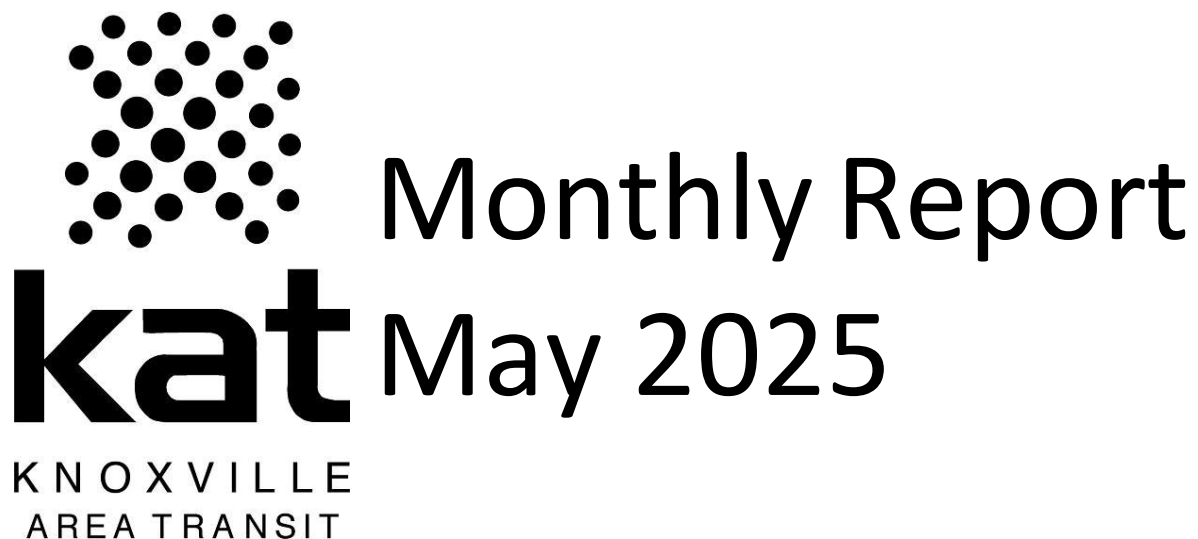


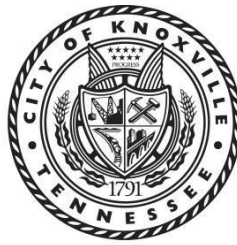
Knoxville Transportation Authority

Meeting Date: Thursday, June 26 2025



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INDYA KINCANNON
MAYOR
(865) 215-2040



CITY OF KNOXVILLE

KNOXVILLE TRANSPORTATION AUTHORITY

AGENDA

Thursday, June 26, 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 – May 22, 2025 Minutes**
- III. Reports**
 - **KTACHair**
 - **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 July 24, 2025 & Adjourn**

I. Determination of a Quorum

Vice-Chair Durham called the meeting to order. Mr. Lawhorn stated there were six members. There was a quorum.

Commissioners in attendance:

Vice-Chair Durham

Commissioner Brakewood

Commissioner Taylor

Commissioner Winford

Commissioner Roskop

Commissioner Nabors

II. Approval of Minutes

Vice-Chair Durham asked if there were any questions or comments for the May minutes. There were none.

Commissioner Brakewood gave the 1st motion, and Commissioner Winford gave the 2nd motion. All were in favor, none opposed.

III. Reports

A. KTA Chair

Vice-Chair Durham stated there was no report from Chair Helsley and that he did not have a report either.

B. Commissioner Comments

Commissioner Roskop stated that he had been trying to ride transit more often, but has been struggling to get the payment to work. He asked if there was a number he could call or a service to help aid in the situation.

Mr. Thorne stated that anyone having trouble can contact KAT customer service and walk through the process with them or even schedule a meeting, whether it be the app or a smart card.

Mr. Roskop asked if any feedback had been received about debit or credit cards working versus Apple Pay or other digital payments.

Ms. Downs stated there had not been any issues with debit, credit, or Apple Pay. But to give customer service a call and the agents would help assist.

Commissioner Taylor asked if the customer service line was available twenty-four hours a day, and if not, what are the hours of service?

Ms. Downs stated that customer service is open Monday-Friday from 4:45 am-6:00 pm, Saturday is 5:45 am-8:30 pm, and Sunday is 7:45 am-5:00 pm.

Vice-Chair Durham then asked if there had been any more information on why the Transit app had been lagging, to which Mr. Thorne replied it was his carrier or KAT's carrier, depending on where the bus is. He stated that there are certain areas in the community that are dead zones with specific providers.

Commissioner Taylor then asked about KatConnect trips booked and if there was insight on why the numbers were decreasing.

Mr. Thorne stated he had talked to the dispatchers and was informed one of the clients had since converted to Lift service. He continued stating that certain people who qualified with the ADA requirements can move over to Lift, and that is why the number of trips booked has decreased for this month and that it will most likely be the case moving forward for that individual.

Commissioner Taylor then asked if KatConnect was still in the pilot phase, to which Mr. Thorne stated it was.

She then asked if other participants were able to sign up if they chose to do so. Mr. Thorne responded and stated that anyone living in that area can sign up, anyone near the area can sign up as well and be taken to the Route 12 or 20 bus stop, and anyone can still get to that area if they are trying to get to the low-income apartments. However, it is only when you are trying to leave the area that participants would have to sign up for the program.

Commissioner Taylor then asked how we are getting the information out to people to try KatConnect, to which Mr. Thorne responded that KAT had originally started with informing the apartment managers, that they had a week-long event where they spoke to residents about the program, that there is a stop that states KatConnect that has a telephone number listed to it. He stated that the only thing we could do now is double the effort and go back out to get more people interested in the program.

Commissioner Brakewood then stated that KatConnect is only for three apartment complexes and that it is a very small area. She also stated that the type of microtransit used for KatConnect does not serve many people. She stated it only looks like a low number because it does not serve as many people as the fixed route service does.

Commissioner Winford stated that she works in healthcare and that she had shared with one of her patients that the closest bus stop is a twenty-three-minute walk away and that she had shared the KatConnect with her. She also stated that while trying to help this particular patient, they had to sign medical documentation stating they were not capable of walking the twenty-three-minute walk just so she could qualify for the program. She then asked if the board could reconsider barriers like that. Mr. Thorne

then asked for clarification if she was speaking about the ADA Lift service, to which Commissioner Winford stated yes

Mr. Thorne then stated that the application she is referring to is a standard required by the FTA to ensure they meet the requirements to ride Lift.

Commissioner Winford stated that it was hard for them to fill those out and that the bottom of the section stating false documentation is perjury of law makes her and others hesitant to fill them out.

Mr. Thorne stated that KAT is currently looking for a third party to complete the ADA application and process.

C. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated ridership and fixed ridership had increased by 15.7%. He stated that KAT also went through the Federal Transportation Administration triannual review and that during the last four reviews, which happen every three years, KAT has had zero findings. He stated he wanted to commend staff for their tremendous job, and a special thank you to Ms. Downs for helping KAT tremendously.

ii. TPO Transit Planner

Mr. Burton stated he wanted to congratulate KAT as well for the triannual review. He stated that the review had been exceptional this year and that Pat was very prepared and had done a great job.

IV. New Business- Route Modifications

Mr. Thorne stated KAT had three minor modifications for routes 11, 15, and 34, which they would ask the board for approval, and because they were minor changes, no public hearing would be required.

Mr. Mercer introduced himself as one of the planners at KAT. He stated that the first change, on route 11, was due to safety concerns with the bus driving through the mall parking lot. He stated that this change had already become the long-term detour, but is asking the board to vote to make it the official route. He stated that for outbound, instead of going into the mall parking lot, the bus will make a right on Gleason Dr, then into the mall at the Belk entrance, then exit back out onto Gleason Dr. He stated for inbound, you will turn left into the Belk entrance, take a left onto Gleason Dr, then a left back on to Montrell Rd. He stated KAT would also be placing four new stops along the route: one at Morrell Rd and Gleason Dr, at Gleason Dr and West-Town Mall, at Gleason Dr, and on Morrell Rd before Kingston Pike.

Mr. Mercer stated the route 15 changes are because of requests to serve Coker Ave and safety concerns. He stated that the change for outbound will be to continue down Woodland Ave onto Coker Ave, left onto Nadine St, and then a right onto Washington Pike.

For inbound, the bus will turn left onto Nadine St, right on Coker Ave, and then continue onto Woodland Ave.

Mr. Mercer continued, stating they are removing three stops: Broadway and Washington Pike stop, Washington Pike and Nadine Stop, and Broadway and Lawson Ave Stop. He stated that to recompense, they would additionally add three stops: a stop on Coker Ave. after Broadway, a stop on Nadine St and Washington Pike, and a stop on Coker Ave at Broadway.

Mr. Mercer stated that the Route 34 changes are particularly due to concerns that were raised by the senior community. He stated the outbound change will be straight on McConnell, left at Bethel Ave, and then left on Taylor Holmes Rd. The inbound change will be a left on Taylor Holmes Rd, from Kenner, right on Bethel. And then a right on McConnell. He continued that two new stops would be added. On Bethel Ave and McConnell St, and the other stop on McConnell St and Bethel Ave. He also stated that KAT would move a stop from Kenner Ave onto Taylor Holmes Rd and Kenner Ave.

