

# Knoxville Transportation Authority

Meeting Date: Thursday, February 26, 2026



## Monthly Report January 2026

**Indya Kincannon**  
MAYOR  
(865) 215-2040



**CITY OF KNOXVILLE**  
Knoxville Transportation Authority

**Dustin Durham**  
CHAIR

**Rick Whitted**  
VICE-CHAIR

**Sara May**  
RECORDING SECRETARY

**Matthew DeBardelaben**

**Beth Miller**

**Aly Taylor**

**Mary Thom-Adams**

**Nancy Nabors**

**Eboni Winford**

**Zach Roskop**

**John Lawhorn**  
ATTORNEY TO KTA

**AGENDA**

Thursday, February 26, 2026

City-County Building, Main Assembly Room

- I. Determination of Quorum
- II. Approval of Minutes – January 2026
- III. Reports
  - a. KTA Chair
  - b. Commissioner’s Comments
  - c. Staff
    - i. City of Knoxville Executive Director of Transit
      - Route Restoration Update
    - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for March 26, 2026, & Adjourn

**I. Determination of Quorum**

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

Commissioners in attendance:

Chair Helsley

Vice-Chair Durham

Commissioner Miller

Commissioner Whitted

Commissioner Taylor

Commissioner Thom-Adams

Commissioner Nabors

Commissioner Roskop

**II. Approval of Minutes**

Chair Helsley asked if there were any questions regarding the December minutes.

There were none.

Vice-Chair Durham gave the 1<sup>st</sup> motion, and Commissioner Miller gave the 2<sup>nd</sup> motion. All were in favor, none opposed.

**III. Reports**

**a. KTA Chair**

Chair Helsley stated that January's meeting would be her last meeting on the KTA board, as they have new Council. She stated she would be replaced by Matthew DeBardelaben, who she stated was involved in transit. She stated she would still be involved but would be working on the Microtransit Committee and will be a TPO representative.

**b. Commissioner's Comments**

Commissioner Roskop stated his appreciation for Chair Helsley's service and commitment to the KTA board.

Commissioner Roskop stated he rode the Magnolia route very frequently and had noticed that a few stops on the route are consistently crowded by people who are hanging out and have no intention of riding the bus.

He stated that while he understands they are not breaking rules, he noticed it does make it challenging for the operators, as they do not know whether they should stop or not. He continued stating that he assumes that KAT is already aware of this situation, but was not sure if a solution could be found.

Mr. Thorne stated that KAT was aware of the situation and that they typically send a supervisor out to have a conversation with the individuals and explain expectations.

Vice-Chair Durham stated his appreciation to Chair Helsley as well, stating that he would miss her on the board.

Vice-Chair Durham stated he would give an update on his initiative, 'Ride with a Commissioner.' He stated he was in the final stages of planning and that the name was to be determined. He continued with his goal to have the plan solidified by the next meeting, and he plans to have this initiative start in early to late March. He continued stating that on average, it would be two routes a month, with one route being a consistent route on Thursdays at 6:00 pm, then on the following Friday ride at noon on another route. He stated he was verifying with KAT staff to ensure there is nothing planned for routes to change or when service would be added back. Lastly, he again stated his excitement for this initiative and hopes to have the finalized plan announced at the next meeting.

**c. Staff**

**i. City of Knoxville Director of Transit**

Mr. Thorne stated his appreciation for Chair Helsley's service and commitment to the KTA board.

Mr. Thorne stated he had a few updates for the board, starting with how many operators KAT had currently. He stated that KAT had 156 operators, 13 in training, and another class of 10 starting the following week. He continued that the maintenance department is almost fully staffed, with only a search for two mechanics left. He stated that KAT was on track to meet their timeline and deadline for their service restoration plan. KAT was on track to bring back frequency to Route 12 and Route 20 in March and is possibly ahead of schedule to bring back full service in April instead of May.

Mr. Thorne stated his other update was regarding the Downtown Connector. He stated that after the board had voted to make service fare-free for that route, KAT saw an increase of around 1,300 riders. He continued, in November of last year, Route 1's ridership was around 6,100, and December of last year yielded around 7,400 riders. He stated that it was exciting to see and that KAT was hopeful to see it continue to increase.

Vice-Chair Durham then asked how many operators KAT needed to be fully staffed. Mr. Thorne stated around 190 operators.

Vice-Chair Durham then asked how long the Downtown Connector fare-free pilot lasts. Mr. Thorne stated it was decided to last 6 months, with the pilot ending in June 2026.

**ii. TPO Transit Planner**

Mr. Burton reintroduced himself as the representative of the Transportation Planning Organization, and he would be providing a few updates.

He stated that last year, he would bring up Advanced Knox meetings from time to time, which was a Knox County project looking at their land use plan. He stated that while it was not a City project, they were looking more into the corridors and developing nodes. He continued that from time to time during those meetings, he would be asked why KAT buses do not expand to the County. He stated that he believes a part of that reason is because of budgets, but also, once transportation is spread out further into the county, it becomes more difficult to serve efficiently. He stated that it was a good thing that Advance Knox is focusing on corridors and nodes, as it may help in the future to help move transit out further. He continued that they are currently working on their second phase of the process, developing all the regulations and requirements. He shared that there would be a Zoom meeting on Tuesday, January 27, 2026, from 12:00 pm – 1:00 pm. The meeting would give an update on the regulations, zoning districts, and uses. Lastly, he stated that the public could go to [Advanceknox.org](http://Advanceknox.org) to sign up for the meeting.

Mr. Burton stated his other update was that TPO is partnering with the City of Knoxville to update their land use, and that it is currently in the process of hiring a consultant, and that it will be similar to Advanced Knox. He continued that the City had not updated its land use map and regulations in 25 years, and that they would be going through the next process over the next 12 – 14 months.

#### **IV. New Business – KTA Nominating Committee**

Mr. Lawhorn explained the process and election of new officers for the KTA board. He stated the officers are the Chair, Vice-Chair, and Recording Secretary. He continued that the terms for each position last one year, and that there is an ability for those who had served one term to be nominated for a second term, but would be limited after that. He stated that since they had a vacancy in the Chair, the Nominating Committee gathered on January 14, 2026, after being appointed in December. The committee consisted of Commissioner Taylor, Commissioner Roskop, and himself. He stated that the nominees for the positions consist of the Chair nominee, Dustin Durham, Vice-Chair nominee, Rick Whitted, and Recording Secretary, Bethany Starritt. Mr. Lawhorn then stated that the Recording Secretary Nominee had informed him that she would not be performing in that position. He stated historically, the Recording Secretary is selected by KAT or the City of Knoxville, and that the board gladly takes able employees to serve in the position. He stated as Sara May was not on the slate of nominees, they would have to take that position's nomination separately. He stated that for that nomination, the board would not need a motion, only an approval.

