Knoxville Transportation Authority

Meeting Date: Thursday, December 18, 2025



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



AGENDA

Thursday, December 18, 2025

City-County Building, Main 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 November
- III. Reports
 - a. KTA Chair
 - b. Commissioner's Comments
 - c. Staff
 - i. City of Knoxville Director of Transit Service Restoration Plan
 - ii. TPO Transit Planner
- IV. New Business
 - Appeal of Denial of Taxi Permit Dustin Lund
 - KTA Nominating Committee
- V. Old Business Phase Plan for Service Reduction
- VI. Public Comments
- VII. Set the next meeting for January 22, 2025 & Adjourn

I. Determination of Quorum

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

Commissioners in attendance:

Chair Helsley

Vice-Chair Durham

Commissioner Nabors

Commissioner Roskop

Commissioner Taylor

Commissioner Thom Adams

Commissioner Miller

Commissioner Whitted

Commissioner Winford

II. Approval of Minutes

Chair Helsey asked if there were any questions regarding the September minutes. They were none.

Commissioner Miller gave the 1st motion, and vice-chair gave the 2nd motion. All were in favor, none opposed.

Chair Helsley asked if there were any questions regarding the October minutes. They were none.

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

III. Public Hearing

- Downtown Connector Zero Fare Recommendation
- December Service Adjustments

Mr. Thorne stated there would be two public hearings. The first hearing was for the Downtown Connector zero – fare recommendation. He stated the second hearing was for December service adjustments.

He continued that the Downtown Connector zero – fare recommendation was an initiative designed to increase ridership for holiday events, those who work downtown, and for those parking downtown.

He stated for the service adjustments, that Mr. Tennessee and the planning team would be going over the Title VI Analysis for the service reductions. He continued that KAT had ongoing workforce issues and would be recommending a service modification for frequency of service on several routes to ensure consistency and reliability of service. He stated that they had been suspending certain routes on a weekly basis, but that it had not been consistent or reliable for passengers. Mr. Thorne stated that routes 12, 15, 17, 20, and 42 would have a reduction in frequency. He continued that the decision was difficult and he met with staff several times to discuss stabilizing service for the betterment of the passengers and employees. He reiterated that as stated at the last meeting, that a new federal rule has given KAT problems. The emergency rule has slowed the progress of training and some trainee's trying to obtain their CDL permit had been delayed between one and three weeks. He stated that the issue had been resolved now that KAT has a contact through TDOT. Mr. Thorne stated that KAT continues to actively address the shortage of operators through improved recruitment efforts and currently has 16 new operators at various stages or training. He continued that as KAT continues to full staffing that they are committed to restoring service back to full-service level.

Commissioner Taylor then asked if KAT had an estimate of when they would be fully staffed. Mr. Thorne stated March or April would be the estimated timeframe. Commissioner Taylor then asked if that would be how long changes would last, to which Mr. Thorne replied yes and once operator staffing improved, they would attempt to add service back.

Chair Helsley then stated that Mr. Lawhorn recommended that the Title VI Analysis be heard.

IV. Title VI Analysis – December Service Reductions

Mr. Mercer stated the routes chosen to reduce frequency was due to the conclusion that these routes would minimize the effects on low-income and minority communities. He stated it was also based on ridership and demographic numbers. He reiterated that there was no perfect solution.

He stated they had found service modifications would have a greater impact on low-income communities than on minority communities. He continued that low-income residents make up 18.7% of the KAT service area, but account for 43.9% of those populations impacted by the proposed service reduction. He continued that minority passengers would experience a lower percentage of impact of the service reductions at 26.3%, despite accounting for 27.6% of the KAT service area.

Vice-Chair Durham asked if KAT staff could give an understanding of which routes would be going from 30-minutes to 60-minutes and what routes were 60-minutes before KAT Reimagined. Mr. McCroskey stated that Route 15 did not exist, but that it is a configuration of Route 90, which was 60-minutes. Additionally, that Routes 12 and 20 were 30-minutes before so it would be something different for passengers. He continued that Route 42 was an hour before. He stated that Route 17 was once an hour on Sundays, but that passengers will be the least impacted as Route 11 still covers that area.

Vice-Chair Durham then asked if Route 17 was the shorter route, to which Mr. McCroskey stated yes.

Commissioner Roskop asked if the board would be voting to approve or disapprove of the service change, which Mr. McCroskey stated yes. Commissioner Roskop then asked what would happen if the board did not approve the service modification. Mr. Thorne replied that for the Downtown Connector zero-fare recommendation, that they would continue charging as they were at the moment. He continued that for the service reduction, KAT would continue to cut service, when necessary, at random and that it would depend of how many operators KAT had for the day. Commissioner Roskop then asked if the service reduction was in the hope of having a concrete plan rather than cut service at random, to which Mr. Thorne stated he was correct.

