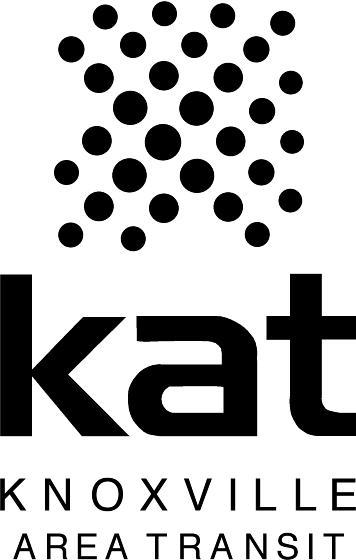


Knoxville Transportation Authority

Meeting Date: Thursday, April 24, 2025

Monthly Report

April 2025

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INDYA KINCANNON MAYOR

(865) 215-2040



KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA

Thursday, April 24, 2025 City County Building, Room 461

**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

1. **Determination of a Quorum**
2. **Approval of Minutes – February & March**
3. **Reports**
   * **KTA Chair**
   * **Commissioner’s Comments**
   * **Staff**
4. **City of Knoxville Director of Transit**
5. **TPO Transit Planner**
6. **New Business**
7. **Old Business**
8. **Public Comments**
9. **Set the next meeting for May 22, 2025 and Adjourn**

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

1. **Determination of a Quorum**

Chair Helsley called the meeting to order. She stated they did not have a quorum. Commissioners in attendance:

Chair Helsley Commissioner Whitted Commissioner Taylor Commissioner Roskop

1. **Approval of Minutes**

There was no quorum. Chair Helsley stated the board would approve the minutes at the next meeting on April 24th 2025.

1. **Reports**
   1. **KTA Chair**

Chair Helsley Stated she did not have a report.

* 1. **Commissioner Comments**

Commissioner Taylor stated she had a question to ask regarding last month's meeting. She asked if there had been any update on Microtransit, relating to feedback from KATConnect and if the concerns had been addressed.

Mr. Thorne stated that KAT currently has the Microtransit pilot project that is currently running service to three low-income apartments. He stated that last year, KAT had applied for a federal grant through the University of Vanderbilt and that Memphis and Chattanooga were also involved in the grant application. He continued stating that KAT had been successful in that grant application and had been awarded 1.3 million dollars to provide the Microtransit service for the next four years, but because it was discretionary funding, he did not know if KAT would ever see that money. He stated that it could be taken back by the Department of Transportation and that he had not received an update since December 2024 of where the funding is standing. He continued that Vanderbilt is the direct recipient of the funds and that they would be reimbursing KAT for any expenses, but that as of that day, he had not heard whether KAT would be receiving the funds or not. He stated they would be continuing the program and have been working on technological issues with the app

providers; making sure the features work on the app, so that passengers can book trips from their phone, but that there will still be the option to call in.

Commissioner Taylor then asked if there would be a meeting set up to discuss Justice Knox’s

feedback.

Mr. Thorne stated that he had responded to their email but had not heard anything back.

Commissioner Roskop then asked if anyone had traveled with Justice Knox to Birmingham, to which Mr. Thorne stated that KAT had not been able to participate.

Commissioner Roskop then stated that was his only question, as he had not been able to go.

* 1. **Staff**
     1. **City of Knoxville Director of Transit**

Mr. Thorne stated that at the next meeting, staff would be bringing a few minor route changes that have to be approved by the KTA, with one of those routes being route 15. He stated he wanted to highlight ridership for fixed routes, that it was 20.8% over last year, which is around 300,000 rides. He continued stating that our on-time performance was also up 85% for the month of February. He also stated that he and KAT staff had been working on the Federal Transit Administration’s triannual review process and that they are scheduling a date in May or June to visit on-site at KAT. He stated that every three years, this agency audits transit agencies, looking at a number of different topics.

Attorney Lawhorn asked if the route changes would require a public hearing, to which Mr. Thorne stated no, that the changes would be minor.

* + 1. **TPO Transit Planner**

Mr. Burton reintroduced himself, stating he is with the Knoxville Transportation Planning Organization. He stated they have several federal requirements, and that one of the requirements is to update or produce a long-range plan every four years. He stated that their current plan in the mobility plan 2050, and that it is currently being read for finalization. He stated there is a draft of this plan on knoxmobility.org, which is dedicated to the plan, and that the community can leave their comments on the website as well. He stated that the bulk of the plan is based on roads, but that it also contains transit, bike lanes, greenways, and pedestrian issues. He continued stating that it has to be fiscally constrained, which means that the plans have to be reasonable and something that can be funded over the course of the plan. He stated that if they wanted to look at light rail, they would have to find additional revenue to source this. He then stated that they would be having a virtual meeting on April 8th from 12 pm to 1 pm. He stated that everyone could go to the website to register for the meeting, which would

be held via Zoom. He continued stating that on April 30th, the transportation planning board would be approving the plan.

Mr. Burton then went on to mention the household travel survey, which was previously mentioned last month. He stated that it wasn’t for the entire state, but only for eight areas. He continued stating that letters would be sent out, asking for participants to track their daily trip, which would help the planning organization to forecast transportation for the future. He concluded by stating that the organization really needed people who utilize transit, biking, or walking as a means of transportation.

1. **New Business**

There was no new business.

1. **Old Business**

There was no old business.

