

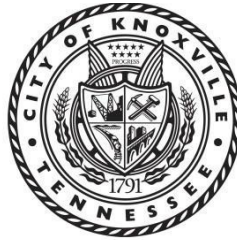
Knoxville Transportation Authority

Meeting Date: Thursday, November 20, 2025



Monthly Report October 2025

Indya Kincannon
MAYOR
(865) 215-2040



CITY OF KNOXVILLE

Knoxville Transportation Authority

Debbie Helsley
CHAIR

Dustin Durham
VICE-CHAIR

Bethany Starritt
RECORDING SECRETARY

Rick Whitted
Aly Taylor
Beth Miller

Mary Thom-Adams
Nancy Nabors
Eboni Winford
Zach Roskop

John Lawhorn
ATTORNEY TO KTA

AGENDA

Thursday, November 20, 2025

City-County Building, Small Assembly Room

- I. Determination of Quorum
- II. Approval of Minutes – September and October
- III. Public Hearing
 - Downtown Connector Zero-Fare Recommendation
 - December Service Adjustments
- IV. Reports
 - a. KTA Chair
 - b. Commissioner's Comments
 - c. Staff
 - i. City of Knoxville Executive Director of Transit
 - ii. TPO Transit Planner
- V. New Business
- VI. Old Business
 - a. Downtown Connector Zero-Fare Recommendation
 - b. December Service Adjustments and Title VI Analysis
- VII. Public Comments
- VIII. Set the next meeting for December 18, 2025 & Adjourn

I. Determination of Quorum

Chair Helsley stated there was no quorum.

II. Approval of Minutes

There was no quorum.

III. Reports

a. KTA Chair

Chair Helsley stated she did not have a report.

b. Commissioner's Comments

There were no commissioner comments.

c. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated that he wanted to bring the recommendation for service adjustments starting on December 1st, 2025, to the attention of the board. He stated that KAT's ongoing issue with staffing has continued, despite bringing in new classes every week. He continued that a new emergency federal rule had been issued that has stopped states from issuing non-domiciled CDL's and it has caused delays in issuing CDL permits, and without that, trainees cannot obtain their permanent CDL. He stated that KAT had trainees wait 1-3 weeks before obtaining their permit, which has taken a toll on getting new drivers on the road. He stated that for that reason, KAT is proposing service adjustments to start on December 1st.

Mr. Tennessee stated that Route 12 weekday service will go from every 30 minutes to 60 minutes, leaving Knoxville Station at :45 minutes after the hour. He stated Route 15 will also go from 30-minute service to 60-minute service, departing from the station at :15 minutes after the hour. He continued stating that Route 17 will be temporarily suspended, due to service provided from Route 11 on Sutherland Avenue; the service along that corridor will go from 15-minute service to 30-minute service. Route 20 service will go from 30-minute service to 60-minute service and depart from the station at :15 minutes after the hour. Route 42 will change from 30-minute service to 60-minute service, departing the station at :15 minutes after the hour.

Mr. Tennessee stated on Saturday's, KAT will reduce service on Routes 12, 15, 20, and 42 from 30-minute service to 60-minute service. On Sunday, Routes 12, 20, and 42 will change from 30-minute service to 60-minute service. Route 17 will continue the 60-minute frequency and continue the 30-minute frequency on Sutherland Avenue.

Mr. Tennessee stated that KAT hopes these service adjustments will provide them with adequate staffing needs. Mr. Thorne stated KAT wants to be precise with what is eliminated, because they understand the affect it will have on passengers. He stated there had been many discussions regarding staffing levels and whether service reduction would be the right decision. He continued that the biggest problem that is being faced is placing the operators and passengers in jeopardy with safety issues. He continued stating, KAT wanted to reduce service in areas that would be less detrimental to customers. He stated that once KAT begins to gain staffing, they will begin to bring back full service incrementally among routes.

Mr. Tennessee stated KAT had been struggling with the decision for 3-4 months, stating they have been able to maintain full service, but are not certain how much longer it can be maintained. He continued stating, KAT wants to keep the proposal set for December 1st, but that if staffing levels were to rise before December 1st, KAT would postpone service adjustments. Mr. Thorne then stated that a public hearing will be held in November's meeting, a Title VI analysis will be provided, and the KTA Board will be able to vote for this recommendation.

Chair Helsley asked if KAT had lost many operators to cause this recommendation, to which Mr. Thorne stated that KAT had been bouncing from 170-150 operators for several months. He stated that KAT would be comfortable operating at full service with 180 operators, but that the end goal is to have 200 operators. He continued that while 200 operators may not be obtainable, he knows KAT can operate safely at 180. He stated that currently, KAT is at 153 operators, which has led to dispatchers and supervisors making daily decisions on what service to reduce and cut. He stated it wasn't fair to passengers who may stand at a stop waiting for a bus that never arrives.

Commissioner Miller asked how many trainees are in the class waiting on permits. Mr. Thorne stated that they had 11 trainees and that none were waiting for their CDL permit now, but that four new trainees had started on Monday and would be taking their CDL permit exams the following week. He stated they would have to wait to see if this delay happens again, but that one setback is that the number provided to call continues to state that nothing can be done. He then clarified that the issue is not just currently in Tennessee, but is statewide and other agencies have expressed the same issues.

ii. TPO Transit Planner

Mr. Burton was not in attendance.

IV. New Business

There was no new business.

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 November 20, 2025 at the City-County Building at 3:00 pm.

Respectfully Submitted,
Bethany H. Starritt
KTA Recording Secretary

For SYSTEM PERFORMANCE REPORT: October 2025

FISCAL YEAR-TO-DATE

FIXED ROUTE SERVICE

Variance

System Generated Revenue

449,080.24

368,809.68

\$ 80,270.56

account code

Farebox Revenue

507001-5711

226,571.23

163,123.46

\$ 63,447.77

Misc. Subsidies

507001-5715

53,644.33

-

\$ 53,644.33

Photo ID Sales

507001-5727

843.00

8.00

\$ 835.00

Pass Sales

507001-5730

168,021.68

205,678.22

\$ (37,656.54)

UT Trolley Subsidy

507002-5718

\$ -

Miscellaneous Revenue

\$ 39,143.10

\$ 7,684.69

\$ 31,458.41

Insurance Proceeds

507001-5416

33,817.50

-

Equipment

507004-5642

4,552.00

-

Records - Copy Reimb

507001-5492

773.60

7,684.69

Sale Of/And Loss Fixed Asset

507001-5630

Commission, Lift tickets, Tickets

507001-5699

DEMAND RESPONSE

System Generated Revenue

48,236.32

40,097.95

\$ 8,138.37

Farebox Revenue

507003-5711

20,142.05

22,345.57

\$ (2,203.52)

Pass Sales

507003-5730

28,094.27

17,752.38

\$ 10,341.89

Football Shuttles(charter)

507001-5722

15,100.00

\$ 15,100.00

Other Charters - Boyd Sports, LLC

507001-5725

143,744.00

\$ 143,744.00

Trolley Charters

507002-5725

-

\$ -

\$695,304

\$416,592

\$278,711

KAT
KNOXVILLE AREA TRANSIT
ROUTE PERFORMANCE REPORT
October 2025

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	6,425	2.7%	7,048	2.7%	977	4.7%	0.91	6.58
10	Sequoyah Hills	748	0.3%	1,449	0.6%	132	0.6%	0.52	5.66
11	Kingston Pike	30,628	13.0%	25,424	9.7%	2,065	9.9%	1.20	14.83
12	Western Ave	11,269	4.8%	23,926	9.1%	1,619	7.8%	0.47	6.96
15	Woodland Crosstown	12,856	5.5%	24,215	9.2%	2,015	9.7%	0.53	6.38
16	Cedar Bluff Connector	13,787	5.9%	22,678	8.7%	1,502	7.2%	0.61	9.18
17	Sutherland/Bearden	8,060	3.4%	8,064	3.1%	658	3.2%	1.00	12.24
20	Central Ave/Clinton Hwy	19,925	8.5%	21,216	8.1%	1,640	7.9%	0.94	12.15
22	Broadway	30,003	12.8%	17,070	6.5%	1,623	7.8%	1.76	18.49
23	Millertown	2,666	1.1%	6,144	2.3%	532	2.5%	0.43	5.01
24	Inskip/Breda Rd	4,188	1.8%	8,162	3.1%	715	3.4%	0.51	5.86
31	Magnolia Ave.	24,082	10.2%	16,946	6.5%	1,637	7.9%	1.42	14.71
32	Dandridge	4,010	1.7%	6,173	2.4%	473	2.3%	0.65	8.48
34	Burlington	16,935	7.2%	24,126	9.2%	1,624	7.8%	0.70	10.43
37	Morningside/Riverside	4,716	2.0%	4,465	1.7%	423	2.0%	1.06	11.16
40	South Knoxville	2,757	1.2%	8,138	3.1%	521	2.5%	0.34	5.29
41	Chapman Hwy	17,635	7.5%	20,568	7.8%	1,064	5.1%	0.86	16.58
42	UT/Ft Sanders Hospitals	4,711	2.0%	8,225	3.1%	1,058	5.1%	0.57	4.45
44	University Park	12,847	5.5%	604	0.2%	60	0.3%	21.28	214.12
45	Vestal	6,746	2.9%	7,409	2.8%	520	2.5%	0.91	12.98
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		234,994		262,049		20,857		0.90	11.27
LIFT SERVICE		6,809		44,824		3,220		0.15	2.11
TOTAL SCHEDULED SERVICES		241,803		306,873		24,077		0.79	10.04
TOTAL CHARTER SERVICES		4,694		481		136		9.76	34.48
GRAND TOTAL ALL KAT SERVICES		245,880		307,354		24,213		0.80	10.15



