

Knoxville Transportation Authority

Meeting Date: Thursday, January 22, 2026



Monthly Report
December 2025

Indya Kincannon
MAYOR
(865) 215-2040



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

CITY OF KNOXVILLE

Knoxville Transportation Authority

AGENDA

Thursday, January 22, 2026

City-County Building, Large Assembly Room

- I. Determination of Quorum
- II. Approval of Minutes – December
- III. Reports
 - a. KTA Chair
 - b. Commissioner's Comments
 - c. Staff
 - i. City of Knoxville Director of Transit
 - ii. TPO Transit Planner
- IV. New Business – KTA Nominating Committee
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for February 26, 2026, & Adjourn

I. Determination of Quorum

Chair Helsley confirmed they was a quorum.

Commissioners in attendance:

Chair Helsley

Vice – Chair Durham

Commissioner Roskop

Commissioner Miller

Commissioner Taylor

Commissioner Whitted

Commissioner Winford

II. Approval of Minutes

Chair Helsley asked if there were any questions regarding the November Minutes.

There were none.

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

III. Reports

a. KTA Chair

Chair Helsley stated that the Taxi Appeal Permit Denial had been resolved and that old business would be moved to the Staff report.

Chair Helsley stated she did not have any report.

b. Commissioner's Comments

Vice – Chair Durham stated that he is finalizing an idea for 2026. He stated he would like to begin monthly “day to ride with a commissioner” on different bus routes. He stated that it would give passengers a chance to provide input on what works and what doesn’t, as well as share their hopes and dreams for transit in Knoxville. He continued that ideally this would be held on the same day of each month and was hopeful to begin in January.

c. Staff

i. City of Knoxville Director of Transit

Mr. Thorne stated he had a few updates. First, he stated that KAT would operate on Sunday service for Christmas Eve and would be closed on Christmas Day and New Year's Day.

Mr. Thorne stated that KAT had nine individuals in training, had tested out three, and that one more would be testing out the next day. He continued that KAT would have another class starting on January 12th. He stated that KAT is currently on track to restore service in March 2026 and that service would be restored in a 3-step phase. Mr. Thorne continued that Phase one has a potential start date of March 3, 2026, restoring 30-minute service to Routes 12 and 20. Phase two is set for May, restoring service back to Routes 15 and 17, providing 30-minute service to Route 15 and restoring service back to Route 17. And lastly, Phase three would be restoring all remaining reduced service.

Commissioner Roskop commented on his appreciation to KAT for providing the plan requested by the board at the previous meeting.

Vice – Chair Durham asked if the route restoration would be publicized in advance or closer to the date of restoration. He then asked if it would be publicized on social media. Mr. Thorne stated it would be publicized closer to the date of restoration and that the KTA board would be notified, as well as being notified monthly of any changes and progress.

ii. TPO Transit Planner

Mr. Burton stated he had no report. He wished everyone a Happy Holidays.

IV. New Business – Nominating Committee

Chair Helsley stated that the board would need two volunteers for the KTA nominating committee. She stated that Mr. Lawhorn serves as the chair for that committee.

Mr. Lawhorn stated that KTA bylaws require that every December, the chair must appoint a nominating committee to meet seven days before the January meeting, to nominate a slate of candidates for chair, vice – chair, and recording secretary. He stated that the same members can be nominated for a second term or that new members can be nominated for said positions. Mr. Lawhorn continued stating that one nomination can be made for each position and that additional nominations can be made from the board at the next meeting.

Commissioner Taylor and Commissioner Roskop volunteered to be on the nominating committee.

Vice – Chair Durham asked why the on – time route performance has routes that consistently perform lower than others, asking specifically about Route 32.

Mr. Tennessee replied that it is primarily because of traffic congestion in that area.

Vice – Chair Durham then asked if this was something that the board or staff could resolve. Mr. Thorne stated that the City Engineering is actively working on traffic prioritization on corridors such as Broadway, Chapman Highway, and other highways. Vice – Chair Durham then asked if KAT Staff could provide a report regarding what is being done to improve service performance.

Commissioner Miller asked why the system – wide reports regarding ridership did not match across the charts. Mr. Tennessee stated that a malfunction KAT may be having in their APC data is that they use a third – party system that scrubs the data. He continued stating that KAT has noticed those discrepancies with the APC data not operating correctly or not being recalibrated efficiently. He continued, it could also be due to missed trips, operating shortage, and the free service during KAT Reimagined. Mr. Tennessee stated that during the past three months, KAT noticed a 5% reduction overall, compared to September 2024 – September 2025.

Commissioner Miller stated that it sounded like the system performance report is more reliable data compared to the bar graph. Mr. Tennessee stated that the bar graph is created from raw data pulled from GMV, while the system performance report is pulled from APC reporting, which they are concerned about. Mr. Thorne stated that KAT believes they are underreporting the APC data. He stated that when KAT has malfunctions with APC, there is a chance it is not capturing the correct data, so it will take five days to expand the data, rather than taking 20 days to expand.

Mr. Tennessee stated that KAT is currently working with Hatch for Impact with UT to help streamline data and to move towards a web – based model, and that they would be using it to help create graphs to mimic the APC data.

Vice – Chair Durham then asked if, moving forward, KAT could provide the 2025 graphs to include the full past and current calendar year. Mr. Tennessee stated that the data shows just the current fiscal year, which starts in July of every year.

Commissioner Taylor then asked where the board could see the full year, to which Mr. Tennessee stated they could create that for the board.

V. Old Business

There was no old business.

VI. Public Comments

Sharwin Snelson - 235 Carta Road, Knoxville, TN 37914

Mr. Snelson stated that he attended the KTA meeting in July 2025 and has returned with major concerns. He continued that he understands situations happen from time to time, but once is an incident, twice is a coincidence, and three is a pattern. He stated that since July, he has had major issues. He continued that he had sent emails last month and had finally gotten a response on Monday of the previous week. Mr. Snelson then went on to read his email, which stated he addressed issues with Mr. Brian McClure about an incident where he was placed in a cluster despite having a subscription, an incident on November 5, 2025, where he was picked up from his health provider at 5:40 pm and dropped off at 7:15 pm. He stated the reason for this was that the operator dropped off another passenger at Western Avenue, then backtracked 20 minutes to pick up two other passengers at Trader Joe's. He asked why the problem was not caught. He continued, he called and texted Mr. McClure multiple times, and finally received a response that following Friday via text, which stated that he would call Mr. Snelson back and that Ms. Zaneta Fenton would be taking LIFT inquiries moving forward. Mr. Snelson stated he did not appreciate being passed off to another person when Mr. McClure was the person he contacted. He continued stating that on November 19, 2025, he finished his appointment and spoke to Josh to notify he was ready to be picked up. He stated two vans were in the area, but that he was not placed on either one. He stated he called back to speak with Ms. Fenton, to which she replied that no vans that could pick him up earlier.

