

Knoxville Transportation Authority

Meeting Date: Thursday, March 26, 2026



Monthly Report February 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, March 26, 2026

City-County Building, Main Assembly Room

- I. Determination of Quorum
- II. Approval of Minutes – February 2026
- III. Reports
 - a. KTA Chair
 - b. Commissioner’s Comments
 - c. Staff
 - i. City of Knoxville Executive Director of Transit
 - Downtown Connector Route Modification
 - Callahan Flats – Shuttle
 - ii. TPO Transit Planner
- IV. New Business
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for April 23, 2026, & Adjourn

I. Determination of Quorum

Chair Durham called the meeting to order. Mr. Lawhorn stated that there were 8 members and that they had a quorum.

Commissioners in attendance:

Chair Durham

Vice-Chair Whitted

Commissioner DeBardelaben

Commissioner Miller

Commissioner Taylor

Commissioner Thom-Adams

Commissioner Nabors

Commissioner Winford

Commissioner Roskop

II. Approval of Minutes

Chair Durham asked if there were any questions regarding the December Minutes.

There were none.

Commissioner Winford gave the first motion; Commissioner Taylor gave the second motion. All were in favor, none opposed.

III. Reports

a. KTA Chair

Chair Durham presented the 'Ride the Routes with KTA' Spring schedule to the board. He extended an invitation to KAT staff, elected officials, and TPO representatives. He stated he wanted to have a time a few times a month, beginning the next month until September/October, to invite the public if they have any questions about how to ride the bus/specific route/etc. These will mostly occur on Thursday evenings, starting at the station and riding the full route to the end and back. Then ride a few routes the following Friday at noon due to higher ridership on certain routes.

Chair Durham expressed that he would like to add this information on the KAT website and involve the media to spread the word and encourage people not to be afraid to ride the bus.

Commissioner Miller inquired with John Lawhorn if there were any Sunshine Law implications they would need to be careful of while participating. Mr. Lawhorn replied yes, but that it was very limited. He stated that Commissioners should not discuss any KTA business that appears on the agenda.

Commissioner Roskop asked if there was any planned programming that would be included, similar to the last time (i.e., planned stops or demonstrations). Chair Durham replied that his goal is to utilize this as an experiential/educational event. He reiterated that if someone from KAT staff could join one trip, to help people download the app and learn how to use it, that it would be great. He continued that they will not get off at any stops but will experience the fullness of the route. He stated he would like to distribute a sheet for riders to share their information and questions for KAT.

Commissioner Taylor inquired about a possible opportunity to engage local businesses, so that when passengers get off at stops, they could also learn about the businesses surrounding that stop. Chair Durham replied that he agreed with the idea, but would like to touch base with Mr. Lawhorn and the KAT staff to ensure this is not favoritism. He reiterated that he would like the media involved so that the community can be informed of certain routes and information.

b. Commissioner's Comments

There were no commissioner comments.

c. Staff

i. City of Knoxville Executive Director of Transit

Mr. Thorne stated that in December, he presented the board with the service restoration plan, and they had planned to bring back Routes 12 and 20 on March 23, but instead they will be bringing back Routes 12, 17, and 20 on March 9th. On May 4th, they plan to bring back Routes 15 & 42. He stated that KAT is ahead on the restoration plan and has 20 operators in training and 7 confirmed to start on March 9th, with the

possibility of more joining this group. He continued, he wanted to thank the staff for hitting their goals in terms of recruiting and training.

Mr. Thorne stated the second item he wanted to mention was that the Downtown Connector ridership increased again in January, and is up to just over 8,000 rides. He continued that KAT saw an increase in January and February and that the ridership numbers have surpassed last year's numbers.

Commissioner Roskop asked what the biggest concern was that could stop the current progress from happening, and if it was anything short of drivers quitting being the biggest threat? Mr. Thorne stated that it was losing drivers in the training process. He stated that in the past few months, KAT had done well in preventing that issue from happening and that every month, KAT continues to recruit, train, and increase retention.

Commissioner Roskop then asked if, by Mr. Thorne's metrics, he believed that the Route 1 experiment had been positive or above expected since launching? Mr. Thorne replied that it has been positive. He reiterated that, on average, Route 1 has 6,500 riders and that KAT had 7,500 riders last month. He continued stating that KAT was now at 8,000 riders and hopes they continue in that direction. He stated he would personally like to see ridership increase to 10,000 riders and that it seemed to be heading in that direction.

Chair Durham asked if KAT was at a point with the restoration dates to announce it on the website/app, or if KAT prefers to be cautious and wait. Mr. Thorne stated that KAT wanted to announce the restoration updates, but wanted to inform the KTA board first. He stated that announcing the restoration dates is the next step and that staff would be on the platform on March 9th to talk about the increase in service and answer any questions there may be.

Chair Durham asked if there was any way to program a pop-up announcement on the Transit app, to which Mr. Thorne stated he believed they could do that.

Commissioner Winford then asked if Route 44 really has, on average, 108 passengers per hour? Mr. Thorne replied yes, that Route 44 has this many riders due to the number of hours scheduled and the location. He stated lastly that Route 44's schedule is Monday through Friday, and all UT students ride it due to its location.

ii. TPO Transit Planner

Mr. Burton did not have a report, but he did reintroduce himself to the new commissioners and members on the KTA board.

Mr. Thorne welcomed Commissioner Debarldelban to the board and stated that he would like to set up a meeting to get him more acclimated to the KTA board.

IV. New Business

No new business to report.

V. Old Business

No old business to report.

VI. Public Comments

Chair Durham called for Ms. Laura Parrott. Ms. Parrott stated that her question and statement had been answered.