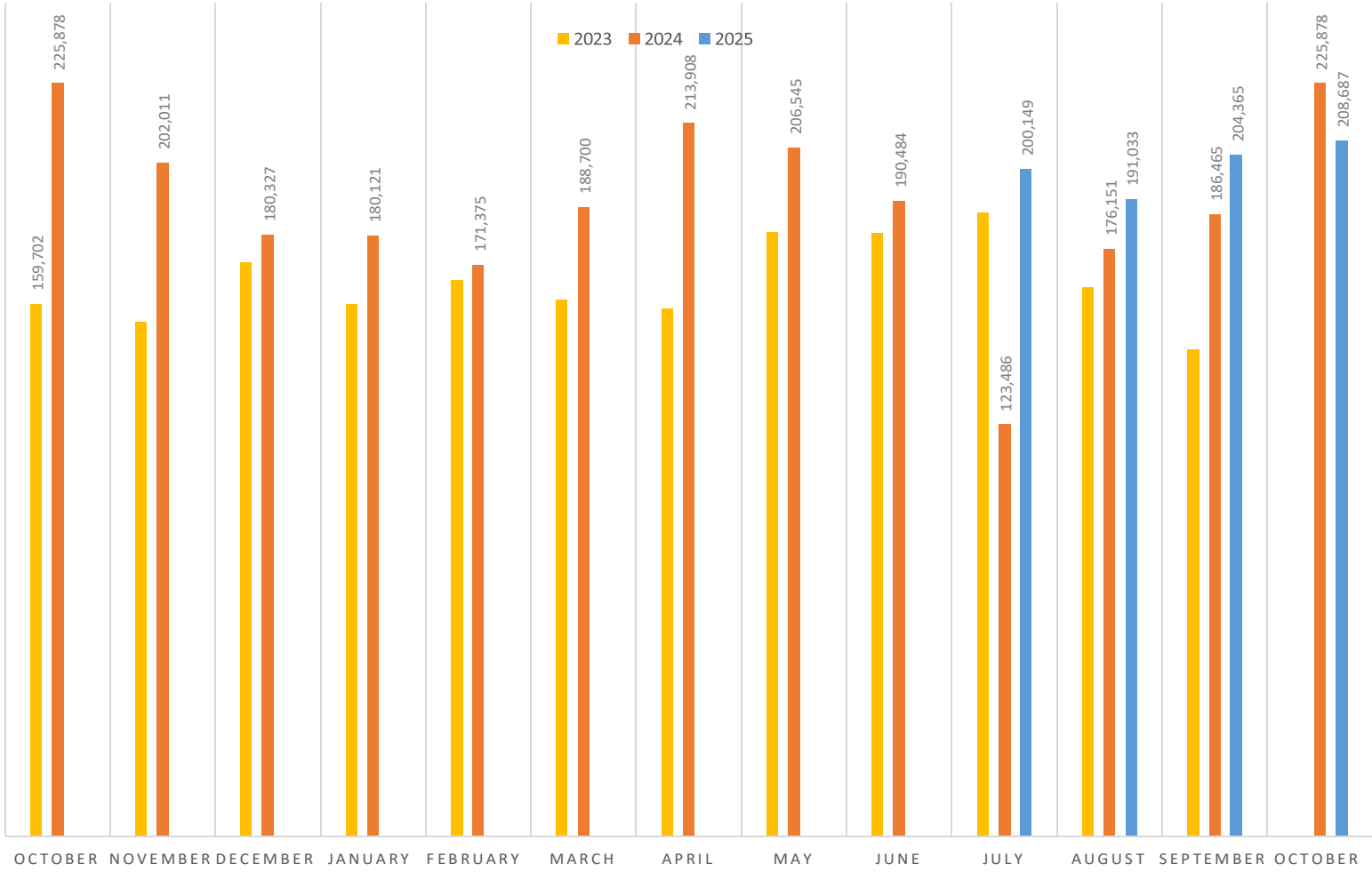
KNOXVILLE AREA TRANSIT

SYSTEM PERFORMANCE REPORT

October 2025

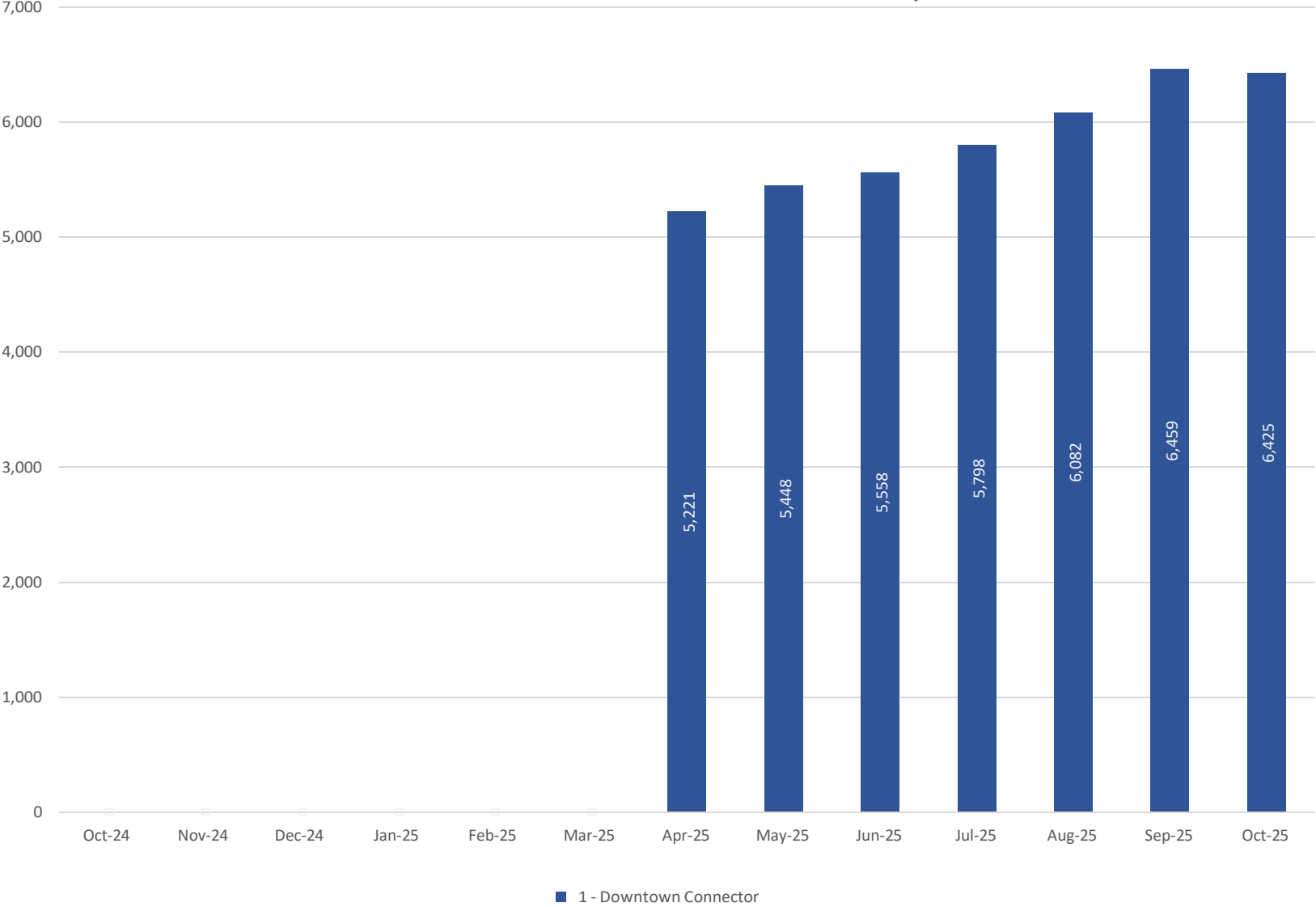
	<u>THIS MONTH</u>			<u>FISCAL YEAR-TO-DATE</u>		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	234,994	254,021	-7%	871,237	886,147	-2%
System Generated Revenue		\$0		\$449,080	\$368,810	22%
Revenue Veh. Miles	262,049	245,358	7%	1,019,855	921,775	11%
Revenue Veh. Hours	20,857	18,169	15%	79,122	68,694	15%
Passengers/Mile	0.90	1.04	-13%	0.85	0.96	-11%
Passengers/Hour	11.27	13.98	-19%	11.01	12.90	-15%
Preventable Accidents	3	8	-63%	15	24	-38%
Mechanical Road Calls	63	39	62%	243	173	40%
Accidents/100,000 Miles	1.14	3.26	-65%	1.47	2.60	-44%
Miles/Road Failure	4,160	6,291	-34%	4,197	5,328	-21%
	0					
DEMAND RESPONSE						
		0			0	
Total Passengers	6,809	6,409	6%	26,915	25,443	6%
System Generated Revenue		\$0		\$48,236	\$40,098	20%
Revenue Veh. Miles	44,824	42,661	5%	172,315	168,006	3%
Revenue Veh. Hours	3,220	3,190	1%	12,755	12,853	-1%
Passengers/Mile	0.15	0.15	1%	0.16	0.15	3%
Passengers/Hour	2.11	2.01	5%	2.11	1.98	7%
Preventable Accidents	0.00	0.00	0%	0	1	-100%
Mechanical Road Calls	4.00	4.00	0%	13	22	-41%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.60	-100%
Miles/Road Failure	11,206	10,665	5%	13,255	7,637	74%
	0					
CHARTER SERVICE						
		0			0	
Charters	0	276	-100%	0	416	-100%
Sports Charters	617	6,047	-90%	42,299	13,564	212%
Total Passengers	617	6,323	-90%	42,299	13,980	203%
Revenue		\$0				0%
Football Shuttle Charters		\$0		\$15,100	\$1,700	788%
Other Sports Charters - Boyd Sports, LLC		\$0		\$143,744	\$0	0%
Total Miles	481	482	0%	4,720	1,064	344%
Total Hours	136.1	183.0	-26%	1,202	327	268%

