

# Knoxville Transportation Authority

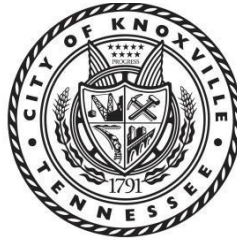
Meeting Date: Thursday, July 24, 2025



## Monthly Report

### June 2025

**Indya Kincannon**  
MAYOR  
(865) 215-2040



**CITY OF KNOXVILLE**  
Knoxville Transportation Authority

**AGENDA**

Thursday, July 24, 2025

City-County Building, Main 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**  
**Zach Roskop**

**John Lawhorn**  
ATTORNEY TO KTA

- I. Determination of Quorum
- II. Approval of Minutes – June
- III. Reports
  - a. KTA Chair
  - b. Commissioner's Comments
  - c. Staff
    - i. City of Knoxville Director of Transit
    - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
  - a. Public Hearing over proposed route changes
  - b. Route changes recommendations
    - i. Route 1-Downtown Connector
      - Title VI Analysis
    - ii. Route 16-Cedar Bluff/Middlebrook
- VI. Public Comments
- VII. Set the next meeting for August 28, 2025 & Adjourn

**I. Determination of Quorum**

Chair Helsley called the meeting to order. She stated they had a quorum.

Commissioners in attendance:

Chair Helsley

Vice-Chair Durham

Commissioner Brakewood

Commissioner Thom Adams

Commissioner Roskop

**II. Approval of Minutes**

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

Commissioner Brakewood gave the 1<sup>st</sup> motion, and Vice-Chair Durham gave the 2<sup>nd</sup> motion. All were in favor, none opposed.

**III. Reports**

**a. KTA Chair**

Chair Helsley stated she had no report.

**b. Commissioner's Comments**

Vice-Chair Durham invited the board to come to KAT Krawl, an event hosted on June 26<sup>th</sup>, in support of his Yes Knoxville non-profit. He stated they would stop at three local bars: the first was Last Days of Autumn, the second was Orange Hat, and the third was Knox Brew Hub. He stated that at Orange Hat, they would hand out system maps and allow participants to create what they believed was a better web of connections and envision new routes. He continued, stating that at Knox Brew Hub, participants would be creating their artistic bus shelters. He stated he was not sure how many people would show up, so they planned to have multiple buses.

Commissioner Roskop stated that during his time on the KTA Board he had made several efforts to ride the bus, and every time it has been excellent.

**c. Staff**

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

Mr. Thorne stated he only had two items to discuss. He stated that there was a slight decrease in ridership last month, but stated KAT is still at 85.4% for on-time performance. He stated it was still a 10% increase before KAT Reimagined and that we will end up above the 2024 ridership percentage by next month's report.

Commissioner Brakewood asked if KAT had any idea why ridership decreased, to which Mr. Thorne stated that he had not investigated it with planning yet, but that he knew there had been a lot of rainy days. He stated that it was very odd that there was a 3% decrease, especially when KAT had seen an increase every month.

Chair Helsley then asked if rain normally affects ridership, to which Mr. Thorne stated yes. Vice-Chair Durham then asked if there are increases in ridership during heat waves or hot weather to escape the heat. Mr. Thorne stated yes, and that Knoxville Station allows passengers to come and cool down.

Mr. Thorne also stated that for the next meeting, KAT will be presenting two route changes that will require a public hearing. Mr. Mercer stated that they would have a presentation for next month's meeting and that it would be for Routes 1 and 16. Mr. Lawhorn then asked if they would be presenting the changes and then conducting a public hearing. Mr. Thorne replied they had previously talked about the changes to the board, and the public hearing would take place at the next meeting, and would publish that notice.

**ii. TPO Transit Planner**

Mr. Burton stated he had nothing to report, but that the travel survey would be continued in the fall.

**IV. New Business**

Vice-Chair stated that he would be interested in creating a group to discuss or brainstorm ideas to improve transit. Mr. Lawhorn stated that the KTA has typically created a subcommittee for those who want to discuss single-purpose ideas. He continued stating it is usually around 3 to 4 members and that the requirements are the same as the KTA board. That they would meet during the Open Meetings Act,

and would report back to the KTA board occasionally, and that the chair would be the one to set up the subcommittee. Vice-Chair Durham then stated that he is interested in setting it up and that at the next meeting, they could see who is interested and would like to join.

**V. Old Business**

There was no old business.

**VI. Public Comments**

There were no public comments.

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

Chair Helsley set the meeting for July 24, 2025, at 3:00 pm.

Respectfully Submitted,  
Bethany H. Starritt  
KTA Recording Secretary



KNOXVILLE AREA TRANSIT

## ROUTE PERFORMANCE REPORT

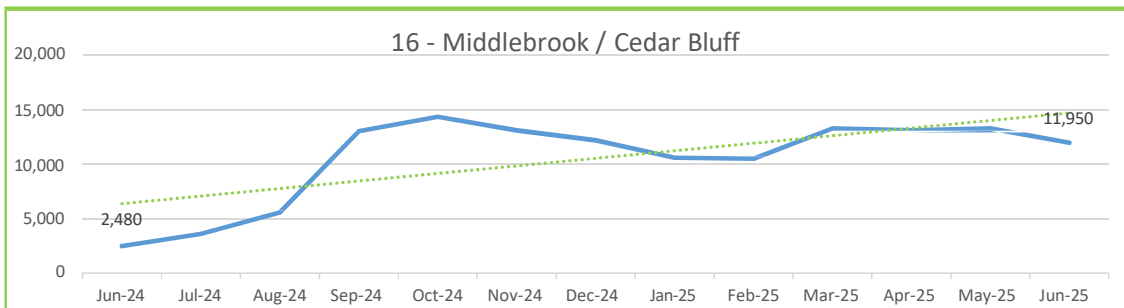
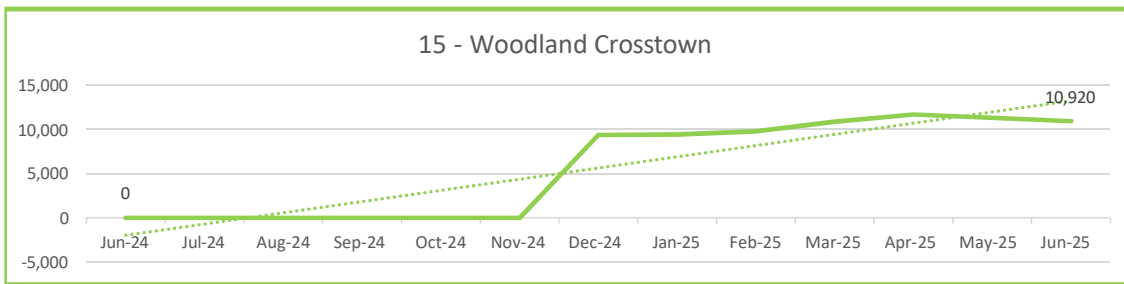
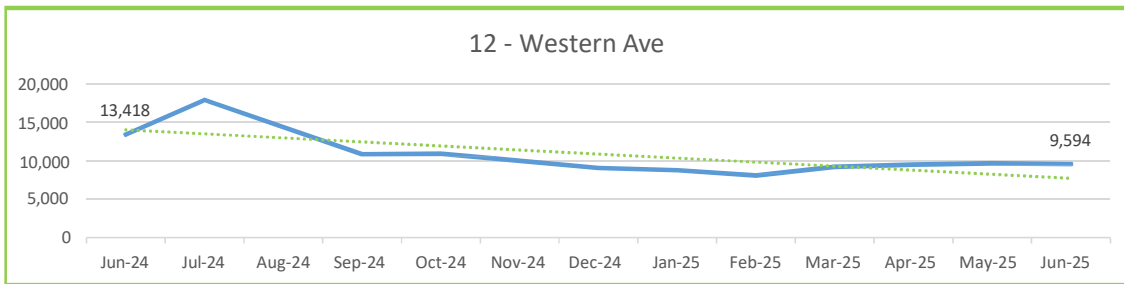
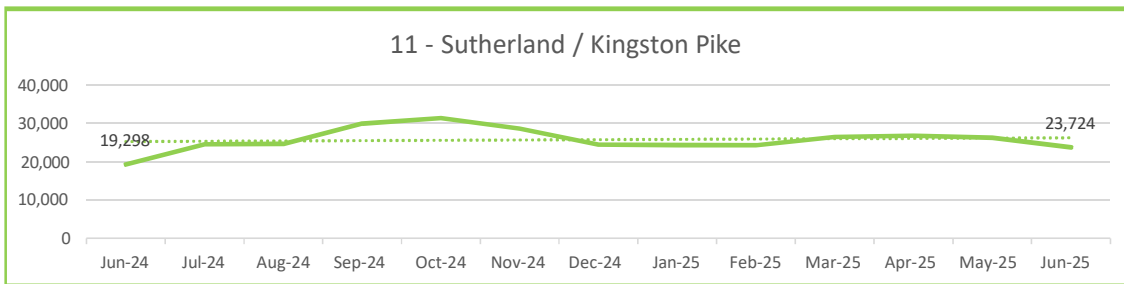
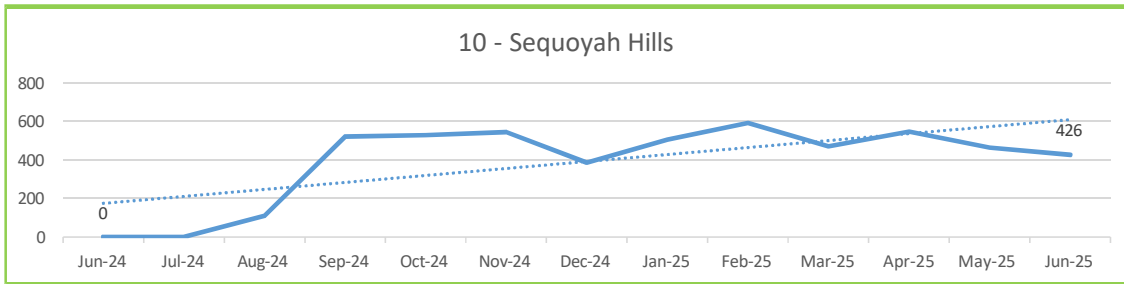
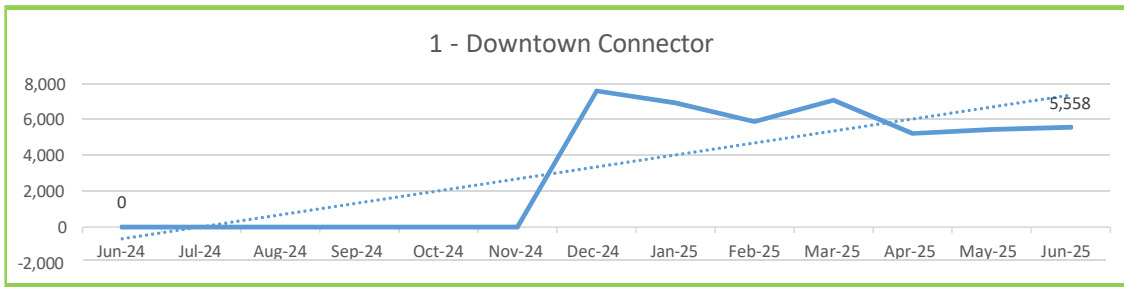
June, 2025