Bart Gibbons – 1317 Michaels Ln, Knoxville, TN, 37912

Mr. Gibbons stated he was a KAT employee, and he wanted to bring some clarification to a couple of comments that were made. He stated they may be out of order, but that he will touch on the college first. He stated that, as far as running so many passengers, that is a free ride and it's built into their tuition. He stated they wait at Gate 21 and on almost every trip, depending on the transition of classes, they'll get on, and it goes exclusively to their home. There's no stopping at several different stops, just one stop to the other. He continued that it is continuous throughout the day, depending on the classes assigned.

Mr. Gibbons then went on to speak on the Downtown Connector. He stated that KAT was not getting new riders at all. He stated that what we had in downtown Knoxville was the homeless, especially since it is fare-free. He continued that it was a good thing, and that they ride it all day long just to stay out of the heat or

cold. He continued stating the ridership numbers are also repetitive, not new riders, so the ridership numbers kind of give a false number.

Mr. Gibbons then stated that an issue KAT had was the state of the buses. He continued that all throughout the day on several routes, buses are changed out. He continued, it is not because the electric buses need to be replaced for charging purposes. He stated the solution told for drivers is to shut the bus down, shut the batteries off, wait 3 to 5 minutes, start it back up, and see if whatever warning lights that you're having issues with clear. He continued that while he is not a mechanic, he was not sure why KAT was having so many problems with the buses. Mr. Gibbons stated that KAT had spent who knows how much money on the electric buses, but that many of the hybrid buses that are still in service are being parted out in the garage with mechanics taking parts for other buses, even though they were beautiful, great-running buses. He stated he was not sure if that was due to crashes or whatever the reason may be, but that he could not see any indication of crashes, except maybe one or two where parts would need to be taken off and reused for other buses. He stated that it is a big problem for the drivers. He continued that there are a lot of frustrating things out there that operators have to deal with, and one shouldn't be whether the bus is going to be adequately maintained for them to do their job.

They have situations where operators are handling the platform without a platform supervisor, and most of the time, it's inconsistent. He stated the platform supervisor was very consistent, but now KAT is in a transitional stage where they will have a supervisor, and then other days not.

He stated he was just on a route the other day and that a passenger who normally comes on, entered the bus, but then a person who he hadn't seen before entered in afterwards. He continued stating that the passenger started to antagonize the other passenger, and although he doesn't know what KAT's policy is, he knows operators cannot use physical force on passengers. He stated that for that particular incident, he did not raise his voice initially, but he told the passenger, "Hey, you can see she doesn't want your attention. Please stop." And the situation escalated, and the male passenger ended up assaulting the female passenger he had been antagonizing. He continued stating that the male passenger ended up getting away on the platform. Mr. Gibbons stated that a police report was created, but that operators need more oversight because our authority is limited as bus drivers.

Lastly, Mr. Gibbons stated that with KAT Reimagined, KAT removed a lot of bus stops, and now they are so far apart. He stated that having stops close together does not mean operators will have to stop at every stop, but it does allow the customer and the riders to have options of where to catch the bus. He stated it would not slow down the operation unless somebody was standing there. Some of these people are elderly. Mr. Gibbons' time was concluded.

Chair Durham stated his appreciation of hearing from operators and getting an inside view of KAT. He continued stating he had two questions based on Mr. Gibbons public comment. He first asked if the staff knew offhand what the average age of the fleet is. Mr. Thorne replied that most of KAT's hybrid and diesel vehicles are beyond their intended lifespan, having anywhere from 400,000 to 500,000 miles on them. He continued that KAT does have 21 electric buses in the fleet, and that they are actively trying to purchase more, but that there are a lot of issues pertaining to the very aging fleet of the hybrid and diesel buses.

Chair Durham then asked KAT staff if they knew offhand what percentage of the fleet is pure electric versus diesel or hybrid? Mr. Thorne replied that KAT had 8 diesel buses, 21 electric buses, and the rest were hybrid, totaling 75 buses in KAT's fleet.

Chair Durham stated he had a follow-up question. He asked that during the free trial phase of the Downtown Connector, how does KAT track the onboardings, since the fare is free. Mr. Thorne stated that all of the KAT buses have automatic passenger counters at both the front door and back door. He continued that for the ridership numbers, they count all passengers getting off the bus.

Chair Durham then asked if there was another way to track the actual figures of distinct people getting on or if KAT could track that through the Transit app, since it's a specific account on the transit app that would have to purchase a ticket. He asked if that would be a better metric for tracking or if it is common practice to track onboarding versus people. Mr. Thorne replied that the common practice is to count the onboardings, more specifically, the unlinked passenger trips. He stated that there is a percentage of passengers who use the Transit app who can be considered unique passengers, but then you have another percentage of passengers who still use cash.

Chair Durham then asked if it was possible for next month's report to get a peek inside the individual people onboarding, just the Downtown Connector, or one of our higher ridership routes via the Transit app to see the difference between

onboardings vs individual passengers riding. Mr. Thorne stated that all KAT could provide would be a number of passengers who use Smart Passes and passengers who use the Transit app. Mr. Thorne reiterated that the report would not be able to account for the passengers using cash.

Mr. Tennessee stated that he would like to comment on the Downtown Connector. He continued that concerning the Route 1 ridership, when the route was first introduced, it was getting close to 10,000 riders a month with fare. He continued stating that when KAT rerouted the route due to the baseball stadium, KAT reduced the number of buses temporarily, and that is when the numbers dropped to around 6,000. Mr. Tennessee stated that the ridership lost on the Route 1 was redirected to Route 34. He stated that Route 34 increased because it follows the same path that Route 1 originally served and that once Route 1 was restored, the numbers slightly went up, but not to the original ridership number. He stated that when free fare was reintroduced, the numbers did not drastically change, although he agrees there may be some repeat ridership. He stated he believed the numbers have increased because of their partnership with Visit Knoxville, and also, passengers are more familiar with the route. Mr. Tennessee continued, stating that once baseball season returns, the numbers will continue to increase to help transport our customers to the baseball stadium.