He stated that while the previously mentioned routes would be voted on that day, he wanted to make the board aware of upcoming modifications to routes 1 and 16.

He stated the route 1 revision would be to service the stadium; he continued stating that going outbound the bus will go from Gay St, make a right on Summit Hill, left on Patton which turns into Willow Ave, left on Central, right onto Summit to continue onto Gay St; He stated that for inbound, it would be the current inbound route.

He continued stating that the Route 16 proposal will go outbound from Middlebrook, right onto Old Weisgarber Rd, Left on Dowell Springs Blvd, then right on Middlebrook, resuming regular route. For inbound on Middlebrook, the bus will take a right on Dowell Springs Blvd, right on Old Weisgarber Rd, and then left on Middlebrook to resume the regular route. He stated that the reason for the change is to help those who need to travel to the hospitals and clinics in the area

Mr. Tennessee stated he would like to reiterate what KAT asked of the board, which was to approve the June 2nd minor modifications to routes 11, 15, and 34; And that the other modifications mentioned will be presented with a formal presentation, public hearing, and vote.

Mr. Mercer then stated that if anyone wanted to see why the current route changes did not need a Title VI Review, it was stated on the back of the packet.

Commissioner Brakewood stated her thanks for the clarity on the walkthrough, and that while she did not have any comments or concerns relating to the current route revisions, she wanted to state her thoughts on the future revision on route 1 and had some questions about route 16. She asked about route 16 and whether KAT had considered turning right on Willow Ave and continuing down Magnolia instead of the current route revision.

Mr. Tennessee stated they had thought of it, but had concerns regarding whether the city would allow it, concerns with crossing the railroad track, and stated that past Jackson Ave, the road becomes very narrow.

Commissioner Brakewood stated that it seemed as if the bus would be making two very small loops to get back on Gay Street and seemed as if it were deviating a lot. She stated that going down Central seemed like a more direct path; she stated that she did understand the concerns, but was curious whether KAT could take into consideration and another look.

Mr. Tennessee stated that they would take safety concerns out of the equation and take another look.

Commissioner Brakewood then asked about the proposed deviation for route 16 and what travel time it would add to the current route.

Mr. McCroskey stated that he would generously say five to seven minutes, but that it should not take that much time. He continued stating that there is already a layover in that area and that with the outbound route, it would get the bus off the road and out of traffic.

Commissioner Roskop then asked about the main motivation for modifying route 15 and stated he assumed it was because of the right turn onto Washington Pike.

Mr. Mercer stated that coming up from Broadway onto Washington Pike or the left turn to get off of Washington Pike is very difficult for the operators and the buses to make that turn.

Commissioner Roskop then asked if the route changes were going to be permanent and not just temporary or for special events, to which Mr. Mercer stated that he was correct. Commissioner Roskop then asked what KAT's anticipation is for the baseball and soccer game road closures affecting the route, and why they had chosen to go down Central instead. Mr. Mercer stated that he was correct and that the road closure was a part of planning for the route change, and that they assumed there would be consideration to allow the bus to get in and out safely, but that it was ultimately why they decided to stay away from the area. Mr. Tennessee also stated that they are hopeful the road will be finished by August, as it has been delayed thus far due to the weather, and that once it's cleared up, they will know for certain.

Commissioner Roskop stated that he knew the Knox soccer team has part of Central closed for six games, which go all the way until October and that the Old City markets are now on Central instead of Jackson, which he stated there would be challenges to consider. He continued, stating his last question is how KAT feels they could remain on time on their routes during the games. Mr. Thorne stated that they had been guaranteed cooperation from the City Engineers and Public Works to ensure the buses would get through when activities are being held at the stadium.

Mr. McCroskey stated that in addition to what Mr. Thorne stated, that they have looked at possibly adding another bus to the route so that it would even the travel time to fifteen minutes and were looking at creating Willow Ave in a midway break point, to ensure the buses were not bunched together at the same stop.

Mr. Tennessee stated that another reason they decided to make a left on Central is because that is what the current shuttles do, and regardless of stadium activity, the buses will still be allowed to make that turn.

Mr. Thorne then stated that to Commissioner Brakewood's point, it did warrant KAT to look at the routing again because of Old City. He continued that some of the Old City businesses may want a stop near them to drop passengers off.

Commissioner Roskop then asked if there were any additional proposed stops, since they have not done a final presentation, to which Mr. Mercer replied correctly.

Vice-Chair Durham then stated he had a plethora of questions. First, he asked if there had been or would be any discussion to connect the road to the parking lot, with the new stops

being added. He stated he wanted to make sure that if passengers were to get off at the midblock crossing, they could safely enter the parking lot without going around the outskirts of the mall.

Mr. Mercer stated that there are two bus stop improvements that they would like to add, the outbound stop on Morrell and West Town Mall and then improving the stop on Gleason Dr, westbound and West Town Mall. Vice-Chair Durham then stated he had two questions regarding the route 15 change. He asked if there were any data concerning how many passengers board route 15 next to the post office, and then asked if KAT felt that two weeks were enough time to notify passengers of the route changes. He asked if there was any way that, once approved, KAT could give passengers a month notice and post the changes at the said stops, stating that he believes two weeks is a compressed timeline.

Commissioner Winford then stated that she wanted to reiterate that statement, as they had a bus stop previously at her work, and that her patients or the clinic did not realize the stop would no longer be there until it was gone. Mr. Tennessee asked where the stop had been and where it is now, to which Commissioner Winford stated that it had previously been right in front of Cherokee Health, but was now behind their building. Mr. Thorne stated that it was one of the stops removed during KAT Reimagined and that signage had been posted a month in advance to all stops removed during KAT Reimagined. Commissioner Winford then stated that it was still a shock to her patients, as they needed that stop. Vice-Chair Durham then suggested that KAT display the changes a month or two in advance on the app. He stated that he just wanted there to be a chance for passengers to readjust to future changes.

Mr. Tennessee stated that going back to Route 15, there had been a stop at Casey's on Washington Pike and Broadway, but since the reconstruction of Casey's, that stop is not an option. He stated that for the inbound route, there would not be a stop at the post office, since there is already a stop on Nadine; It would cause the bus to make a left on Broadway, then make a stop. He stated that they had looked at that option, but that there were safety issues. He also stated that planning had attempted to upload this information onto the website 3-4 weeks ago, but that it never happened. He stated that from that moment until June 1st that KAT would post signage, get the information on the website, and make sure that passengers were aware of changes. Vice-Chair Durham then asked if he and the other commissioners could look at the policy of moving or changing a bus stop, just so they could review the details and decide how much time is enough notice and how passengers are being notified.

He stated he knows KAT is trying their hardest to notify passengers ahead of time, but that he also realizes that some passengers may not take the bus regularly.

Mr. Thorne stated that some circumstances for stops being moved are due to construction, road closure, or safety concerns, to which KAT puts up temporary detours, informing as many people as possible with signage, but that these circumstances are out of their control. He continued stating that, afterwards, if KAT decides to make the temporary stop a long-term detour, he does believe there can be a standard for addressing it to the public. Whether that be signage stating they may move the stop or not, but regardless, there will be some passengers who dislike the change, but that is all that comes from a safety standpoint, and sometimes has to be done.

Vice-Chair Durham stated that he understands stops being moved due to a safety standpoint, but that at least looking at a policy displaying a timeline and if it needed to be changed, it is a reasonable amount of time to make passengers aware. He then asked about the changes for route 34, if that change is based on how many people are employed in that area.

He asked, since there was a request to better aid the senior community, how many people were based on that metric. Mr. Mercer then stated that they had many providers reach out to stating that patients were having difficulty accessing their services from where the current stops are at.

Lastly, Vice-Chair Durham stated that his only concern for Route 1 is that with the stadium and the influx of people, he and other downtown residents don't want to see downtown turn into a giant parking lot. He continued that he knows parking is bad for cities and that they want to encourage more people to ride transit, but that he knows this stop goes right by the Dwight Kessel Garage and wants to be sure it is included as a stop. He stated that we should use that garage as an asset, especially if Route 1 will be used as a shuttle as well. Mr. McCroskey stated that there is a stop currently at that garage, which enables people to use that garage for parking. He continued stating that Route 1 also goes to the platform and that people can use any route around Knoxville to get to the stadium and back.

Commissioner Brakewood then asked how many times the schedules are updated in a year and if they plan to make the June or August changes, the regular scheduled changes. Mr. Tennessee stated that they usually schedule the changes around the time shake-ups occur, to which Commissioner Brakewood then asked when shake-ups occur. Mr.

Tennessee answered that shake-ups occur in January, May, and August, but that the current changes were just an attempt at getting the revisions in sooner. Commissioner Brakewood then asked if the proposed changes for August were included in the shakeup, to which Mr. Tennessee responded yes.

Mr. Thorne then stated that he wanted to remind everyone that the changes to routes 1 and 16 would not be voted on until the next meeting and will require a public hearing. He stated the only routes being voted on would be 11, 15, and 34. Vice-Chair Durham then asked if they would be voting on those routes together or individually, to which Attorney Lawhorn stated a motion could be made either way, dependent on what the board wanted.