He stated that he was picked up and the van was heading to Walmart, where the operator asked over the radio if he was supposed to wait there for 30 minutes with two passengers on board, to which he was given the order follow his manifest. He stated that they arrived at 6:33 pm and waited there for 28 minutes. Mr. Snelson then asked where the accountability was and who/what was the problem. He stated that the KTA board members should be made aware of these issues. He stated that he was requesting that board members look into the concerns and inform him of the outcome. He continued stating that on Tuesday, December 9, 2025, he was in the van for two hours. He stated that he called about that incident the week before and was on hold for 40 minutes, with no response. He stated that the previous Tuesday, he was late for work, and that the Wednesday night before the meeting, he was heading to Walmart and looked at the screen, which showed 5:40 pm and was expected to wait 33 minutes for the next person to be picked up. He continued he was able to call that issue in and get in contact with a dispatcher, who switched the route to take Mr. Snelson home. He stated that again, there was no accountability. Mr. Snelson then suggested that the new LIFT operators be given a reference sheet, much like the left and right sheets used on the mainline to navigate the tablets used on the bus. Lastly, he stated he would like to know each person's role as to who to contact, whether that be an email or extension number, so that everyone can stop fighting and make KAT operate better.

VII. Set the Next Meeting and Adjourn

Chair Helsley set the next meeting for January 22, 2026, in the City – County Building at 3:00 pm.

Respectfully Submitted,
Bethany H. Starritt
KTA Recording Secretary



KNOXVILLE AREA TRANSIT

ROUTE PERFORMANCE REPORT

December, 2025

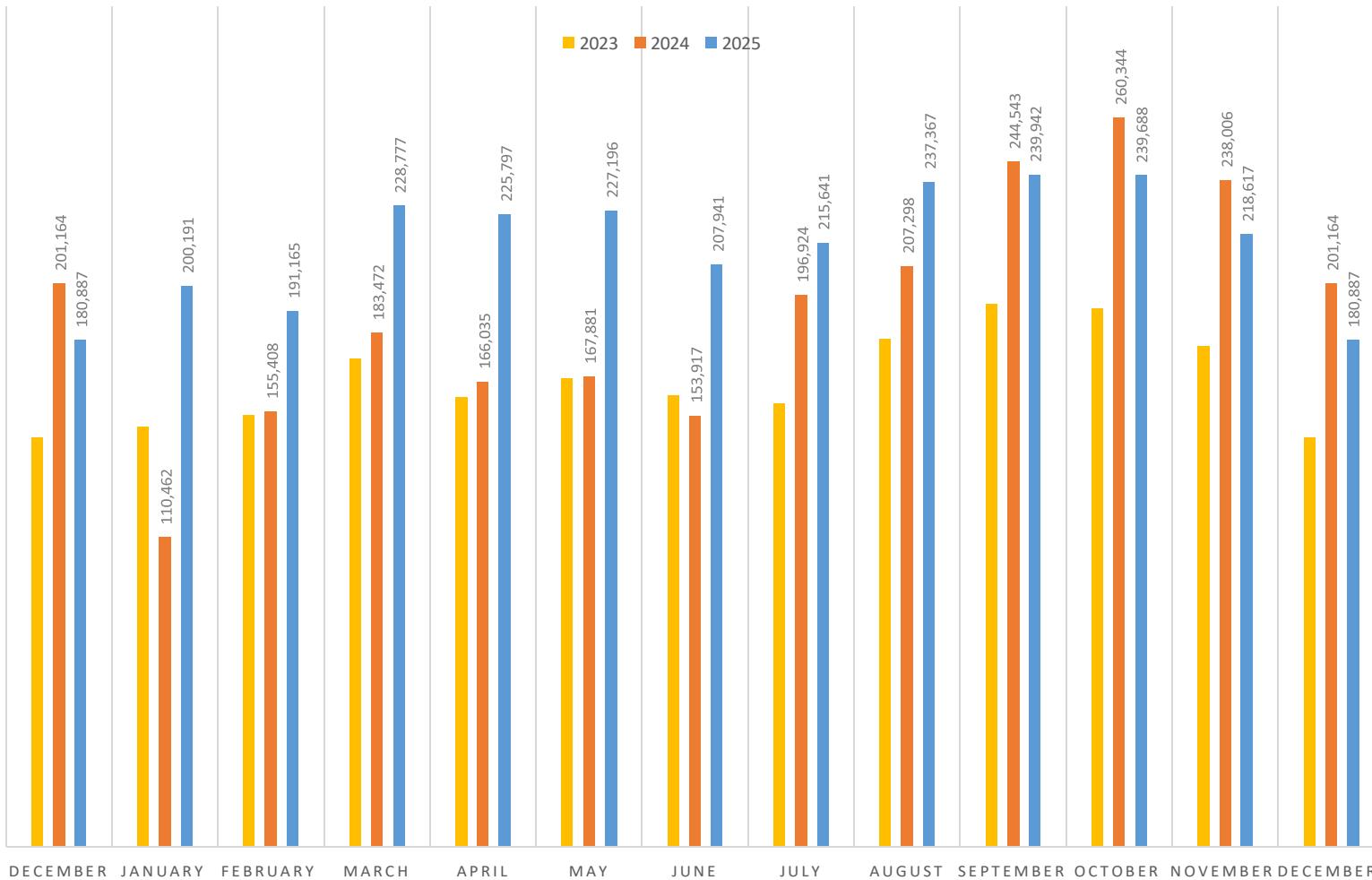
ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/Mile	Passg/Hour
1	Downtown Connector	7,400	4.1%	16,261	3.7%	2,456	7.4%	0.46	3.01
10	Sequoyah Hills	480	0.3%	2,520	0.6%	234	0.7%	0.19	2.05
11	Kingston Pike	25,602	14.2%	46,116	10.4%	3,435	10.3%	0.56	7.45
12	Western Ave	7,116	3.9%	33,030	7.4%	2,089	6.3%	0.22	3.41
15	Woodland Crosstown	7,970	4.4%	34,398	7.7%	2,662	8.0%	0.23	2.99
16	Cedar Bluff Connector	11,950	6.6%	42,649	9.6%	2,568	7.7%	0.28	4.65
17	Sutherland/Bearden	329	0.2%	7,866	1.8%	650	1.9%	0.04	0.51
20	Central Ave/Clinton Hwy	14,144	7.8%	29,637	6.7%	2,177	6.5%	0.48	6.50
22	Broadway	25,119	13.9%	31,490	7.1%	2,749	8.2%	0.80	9.14
23	Millertown	2,434	1.3%	10,928	2.5%	858	2.6%	0.22	2.84
24	Inskip/Breda Rd	3,750	2.1%	15,214	3.4%	1,231	3.7%	0.25	3.05
31	Magnolia Ave.	20,857	11.5%	30,687	6.9%	2,802	8.4%	0.68	7.44
32	Dandridge	3,711	2.1%	11,453	2.6%	812	2.4%	0.32	4.57
34	Burlington	15,196	8.4%	44,356	10.0%	2,759	8.3%	0.34	5.51
37	Morningside/Riverside	4,360	2.4%	8,122	1.8%	708	2.1%	0.54	6.16
40	South Knoxville	2,256	1.2%	15,070	3.4%	890	2.7%	0.15	2.53
41	Chapman Hwy	13,872	7.7%	37,853	8.5%	1,802	5.4%	0.37	7.70
42	UT/Ft Sanders Hospitals	2,756	1.5%	11,538	2.6%	1,384	4.1%	0.24	1.99
44	University Park	6,444	3.6%	2,540	0.6%	250	0.7%	2.54	25.78
45	Vestal	5,141	2.8%	13,720	3.1%	889	2.7%	0.37	5.78
	Other/ Unknown	0							
SUB TOTAL LINE SERVICE		180,887		445,449		33,407		0.41	5.41
LIFT SERVICE		6,034		38,116		2,723		0.16	2.22
TOTAL SCHEDULED SERVICES		186,921		483,565		36,130		0.39	5.17
TOTAL CHARTER SERVICES		0		-		-		0.00	0.00
GRAND TOTAL ALL KAT SERVICES		186,921		483,565		36,130		0.39	5.17