Commissioner Miller asked if KAT had ever entertained the idea of having the Downtown Connector route cross the river to reach Sevier Avenue? She stated that she understood that KAT had the Chapman Highway route and the South Knoxville route, but that she had seen more people walk across Gay Street, and it seemed like growth was heading across the river, but that parking over there is terrible. She stated she was not sure if that could be a future opportunity. Mr. Thorne replied that he knew at one point, before his time at KAT, they had a trolley service in that area, and it was removed because it didn't have enough ridership. He stated that he does understand that things have changed since the trolleys, but that the biggest issue would be if they had the time for the route. He continued stating that the Downtown Connector is currently on a 15-minute frequency, but if they were to add Sevier Avenue, then the frequency could be changed to a 30-minute frequency, which would be the biggest issue.

Mr. Tennessee reiterated what Mr. Thorne stated, stating that KAT also currently travels across Henley to serve that area of the South Knoxville bridge. He continued stating that when the city closed the Gay Street bridge, it did affect three routes that would have been serving that community more effectively, but

KAT had to adjust. Lastly, he stated that it would be something that KAT will research.

Commissioner Roskop then asked if Route 1 is a 15-minute frequency, but not on a schedule. Mr. Tennessee stated that Route 1 was on a schedule. Commissioner Roskop stated that he must have misunderstood, but that he had thought it was just to find a stop and the bus will show up within 15 mins. Mr. Tennessee stated that it was still true, but that Route 1 is on a schedule.

Commissioner Taylor then asked if KAT could give the board a percentage of people who are still using cash versus the electronic methods? Mr. Thorne stated he believed the percentage was around 20% people still using cash. He stated that KAT was still looking at the options of going cashless. He continued stating that a lot of agencies were moving towards becoming cashless and that KAT had started that process two years ago, but had put a pause on it. He continued that KAT did want to bring that proposal back because they felt like things had changed to make it more palatable for the people.

Commissioner Taylor asked if KAT Station was the only place where you could get the initial card. Mr. Thorne stated locations to reload a card were mostly on the east side of Knoxville. He stated from the feedback given, the east side of Knoxville did not have as many locations to reload their bus cards, and that it is something that KAT would be working on. He stated that they had done everything except expand the number of businesses and locations to load their card on.

Commissioner Winford then asked if passengers had to go to the actual KAT Station location to purchase the original card, to which Mr. Thorne stated yes.

Chair Durham asked what the reasoning was behind not having more machines anywhere or at the major stops. He understood that a lot of cities' passengers can purchase before onboarding and that it helps with frequency because people aren't waiting to get their ticket on the bus. Lastly, he asked how long it would take to obtain more machines, or were they just too expensive? Mr. Thorne stated that the machines were very expensive. He stated that they typically cost \$50,000, which is the reason they do not have more. Mr. Thorne reiterated that the machines were expensive and also stated that the cost to maintain the machines is an expensive factor. Chair Durham then asked if there was a QR code on KAT's main stops that would allow passengers to scan to download the transit app if they don't have it already. Mr. Thorne stated that a QR code was

something that had been brought up to them during a public input meeting, and that it was something KAT is looking at doing at most of the major stops.

VII. Set the Next Meeting and Adjourn

Chair Durham set the next meeting for March 26, 2026, in the City-County Building at 3:00 pm.

Respectfully Submitted,
Sara F. May
KTA Recording Secretary

**For System Performance Report: February 26
Fiscal Year-To-Date**

		Current FY Year	Prior FY Year	Variance
Fixed Route Service				
Farebox Revenue	507001-5711	296,765	330,763	(33,998)
Misc. Subsidies	507001-5715	131,144	63,135	68,009
Photo ID Sales	507001-5727	1,199	8	1,191
Pass Sales	507001-5730	300,913	340,033	(39,119)
	System Generated Revenue	730,022	733,938	(3,916)
Miscellaneous Revenue				
Insurance Proceeds	507001-5416	-	187,283	(187,283)
Equipment	507004-5642	33,818	-	33,818
Records - Copy Reimb	507001-5492	-	30	(30)
Sale Of/And Loss Fixed Asset	507001-5630	4,552	-	4,552
Commission, Lift tickets, Tickets	507001-5699	3,128	17,801	(14,673)
	Miscellaneous Revenue	41,498	205,114	(163,616)
Demand Response				
Farebox Revenue	507003-5711	130,997	74,338	56,659
Pass Sales	507003-5730	54,877	44,263	10,614
	System Generated Revenue	185,874	118,601	67,273
Charters				
Football Shuttles(charter)	507001-5722	31,540	101,160	(69,620)
Other Charters - Boyd Sports	507001-5725	161,318	3,575	157,743
	Total Charters	192,858	104,735	88,123
	Totals	\$1,150,252	\$1,162,389	\$ (12,137)



