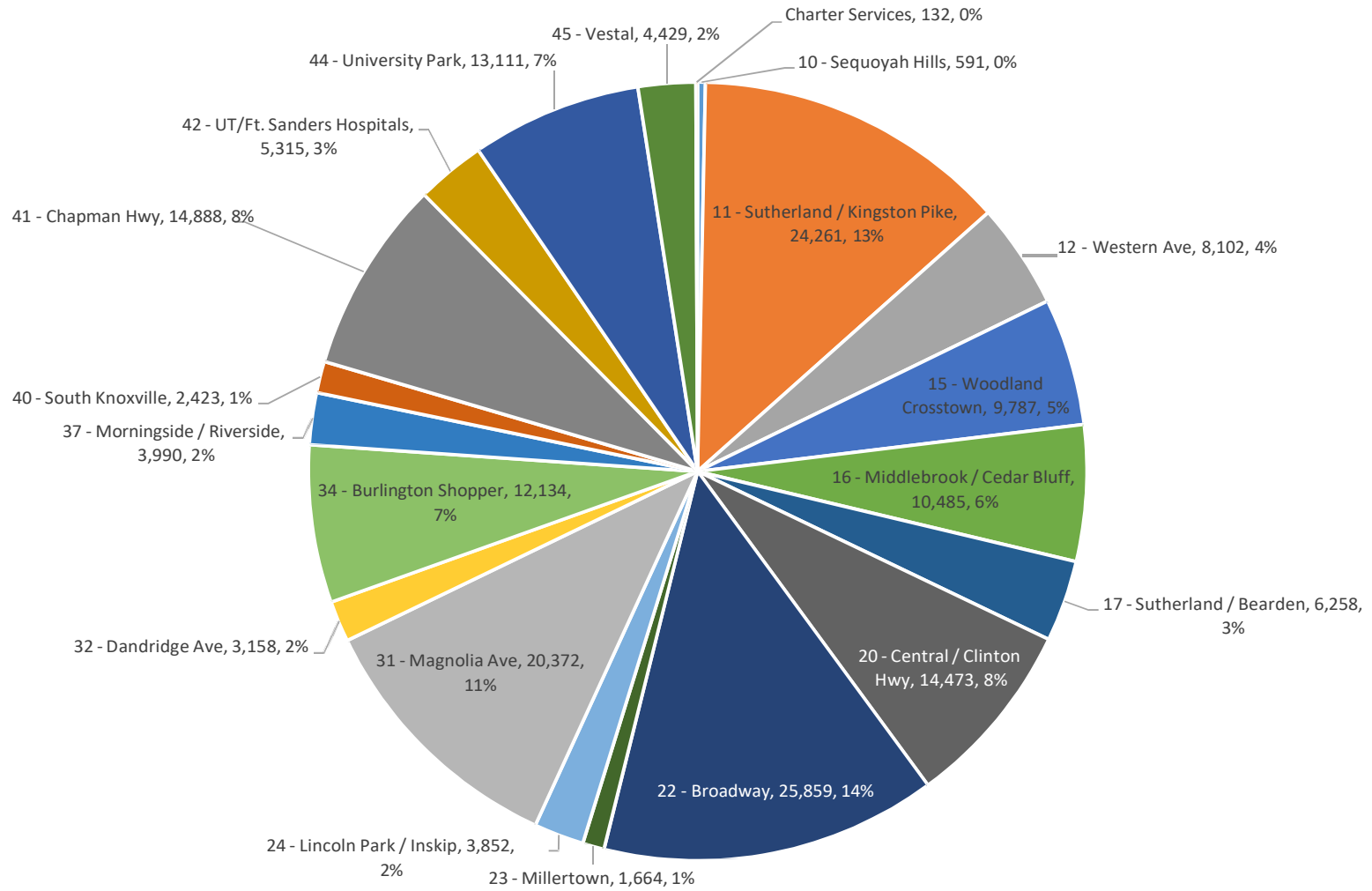


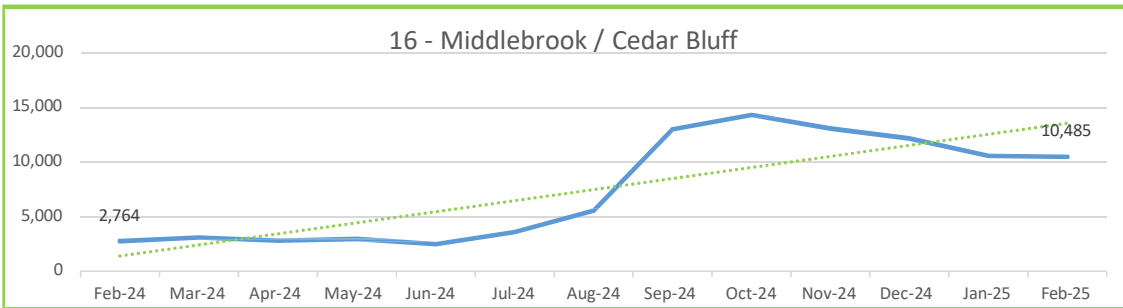
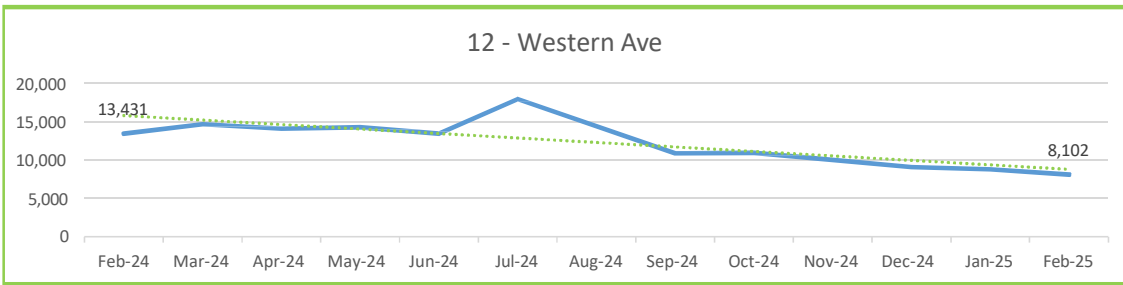
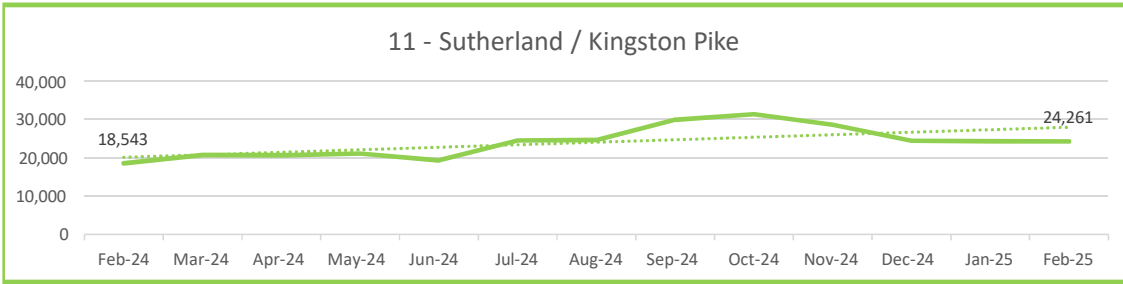