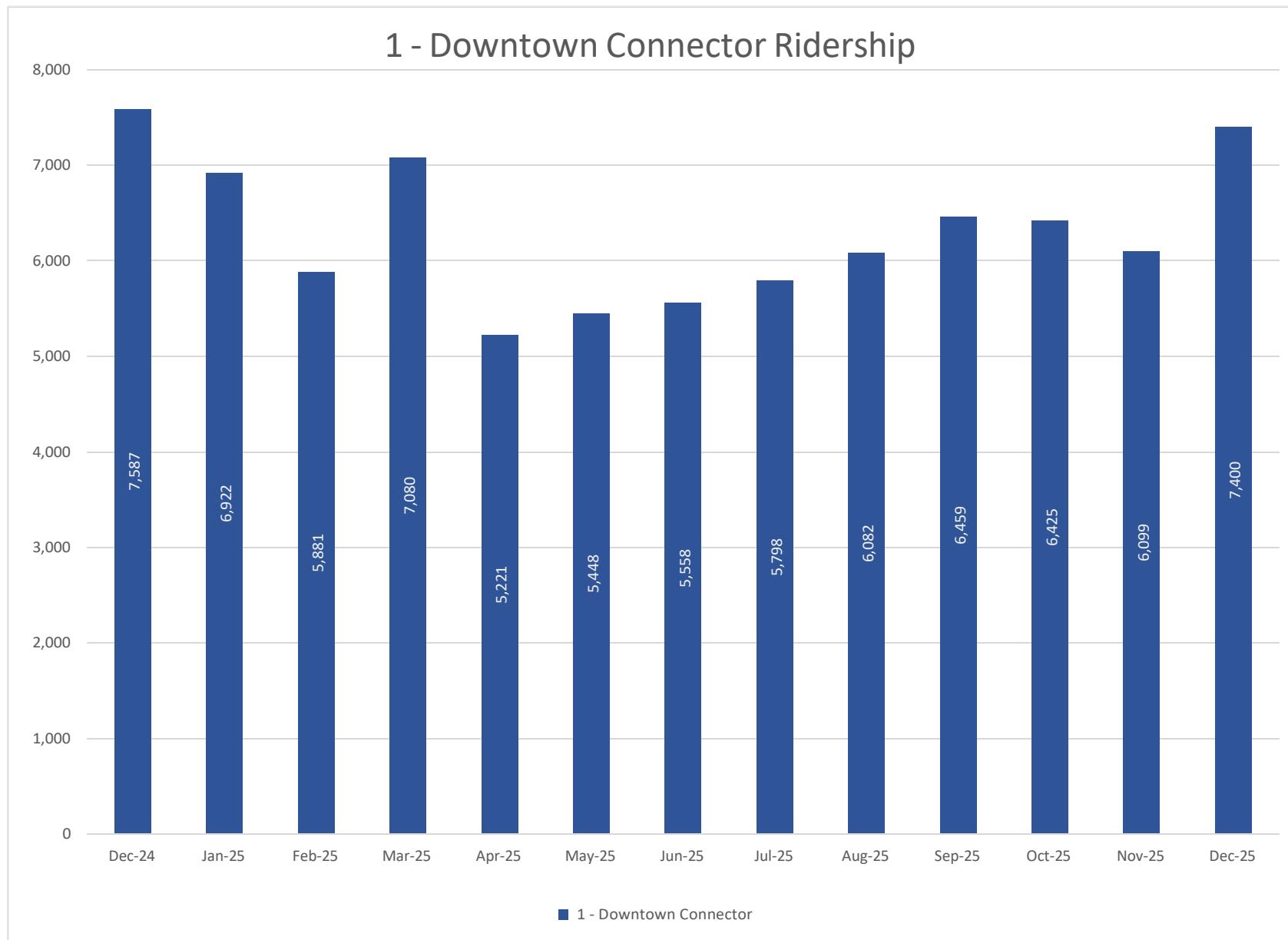
KNOXVILLE AREA TRANSIT
SYSTEM PERFORMANCE REPORT
December, 2025