Commissioner Brakewood made the 1st motion to approve all three route changes. Commissioner Taylor gave the 2nd motion. All were in favor, none were opposed.

V. Old Business

There was no old business

VI. Public Comments

Libby Michaels- 1154 Wassman Rd, Knoxville, TN 37912.

Ms. Michaels stated that she had bought her house in June of 2018, with the goal of being strong, independent, and to take care of herself. She stated that every 30 minutes, she would see the Route 90 buses drive by on Cedar Lane. She continued that route 90 took her to the pharmacy, Western Ave, Walmart, the Library, and many other places; she did not know that route 90 disappeared as of

August 26, 2024, or that the KTA board had approved its disappearance in April of 2024. She stated that along with that route, the trolleys had disappeared, KAT began to service UT Campus with route 1. She stated that in 2005, she had a ruptured brain aneurysm that caused her to be hospitalized, along with many health issues and a long recovery. She stated that she uses a cane and that her speech is mostly clear now. She continued saying she uses KAT Lift to take her to appointments, and that to use the Lift, one must call 24 hours in advance, and it costs \$4. She stated that when she used the bus, she would simply buy a day pass. She stated she felt safe and clean on the bus and always had a good driver. She then stated that on April 19, 2025 that Mr. Thorne stated on Knoxville News Sentinel that the free shuttle proved to be a popular mode of transportation for Smokies Baseball fans, with 1,826 passengers being transported for the opening game and 1,791 on the next day. She continued stating that Knoxville News Sentinel then published on May 9, 2025, that the shuttle runs by the garages in Downtown Knoxville every ten minutes, running during the game and after. She stated that the residents on Cedar Lane are from Knoxville and would pay the fare to ride on the buses, and that many residents would love to take the bus to the baseball and soccer games as well. She stated that shuttles are even provided for the football games. Lastly, she stated that safe, easy, and affordable is not available to residents on Cedar Lane due to no buses or sidewalks, stating that bus service is necessary for the apartments and churches on Cedar Lane and that KAT Reimagined could take a step forward to provide reliable and safe transportation and that the KTA board must show their ability to provide help for the residents on Cedar Lane.

VII. Set the New Meeting and Adjourn

Vice-Chair Durham set the meeting for June 26, 2025, at 3:00 pm.

Respectfully Submitted,
Bethany H. Starritt
KTA Recording Secretary

City of Knoxville
Schedule of Revenues & Expenses Compared to Budget
May 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	\$ 487,695	\$ (92,705)	84%	\$ 580,827	\$ (93,132)	
	Ticket Sales	437,000	437,000	536,637	99,637	123%	478,924	57,713	
	Miscellaneous Subsidies - KAT	65,000	65,000	150,054	85,054	231%	64,650	85,404	
	Football Shuttle	124,000	124,000	114,410	(9,590)	92%	124,398	(9,988)	
	Charter Fees	500	500	15,025	14,525	3005%	27,060	(12,035)	
	UT Trolley Subsidy	-	-	13,884	-	-	44,075	(30,191)	
	Miscellaneous Revenue	3,500	3,500	27,258	23,758	779%	2,913	24,345	
	Total Operating Revenue	1,210,400	1,210,400	1,344,962	120,679	111.12%	1,322,847	22,115	
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%	4,526,061	(3,126,550)	
	General Fund Transfer	19,596,830	19,596,830	20,595,083	998,253	105.09%	14,070,968	6,524,115	
	Appropriated Fund Balance	2,673,800	2,673,800	-	(2,673,800)	-	-	-	
	Total Non-Operating Revenues	30,714,430	30,714,430	21,994,594	(8,719,836)	71.61%	18,597,029	3,397,565	
	Total Revenue	\$ 31,924,830	\$ 31,924,830	\$ 23,339,556	\$ (8,599,157)	73.11%	\$ 19,919,876	\$ 3,419,680	
Expenditures									
Personnel Services									
	Wages, Taxes, & Retirement Contributions	\$ 17,387,090	\$ 17,387,090	\$ 15,285,633	\$ 2,101,457	87.91%	\$ 14,716,382	\$ 569,251	
	Employee Group Insurance/Benefits	2,288,630	2,288,630	2,125,080	163,550	92.85%	2,005,094	119,986	
	Total Personal Services	19,675,720	19,675,720	17,410,713	2,265,007	88.49%	16,721,476	689,237	
Administrative Expenses									
	Supplies	610,660	728,690	472,671	256,019	64.87%	388,515	84,156	
	Services	9,276,950	9,452,240	3,884,470	5,567,770	41.10%	2,838,875	1,045,595	
	Total Administrative Expenses	9,887,610	10,180,930	4,357,141	5,823,789	42.80%	3,227,390	1,129,751	
Fleet Expenses									
	Fleet Supplies	-	-	-	-	-	-	-	
	Parts	45,000	44,800	227,434	(182,634)	507.67%	901	226,533	
	Fuel/Oil/Fluids	2,316,500	2,009,410	1,344,268	665,142	66.90%	1,840,180	(495,912)	
	Total Administrative Expenses	2,361,500	2,054,210	1,571,702	482,508	76.51%	1,841,081	(269,379)	
	Total Expenditures ****	\$ 31,924,830	\$ 31,910,860	\$ 23,339,556	\$ 8,571,304	73.14%	\$ 21,789,947	\$ 1,549,609	
	Excess (Deficiency) of Revenues Over Expenses			\$ 0			\$ (1,870,071)	\$ 1,870,071	

***Fund Balance Appropriations not listed in Revenue

NOTES:

*Financials do not include the capital - grant funds.



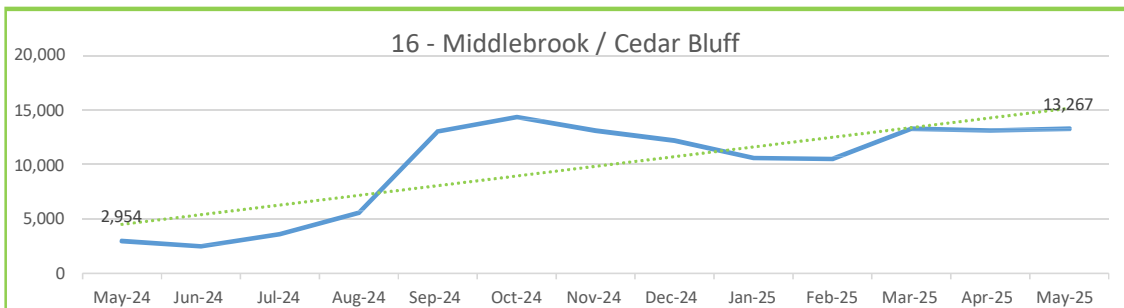
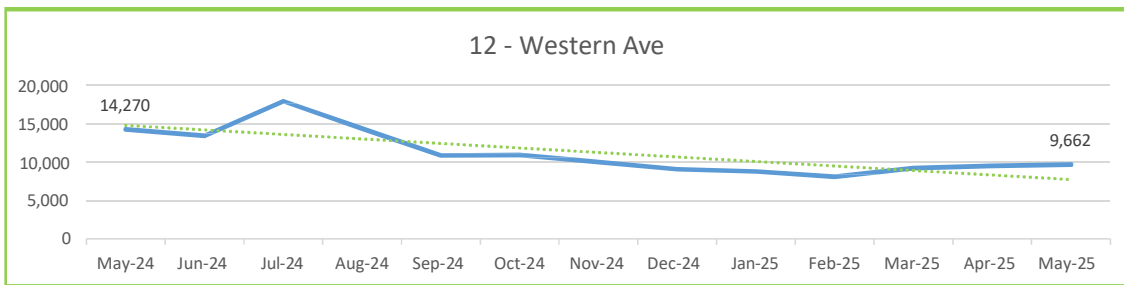
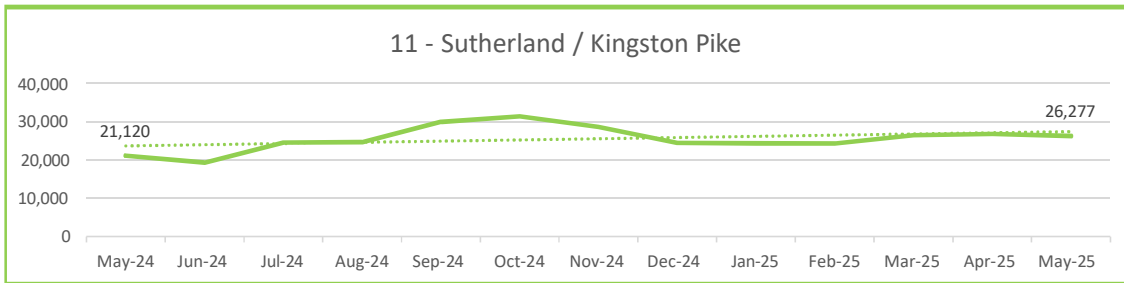
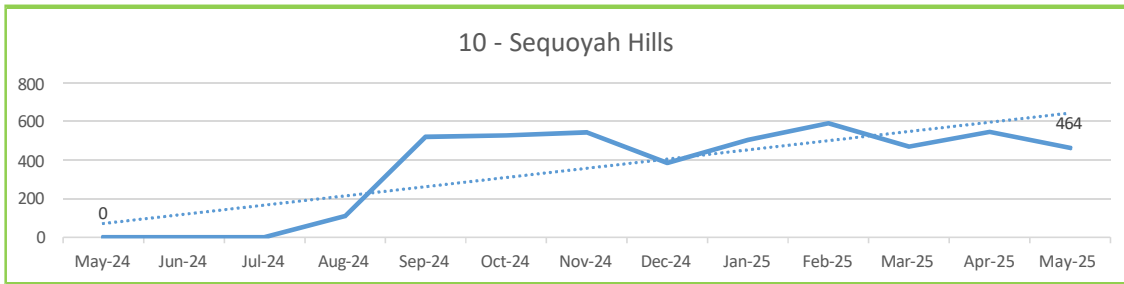
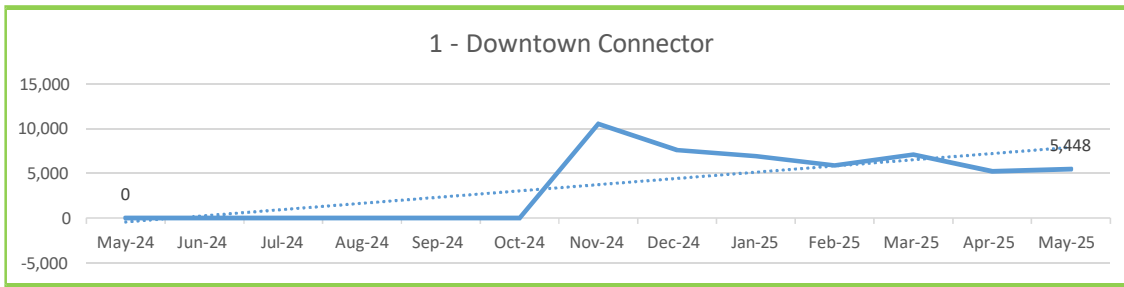
KAT
KNOXVILLE AREA TRANSIT
SYSTEM PERFORMANCE REPORT
May, 2025