1. **Public Comments**

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

**Patti Vergerio – Address not provided**

Ms. Vergerio stated that she was there to advocate for the handicapped and the elderly. She stated that KAT needed to bring back the benches that had been taken away and said that while KAT can keep the objects used to lean on, they needed to bring back the benches, as the elderly and handicapped need to sit down. She continued, saying that KAT did not need to blame the homeless and that the city, county, and rich people blame the homeless for all the social ills, stating they are a convenient copout to avoid the truth about the needs of the average KAT passenger.

She then went on to state that while she loves 90% of the bus operators, she stated that the other 10% don’t like people and should not be in customer service, which is what she believes the bus operators’ job should be.

She continued stating she still had not figured out her balance for the KATpay card through the KTrans system. She stated that the other transit system was a nightmare with the instructions on how to get the one-day pass or tickets, and the list of transactions was confusing as well.

She then suggested that two people needed to be at customer service, one with an express line for short questions and the other with a line for longer concerns.

Lastly, she wanted to know if there had been a bus proposal for the County, stating that Knoxville was growing and that many companies had been going west to Farragut or North to Powell, which meant there is not a bus going there, and she wanted to know if it were even possible for the city buses to go out of the city lines or if Knox County would have to introduce their own bus.

Chair Helsley then stated that she could only publicly comment.

Mr. Thorne then stated that staff would get with Ms. Vergerio after the meeting to answer a few questions.

Ms. Vergerio then concluded.

**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 that work together to solve community problems. She stated that last month, she was joined by another representative from Justice Knox, and over forty members of Justice Knox were in attendance. She continued saying that they had shared stories from their congregations of the struggle they endured, by families to access public transportation. She stated she knows the buses cannot solve the problem alone and that, because of this, many people cannot safely access a bus, due to Knoxville’s terrain. She stated that Justice Knox brought an effective solution, Microtransit, to the attention of KAT and City leaders. She stated that Microtransit would fill the gap in the current system by using sophisticated technology and shared rides in vans that would run on-demand routes. She continued, stating that Chattanooga and Birmingham have done this to fill the gap. She mentioned that, as stated last month, they had planned to go to Birmingham on March 3, 2025, to which they did; she stated that Justice Knox had learned a lot from this trip by meeting the City officials, riding their Microtransit, and talking to the operators and passengers. She stated that Birmingham’s service had been so successful that they had expanded several times. She then stated that Justice Knox made a four-minute video of the experience and invited everyone on the board to attend the Nehemiah Action on April 8th, where they would be showing the video. She then explained that the Nehemiah Action is a special grassroots assembly of Justice Knox Advocates, which is done so annually, and that they expect more than a thousand members to attend. She continued to state that community problems would be discussed, and actions would be asked of public officials, such as the City and County Mayors. She stated the Nehemiah Action would be held at the Civic Auditorium from 7 pm to 8:30 pm. She then concluded.

1. **Set the New Meeting and Adjourn.**

Chair Helsley set the meeting for April 24, 2025, at 3:00 pm, in the City County Building.

Respectfully Submitted, Bethany H. Starritt

KTA Recording Secretary

|  |
| --- |
| **City of Knoxville** |
| **Schedule of Revenues & Expenses Compared to Budget** |
| **March 2025** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current Year:** | | | | | |
|  | **Original**  **Budget** | **Current Budget** | **Actual** | **Variance** |  |
| **Revenue** |  |  |  |  |  |
| Charges for Service |  |  |  |  |  |
| Farebox & Pass Revenue | $ 580,400 | $ 580,400 | $ 385,570 | $ (194,830) | 66% |
| Ticket Sales | 437,000 | 437,000 | 444,353 | 7,353 | 102% |
| Miscellaneous Subsidies - KAT | 65,000 | 65,000 | 63,135 | (1,865) | 97% |
| Football Shuttle | 124,000 | 124,000 | 101,160 | (22,840) | 82% |
| Charter Fees | 500 | 500 | 14,675 | 14,175 | 2935% |
| UT Trolley Subsidy | - | - | 13,884 | - | - |
| Miscellaneous Revenue | 3,500 | 3,500 | 17,932 | 14,432 | 512% |
| Total Operating Revenue | 1,210,400 | 1,210,400 | 1,040,709 | (183,575) | 85.98% |

|  |  |
| --- | --- |
| **Prior Year:** | |
| **Actual - Prior Year** | **Variance** |

|  |  |
| --- | --- |
| $ 472,054 | $ (86,484) |
| 362,311 | 82,042 |
| 65,000 | (1,865) |
| 124,398 | (23,238) |
| 21,710 | (7,035) |
| 44,075 | (30,191) |
| 4,879 | 13,053 |
| 1,094,427 | (53,717) |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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% |
| General Fund Transfer | 19,596,830 | 19,596,830 | 16,793,907 | (2,802,923) | 85.70% |
| Appropriated Fund Balance | 773,800 | 773,800 | - | (773,800) | - |
| Total Non-Operating Revenues | 28,040,630 | 28,040,630 | 18,193,418 | (9,847,212) | 64.88% |

|  |  |
| --- | --- |
| - | - |
| - | - |
| 3,661,186 | (2,261,675) |
| 11,533,012 | 5,260,895 |
| - |  |
| 15,194,198 | 2,999,220 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total Revenue | $ 29,251,030 | $ 29,251,030 | $ 19,234,127 | $ (10,030,787) | 65.76% |

