Knoxville Transportation Authority

Meeting Date: Thursday, August 28, 2025



Monthly Report July 2025



Indya Kincannon MAYOR (865) 215-2040



AGENDA

Thursday, August 28, 2025

City-County Building, Small Assembly Room

Debbie Helsley CHAIR

Dustin Durham VICE-CHAIR

Bethany StarrittRECORDING 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 July
- 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
- VI. Public Comments
- VII. Set the next meeting for September 25, 2025, & Adjourn

I. Determination of Quorum

Chair Helsley called the meeting to order. She stated there was a quorum.

Commissioners in attendance:

Chair Helsley

Commissioner Whitted

Commissioner Winford

Commissioner Thom-Adams

Commissioner Nabors

Commissioner Brakewood

II. Approval of Minutes

Chair Helsley asked if there were any questions regarding the June minutes. There were none.

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

III. Reports

a. KTA Chair

Chair Helsley stated she did not have a report.

b. Commissioner's Comments

Commissioner Brakewood stated that this would be her final board meeting as a KTA Board Commissioner. She stated she would like to say thank you to everyone and KAT staff for all of the great things that have been accomplished over the past few years. She continued, stating that when she first started in 2022, KAT Reimagined had just started, and it was remarkable to see all the changes and progress. She also stated a thank you to Mr. Lawhorn and Ms. Kim for theircouncil and advice, particularly when she served as Vice Chair and Chair last year. Lastly, she stated that it had been an honor to serve on the board and hoped to see everyone again when she returns from Germany.

c. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated that he wanted to thank Commissioner Brakewood for her time on the KTA Board. He stated he was happy and sad for her and her family, but hopes to have her back when she returns. He continued saying he appreciated her for stepping in as chair for six months, and her leadership during KAT Reimagined. He stated that he had two items to discuss. The first was that the previous Thursday, July 17th, 2025, KAT provided the City Council a presentation during a workshop. He stated this was an early presentation of their transit development study and that they are looking at ways to develop the corridor. He stated they are using KAT's FTA Areas Persistent Poverty Grant for the development. He stated they presented early examples of what they can do to develop the corridors, add more density, and increase activity for the minor and major corridors. He stated that he greatly appreciated the Planning Department and Operations Department. He also stated the on-time performance was up to 86%, which is close to the 90% goal.

ii. TPO Transit Planner

Mr. Burton mentioned the travel survey that his agency is conducting. He stated that in conjunction with TDOT and the UT Center for Transportation Research they are conducting a household travel survey. He stated this survey was a scientifically random survey. For those who are really interested in participating, unfortunately if you do not get receive a letter you cannot complete the survey. He continued that this survey asks for the recipient to track their travel for a day, whether that be filling out the letter like a diary or submitting that information online. He stated his agency would send out those letters again on August 7th. He continued saying they had paused for the summer, because they wanted to capture the data from people traveling while school was in session. He stated that if the Board or KAT staff received one or knows someone who received one, to encourage them to complete it. Lastly, he stated that his agency is looking to receive 3,000 responses from the

region, not just the City of Knoxville, but also concerns Anderson, Blount, and Loudon County.

Chair Helsley stated a thank you to Planning and to Mr. Thorne for the presentation at the workshop on July 17th. She stated it was preliminary, but worth watching to anyone interested. She continued that Knoxville Community Media covered the workshop and it was most likely already uploaded to their Youtube.

IV. New Business

There was no new business.

V. Old Business

Mr. Thorne stated that before the public hearing, they would be presenting their recommendations for the modifications on Route1 and Route 16. He stated they had presented the recommendations in June, but waited until this meeting to have the actual public hearing. He stated he would turn it over to Clay Mercer to present. Mr. Mercer introduced himself and began the presentation. He stated that the modifications for Route 1 were to better serve the Smokies Stadium and the Old City. He continued that the revised outbound route from Gay Street would be a right onto Summit Hill Drive, left on Patton Street, straight on Willow Avenue, left on Central Street, right onto Summit Hill Drive, and the back to Gay Street to resume the regular route. He stated for inbound that there would be no route revisions. He continued stating that there would be two new stops added. One at the Covenant Health Park shuttle pickup/drop off location and one located on Central Street and Willow Avenue to allow access to the Old City. He stated that service would remain at 15 minutes and there were no major schedule changes.