KNOXVILLE AREA TRANSIT

KNOXVILLE AREA TRANSIT

ROUTE PERFORMANCE REPORT

February, 2026

ROUTE #	ROUTE NAME	RIDERSHIP	% of Ridership	PASS- MILES	% of Pass-Miles	REVENUE MILES	% of Rev Miles	REVENUE HOURS	% of Rev Hours	PASS/ MILE	PASS/ HOUR
1	Downtown Connector	8,267	4.4%	8,669	1.3%	6,957	3.4%	1,313	6.8%	1.19	6.30
10	Sequoyah Hills	583	0.3%	957	0.1%	888	0.4%	93	0.5%	0.66	6.27
11	Kingston Pike	26,664	14.2%	134,562	20.0%	19,642	9.5%	1,748	9.1%	1.36	15.25
12	Western Avenue	5,813	3.1%	19,019	2.8%	7,551	3.7%	755	3.9%	0.77	7.70
15	Woodland Crosstown	7,950	4.2%	32,008	4.7%	11,296	5.5%	1,018	5.3%	0.70	7.81
16	Cedar Bluff Connector	11,629	6.2%	64,045	9.5%	14,691	7.1%	1,252	6.5%	0.79	9.29
17	Sutherland/Bearden	336	0.2%	851	0.1%	494	0.2%	48	0.2%	0.68	7.00
20	Central Street	12,405	6.6%	56,191	8.3%	8,751	4.2%	749	3.9%	1.42	16.56
22	Broadway	25,284	13.5%	97,003	14.4%	13,355	6.5%	1,643	8.6%	1.89	15.39
23	Millertown	2,494	1.3%	10,039	1.5%	5,267	2.6%	470	2.4%	0.47	5.31
24	Inskip/Breda	3,244	1.7%	8,711	1.3%	7,011	3.4%	682	3.6%	0.46	4.76
31	Magnolia Avenue	19,977	10.6%	50,789	7.5%	13,964	6.8%	1,507	7.8%	1.43	13.26
32	Dandridge Avenue	3,540	1.9%	9,172	1.4%	4,515	2.2%	482	2.5%	0.78	7.34
34	Burlington	14,007	7.5%	43,538	6.5%	17,282	8.4%	1,526	7.9%	0.81	9.18
37	Morningside/Riverside	4,196	2.2%	5,710	0.8%	3,042	1.5%	431	2.2%	1.38	9.74
40	South Knoxville	2,118	1.1%	7,873	1.2%	6,215	3.0%	489	2.5%	0.34	4.33
41	Chapman Highway	14,309	7.6%	86,494	12.8%	16,157	7.8%	951	5.0%	0.89	15.05
42	Fort Sanders/UT Medical	4,294	2.3%	10,473	1.6%	3,526	1.7%	592	3.1%	1.22	7.25
44	University Park	11,047	5.9%	16,137	2.4%	2,097	1.0%	278	1.4%	5.27	39.74
45	Vestal	3,929	2.1%	11,708	1.7%	5,520	2.7%	485	2.5%	0.71	8.10
	Other / Unknown										
	SUB TOTAL LINE SERVICE	182,086	97.0%	—	—	168,221	81.7%	16,512	86.0%	1.08	11.03
	LIFT SERVICE	5,547	3.0%	—	—	37,703	18.3%	2,693	14.0%	0.15	2.06
	katConnect	6	0.0%	—	—	—	—	—	—	—	—
	Charter Services	0	0.0%	—	—	—	—	—	—	—	—
	GRAND TOTAL — ALL KAT SERVICES	187,639	100.0%	—	—	205,924	100.0%	19,205	100.0%	0.91	9.77



KNOXVILLE AREA TRANSIT

KNOXVILLE AREA TRANSIT
SYSTEM PERFORMANCE REPORT
 February, 2026

	THIS MONTH			FISCAL YEAR-TO-DATE		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	182,086	191,033	-5%	1,619,132	1,329,472	22%
System Generated Revenue				\$730,022	\$733,938	-1%
Revenue Veh. Miles	168,221	223,858	-25%	1,848,198	1,397,438	32%
Revenue Veh. Hours	16,512	18,584	-11%	147,837	109,265	35%
Passengers/Mile	1.08	0.85	27%	0.88	0.95	-7%
Passengers/Hour	11.03	10.28	7%	10.95	12.17	-10%
Preventable Accidents	1	2	-50%	21	33	-36%
Mechanical Road Calls	36	48	-25%	402	348	16%
Accidents/100,000 Miles	0.59	0.89	-34%	1.14	2.36	-52%
Miles/Road Failure	4,672.81	4,663.71	0%	4,597.51	4,015.63	14%
DEMAND RESPONSE						
Total Passengers	5,547	5,489	1%	49,678	46,951	6%
System Generated Revenue				\$185,874	\$118,601	57%
Revenue Veh. Miles	37,703	35,820	5%	330,006	313,776	5%
Revenue Veh. Hours	2,693	2,779	-3%	23,687	23,846	-1%
Passengers/Mile	0.15	0.15	0%	0.15	0.15	0%
Passengers/Hour	2.06	1.98	4%	2.10	1.97	7%
Preventable Accidents	0	0	N/A	0	2.00	-100%
Mechanical Road Calls	3.00	4.00	-25%	27.00	40.00	-32%
Accidents/100,000 Miles	0	0	N/A	0	0.64	-100%
Miles/Road Failure	12,567.67	8,955.00	40%	12,222.44	7,844.40	56%
CHARTER SERVICE						
Charters	0	1	-100%	0	0	N/A
Sports Charters	0	0	N/A	0	0	N/A
Total Passengers	0	132	-100%	74,029	24,338	204%
Revenue						
Football Shuttle Charters	\$0	\$0	N/A	\$31,540	\$101,160	-69%
Other Sports - Boyd Sports	\$0	\$0	N/A	\$161,318	\$3,575	4412%
Total Miles	0	92.00	-100%	17,792.00	1,967.00	805%
Total Hours	0	9.00	-100%	18,064.00	620.00	2814%