	THIS MONTH			FISCAL YEAR-TO-DATE		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	180,887	254,021	-29%	1,256,525	1,394,189	-10%
System Generated Revenue				\$606,955	\$535,521	13%
Revenue Veh. Miles	445,449	245,358	82%	1,702,522	1,412,492	21%
Revenue Veh. Hours	33,407	18,169	84%	131,471	105,032	25%
Passengers/Mile	0.41	1.04	-61%	0.74	0.99	-25%
Passengers/Hour	5.41	13.98	-61%	9.56	13.27	-28%
Preventable Accidents	1	8	-88%	19	40	-53%
Mechanical Road Calls	32	39	-18%	330	251	31%
Accidents/100,000 Miles	0.22	3.26	-93%	1.12	2.83	-61%
Miles/Road Failure	13,920	6,291	121%	5,159	5,627	-8%
	0					
DEMAND RESPONSE	0				0	
Total Passengers	6,034	6,409	-6%	38,832	38,261	1%
System Generated Revenue				\$59,758	\$77,402	-23%
Revenue Veh. Miles	45,134	42,661	6%	255,565	253,328	1%
Revenue Veh. Hours	2,898	3,190	-9%	18,376	19,233	-4%
Passengers/Mile	0.13	0.15	-11%	0.15	0.15	1%
Passengers/Hour	2.08	2.01	4%	2.11	1.99	6%
Preventable Accidents	0.00	0.00	0%	0	1	-100%
Mechanical Road Calls	5.00	4.00	25%	21	30	-30%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.39	-100%
Miles/Road Failure	9,027	10,665	-15%	12,170	8,444	44%
	0					
CHARTER SERVICE	0				0	
Charters	0	276	-100%	107	968	-89%
Sports Charters	0	6,047	-100%	43,481	25,658	69%
Total Passengers	0	6,323	-100%	43,588	26,626	64%
Revenue		\$0				0%
Football Shuttle Charters		\$0		\$31,540	\$1,700	1755%
Other Sports Charters - Boyd Sports, LLC		\$0		\$161,318	\$2,050	7769%
Total Miles	0	482	-100%	5,956	2,029	194%
Total Hours	0.0	183.0	-100%	1,433	693	107%