|  |  |
| --- | --- |
| $ 16,288,625 | $ 2,945,503 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Expenditures** |  |  |  |  |  |
| Personnel Services |  |  |  |  |  |
| Wages, Taxes, & Retirement Contributions | $ 17,387,090 | $ 17,387,090 | $ 12,629,130 | $ 4,757,960 | 72.64% |
| Employee Group Insurance/Benefits | 2,288,630 | 2,288,630 | 1,746,871 | 541,759 | 76.33% |
| Total Personal Services | 19,675,720 | 19,675,720 | 14,376,001 | 5,299,719 | 73.06% |

|  |  |
| --- | --- |
| $ 11,905,963 | $ 723,167 |
| 1,635,967 | 110,904 |
| 13,541,930 | 834,071 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Administrative Expenses |  |  |  |  |  |
| Supplies | 610,660 | 728,690 | 379,805 | 348,885 | 52.12% |
| Services | 9,276,950 | 9,452,240 | 3,230,818 | 6,221,422 | 34.18% |
| Total Administrative Expenses | 9,887,610 | 10,180,930 | 3,610,623 | 6,570,307 | 35.46% |

|  |  |
| --- | --- |
| 327,244 | 52,561 |
| 1,968,547 | 1,262,271 |
| 2,295,791 | 1,314,832 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Fleet Expenses |  |  |  |  |  |
| Fleet Supplies | - | - | - | - | - |
| Parts | 45,000 | 44,800 | 12,512 | 32,288 | 27.93% |
| Fuel/Oil/Fluids | 2,316,500 | 2,009,410 | 1,234,991 | 774,419 | 61.46% |
| Total Administrative Expenses | 2,361,500 | 2,054,210 | 1,247,503 | 806,707 | 60.73% |

|  |  |
| --- | --- |
| - | - |
| 901 | 11,611 |
| 1,396,662 | (161,671) |
| 1,397,563 | (150,060) |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total Expenditures \*\*\*\* | $ 31,924,830 | $ 31,910,860 | $ 19,234,127 | $ 12,676,733 | 60.27% |

|  |  |
| --- | --- |
| $ 17,235,284 | $ 1,998,843 |

$ 0

|  |
| --- |
| Excess (Deficiency) of Revenues Over Expenses |
| \*\*\*Fund Balance Appropriations not listed in Revenue |

|  |  |
| --- | --- |
| $ (946,659) | $ 946,660 |

|  |
| --- |
| NOTES: |
| \*Financials do not include the capital - grant funds. |

**FIXED ROUTE RIDERSHIP BY MONTH**

2023 2024 2025

154,213

166,140

164,846

167,403

153,832

196,894

197,611

240,758

254,021

227,837

201,149

200,149

110,415

200,149

166,140

191,033

M A R C H A P R I L M A Y J U N E J U L Y A U G U S T S E P T E M B E R O C T O B E R N O V E M B E R D E C E M B E R J A N U A R Y F E B R U A R Y M A R C H

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

12,000

1 - Downtown Connector Ridership

10,000

8,000

6,000

10,781

10,250

10,515

4,000

7,587

6,922

7,080

2,000

5,881

0

0

0

0

0

0

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

1 - Downtown Connector

March 2025 System Ridership by Route

=TEXT('CHART DATA'!B3,"MMMM")&" "&TEXT('CHART DATA'!B3,"YYYY")&" "&"System Ridership by Route"