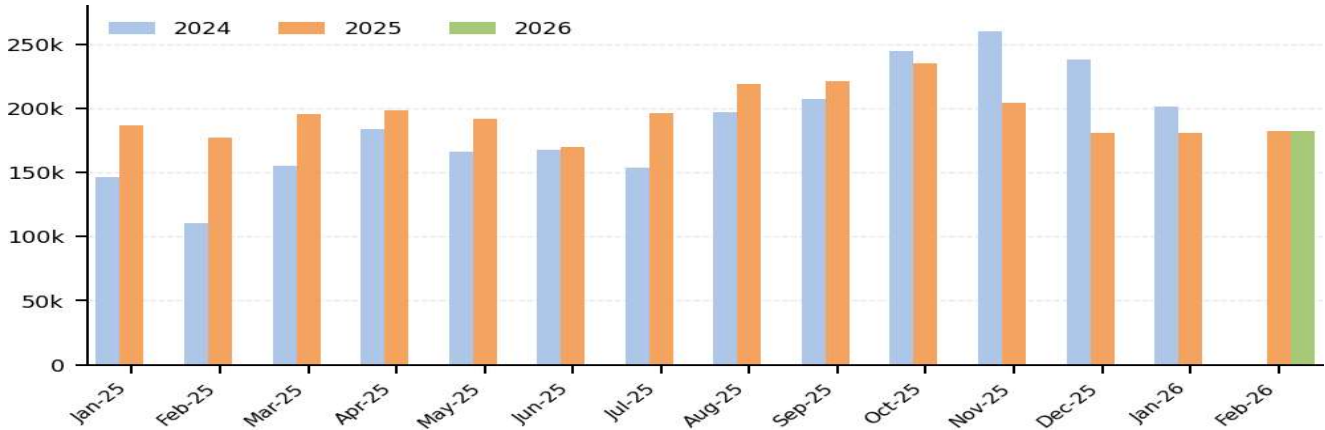
KAT RIDERSHIP CHARTS

February 2026

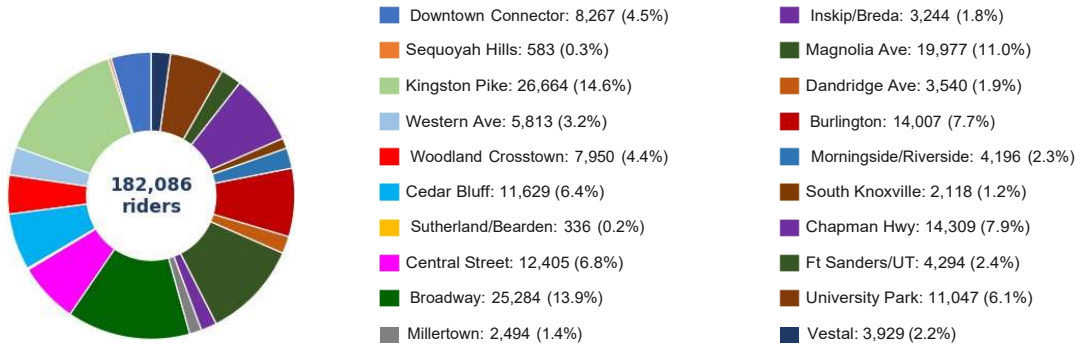
Knoxville Area Transit · Route Performance & System Overview

<p>Fixed route riders</p> <p>182,086</p> <p>▼ 4.7% vs Feb-25</p>	<p>LIFT passengers</p> <p>5,547</p> <p>▲ 1.1% vs Feb-25</p>	<p>Charter passengers</p> <p>3,460</p> <p>vs 132 Feb-25</p>	<p>Total all services</p> <p>191,093</p> <p>▼ 2.8% vs Feb-25</p>
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FIXED ROUTE RIDERSHIP BY MONTH



