Knoxville Transportation Authority

Meeting Date: Thursday, September 25, 2025



Monthly Report August 2025 Indya Kincannon MAYOR (865) 215-2040



AGENDA

Thursday, September 25, 2025

City-County Building, Small Assembly Room

Debbie Helsley CHAIR

Dustin Durham VICE-CHAIR

Bethany Starritt
RECORDING SECRETARY

Beth Miller
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 August
- III. Reports
 - a. KTA Chair
 - b. Commissioner's Comments
 - c. Staff
 - i. City of Knoxville Director of Transit
 - Downtown Connector Zero-Fare Recommendation
 - ii. TPO Transit Planner
- IV. New Business
- October KTA Meeting- Thursday, October 16th at 3:00 pm
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for October 23, 2025 & Adjourn

I. Determination of Quorum

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

Commissioners in attendance:

Commissioner Whitted

Commissioner Taylor

Commissioner Nabors

Commissioner Winford

Commissioner Roskop

II. Approval of Minutes

Chair Helsley asked for an approval of the August minutes.

Commissioner Winford made the 1st motion, and Commissioner Nabors 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 Winford stated that she would like to thank KAT for restoring the bus stops in front of the clinic on Martin Luther King Jr. Ave. She stated that staff and patients have expressed their gratitude that it has returned and was placed closer than the previous stop.

c. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated that there had not been a financial report for the past two months, but plans to place those in the September KTA packet. He stated that KAT is waiting on the Knoxville City Finance department to finalize the end of the fiscal year.

Mr. Thorne continued stating that there had been a slight ridership decrease for the first month of this fiscal year, but that he is not concerned, as there are some differentiations of dates between July 2024 and July 2025. He stated that the on-time performance is still increasing,

with an 11% improvement from last year, stating that on-time performance was around 74%-75%.

Mr. Thorne then stated that KAT held a job fair on August 21st and 23rd and wanted to express his appreciation for all the staff that showed up to help. He continued that KAT had hired over 30 people during that job fair, stating that it had been successful. He stated his hope to become fully staffed in the upcoming months.

ii. TPO Transit Planner

Mr. Burton stated that he did not have a report.

IV. New Business

There was no new business.

Mr. Thorne stated that a new Commissioner, Beth Miller, would be joining the KTA board at the September 25th KTA meeting.

V. Old Business

There was no old business.

VI. Public Comments

Sandra Booher, 3030 Holbrook Dr, Knoxville, TN 37918.

Ms. Booher stated that she would like to thank KAT for the free rides to the polls.

She stated that she would like to bring attention to a bus stop located on Adair and Broadway, which had previously been located in front of the Citgo gas station. She stated that with the current stop, you cannot cross Adair if you are in a wheelchair or are visually impaired. She also stated she brought pictures of the stop to show how unsafe it is. She continued stating that with the current stop, she has to get off at the Highland stop to walk down to the Food City, and that it can be quite a trip, because there are no sidewalks. She then stated that although she knows the board cannot answer questions during public comments, she asked why the stop was changed during KAT Reimagined. Mr. Lawhorn stated that Mr. Thorne would answer her questions after the meeting had been adjourned. Mr. Thorne then stated that he and KAT staff would come discuss this question with her.

Ms. Booher continued, stating that she cannot use the stop due to safety reasons and that there had been a man in a wheelchair carrying groceries, and while trying to go down Adair, his wheelchair flipped. She stated that, fortunately, he was not hurt, but that if she were to try crossing there, she would have to go into Broadway, as there is a huge curb, with no curb cut, which accumulates a lot of mud during the Spring.

Chair Helsley then stated a thank you to Ms. Booher for her comments, and reassured her that Mr. Thorne and KAT staff would meet with her after the meeting.

Mr. Lawhorn then stated that Ms. Booher previously served on the KTA board for 8 years and that she was dedicated in all respects, attendance, and participation. He also stated that she was a part of the Mayor's Disability Advisory Committee, which Ms. Booher stated had started in the 1980s, before the Americans with Disabilities Act. Mr. Lawhorn then stated his appreciation for her service on the KTA board.