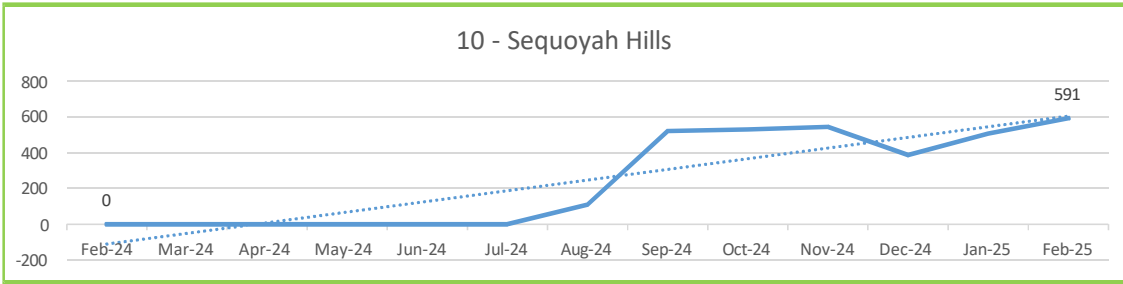
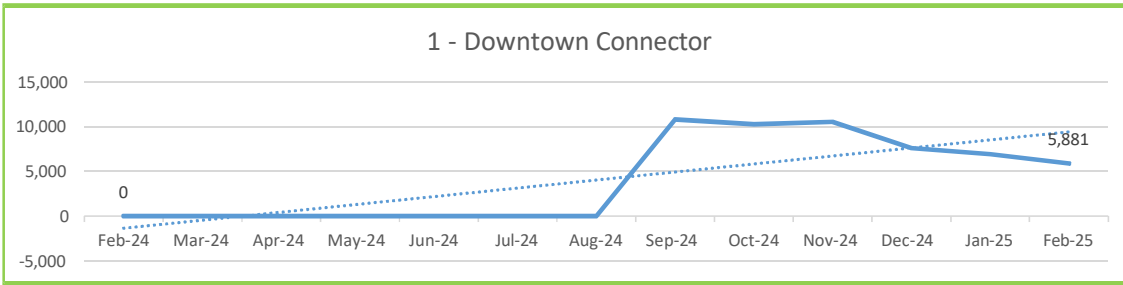
\*updated to include Route 1 ridership since Aug '24