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	5,558	2.9%	6,767	2.7%	905	4.6%	0.82	6.14
10	Sequoyah Hills	426	0.2%	1,323	0.5%	121	0.6%	0.32	3.53
11	Kingston Pike	23,724	12.5%	23,962	9.6%	1,950	10.0%	0.99	12.16
12	Western Ave	9,594	5.0%	23,026	9.2%	1,551	7.9%	0.42	6.19
15	Woodland Crosstown	10,920	5.7%	22,835	9.2%	1,903	9.7%	0.48	5.74
16	Cedar Bluff Connector	11,950	6.3%	21,818	8.8%	1,445	7.4%	0.55	8.27
17	Sutherland/Bearden	5,021	2.6%	7,539	3.0%	616	3.2%	0.67	8.15
20	Central Ave/Clinton Hwy	17,462	9.2%	20,283	8.1%	1,519	7.8%	0.86	11.49
22	Broadway	26,634	14.0%	16,320	6.6%	1,520	7.8%	1.63	17.52
23	Millertown	2,460	1.3%	5,690	2.3%	485	2.5%	0.43	5.07
24	Inskip/Breda Rd	3,833	2.0%	7,875	3.2%	682	3.5%	0.49	5.62
31	Magnolia Ave.	20,812	10.9%	15,935	6.4%	1,526	7.8%	1.31	13.64
32	Dandridge	3,894	2.0%	5,932	2.4%	442	2.3%	0.66	8.81
34	Burlington	12,917	6.8%	23,105	9.3%	1,523	7.8%	0.56	8.48
37	Morningside/Riverside	4,493	2.4%	4,219	1.7%	383	2.0%	1.07	11.72
40	South Knoxville	2,644	1.4%	7,807	3.1%	485	2.5%	0.34	5.45
41	Chapman Hwy	16,841	8.8%	19,627	7.9%	1,000	5.1%	0.86	16.83
42	UT/Ft Sanders Hospitals	6,124	3.2%	7,836	3.1%	992	5.1%	0.78	6.17
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Vestal	5,177	2.7%	7,108	2.9%	499	2.6%	0.73	10.37
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		190,484		249,007		19,548		0.76	9.74
LIFT SERVICE		6,229		40,450		2,892		0.15	2.15
TOTAL SCHEDULED SERVICES		196,713		289,457		22,440		0.68	8.77
TOTAL CHARTER SERVICES		12,719		1,240		258		10.26	49.39
GRAND TOTAL ALL KAT SERVICES		212,183		290,697		22,697		0.73	9.35

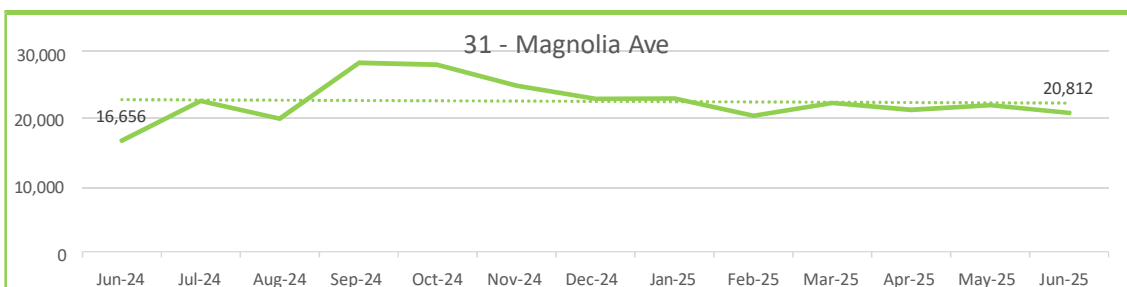
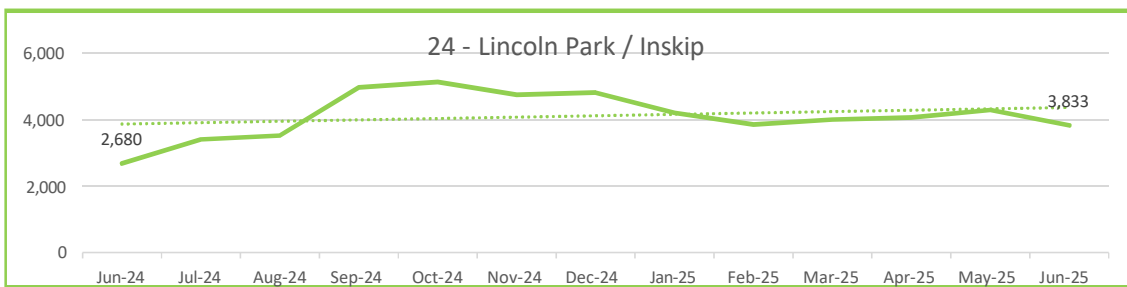
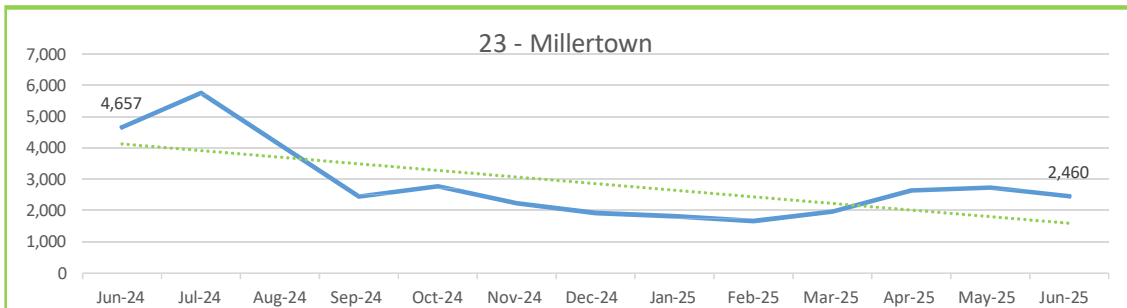
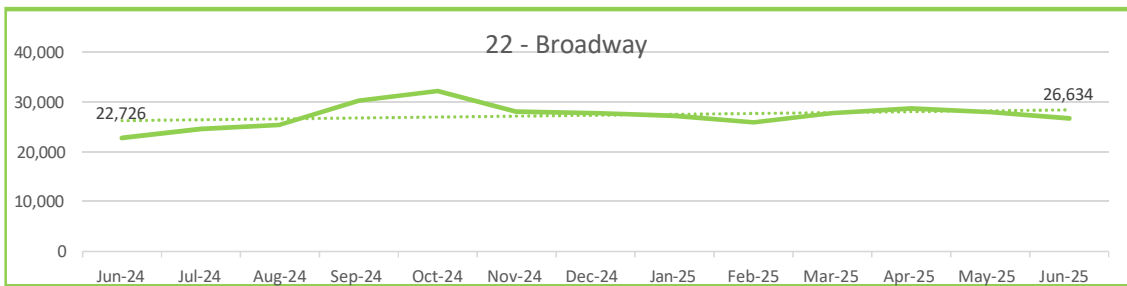
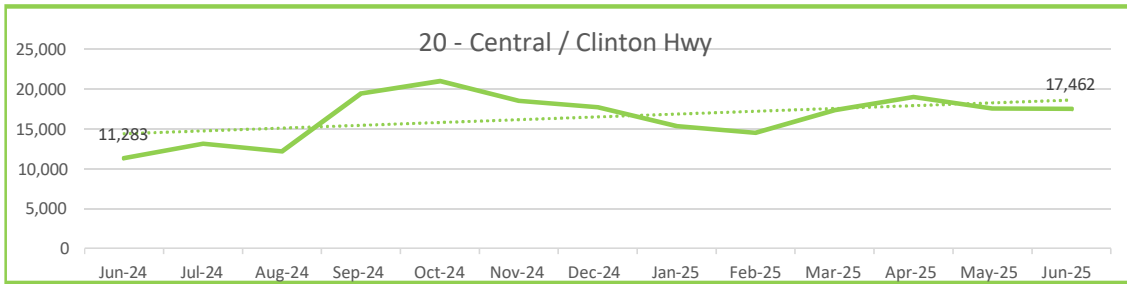
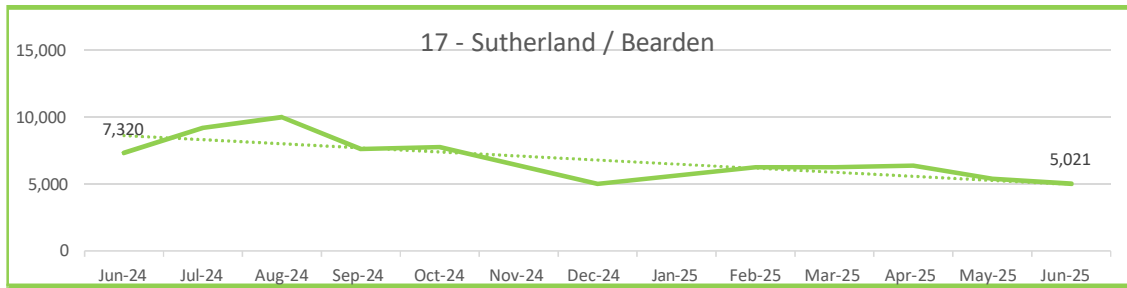