Commissioner Taylor asked what the biggest impact KAT had seen with the random service cuts. Mr. Thorne stated that the biggest impact was the inability to provide consistent service to passengers. He continued stating that what was published on the KAT website is not service that can be consistently provided. He stated they had to make choices of what routes would see reductions and what would be suspended.

Mr. Lawhorn then asked for clarification that what Mr. Thorne was stating was that service was being cut regardless, but that it wasn't predictable, to which Mr. Thorne replied yes.

Commissioner Taylor then asked what routes had been cut at random and how KAT decided those service reductions. Mr. Thorne stated that it depended on what operators we had for the day and what service we could fill, stating that the reduction could be at random.

Chair Helsey stated the biggest issue is that passengers may be able to get to a destination, but not be able to make it back home due to a service cut.

Vice-Chair Durham then asked Mr. Thorne what he thought has caused a shortage in the workforce. He asked if it was Knoxville specifically or an issue among most transit agencies in the United States. Mr. Thorne replied that it is an ongoing issue nationwide since COVID-19, with most transit agencies teetering back and forth between full service and reduced service. Mr. Thorne continued that what has hurt KAT the most has been the federal rule that delayed issuance of non-domiciled CDL Learner's Permits. Mr. Thorne stated he believes KAT needs to consistently bring in 10-30 new operators each month into the permit class and retain them, stating that the latter has been the hardest part in the last five years.

Mr. Tennessee stated that KAT had been reacting to the shortage of operators for six months to a year. He continued that the decision for the reduction of service was to be more proactive in stabilizing the workforce and the routes. Commissioner Taylor then asked what the plan would be to increase the number of operators and if they were any innovative ways that KAT was looking at to obtain more staff. Mr. Thorne stated that one of the programs KAT has started is to hire 18-year-olds as operators, rather than only hiring at a minimum of 21-years-old, and this change is completely legal in the state of Tennessee. He continued that KAT is working with 865 Academies to offer the opportunity for transit careers and hosting consistent internal job fairs, which KAT had just conducted last month at Knoxville Station.

Commissioner Miller asked since it was stated that KAT would increase service back as the operator numbers increase, if they had a concrete plan on how many additional staff is needed to increase service back and if the board would have to vote every time service is restored.

Mr. Thorne stated that the board would not have to vote every time service was restored, KAT would update the board on what service was restored. He continued that KAT planned to first add frequency back to Routes 20 and 17.

Commissioner Whitted asked about the route they intended to suspend the service of. Mr. Thorne replied it would be Route 17, but that it is covered by Route 11. He continued stating that although the route is being suspended, stops along this route will still have service, only the frequency will change from 15-minutes to 30-minutes. Mr. Thorne stated it is one of the routes KAT will bring back when fully staffed. Mr. McCroskey then stated that Route 17 only runs Monday – Friday and on Sunday, so with the route being suspended, that area will still be serviced through Route 11. He continued that Route 17 will continue to run on Sundays, due to the frequency of service on Route 11 11. Commissioner Whitted then stated the service from Monday – Friday is the bulk of the service. Mr. McCroskey then replied that Route 11 services the same area as Route 17. Mr. Tennessee then stated that the reduction of service would primarily be reduced in the segment that operates on Sutherland Avenue, which would go from 15-minute service to 30-minute service.

Vice-Chair Durham then asked recruitment wise, if the wages and benefits KAT offers are competitive or is it thought to be a part of the problem. Mr. Thorne stated he believed this issue had been resolved within the last contract negotiation stating that there was a 4% increase to the top-out rate and that the first-, second-, and third-year tier received 15% to 20% increases. He continued he believes KAT is competitive, especially within the state of Tennessee.

There were no public comments.

Chair Helsley asked if they were any discussion on the topics of the Zero-Fare Recommendation or the Service Reduction Recommendation.

Commissioner Roskop stated that if KAT did not have the proper staffing to keep up with the current service promised on the website, that he felt the only thing the board was voting on is whether to stabilize service or keep service randomized. He continued that there is nothing that the board can do to bring more operators and he wanted to make it clear, that that is what the board was being asked to vote.

Vice-Chair Durham then stated that it seemed clear to him that the board would wish to write that they understand the disappointment of the reduction in the resolution, as the route he takes would see less service. He continued that the reality however is that there would be a foresight to let the public aware that for the next 2 to 3 months what routes would be reduced. He stated he believed it was the most moral thing to do, rather than to state that the public was on their own.

Commissioner Roskop stated that in his profession, managing expectations and communication is huge. He continued that if someone were to walk into a restaurant and be told the wait is an hour, it is better received then being told the wait is 15 minutes but then to wait an hour. He continued he believed that the board should empower KAT to have every means necessary to communicate the promises that can be made.

Chair Helsley then asked if the board was ready to vote. Mr. Lawhorn then asked if the board would like to combine the vote for both recommendations or vote on them separately.