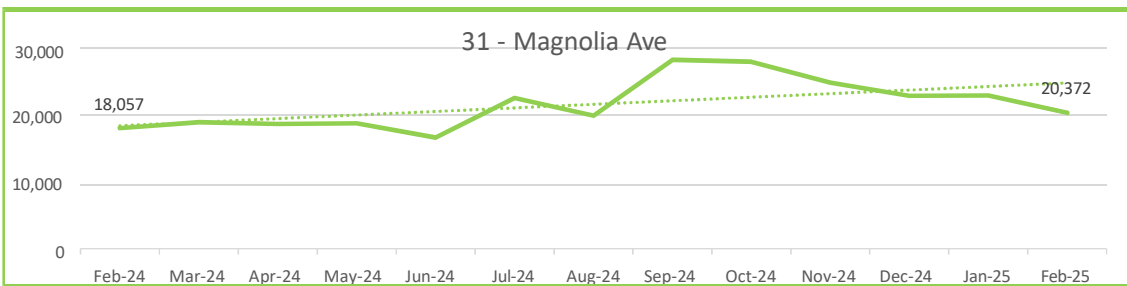
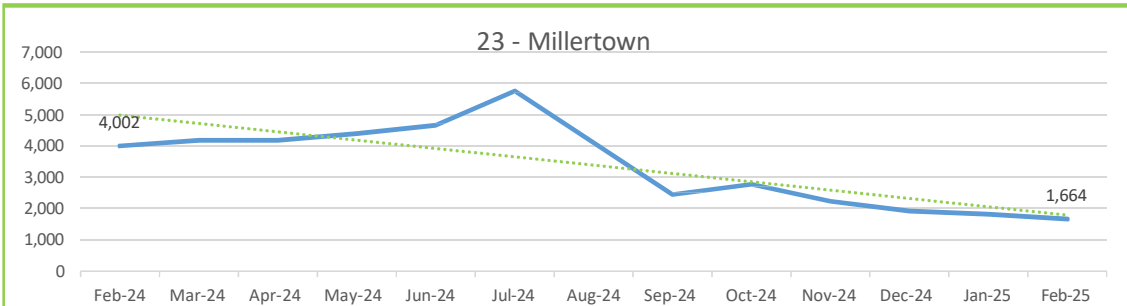
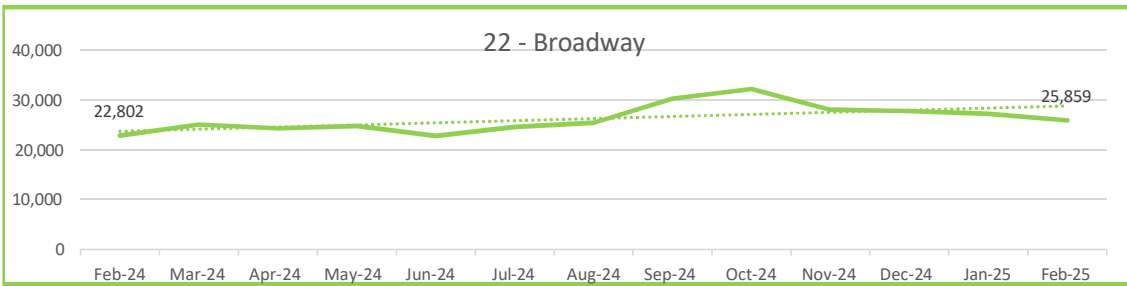
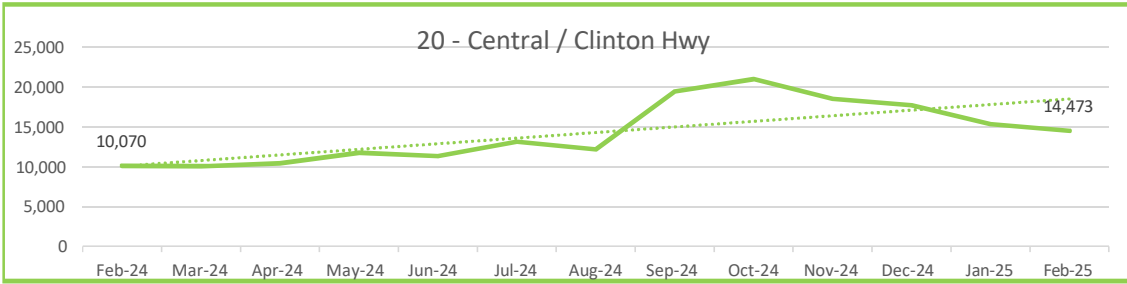
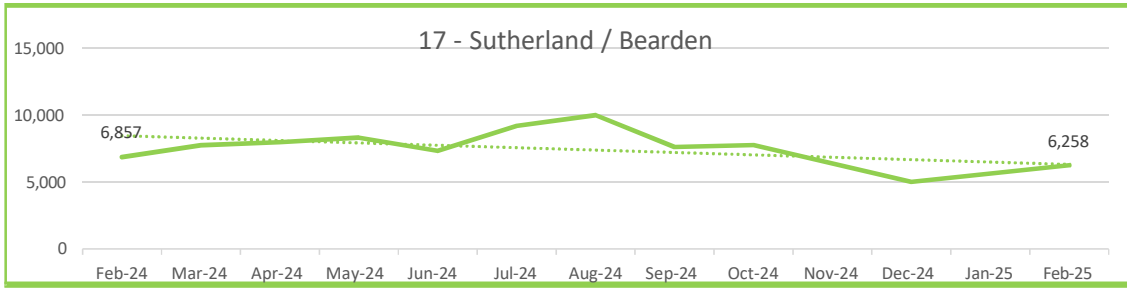
# 1 - Downtown Connector Ridership