10 - Sequoyah Hills, 470, 0%

45 - Vestal, 5,441, 2%

44 - University Park, 12,489, 6%

42 - UT/Ft. Sanders Hospitals, 5,847, 3%

41 - Chapman Hwy, 16,377, 7%

Charter Services, 17,332, 8%

11 - Sutherland / Kingston

Pike, 26,432, 12% 12 - Western Ave, 9,214, 4%

15 - Woodland Crosstown, 10,875,

5%

16 - Middlebrook / Cedar Bluff, 13,261, 6%

40 - South Knoxville, 2,960, 1%

37 - Morningside / Riverside, 4,790, 2%

34 - Burlington Shopper, 13,319, 6%

20 - Central / Clinton Hwy, 17,313, 8%

17 - Sutherland / Bearden, 6,259,

3%

32 - Dandridge Ave, 3,410, 2%

31 - Magnolia Ave, 22,286,

10%

22 - Broadway, 27,657, 12%

24 - Lincoln Park / Inskip, 3,999, 2%

23 - Millertown, 1,966, 1%

7,080

0

1 - Downtown Connector

15,000

10,000

5,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

-5,000

10 - Sequoyah Hills

800

600

470

400

200

0

0

-200

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

11 - Sutherland / Kingston Pike

40,000

30,000

26,432

20,735

20,000

10,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

12 - Western Ave

20,000

14,667

15,000

9,214

10,000

5,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

15 - Woodland Crosstown

15,000

10,875

10,000

5,000

0

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

-5,000

20,000 16 - Middlebrook / Cedar Bluff

15,000 13,261

10,000

5,000 3,091

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

22,286

18,946

15,000 17 - Sutherland / Bearden

10,000

7,743

6,259

5,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

25,000 20 - Central / Clinton Hwy

20,000 17,313

15,000

10,008

10,000

5,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

40,000 22 - Broadway

27,657

30,000 24,992

20,000

10,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

7,000 23 - Millertown

6,000

5,000 4,179

4,000

3,000

2,000

1,000

0

1,966

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

6,000 24 - Lincoln Park / Inskip

3,999

4,000

2,895

2,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

30,000 31 - Magnolia Ave

20,000

10,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

0

8,000 32 - Dandridge Ave

6,000

5,325

4,000

3,410

2,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

20,000 34 - Burlington Shopper

15,000 13,319

10,000

5,246

5,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

6,000

37 - Morningside / Riverside

4,790

4,000

2,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

-2,000

6,000 40 - South Knoxville

5,000

4,000

2,812

2,960

3,000

2,000

1,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

25,000 41 - Chapman Hwy

20,000 17,297

16,377

15,000

10,000

5,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

8,000 42 - UT/Ft. Sanders Hospitals

5,847

6,000

4,395

4,000

2,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

Lift

8,000

6,483

6,059

6,000

4,000

2,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

20,000 44 - University Park

15,000

12,489

10,000

5,000 2,592

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

8,000 45 - Vestal

6,000

5,441

4,359

4,000

2,000

0

Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

20,000 17,332

Charter Services

17,332

15,000

10,000

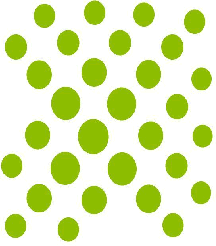
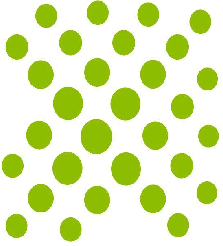
5,000

0

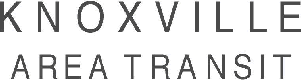
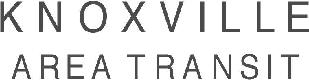
Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **KAT RIDERSHIP** | | | | | | | |
| **March 2019** | | | | | | | |
| **ROUTE #** | **ROUTE NAME** | **FY19** | **FY18** | **% CHANGE** | **YTD/FY19** | **YTD/FY18** | **% CHANGE** |
| 10 | Sequoyah Hills | 368 | 369 | -0.3% | 3,182 | 3,672 | -13.3% |
| 11 | Kingston Pike | 26,294 | 27,064 | -2.8% | 241,155 | 250,102 | -3.6% |
| 12 | Western Ave | 13,533 | 13,450 | 0.6% | 119,818 | 113,842 | 5.2% |
| 13 | Beaumont | 2,851 | 2,704 | 5.4% | 26,262 | 25,002 | 5.0% |
| 16 | Cedar Bluff Connector | 2,852 | 2,939 | -3.0% | 26,159 | 27,427 | -4.6% |
| 17 | Sutherland/Bearden | 8,197 | 7,308 | 12.2% | 65,511 | 65,636 | -0.2% |
| 19 | Lakeshore / Lonas Connector | 638 | 520 | 22.7% | 4,951 | 5,493 | -9.9% |
| 20 | Central Ave. / Clinton Hwy | 10,353 | 10,808 | -4.2% | 96,472 | 95,458 | 1.1% |
| 21 | Lincoln Park | 3,305 | 3,823 | -13.5% | 31,471 | 34,438 | -8.6% |
| 22 | Broadway | 24,341 | 24,225 | 0.5% | 218,966 | 214,776 | 2.0% |
| 23 | Millertown | 5,010 | 5,575 | -10.1% | 45,080 | 45,135 | -0.1% |
| 24 | Inskip/Breda Rd | 2,409 | 2,448 | -1.6% | 22,104 | 22,343 | -1.1% |
| 30 | Parkridge | 3,122 | 2,615 | 19.4% | 25,149 | 21,200 | 18.6% |
| 31 | Magnolia Ave. | 18,799 | 20,614 | -8.8% | 169,664 | 173,824 | -2.4% |
| 32 | Dandridge | 6,134 | 6,537 | -6.2% | 55,058 | 54,504 | 1.0% |
| 33 | M.L.K. | 3,602 | 3,782 | -4.8% | 31,000 | 33,781 | -8.2% |
| 34 | Burlington | 5,658 | 5,262 | 7.5% | 52,417 | 44,729 | 17.2% |
| 40 | South Knoxville | 4,271 | 4,044 | 5.6% | 31,494 | 34,920 | -9.8% |
| 41 | Chapman Hwy | 12,055 | 12,390 | -2.7% | 106,038 | 104,919 | 1.1% |
| 42 | UT/Ft. Sanders Hospitals | 3,471 | 3,169 | 9.5% | 31,204 | 27,703 | 12.6% |
| 44 | University Park | 6,613 | 3,822 | 73.0% | 57,857 | 36,615 | 58.0% |
| 45 | Vestal | 4,797 | 5,429 | -11.6% | 44,667 | 45,225 | -1.2% |
| 90 | Crosstown | 7,168 | 6,964 | 2.9% | 64,917 | 60,043 | 8.1% |
|  | Other | - | - | 0.0% | - | - | 0.0% |
| **SUBTOTAL** | | **175,841** | **175,861** | **0.0%** | **1,570,596** | **1,540,787** | **1.9%** |
| 82 | Orange Line Trolley | 18,589 | 19,748 | -5.9% | 171,293 | 162,484 | 5.4% |
| 84 | Green Line Trolley | 10,549 | 10,200 | 3.4% | 87,542 | 84,908 | 3.1% |
| 86 | Blue Line Trolley | 23,416 | 21,381 | 9.5% | 193,117 | 173,075 | 11.6% |
| **SUBTOTAL** | | **52,554** | **51,329** | **2.4%** | **451,952** | **420,467** | **7.5%** |
|  | | | | |  | | |
| **TOTAL PASSENGERS WITH TROLLEYS** | | **228,395** | **227,190** | **0.5%** | **2,022,548** | **1,961,254** | **3.1%** |
|  | | | | |  | | |
| **LIFT SERVICE** | | **5,776** | **5,644** | **2.3%** | **49,594** | **43,079** | **15.1%** |
|  | | | | |  | | |
| **TOTAL SCHEDULED SERVICES** | | **234,171** | **232,834** | **0.6%** | **2,072,142** | **2,004,333** | **3.4%** |
|  | | | | |  | | |
| **TOTAL CHARTER SERVICES** | | **2,973** | **1,053** | **182.3%** | **43,133** | **50,710** | **-14.9%** |
|  | | | | |  | | |
| **GRAND TOTAL ALL KAT SERVICES** | | **237,144** | **233,887** | **1.4%** | **2,115,275** | **2,055,043** | **2.9%** |