FIXED ROUTE RIDERSHIP BY MONTH

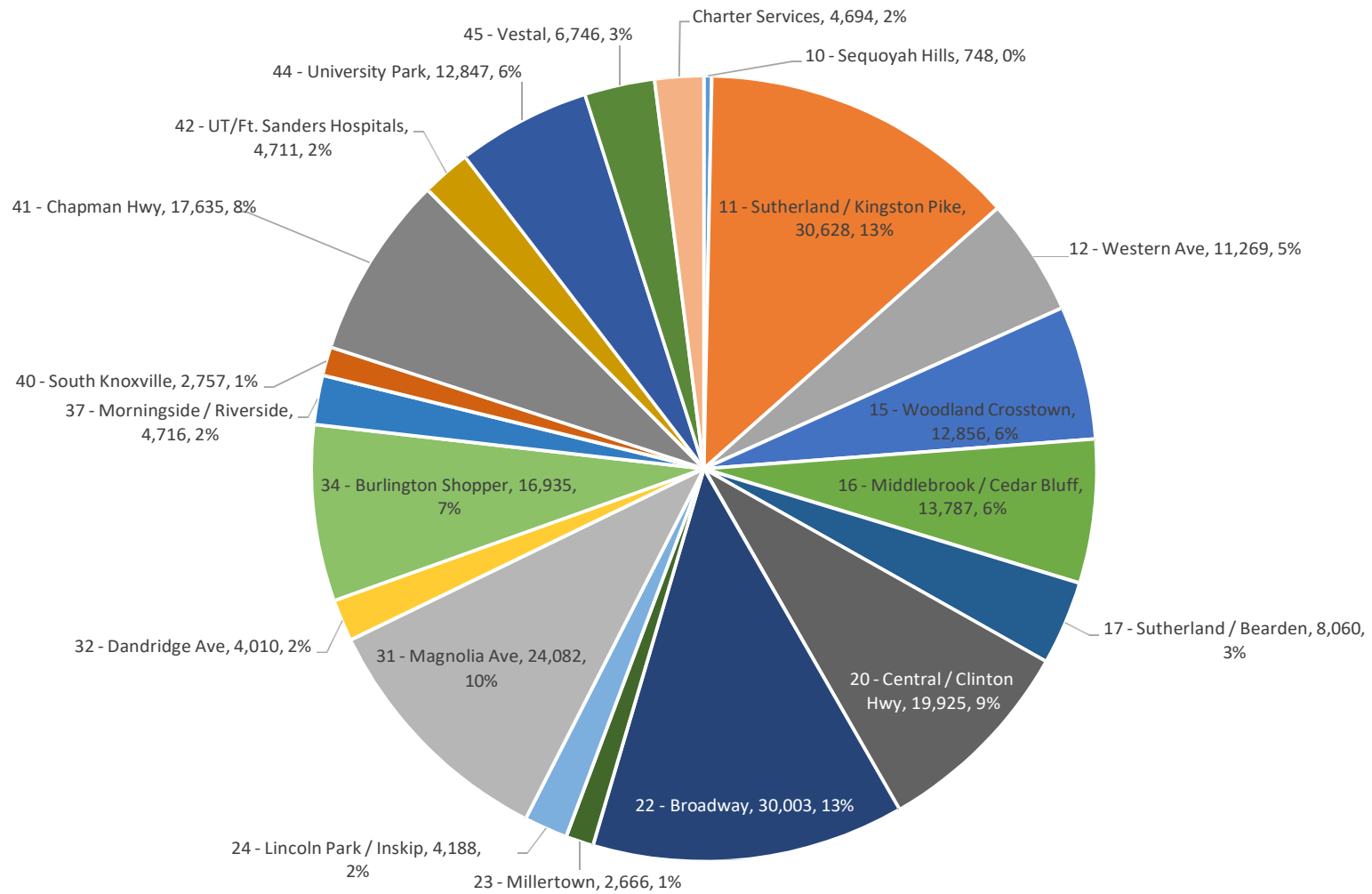


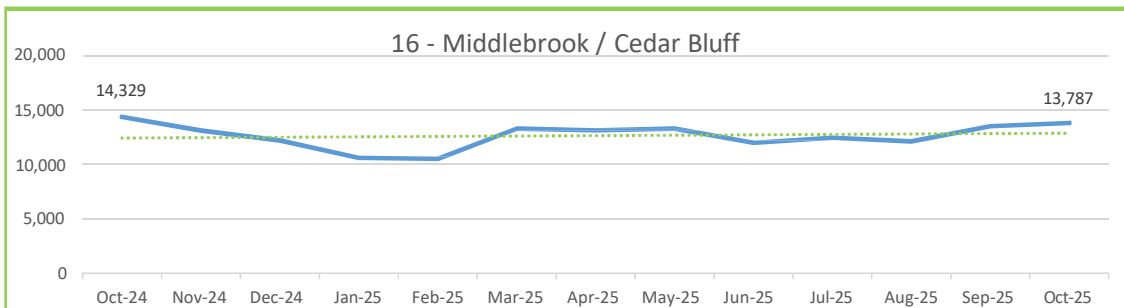
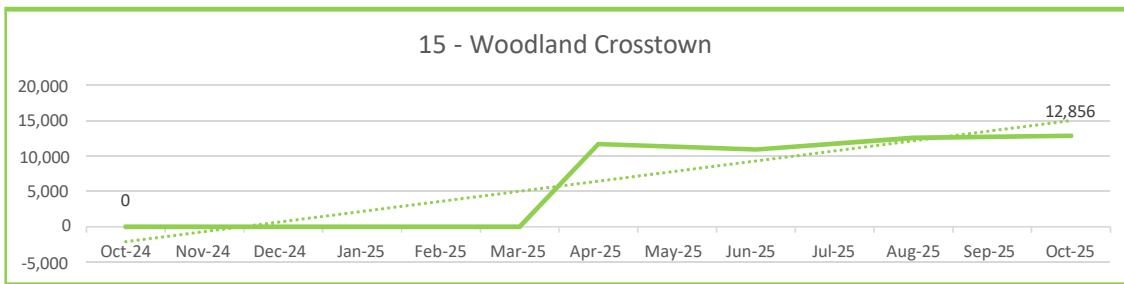
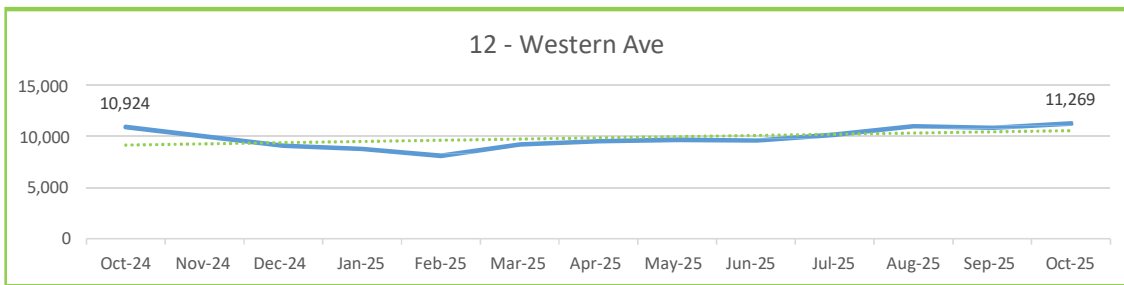
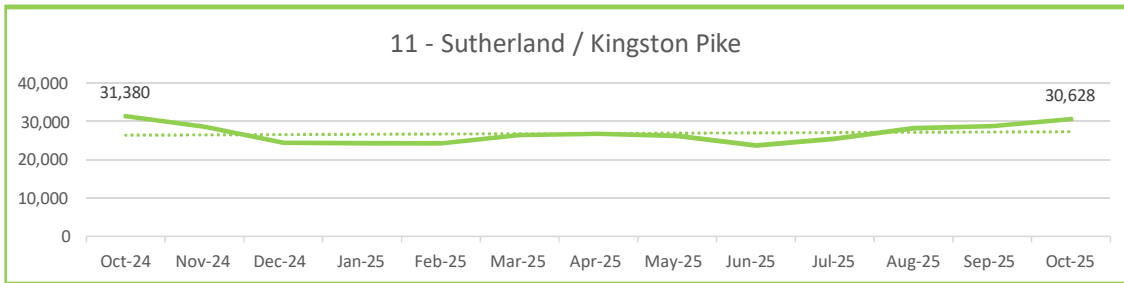
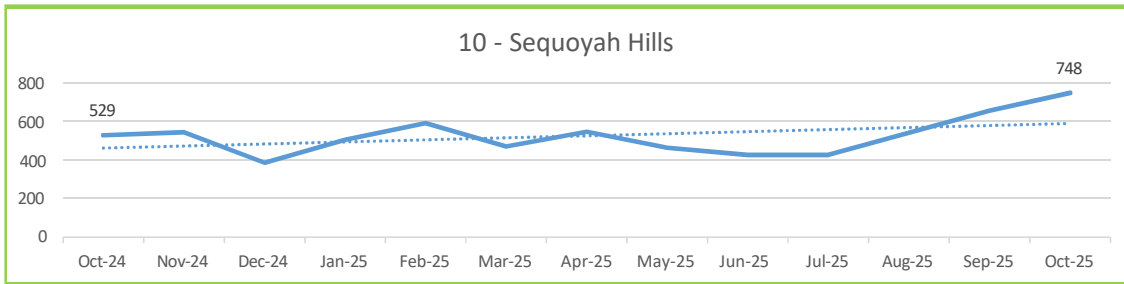
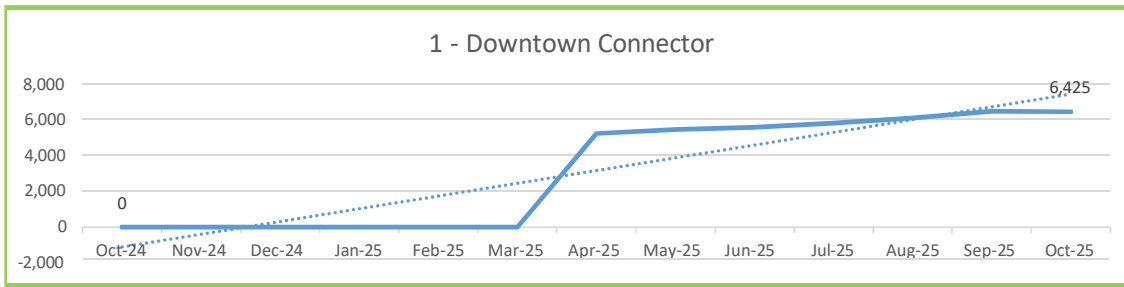
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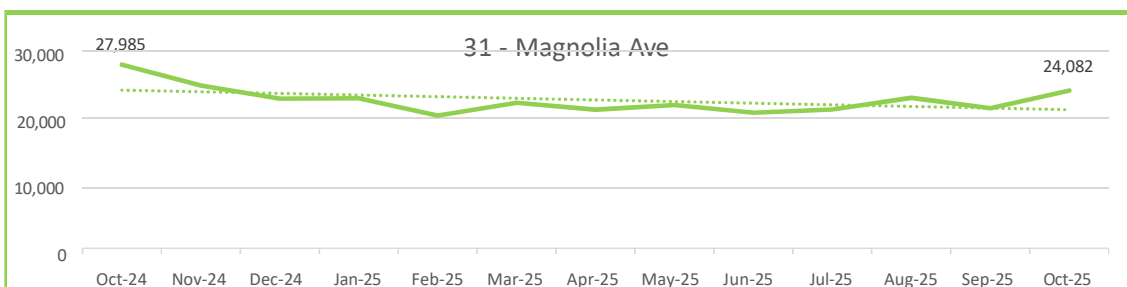
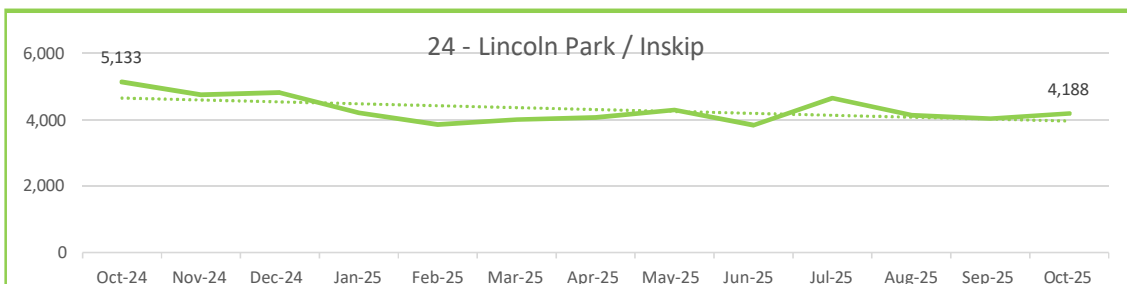
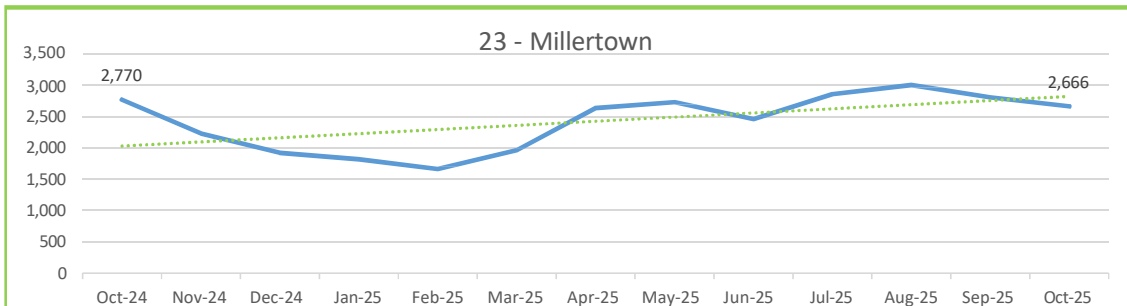
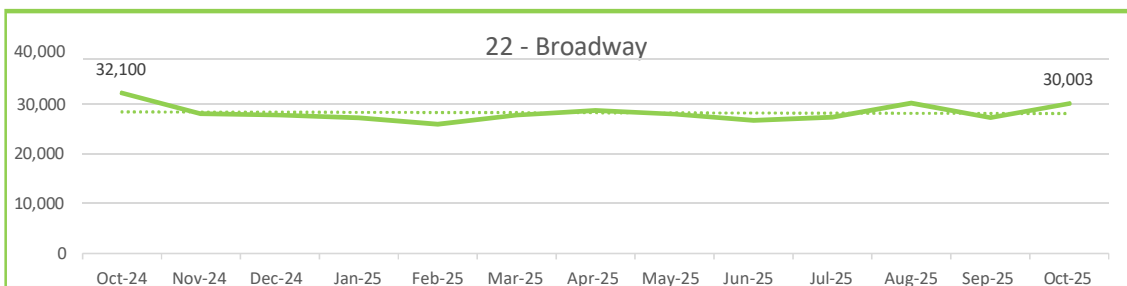
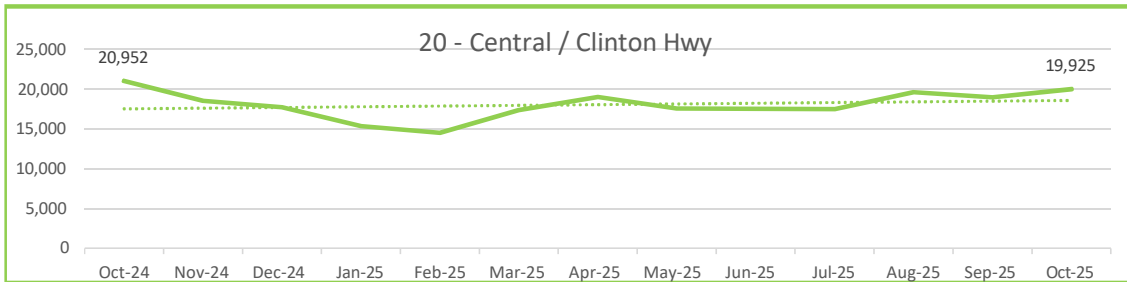
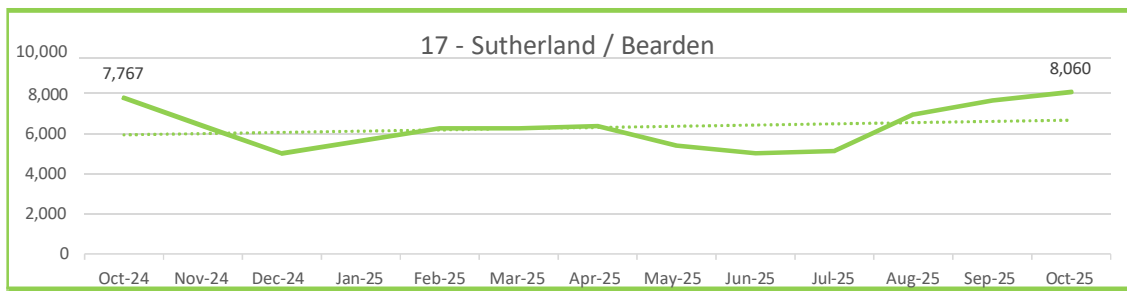
1 - Downtown Connector Ridership