Mr. Lawhorn continued that as a part of the process, other nominations can be made from the floor, but the limitations are that the nominee must be in attendance, must indicate their willingness to serve, or, if they are not present, must have a written note from that person stating their willingness to serve. Mr. Lawhorn then asked if there were any nominations for the position of Chair or Vice-Chair from the floor. There were no nominations from the floor. Mr. Lawhorn then asked if there was a desire to vote both the Chair and Vice-Chair in one vote, which was agreed upon. He continued that they would then vote for the approval of the recommendations of the nominating committee of Chair Dustin Durham and Vice-Chair Rick Whitted.

All were in favor, none opposed. Mr. Lawhorn stated that the vote was unanimous with two abstentions. Mr. Lawhorn then stated he would need a motion for the position of Recording Secretary to advance the name of Sara May as a nominee.

Commissioner Taylor made the 1<sup>st</sup> motion, Commissioner Roskop made the 2<sup>nd</sup> motion. All were in favor, none opposed.

Mr. Lawhorn stated that the board had their officers for the year 2026.

**V. Old Business**

There was no old business.

**VI. Public Comments**

**Rene Christian –**

Ms. Christian stated that when she first started riding KAT, she thought it was a research project because it did not make sense. She continued that she had taken transportation across the country and that KAT made no sense. She stated that the Magnolia route passes by two Family Dollars on the East, but that there are no stops in front of the stores. She stated that she sat on the Route 24 bus for 12 minutes while it idled, and that she knows that if a bus isn't moving its not making revenue.

She then stated she had a suggestion for all the commissioners to ride the Downtown Connector and ask themselves, where am I coming from, and where am I going? She stated that three buses run Route 1 and that, again, the bus will also sit and idle at times. She continued that with the size of Knoxville, KAT could make a lot of revenue if running the right routes, with people wanting to go from work to the Old City for lunch. Lastly, she again stated that she's glad some people are still taking the bus, but that again, they don't make sense to riders trying to get somewhere.

Vice-Chair Durham then asked KAT staff about one of the comments made. He stated that he was sure KAT was making sure the operators are refreshed, and he assumes there is a law about them taking breaks, but he also wondered about the buses idling at the stop where Magnolia and Washington Pike intersect. He stated he often saw the operator have the bus pulled to the side and out of the bus, walking around, or taking a smoke break. He continued that he had no issues with operators taking a break, but that he would like to understand better why the buses idle at stops.

Mr. Thorne stated that while going through KATReimagined, KAT learned what a coverage route was and what a ridership route was.

He stated that Route 23 is a coverage route and is a lifeline service that serves a less dense population, and that Route 31 is a high-frequency ridership route. He continued that every route has built-in time for recovery. When you see a bus pulled

over on the side of the road, which won't be every single hour, but at certain times of the day, like early morning peak travel times, usually that bus is running behind.

Mr. Tennessee clarified that Mr. Thorne was correct. He stated that there is coverage built into those routes, but that a lot of the time it is based on resources and the nature of the timing or the round-trip timing of the route. He stated it was dependent on how many stops it makes and how many passengers it picks up, and that, primarily, there is extra time in the route. He stated that some buses may get to a timepoint a little early and must wait. He continued stating they do not encourage operators to pass through time points, but if they get there early, to wait until the appropriate time, just in case someone is trying to catch the bus; we do not leave them by departing a time point early.

Mr. McCroskey stated to further clarify that KAT periodically checks the timing and how early a bus is running. He stated with Route 23 in particular, most often in the afternoon, it will run early due to there not being much traffic or ridership. He stated they do leave that time in the route, as there will be the school pick-up around 3:00 pm – 4:00 pm, which changes traffic patterns. He continued that it would be nice to have a sliding scale for time, but that it would just create inconsistencies for passengers.

Chair Helsley then stated that operators also get negotiated breaks that may also be the law, such as two 15-minute breaks. Mr. Thorne then clarified that they always want to give operators the time to use the restroom as well. He stated that a lot of the built-in time is at Knoxville Station, where operators can get refreshments or use the restroom.

Mr. Tennessee then stated that beginning in 2026, KAT has begun to re-evaluate the routes based on the resources being used since the implementation of KATReimagined. He continued that some of that time will be shortened based on the route. He continued that while shortening the time points during the route, they will place them at the beginning or end of the route, so that the bus is idling more at the station rather than at a stop. He stated they are trying to make the routes as smooth as possible without stops or holding back.

Commissioner Taylor then asked how KAT shares that information to the public. Mr. Thorne stated that KAT conducts bus training, where staff help potential passengers learn the most efficient way to ride the bus and to help avoid confusion. He stated that he would check in to make sure that the time points are being effectively

communicated during these training sessions and let the board know, and that if it isn't, he will make sure moving forward that it is a topic of those trainings.

Commissioner Roskop stated that, from his personal experience, the system described by the staff works. He continued that he lives near the Chestnut stop and that he can always count on the bus to be there at its scheduled time. He stated that if the bus shows up early, it will wait until it is time to pull off.

Vice-Chair Durham then asked if it was possible to add screens at the stops to show passengers the estimated time of arrival or show how long passengers will be at the stop. Mr. Thorne stated that he will check, but he is positive that it is a possibility to add dynamic timing to the screens inside the bus, and that it is displayed on the screens at the station.

Commissioner Roskop also stated that it also shows on the Transit app.

Commissioner Miller stated that you can also see the time change in real time rapidly, as she has seen it herself, but that the bus usually waits at the stop.

Mr. McCroskey states that most of the buses show the real estimated time, and even to the next recorded stop. He stated he will check to make sure that it is showing up on all the buses.

Commissioner Miller stated that a thought she had was a did you know campaign where, every so often, KAT shares that information to the public on why the bus waits. Mr. Thorne stated that, along with the training, they provide a monthly newsletter to the public and would be a great place to share that information, as well as on our social media platforms.

Chair Helsley then asked if it was possible to send the newsletter out to the board and even the council, since she will no longer be on the board, to which Mr. Thorne stated yes, they could.

## **VII. Set the Next Meeting and Adjourn**

Chair Helsley set the next meeting for February 26, in the City-County Building at 3:00 pm.