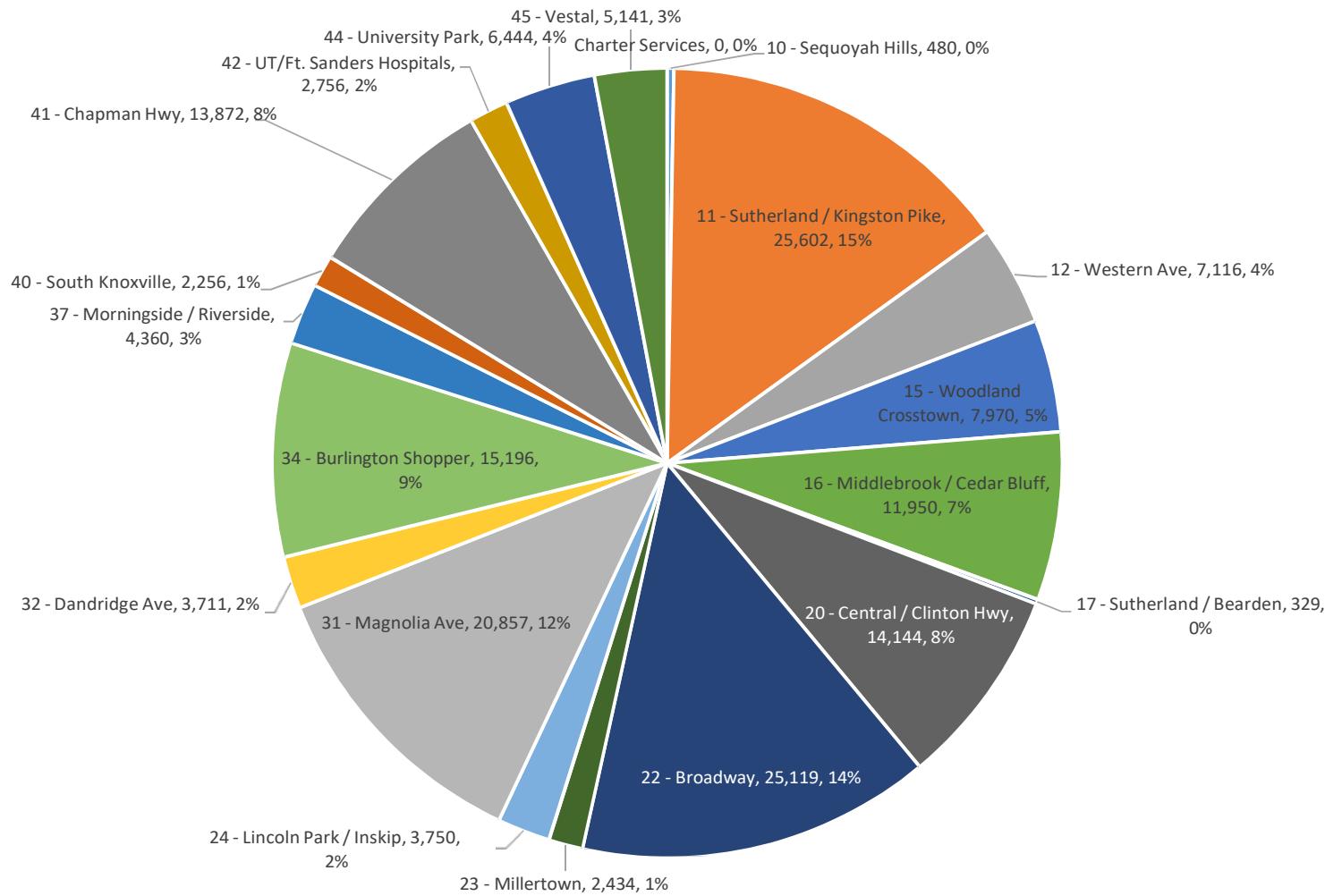
FIXED ROUTE RIDERSHIP BY MONTH

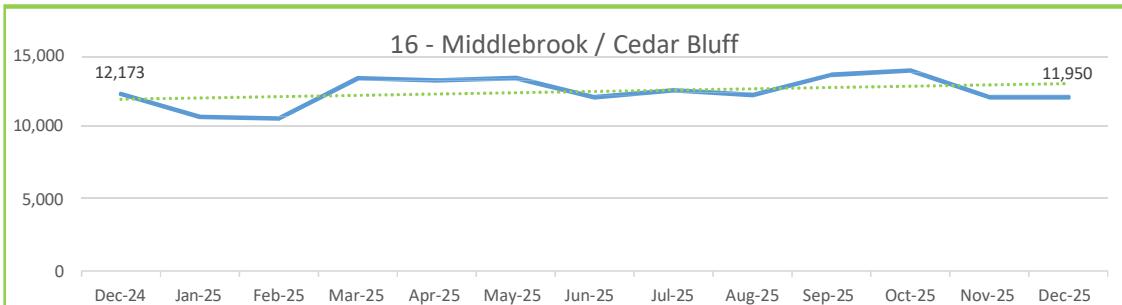
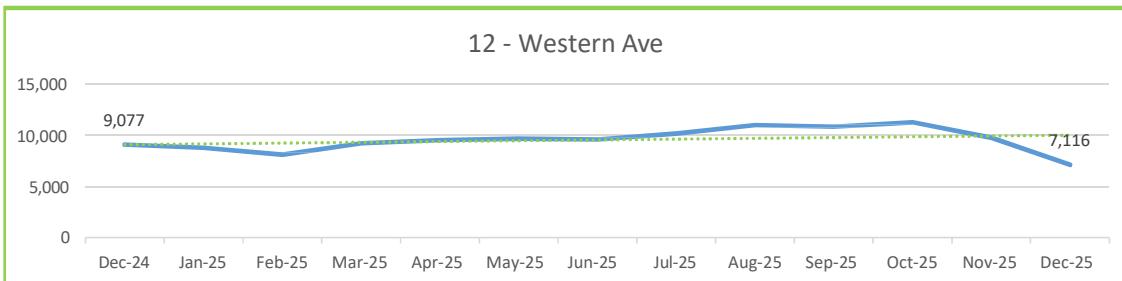
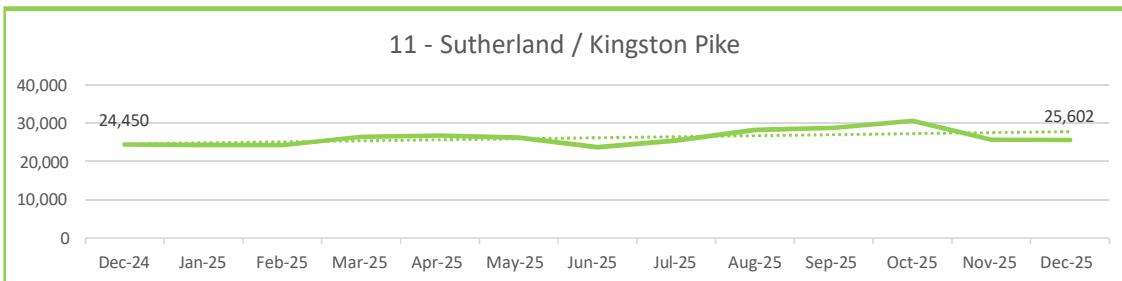
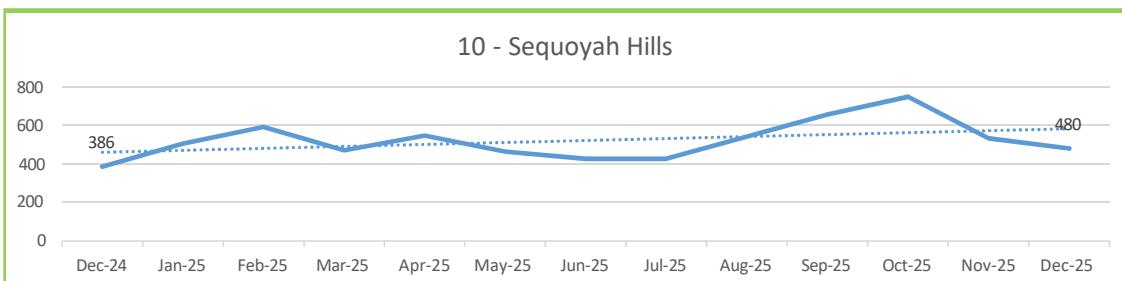
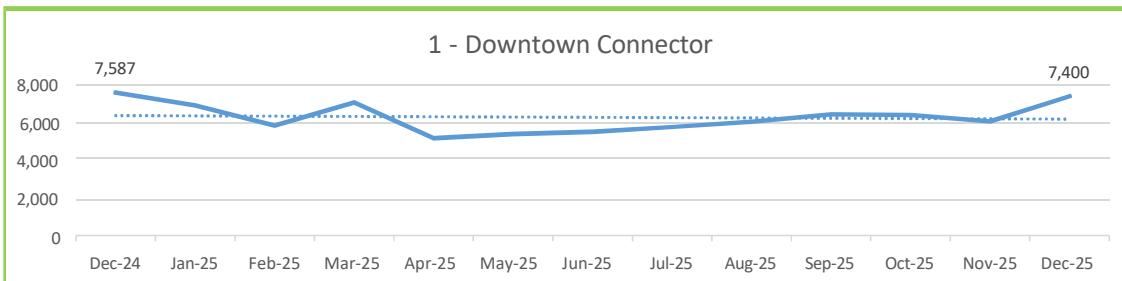