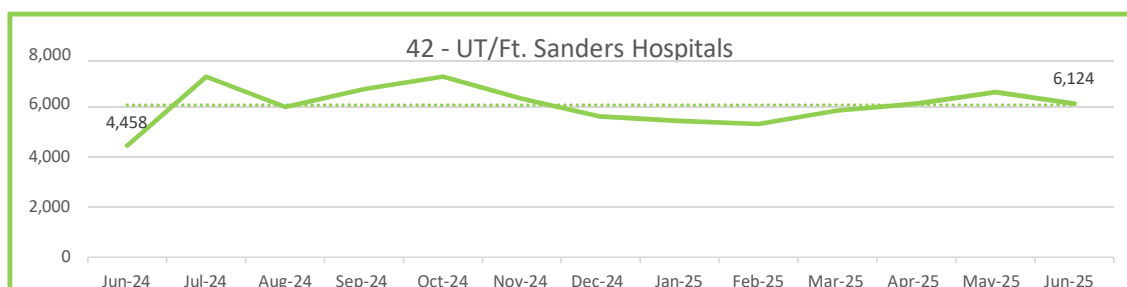
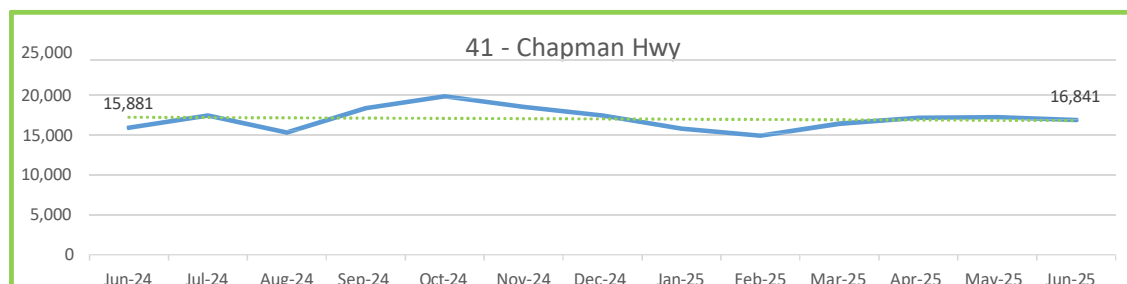
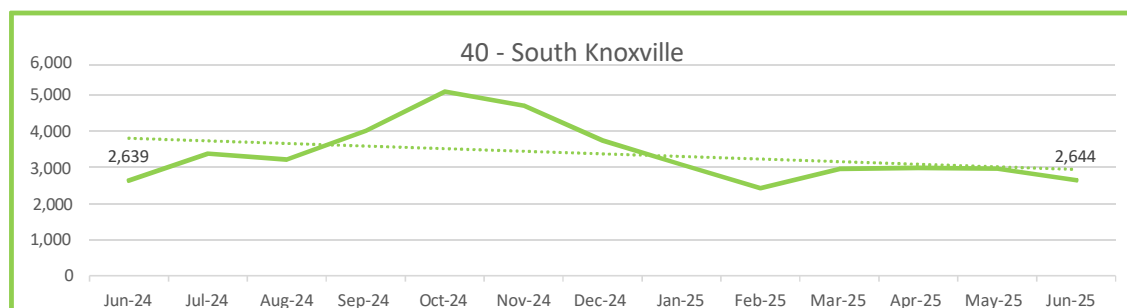
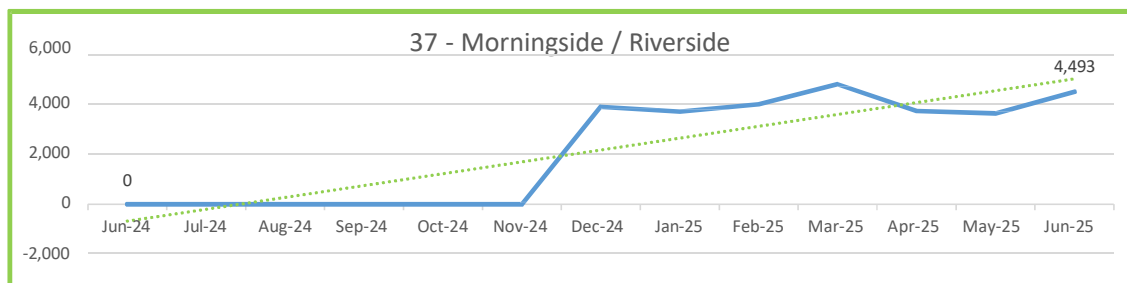
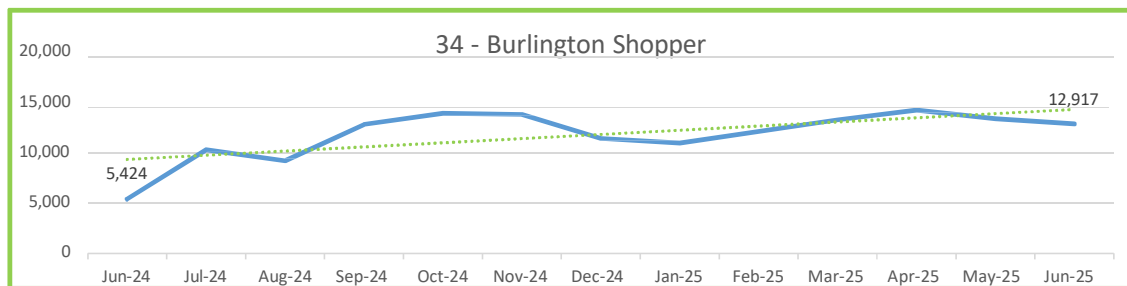
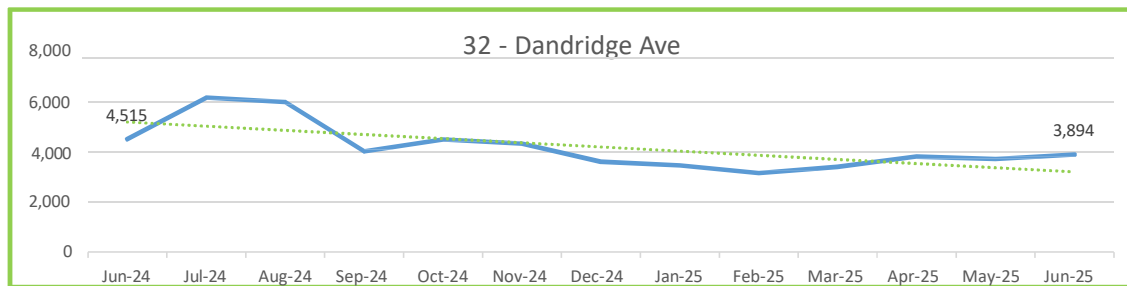
**SYSTEM PERFORMANCE REPORT**  
June, 2025

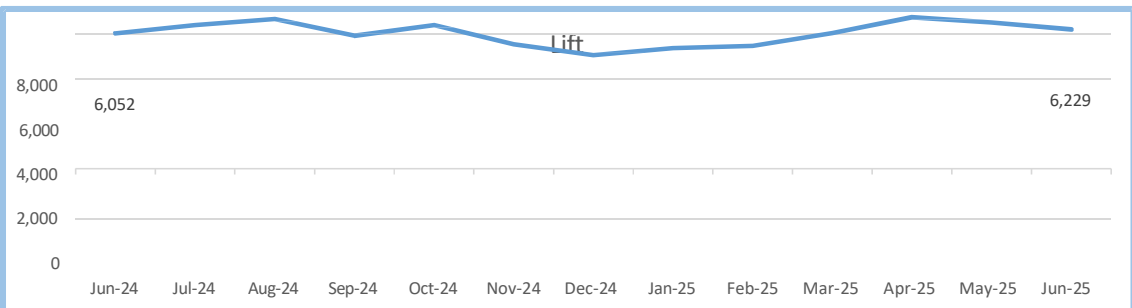
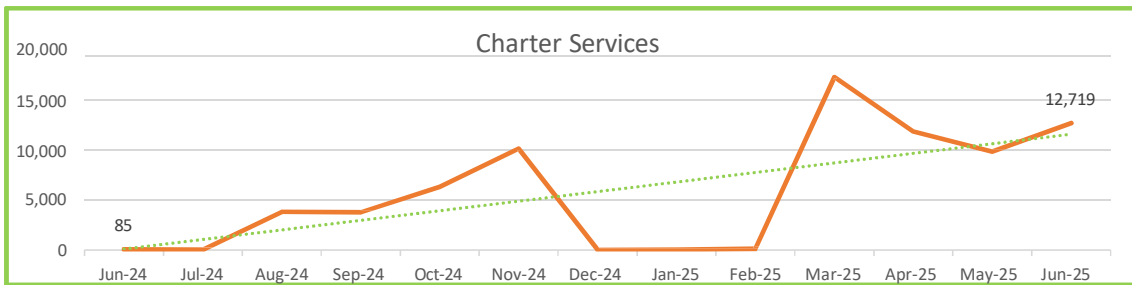
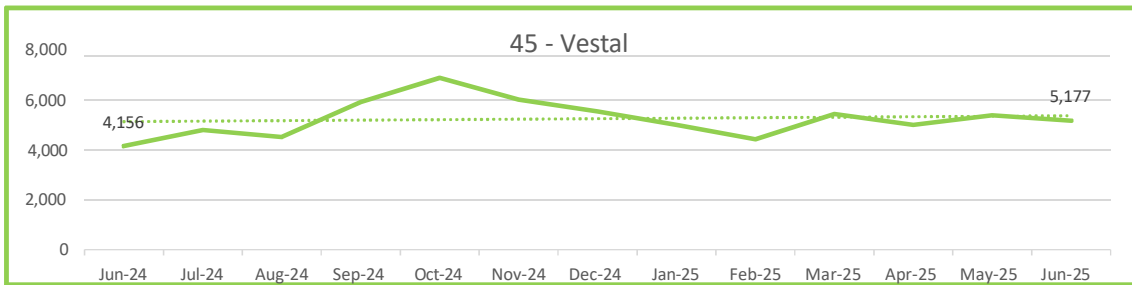
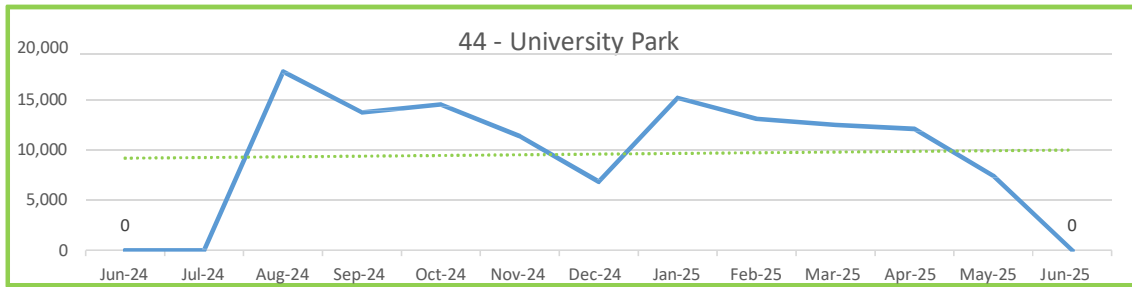
	<b>THIS MONTH</b>			<b>FISCAL YEAR-TO-DATE</b>		
	<b>This Year</b>	<b>Last Year</b>	<b>Change</b>	<b>This Year</b>	<b>Last Year</b>	<b>Change</b>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	190,484	162,689	17%	2,528,697	2,127,878	19%
System Generated Revenue				\$1,138,504	\$1,197,584	-5%
Revenue Veh. Miles	249,007	209,309	19%	2,810,755	2,479,085	13%
Revenue Veh. Hours	19,548	16,536	18%	219,607	195,692	12%
Passengers/Mile	0.76	0.78	-2%	0.90	0.86	5%
Passengers/Hour	9.74	9.84	-1%	11.51	10.87	6%
Preventable Accidents	5	3	67%	51	57	-11%
Mechanical Road Calls	51	33	55%	566	412	37%
Accidents/100,000 Miles	2.01	1.43	40%	1.81	2.30	-21%
Miles/Road Failure	4,882	6,343	-23%	4,966	6,017	-17%
<b>DEMAND RESPONSE</b>						
					0	
Total Passengers	6,229	5,990	4%	72,543	75,210	-4%
System Generated Revenue				\$213,228	\$110	194515%
Revenue Veh. Miles	40,450	41,156	-2%	480,304	513,253	-6%
Revenue Veh. Hours	2,892	3,053	-5%	35,931	38,314	-6%
Passengers/Mile	0.15	0.15	6%	0.15	0.15	3%
Passengers/Hour	2.15	1.96	10%	2.02	1.96	3%
Preventable Accidents	1.00	0.00	100%	6	15	-60%
Mechanical Road Calls	6.00	2.00	200%	64	21	205%
Accidents/100,000 Miles	2.47	0.00	247%	1.25	2.92	-57%
Miles/Road Failure	6,742	20,578	-67%	7,505	24,441	-69%
<b>CHARTER SERVICE</b>						
					0	
Charters	33	121	-73%	18,414	1,829	907%
Sports Charters	10,699	0	1069900%	54,296	18,537	193%
Total Passengers	10,732	121	8769%	72,710	20,366	257%
Revenue						0%
Football Shuttle Charters				\$46,071	\$124,398	-63%
Trolley Charters				\$350	\$27,250	-99%
Total Miles	1,240	79	1470%	5,991	5,483	9%
Total Hours	257.5	14.8	1646%	1,459	868	68%