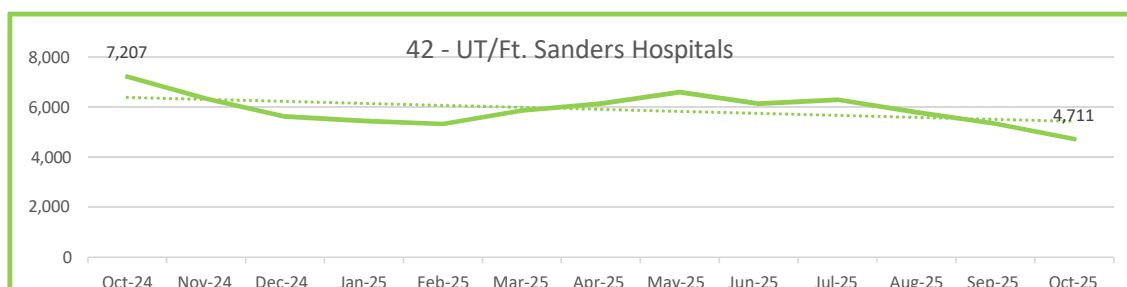
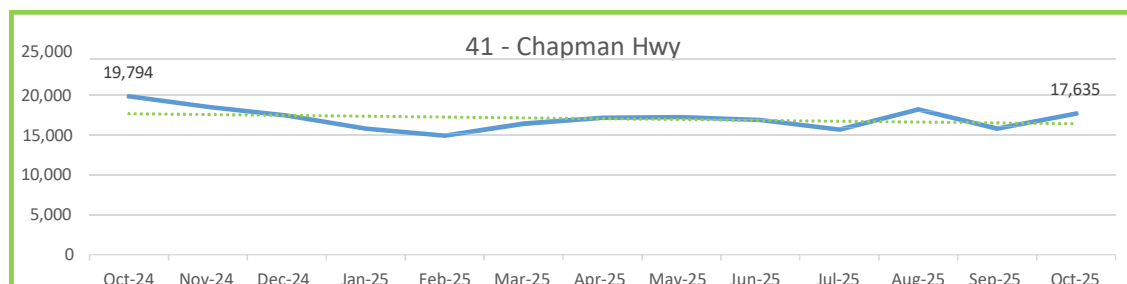
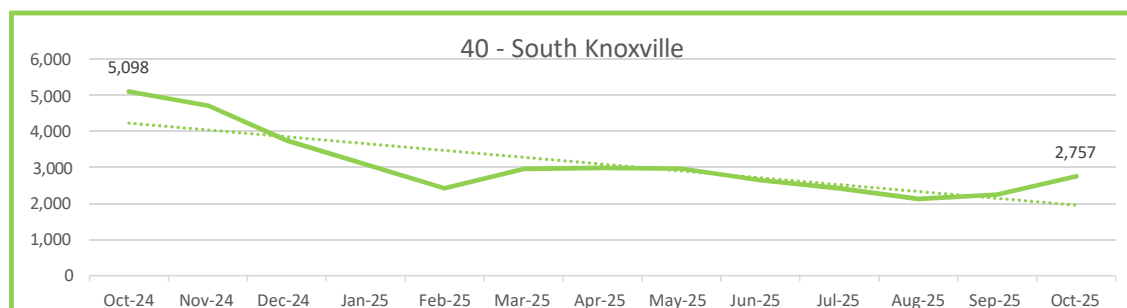
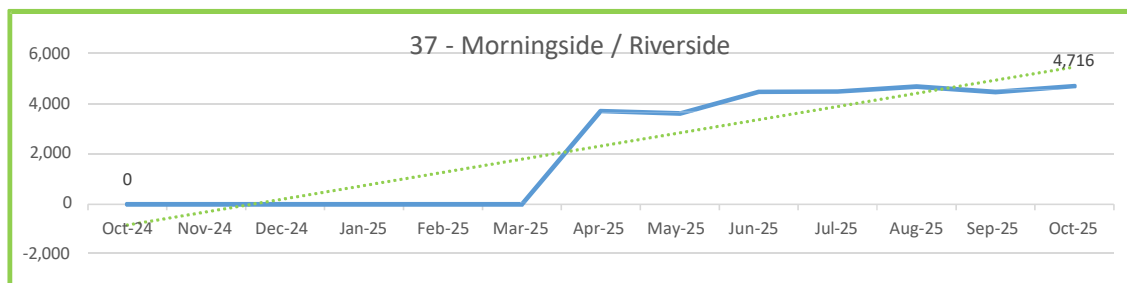
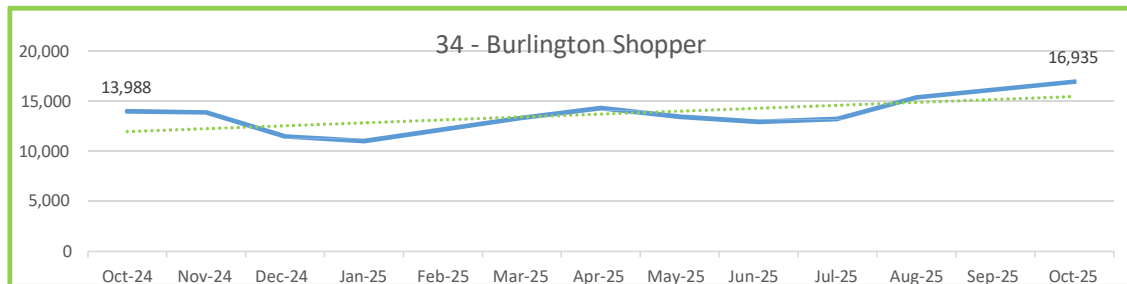
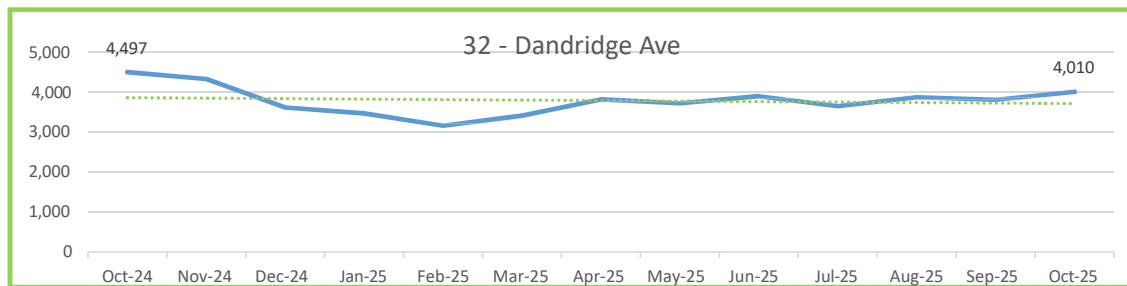