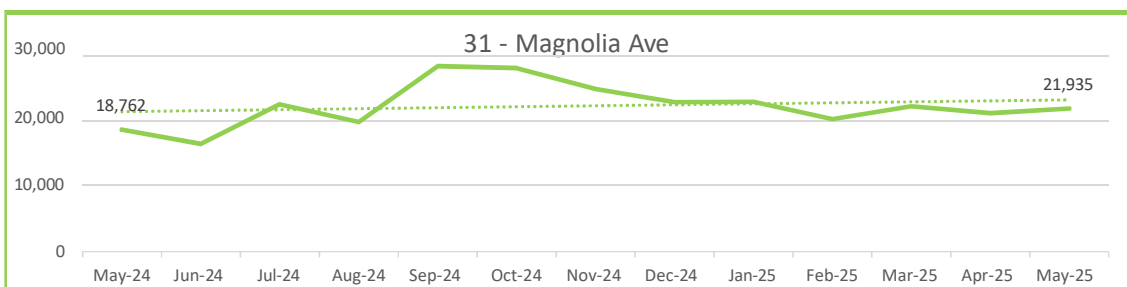
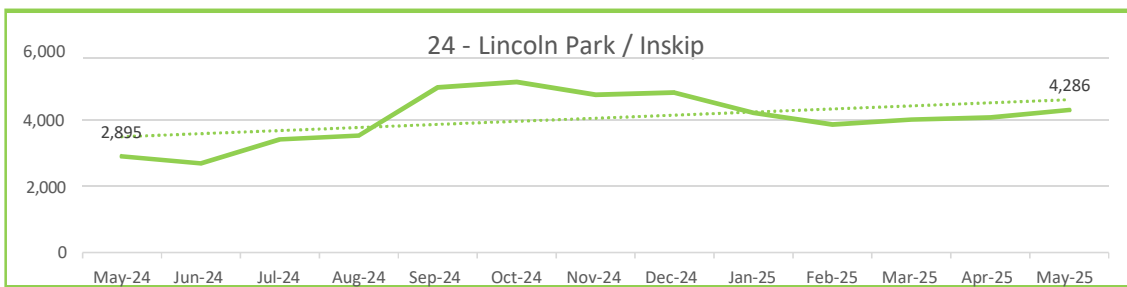
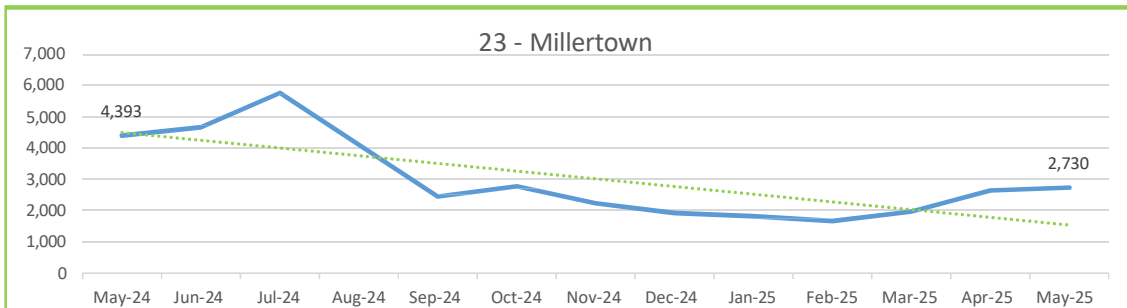
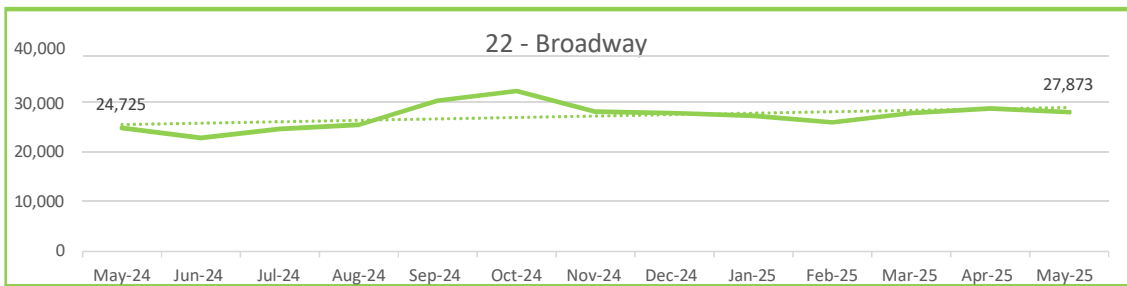
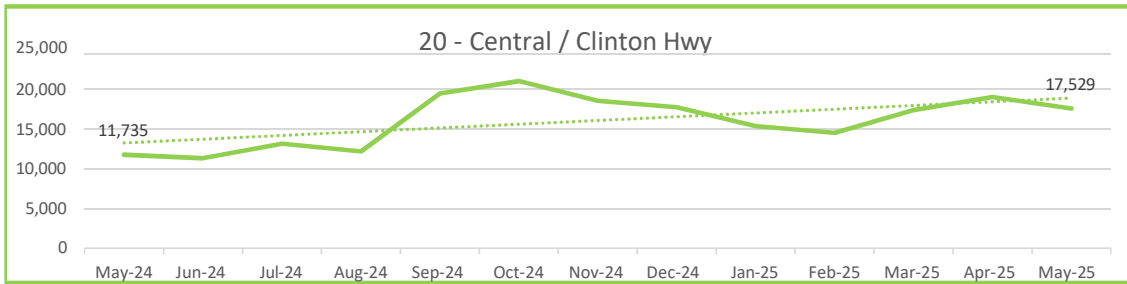
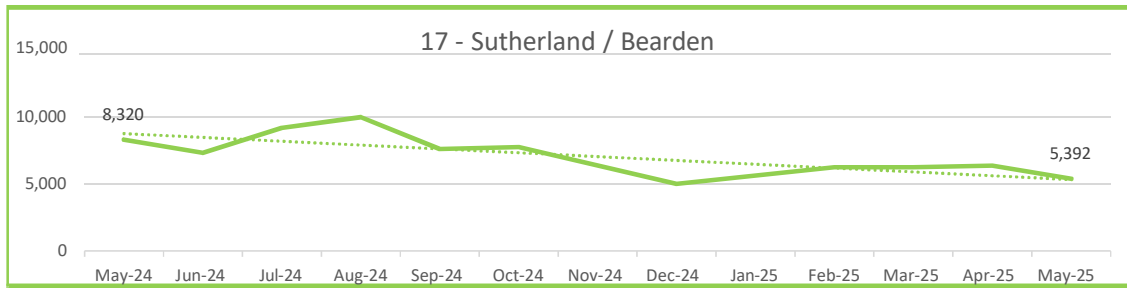
	THIS MONTH			FISCAL YEAR-TO-DATE		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	206,545	162,689	27%	2,338,213	1,965,189	19%
System Generated Revenue				\$987,975	\$1,068,279	-8%
Revenue Veh. Miles	246,320	209,309	18%	2,561,748	2,269,775	13%
Revenue Veh. Hours	18,041	16,536	9%	200,059	179,156	12%
Passengers/Mile	0.84	0.78	8%	0.91	0.87	5%
Passengers/Hour	11.45	9.84	16%	11.69	10.97	7%
Preventable Accidents	3	3	0%	46	54	-15%
Mechanical Road Calls	57	33	73%	515	379	36%
Accidents/100,000 Miles	1.22	1.43	-15%	1.80	2.38	-25%
Miles/Road Failure	4,321	6,343	-32%	4,974	5,989	-17%
DEMAND RESPONSE						
Total Passengers	6,537	5,990	9%	66,314	69,220	-4%
System Generated Revenue				\$191,250	\$100,704	90%
Revenue Veh. Miles	42,414	41,156	3%	439,854	472,097	-7%
Revenue Veh. Hours	3,035	3,053	-1%	33,039	35,261	-6%
Passengers/Mile	0.15	0.15	6%	0.15	0.15	3%
Passengers/Hour	2.15	1.96	10%	2.01	1.96	2%
Preventable Accidents	1.00	0.00	100%	5	15	-67%
Mechanical Road Calls	5.00	2.00	150%	58	19	205%
Accidents/100,000 Miles	2.36	0.00	236%	1.14	3.18	-64%
Miles/Road Failure	8,483	20,578	-59%	7,584	24,847	-69%
CHARTER SERVICE						
Charters	202	121	67%	18,381	1,708	976%
Sports Charters	8,217	0	821700%	43,597	18,537	135%
Total Passengers	8,419	121	6858%	61,978	20,245	206%
Revenue						0%
Football Shuttle Charters				\$114,410	\$124,398	-8%
Trolley Charters				\$0	\$44,075	-100%
Total Miles	1,141	79	1344%	4,751	5,404	-12%
Total Hours	240.8	14.8	1532%	1,202	853	41%