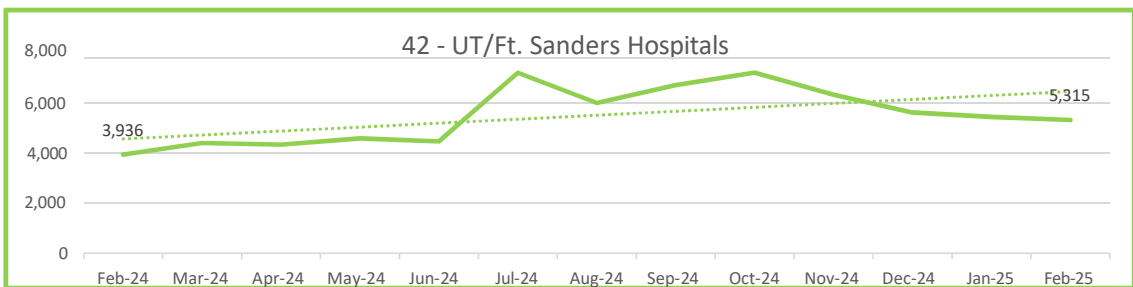
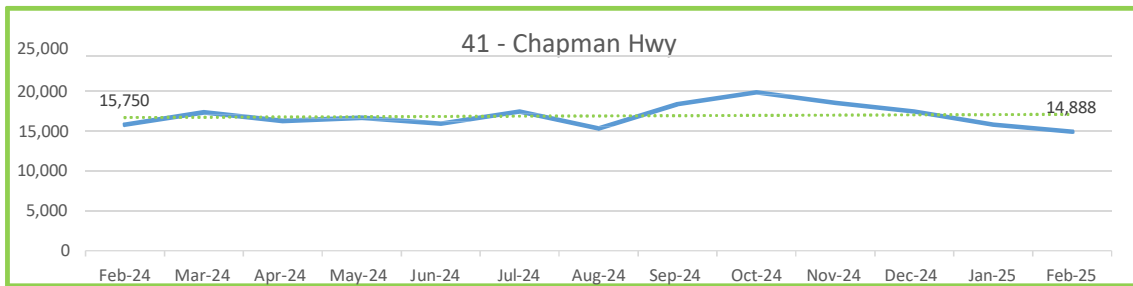
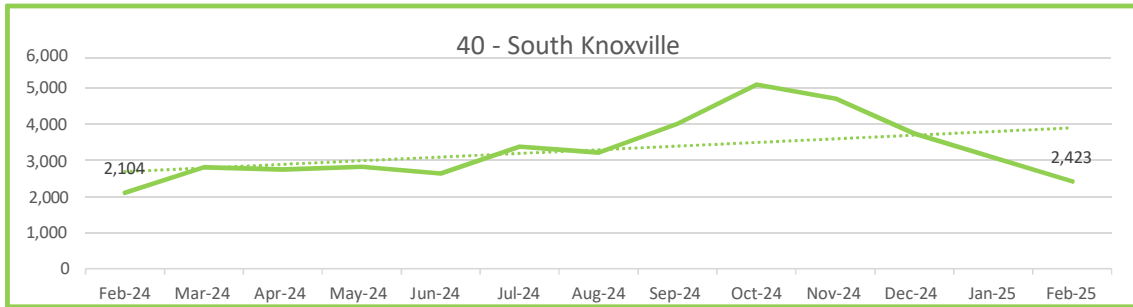
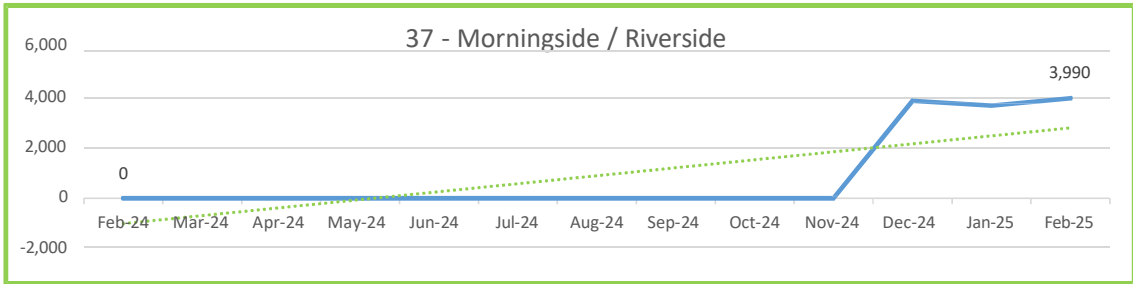
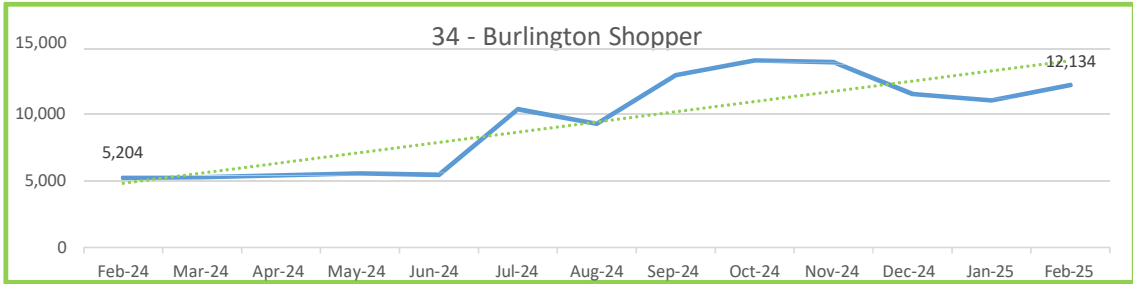
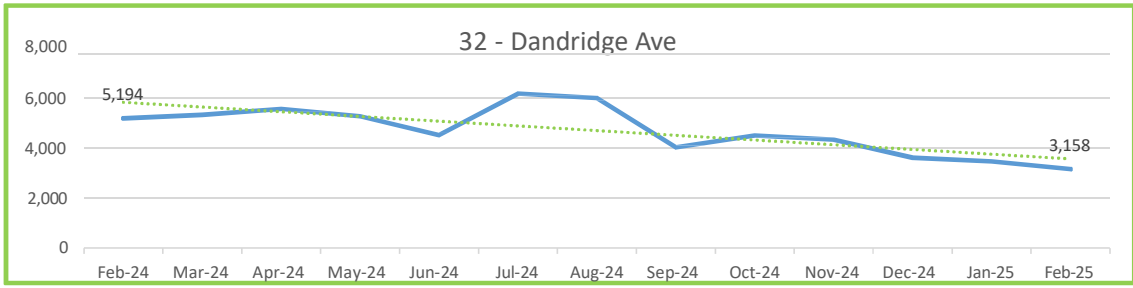