Commissioner Roskop then asked how long the Downtown Zero-Fare Recommendation proposal would be for. To which he was told six months.

Mr. Lawhorn reiterated that the board can make a motion and vote for the recommendations separately or conduct a motion and vote jointly.

Chair Helsley then asked if they should continue with the rest of business. Mr. Lawhorn then stated that typically they would do so in this stage, but they can vote whenever.

Vice-Chair Durham stated he would make the first motion to approve both recommendations. Commissioner Roskop gave the second motion.

Commissioner Miller then stated that Mr. Thorne addressed what success looked like for KAT, but asked if he could reiterate what that looks like for the Downtown Connector pilot. Mr. Thorne replied that he believes success would be getting back to 10,000 riders a month.

He stated that they had been averaging 6,000 to 6,500 riders a month and he thinks success will be getting above 10,000 riders. He stated that KAT previously had trolleys, which were free, so this was a new plan to make the Downtown Connector free to attract riders for job access and for festivities that are going on in Downtown Knoxville.

Commissioner Winford then stated she would like to amend the motion to separate them into two motions. She continued to Vice-Chair Durham that as the one who initiated the motion, he would be able to tell her whether she can amend the motion or not. Vice-Chair Durham stated he was okay with splitting the motion. Vice-Chair Durham stated he withdrew his motion and would make a second motion. He continued he would like to make the first motion to accept the Downtown Connector Zero-Fare Recommendation. Commissioner Winford gave the second motion. All were in favor, none opposed.

Vice-Chair Durham stated that would make the first motion to accept the service reduction adjustments.

Commissioner Taylor asked if it were possible for the board to provide structure on how the routes will be restored, whether that be a plan or an idea. Mr. Thorne stated that KAT would provide a plan at the next KTA meeting.

Commissioner Winford then stated that the new motion would become that they would move to accept the adjustments with the understanding that KAT would provide a phased plan for once the workforce is stabilized.

Commissioner Thom Adams then asked how many job fairs KAT was hosting a month. Mr. Thorne replied that Recording Secretary Bethany would have more information on that matter, but that KAT is hosting a job fair on a bi-monthly basis and attending them within the community as well.

Mr. Tennessee stated that in terms of the phased plan, that it is doable, but that KAT does not want a continuation of manpower issues beyond March or May to cause further issues. He continued that if KAT were to gain 10 more operators and restore Routes 17 or 20 and then two-months down the line, operator numbers drop again. He continued that what might happen would be restoring a route, then having to reduce it again due to staffing, and continue in that cycle. He stated he was in favor of stabilizing manpower and restoring all service at the same time, but that he was

open to whatever management agrees upon. Mr. Thorne stated what they can provide is a plan that states when KAT has certain staffing numbers that they can add a specific amount of service back. He continued it would have to be a number they are comfortable with before restoring service back. Commissioner Winford stated she was not sure if KAT could make a specific promise regarding a route, but would ask that KAT would consider the Title VI Analyses when determining which routes to restore first.

Commissioner Miller stated that she would assume to Mr. Tennessee's point KAT would need to see stability when bringing new operators on board, whether that be weeks or months before bringing routes back. She continued it would be helpful to have that discussion next month for more insight.

Mr. Lawhorn stated that fuzzy motions were not helpful, and that the motion is to approve a service reduction. He continued he was not sure if it was formalized or a suggestion that the board see a statement of prioritization as KAT is able to bring more operators on. Commissioner Winford replied she would like to formalize an amendment to that motion. Mr. Lawhorn then asked Mr. Thorne if it was correct that KAT could bring prioritization or an order of priority. Mr. Thorne replied he could work with staff to state that when they have so many operators that they can bring back certain service. Mr. Lawhorn then clarified that it would not be a schedule, but a statement of priority.

Mr. Lawhorn then restated the motion, that there was a motion to approve the adjustment to the noted routes, on the condition that upon the next board meeting, staff would bring a statement of prioritization.

Vice-Chair Durham gave the first motion. Commissioner Winford gave the second motion. All were in favor, none opposed.

V. 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 KAT would not be operating service on Thursday, November 27th for the Thanksgiving holiday. He stated he hoped all KAT employees enjoy their time off with families. He continued that on Friday, November 28th, KAT would operate a Sunday Schedule.

ii. TPO Transit Planner

Mr. Burton did not have a report. Mr. Burton stated that he would like to add that he also sits on the board for CAC and ETHRA and that they are having similar issues with obtaining drivers. He continued that with DOT regulations, it is difficult to gain drivers.

VI. New Business

There was no new business.

VII. Old Business

Downtown Zero-Fare Recommendation

December Service Adjustments

VIII. Public Comments

Sandra Booher – 3030 Holbrook Dr, Knoxville, TN 37918

Ms. Booher stated that she attended the KTA meeting in September to address some concerns. She first complimented the drivers, stating they have a hard job and that she had never met a driver she did not like. She continued that her previous concern with the stop at Adair Drive has since been moved back to where it was originally located and that she can safely get to Food City, and would like to thank everyone for that.