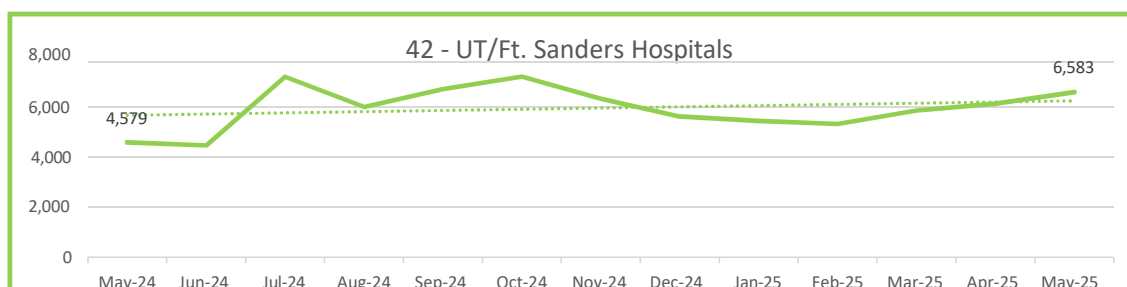
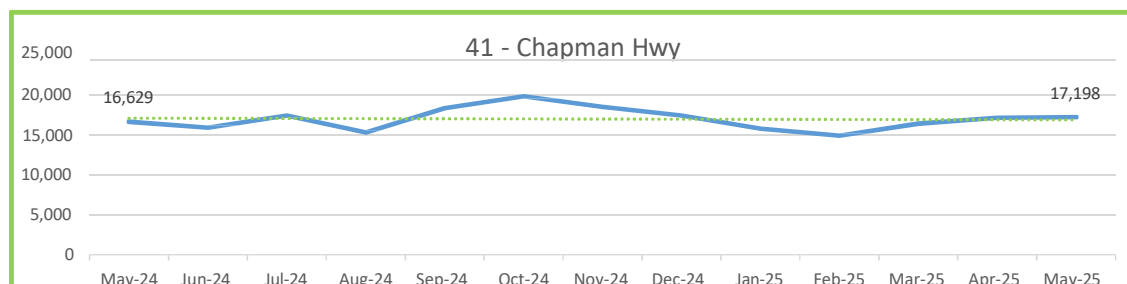
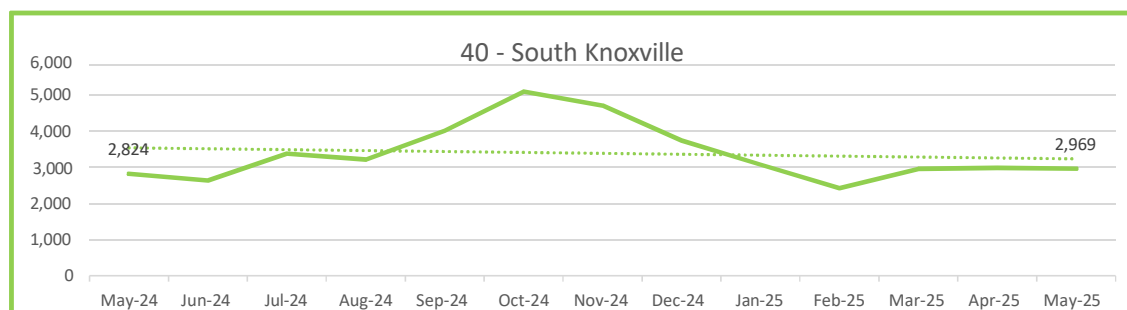
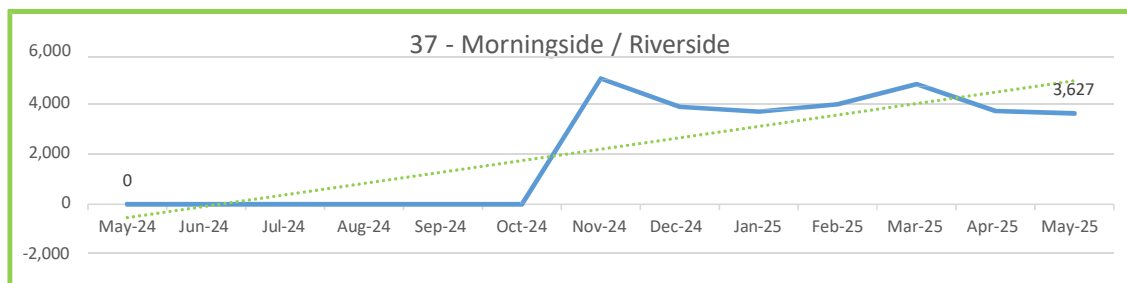
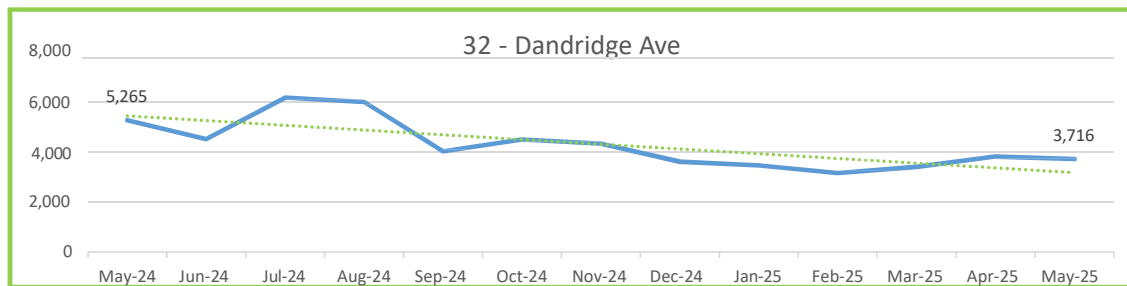