He stated for the second route revision, Route 16, would be changed to better serve the medical district on Dowell Springs Boulevard. He stated that for outbound from Middlebrook Pike would be a right onto Old Weisgarber Road, left on Dowell Springs Boulevard, and the right onto Middlebrook Pike to resume regular route. For the inbound revision from Middlebrook Pike, it would be a left onto Old Weisgarber Road, left on Dowell Springs Boulevard, and left onto Middlebrook Pike to resume regular route. He stated this revision would only apply Monday throughFriday, 8 AM to6 PM. He continued stating they would be adding four new stops:two on Old Weisgarber Road and two on Dowell Springs Boulevard. He again stated that this revision was to give the best access to the clinics and medical providers in that area.

Public Hearing

Sharwin Shelson- 235 Carta Rd. Knoxville Tn, 37914

Mr. Shelson stated that his concerns were regarding the issues happening with the Lift system. He stated he had brought it up to management before, but wanted to bring it up again to get others attention to make necessary changes. He stated that when issues arise, he is always told the system is the problem, meaning EcoLane, but that KAT has humans who can make the necessary changes. He stated one of his concerns he had brought up was trip distribution. He asked how the trips were distributed amongst the drivers. He asked why some drivers were allowed to sit for hours, whilst other drivers were working continuously. He stated that when he does call in, it is as if his concerns are dismissed like it is not a big deal or concern. He continued he has been told that KAT is doing the best they can and when asked if they can locate a van, he is told they cannot, but he knows we have the technology. Mr. Snelson stated another concern is that there is not enough time for some of the trips. He stated that he works in West Knoxville at the 5 PM traffic is no joke. He continued that there should be sufficient time to factor in traffic and wheelchairs, to ensure they are properly secured.

He continued stating his other concern is long wait times. He said he had thought it had gotten better, but during last week it was an excessive wait time. He stated that while he does understand that some trips will be moved around, he believes more attention should be made to watch the screens and make necessary changes, like when a van is running late. He stated that he understands things happen, but that once is an incident, twice is a coincidence, and three is a pattern, and he has seen a pattern. He stated although passengers may be going in the same direction, it doesn't always mean they need to be in the same van, as everyone's destination time is different. Mr. Snelson then questioned if it were possible to start an extra board for the Lift operators just like the one they have for bus operators. He also inquired on the possibility of adding additional vans to Lift.

He stated another concern of his, was that when he calls to speak to a manager, and that it will ring and then state that the call cannot be completed. He stated it is as if his concerns are not going to be addressed because he is not able to leave a message either. He stated that these concerns are important and that he was there to address them on behalf of himself and other riders who depend on Lift. Lastly, he stated that he has stated these concerns multiple times and that he had seen improvement, but it continues to go back to how Lift started.

Title VI Analysis

Ms. Downs stated that she wanted to give everyone an overview on the Title VI Analysis. She stated that since KAT receives federal dollars, operates 50 or more fixed

route buses, and is located in an urbanized area of over 200,000 people, that KAT is mandated by FTA to have a Title VI program. She stated within that program KAT is required to set what is called major services changes and the Title VI policy states the board approve anything that constitutes a major service change. Major service changes would be anything that affects 25% or more of the number of transit route miles of a route, addition or deletion of 25% of more of the number of transit vehicle miles of a route computed daily for the week for which the change is to be made. She continued stating that for Route 1, it is considered a major route change and that the total change is 36.9%. She stated while it is a major route change, it has a positive impact as it does not have an adverse impact on the minority or low-income population, because there is an increase in services.