IX. Set the Next Meeting and Adjourn

Chair Helsley set the next meeting for December 18, 2025 in the City-County Building at 3:00pm.

Respectfully Submitted, Bethany H. Starritt KTA Recording Secretary



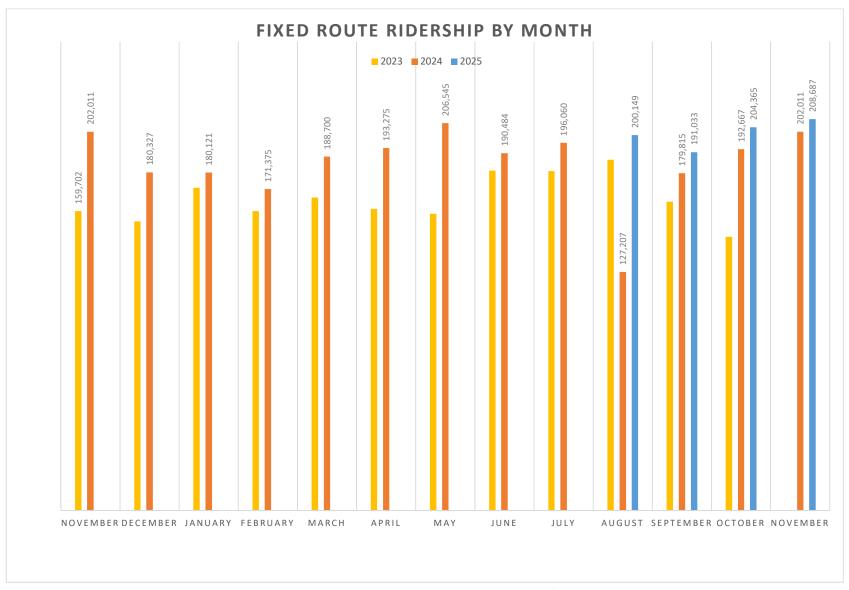
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	6,099	3.0%	6,471	2.7%	900	4.7%	0.94	6.78
10	Sequoyah Hills	533	0.3%	1,134	0.5%	104	0.5%	0.47	5.15
11	Kingston Pike	25,695	12.6%	22,422	9.5%	1,830	9.7%	1.15	14.04
12	Western Ave	9,761	4.8%	21,804	9.2%	1,480	7.8%	0.45	6.59
15	Woodland Crosstown	11,281	5.5%	21,409	9.0%	1,786	9.4%	0.53	6.31
16	Cedar Bluff Connector	11,949	5.8%	20,913	8.8%	1,384	7.3%	0.57	8.64
17	Sutherland/Bearden	6,850	3.4%	6,687	2.8%	548	2.9%	1.02	12.51
20	Central Ave/Clinton Hwy	16,073	7.9%	19,312	8.1%	1,498	7.9%	0.83	10.73
22	Broadway	28,609	14.0%	15,553	6.6%	1,482	7.8%	1.84	19.31
23	Millertown	2,420	1.2%	5,240	2.2%	456	2.4%	0.46	5.31
24	Inskip/Breda Rd	3,814	1.9%	7,570	3.2%	663	3.5%	0.50	5.76
31	Magnolia Ave.	20,999	10.3%	14,648	6.2%	1,420	7.5%	1.43	14.79
32	Dandridge	3,554	1.7%	5,677	2.4%	436	2.3%	0.63	8.15
34	Burlington	15,153	7.4%	21,925	9.2%	1,481	7.8%	0.69	10.23
37	Morningside/Riverside	4,556	2.2%	3,955	1.7%	377	2.0%	1.15	12.10
40	South Knoxville	2,686	1.3%	7,460	3.1%	478	2.5%	0.36	5.62
41	Chapman Hwy	15,002	7.3%	18,641	7.9%	969	5.1%	0.80	15.49
42	UT/Ft Sanders Hospitals	4,564	2.2%	7,433	3.1%	957	5.1%	0.61	4.77
44	University Park	8,850	4.3%	2,173	0.9%	216	1.1%	4.07	40.97
45	Vestal	5,953	2.9%	6,792	2.9%	477	2.5%	0.88	12.47
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		204,401		237,218		18,942		0.86	10.79
LIFT SERVICE		5,883		38,116		2,723		0.15	2.16
TOTAL SCHEDULED SERVICES		210,284		275,334		21,665		0.76	9.71
TOTAL CHARTER SERVICES		14,216		1,236		230		11.50	61.67
GRAND TOTAL ALL KAT SEE	RVICES	223,318		276,570		21,895		0.81	10.20