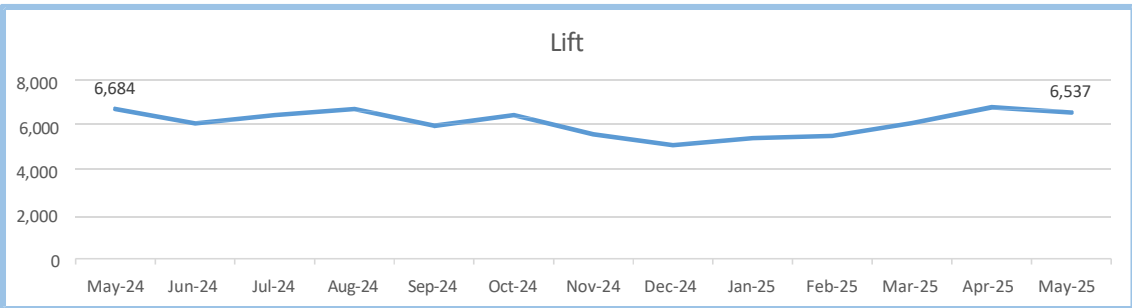
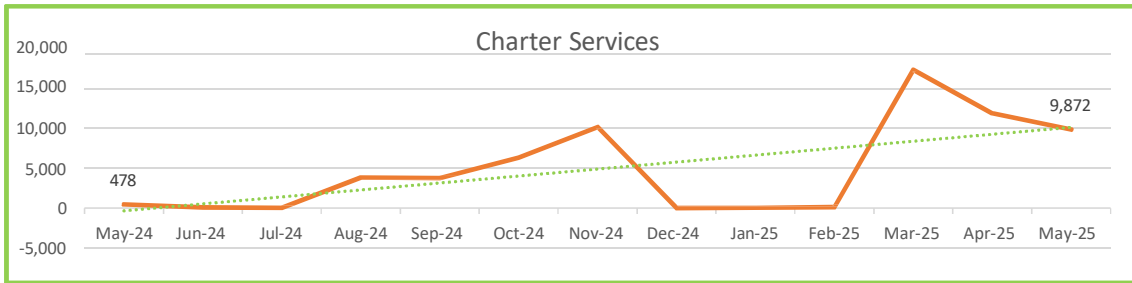
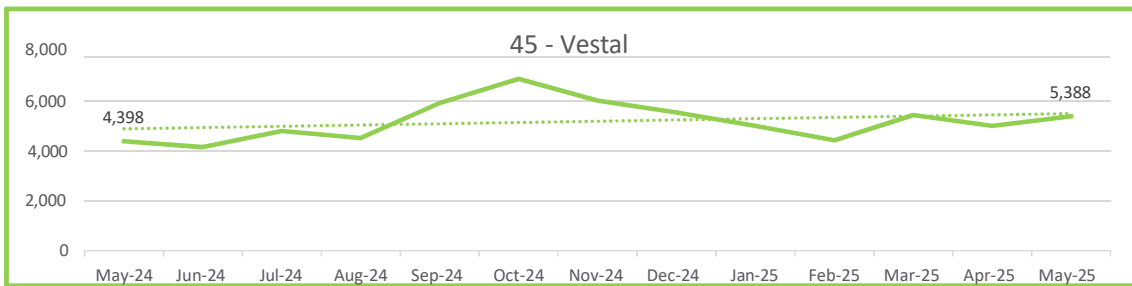
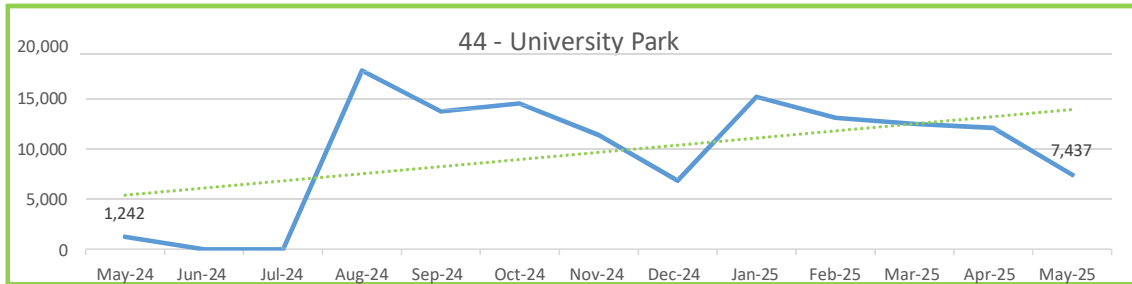
KAT
KNOXVILLE AREA TRANSIT
ROUTE PERFORMANCE REPORT
May, 2025

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	5,448	2.6%	6,803	2.8%	878	4.9%	0.80	6.20
10	Sequoyah Hills	464	0.2%	1,127	0.5%	113	0.6%	0.41	4.12
11	Kingston Pike	26,277	12.7%	22,987	9.3%	1,753	9.7%	1.14	14.99
12	Western Ave	9,662	4.7%	23,269	9.4%	1,389	7.7%	0.42	6.96
15	Woodland Crosstown	11,321	5.5%	22,244	9.0%	1,723	9.5%	0.51	6.57
16	Cedar Bluff Connector	13,267	6.4%	21,267	8.6%	1,284	7.1%	0.62	10.33
17	Sutherland/Bearden	5,392	2.6%	7,231	2.9%	590	3.3%	0.75	9.14
20	Central Ave/Clinton Hwy	17,529	8.5%	19,718	8.0%	1,395	7.7%	0.89	12.57
22	Broadway	27,873	13.5%	15,506	6.3%	1,392	7.7%	1.80	20.03
23	Millertown	2,730	1.3%	5,625	2.3%	450	2.5%	0.49	6.06
24	Inskip/Breda Rd	4,286	2.1%	8,018	3.3%	622	3.5%	0.53	6.89
31	Magnolia Ave.	21,935	10.6%	15,819	6.4%	1,435	8.0%	1.39	15.28
32	Dandridge	3,716	1.8%	6,007	2.4%	407	2.3%	0.62	9.12
34	Burlington	13,443	6.5%	22,718	9.2%	1,392	7.7%	0.59	9.66
37	Morningside/Riverside	3,627	1.8%	4,063	1.6%	358	2.0%	0.89	10.12
40	South Knoxville	2,969	1.4%	7,913	3.2%	446	2.5%	0.38	6.65
41	Chapman Hwy	17,198	8.3%	19,688	8.0%	911	5.0%	0.87	18.89
42	UT/Ft Sanders Hospitals	6,583	3.2%	7,802	3.2%	908	5.0%	0.84	7.25
44	University Park	7,437	3.6%	1,449	0.6%	144	0.8%	5.13	51.65
45	Vestal	5,388	2.6%	7,068	2.9%	450	2.5%	0.76	11.98
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		206,545		246,320		18,041		0.84	11.45
LIFT SERVICE		6,537		42,414		3,035		0.15	2.15
TOTAL SCHEDULED SERVICES		213,082		288,734		21,076		0.74	10.11
TOTAL CHARTER SERVICES		9,872		1,141		241		8.66	41.00
GRAND TOTAL ALL KAT SERVICES		222,556		289,875		21,317		0.77	10.44