VII. Set the Next Meeting and Adjourn

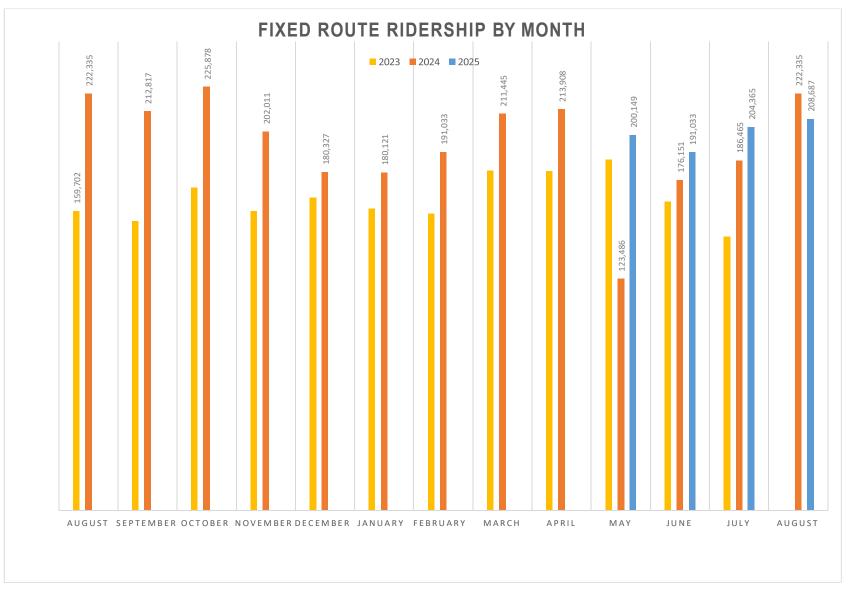
Chair Helsley set the meeting for September 25, 2025, at the City County Building at 3:00 pm.