RIDERSHIP BY ROUTE — FEB 2026



ROUTE TRENDS — JAN-25 TO FEB-26

See following pages for all 20 route trend charts



KAT RIDERSHIP CHARTS

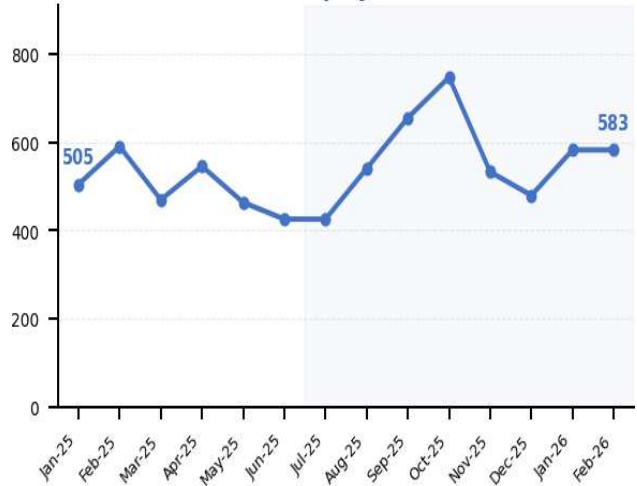
February 2026

Route Trend Charts · January 2025 to February 2026

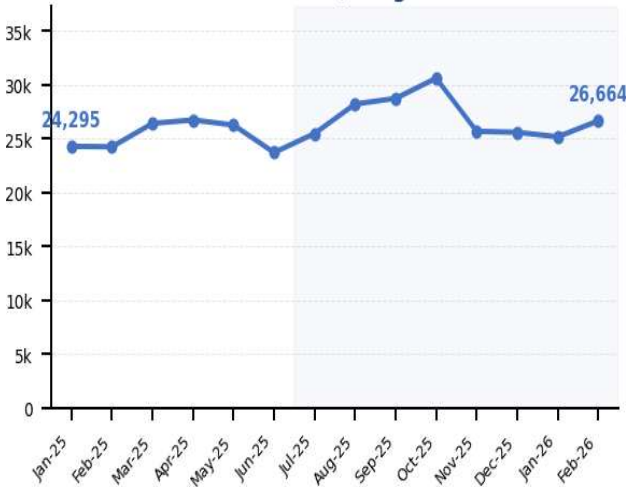
1 - Downtown Connector



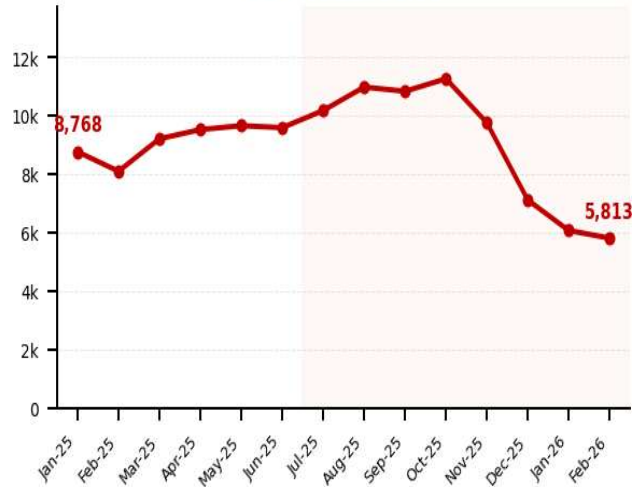
10 - Sequoyah Hills



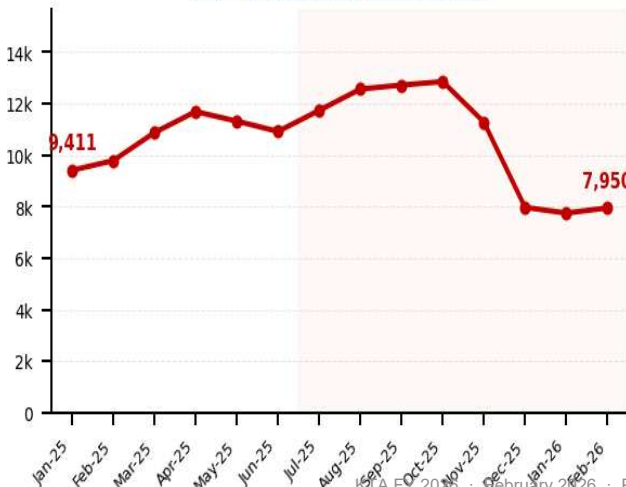
11 - Sutherland / Kingston Pike



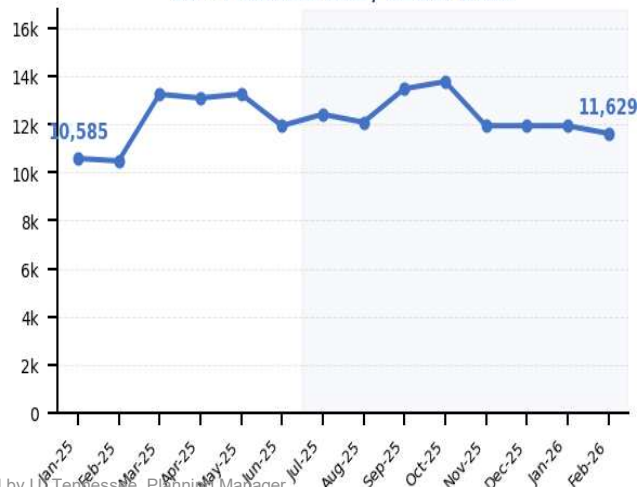
12 - Western Ave



15 - Woodland Crosstown



16 - Middlebrook / Cedar Bluff

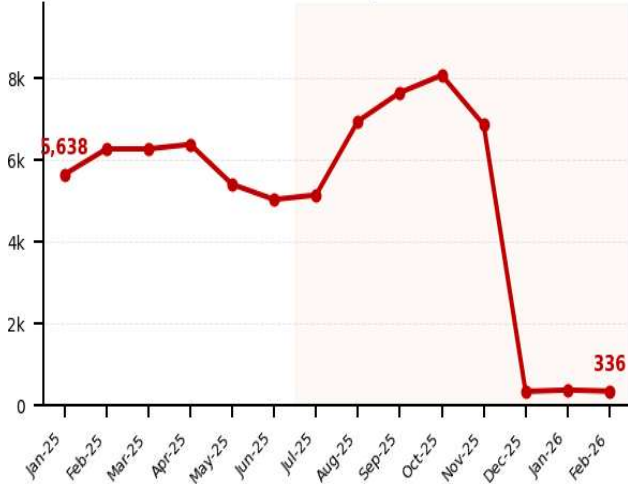