Respectfully Submitted,  
Bethany H. Starritt  
KTA Recording Secretary



KNOXVILLE AREA TRANSIT

**ROUTE PERFORMANCE REPORT**

January, 2026

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	Percentage of Ridership	MILES	Percentage of Miles	HOURS	Percentage of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	8,058	4.5%	8,405	4.0%	1,335	8.2%	0.96	6.04
10	Sequoyah Hills	583	0.3%	1,260	0.6%	115	0.7%	0.46	5.07
11	Kingston Pike	25,186	14.0%	23,882	11.5%	1,879	11.5%	1.05	13.40
12	Western Ave	6,074	3.4%	11,327	5.4%	736	4.5%	0.54	8.25
15	Woodland Crosstown	7,749	4.3%	12,847	6.2%	1,027	6.3%	0.60	7.54
16	Cedar Bluff Connector	11,948	6.6%	22,033	10.6%	1,395	8.5%	0.54	8.56
17	Sutherland/Bearden	363	0.2%	655	0.3%	56	0.3%	0.55	6.45
20	Central Ave/Clinton Hwy	11,871	6.6%	10,420	5.0%	815	5.0%	1.14	14.57
22	Broadway	24,381	13.5%	16,302	7.8%	1,500	9.2%	1.50	16.25
23	Millertown	2,371	1.3%	5,696	2.7%	475	2.9%	0.42	4.99
24	Inskip/Breda Rd	3,529	2.0%	7,857	3.8%	667	4.1%	0.45	5.29
31	Magnolia Ave.	19,456	10.8%	15,738	7.6%	1,482	9.1%	1.24	13.13
32	Dandridge	3,662	2.0%	5,919	2.8%	440	2.7%	0.62	8.33
34	Burlington	13,819	7.7%	22,863	11.0%	1,501	9.2%	0.60	9.20
37	Morningside/Riverside	4,178	2.3%	4,202	2.0%	386	2.4%	0.99	10.83
40	South Knoxville	2,092	1.2%	7,791	3.7%	483	3.0%	0.27	4.33
41	Chapman Hwy	13,847	7.7%	19,581	9.4%	982	6.0%	0.71	14.10
42	UT/Ft Sanders Hospitals	3,962	2.2%	4,120	2.0%	508	3.1%	0.96	7.81
44	University Park	12,179	6.7%	1,143	0.5%	113	0.7%	10.65	108.26
45	Vestal	5,213	2.9%	5,952	2.9%	428	2.6%	0.88	12.19
	Other/ Unknown	0							
<b>SUB TOTAL LINE SERVICE</b>		<b>180,521</b>		<b>207,992</b>		<b>16,324</b>		<b>0.87</b>	<b>11.06</b>
<b>LIFT SERVICE</b>		<b>5,299</b>		<b>36,738</b>		<b>2,618</b>		<b>0.14</b>	<b>2.02</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>185,820</b>		<b>244,730</b>		<b>18,942</b>		<b>0.76</b>	<b>9.81</b>
<b>TOTAL CHARTER SERVICES</b>		<b>0</b>		<b>-</b>		<b>-</b>		<b>0.00</b>	<b>0.00</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>185,820</b>		<b>244,730</b>		<b>18,942</b>		<b>0.76</b>	<b>9.81</b>