Respectfully Submitted, Bethany H. Starritt KTA Recording Secretary

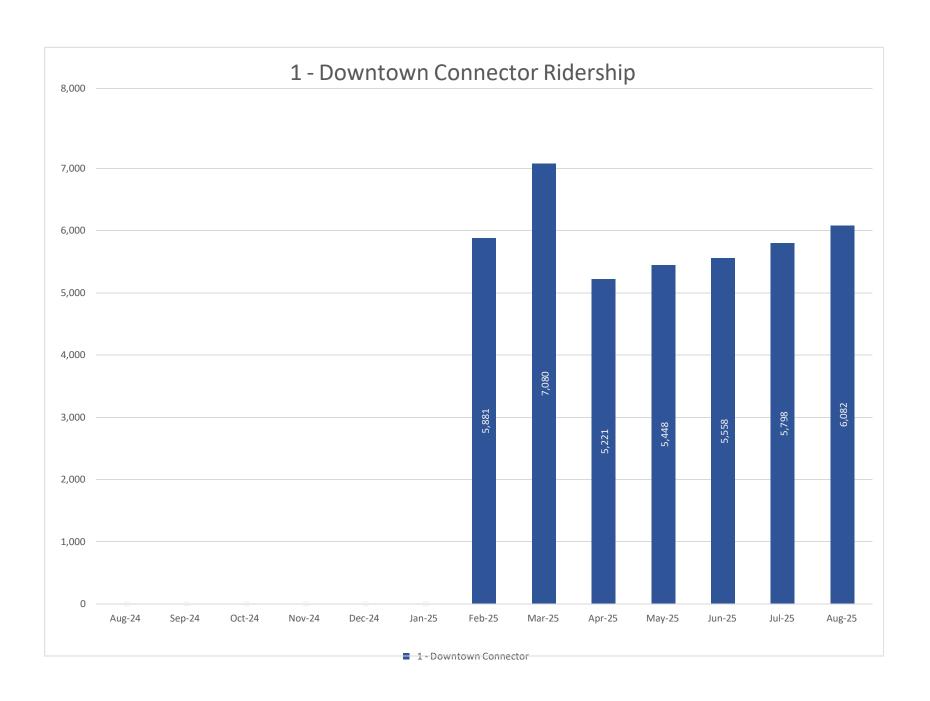


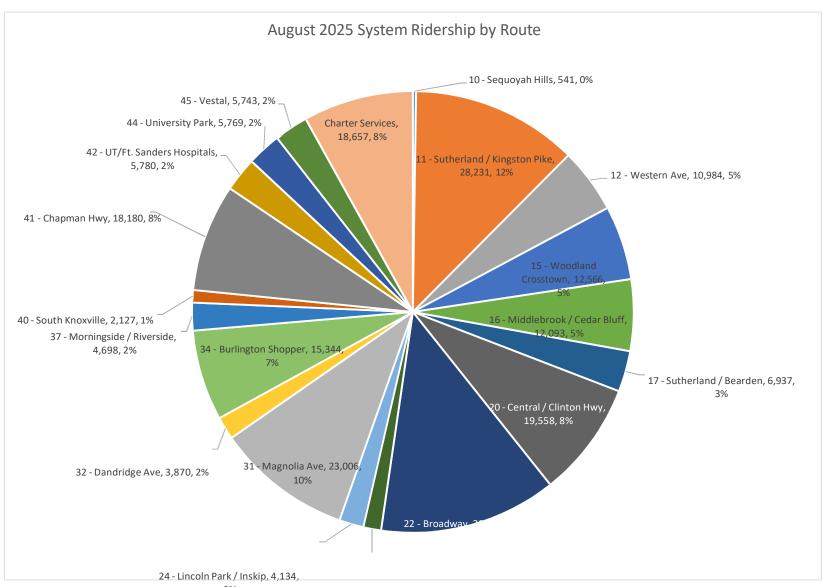
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	6,082	2.8%	7,374	2.9%	1,029	5.3%	0.82	5.91
10	Sequoyah Hills	541	0.2%	1,323	0.5%	122	0.6%	0.41	4.44
11	Kingston Pike	28,231	12.9%	24,787	9.6%	1,925	9.8%	1.14	14.67
12	Western Ave	10,984	5.0%	23,643	9.2%	1,514	7.7%	0.46	7.26
15	Woodland Crosstown	12,566	5.7%	23,644	9.2%	1,878	9.6%	0.53	6.69
16	Cedar Bluff Connector	12,093	5.5%	22,589	8.8%	1,406	7.2%	0.54	8.60
17	Sutherland/Bearden	6,937	3.2%	7,539	2.9%	606	3.1%	0.92	11.45
20	Central Ave/Clinton Hwy	19,558	8.9%	20,963	8.1%	1,534	7.8%	0.93	12.75
22	Broadway	30,063	13.7%	16,878	6.5%	1,518	7.7%	1.78	19.81
23	Millertown	3,004	1.4%	5,921	2.3%	495	2.5%	0.51	6.07
24	Inskip/Breda Rd	4,134	1.9%	8,125	3.2%	670	3.4%	0.51	6.17
31	Magnolia Ave.	23,006	10.5%	16,290	6.3%	1,519	7.8%	1.41	15.15
32	Dandridge	3,870	1.8%	6,124	2.4%	443	2.3%	0.63	8.73
34	Burlington	15,344	7.0%	23,809	9.2%	1,518	7.8%	0.64	10.11
37	Morningside/Riverside	4,698	2.1%	4,360	1.7%	395	2.0%	1.08	11.90
40	South Knoxville	2,127	1.0%	8,063	3.1%	488	2.5%	0.26	4.36
41	Chapman Hwy	18,180	8.3%	20,282	7.9%	995	5.1%	0.90	18.27
42	UT/Ft Sanders Hospitals	5,780	2.6%	8,103	3.1%	988	5.0%	0.71	5.85
44	University Park	5,769	2.6%	604	0.2%	60	0.3%	9.56	96.15
45	Vestal	5,743	2.6%	7,341	2.8%	487	2.5%	0.78	11.79
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		218,710		257,760		19,590		0.85	11.16
LIFT SERVICE		6,674		44,171		3,038		0.15	2.20
TOTAL SCHEDULED SERVICES		225,384		301,931		22,628		0.75	9.96
TOTAL CHARTER SERVICES	TOTAL CHARTER SERVICES			1,009		307		18.49	60.83
GRAND TOTAL ALL KAT SERVICES		243,429		302,940		22,934		0.80	10.61