She stated that while the revision for Route 16 is a service change, the analysis showed that there would only be a 0.72% service change, so it is not considered a major service change, but it will still have a positive impact on Knoxville's minority and low-income population. She stated that on page four of July's packet, the map gave an overview of the Downtown Connector and the percentage of minority within the consensus block. She continued that if anyone has any questions, she would refer them to Mr. Mercer to explain more. She continued stating that when looking at map one, Route 1, that you could see that the route changes do impact the minority, but not significantly. She stated that maps one, two, and three represented the minority consensus block and that map three and four represent the low-income consensus block. She stated that when looking at the map, you could also see the impact the route change has on the low-income population as well. She continued stating that based on the information there is not a disparate or disproportionate impact on the minority or low-income population. She stated that once an analysis is done, KAT must also do an accrual of benefit analysis, which she stated was on page nine of the packet. She stated that they compare Route 1 to the system-wide service and ensure that the overall accrual of benefits is distributed equally or that minority or low-income have greater access to the changes. She stated that percentage of minority comparted to non-minority was 51%, which means there will be a benefit from the changes to Route 1. She stated when looking at low-income it is 59%, which does not exceed 62%, which means the low-income population will benefit from the service change as well.

Commissioner Winford asked if KAT knew the pre-proposed percentages for the minority and low-income route percentages. She stated that on page nine it stated that 51% of people who are in the minority classified blocks should be able to access the buses, but that she was asking what the percentage was before. Ms. Downs

stated it was previously at 36%. Commissioner Winford then asked about the previous percentage for low-income classified blocks, to which Mr. Tennessee stated was at 32%.

Commissioner Brakewood then asked where the data from table one came from. Mr. Mercer stated that it comes from their scheduling software called Optibus, which utilizes American community software and census data from 2019-2023. Mr. Mercer then stated that the maps that had been provided are new and that planning has been trying to provide a better visual of how changes may affect low-income and minority populations and by providing a comparison between the months by the census block groups.

Commissioner Thom-Adams stated that while the Title VI analysis was very informative, that the information on the table was too small to read.

Mr. Mercer applogized for that and stated it was very difficult to compress all t

Mr. Mercer apologized for that and stated it was very difficult to compress all that data onto one page.

Mr. Thorne stated that in the future they would plan to print those out on an 11×17 sheet of paper.

Chair Helsley called for a motion. Commissioner Whitted gave the 1st motion. Commissioner Winford gave the 2nd motion. All were in favor, none opposed.

Commissioner Winford stated she had one question regarding the public comment made before. She stated she knows that the Board will have community members share concerns about KAT Lift, but that she does not know the process of how KAT resolves those concerns. She stated she would just like to know how KAT can address those concerns.

Mr. Thorne stated that he was going to meet with Mr. Shelson after the meeting and that he made detailed notes about the issues that had been brought up. He stated that he believes Mr. Snelson is having issues reaching Mr. Edwards. He continued regarding our on-time performance, that KAT does have people monitoring that under our OCC. He also stated that KAT does have new Lift buses that just went into service that week. He stated he would talk to Mr. Shelson about that and also about the extra board and the dual purpose it is serving at the moment. He continued stated that he believed Mr. Shelson had gotten an opportunity to sit down with Mr. Edwards a few weeks prior to discuss those issues, but that he wanted to make sureKAT is making progress on his complaints and concerns. Chair Helsley then confirmed that Mr. Thorne would be meeting with Mr. Shelson, to which he replied

yes. Commissioner Thom-Adams stated that while she understands that the KTA Board does not take up the issues for KAT Lift, she stated that since it has been brought to their attention several times, that it would be helpful to know what happens with those concerns and comments and how they are addressed and in a helpful way. She again stated that she understands that the Board has nothing to do with those issues, but that she gets asked all the time about what happens with the concerns and that she cannot be supportive if she doesn't know the answers, which she assumes are answered.

Mr. Thorne stated that even with Mr. Shelson's comments that K has made progress and then backtracked on that repeatedly.

VI. Public Comments

There were no public comments.