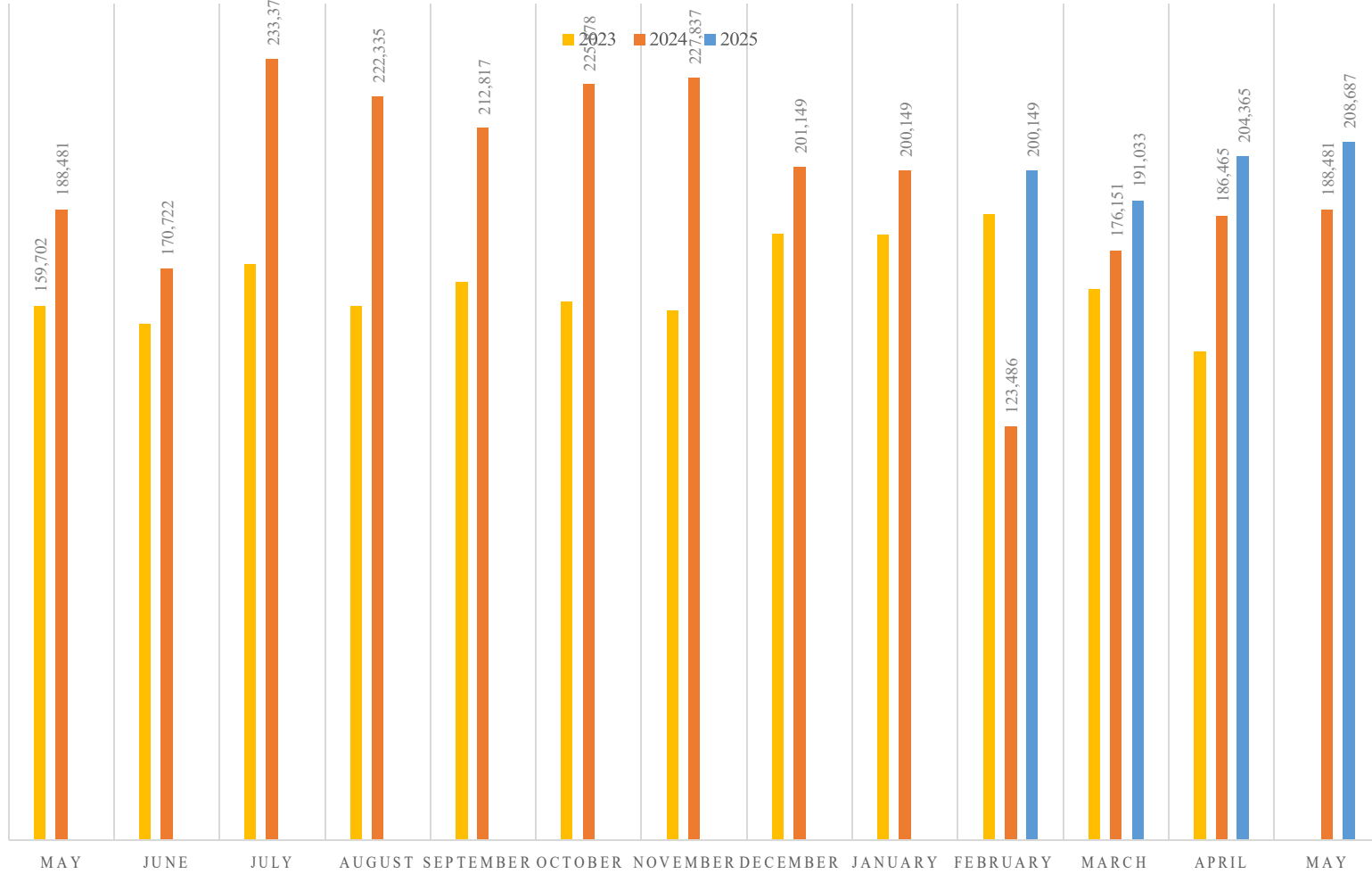






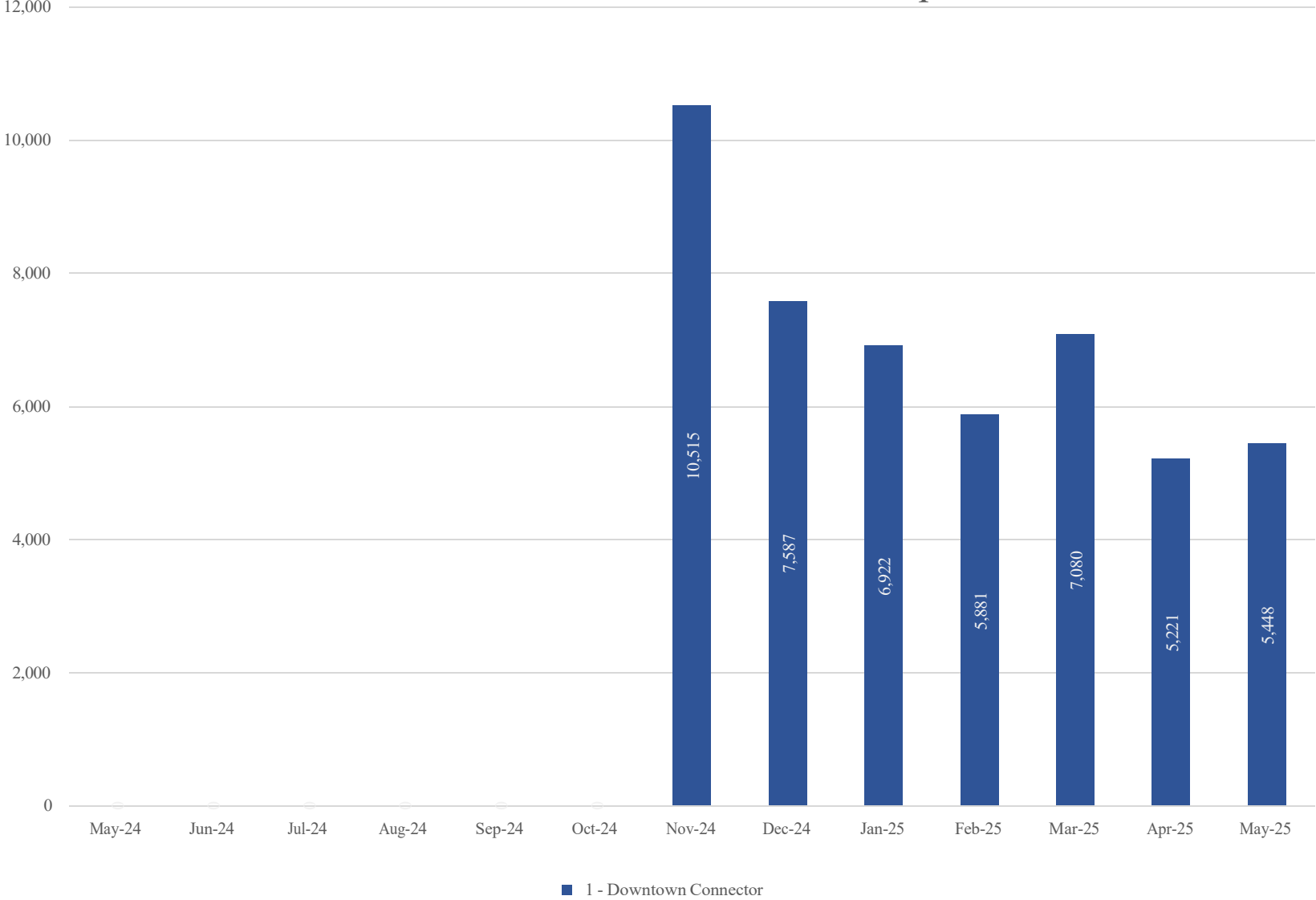


FIXED ROUTE RIDERSHIP BY MONTH

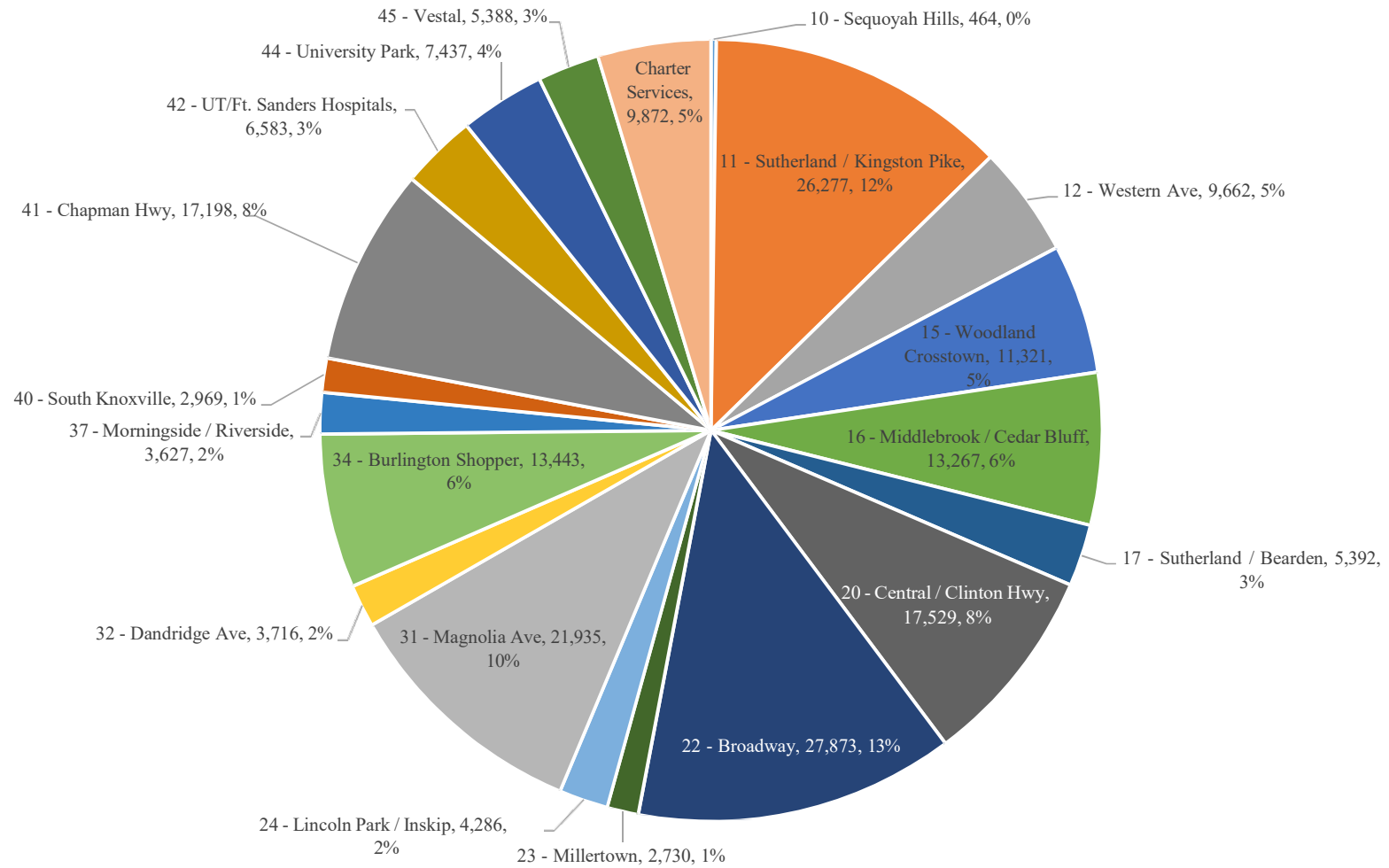


*updated to include 2025 monthly data

1 - Downtown Connector Ridership



May 2025 System Ridership by Route





KAT RIDERSHIP

May 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	281	227	23.8%	3,810	4,223	-9.8%
11	Kingston Pike	26,487	27,879	-5.0%	293,831	305,275	-3.7%
12	Western Ave	13,512	13,809	-2.2%	146,830	140,689	4.4%
13	Beaumont	2,884	2,689	7.3%	32,124	30,352	5.8%
16	Cedar Bluff Connector	2,869	3,302	-13.1%	31,772	33,757	-5.9%
17	Sutherland/Bearden	7,925	7,361	7.7%	82,444	80,705	2.2%
19	Lakeshore / Lonas Connector	747	620	20.5%	6,385	6,679	-4.4%
20	Central Ave. / Clinton Hwy	11,132	11,587	-3.9%	118,397	117,758	0.5%
21	Lincoln Park	3,294	4,036	-18.4%	38,079	42,081	-9.5%
22	Broadway	26,395	24,445	8.0%	270,221	261,963	3.2%
23	Millertown	5,584	5,647	-1.1%	55,973	55,871	0.2%
24	Inskip/Breda Rd	2,677	2,627	1.9%	27,379	27,316	0.2%
30	Parkridge	3,437	2,670	28.7%	31,738	26,214	21.1%
31	Magnolia Ave.	19,231	20,717	-7.2%	207,080	214,291	-3.4%
32	Dandridge	6,806	6,834	-0.4%	69,035	67,382	2.5%
33	M.L.K.	3,892	3,707	5.0%	38,455	41,041	-6.3%
34	Burlington	6,212	5,795	7.2%	64,719	55,657	16.3%
40	South Knoxville	4,334	4,291	1.0%	40,368	42,819	-5.7%
41	Chapman Hwy	13,378	12,451	7.4%	131,860	128,430	2.7%
42	UT/Ft. Sanders Hospitals	3,900	3,250	20.0%	39,006	34,117	14.3%
44	University Park	1,236	864	43.1%	67,455	42,308	59.4%
45	Vestal	5,318	5,053	5.2%	54,907	55,069	-0.3%
90	Crosstown	7,918	7,235	9.4%	80,429	74,115	8.5%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		179,449	177,096	1.3%	1,932,297	1,888,112	2.3%
82	Orange Line Trolley	14,233	20,535	-30.7%	201,707	203,170	-0.7%
84	Green Line Trolley	10,802	11,332	-4.7%	108,530	105,592	2.8%
86	Blue Line Trolley	22,318	21,669	3.0%	237,436	215,048	10.4%
SUBTOTAL		47,353	53,536	-11.5%	547,673	523,810	4.6%
TOTAL PASSENGERS WITH TROLLEYS		226,802	230,632	-1.7%	2,479,970	2,411,922	2.8%
LIFT SERVICE		5,760	5,964	-3.4%	61,311	54,802	11.9%
TOTAL SCHEDULED SERVICES		232,562	236,596	-1.7%	2,541,281	2,466,724	3.0%
TOTAL CHARTER SERVICES		333	613	-45.7%	44,596	51,966	-14.2%
GRAND TOTAL ALL KAT SERVICES		232,895	237,209	-1.8%	2,585,877	2,518,690	2.7%



KAT RIDERSHIP_APC

May 2025



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	5,448	-	100.0%	72,798	-	100.0%
10	Sequoyah Hills	464	-	100.0%	4,681	-	100.0%