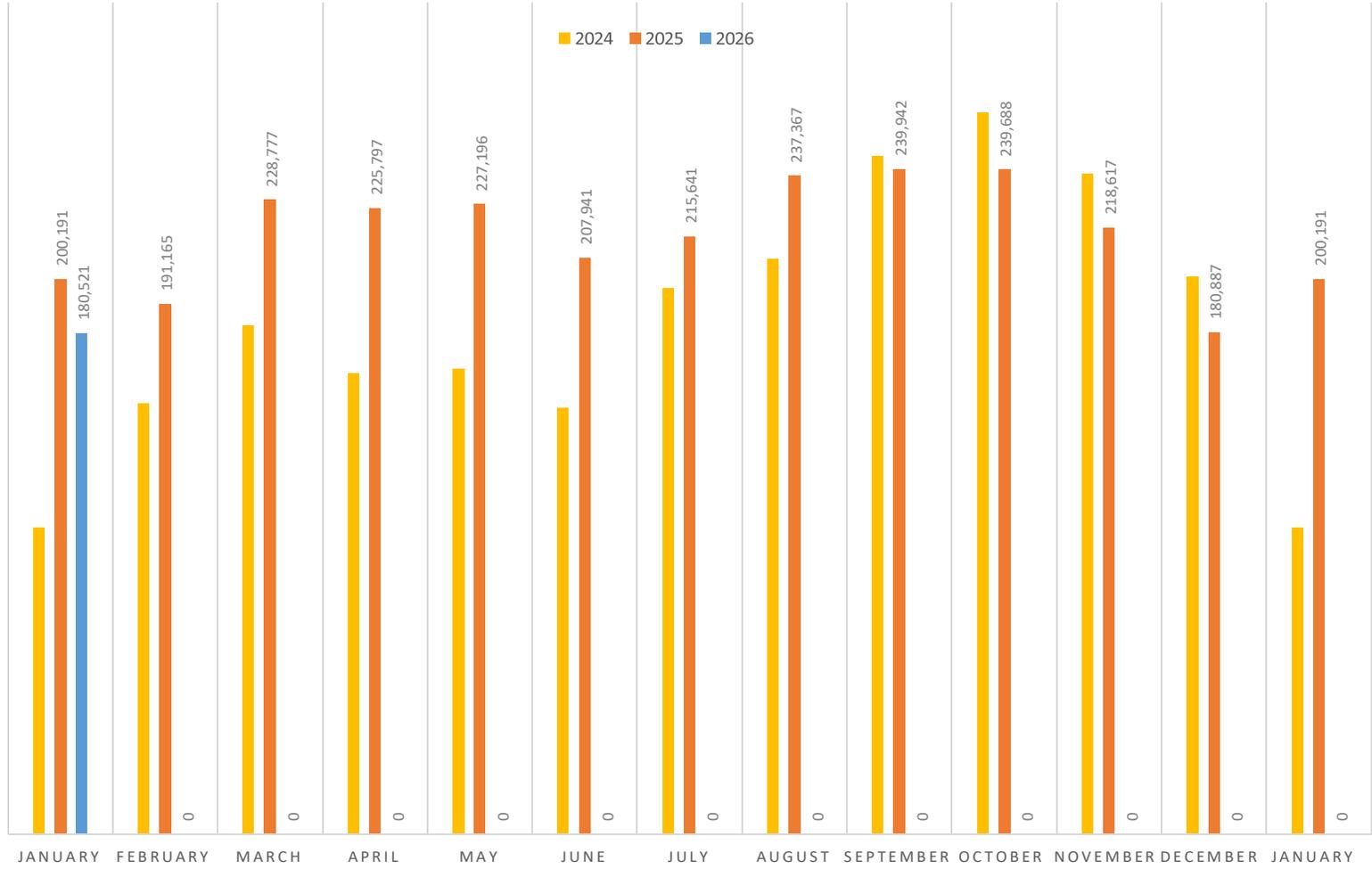
KNOXVILLE AREA TRANSIT

**SYSTEM PERFORMANCE REPORT**

January, 2026

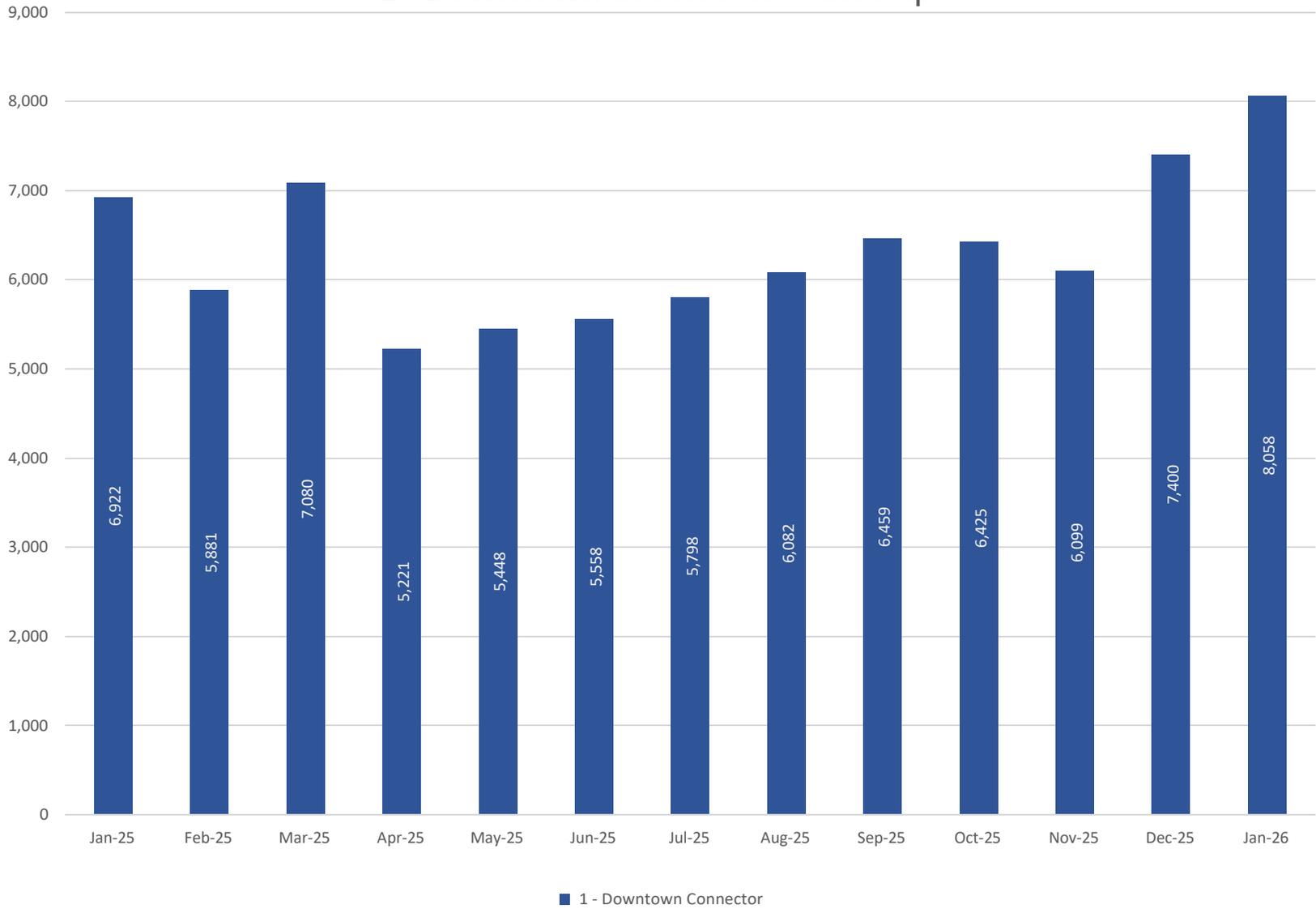
	<b>THIS MONTH</b>			<b>FISCAL YEAR-TO-DATE</b>		
	<b>This Year</b>	<b>Last Year</b>	<b>Change</b>	<b>This Year</b>	<b>Last Year</b>	<b>Change</b>
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	180,521	200,149	-10%	1,437,046	1,515,282	-5%
System Generated Revenue				\$628,117	\$600,822	5%
Revenue Veh. Miles	207,992	232,213	-10%	1,676,355	1,606,149	4%
Revenue Veh. Hours	16,324	19,426	-16%	130,965	123,254	6%
Passengers/Mile	0.87	0.86	1%	0.86	0.94	-9%
Passengers/Hour	11.06	10.30	7%	10.97	12.29	-11%
Preventable Accidents	1	2	-50%	20	31	-35%
Mechanical Road Calls	36	48	-25%	366	305	20%
Accidents/100,000 Miles	0.48	0.86	-44%	1.19	1.93	-38%
Miles/Road Failure	5,778	4,838	19%	4,580	5,266	-13%
<b>DEMAND RESPONSE</b>						
Total Passengers	5,299	5,388	-2%	44,131	41,462	6%
System Generated Revenue				\$169,492	\$96,437	76%
Revenue Veh. Miles	36,738	35,887	2%	292,303	277,956	5%
Revenue Veh. Hours	2,618	2,739	-4%	20,994	21,067	0%
Passengers/Mile	0.14	0.15	-4%	0.15	0.15	1%
Passengers/Hour	2.02	1.97	3%	2.10	1.97	7%
Preventable Accidents	0.00	0.00	0%	0	2	-100%
Mechanical Road Calls	3.00	2.00	50%	24	36	-33%
Accidents/100,000 Miles	0.00	0.00	0%	0.00	0.72	-100%
Miles/Road Failure	12,246	17,944	-32%	12,179	7,721	58%
<b>CHARTER SERVICE</b>						
Charters	0	42	-100%	107	513	-79%
Sports Charters	0	0	0%	43,481	23,693	84%
Total Passengers	0	42	-100%	43,588	24,206	80%
Revenue		\$0				0%
Football Shuttle Charters		\$0		\$31,540	\$101,160	-69%
Other Sports Charters - Boyd Sports, LLC		\$0		\$161,318	\$2,050	7769%
Total Miles	0	6	-100%	5,956	1,875	218%
Total Hours	0.0	4.0	-100%	1,433	611	135%