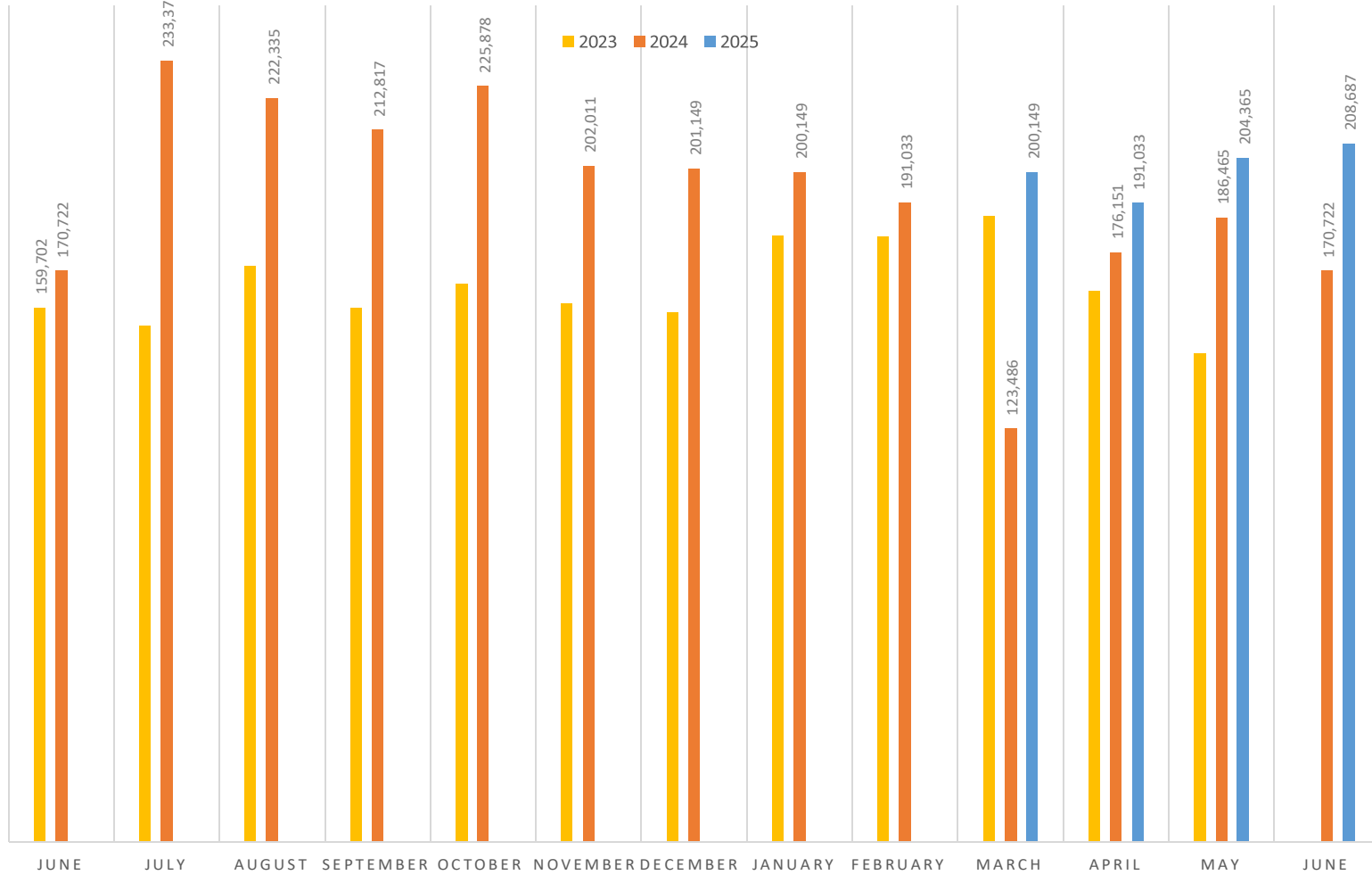






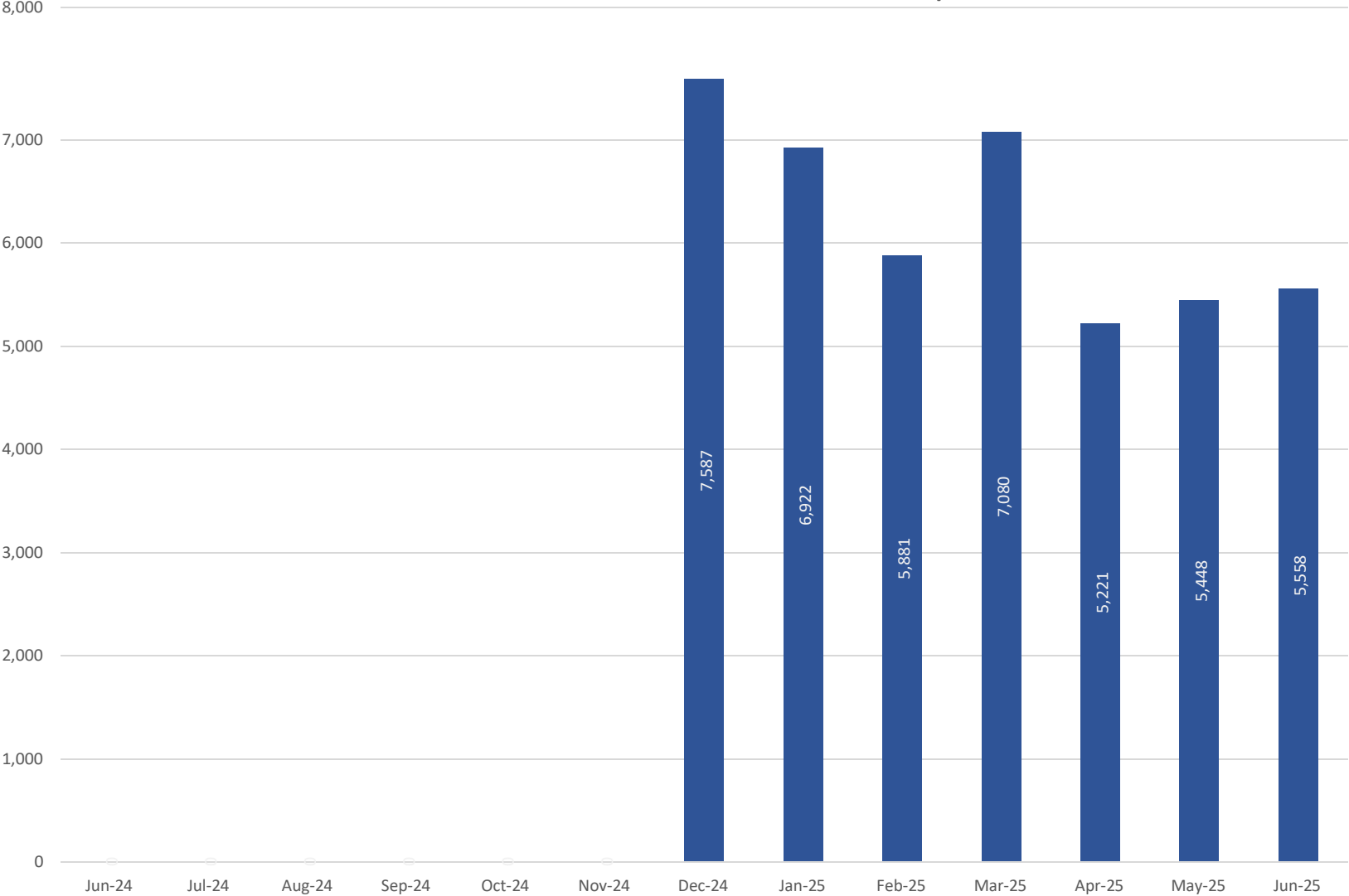


## FIXED ROUTE RIDERSHIP BY MONTH



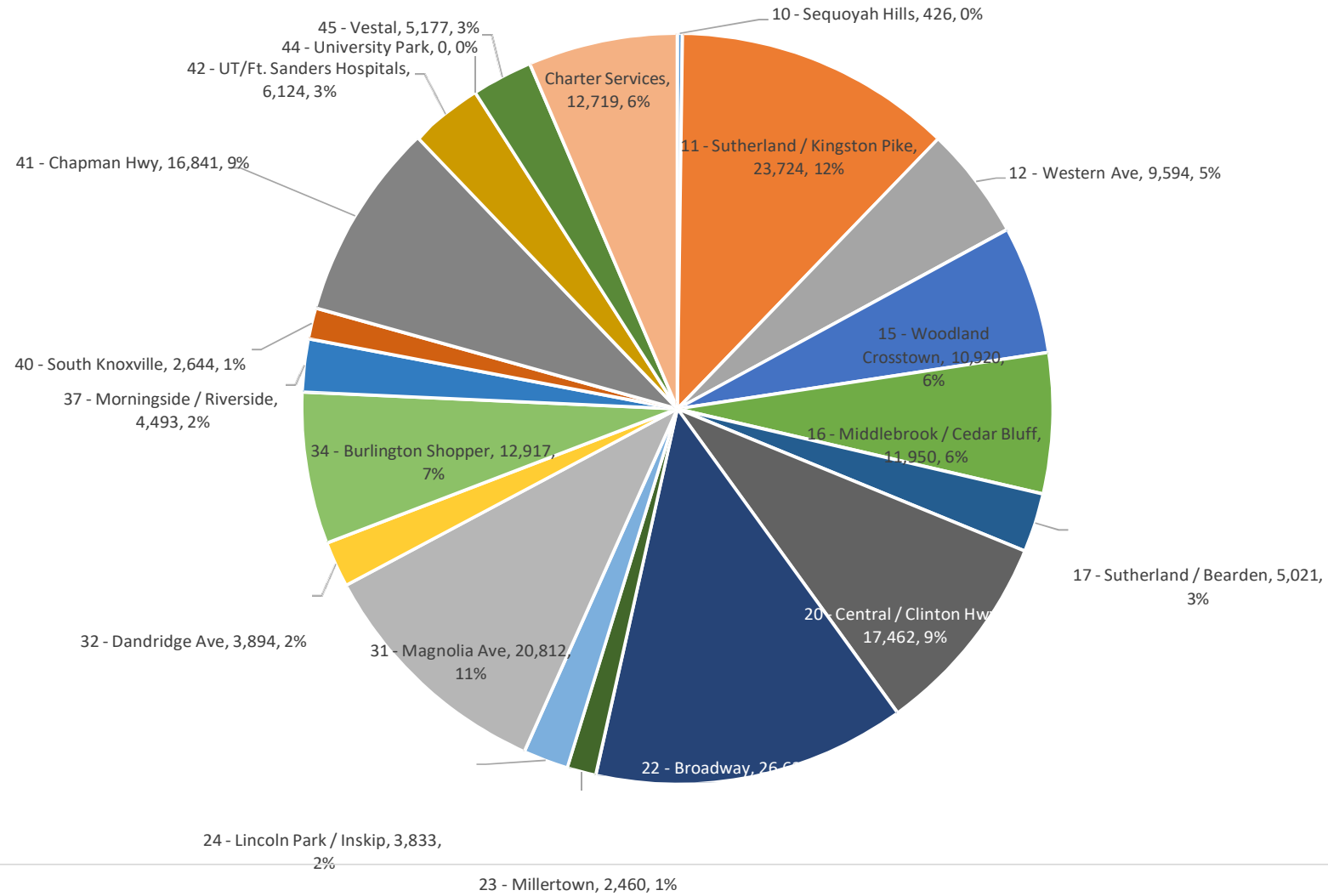
\*updated to include 2025 monthly data

# 1 - Downtown Connector Ridership



■ 1 - Downtown Connector

# June 2025 System Ridership by Route





# KAT RIDERSHIP

## June 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	143	223	-35.9%	3,953	4,446	-11.1%
11	Kingston Pike	24,317	27,011	-10.0%	318,148	332,286	-4.3%
12	Western Ave	12,705	13,320	-4.6%	159,535	154,009	3.6%
13	Beaumont	2,499	2,563	-2.5%	34,623	32,915	5.2%
16	Cedar Bluff Connector	2,444	2,954	-17.3%	34,216	36,711	-6.8%
17	Sutherland/Bearden	6,818	7,057	-3.4%	89,262	87,762	1.7%
19	Lakeshore / Lonas Connector	529	696	-24.0%	6,914	7,375	-6.3%
20	Central Ave. / Clinton Hwy	10,604	11,439	-7.3%	129,001	129,197	-0.2%
21	Lincoln Park	3,020	3,948	-23.5%	41,099	46,029	-10.7%
22	Broadway	24,852	25,095	-1.0%	295,073	287,058	2.8%
23	Millertown	5,028	5,676	-11.4%	61,001	61,547	-0.9%
24	Inskip/Breda Rd	2,582	2,701	-4.4%	29,961	30,017	-0.2%
30	Parkridge	3,178	2,831	12.3%	34,916	29,045	20.2%
31	Magnolia Ave.	17,538	19,374	-9.5%	224,618	233,665	-3.9%
32	Dandridge	5,943	6,952	-14.5%	74,978	74,334	0.9%
33	M.L.K.	3,305	3,449	-4.2%	41,760	44,490	-6.1%
34	Burlington	6,218	5,796	7.3%	70,937	61,453	15.4%
40	South Knoxville	3,742	3,718	0.6%	44,110	46,537	-5.2%
41	Chapman Hwy	12,250	12,270	-0.2%	144,110	140,700	2.4%
42	UT/Ft. Sanders Hospitals	3,454	3,360	2.8%	42,460	37,477	13.3%
44	University Park	-	-	0.0%	67,455	42,308	59.4%
45	Vestal	4,627	5,001	-7.5%	59,534	60,070	-0.9%
90	Crosstown	6,942	6,888	0.8%	87,371	81,003	7.9%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>162,738</b>	<b>172,322</b>	<b>-5.6%</b>	<b>2,095,035</b>	<b>2,060,434</b>	<b>1.7%</b>
82	Orange Line Trolley	14,309	18,542	-22.8%	216,016	221,712	-2.6%
84	Green Line Trolley	9,519	10,807	-11.9%	118,049	116,399	1.4%
86	Blue Line Trolley	18,755	20,638	-9.1%	256,191	235,686	8.7%
<b>SUBTOTAL</b>		<b>42,583</b>	<b>49,987</b>	<b>-14.8%</b>	<b>590,256</b>	<b>573,797</b>	<b>2.9%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>205,321</b>	<b>222,309</b>	<b>-7.6%</b>	<b>2,685,291</b>	<b>2,634,231</b>	<b>1.9%</b>
<b>LIFT SERVICE</b>		<b>5,267</b>	<b>5,592</b>	<b>-5.8%</b>	<b>66,578</b>	<b>60,394</b>	<b>10.2%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>210,588</b>	<b>227,901</b>	<b>-7.6%</b>	<b>2,751,869</b>	<b>2,694,625</b>	<b>2.1%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>480</b>	<b>2,426</b>	<b>-80.2%</b>	<b>45,076</b>	<b>54,392</b>	<b>-17.1%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>211,068</b>	<b>230,327</b>	<b>-8.4%</b>	<b>2,796,945</b>	<b>2,749,017</b>	<b>1.7%</b>