11	Kingston Pike	26,277	25,703	2.2%	295,085	268,152	10.0%
12	Western Ave	9,662	16,932	-42.9%	120,955	175,810	-31.2%
13	Beaumont	-	2,257	-100.0%	3,809	15,626	-75.6%
15	Woodland Crosstown	11,321	-	100.0%	97,640	-	100.0%
16	Cedar Bluff Connector	13,267	3,743	254.4%	122,136	37,779	223.3%
17	Sutherland/Bearden	5,392	10,280	-47.5%	75,969	91,150	-16.7%
20	Central Ave/Clinton Hwy	17,529	14,045	24.8%	186,118	128,967	44.3%
21	Lincoln Park	-	4,133	-100.0%	6,692	36,734	-81.8%
22	Broadway	27,873	29,262	-4.7%	311,425	298,646	4.3%
23	Millertown	2,730	5,935	-54.0%	31,055	55,412	-44.0%
24	Inskip/Breda Rd	4,286	3,297	30.0%	47,263	31,540	49.9%
30	Parkridge	-	3,869	-100.0%	6,594	37,518	-82.4%
31	Magnolia Ave.	21,935	24,772	-11.5%	257,795	229,920	12.1%
32	Dandridge	3,716	6,632	-44.0%	46,975	67,659	-30.6%
33	M.L.K.	-	5,508	-100.0%	9,017	49,752	-81.9%
34	Burlington	13,443	8,487	58.4%	136,278	81,602	67.0%
37	Morningside/Riverside	3,627	-	100.0%	40,299	-	100.0%
40	South Knoxville	2,969	3,781	-21.5%	38,871	37,926	2.5%
41	Chapman Hwy	17,198	18,087	-4.9%	191,089	188,800	1.2%
42	UT/Ft Sanders Hospitals	6,583	6,902	-4.6%	68,689	53,239	29.0%
44	University Park	7,437	3,639	104.4%	121,486	44,864	170.8%
45	Vestal	5,388	6,912	-22.0%	59,180	55,927	5.8%
90	Crosstown	-	9,525	-100.0%	15,926	93,954	-83.0%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		206,545	213,701	-3.3%	2,367,825	2,080,977	13.8%
82	Orange Line Trolley	-	7,780	-100.0%	12,543	89,373	-86.0%
84	Green Line Trolley	-	8,057	-100.0%	15,801	86,728	-81.8%
86	Blue Line Trolley	-	18,614	-100.0%	37,053	201,423	-81.6%
SUBTOTAL		-	34,451	-100.0%	65,397	377,524	-82.7%
TOTAL PASSENGERS WITH TROLLEYS		206,545	248,152	-16.8%	2,433,222	2,458,501	-1.0%
LIFT SERVICE		6,537	6,684	-2.2%	65,084	65,231	-0.2%
KAT CONNECT		4	-	100.0%	43	-	100.0%
TOTAL SCHEDULED SERVICES		213,086	254,836	-16.4%	2,498,306	2,523,732	-1.0%
TOTAL CHARTER SERVICES		9,872	478	1965.3%	2,295,096	2,528,454	-9.2%
GRAND TOTAL ALL KAT SERVICES		222,958	255,314	-12.7%	4,793,402	5,052,186	-5.1%



MONTHLY RIDERSHIP

MAY 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%
March	5	2	3	2	3	2	0	100%
April	4	4	0	1	2	2	0	100%
May	4	4	0	1	4	0	0	100%

MAY 2025

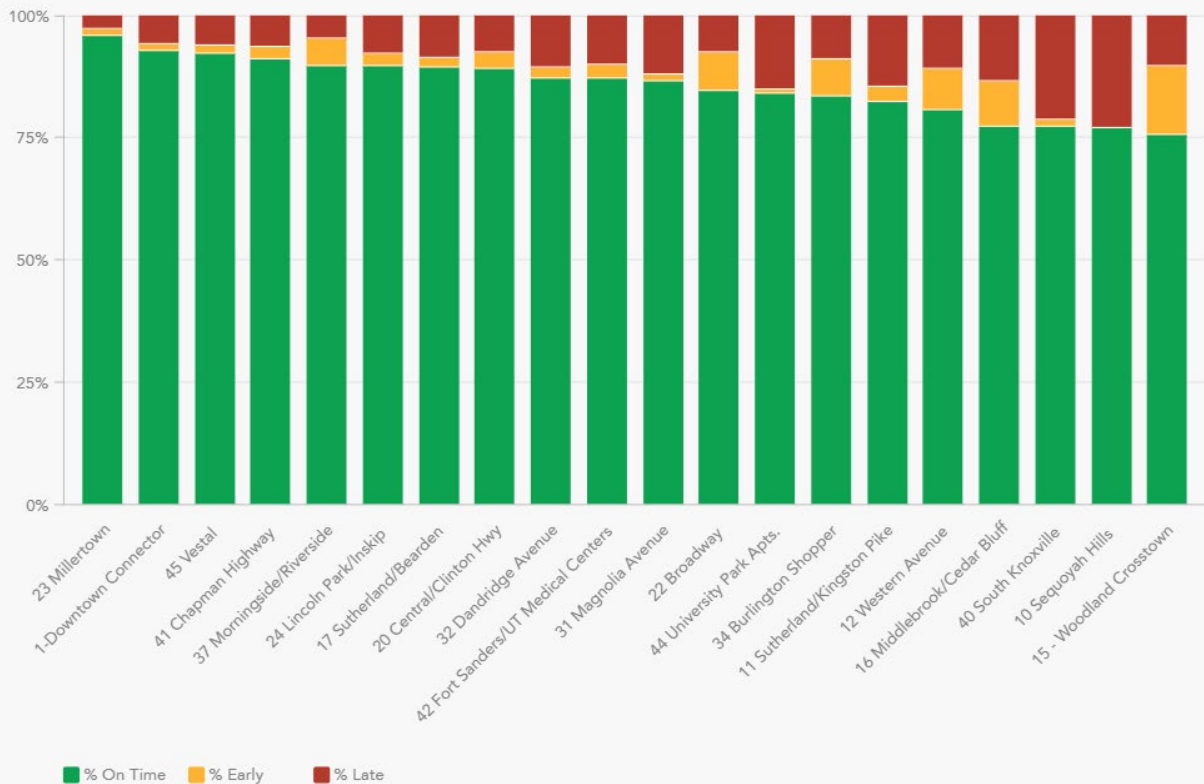
ON-TIME PERFORMANCE

Route Performance

ON TIME: 85.4%

EARLY: 4.5%

LATE: 10.1%



MAY 2025 RIDERSHIP

Ridership

Total Boardings:

202,157

Change from
previous period:

-7%

Change from same
period last year:

-10%