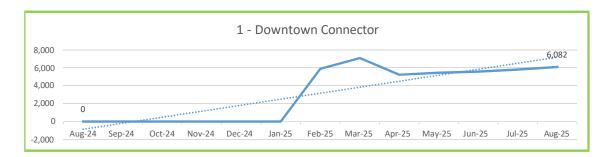
ASA PT SERVICE

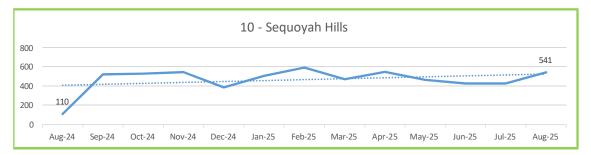


*updated to include 2025 monthly data





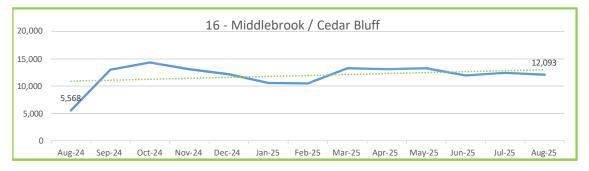












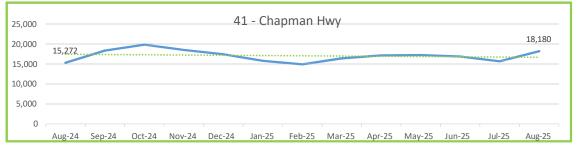


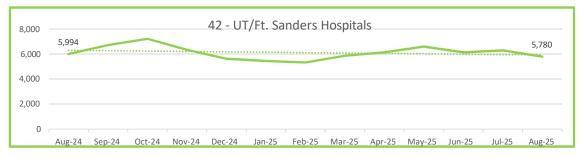






















KAT RIDERSHIP August 2019



ROUTE	# ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	252	361	-30.2%	406	627	-35.2%
11	Kingston Pike	29,834	29,530	1.0%	55,237	55,716	-0.9%
12	Western Ave	13,823	14,171	-2.5%	26,987	26,791	0.7%
13	Beaumont	3,139	3,213	-2.3%	6,492	5,892	10.2%
16	Cedar Bluff Connector	3,230	3,136	3.0%	5,911	6,108	-3.2%
17	Sutherland/Bearden	8,852	7,982	10.9%	16,093	14,407	11.7%
19	Lakeshore / Lonas Connector	473	582	-18.7%	935	1,188	-21.3%
20	Central Ave. / Clinton Hwy	12,738	12,773	-0.3%	24,508	24,444	0.3%
21	Lincoln Park	3,438	4,269	-19.5%	6,547	7,750	-15.5%
22	Broadway	29,018	27,873	4.1%	55,346	51,779	6.9%
23	Millertown	6,281	5,850	7.4%	11,617	11,319	2.6%
24	Inskip/Breda Rd	3,008	2,897	3.8%	5,796	5,589	3.7%
30	Parkridge	3,348	2,980	12.3%	6,548	5,557	17.8%
31	Magnolia Ave.	20,538	21,162	-2.9%	38,619	39,606	-2.5%
32	Dandridge	7,561	6,753	12.0%	14,303	12,799	11.8%
33	M.L.K.	4,111	3,853	6.7%	7,672	7,425	3.3%
34	Burlington	6,856	6,847	0.1%	13,072	12,936	1.1%
40	South Knoxville	4,417	3,603	22.6%	8,316	7,041	18.1%
41	Chapman Hwy	14,356	12,855	11.7%	27,304	24,074	13.4%
42	UT/Ft. Sanders Hospitals	4,051	3,789	6.9%	7,929	7,106	11.6%
44	University Park	4,070	3,370	20.8%	4,070	3,370	20.8%
45	Vestal	5,860	5,595	4.7%	10,849	10,423	4.1%
90	Crosstown	8,399	7,909	6.2%	16,003	15,129	5.8%
	Other	-	-	0.0%	-	-	0.0%
SUBTO	TAL	197,653	191,353	3.3%	370,560	357,076	3.8%
82	Orange Line Trolley	19,143	22,579	-15.2%	39,361	45,451	-13.4%
84	Green Line Trolley	12,649	13,156	-3.9%	26,471	24,923	6.2%
86	Blue Line Trolley	23,796	23,414	1.6%	45,872	44,820	2.3%
88	Red Line Trolley	1,634	-	100.0%	1,634	-	100.0%
SUBTO	TAL	57,222	59,149	-3.3%	113,338	115,194	-1.6%
TOTAL	PASSENGERS WITH TROLLEYS	254,875	250,502	1.7%	483,898	472,270	2.5%
LIFT SE	RVICE	5,849	5,974	-2.1%	11,180	11,440	-2.3%
2 5		3,043	3,317	2.1/0	11,100	±±,++0	2.3/0
TOTAL	SCHEDULED SERVICES	260,724	256,476	1.7%	495,078	483,710	2.4%