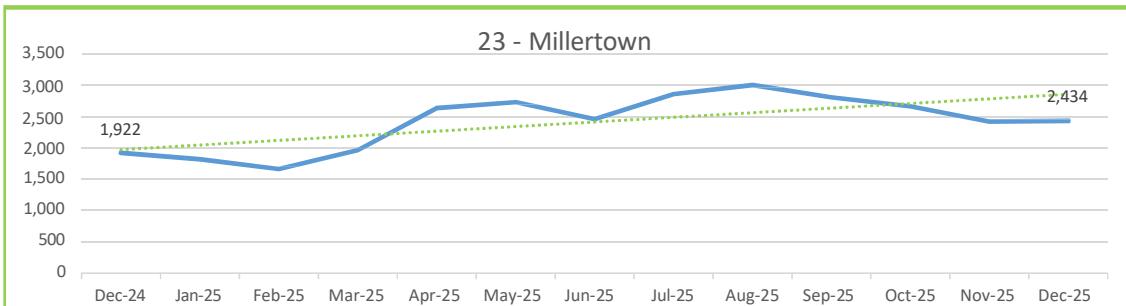
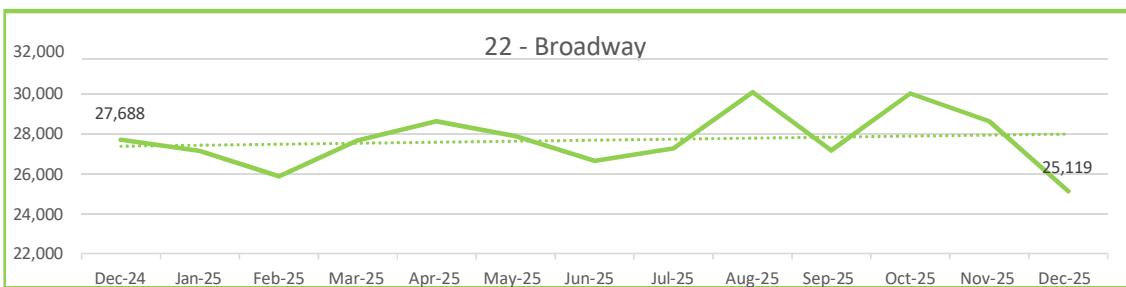
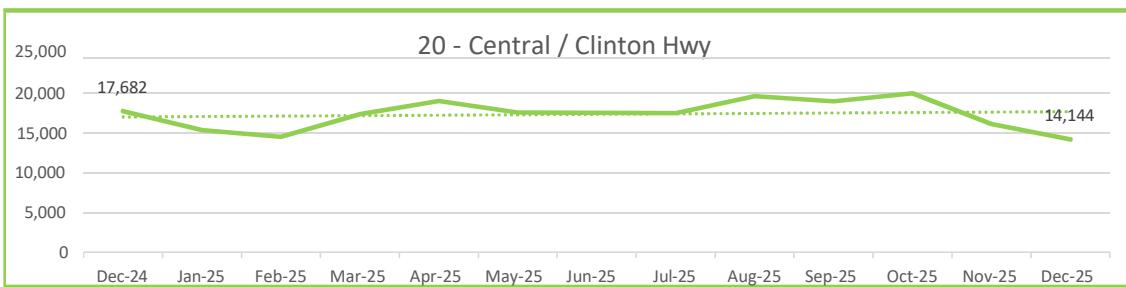
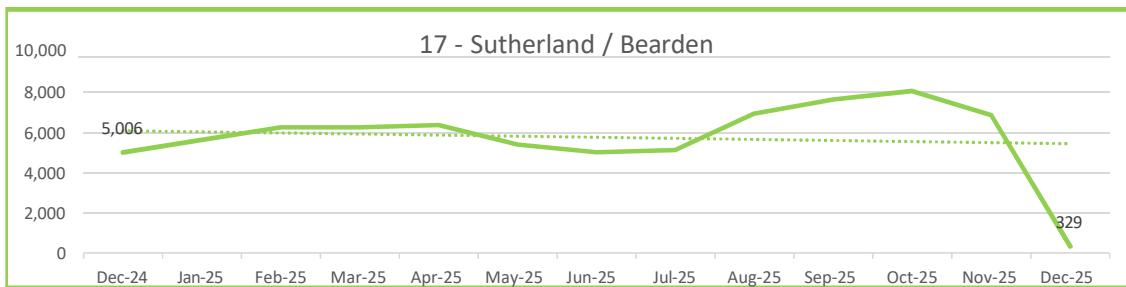
*updated to include 2025 monthly data