**KAT RIDERSHIP\_APC**



**March 2025**



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ROUTE # ROUTE NAME** | **FY25** | **FY24** | **% CHANGE** | **YTD/FY25** | **YTD/FY24** | **% CHANGE** |
| 1 Downtown Connector | 7,080 | - | 100.0% | 61,863 | - | 100.0% |
| 10 Sequoyah Hills | 470 | - | 100.0% | 3,656 | - | 100.0% |
| 11 Kingston Pike | 26,432 | 25,505 | 3.6% | 244,825 | 216,590 | 13.0% |
| 12 Western Ave | 9,214 | 16,516 | -44.2% | 102,651 | 141,617 | -27.5% |
| 13 Beaumont | - | 1,461 | -100.0% | 3,809 | 11,537 | -67.0% |
| 15 Woodland Crosstown | 10,875 | - | 100.0% | 77,024 | - | 100.0% |
| 16 Cedar Bluff Connector | 13,261 | 3,700 | 258.4% | 97,002 | 30,435 | 218.7% |
| 17 Sutherland/Bearden | 6,259 | 8,816 | -29.0% | 65,610 | 70,835 | -7.4% |
| 20 Central Ave/Clinton Hwy | 17,313 | 11,592 | 49.4% | 152,103 | 102,374 | 48.6% |
| 21 Lincoln Park | - | 3,644 | -100.0% | 6,692 | 29,304 | -77.2% |
| 22 Broadway | 27,657 | 29,517 | -6.3% | 259,101 | 240,795 | 7.6% |
| 23 Millertown | 1,966 | 5,485 | -64.2% | 26,226 | 43,901 | -40.3% |
| 24 Inskip/Breda Rd | 3,999 | 3,169 | 26.2% | 39,290 | 25,134 | 56.3% |
| 30 Parkridge | - | 3,550 | -100.0% | 6,594 | 29,993 | -78.0% |
| 31 Magnolia Ave. | 22,286 | 22,342 | -0.3% | 217,727 | 182,090 | 19.6% |
| 32 Dandridge | 3,410 | 6,497 | -47.5% | 39,613 | 54,236 | -27.0% |
| 33 M.L.K. | - | 4,818 | -100.0% | 9,017 | 39,249 | -77.0% |
| 34 Burlington | 13,319 | 7,720 | 72.5% | 108,677 | 64,243 | 69.2% |
| 37 Morningside/Riverside | 4,790 | - | 100.0% | 33,138 | - | 100.0% |
| 40 South Knoxville | 2,960 | 3,756 | -21.2% | 33,299 | 30,427 | 9.4% |
| 41 Chapman Hwy | 16,377 | 18,701 | -12.4% | 158,099 | 152,582 | 3.6% |
| 42 UT/Ft Sanders Hospitals | 5,847 | 4,693 | 24.6% | 56,867 | 40,047 | 42.0% |
| 44 University Park | 12,489 | 5,336 | 134.1% | 105,093 | 36,183 | 190.4% |
| 45 Vestal | 5,441 | 5,103 | 6.6% | 49,653 | 42,827 | 15.9% |
| 90 Crosstown | - | 9,005 | -100.0% | 15,926 | 75,307 | -78.9% |
| Other | - | - | 0.0% | - | - | 0.0% |
| **SUBTOTAL** | **211,445** | **200,926** | **5.2%** | **1,973,555** | **1,659,706** | **18.9%** |
| 82 Orange Line Trolley | - | 8,150 | -100.0% | 12,543 | 73,110 | -82.8% |
| 84 Green Line Trolley | - | 8,514 | -100.0% | 15,801 | 70,683 | -77.6% |
| 86 Blue Line Trolley | - | 19,127 | -100.0% | 37,053 | 162,688 | -77.2% |
| **SUBTOTAL** | **-** | **35,791** | **-100.0%** | **65,397** | **306,481** | **-78.7%** |
|  | | | |  | | |
| **TOTAL PASSENGERS WITH TROLLEYS** | **211,445** | **236,717** | **-10.7%** | **2,038,952** | **1,966,187** | **3.7%** |
|  | | | |  | | |
| **LIFT SERVICE** | **6,059** | **6,483** | **-6.5%** | **53,010** | **53,434** | **-0.8%** |
|  | | | |  | | |
| **KAT CONNECT** | **6** | **-** | **100.0%** | **29** | **-** | **100.0%** |
|  | | | |  | | |
| **TOTAL SCHEDULED SERVICES** | **217,510** | **243,200** | **-10.6%** | **2,091,962** | **2,019,621** | **3.6%** |
|  | | | |  | | |
| **TOTAL CHARTER SERVICES** | **17,332** | **17,332** | **0.0%** | **1,891,790** | **2,022,594** | **-6.5%** |
|  | | | |  | | |
| **GRAND TOTAL ALL KAT SERVICES** | **234,842** | **260,532** | **-9.9%** | **3,983,752** | **4,042,215** | **-1.4%** |