VII. Set the Next Meeting and Adjourn

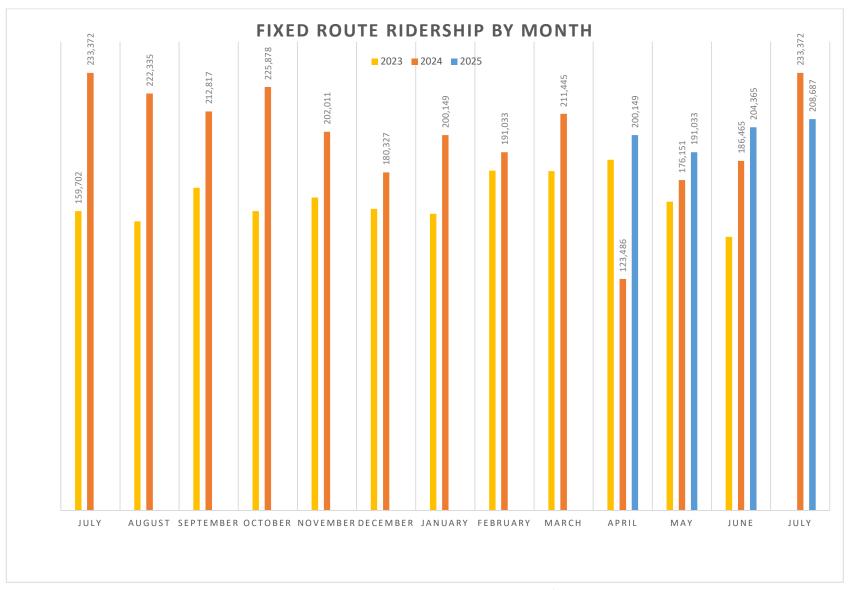
Chair Helsley set the meetings for August 28th, 2025 at the City-County Building at 3:00 PM.