# KAT RIDERSHIP\_APC

## June 2025



ROUTE #	ROUTE NAME	FY25	FY24	% CHANGE	YTD/FY25	YTD/FY24	% CHANGE
1	Downtown Connector	5,558	-	100.0%	78,356	-	100.0%
10	Sequoyah Hills	426	-	100.0%	5,107	-	100.0%
11	Kingston Pike	23,724	22,925	3.5%	318,809	291,077	9.5%
12	Western Ave	9,594	16,556	-42.1%	130,549	192,366	-32.1%
13	Beaumont	-	1,984	-100.0%	3,809	17,610	-78.4%
15	Woodland Crosstown	10,920	-	100.0%	108,560	-	100.0%
16	Cedar Bluff Connector	11,950	3,172	276.7%	134,086	40,951	227.4%
17	Sutherland/Bearden	5,021	9,033	-44.4%	80,990	100,183	-19.2%
20	Central Ave/Clinton Hwy	17,462	13,091	33.4%	203,580	142,058	43.3%
21	Lincoln Park	-	5,167	-100.0%	6,692	41,901	-84.0%
22	Broadway	26,634	27,828	-4.3%	338,059	326,474	3.5%
23	Millertown	2,460	5,623	-56.3%	33,515	61,035	-45.1%
24	Inskip/Breda Rd	3,833	3,291	16.5%	51,096	34,831	46.7%
30	Parkridge	-	3,465	-100.0%	6,594	40,983	-83.9%
31	Magnolia Ave.	20,812	21,250	-2.1%	278,607	251,170	10.9%
32	Dandridge	3,894	5,821	-33.1%	50,869	73,480	-30.8%
33	M.L.K.	-	5,016	-100.0%	9,017	54,768	-83.5%
34	Burlington	12,917	7,727	67.2%	149,195	89,329	67.0%
37	Morningside/Riverside	4,493	-	100.0%	44,792	-	100.0%
40	South Knoxville	2,644	3,453	-23.4%	41,515	41,379	0.3%
41	Chapman Hwy	16,841	17,332	-2.8%	207,930	206,132	0.9%
42	UT/Ft Sanders Hospitals	6,124	6,488	-5.6%	74,813	59,727	25.3%
44	University Park	-	-	0.0%	121,486	44,864	170.8%
45	Vestal	5,177	5,403	-4.2%	64,357	61,330	4.9%
90	Crosstown	-	8,564	-100.0%	15,926	102,518	-84.5%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>190,484</b>	<b>193,189</b>	<b>-1.4%</b>	<b>2,558,309</b>	<b>2,274,166</b>	<b>12.5%</b>
82	Orange Line Trolley	-	6,792	-100.0%	12,543	96,165	-87.0%
84	Green Line Trolley	-	7,894	-100.0%	15,801	94,622	-83.3%
86	Blue Line Trolley	-	17,563	-100.0%	37,053	218,986	-83.1%
<b>SUBTOTAL</b>		<b>-</b>	<b>32,249</b>	<b>-100.0%</b>	<b>65,397</b>	<b>409,773</b>	<b>-84.0%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>190,484</b>	<b>225,438</b>	<b>-15.5%</b>	<b>2,623,706</b>	<b>2,683,939</b>	<b>-2.2%</b>
<b>LIFT SERVICE</b>		<b>6,229</b>	<b>6,052</b>	<b>2.9%</b>	<b>71,313</b>	<b>71,136</b>	<b>0.2%</b>
<b>KAT CONNECT</b>		<b>4</b>	<b>-</b>	<b>100.0%</b>	<b>47</b>	<b>-</b>	<b>100.0%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>196,717</b>	<b>231,490</b>	<b>-15.0%</b>	<b>2,695,019</b>	<b>2,755,075</b>	<b>-2.2%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>15,470</b>	<b>85</b>	<b>18100.0%</b>	<b>2,513,776</b>	<b>2,759,944</b>	<b>-8.9%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>212,187</b>	<b>231,575</b>	<b>-8.4%</b>	<b>5,208,795</b>	<b>5,515,019</b>	<b>-5.6%</b>