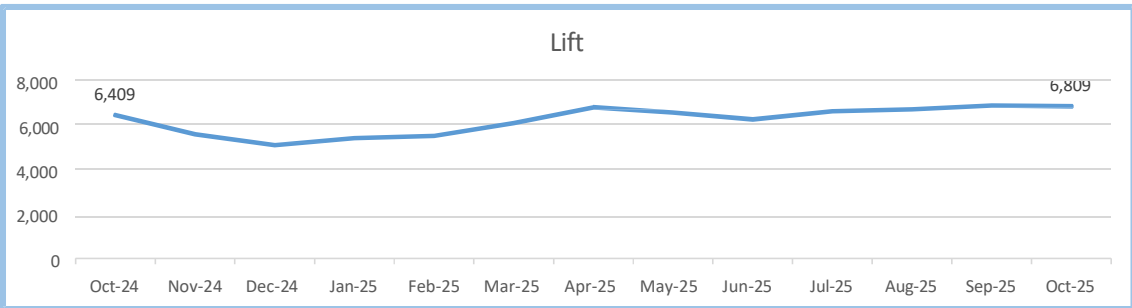
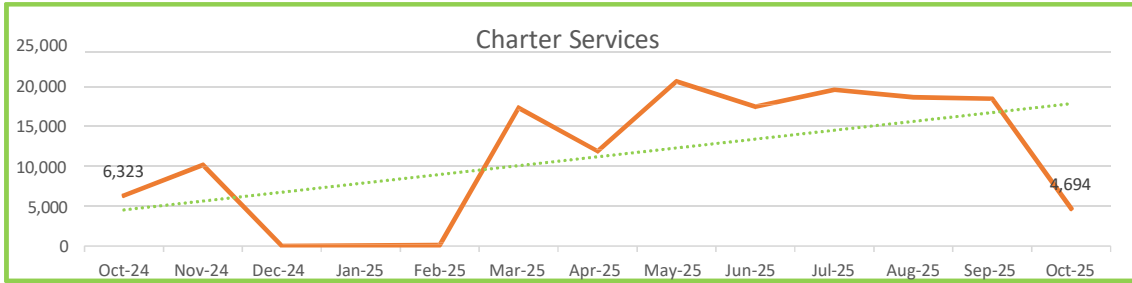
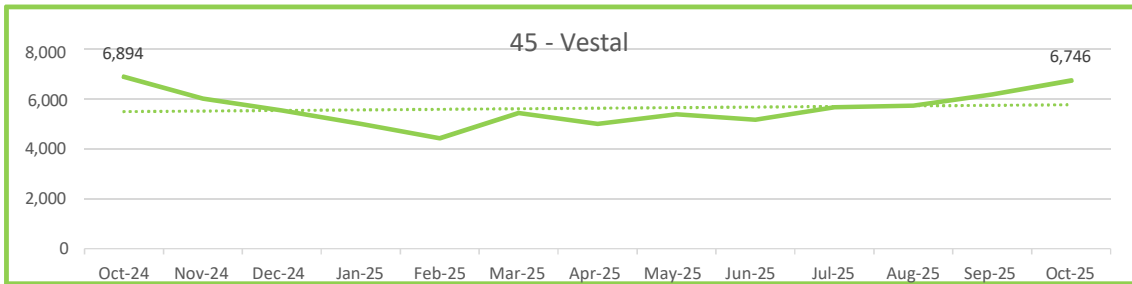
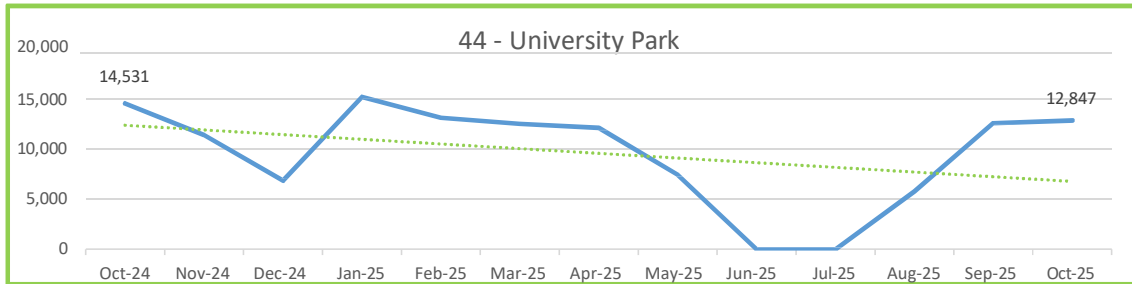
October 2025 System Ridership by Route













KAT RIDERSHIP

October 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	452	447	1.1%	1,180	1,578	-25.2%
11	Kingston Pike	30,483	30,270	0.7%	114,081	113,912	0.1%
12	Western Ave	13,419	15,145	-11.4%	52,958	55,490	-4.6%
13	Beaumont	3,195	3,463	-7.7%	12,475	12,187	2.4%
16	Cedar Bluff Connector	3,368	3,151	6.9%	12,425	12,214	1.7%
17	Sutherland/Bearden	9,505	8,456	12.4%	34,902	30,794	13.3%
19	Lakeshore / Lonas Connector	621	594	4.5%	2,037	2,346	-13.2%
20	Central Ave. / Clinton Hwy	13,071	12,111	7.9%	49,730	47,762	4.1%
21	Lincoln Park	3,276	4,096	-20.0%	12,608	15,458	-18.4%
22	Broadway	25,853	28,543	-9.4%	106,533	106,021	0.5%
23	Millertown	5,838	5,390	8.3%	22,876	21,680	5.5%
24	Inskip/Breda Rd	3,031	2,803	8.1%	11,811	10,895	8.4%
30	Parkridge	3,526	3,011	17.1%	13,233	11,185	18.3%
31	Magnolia Ave.	20,246	21,635	-6.4%	78,330	80,990	-3.3%
32	Dandridge	7,634	7,195	6.1%	28,125	26,423	6.4%
33	M.L.K.	3,978	3,734	6.5%	15,472	14,785	4.6%
34	Burlington	6,246	6,355	-1.7%	25,043	25,256	-0.8%
40	South Knoxville	4,718	3,441	37.1%	17,360	13,876	25.1%
41	Chapman Hwy	14,462	13,322	8.6%	55,308	49,242	12.3%
42	UT/Ft. Sanders Hospitals	3,816	3,725	2.4%	15,493	14,364	7.9%
44	University Park	9,359	9,889	-5.4%	23,080	21,759	6.1%
45	Vestal	5,884	5,595	5.2%	21,913	21,169	3.5%
90	Crosstown	7,509	8,336	-9.9%	30,666	30,580	0.3%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		199,490	200,707	-0.6%	757,639	739,966	2.4%
82	Orange Line Trolley	16,746	20,528	-18.4%	73,685	85,963	-14.3%
84	Green Line Trolley	10,532	9,808	7.4%	47,244	44,004	7.4%
86	Blue Line Trolley	20,941	22,942	-8.7%	85,871	86,622	-0.9%
88	Red Line Trolley	3,281	-	100.0%	8,192	-	100.0%
SUBTOTAL		51,500	53,278	-3.3%	214,992	216,589	-0.7%
TOTAL PASSENGERS WITH TROLLEYS		250,990	253,985	-1.2%	972,631	956,555	1.7%
LIFT SERVICE		6,235	6,557	-4.9%	22,952	22,688	1.2%
TOTAL SCHEDULED SERVICES		257,225	260,542	-1.3%	995,583	979,243	1.7%
TOTAL CHARTER SERVICES		13,748	6,945	98.0%	28,374	27,886	1.7%
GRAND TOTAL ALL KAT SERVICES		270,973	267,487	1.3%	1,023,957	1,007,129	1.7%

OCTOBER 2025

RIDERSHIP

Ridership

Total Boardings:

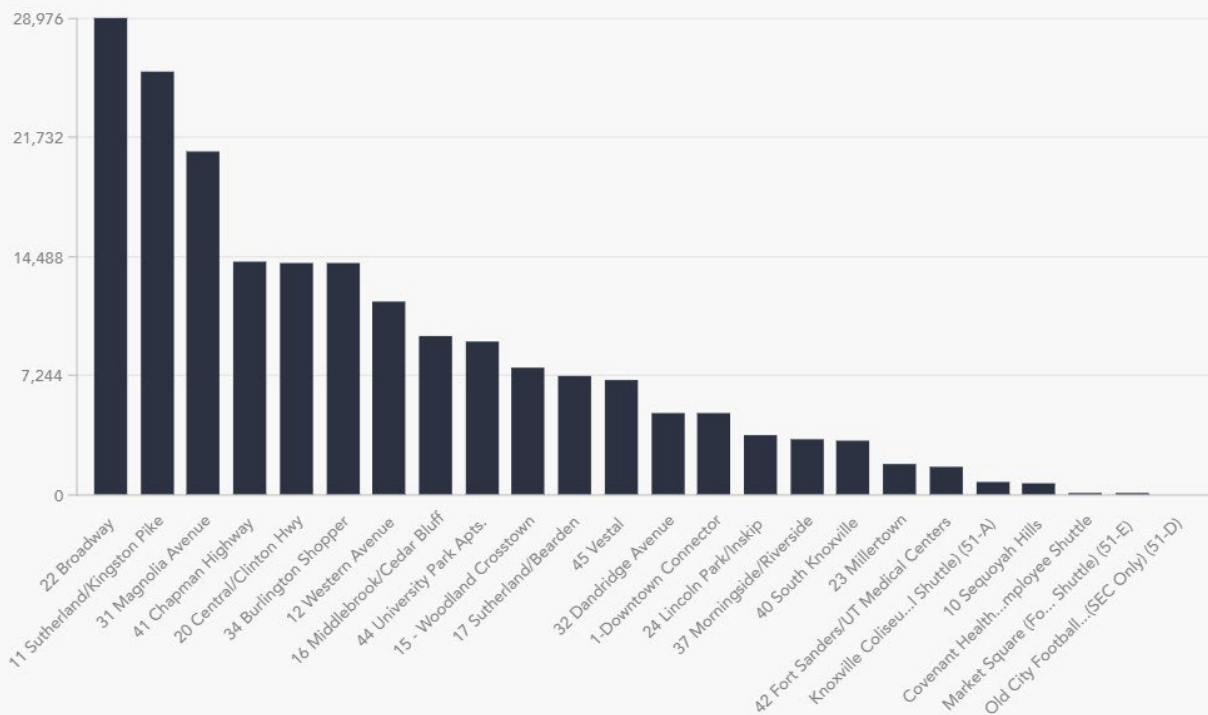
195,658

Change from
previous period:

-1%

Change from same
period last year:

-19%





MONTHLY RIDERSHIP
OCTOBER REPORT FY2026

Month	Booked Trips	Completed Trips	No-Show/Cancel	Unique Riders	Connected w/ Route 12	Connected w/ Route 20	Ineligible Trip Requests	On-Time Performance
July	14	3	11	9	2	4	8	100%
August	20	13	7	1	8	5	0	76.92%
September	2	1	1	1	0	1	0	100%
October	6	4	2	2	2	4	0	100%

OCTOBER 2025

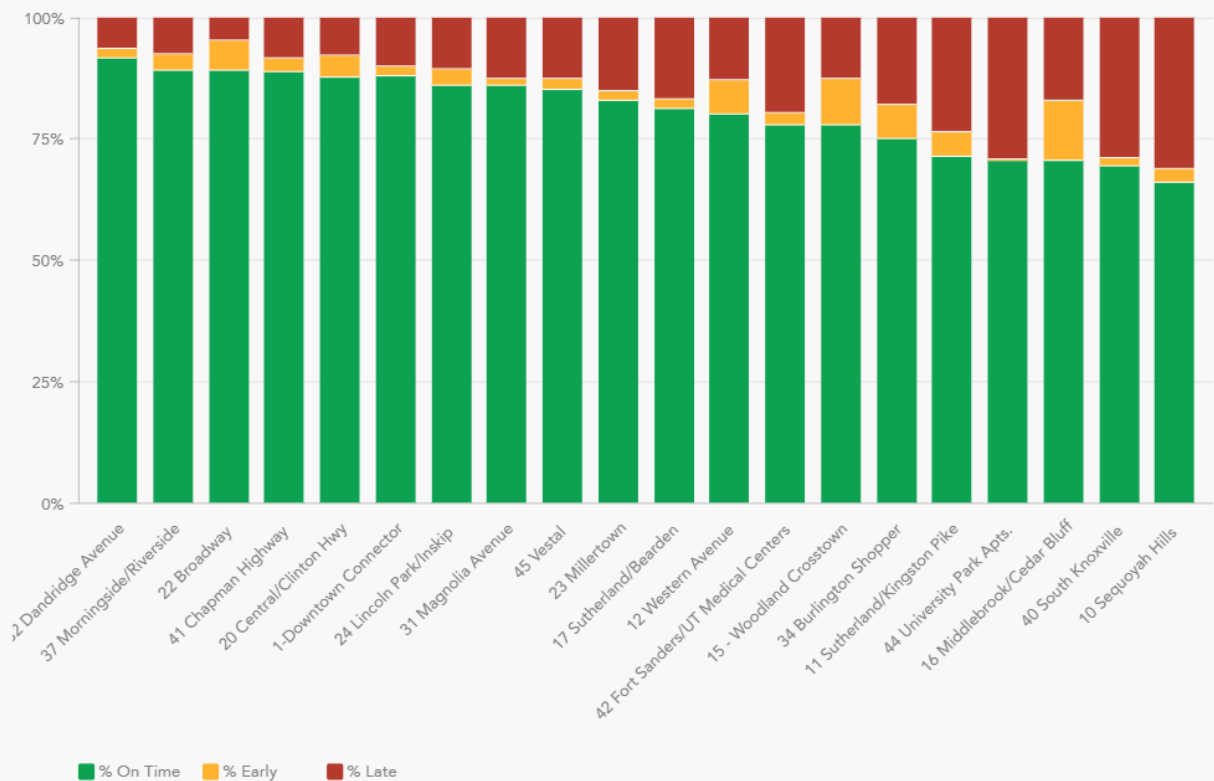
ON-TIME PERFORMANCE

Route Performance

ON TIME: 81.1%

EARLY: 4.2%

LATE: 14.7%



**RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY**

A Resolution of the Knoxville Transportation Authority Approving the Downtown Connector zero-fare six-month pilot.

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes and fares; and

WHEREAS, The KTA has held a public hearing to receive comments and feedback on the proposed Downtown Connector zero-fare pilot; and

WHEREAS, The KTA has been provided the Downtown Connector zero-fare proposal, and

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

The Knoxville Transportation Authority, after review, approves the Downtown Connector zero-fare pilot from November 23, 2025 to May 23, 2026.

Chair, Knoxville Transportation Authority

Date



November 20, 2025

TO: Knoxville Transportation Authority Commissioners

FROM: Isaac Thorne, Executive Director

SUBJECT: Downtown Connector – Zero Fare Recommendation

Recommendation:

The zero fare recommendation for Downtown Connector is a six-month pilot initiative to encourage residents and visitors to utilize the service. The pilot will start November 23, 2025 and end on May 23, 2026.

Background:

The recommendation was first discussed at the September, KTA meeting. The purpose was to inform KTA Commissioners and to make the public aware of the zero fare Downtown Connector recommendation.

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.

**RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY**

A Resolution of the Knoxville Transportation Authority approving December 1, 2025 route adjustments and Title VI Analysis

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes; and

WHEREAS, The KTA has held a public meeting to receive comments and feedback on the proposed December 2025 route adjustments; and

WHEREAS, The KTA has been provided the December 2025 route adjustments, and

WHEREAS, the KTA has been provided with the Title VI Analysis of the proposed route adjustments, to be fully implemented on December 1, 2025

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

The Knoxville Transportation Authority, after review, approves the Title VI Analysis for December 1, 2025 route adjustments.

Chair, Knoxville Transportation Authority

Date



November 20, 2025

TO: Knoxville Transportation Authority Commissioners

FROM: Isaac Thorne, Executive Director

SUBJECT: Service Adjustments – December 1, 2025

Recommendation:

To maintain safe and reliable service with available staffing, KAT is recommending a service adjustment plan. The recommendation is designed to preserve essential service while minimizing disruption and allowing flexibility as staffing conditions evolve.

While we are continuously recruiting, hiring and training new operators, these shortages cause us to modify our routes without the ability to provide advanced notice to our customers. The proposed service adjustments will allow us to provide consistent service that our customers can count on.

Background:

The recommendation was first discussed at the October, KTA meeting. The purpose was to inform KTA Commissioners and to make the public aware of the Service Adjustments recommendation.

Staff met several times in September to discuss possible service adjustment due to a workforce shortage. The decision to make a recommendation in October is due to the number of service hours being suspended due to the lack of work force.

Route Adjustments:

Weekday Adjustments:

- Route 12: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :45 after the hour.
- Route 15: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.
- Route 17: Service temporarily suspended.



- Route 20: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.
- Route 42: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Saturday Adjustments:

- Route 12: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :45 after the hour.
- Route 15: Frequency adjustment from every 30-minutes to every 60-minutes, departing Knoxville Station as :15 after the hour.
- Route 20: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.
- Route 42: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Sunday Adjustments:

- Route 12: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :45 after the hour.
- Route 17: Will continue current 60 frequency and service schedule.
- Route 20: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.
- Route 42: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Title VI Analysis

KAT Proposed Service Modifications Effective December 1, 2025

(Prepared for November 20, 2025 KTA Review)

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.

This proposed service change is a temporary measure to alleviate operator staffing shortfalls brought about by delays in obtaining commercial driver's license due to a backlog at a national level. KAT anticipates that when this backlog is remedied operator staffing levels will return to standards required for providing the previous, or "regular" service levels.

Proposed Service Modifications Effective December 1st, 2025:

Weekday Adjustments:

Route 12: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :45 after the hour.

Route 15: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Route 17: Service temporarily suspended.

Route 20: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Route 42: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Saturday Adjustments:

Route 12: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :45 after the hour.

Route 15: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Route 20: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Route 42: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Sunday Adjustments:

Route 12: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :45 after the hour.

Route 17: Will continue current 60-minute frequency and service schedule.

Route 20: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

Route 42: Frequency adjustment from every 30-minutes to every 60-minutes; departing Knoxville Station as :15 after the hour.

SUMMARY OF FINDINGS

The attached information provides details on the proposed changes. All routes with proposed changes constitute a major service change as they exceed the +/- 25% total change in service. Collectively, these changes represent a 16.59% decrease in service to the overall network. This chart compares revenue mileage and revenue hour changes from August to December 2025

Route	Aug Total Hours	Dec Total Hours	Revenue Hour Change	Aug Total Dist.	Dec Total Dist.	Revenue Mile Change	Total Service Change
1	313:25	313:25	0.00%	1973.13	1973.13	0.00%	0.00%
10	28:45	28:45	0.00%	314.97	314.97	0.00%	0.00%
11	446:47	446:47	0.00%	5678.69	5678.69	0.00%	0.00%
12	352:31	181:11	-48.60%	5286.5	2663.58	-49.62%	-49.11%
15	435:43	241:43	-44.52%	5412.66	3021.87	-44.17%	-44.35%
16	327:48	327:41	-0.04%	5170.38	5170.88	0.01%	-0.01%
17	144:35	11:15	-92.22%	1770.09	131	-92.60%	-92.41%
20	357:07	183:39	-48.57%	4766.27	2448.86	-48.62%	-48.60%
22	353:08	353:08	0.00%	3835.83	3835.83	0.00%	0.00%
23	117:20	117:20	0.00%	1365.77	1365.77	0.00%	0.00%
24	153:59	153:59	0.00%	1839.52	1839.52	0.00%	0.00%
31	356:13	357:28	0.35%	3762.95	3782.95	0.53%	0.44%
32	103:13	103:13	0.00%	1389.23	1389.23	0.00%	0.00%
34	353:37	353:37	0.00%	5385.33	5385.33	0.00%	0.00%
37	90:22	90:22	0.00%	998.04	998.04	0.00%	0.00%
40	113:33	113:33	0.00%	1830.3	1830.3	0.00%	0.00%
41	231:25	231:25	0.00%	4616.63	4616.63	0.00%	0.00%
42	229:50	119:25	-48.04%	1845.39	969	-47.49%	-47.77%
44	62:30	62:30	0.00%	635.09	635.09	0.00%	0.00%
45	113:17	113:17	0.00%	1666.47	1666.47	0.00%	0.00%
Totals	4685:08	3903:43	-16.68%	59543.24	49717.13	-16.50%	-16.59%

DEFINITIONS

Major Service Change

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion): or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

If a change is determined to fit this definition, KAT staff will conduct a service equity analysis, according to FTA circulars 4702.1B and 4703.1,

Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the low income population, then an additional review will take place (alternatives evaluation). In this instance, KAT staff explored several alternatives that would serve the same objectives but had a greater negative impact on a low income population.

Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the minority population, then an additional review will take place (alternatives evaluation). In this instance, KAT staff explored several alternatives that would serve the same objectives but had a greater negative impact on a minority population.

Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant. There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

	Proposed elimination of a route - a potential high adverse impact			
	Proposed elimination of a portion of a route			
	Proposed reduction in frequency			
	Proposed elimination of 1-2 trips on a route - a potential lower adverse impact			
	Proposed increase of service - no adverse impact			

The charts below highlight the individual impacts on low- income and minority communities by route.

Route 12 - Western Avenue							
A. Major Service Change?		YES					
Ridership	11,269						
B.	Minority	Adverse Impact: Frequency Decrease					
C. Disparate Impact Policy for Minority Populations Analysis							
	% minority	System-Wide %	Difference				
	26.8%	32%	-5%				
Passengers by month							
	Minority	Non-Minority					
	3,024	8,245					
D.	Low Income	Adverse Impact: Frequency Decrease					
E. Disproportionate Burden Policy for Low-Income Populations Analysis							
	% low income	System-Wide %	Difference				
	46.9%	26%	21%				
Low Income							
	5,280	5,989					

Route 15 - Woodland Crosstown							
A. Major Service Change?		YES					
Ridership	12,856						
B.	Minority	Adverse Impact: Frequency Decrease					
C. Disparate Impact Policy for Minority Populations Analysis							
	% minority	System-Wide %	Difference				
	26.5%	32%	-5%				
Passengers by month							
	Minority	Non-Minority					
	3,408	9,448					
D.	Low Income	Adverse Impact: Frequency Decrease					
E. Disproportionate Burden Policy for Low-Income Populations Analysis							
	% low income	System-Wide %	Difference				
	35.65%	26%	10%				
Low Income							
	4,583	8,273					

Route 17 - Sutherland							
A. Major Service Change?		YES					
Ridership	8,060						
B.	Minority	Adverse Impact: Frequency Decrease					
C. Disparate Impact Policy for Minority Populations Analysis							
	% minority	System-Wide %	Difference				
	27.57%	32%	-4%				
Passengers by month							
	Minority	Non-Minority					
	2,222	5,838					
D.	Low Income	Adverse Impact: Frequency Decrease					
E. Disproportionate Burden Policy for Low-Income Populations Analysis							
	% low income	System-Wide %	Difference				
	49.25%	26%	23%				
	Low Income	Non-Low Income					
	3,969	4,091					

Route 20 - Central/Clinton Hwy							
A. Major Service Change?		YES					
Ridership	19,925						
B.	Minority	Adverse Impact: Frequency Decrease					
C. Disparate Impact Policy for Minority Populations Analysis							
	% minority	System-Wide %	Difference				
	26.71%	32%	-5%				
Passengers by month							
	Minority	Non-Minority					
	5,323	14,602					
D.	Low Income	Adverse Impact: Frequency Decrease					
E. Disproportionate Burden Policy for Low-Income Populations Analysis							
	% low income	System-Wide %	Difference				
	22.59%	26%	-3%				
	Low Income	Non-Low Income					
	4,501	15,424					

Route 42 - Ft. Sanders/UT Medical Center							
A. Major Service Change?		YES					
Ridership	4,711						
B.	Minority	Adverse Impact: Frequency Decrease					
C. Disparate Impact Policy for Minority Populations Analysis							
	% minority	System-Wide %	Difference				
	23.04%	32%	-9%				
Passengers by month							
	Minority	Non-Minority					
	1,085	3,626					
D.	Low Income	Adverse Impact: Frequency Decrease					
E. Disproportionate Burden Policy for Low-Income Populations Analysis							
	% low income	System-Wide %	Difference				
	63.02%	26%	37%				
	Low Income	Non-Low Income					
	2,969	1,742					

Detailed Explanation of the Analysis

The following is a step-by-step description of the analytical methodology utilizing Remix by Via's Title VI analytical tools utilized to determine whether the proposed change would have a disparate impact on minority populations or a disproportionate burden on low-income populations.

Overview

Remix's Title VI Engine compares two Remix maps and calculates the impact of proposed service changes on low-income and minority populations. This uses the US Census Bureau, American Community Survey (ACS) 5-Year Estimates at the block group level for this analysis. The report generated contains a summary of those impacts by block group, line, and for the whole service area.

Service Area

The service area represents the area served by your agency's transit service. Not every agency uses the same definition of service area. Some example areas are county boundary, city boundary, a special taxing district, or the fixed route service area (the block groups touched by the lines).

Low-Income Threshold

A measure of a community's definition of low-income relative to the federal poverty rate. The low-income threshold is usually represented as 100% (the poverty rate), 150%, or 200% (double the poverty rate).

Minority Threshold

For Title VI purposes, specific racial and ethnic groups are defined as minority. These definitions often align with the U.S. Department of Transportation's guidelines, which

include people who identify as American Indian/Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Pacific Islander.

METHODOLOGY

1. Get the population near a route, including its low-income and minority percentage.

- For each route, build a shape that represents the area within quarter-mile of any of its stops.
- Intersect the catchment area with 2019-2023 ACS 5-year estimates. Get a list of block groups and the percentage overlap with each.
- For each block group, take the percentage of overlap and multiply it by the block group's statistics.
- Get the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.

2. Compare the number of people-trips, before and after.

- Multiply the population near a route by the number of trips it makes (per year) to get "people-trips".
- Repeat for low-income and minority populations to get "low-income people-trips" and "minority people trips".
- Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.

3. Get the total difference in people-trips across the transit system.

- Repeat the process above for every route in the transit system.
- Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.

4. Calculate the change borne by low-income and minority populations.

- Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
- Repeat for minority people-trips.

5. Compare the percentage change to the average in the service area.

- Calculate the average percentage of low-income and minority populations across the entire service area.
- Subtract from the change borne by those populations.
- Get two final numbers: the delta between the impact this set of transit changes had on low-income and minority populations compared to any average change.

Data sources

- Demographic data comes from the US Census Bureau, 2019-2023` American Community Survey (ACS) 5-Year Estimates.
- Population is coded by table B03002, field B03002001.
- Low-income status is set at 100%, 150% or 200% the US federal poverty level, depending on your individual agency. This is coded by the appropriate fields in table C17002.
- Minority status is coded by table B03002, by subtracting the white, non-Hispanic population (B03002003) from the total population (B03002001).
- Service area is a set of block groups determined by a shapefile your agency provides.
- Map and routing data are provided OpenStreetMap, Mapbox, and Valhalla.

TRIP DIFFERENCE IMPACT ON TRIP POTENTIAL

Changes in frequency, route patterns, or stops will cause a similar change to a passenger's potential for travel. A reduction in frequency may lead to a reduction in a passenger's potential ability to utilize bus service. Similarly, changes in route patterns may alter the potential for members of a community to utilize bus service. Remix refers to the potential trips lost or gained as "people trips" and is the measure used to determine how service changes will affect low income and minority populations within the service area. 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.

Below are the results of a Title VI report created in Remix, comparing KAT's August 2025 network to the proposed December 2025 network. This data is intended to highlight the potential for travel lost or gained by minority and low-income populations following major service changes. This data also includes trip difference impact on minority and low-income populations per census block group.