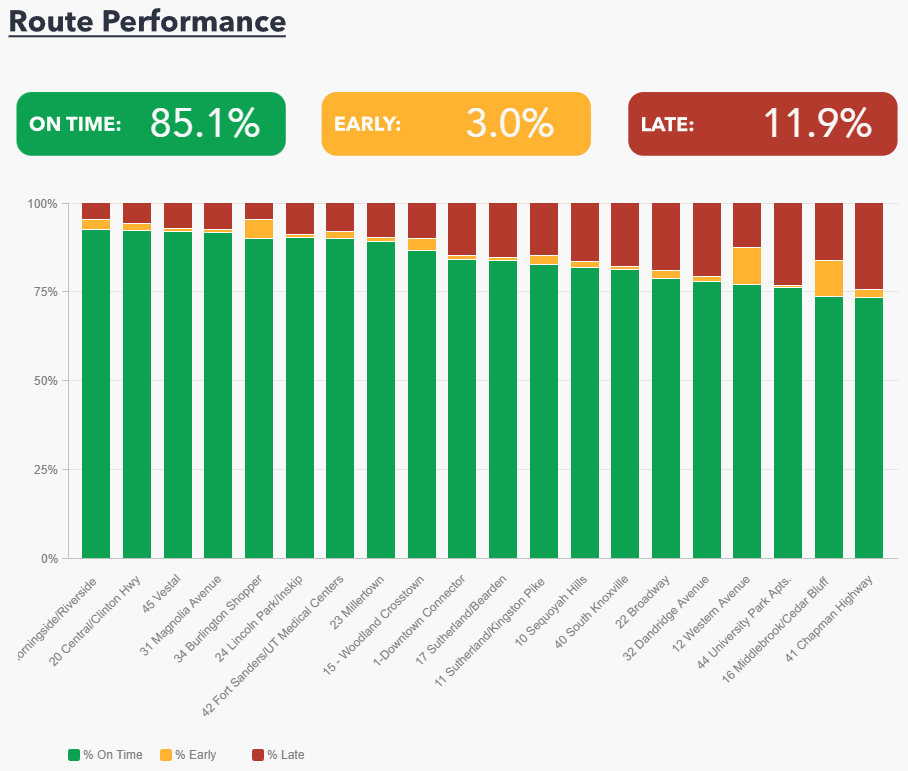
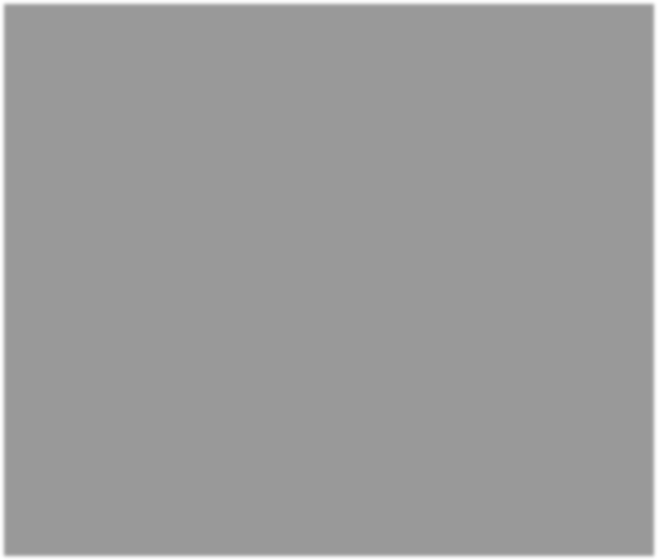


**MONTHLY RIDERSHIP MARCH REPORT**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Month | Booked Trips | Completed Trips | No-Show/Cancel | Unique Riders | Connected w/  Route 12 | Connected w/  Route 20 | Ineligble 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% |
| Janurary | 8 | 6 | 2 | 2 | 3 | 3 | 0 | 83.33% |
| February | 14 | 5 | 9 | 2 | 0 | 5 | 0 | 100% |
| March | 5 | 2 | 3 | 2 | 3 | 2 | 0 | 100% |