# FIXED ROUTE RIDERSHIP BY MONTH

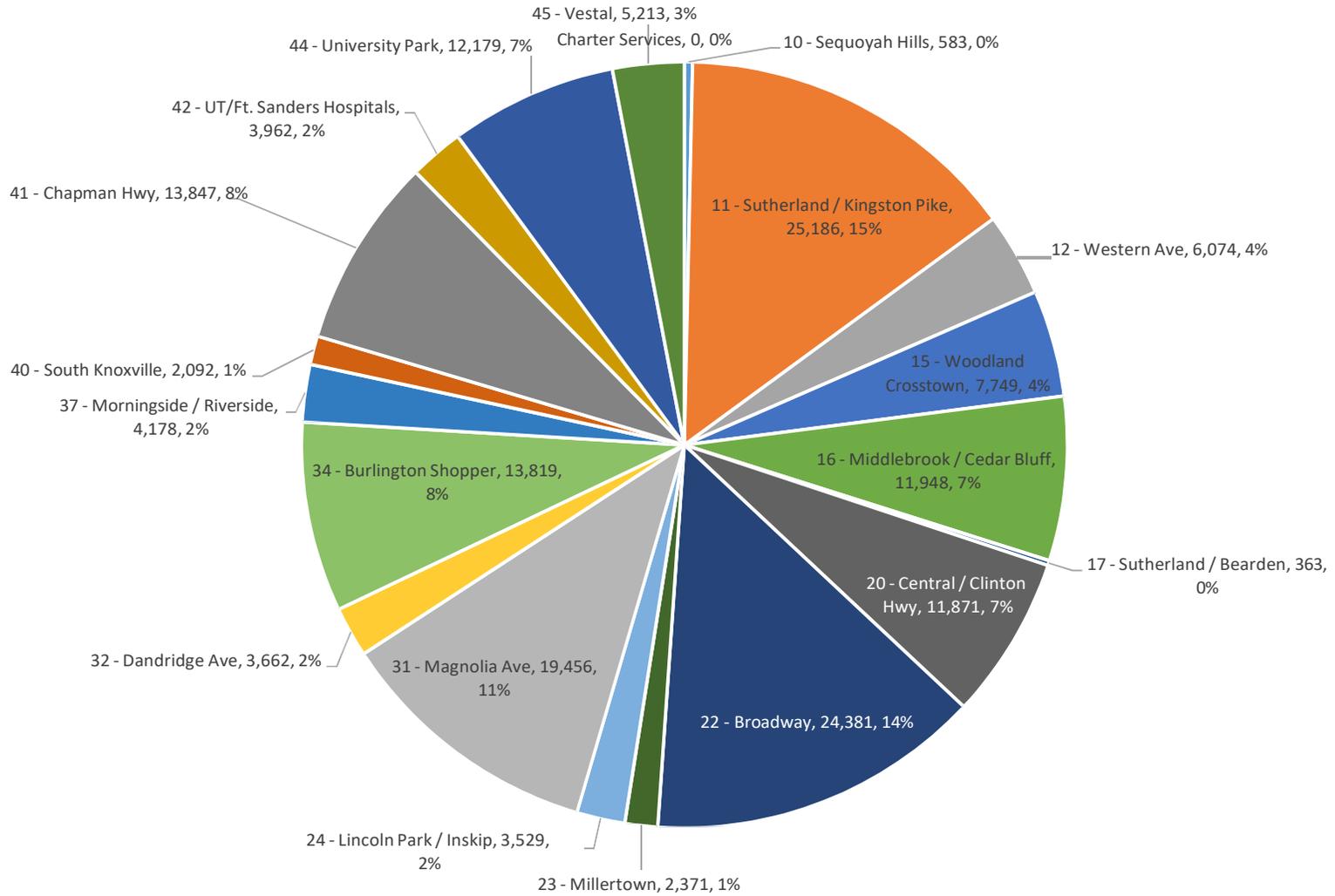


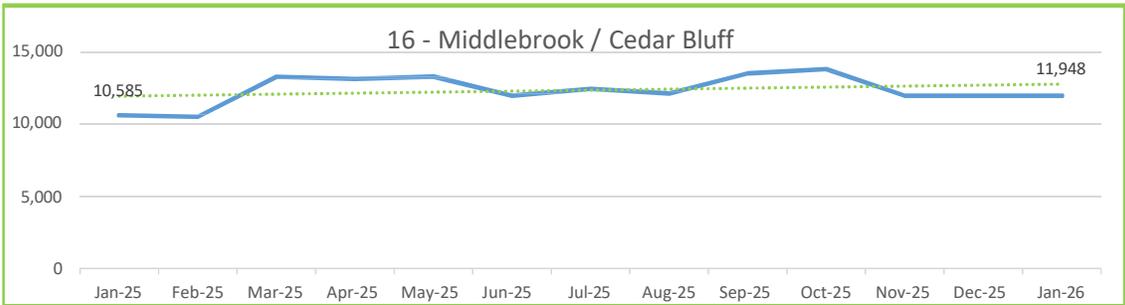
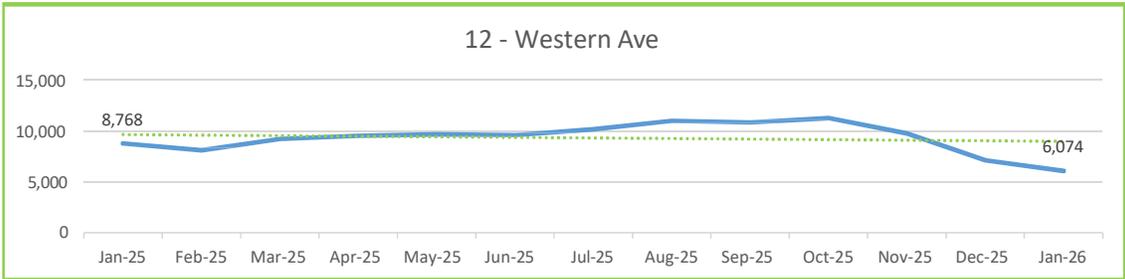
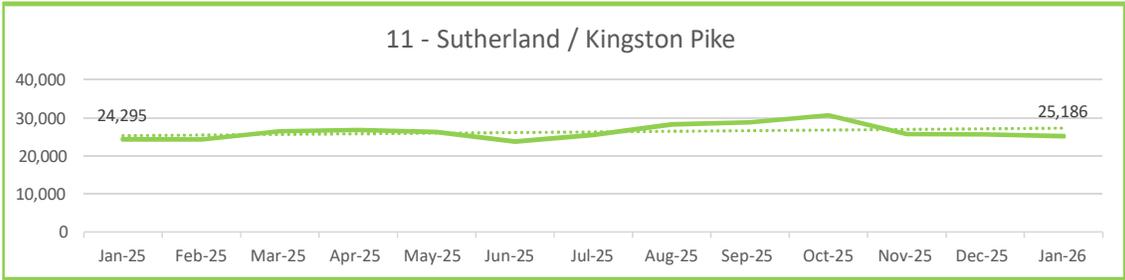
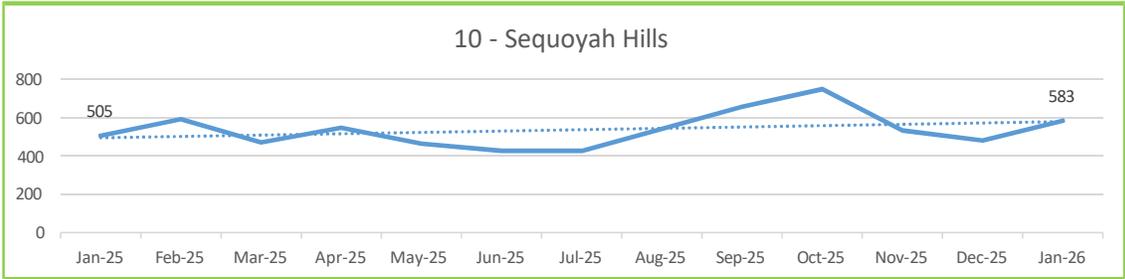
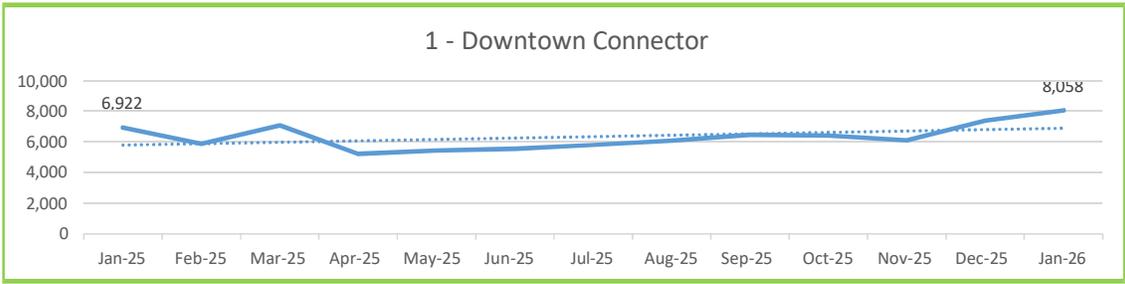
\*updated to include 2025 monthly data