## MONTHLY RIDERSHIP

### JUNE 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%
June	4	4	0	2	4	0	0	100%

JUNE 2025

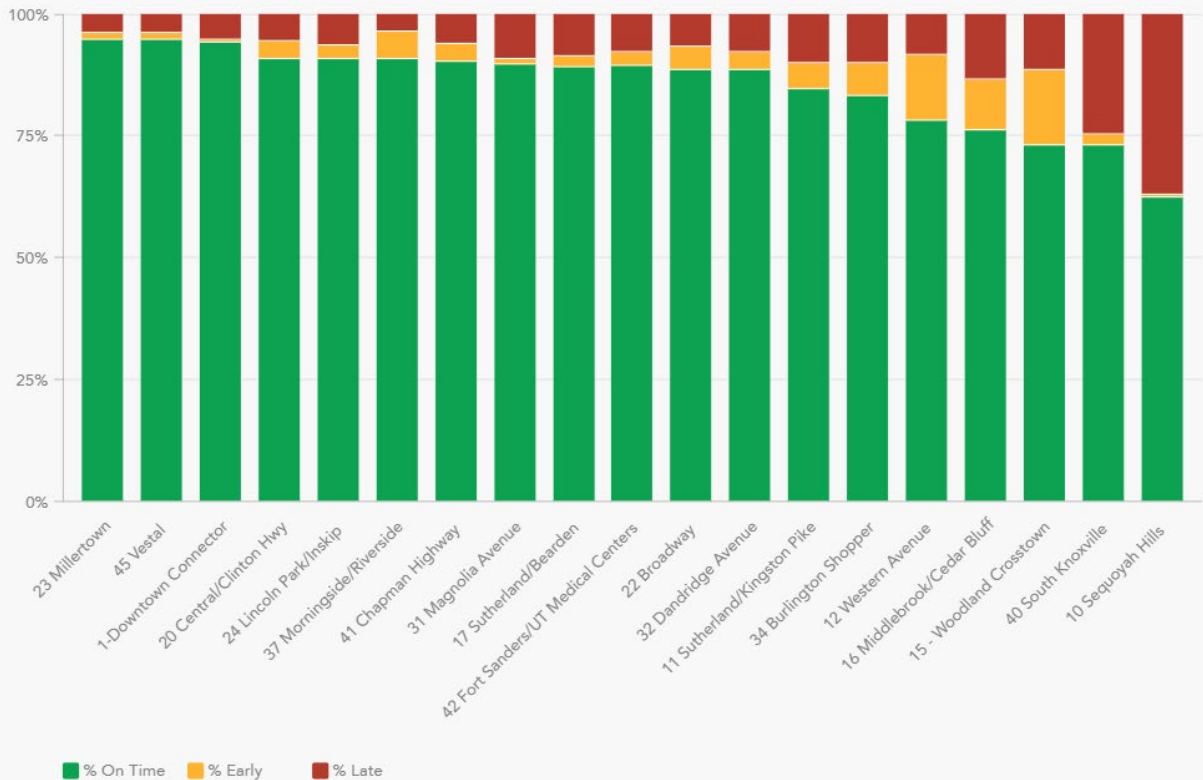
# ON-TIME PERFORMANCE

## Route Performance

ON TIME: 86.0%

EARLY: 5.1%

LATE: 8.9%



# JUNE 2025 RIDERSHIP

## Ridership

### Total Boardings:

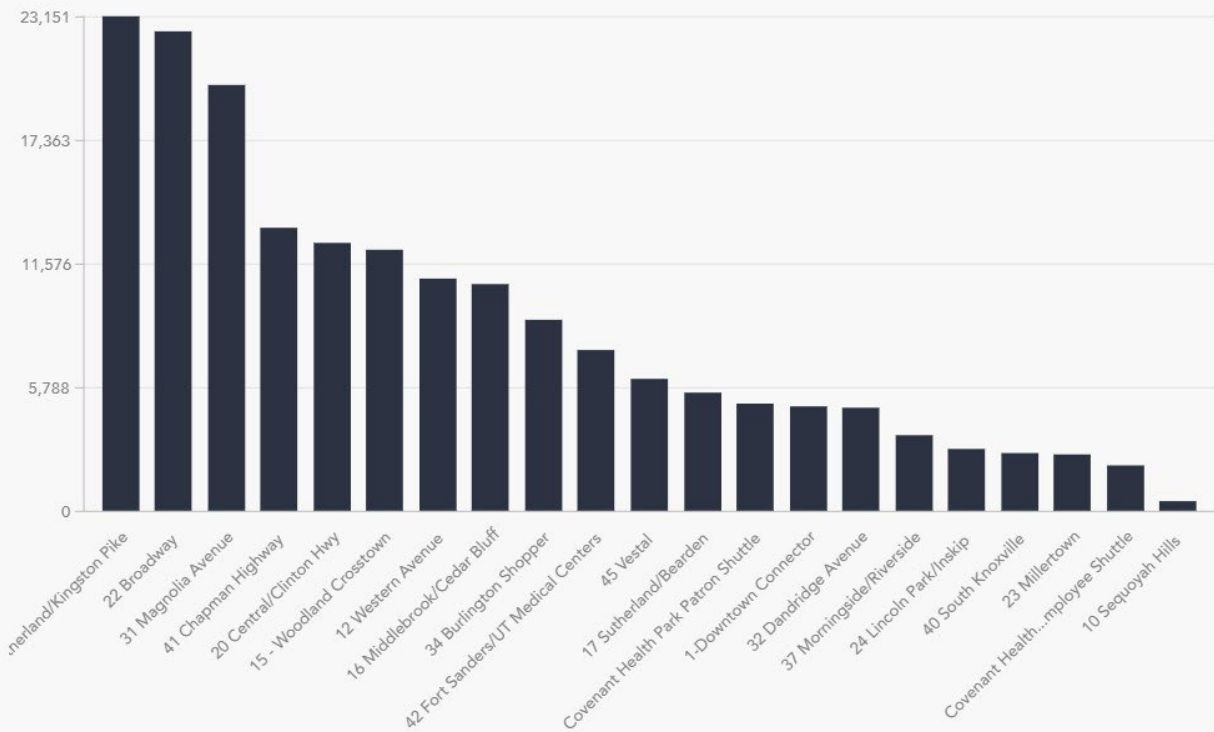
182,302

Change from  
previous period:

-6%

Change from same  
period last year:

-16%



# Title VI Analysis

## KAT Proposed minor route changes for August 2025

*(Prepared for July 24, 2025 KTA Review)*

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### Background and Methodology

The Knoxville Transportation Authority approved the Recommended Network for the KAT Reimagined Plan. This included a new route network, expanded services on weekends, and more frequent service on many routes, and was based upon extensive public input.

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, by Title VI regulations. That policy is stated below:

Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed daily for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of the said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours is exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA.

Proposed route changes/adjustments for August 2025:

- Route 1 – Downtown Connector - Serve Covenant Health Park and Old City neighborhood while maintaining 15-minute service to existing Route 1 stops.
- Route 16 – Cedar Bluff/Middlebrook – Better serve passengers that require access to the medical providers in the Dowell Springs community by providing access to services on Old Weisgarber Road and Dowell Springs Boulevard Monday through Friday only from 8:00 am – 5:00 pm.

### SUMMARY OF FINDINGS

The attached information provides details on the proposed changes. Route 1 – Downtown Connector constitutes a major service change because it has an increase in service, averaging approximately 37%. Route 16 - Cedar Bluff/Middlebrook route changes are minor adjustments (.72%); specifically, that do not constitute a Major Service Change.

Instead, we review the accrual of benefits to determine if benefits are accrued to minority and low-income populations at a rate equal to the overall system-wide minority and low-income populations.