February 2025 System Ridership by Route

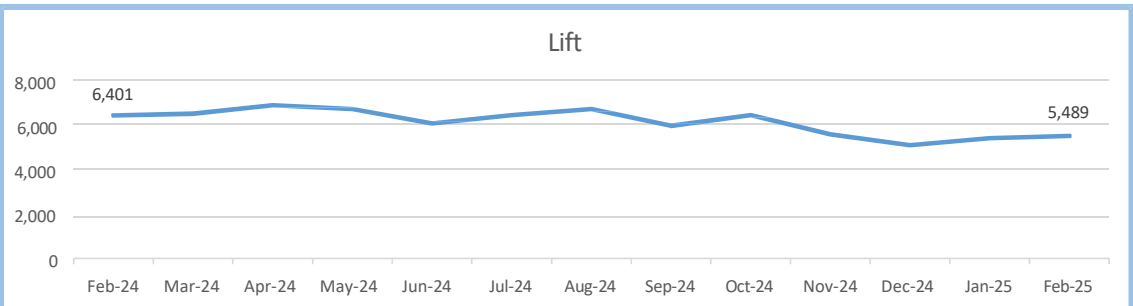
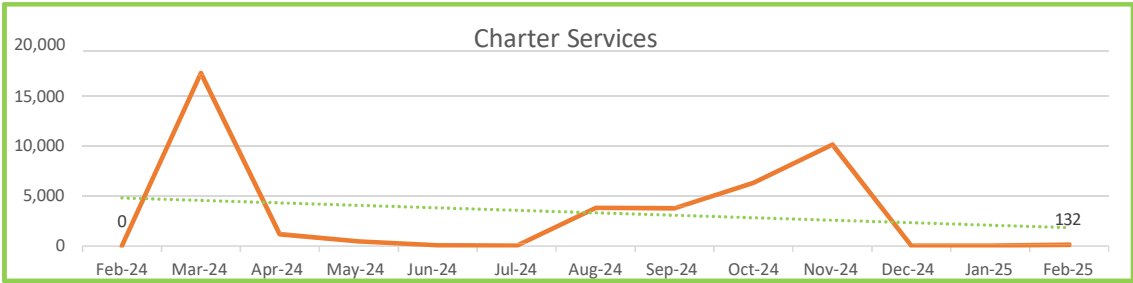
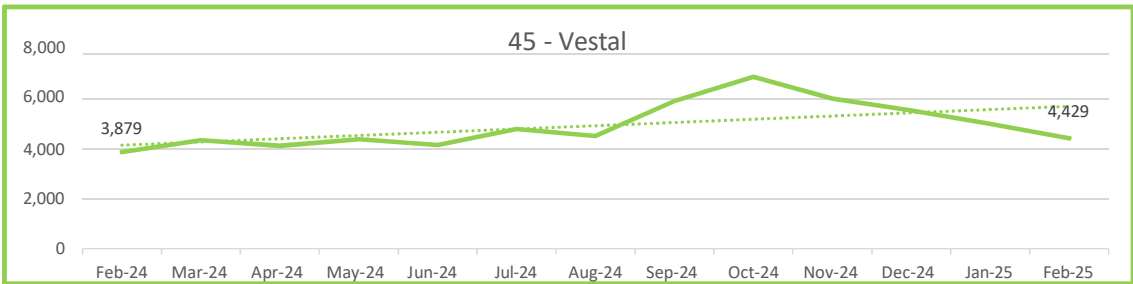
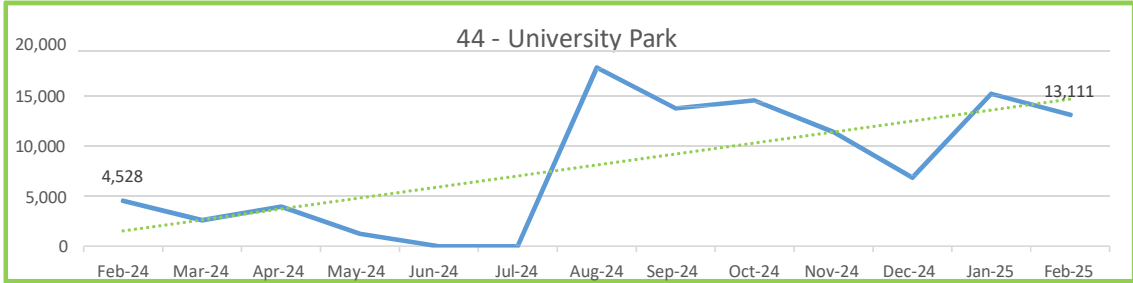