KAT RIDERSHIP CHARTS

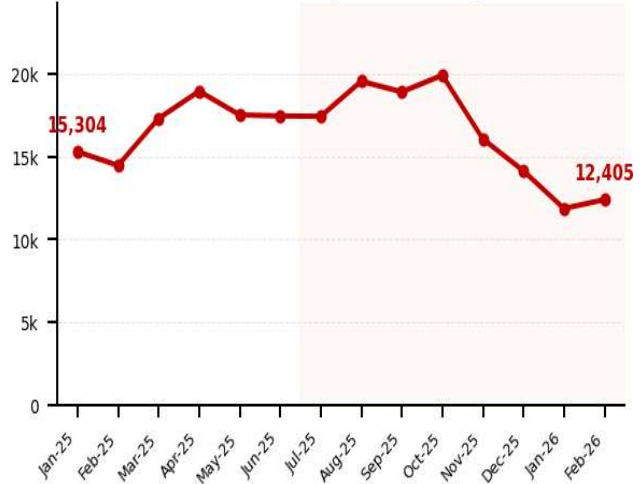
February 2026

Route Trend Charts · January 2025 to February 2026

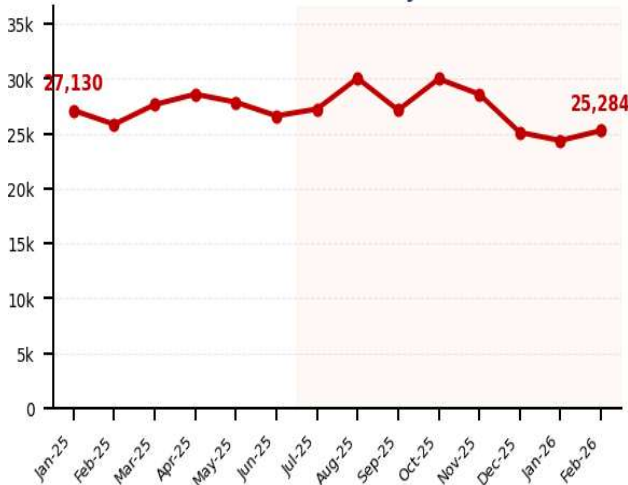
17 - Sutherland / Bearden



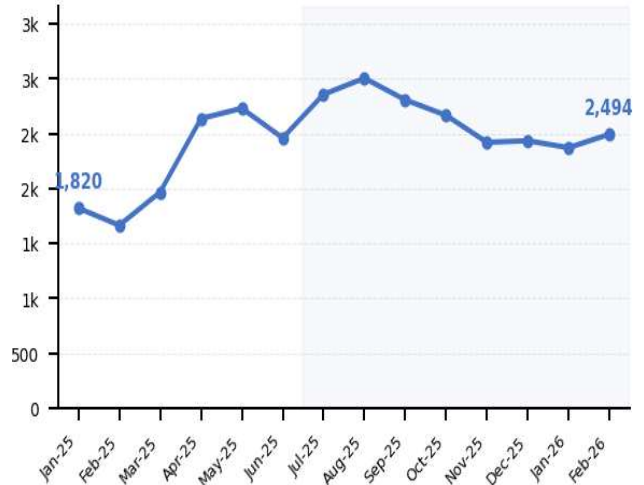
20 - Central / Clinton Hwy



22 - Broadway



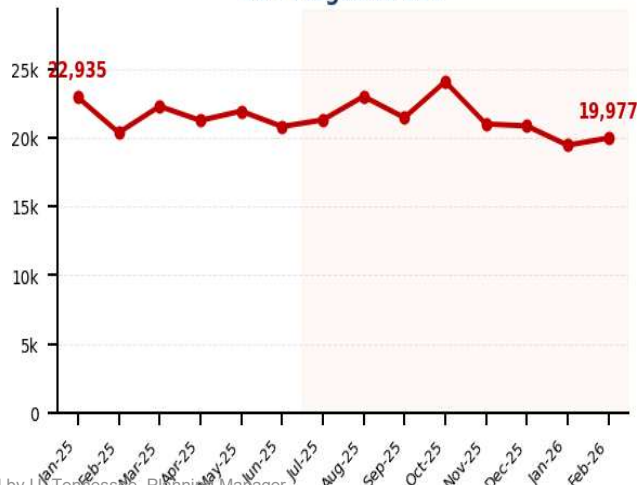
23 - Millertown



24 - Lincoln Park / Inskip



31 - Magnolia Ave





KAT RIDERSHIP CHARTS

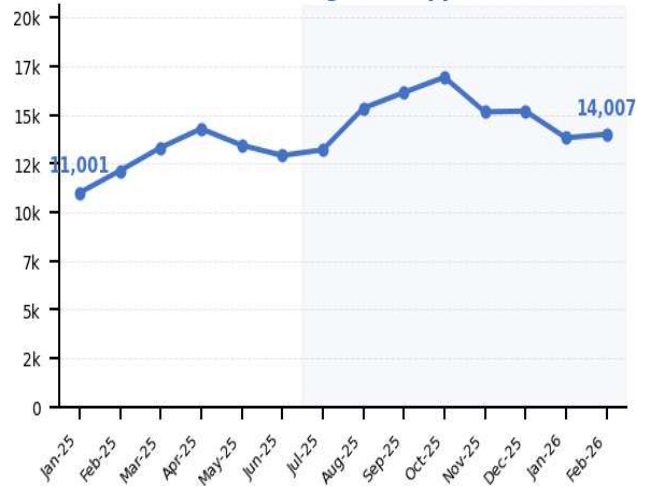
February 2026

Route Trend Charts · January 2025 to February 2026

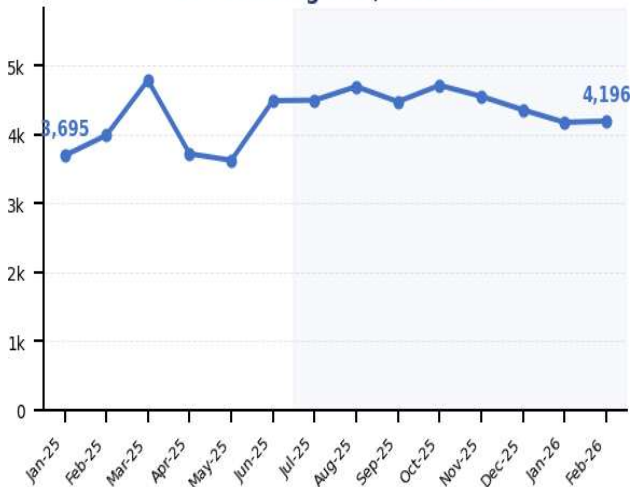
32 - Dandridge Ave



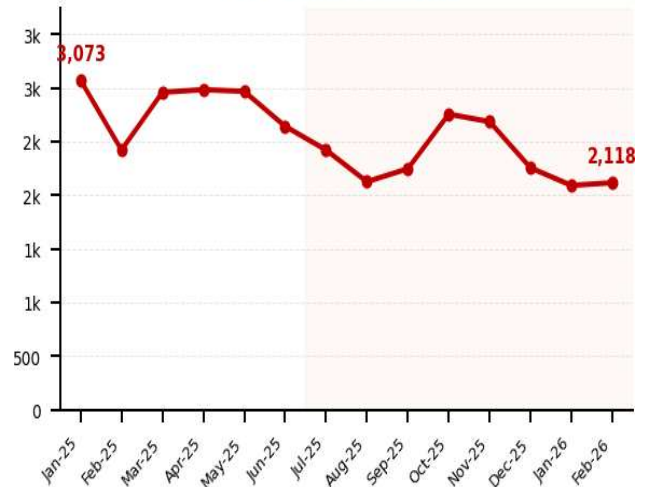