Respectfully Submitted, Bethany H. Starritt KTA Recording Secretary

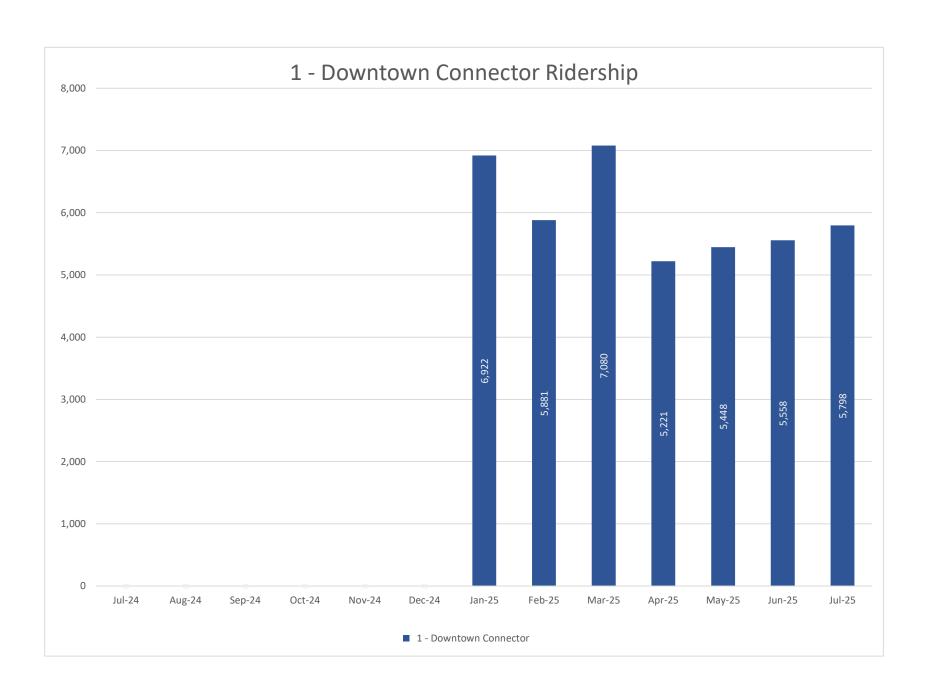


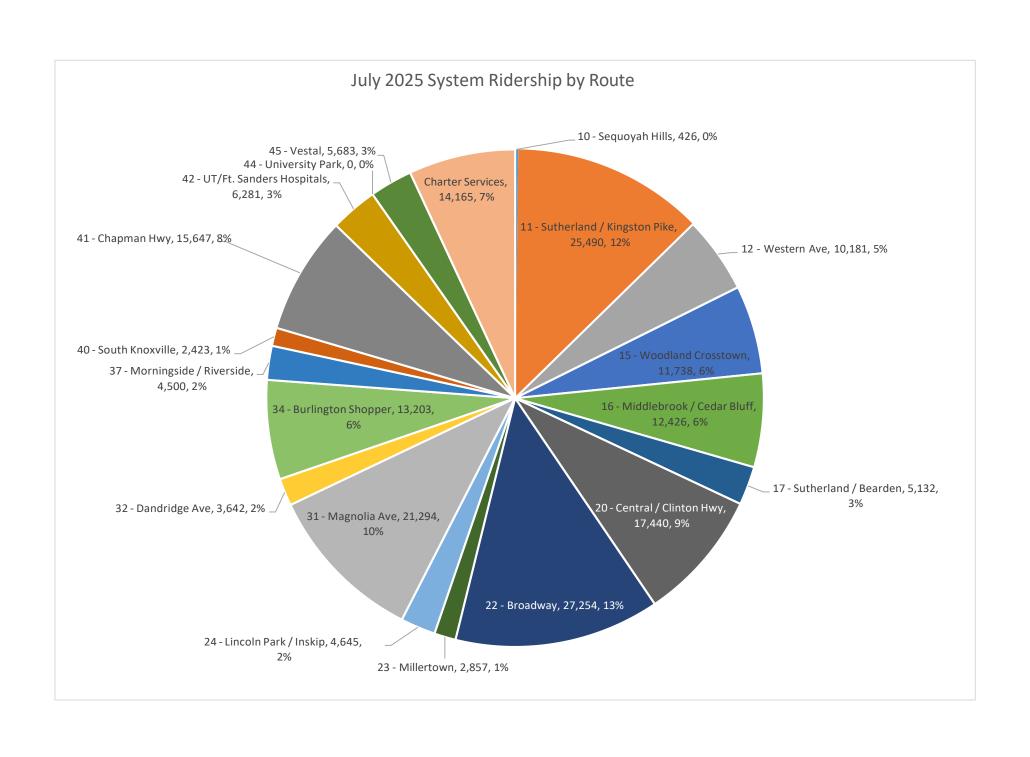
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	5,798	3.0%	6,784	2.7%	911	4.6%	0.85	6.37
10	Sequoyah Hills	426	0.2%	1,386	0.6%	127	0.6%	0.31	3.37
11	Kingston Pike	25,490	13.0%	24,040	9.6%	1,956	9.9%	1.06	13.03
12	Western Ave	10,181	5.2%	23,070	9.2%	1,554	7.9%	0.44	6.55
15	Woodland Crosstown	11,738	6.0%	22,882	9.1%	1,907	9.7%	0.51	6.16
16	Cedar Bluff Connector	12,426	6.3%	21,862	8.7%	1,448	7.4%	0.57	8.58
17	Sutherland/Bearden	5,132	2.6%	7,867	3.1%	643	3.3%	0.65	7.98
20	Central Ave/Clinton Hwy	17,440	8.9%	20,320	8.1%	1,533	7.8%	0.86	11.38
22	Broadway	27,254	13.9%	16,338	6.5%	1,529	7.8%	1.67	17.83
23	Millertown	2,857	1.5%	5,687	2.3%	487	2.5%	0.50	5.87
24	Inskip/Breda Rd	4,645	2.4%	7,893	3.2%	685	3.5%	0.59	6.78
31	Magnolia Ave.	21,294	10.9%	16,212	6.5%	1,556	7.9%	1.31	13.69
32	Dandridge	3,642	1.9%	5,945	2.4%	446	2.3%	0.61	8.17
34	Burlington	13,203	6.7%	23,170	9.3%	1,533	7.8%	0.57	8.61
37	Morningside/Riverside	4,500	2.3%	4,235	1.7%	388	2.0%	1.06	11.61
40	South Knoxville	2,423	1.2%	7,823	3.1%	489	2.5%	0.31	4.96
41	Chapman Hwy	15,647	8.0%	19,673	7.9%	1,005	5.1%	0.80	15.56
42	UT/Ft Sanders Hospitals	6,281	3.2%	7,850	3.1%	998	5.1%	0.80	6.29
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Vestal	5,683	2.9%	7,122	2.8%	500	2.5%	0.80	11.37
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		196,060		250,158		19,691		0.78	9.96
LIFT SERVICE		6,588		42,430		3,057		0.16	2.16
TOTAL SCHEDULED SERVICES		202,648		292,588		22,748		0.69	8.91
TOTAL CHARTER SERVICES		19,581		1,789		389		10.94	50.38
GRAND TOTAL ALL KAT SE	216,813		294,377		23,137		0.74	9.37	