# KAT RIDERSHIP

## February 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	365	432	-15.5%	2,814	3,303	-14.8%
11	Kingston Pike	24,078	25,604	-6.0%	214,861	223,038	-3.7%
12	Western Ave	12,478	12,661	-1.4%	106,285	100,392	5.9%
13	Beaumont	2,790	2,537	10.0%	23,411	22,298	5.0%
16	Cedar Bluff Connector	2,673	2,787	-4.1%	23,307	24,488	-4.8%
17	Sutherland/Bearden	7,248	6,959	4.2%	57,314	58,328	-1.7%
19	Lakeshore / Lonas Connector	567	575	-1.4%	4,313	4,973	-13.3%
20	Central Ave. / Clinton Hwy	9,062	10,052	-9.8%	86,119	84,650	1.7%
21	Lincoln Park	3,027	3,891	-22.2%	28,166	30,615	-8.0%
22	Broadway	20,931	21,882	-4.3%	194,625	190,551	2.1%
23	Millertown	4,224	4,938	-14.5%	40,070	39,560	1.3%
24	Inskip/Breda Rd	2,289	2,263	1.1%	19,695	19,895	-1.0%
30	Parkridge	2,821	2,399	17.6%	22,027	18,585	18.5%
31	Magnolia Ave.	17,054	18,795	-9.3%	150,865	153,210	-1.5%
32	Dandridge	5,480	5,941	-7.8%	48,924	47,967	2.0%
33	M.L.K.	3,046	3,225	-5.6%	27,398	29,999	-8.7%
34	Burlington	5,126	5,091	0.7%	46,759	39,467	18.5%
40	South Knoxville	3,638	3,859	-5.7%	27,223	30,876	-11.8%
41	Chapman Hwy	10,564	11,026	-4.2%	93,983	92,529	1.6%
42	UT/Ft. Sanders Hospitals	3,490	3,058	14.1%	27,733	24,534	13.0%
44	University Park	9,110	5,033	81.0%	51,244	32,793	56.3%
45	Vestal	4,540	5,158	-12.0%	39,870	39,796	0.2%
90	Crosstown	6,624	6,341	4.5%	57,749	53,079	8.8%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>161,225</b>	<b>164,507</b>	<b>-2.0%</b>	<b>1,394,755</b>	<b>1,364,926</b>	<b>2.2%</b>
82	Orange Line Trolley	17,935	18,308	-2.0%	152,704	142,736	7.0%
84	Green Line Trolley	8,756	8,752	0.0%	76,993	74,708	3.1%
86	Blue Line Trolley	22,303	18,936	17.8%	169,701	151,694	11.9%
<b>SUBTOTAL</b>		<b>48,994</b>	<b>45,996</b>	<b>6.5%</b>	<b>399,398</b>	<b>369,138</b>	<b>8.2%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>210,219</b>	<b>210,503</b>	<b>-0.1%</b>	<b>1,794,153</b>	<b>1,734,064</b>	<b>3.5%</b>
<b>LIFT SERVICE</b>		<b>5,286</b>	<b>4,445</b>	<b>18.9%</b>	<b>43,818</b>	<b>37,435</b>	<b>17.1%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>215,505</b>	<b>214,948</b>	<b>0.3%</b>	<b>1,837,971</b>	<b>1,771,499</b>	<b>3.8%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>112</b>	<b>260</b>	<b>-56.9%</b>	<b>40,160</b>	<b>49,657</b>	<b>-19.1%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>215,617</b>	<b>215,208</b>	<b>0.2%</b>	<b>1,878,131</b>	<b>1,821,156</b>	<b>3.1%</b>



# KAT RIDERSHIP\_APC

## February 2025



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	5,881	-	100.0%	54,783	-	100.0%