ASSET 2014/15

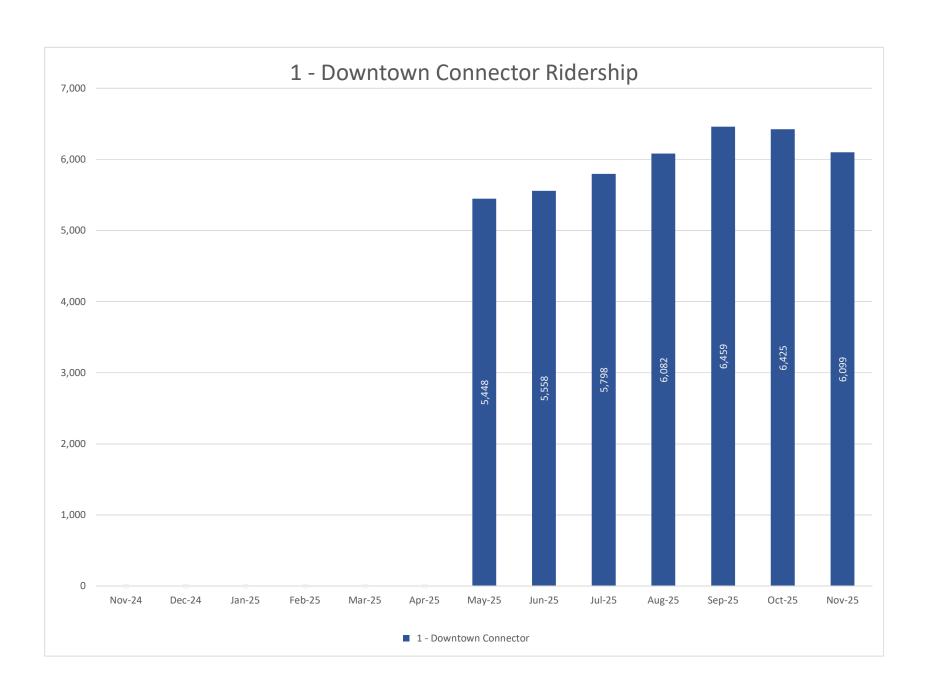


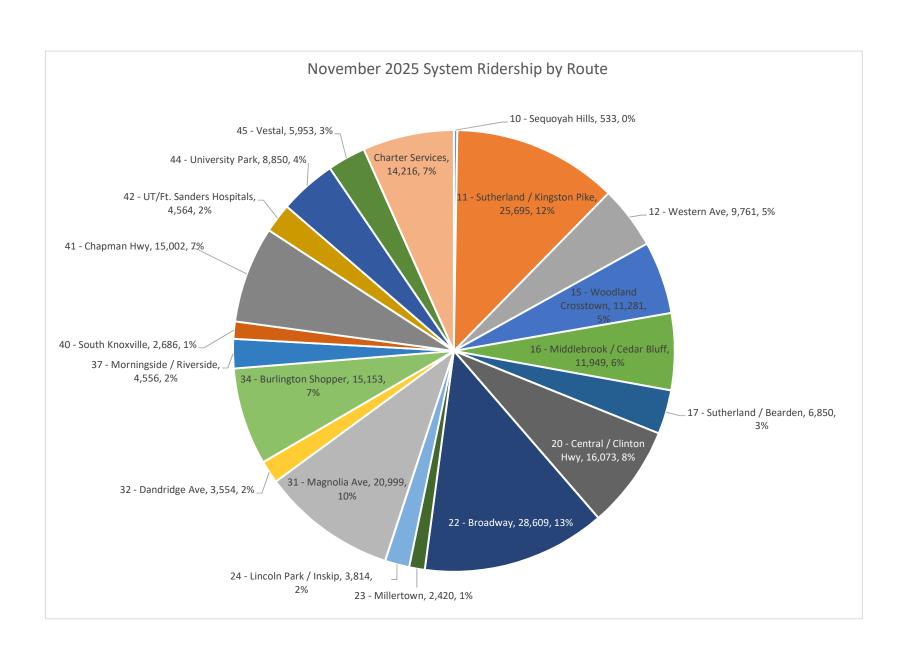
	THIS MONTH			FISCAL Y	YEAR-TO-DATE	Ξ.
	This	Last		This	Last	_
	Year	Year	Change	Year	Year	Change
FIXED ROUTE SERVICE						
Total Passengers	204,401	254,021	-20%	1,075,638	1,140,168	-6%
System Generated Revenue				\$449,080	\$368,810	22%
Revenue Veh. Miles	237,218	245,358	-3%	1,257,073	1,167,134	8%
Revenue Veh. Hours	18,942	18,169	4%	98,064	86,863	13%
Passengers/Mile	0.86	1.04	-17%	0.86	0.98	-12%
Passengers/Hour	10.79	13.98	-23%	10.97	13.13	-16%
Preventable Accidents	3	8	-63%	18	32	-44%
Mechanical Road Calls	55	39	41%	298	212	41%
Accidents/100,000 Miles	1.26	3.26	-61%	1.43	2.74	-48%
Miles/Road Failure	4,313	6,291	-31%	4,218	5,505	-23%
	,	0		,		
DEMAND RESPONSE		0			0	
Total Passengers	5,883	6,409	-8%	32,798	31,852	3%
System Generated Revenue				\$48,236	\$40,098	20%
Revenue Veh. Miles	38,116	42,661	-11%	210,431	210,667	0%
Revenue Veh. Hours	2,723	3,190	-15%	15,478	16,043	-4%
Passengers/Mile	0.15	0.15	3%	0.16	0.15	3%
Passengers/Hour	2.16	2.01	8%	2.12	1.99	7%
Preventable Accidents	0.00	0.00	0%	0	1	-100%
Mechanical Road Calls	3.00	4.00	-25%	16	26	-38%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.47	-100%
Miles/Road Failure	12,705	10,665	19%	13,152	8,103	62%
		0				
CHARTER SERVICE		0			0	
Charters	107	276	-61%	107	692	-85%
Sports Charters	1,182	6,047	-80%	43,481	19,611	122%
Total Passengers	1,289	6,323	-80%	43,588	20,303	115%
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	1,236	482	156%	5,956	1,546	285%
Total Hours	230.5	183.0	26%	1,433	510	181%