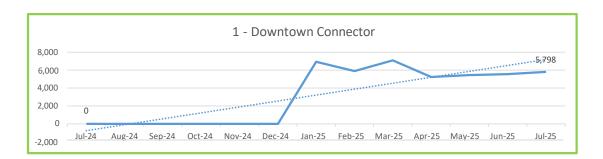
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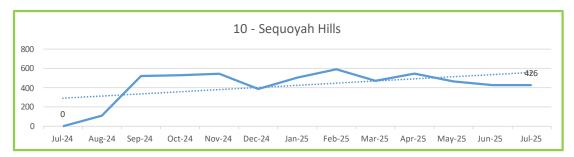


*updated to include 2025 monthly data



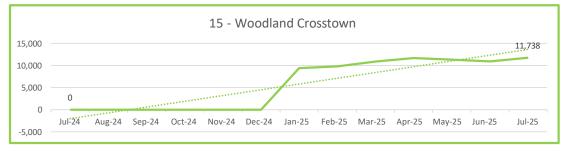


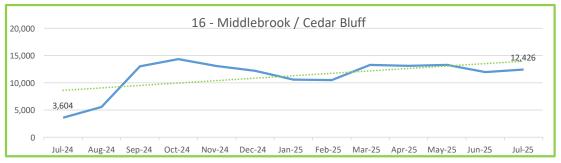




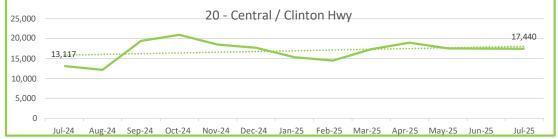










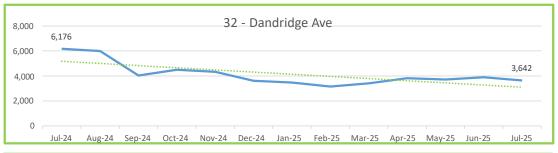






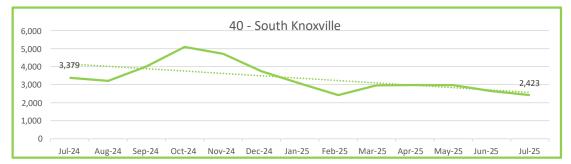


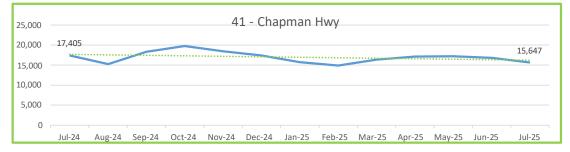


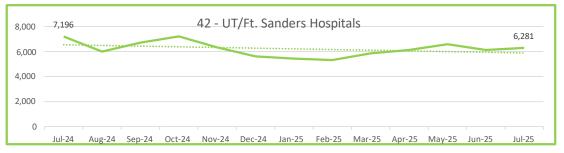








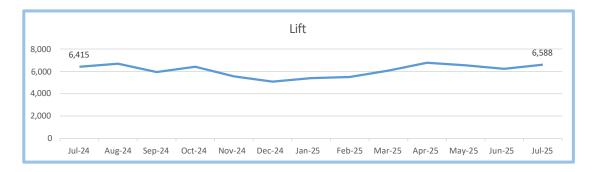












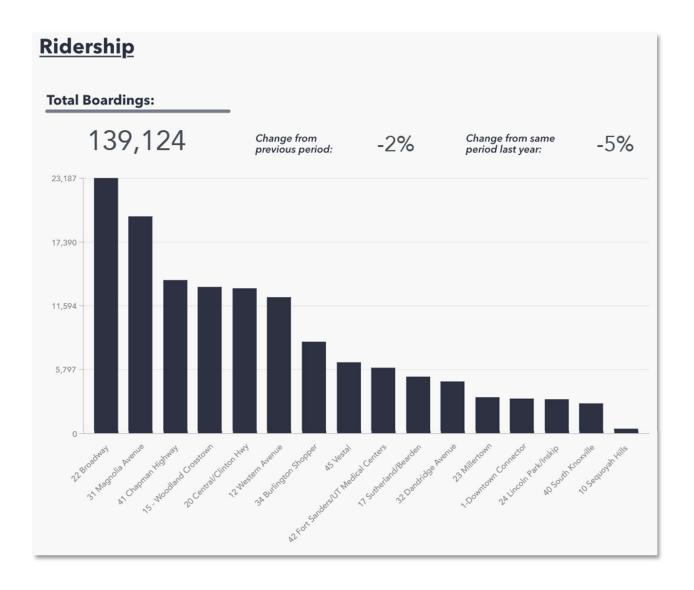


KAT RIDERSHIP July 2019



ROUTE#	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	154	266	-42.1%	154	266	-42.1%
11	Kingston Pike	25,403	26,186	-3.0%	25,403	26,186	-3.0%
12	Western Ave	13,164	12,620	4.3%	13,164	12,620	4.3%
13	Beaumont	3,353	2,679	25.2%	3,353	2,679	25.2%
16	Cedar Bluff Connector	2,681	2,972	-9.8%	2,681	2,972	-9.8%
17	Sutherland/Bearden	7,241	6,425	12.7%	7,241	6,425	12.7%
19	Lakeshore / Lonas Connector	462	606	-23.8%	462	606	-23.8%
20	Central Ave. / Clinton Hwy	11,770	11,671	0.8%	11,770	11,671	0.8%
21	Lincoln Park	3,109	3,481	-10.7%	3,109	3,481	-10.7%
22	Broadway	26,328	23,906	10.1%	26,328	23,906	10.1%
23	Millertown	5,336	5,469	-2.4%	5,336	5,469	-2.4%
24	Inskip/Breda Rd	2,788	2,692	3.6%	2,788	2,692	3.6%
30	Parkridge	3,200	2,577	24.2%	3,200	2,577	24.2%