### Revenue Miles and Hours (Service Change) Summary Comparison

Route	May Total Revenue Hours	May Total Revenue Miles	August Total Revenue Hours	August Total Revenue Miles	Revenue Hours Change	Revenue Miles Change	Total Service Change
1	209:50:00	1585.46	313:25:00	1972.67	49.36%	24.42%	36.89%
16	327:48:00	5106	327:48:00	5179.51	0.00%	1.44%	0.72%

### Detailed explanation of the analysis

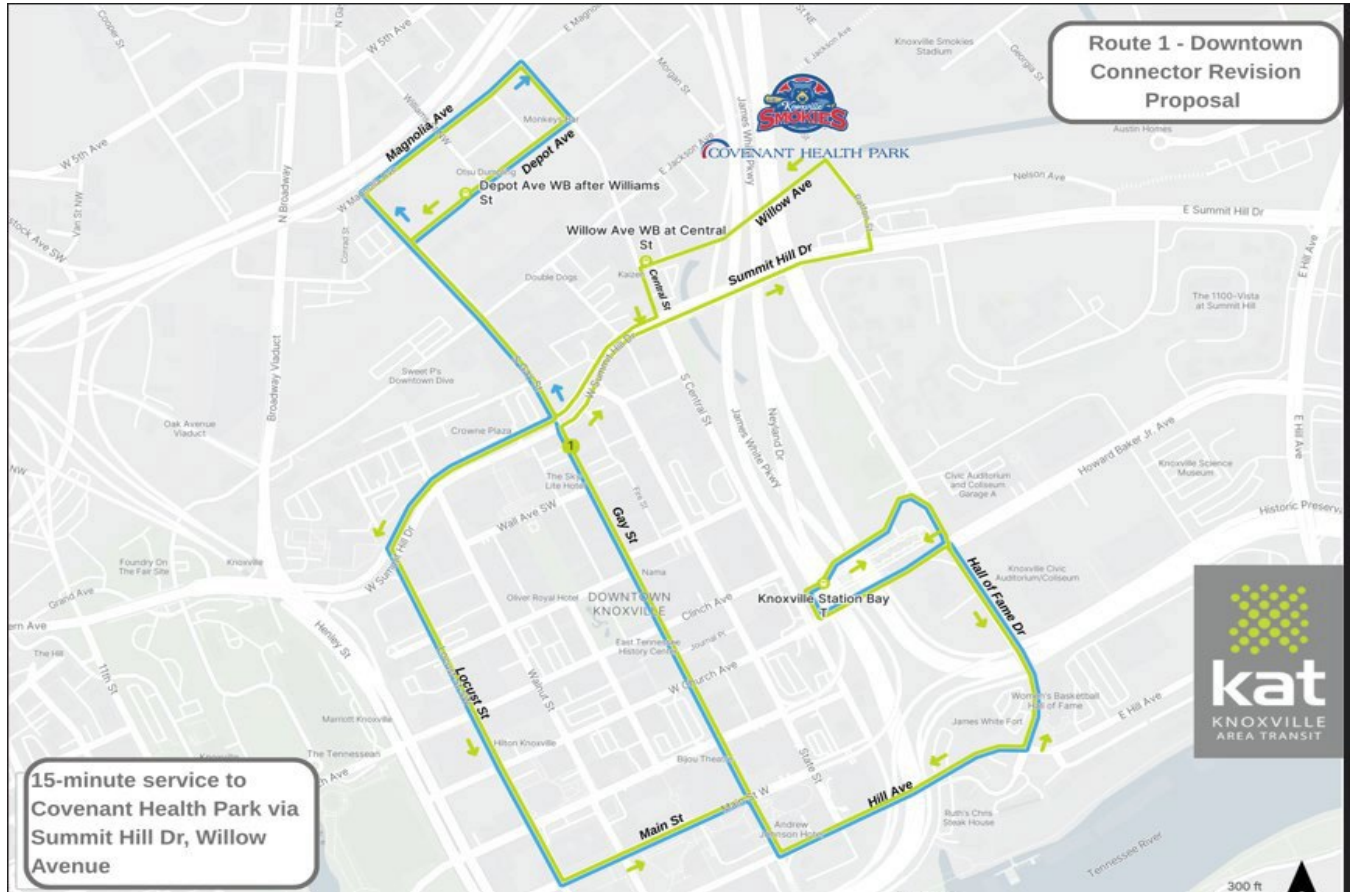
The following is a **step-by-step description of the analytical methodology** that we followed to determine whether the proposed change would have a disparate impact on minority populations or a disproportionate burden on low-income populations

### DETAILED ANALYSIS OF PROPOSED ROUTE

<b>Route 1 - Downtown Connector</b>							
<b>A. Major Service Change?</b>				YES			
Ridership	10,515						
<b>B. Minority</b>				<b>Adverse Impacts Level: Low for service timespan increase</b>			
<b>C. Disparate Impact Policy for Minority Populations Analysis</b>							
	% minority	System-Wide %	Difference				
	51.30%	45%	6%	Does not meet the +10% threshold of alternatives analysis.			
Passengers by month							
	Minority	Non-Minority					
	5,394	5,121					
<b>D. Low Income</b>				<b>Adverse Impacts Level: Low for service timespan increase</b>			
<b>E. Disproportionate Burden Policy for Low-Income Populations Analysis</b>							
	% low income	System-Wide %	Difference				
	38.30%	62%	-24%	Does not meet the +10% threshold of alternatives analysis.			
	Low Income	Non-Low Income					
	4,027	6,488					

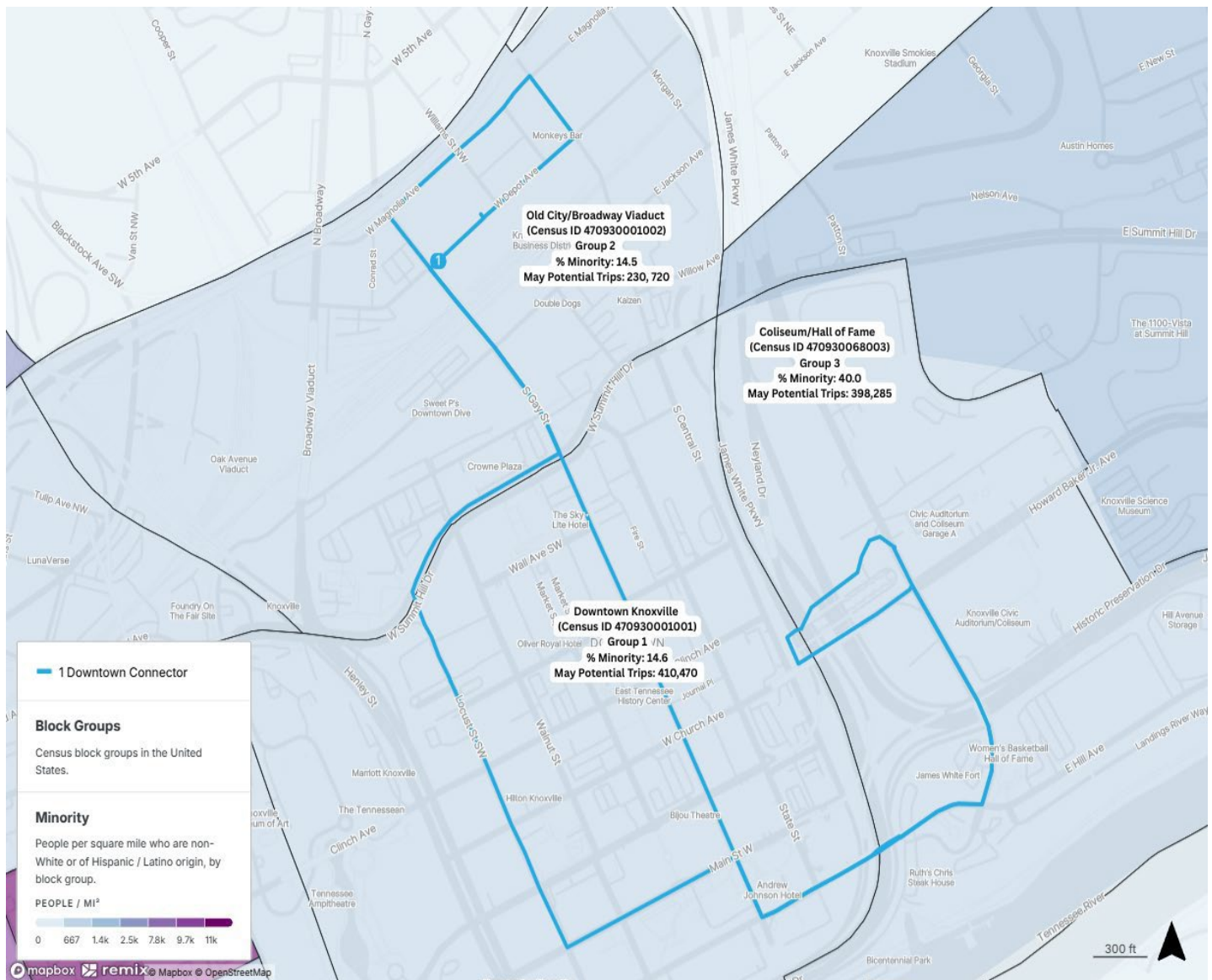
Because the percentage of low-income of these routes does not meet the threshold set by the Disproportionate Burden Policy (10 percentage points beyond the system-wide percentage), there is no need for an alternative analysis for these route changes, as it is determined that low-income populations will not experience a disproportionate burden.

The map below shows where service has increased across the service area. Service has been concentrated in the core, as well as along primarily major corridors.



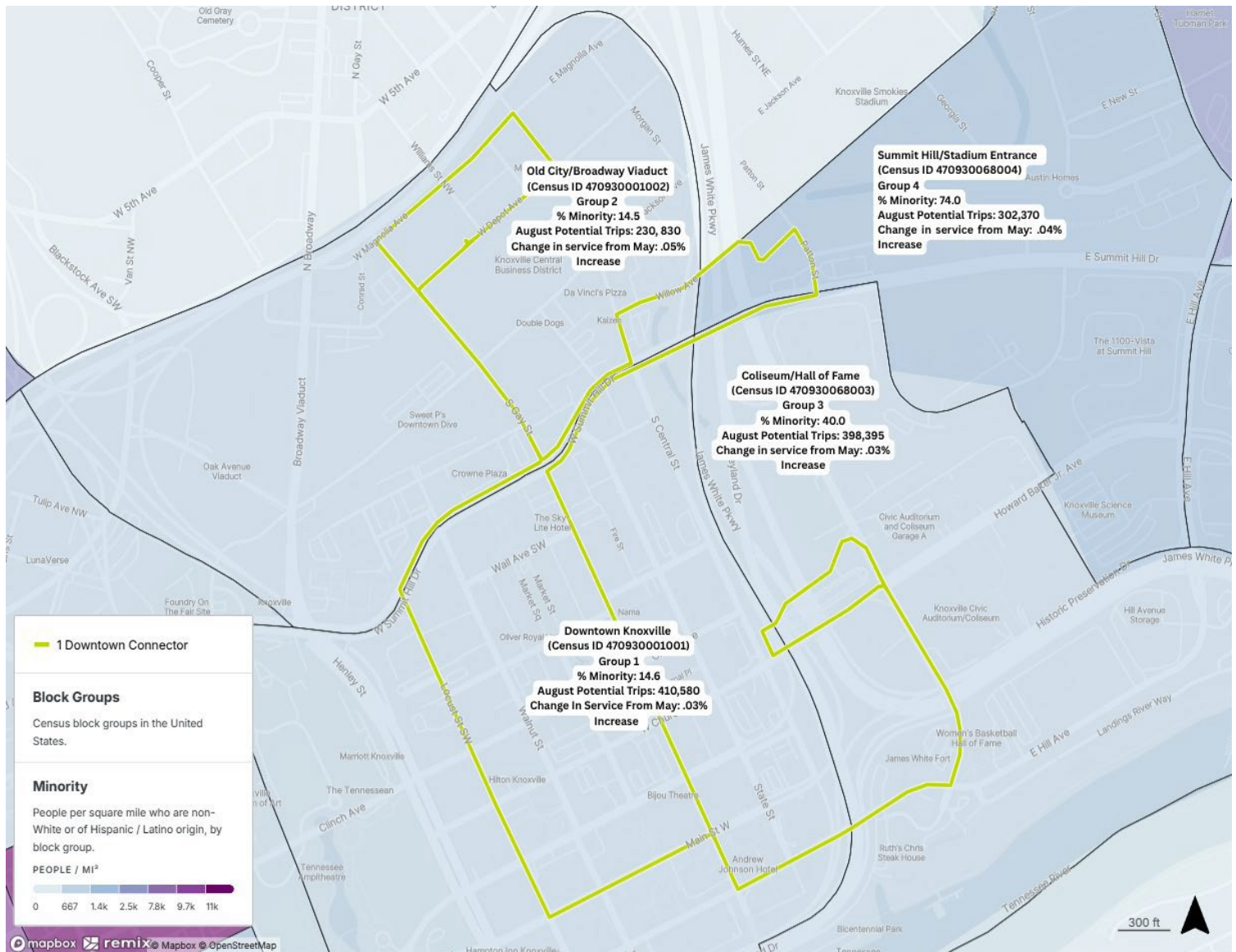
More frequent service means more potential people trips (opportunities to travel). This idea of measuring frequency in addition to service coverage is an additional analytical tool that allows us to measure the full impact of the service changes and benefits to the service area.