TOTAL	CHARTER SERVICES	5,100	535	853.3%	5,616	1,627	245.2%
GRAND	TOTAL ALL KAT SERVICES	265,824	257,011	3.4%	500,694	485,337	3.2%



KAT RIDERSHIP_APC August 2025



ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	6,082	2,848	113.6%	11,880	2,848	317.1%
10	Sequoyah Hills	541	110	391.8%	967	110	779.1%
11	Kingston Pike	28,231	30,985	-8.9%	53,721	55,501	-3.2%
12	Western Ave	10,984	17,739	-38.1%	21,165	35,678	-40.7%
13	Beaumont	_	1,589	-100.0%	-	3,809	-100.0%
15	Woodland Crosstown	12,566	2,633	377.3%	24,304	2,633	823.1%
16	Cedar Bluff Connector	12,093	6,457	87.3%	24,519	10,061	143.7%
17	Sutherland/Bearden	6,937	11,487	-39.6%	12,069	20,691	-41.7%
20	Central Ave/Clinton Hwy	19,558	15,367	27.3%	36,998	28,484	29.9%
21	Lincoln Park	-	3,083	-100.0%	-	6,692	-100.0%
22	Broadway	30,063	31,668	-5.1%	57,317	60,562	-5.4%
23	Millertown	3,004	5,649	-46.8%	5,861	11,403	-48.6%
24	Inskip/Breda Rd	4,134	4,153	-0.5%	8,779	7,558	16.2%
30	Parkridge	-	3,019	-100.0%	-	6,594	-100.0%
31	Magnolia Ave.	23,006	25,542	-9.9%	44,300	48,107	-7.9%
32	Dandridge	3,870	6,937	-44.2%	7,512	13,113	-42.7%
33	M.L.K.	_	4,289	-100.0%	_	9,017	-100.0%
34	Burlington	15,344	9,702	58.2%	28,547	20,030	42.5%
37	Morningside/Riverside	4,698	1,381	240.2%	9,198	1,381	566.0%
40	South Knoxville	2,127	3,891	-45.3%	4,550	7,271	-37.4%
41	Chapman Hwy	18,180	19,686	-7.7%	33,827	37,091	-8.8%
42	UT/Ft Sanders Hospitals	5,780	7,228	-20.0%	12,061	14,424	-16.4%
44	University Park	5,769	17,807	-67.6%	5,769	17,807	-67.6%
45	Vestal	5,743	5,573	3.1%	11,426	10,373	10.2%
90	Crosstown	-	7,066	-100.0%	_	15,926	-100.0%
	Other	_	-	0.0%	_	-	0.0%
SUBTOT		218,710	245,889	-11.1%	414,770	447,164	-7.2%
82	Orange Line Trolley	_	5,586	-100.0%	-	12,543	-100.0%
84	Green Line Trolley	_	7,050	-100.0%	_	15,801	-100.0%
86	Blue Line Trolley	-	16,284		-	37,053	-100.0%
SUBTOT	AL	-	28,920	-100.0%	_	65,397	-100.0%
TOTAL P	ASSENGERS WITH TROLLEYS	218,710	274,809	-20.4%	414,770	512,561	-19.1%
LIFT SEF	RVICE	6,674	6,684	-0.1%	13,262	13,272	-0.1%
		2,01.1	2,000				
KAT CO	NNECT	13	-	100.0%	18	-	100.0%
TOTAL S	CHEDULED SERVICES	225,397	281,493	-19.9%	428,032	525,833	-18.6%
TOTAL (CHARTER SERVICES	_	3,842	-100.0%	14,165	3,872	265.8%
GRAND T	TOTAL ALL KAT SERVICES	225,397	285,335	-21.0%	442,197	529,705	-16.5%