31	Magnolia Ave.	18,081	18,444	-2.0%	18,081	18,444	-2.0%
32	Dandridge	6,742	6,046	11.5%	6,742	6,046	11.5%
33	M.L.K.	3,561	3,572	-0.3%	3,561	3,572	-0.3%
34	Burlington	6,216	6,089	2.1%	6,216	6,089	2.1%
40	South Knoxville	3,899	3,438	13.4%	3,899	3,438	13.4%
41	Chapman Hwy	12,948	11,219	15.4%	12,948	11,219	15.4%
42	UT/Ft. Sanders Hospitals	3,878	3,317	16.9%	3,878	3,317	16.9%
44	University Park	-	-	0.0%	-	-	0.0%
45	Vestal	4,989	4,828	3.3%	4,989	4,828	3.3%
90	Crosstown	7,604	7,220	5.3%	7,604	7,220	5.3%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		172,907	165,723	4.3%	172,907	165,723	4.3%
82	Orange Line Trolley	20,218	22,872	-11.6%	20,218	22,872	-11.6%
84	Green Line Trolley	13,822	11,767	17.5%	13,822	11,767	17.5%
86	Blue Line Trolley	22,076	21,406	3.1%	22,076	21,406	3.1%
SUBTOTA	AL	56,116	56,045	0.1%	56,116	56,045	0.1%
TOTAL P	ASSENGERS WITH TROLLEYS	229,023	221,768	3.3%	229,023	221,768	3.3%
LIFT SER	RVICE	5,331	5,466	-2.5%	5,331	5,466	-2.5%
TOTAL S	CHEDULED SERVICES	234,354	227,234	3.1%	234,354	227,234	3.1%
TOTAL C	CHARTER SERVICES	516	1,092	-52.7%	516	1,092	-52.7%
GRAND T	TOTAL ALL KAT SERVICES	234,870	228,326	2.9%	234,870	228,326	2.9%

JULY 2025 RIDERSHIP





MONTHLY RIDERSHIP

JULY REPORT

		Completed	No-	Unique	Connected	Connected	Ineligble Trip	On-Time
Month	Booked Trips	Trips	Show/Cancel	Riders	w/ Route 12	w/ Route 20	Requests	Performance
July	14	3	11	9	2	4	8	100%

JULY 2025

ON-TIME PERFORMANCE