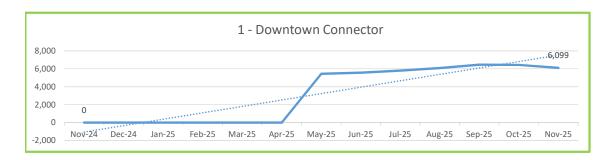
repared by: K Mickson, Manager of Scheduling KTA PY 2021/97/5/202

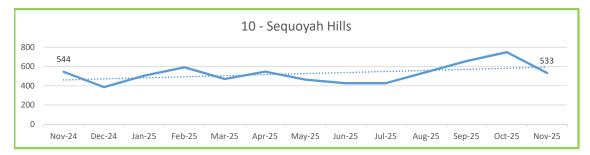


*updated to include 2025 monthly data





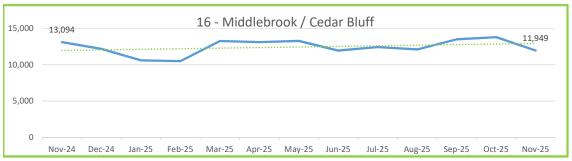




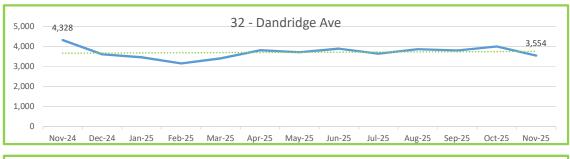


















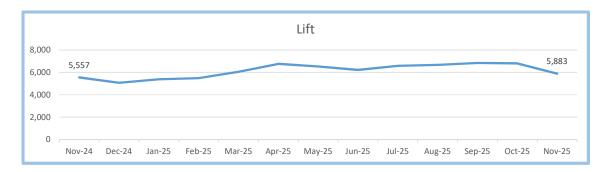














KAT RIDERSHIP November 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	421	347	21.3%	1,601	1,925	-16.8%
11	Kingston Pike	29,262	27,780	5.3%	143,343	141,692	1.2%
	Western Ave	12,737	13,392	-4.9%	65,695	68,882	-4.6%
13	Beaumont	2,540	2,963	-14.3%	15,015	15,150	-0.9%
16	Cedar Bluff Connector	3,090	2,805	10.2%	15,515	15,019	3.3%
17	Sutherland/Bearden	8,864	6,970	27.2%	43,766	37,764	15.9%
	Lakeshore / Lonas Connector	557	515	8.2%	2,594	2,861	-9.3%
	Central Ave. / Clinton Hwy	10,764	10,297	4.5%	60,494	58,059	4.2%
21	Lincoln Park	2,922	3,471	-15.8%	15,530	18,929	-18.0%
22	Broadway	22,320	24,141	-7.5%	128,853	130,162	-1.0%
23	Millertown	5,235	4,759	10.0%	28,111	26,439	6.3%
24	Inskip/Breda Rd	2,644	2,273	16.3%	14,455	13,168	9.8%
30	Parkridge	2,980	2,705	10.2%	16,213	13,890	16.7%
31	Magnolia Ave.	18,211	18,630	-2.2%	96,541	99,620	-3.1%
32	Dandridge	6,977	5,980	16.7%	35,102	32,403	8.3%
33	M.L.K.	3,666	3,224	13.7%	19,138	18,009	6.3%
34	Burlington	5,532	5,574	-0.8%	30,575	30,830	-0.8%
40	South Knoxville	3,714	3,081	20.5%	21,074	16,957	24.3%
41	Chapman Hwy	13,243	11,681	13.4%	68,551	60,923	12.5%
42	UT/Ft. Sanders Hospitals	3,819	3,480	9.7%	19,312	17,844	8.2%
44	University Park	7,694	9,850	-21.9%	30,774	31,609	-2.6%
45	Vestal	6,062	4,784	26.7%	27,975	25,953	7.8%
90	Crosstown	6,490	6,994	-7.2%	37,156	37,574	-1.1%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTA	AL	179,744	175,696	2.3%	937,383	915,662	2.4%
82	Orange Line Trolley	15,785	15,679	0.7%	89,470	101,642	-12.0%
84	Green Line Trolley	9,437	6,725	40.3%	56,681	50,729	11.7%
86	Blue Line Trolley	19,904	19,772	0.7%	105,775	106,394	-0.6%
88	Red Line Trolley	3,075	-	100.0%	11,267	-	100.0%
SUBTOTA	AL	48,201	42,176	14.3%	263,193	258,765	1.7%
TOTAL P	ASSENGERS WITH TROLLEYS	227,945	217,872	4.6%	1,200,576	1,174,427	2.2%
LIFT SER	RVICE	5,571	5,518	1.0%	28,523	28,206	1.1%
TOTAL S	CHEDULED SERVICES	233,516	223,390	4.5%	1,229,099	1,202,633	2.2%