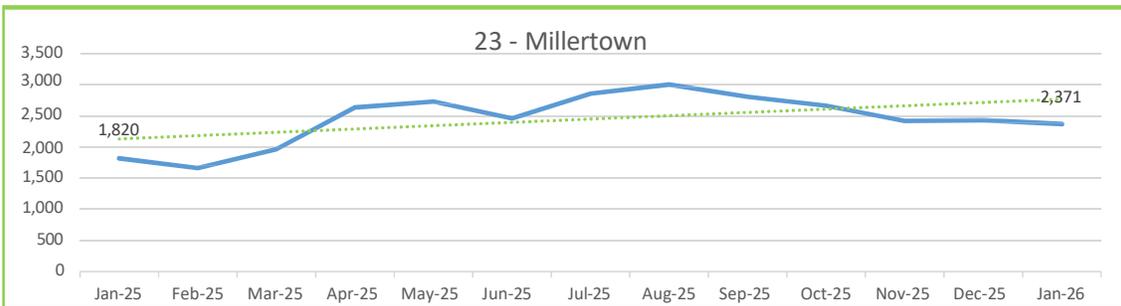
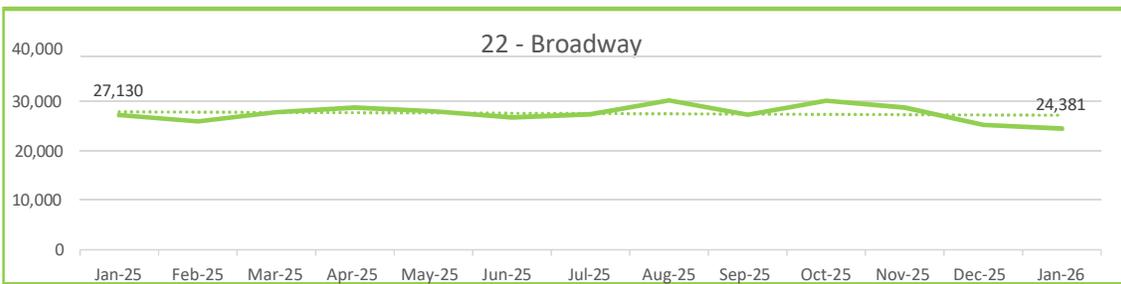
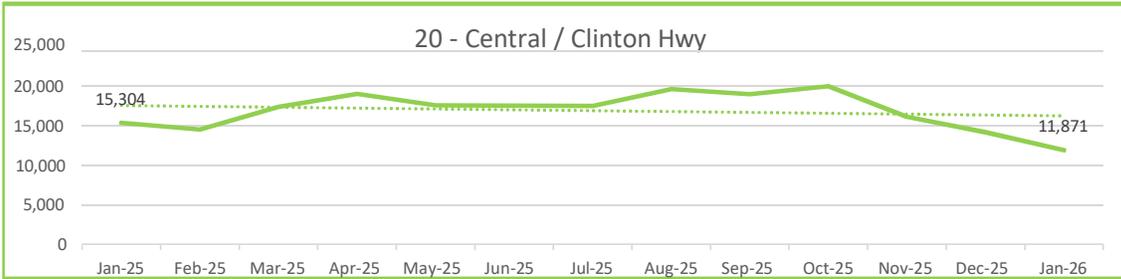
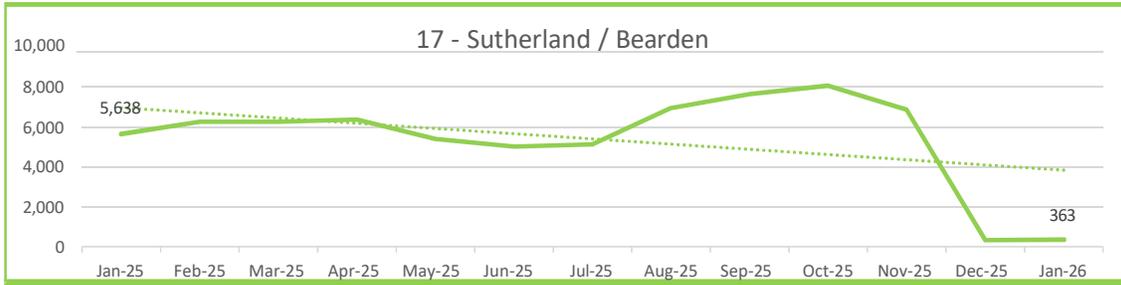
# 1 - Downtown Connector Ridership