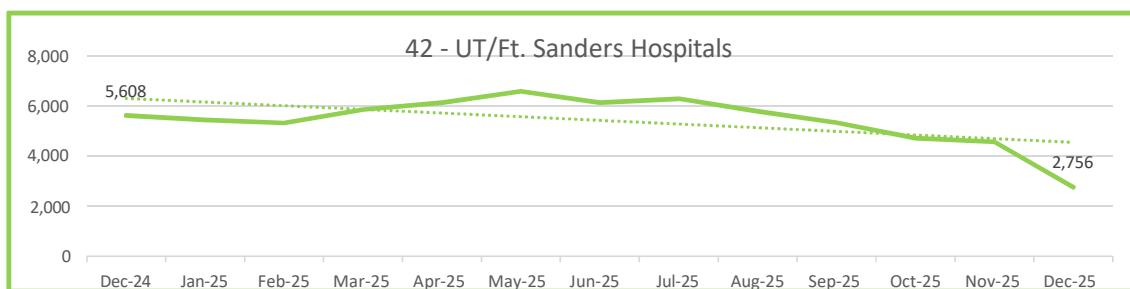
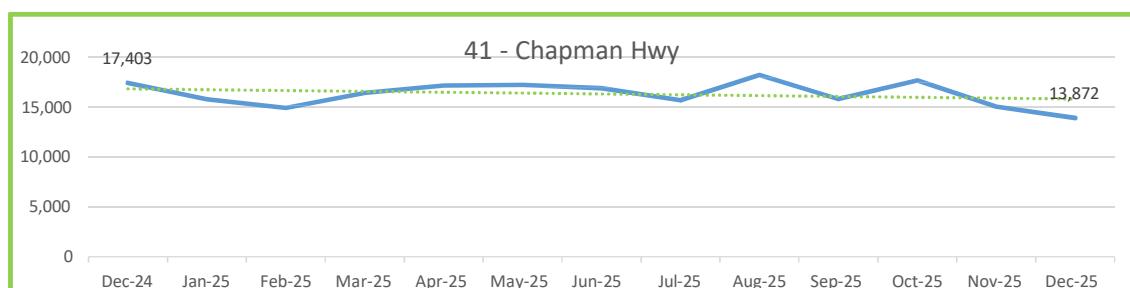
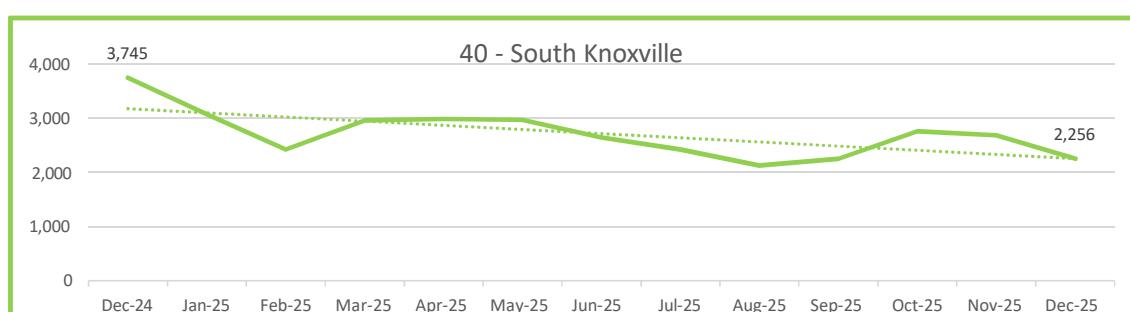
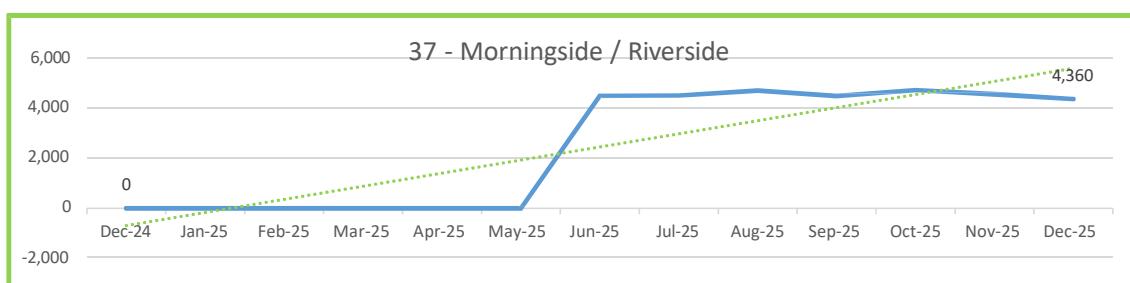
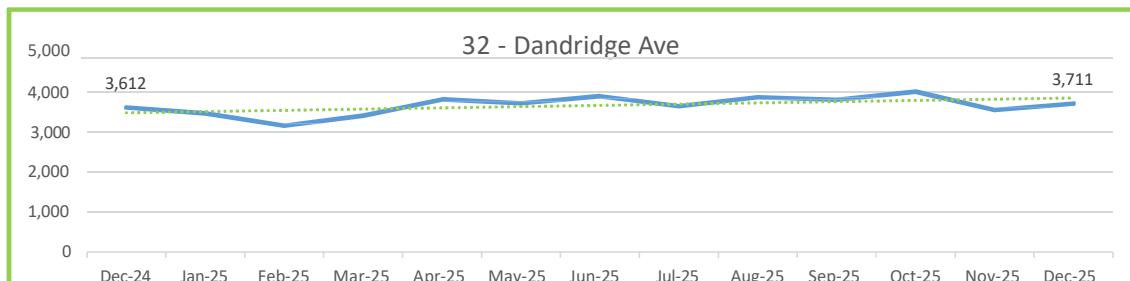


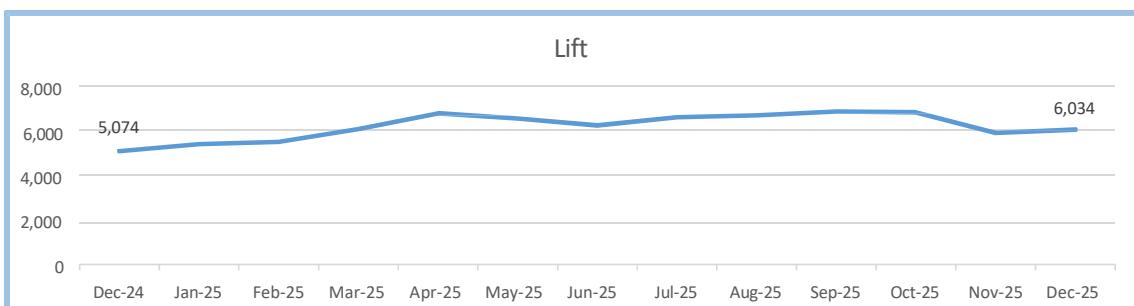
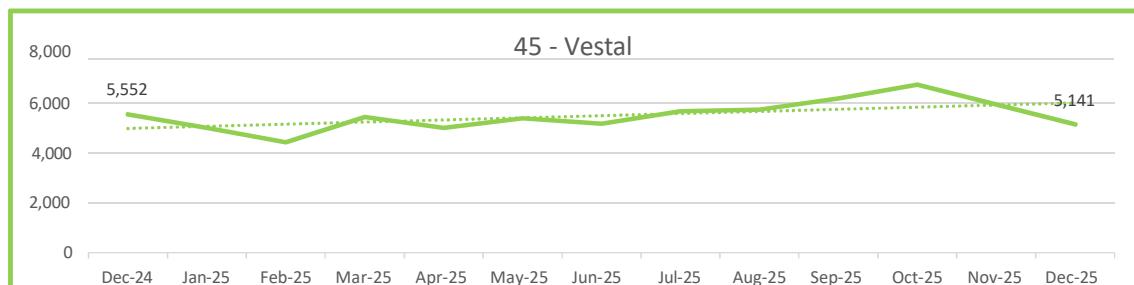
December 2025 System Ridership by Route