TOTAL C	CHARTER SERVICES	7,681	11,108	-30.9%	36,055	38,994	-7.5%
GRAND T	TOTAL ALL KAT SERVICES	241,197	234,498	2.9%	1,265,154	1,241,627	1.9%

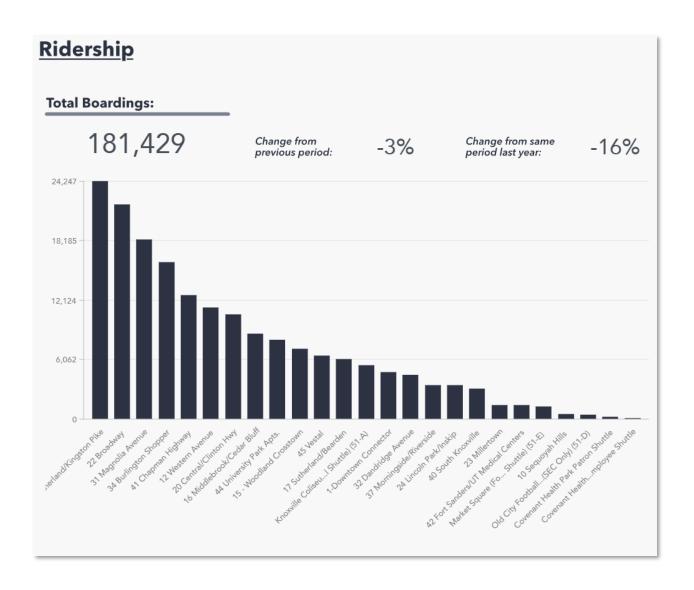


KAT RIDERSHIP_APC November 2025



ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	6,099	10,515	-42.0%	30,863	34,659	-11.0%
10	Sequoyah Hills	533	544	-2.0%	2,904	1,719	68.9%
11	Kingston Pike	25,695	28,612	-10.2%	138,797	142,619	-2.7%
12	Western Ave	9,761	10,038	-2.8%	53,034	66,604	-20.4%
13	Beaumont	-	-	0.0%	-	3,809	-100.0%
15	Woodland Crosstown	11,281	10,295	9.6%	61,161	35,208	73.7%
16	Cedar Bluff Connector	11,949	13,094	-8.7%	63,744	49,262	29.4%
17	Sutherland/Bearden	6,850	6,365	7.6%	34,614	41,047	-15.7%
20	Central Ave/Clinton Hwy	16,073	18,480	-13.0%	91,914	84,858	8.3%
21	Lincoln Park	-	-	0.0%	-	6,692	-100.0%
22	Broadway	28,609	27,944	2.4%	143,086	146,610	-2.4%
23	Millertown	2,420	2,233	8.4%	13,754	18,317	-24.9%
24	Inskip/Breda Rd	3,814	4,751	-19.7%	20,811	22,033	-5.5%
30	Parkridge	-	-	0.0%	-	6,594	-100.0%
31	Magnolia Ave.	20,999	24,861	-15.5%	110,842	126,115	-12.1%
32	Dandridge	3,554	4,328	-17.9%	18,878	25,797	-26.8%
33	M.L.K.	-	-	0.0%	-	9,017	-100.0%
34	Burlington	15,153	13,858	9.3%	76,787	60,622	26.7%
37	Morningside/Riverside	4,556	5,016	-9.2%	22,948	16,588	38.3%
40	South Knoxville	2,686	4,715	-43.0%	12,241	20,716	-40.9%
41	Chapman Hwy	15,002	18,463	-18.7%	82,233	92,348	-11.0%
42	UT/Ft Sanders Hospitals	4,564	6,321	-27.8%	26,662	33,772	-21.1%
44	University Park	8,850	11,377	-22.2%	40,044	54,306	-26.3%
45	Vestal	5,953	6,027	-1.2%	30,321	28,358	6.9%
90	Crosstown	-	-	0.0%	-	15,926	-100.0%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTA	AL .	204,401	227,837	-10.3%	1,075,638	1,143,596	-5.9%
82	Orange Line Trolley	-	-	0.0%	-	12,543	-100.0%
84	Green Line Trolley	-	-	0.0%	-	15,801	-100.0%
86	Blue Line Trolley	-	-	0.0%	-	37,053	-100.0%
SUBTOTA	AL	-	-	0.0%	-	65,397	-100.0%
TOTAL P	ASSENGERS WITH TROLLEYS	204,401	227,837	-10.3%	1,075,638	1,208,993	-11.0%
10111211	ASSET VIIII INCEEDIS	201,101	227,007	10.0 / 0	1,070,000	1,200,550	111070
LIFT SER	VICE	5,883	5,557	5.9%	32,798	32,472	1.0%
KAT CON	NECT	9	5	80.0%	32	15	113.3%
TOTAL S	CHEDULED SERVICES	210,293	233,399	-9.9%	1,108,436	1,241,465	-10.7%
		,					
TOTAL C	HARTER SERVICES	13,034	10,169	28.2%	49,745	24,149	106.0%
					II		