10	Sequoyah Hills	591	-	100.0%	3,186	-	100.0%
11	Kingston Pike	24,261	23,691	2.4%	218,393	191,085	14.3%
12	Western Ave	8,102	15,419	-47.5%	93,437	125,101	-25.3%
13	Beaumont	-	1,478	-100.0%	3,809	10,076	-62.2%
15	Woodland Crosstown	9,787	-	100.0%	66,149	-	100.0%
16	Cedar Bluff Connector	10,485	3,536	196.5%	83,741	26,735	213.2%
17	Sutherland/Bearden	6,258	9,195	-31.9%	59,351	62,019	-4.3%
20	Central Ave/Clinton Hwy	14,473	11,260	28.5%	134,790	90,782	48.5%
21	Lincoln Park	-	3,176	-100.0%	6,692	25,660	-73.9%
22	Broadway	25,859	26,274	-1.6%	231,444	211,278	9.5%
23	Millertown	1,664	4,848	-65.7%	24,260	38,416	-36.8%
24	Inskip/Breda Rd	3,852	2,999	28.4%	35,291	21,965	60.7%
30	Parkridge	-	3,195	-100.0%	6,594	26,443	-75.1%
31	Magnolia Ave.	20,372	23,042	-11.6%	195,441	159,748	22.3%
32	Dandridge	3,158	6,141	-48.6%	36,203	47,739	-24.2%
33	M.L.K.	-	4,308	-100.0%	9,017	34,431	-73.8%
34	Burlington	12,134	7,750	56.6%	95,358	56,523	68.7%
37	Morningside/Riverside	3,990	-	100.0%	28,348	-	100.0%
40	South Knoxville	2,423	3,487	-30.5%	30,339	26,671	13.8%
41	Chapman Hwy	14,888	17,463	-14.7%	141,722	133,881	5.9%
42	UT/Ft Sanders Hospitals	5,315	4,281	24.2%	51,020	35,354	44.3%
44	University Park	13,111	5,450	140.6%	92,604	30,847	200.2%
45	Vestal	4,429	4,615	-4.0%	44,212	37,724	17.2%
90	Crosstown	-	8,312	-100.0%	15,926	66,302	-76.0%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>191,033</b>	<b>189,920</b>	<b>0.6%</b>	<b>1,762,110</b>	<b>1,458,780</b>	<b>20.8%</b>
82	Orange Line Trolley	-	7,651	-100.0%	12,543	64,960	-80.7%
84	Green Line Trolley	-	7,390	-100.0%	15,801	62,169	-74.6%
86	Blue Line Trolley	-	16,559	-100.0%	37,053	143,561	-74.2%
<b>SUBTOTAL</b>		<b>-</b>	<b>31,600</b>	<b>-100.0%</b>	<b>65,397</b>	<b>270,690</b>	<b>-75.8%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>191,033</b>	<b>221,520</b>	<b>-13.8%</b>	<b>1,827,507</b>	<b>1,729,470</b>	<b>5.7%</b>
<b>LIFT SERVICE</b>		<b>5,489</b>	<b>6,401</b>	<b>-14.2%</b>	<b>46,951</b>	<b>47,863</b>	<b>-1.9%</b>
<b>KAT CONNECT</b>		<b>5</b>	<b>-</b>	<b>100.0%</b>	<b>23</b>	<b>-</b>	<b>100.0%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>196,527</b>	<b>227,921</b>	<b>-13.8%</b>	<b>1,874,458</b>	<b>1,777,333</b>	<b>5.5%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>132</b>	<b>-</b>	<b>100.0%</b>	<b>1,678,068</b>	<b>1,779,394</b>	<b>-5.7%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>196,659</b>	<b>227,921</b>	<b>-13.7%</b>	<b>3,552,526</b>	<b>3,556,727</b>	<b>-0.1%</b>