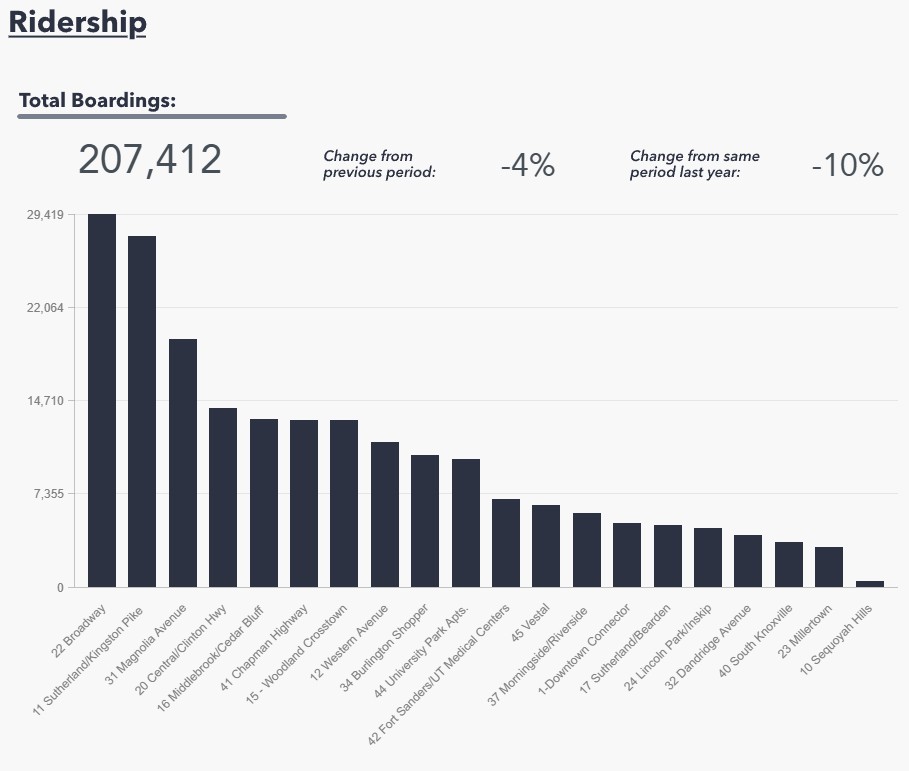
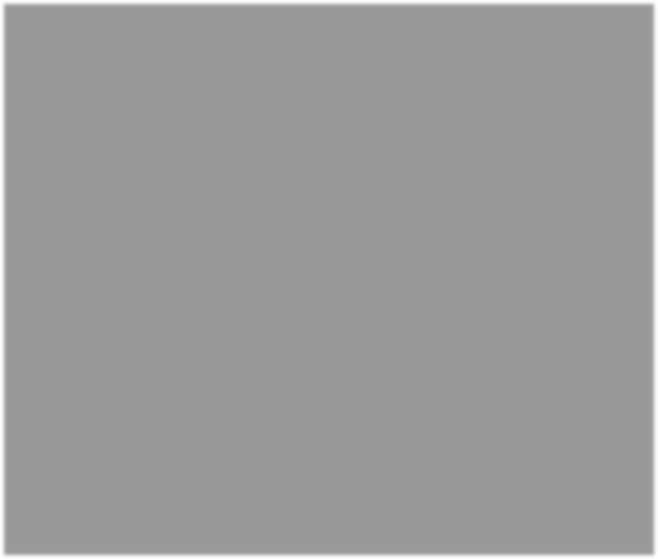
MARCH 2025

ON-TIME PERFORMANCE



MARCH 2025

RIDERSHIP







**ROUTE PERFORMANCE REPORT**

**March, 2025**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ROUTE** | **ROUTE** | **Percentage** |  | **Percentage** |  | **Percentage** | **Passg/** | **Passg/** |
| **NUMBER** | **NAME** | **RIDERSHIP of Ridership** | **MILES** | **of Miles** | **HOURS** | **of Hours** | **Mile** | **Hour** |
| **1** | **Downtown Connector** | 7,080 3.3% | 9,141 | 3.7% | 1,117 | 5.5% | 0.77 | 6.34 |
| **10** | **Sequoyah Hills** | 470 0.2% | 980 | 0.4% | 103 | 0.5% | 0.48 | 4.56 |
| **11** | **Kingston Pike** | 26,432 12.5% | 22,449 | 9.2% | 1,940 | 9.6% | 1.18 | 13.62 |
| **12** | **Western Ave** | 9,214 4.4% | 23,203 | 9.5% | 1,555 | 7.7% | 0.40 | 5.92 |
| **15** | **Woodland Crosstown** | 10,875 5.1% | 21,974 | 9.0% | 1,919 | 9.5% | 0.49 | 5.67 |
| **16** | **Cedar Bluff Connector** | 13,261 6.3% | 20,496 | 8.4% | 1,434 | 7.1% | 0.65 | 9.25 |
| **17** | **Sutherland/Bearden** | 6,259 3.0% | 6,780 | 2.8% | 586 | 2.9% | 0.92 | 10.67 |
| **20** | **Central Ave/Clinton Hwy** | 17,313 8.2% | 19,075 | 7.8% | 1,570 | 7.8% | 0.91 | 11.03 |
| **22** | **Broadway** | 27,657 13.1% | 14,748 | 6.0% | 1,572 | 7.8% | 1.88 | 17.59 |
| **23** | **Millertown** | 1,966 0.9% | 5,795 | 2.4% | 502 | 2.5% | 0.34 | 3.92 |
| **24** | **Inskip/Breda Rd** | 3,999 1.9% | 7,974 | 3.3% | 704 | 3.5% | 0.50 | 5.68 |
| **31** | **Magnolia Ave.** | 22,286 10.5% | 15,632 | 6.4% | 1,549 | 7.7% | 1.43 | 14.39 |
| **32** | **Dandridge** | 3,410 1.6% | 5,955 | 2.4% | 459 | 2.3% | 0.57 | 7.43 |
| **34** | **Burlington** | 13,319 6.3% | 22,194 | 9.1% | 1,565 | 7.7% | 0.60 | 8.51 |
| **37** | **Morningside/Riverside** | 4,790 2.3% | 3,962 | 1.6% | 400 | 2.0% | 1.21 | 11.97 |
| **40** | **South Knoxville** | 2,960 1.4% | 7,877 | 3.2% | 501 | 2.5% | 0.38 | 5.90 |
| **41** | **Chapman Hwy** | 16,377 7.7% | 19,592 | 8.0% | 1,023 | 5.1% | 0.84 | 16.01 |
| **42** | **UT/Ft Sanders Hospitals** | 5,847 2.8% | 7,743 | 3.2% | 1,020 | 5.0% | 0.76 | 5.73 |
| **44** | **University Park** | 12,489 5.9% | 1,932 | 0.8% | 192 | 0.9% | 6.47 | 65.05 |
| **45** | **Vestal** | 5,441 2.6% | 6,938 | 2.8% | 504 | 2.5% | 0.78 | 10.80 |
|  | **Other/ Unknown** | 0 |  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SUB TOTAL LINE SERVICE** | **211,445** | **244,438** | **20,215** | **0.87** | **10.46** |
|  |  |  |  |  |  |
| **LIFT SERVICE** | **6,059** | **40,117** | **3,019** | **0.15** | **2.01** |
|  |  |  |  |  |  |
| **TOTAL SCHEDULED SERVICES** | **217,504** | **284,555** | **23,234** | **0.76** | **9.36** |
|  |  |  |  |  |  |
| **TOTAL CHARTER SERVICES** | **17,332** | **562** | **105** | **30.84** | **165.62** |
|  |  |  |  |  |  |
| **GRAND TOTAL ALL KAT SERVICES** | **234,836** | **285,117** | **23,339** | **0.82** | **10.06** |