KAT RIDERSHIP

December 2019



ROUTE #	ROUTE NAME	FY20	FY19	% CHANGE	YTD/FY20	YTD/FY19	% CHANGE
10	Sequoyah Hills	268	202	32.7%	1,869	2,127	-12.1%
11	Kingston Pike	25,638	24,202	5.9%	168,981	165,894	1.9%
12	Western Ave	13,485	12,210	10.4%	79,180	81,092	-2.4%
13	Beaumont	2,464	2,542	-3.1%	17,479	17,692	-1.2%
16	Cedar Bluff Connector	3,410	2,749	24.0%	18,925	17,768	6.5%
17	Sutherland/Bearden	7,595	5,567	36.4%	51,361	43,331	18.5%
19	Lakeshore / Lonas Connector	498	437	14.0%	3,092	3,298	-6.2%
20	Central Ave. / Clinton Hwy	10,450	9,424	10.9%	70,944	67,483	5.1%
21	Lincoln Park	2,881	3,297	-12.6%	18,411	22,226	-17.2%
22	Broadway	21,553	22,390	-3.7%	150,406	152,552	-1.4%
23	Millertown	5,057	4,818	5.0%	33,168	31,257	6.1%
24	Inskip/Breda Rd	2,477	1,972	25.6%	16,932	15,140	11.8%
30	Parkridge	3,098	2,575	20.3%	19,311	16,465	17.3%
31	Magnolia Ave.	17,688	17,276	2.4%	114,229	116,896	-2.3%
32	Dandridge	6,372	5,443	17.1%	41,474	37,846	9.6%
33	M.L.K.	3,286	3,227	1.8%	22,424	21,236	5.6%
34	Burlington	5,442	5,290	2.9%	36,017	36,120	-0.3%
40	South Knoxville	3,958	3,191	24.0%	25,032	20,148	24.2%
41	Chapman Hwy	12,876	11,620	10.8%	81,427	72,543	12.2%
42	UT/Ft. Sanders Hospitals	3,338	3,006	11.0%	22,650	20,850	8.6%
44	University Park	2,663	2,934	-9.2%	33,437	34,543	-3.2%
45	Vestal	4,978	4,441	12.1%	32,953	30,394	8.4%
90	Crosstown	6,094	6,626	-8.0%	43,250	44,200	-2.1%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		165,569	155,439	6.5%	1,102,952	1,071,101	3.0%
82	Orange Line Trolley	12,387	15,410	-19.6%	101,857	117,052	-13.0%
84	Green Line Trolley	10,510	8,502	23.6%	67,191	59,231	13.4%
86	Blue Line Trolley	18,181	19,243	-5.5%	123,956	125,637	-1.3%
88	Red Line Trolley	3,034	-	100.0%	14,301	-	100.0%
SUBTOTAL		44,112	43,155	2.2%	307,305	301,920	1.8%
TOTAL PASSENGERS WITH TROLLEYS		209,681	198,594	5.6%	1,410,257	1,373,021	2.7%
LIFT SERVICE		5,458	4,846	12.6%	33,981	33,052	2.8%
TOTAL SCHEDULED SERVICES		215,139	203,440	5.8%	1,444,238	1,406,073	2.7%
TOTAL CHARTER SERVICES		466	779	-40.2%	36,521	39,773	-8.2%
GRAND TOTAL ALL KAT SERVICES		215,605	204,219	5.6%	1,480,759	1,445,846	2.4%



KAT RIDERSHIP_APC

December 2025



ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	7,400	7,587	-2.5%	38,263	42,246	-9.4%
10	Sequoyah Hills	480	386	24.4%	3,384	2,105	60.8%
11	Kingston Pike	25,602	24,450	4.7%	164,399	167,069	-1.6%
12	Western Ave	7,116	9,077	-21.6%	60,150	75,681	-20.5%
13	Beaumont	-	-	0.0%	-	3,809	-100.0%
15	Woodland Crosstown	7,970	9,347	-14.7%	69,131	44,555	55.2%
16	Cedar Bluff Connector	11,950	12,173	-1.8%	75,694	61,435	23.2%
17	Sutherland/Bearden	329	5,006	-93.4%	34,943	46,053	-24.1%
20	Central Ave/Clinton Hwy	14,144	17,682	-20.0%	106,058	102,540	3.4%
21	Lincoln Park	-	-	0.0%	-	6,692	-100.0%
22	Broadway	25,119	27,688	-9.3%	168,205	174,298	-3.5%
23	Millertown	2,434	1,922	26.6%	16,188	20,239	-20.0%
24	Inskip/Breda Rd	3,750	4,814	-22.1%	24,561	26,847	-8.5%
30	Parkridge	-	-	0.0%	-	6,594	-100.0%
31	Magnolia Ave.	20,857	22,896	-8.9%	131,699	149,011	-11.6%
32	Dandridge	3,711	3,612	2.7%	22,589	29,409	-23.2%
33	M.L.K.	-	-	0.0%	-	9,017	-100.0%
34	Burlington	15,196	11,471	32.5%	91,983	72,093	27.6%
37	Morningside/Riverside	4,360	3,888	12.1%	27,308	20,476	33.4%
40	South Knoxville	2,256	3,745	-39.8%	14,497	24,461	-40.7%
41	Chapman Hwy	13,872	17,403	-20.3%	96,105	109,751	-12.4%
42	UT/Ft Sanders Hospitals	2,756	5,608	-50.9%	29,418	39,380	-25.3%
44	University Park	6,444	6,842	-5.8%	46,488	61,148	-24.0%
45	Vestal	5,141	5,552	-7.4%	35,462	33,910	4.6%
90	Crosstown	-	-	0.0%	-	15,926	-100.0%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		180,887	201,149	-10.1%	1,256,525	1,344,745	-6.6%
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%
SUBTOTAL		-	-	0.0%	-	65,397	-100.0%
TOTAL PASSENGERS WITH TROLLEYS		180,887	201,149	-10.1%	1,256,525	1,410,142	-10.9%
LIFT SERVICE		6,034	5,074	18.9%	38,832	37,872	2.5%
KAT CONNECT		2	7	-71.4%	34	22	54.5%
TOTAL SCHEDULED SERVICES		186,923	206,230	-9.4%	1,295,357	1,448,014	-10.5%
TOTAL CHARTER SERVICES		-	15	-100.0%	49,745	24,164	105.9%
GRAND TOTAL ALL KAT SERVICES		186,923	206,245	-9.4%	1,345,102	1,472,178	-8.6%



MONTHLY RIDERSHIP

DECEMBER 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%
November	15	9	6	1	0	15	0	100%
December	4	2	2	2	1	3	0	100%

DECEMBER 2025

ON-TIME PERFORMANCE

Route Performance

ON TIME: 83.9%

EARLY: 4.2%

LATE: 11.9%