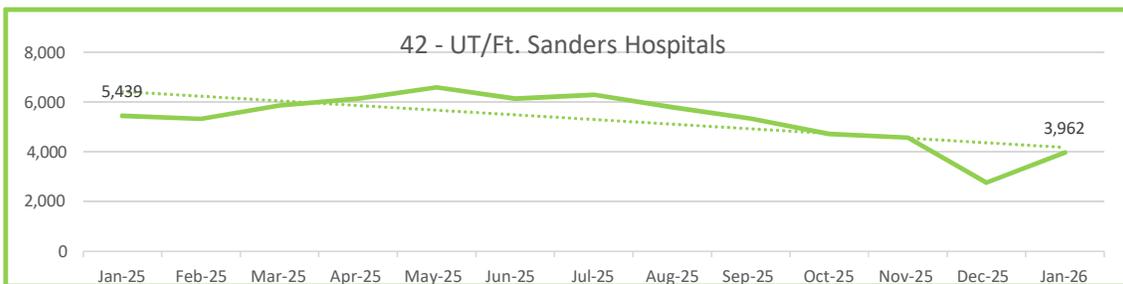
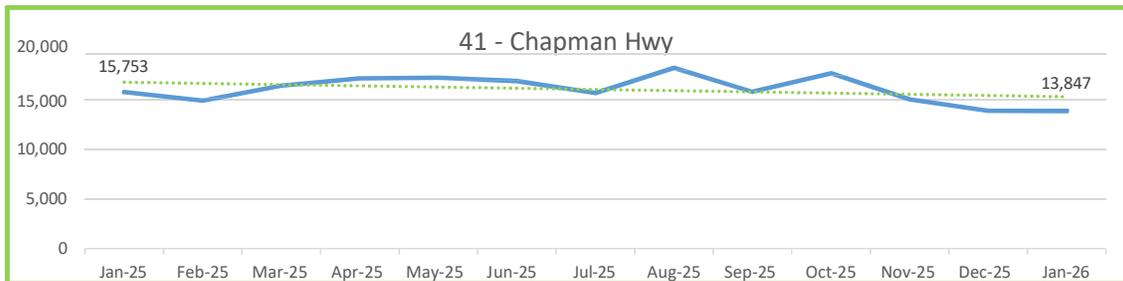
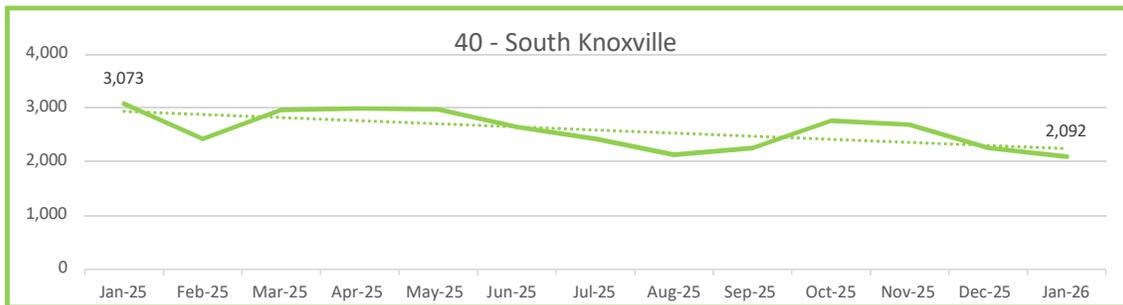
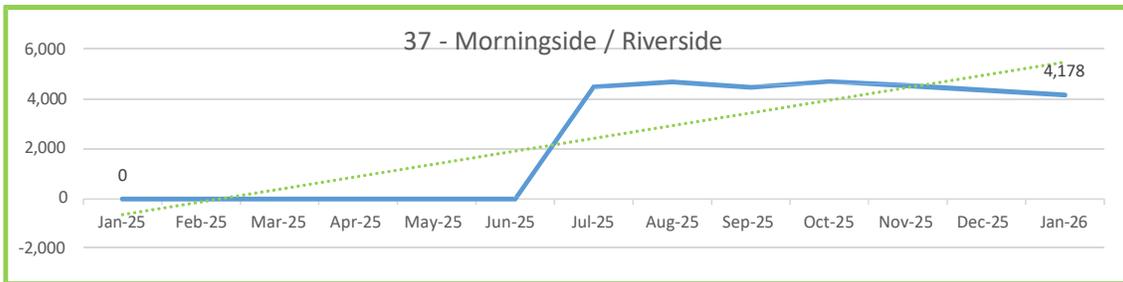
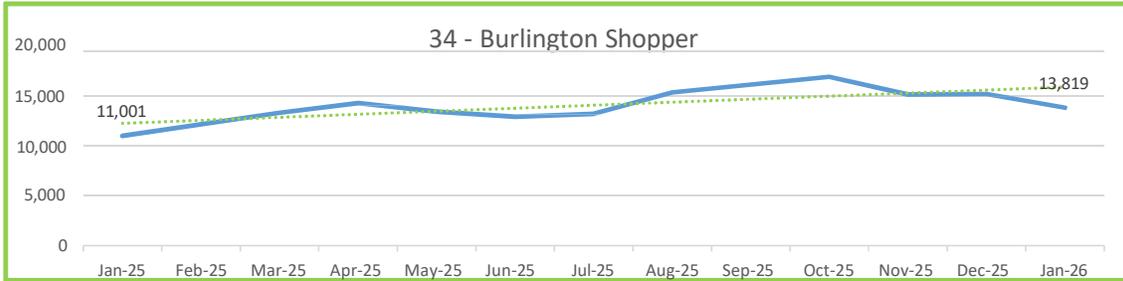
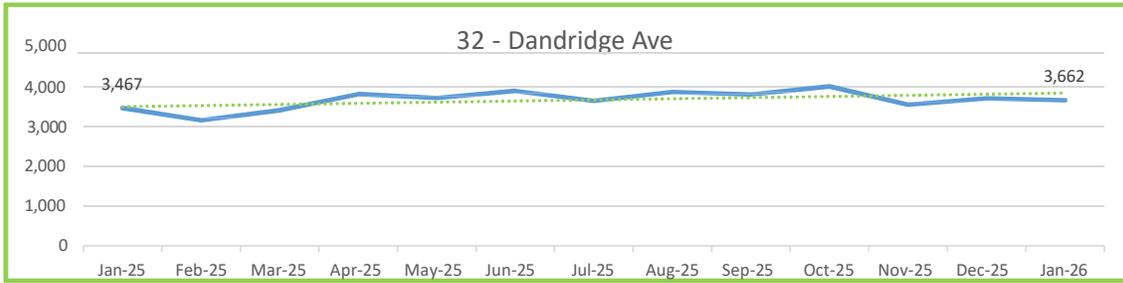


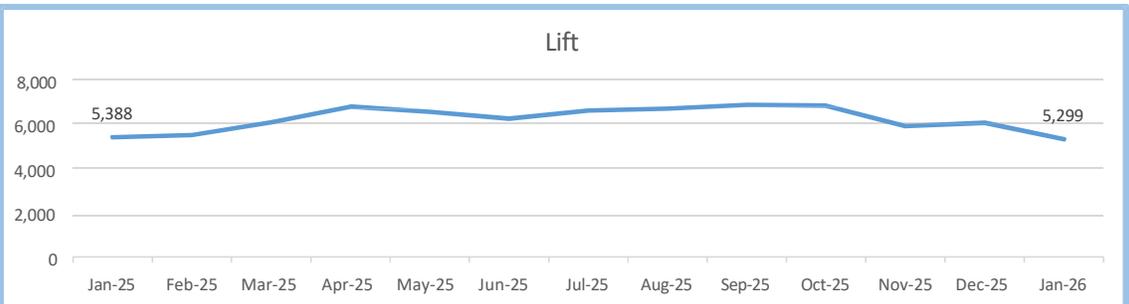
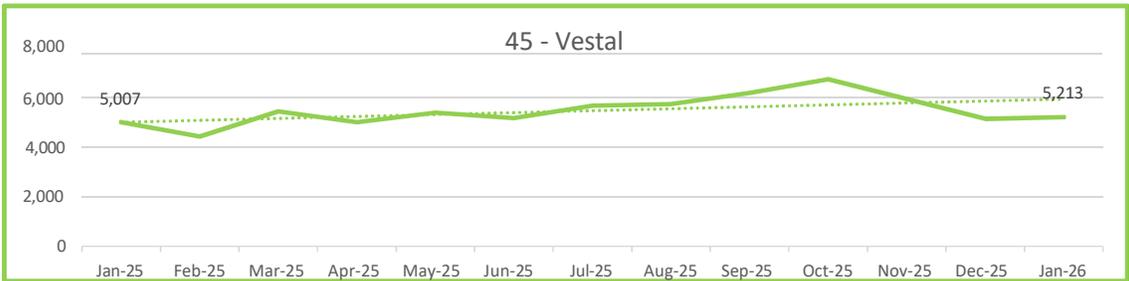
January 2026 System Ridership by Route