NOVEMBER 2025 RIDERSHIP



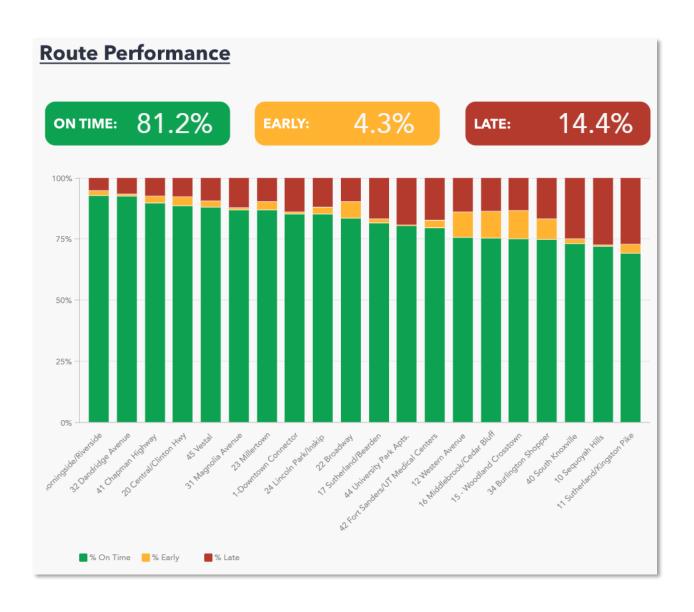


MONTHLY RIDERSHIP

NOVEMBER REPORT FY2026

			No-		Connected w/	Connected w/	Ineligble Trip	On-Time
Month	Booked Trips	Completed Trips	Show/Cancel	Unique Riders	Route 12	Route 20	Requests	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%
November	15	9	6	1	0	15	0	100%

NOVEMBER 2025 ON-TIME PERFORMANCE





December 18, 2025

TO: Knoxville Transportation Authority Commissioners

FROM: Isaac Thorne, Executive Director

SUBJECT: Service Restoration Plan

Purpose:

KAT will restore service levels as operator shortage improves. This phased approach prioritizes:

- High-ridership routes
- Minimizing adverse impacts on low-income and minority communities
- Ensuring riders have reliable access to essential transit services

Phase One - Potentially March 23, 2026:

Route 12

Frequency: Restored from every 60 minutes to every 30 minutes Departures from Knoxville Station: :15 and :45 past each hour

Route 20

Frequency: Restored from every 60 minutes to every 30 minutes Departures from Knoxville Station: :15 and :45 past each hour

Phase Two - Potentially May 4, 2026:

Route 15

Frequency: Restored from every 60 minutes to every 30 minutes Departures from Knoxville Station: :15 and :45 past each hour

Route 17

Service resumes (previously suspended)

Frequency: 30 minutes



Departures from Knoxville Station: :00 and :30 past each hour

Phase Three - Potentially May 18, 2026

• Route 42

Frequency: Restored from every 60 minutes to every 30 minutes Departures from Knoxville Station: :15 and :45 past each hour

Staff Monitoring & Communication

- Staffing levels will be reviewed weekly.
- Restoration may accelerate if operator availability improves faster than anticipated.
- Riders will be notified of changes via:
 - o KAT website and social media
 - Bus and Station postings