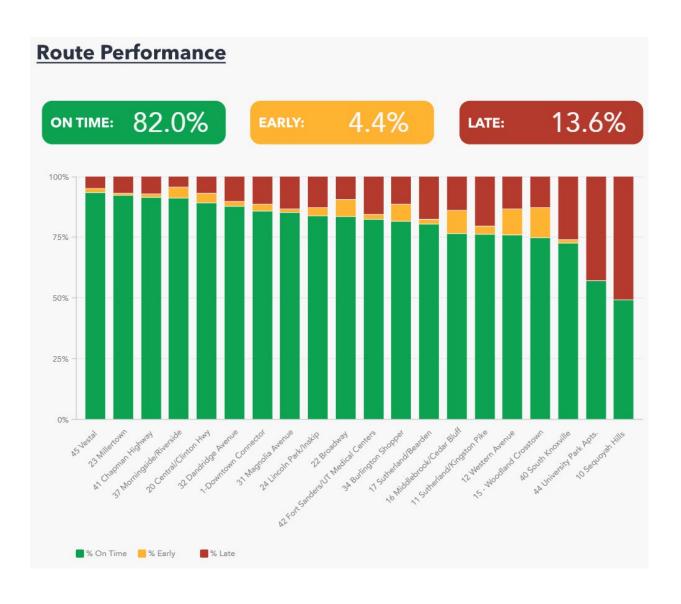


MONTHLY RIDERSHIP

AUGUST REPORT FY2026

							Ineligible	
	Booked	Completed	No-	Unique	Connected	Connected	Trip	On-Time
Month	Trips	Trips	Show/Cancel	Riders	w/ Route 12	w/ Route 20	Requests	Performance
July	14	3	11	9	2	4	8	100%
August	20	13	7	1	8	5	0	76.92%

AUGUST 2025 ON-TIME PERFORMANCE





September 25, 2025

TO: Knoxville Transportation Authority Commissioners

FROM: Isaac Thorne, Executive Director

SUBJECT: Downtown Connector – Zero-Fare Recommendation

Recommendation:

The zero-fare recommendation for the Downtown Connector is a six-month pilot initiative to encourage residents and visitors to utilize the service. The pilot will start on November 1, 2025, and end on June 1, 2026.

Benefits:

The recommendation is being made to encourage residents and visitors to utilize the Downtown Connector. The pilot can increase ridership as the Downtown Connector serves key destinations within the downtown area.

Next Steps:

KAT staff will make the public aware of the zero-fare Downtown Connector recommendation and will hold a public hearing at the KTA meeting in October. The KTA will vote on the recommendation in October.