# KAT RIDERSHIP

## January 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	322	375	-14.1%	2,449	2,871	-14.7%
11	Kingston Pike	24,889	25,218	-1.3%	190,783	197,434	-3.4%
12	Western Ave	12,715	12,478	1.9%	93,807	87,731	6.9%
13	Beaumont	2,929	2,440	20.0%	20,621	19,761	4.4%
16	Cedar Bluff Connector	2,866	2,828	1.3%	20,634	21,701	-4.9%
17	Sutherland/Bearden	6,735	6,218	8.3%	50,066	51,369	-2.5%
19	Lakeshore / Lonas Connector	448	489	-8.4%	3,746	4,398	-14.8%
20	Central Ave. / Clinton Hwy	9,574	9,519	0.6%	77,057	74,598	3.3%
21	Lincoln Park	2,913	3,483	-16.4%	25,139	26,724	-5.9%
22	Broadway	21,142	21,712	-2.6%	173,694	168,669	3.0%
23	Millertown	4,589	4,576	0.3%	35,846	34,622	3.5%
24	Inskip/Breda Rd	2,266	2,256	0.4%	17,406	17,632	-1.3%
30	Parkridge	2,741	2,162	26.8%	19,206	16,186	18.7%
31	Magnolia Ave.	16,915	17,748	-4.7%	133,811	134,415	-0.4%
32	Dandridge	5,598	5,343	4.8%	43,444	42,026	3.4%
33	M.L.K.	3,116	3,209	-2.9%	24,352	26,774	-9.0%
34	Burlington	5,513	5,069	8.8%	41,633	34,376	21.1%
40	South Knoxville	3,437	3,575	-3.9%	23,585	27,017	-12.7%
41	Chapman Hwy	10,876	10,180	6.8%	83,419	81,503	2.4%
42	UT/Ft. Sanders Hospitals	3,393	3,010	12.7%	24,243	21,476	12.9%
44	University Park	7,591	3,851	97.1%	42,134	27,760	51.8%
45	Vestal	4,936	4,778	3.3%	35,330	34,638	2.0%
90	Crosstown	6,925	5,972	16.0%	51,125	46,738	9.4%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>162,429</b>	<b>156,489</b>	<b>3.8%</b>	<b>1,233,530</b>	<b>1,200,419</b>	<b>2.8%</b>
82	Orange Line Trolley	17,717	17,217	2.9%	134,769	124,428	8.3%
84	Green Line Trolley	9,006	8,336	8.0%	68,237	65,956	3.5%
86	Blue Line Trolley	21,761	18,915	15.0%	147,398	132,758	11.0%
<b>SUBTOTAL</b>		<b>48,484</b>	<b>44,468</b>	<b>9.0%</b>	<b>350,404</b>	<b>323,142</b>	<b>8.4%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>210,913</b>	<b>200,957</b>	<b>5.0%</b>	<b>1,583,934</b>	<b>1,523,561</b>	<b>4.0%</b>
<b>LIFT SERVICE</b>		<b>5,480</b>	<b>4,547</b>	<b>20.5%</b>	<b>38,532</b>	<b>32,990</b>	<b>16.8%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>216,393</b>	<b>205,504</b>	<b>5.3%</b>	<b>1,622,466</b>	<b>1,556,551</b>	<b>4.2%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>275</b>	<b>153</b>	<b>79.7%</b>	<b>40,048</b>	<b>49,397</b>	<b>-18.9%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>216,668</b>	<b>205,657</b>	<b>5.4%</b>	<b>1,662,514</b>	<b>1,605,948</b>	<b>3.5%</b>



# KAT RIDERSHIP\_APC

## January 2026



ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	8,058	6,922	16.4%	46,321	49,168	-5.8%
10	Sequoyah Hills	583	505	15.4%	3,967	2,610	52.0%
11	Kingston Pike	25,186	24,295	3.7%	189,585	191,364	-0.9%
12	Western Ave	6,074	8,768	-30.7%	66,224	84,449	-21.6%
13	Beaumont	-	-	0.0%	-	3,809	-100.0%
15	Woodland Crosstown	7,749	9,411	-17.7%	76,880	53,966	42.5%
16	Cedar Bluff Connector	11,948	10,585	12.9%	87,642	72,020	21.7%
17	Sutherland/Bearden	363	5,638	-93.6%	35,306	51,691	-31.7%
20	Central Ave/Clinton Hwy	11,871	15,304	-22.4%	117,929	117,844	0.1%
21	Lincoln Park	-	-	0.0%	-	6,692	-100.0%
22	Broadway	24,381	27,130	-10.1%	192,586	201,428	-4.4%
23	Millertown	2,371	1,820	30.3%	18,559	22,059	-15.9%
24	Inskip/Breda Rd	3,529	4,210	-16.2%	28,090	31,057	-9.6%
30	Parkridge	-	-	0.0%	-	6,594	-100.0%
31	Magnolia Ave.	19,456	22,935	-15.2%	151,155	171,946	-12.1%
32	Dandridge	3,662	3,467	5.6%	26,251	32,876	-20.2%
33	M.L.K.	-	-	0.0%	-	9,017	-100.0%
34	Burlington	13,819	11,001	25.6%	105,802	83,094	27.3%
37	Morningside/Riverside	4,178	3,695	13.1%	31,486	24,171	30.3%
40	South Knoxville	2,092	3,073	-31.9%	16,589	27,534	-39.8%
41	Chapman Hwy	13,847	15,753	-12.1%	109,952	125,504	-12.4%
42	UT/Ft Sanders Hospitals	3,962	5,439	-27.2%	33,380	44,819	-25.5%
44	University Park	12,179	15,191	-19.8%	58,667	76,339	-23.1%
45	Vestal	5,213	5,007	4.1%	40,675	38,917	4.5%
90	Crosstown	-	-	0.0%	-	15,926	-100.0%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>180,521</b>	<b>200,149</b>	<b>-9.8%</b>	<b>1,437,046</b>	<b>1,544,894</b>	<b>-7.0%</b>
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%
<b>SUBTOTAL</b>		<b>-</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>65,397</b>	<b>-100.0%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>180,521</b>	<b>200,149</b>	<b>-9.8%</b>	<b>1,437,046</b>	<b>1,610,291</b>	<b>-10.8%</b>
<b>LIFT SERVICE</b>		<b>5,299</b>	<b>5,388</b>	<b>-1.7%</b>	<b>44,131</b>	<b>44,220</b>	<b>-0.2%</b>
<b>KAT CONNECT</b>		<b>3</b>	<b>6</b>	<b>-50.0%</b>	<b>37</b>	<b>28</b>	<b>32.1%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>185,823</b>	<b>205,543</b>	<b>-9.6%</b>	<b>1,481,177</b>	<b>1,654,511</b>	<b>-10.5%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>-</b>	<b>42</b>	<b>-100.0%</b>	<b>49,745</b>	<b>24,206</b>	<b>105.5%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>185,823</b>	<b>205,585</b>	<b>-9.6%</b>	<b>1,530,922</b>	<b>1,678,717</b>	<b>-8.8%</b>



**MONTHLY RIDERSHIP  
JANUARY 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%
January	3	2	1	1	0	3	0	100%

JANUARY 2026

# ON-TIME PERFORMANCE

## Route Performance

ON TIME: 84.8%

EARLY: 4.4%

LATE: 10.8%