### MAP 1 - Route 1 – Downtown Connector % Minority by Census Block ID



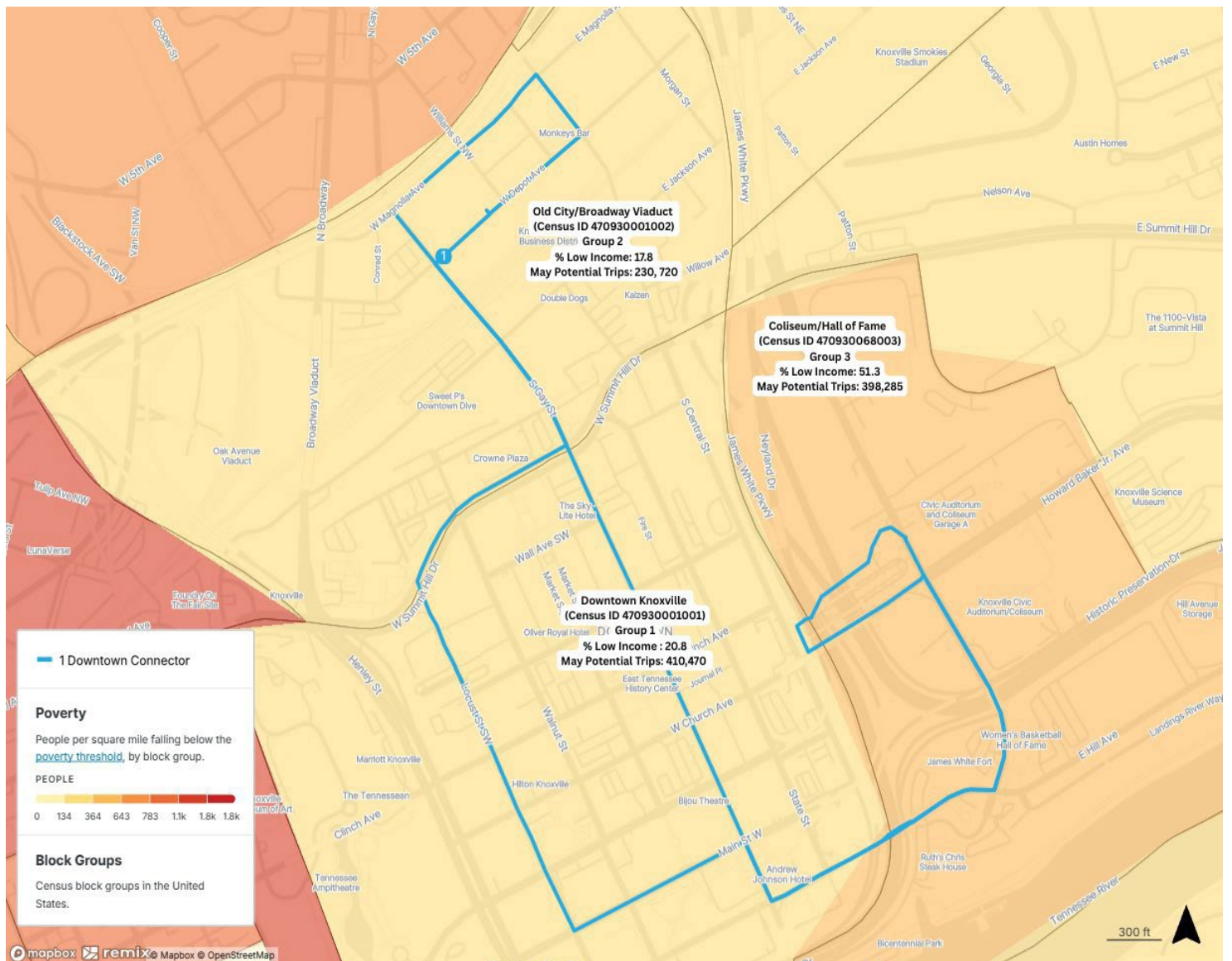


## MAP 2 - Route 1 – Downtown Connector % Minority by Census Block ID



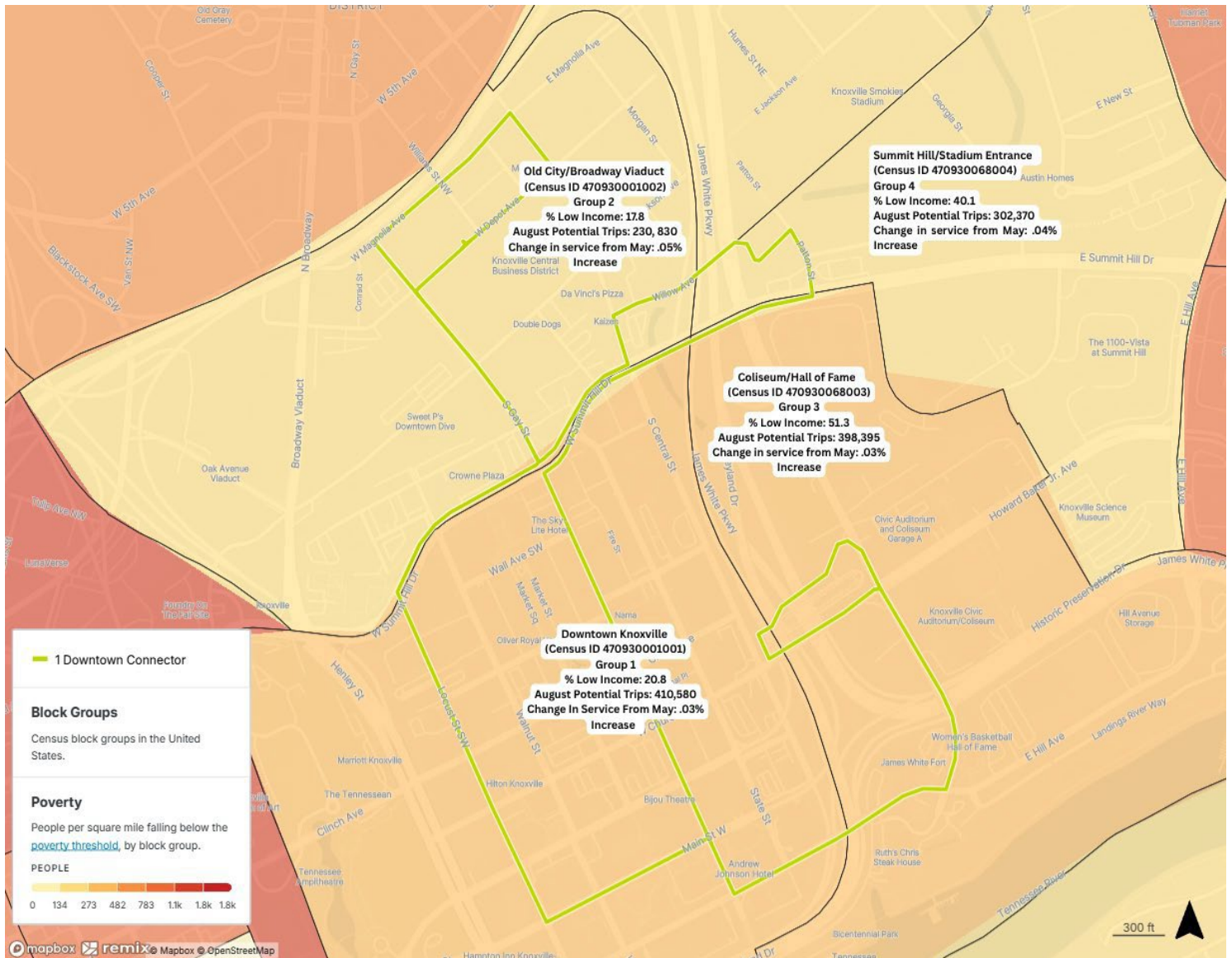


### MAP 3 - Route 1 – Downtown Connector % Low Income by Census Block ID



## MAP 4 - Route 1 – Downtown Connector

### % Low Income by Census Block



## Title VI Analysis - Route 1 and Route 16

8

## Accrual Of Benefits Analysis - Improvements

### Proposed changes for August 2025

The proposed changes involve service improvements - expanded service and additional service locations. Route 1 improvements were analyzed as part of an overall accrual of benefits to determine if the improvements were distributed among minorities and low-income routes in equal or greater proportion to the system-wide percentages of each.

Below is the chart showing each route that had improvements, and the number of minority and non-minority passengers for June 2025, and the number of low-income and non-low-income passengers for that same month, based on the surveyed percentage of minority and low-income passengers by route. The passenger numbers are totaled for an overall accrual of benefits. This is compared with the system-wide percentages of minority and low-income.

	Minority	Non-Minority	Low Income	Non-Low Income
1	5,394	5,121	4,027	6,488
Totals	5,394	5,121	10,515	6,488
Percent	51%	33%	59%	100%
	45%	System	62%	System