	Before (Inbound)				Before (Outbound)				After (Inbound)				After (Outbound)				Difference			Change Borne By Low Income	Change Borne by Minorities
Route	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People- Trips		
1 Downtown Connector	2,570	27.2%	21.8%	21,440	3,071	27.1%	18.0%	21,695	2,570	27.2%	21.8%	21,440	3,071	27.1%	18.0%	21,695	0	0	0	0.0%	0.0%
10 Sequoyah Hills	9,297	51.0%	22.8%	1,275	9,251	50.8%	22.8%	1,275	9,297	51.0%	22.8%	1,275	9,251	50.8%	22.8%	1,275	0	0	0	0.0%	0.0%
11 Sutherland / Kingston Pike	15,940	36.5%	26.2%	10,470	15,846	36.2%	25.4%	11,035	15,940	36.5%	26.2%	10,470	15,846	36.2%	25.4%	11,035	0	0	0	0.0%	0.0%
12 Western Avenue	12,323	47.0%	26.7%	11,750	12,057	46.9%	27.0%	11,440	12,323	47.0%	26.7%	5,930	12,216	46.7%	27.0%	5,930	-137,211,060	-64,596,784	-36,840,450	47.1%	26.8%
15 Woodland Crosstown	17,754	35.8%	26.6%	9,500	17,676	35.5%	26.5%	11,145	17,754	35.8%	26.6%	4,905	17,676	35.5%	26.5%	5,930	-173,759,970	-61,927,771	-46,055,360	35.6%	26.5%
16 Cedar Bluff / Middlebrook	13,971	24.8%	30.6%	2,705	14,019	24.4%	30.7%	3,015	13,971	24.8%	30.6%	2,705	14,019	24.4%	30.7%	3,015	0	0	0	0.0%	0.0%
17 Sutherland / Bearden	11,651	48.7%	28.0%	6,980	11,185	49.8%	27.2%	7,235	11,651	48.7%	28.0%	605	11,185	49.8%	27.2%	605	-148,431,675	-73,095,293	-40,918,320	49.2%	27.6%
20 Central / Clinton Hwy	7,447	22.3%	26.7%	11,750	7,388	22.5%	26.8%	12,060	7,687	22.6%	26.6%	6,240	7,388	22.5%	26.8%	5,875	-85,230,150	-18,928,712	-22,808,520	22.2%	26.8%
22 Broadway	10,317	19.8%	20.4%	12,060	8,739	21.7%	20.4%	11,750	10,317	19.8%	20.4%	12,060	8,739	21.7%	20.4%	11,750	0	0	0	0.0%	0.0%
23 Washington Pike	7,079	17.3%	27.0%	4,030	7,405	17.1%	26.5%	4,030	7,079	17.3%	27.0%	4,030	7,405	17.1%	26.5%	4,030	0	0	0	0.0%	0.0%
24 Lincoln Park / Inskip	8,233	23.2%	26.2%	5,310	9,900	19.6%	23.0%	5,310	8,233	23.2%	26.2%	5,310	9,900	19.6%	23.0%	5,310	0	0	0	0.0%	0.0%
31 Magnolia Avenue	6,088	24.1%	66.1%	17,870	6,029	23.7%	65.7%	2,675	6,088	24.1%	66.1%	17,870	6,029	23.7%	65.7%	2,675	0	0	0	0.0%	0.0%
32 Dandridge Avenue	5,595	33.9%	64.3%	5,310	5,715	33.5%	63.9%	5,255	5,595	33.9%	64.3%	5,310	5,715	33.5%	63.9%	5,255	0	0	0	0.0%	0.0%
34 Burlington Shopper	7,995	31.3%	69.6%	11,805	8,089	31.2%	69.9%	11,950	7,995	31.3%	69.6%	11,805	8,089	31.2%	69.9%	11,950	0	0	0	0.0%	0.0%
37 Morningside / Riverside	3,266	40.5%	41.2%	8,410	3,188	41.0%	42.7%	9,540	3,266	40.5%	41.2%	8,410	3,188	41.0%	42.7%	9,540	0	0	0	0.0%	0.0%
40 South Knoxville	6,032	23.8%	25.3%	5,620	6,243	25.7%	27.5%	5,875	6,032	23.8%	25.3%	5,620	6,243	25.7%	27.5%	5,875	0	0	0	0.0%	0.0%
41 Chapman	5,701	27.5%	20.1%	11,750	5,764	28.6%	20.6%	2,970	5,701	27.5%	20.1%	11,750	5,764	28.6%	20.6%	2,970	0	0	0	0.0%	0.0%
42 Ft Sanders/ UT Medical Centers	9,301	62.8%	23.1%	11,895	9,515	63.2%	23.0%	11,475	9,301	62.8%	23.1%	6,240	9,515	63.2%	23.0%	5,875	-105,881,155	-66,725,583	-24,393,920	63.0%	23.0%
44 University Park	3,938	40.5%	19.3%	6,120	3,466	40.2%	17.3%	6,120	3,938	40.5%	19.3%	6,120	3,466	40.2%	17.3%	6,120	0	0	0	0.0%	0.0%
45 Vestal	5,071	20.2%	25.5%	5,620	4,825	20.3%	25.4%	5,875	5,071	20.2%	25.5%	5,620	4,825	20.3%	25.4%	5,875	0	0	0	0.0%	0.0%
All Changes (both directions)	97,446	26.2%	32.1%	343,395					97,483	26.2%	32.1%	286,300					-650,514,010	-285,274,143	-171,016,570	43.9%	26.3%
												Low Income	Minority								
												Change Borne By Area Average	43.9% 18.7%	26.3% 27.6%							
												Delta	25.1% -1.3%								

Remix Title VI Analysis - August 2025 (Before) to December 2025 (After)

Trip Difference by Route and Census Block Group

Census ID	Route	Population	Low Income	Minority	Trips Before	Trips After	Total Trip Difference	% Change
470930028001	12	1121	3.0%	19.7%	23555	11860	11695	-49.65%
470930039011	12	2509	7.9%	4.5%	23555	11860	11695	-49.65%
470930046081	12	1470	19.1%	19.0%	23555	11860	11695	-49.65%
470930047001	12	2450	7.9%	23.3%	23555	11860	11695	-49.65%
470930047002	20	2082	15.3%	13.1%	35305	18100	17205	-48.73%
470930028002	12	860	66.4%	29.4%	24230	12480	11750	-48.49%
470930028004	12	1126	5.9%	58.2%	24230	12480	11750	-48.49%
470930039022	20	2009	29.7%	37.8%	24230	12535	11695	-48.27%
470930048001	20	1587	37.3%	46.8%	24230	12535	11695	-48.27%
470930048002	20	1355	5.2%	21.9%	24230	12535	11695	-48.27%
470930048003	20	763	0.0%	8.0%	24230	12535	11695	-48.27%
470930048004	20	1674	4.3%	16.6%	24230	12535	11695	-48.27%
470930060022	20	1642	16.7%	17.2%	24230	12535	11695	-48.27%
470930061041	20	3280	4.8%	14.9%	24230	12535	11695	-48.27%
470930014001	12, 15	837	16.8%	41.8%	46520	24960	21560	-46.35%
470930014003	12, 15	688	28.8%	40.8%	46520	24960	21560	-46.35%
470930014002	15	675	30.2%	44.0%	22290	12480	9810	-44.01%
470930028003	20	1548	24.9%	77.0%	53770	30325	23445	-43.60%
470930069021	12, 15, 17, 42	1021	35.1%	26.5%	109200	63380	45820	-41.96%
470930069012	12, 15, 17, 42	1757	66.8%	23.1%	109620	63745	45875	-41.85%
470930069011	12, 15, 17, 42	2454	72.2%	13.4%	120550	74675	45875	-38.05%
470930069022	12, 15, 17, 42	1682	82.3%	18.0%	121440	75620	45820	-37.73%
470930069032	12, 15, 17, 42	1127	76.2%	40.3%	121440	75620	45820	-37.73%
470930015003	15, 20	907	6.1%	27.0%	57140	35635	21505	-37.64%
470930070001	15	1554	31.0%	64.7%	57450	35890	21560	-37.53%
470930070002	12, 15	984	56.8%	56.3%	57450	35890	21560	-37.53%
470930027001	12	987	6.5%	19.7%	75575	47640	27935	-36.96%
470930026002	17	1824	37.5%	67.7%	94210	59645	34565	-36.69%
470930037001	17	1545	31.2%	25.2%	36760	23755	13005	-35.38%
470930037002	17	344	13.7%	0.0%	36760	23755	13005	-35.38%
470930037003	17	1112	6.2%	19.2%	36760	23755	13005	-35.38%
470930071003	17	940	6.4%	16.6%	36760	23755	13005	-35.38%
470930027002	12	1801	45.0%	46.4%	34485	22790	11695	-33.91%
470930038021	12	1793	9.8%	33.0%	34485	22790	11695	-33.91%
470930038022	12	1826	3.0%	43.8%	34485	22790	11695	-33.91%
470930039021	20	1173	9.7%	47.4%	34850	23155	11695	-33.56%
470930040003	20	396	3.8%	14.1%	34850	23155	11695	-33.56%
470930040004	20	1877	17.6%	12.0%	34850	23155	11695	-33.56%
470930041002	20	329	30.7%	10.9%	34850	23155	11695	-33.56%
470930071001	10	1706	7.4%	29.2%	39310	26305	13005	-33.08%
470930026001	17, 42	1090	40.5%	44.2%	74030	49715	24315	-32.84%
470930018002	15	1285	27.4%	27.4%	29985	20175	9810	-32.72%
470930030001	15	1459	14.0%	15.4%	29985	20175	9810	-32.72%
470930030003	15	2024	21.3%	21.9%	29985	20175	9810	-32.72%
470930035021	42	1270	64.4%	47.1%	35285	23975	11310	-32.05%
470930035022	42	1204	39.2%	4.2%	35340	24030	11310	-32.00%
470930009011	12, 15, 17, 42	2026	0.0%	18.4%	154630	108810	45820	-29.63%
470930069031	12, 15, 17, 42	1181	90.7%	11.9%	165635	119815	45820	-27.66%
470930066003	15,20	949	16.5%	12.3%	80585	59080	21505	-26.69%
470930015001	15, 20	1321	7.8%	31.7%	89375	67870	21505	-24.06%
470930066002	15, 20	972	4.2%	3.2%	89375	67870	21505	-24.06%
470930038014	20	974	9.8%	32.0%	29055	22680	6375	-21.94%
470930029001	20	1849	31.7%	25.0%	59390	47695	11695	-19.69%
470930029002	20	1684	54.7%	58.2%	59390	47695	11695	-19.69%
470930031001	15	1459	5.6%	44.8%	54105	44295	9810	-18.13%
470930052022	15	1907	7.8%	25.9%	54105	44295	9810	-18.13%
470930016001	15	1317	34.3%	12.4%	54525	44715	9810	-17.99%
470930030002	15	1297	28.9%	47.0%	54525	44715	9810	-17.99%
470930015002	22, 24	1171	15.2%	25.7%	57085	47275	9810	-17.18%
470930066001	15,20	1460	45.7%	22.9%	135015	113510	21505	-15.93%
470930068003	12, 15, 20, 42	710	51.3%	40.0%	363425	306275	57150	-15.73%
470930001001	12, 15, 42	1516	20.8%	14.6%	375610	318460	57150	-15.22%
470930016002	15	2124	0.9%	20.3%	65145	55335	9810	-15.06%
470930017001	15	1447	21.4%	27.1%	65145	55335	9810	-15.06%
470930017002	22, 23	1160	15.4%	32.8%	65145	55335	9810	-15.06%
470930024003	40, 41, 45	1326	20.6%	31.1%	122210	104855	17355	-14.20%
470930043002	15	623	9.3%	14.4%	78645	68835	9810	-12.47%
470930001002	20	1134	17.8%	14.5%	195860	172910	22950	-11.72%
470930068004	20	484	40.1%	74.0%	267400	238075	29325	-10.97%
470930008002	40	1054	18.3%	5.7%	162455	145100	17355	-10.68%
470930067001	20	614	23.5%	37.6%	191045	179350	11695	-6.12%
470930049002	20	2024	51.9%	24.7%	12480	12535	-55	0.44%

CONCLUSION

The proposed service reductions will have a negative impact on both low income and minority populations. Passengers who may be categorized as low income will experience a more significant impact than those who may only be categorized under a minority demographic. Low-income residents make up 18.7% percent of the Knoxville Area Transit service area, but account for 43.9% of those populations being impacted by the proposed service changes. Minority passengers will experience a proportionally lower percentage of the service change impacts at 26.3%, despite accounting for 27.6% of the population within the Knoxville Area Transit Service Area.