**MONTHLY RIDERSHIP**

**FEBRUARY 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%
February	14	5	9	2	0	5	0	100%

# FEBRUARY 2025 RIDERSHIP

## Ridership

### Total Boardings:

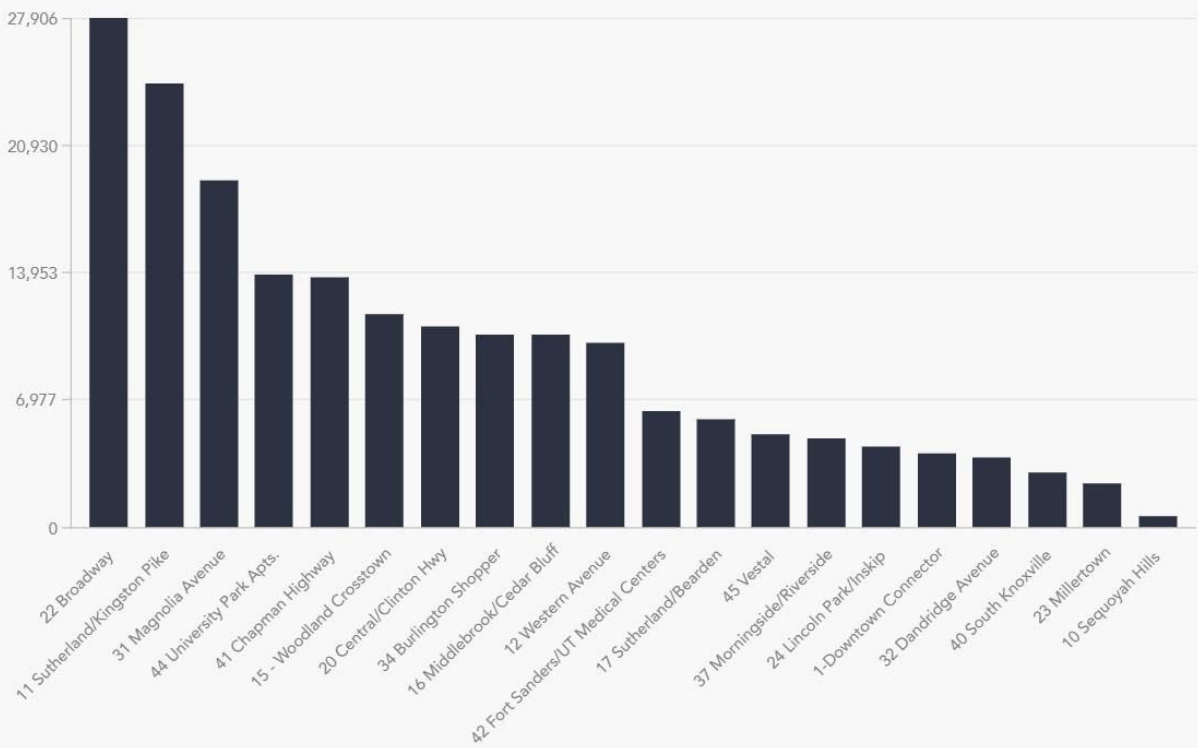
193,102

Change from previous period:

+16%

Change from same period last year:

-7%



FEBRUARY 2025

# ON-TIME PERFORMANCE

## Route Performance

ON TIME: 85.0%

EARLY: 2.8%

LATE: 12.2%