***Prepared by: H. hhickson, Manager of Scheduling KTA FY 20254/16/2025***





**SYSTEM PERFORMANCE REPORT**

**March, 2025**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **THIS MONTH**  **This**  **Year** | **Last Year** | **Change** | **FISCAL YEAR-TO-DATE**  **This Last**  **Year Year** | | **Change** |
| **FIXED ROUTE SERVICE** | | | |  | | |
| Total Passengers | 211,445 | 162,689 | 30% | 1,917,760 | 1,639,811 | 17% |
| System Generated Revenue | | | | $763,260 | $862,389 | -11% |
| Revenue Veh. Miles | 244,438 | 209,309 | 17% | 2,074,445 | 1,851,157 | 12% |
| Revenue Veh. Hours | 20,215 | 16,536 | 22% | 162,053 | 146,083 | 11% |
| Passengers/Mile | 0.87 | 0.78 | 11% | 0.92 | 0.89 | 4% |
| Passengers/Hour | 10.46 | 9.84 | 6% | 11.83 | 11.23 | 5% |
| Preventable Accidents | 5 | 3 | 67% | 38 | 48 | -21% |
| Mechanical Road Calls | 57 | 33 | 73% | 410 | 313 | 31% |
| Accidents/100,000 Miles | 2.05 | 1.43 | 43% | 1.83 | 2.59 | -29% |
| Miles/Road Failure | 4,288 | 6,343 | -32% | 5,060 | 5,914 | -14% |
|  | | | |  | | |
| **DEMAND RESPONSE** | | | | 0 | | |
| Total Passengers | 6,059 | 5,990 | 1% | 53,010 | 57,240 | -7% |
| System Generated Revenue | | | | $143,690 | $81,452 | 76% |
| Revenue Veh. Miles | 40,117 | 41,156 | -3% | 353,893 | 389,785 | -9% |
| Revenue Veh. Hours | 3,019 | 3,053 | -1% | 26,865 | 29,155 | -8% |
| Passengers/Mile | 0.15 | 0.15 | 4% | 0.15 | 0.15 | 2% |
| Passengers/Hour | 2.01 | 1.96 | 2% | 1.97 | 1.96 | 1% |
| Preventable Accidents | 1.00 | 0.00 | 100% | 3 | 15 | -80% |
| Mechanical Road Calls | 3.00 | 2.00 | 50% | 43 | 15 | 187% |
| Accidents/100,000 Miles | 2.49 | 0.00 | 249% | 0.85 | 3.85 | -78% |
| Miles/Road Failure | 13,372 | 20,578 | -35% | 8,230 | 25,986 | -68% |
|  | | | |  | | |
| **CHARTER SERVICE** | | | | 0 | | |
| Charters | 17,332 | 121 | 14224% | 17,977 | 1,466 | 1126% |
| Sports Charters | 0 | 0 | 0% | 23,693 | 18,537 | 28% |
| Total Passengers | 17,332 | 121 | 14224% | 41,670 | 20,003 | 108% |
| Revenue | | | | 0% | | |
| Football Shuttle Charters | | | | $101,160 | $124,398 | -19% |
| Trolley Charters | | | | $0 | $21,900 | -100% |
| Total Miles | 562 | 79 | 611% | 2,529 | 5,246 | -52% |
| Total Hours | 104.7 | 14.8 | 609% | 724 | 823 | -12% |

***Prepared by: H. hhickson, Manager of Scheduling KTA FY 20254/16/2025***