34 - Burlington Shopper



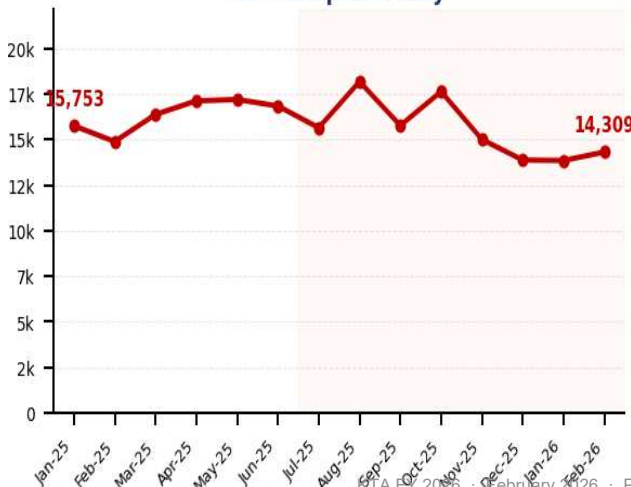
37 - Morningside / Riverside



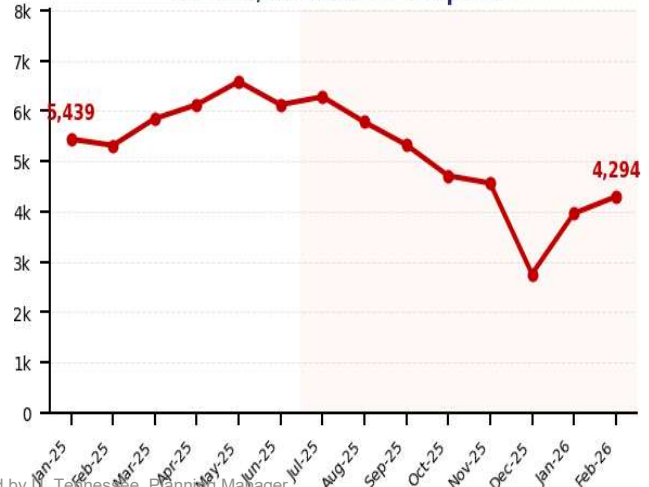
40 - South Knoxville



41 - Chapman Hwy



42 - UT/Ft. Sanders Hospitals





KAT RIDERSHIP CHARTS

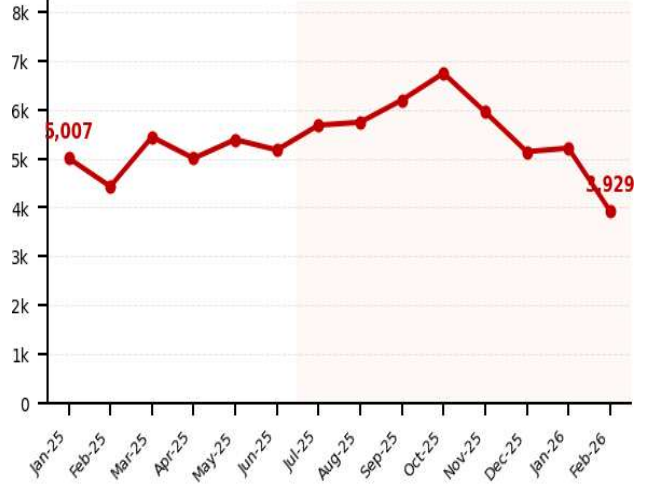
February 2026

Route Trend Charts · January 2025 to February 2026

44 - University Park



45 - Vestal





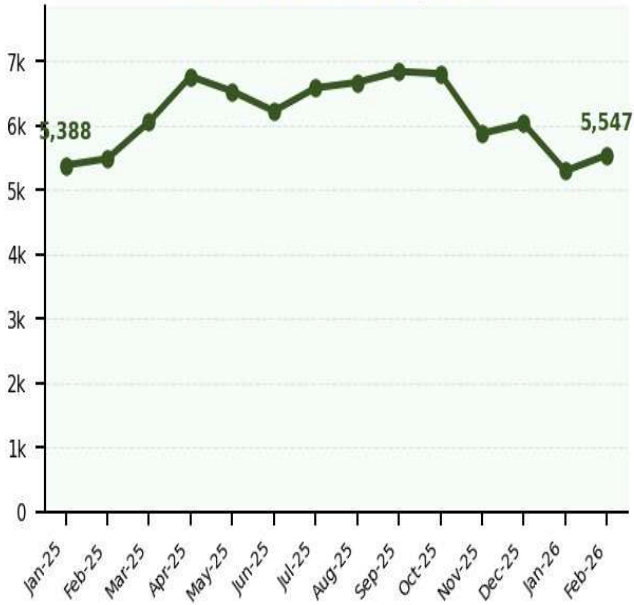
KAT RIDERSHIP CHARTS

February 2026

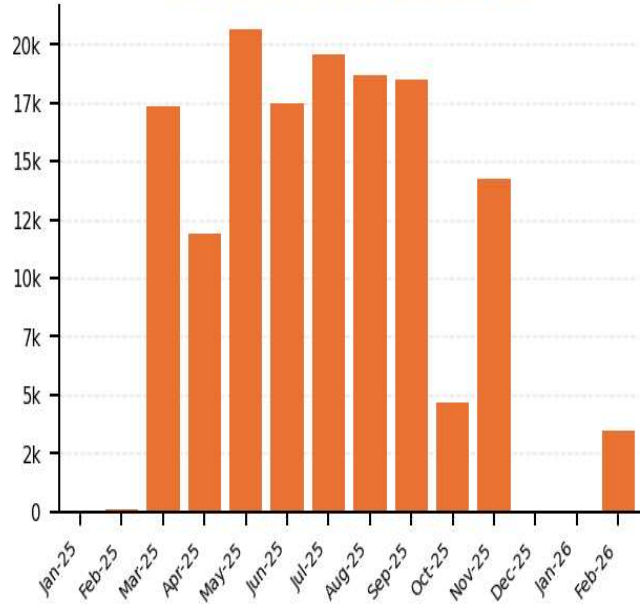
LIFT Demand Response & Charter Services

LIFT & CHARTER SERVICES

Lift – demand response



Charter services passengers





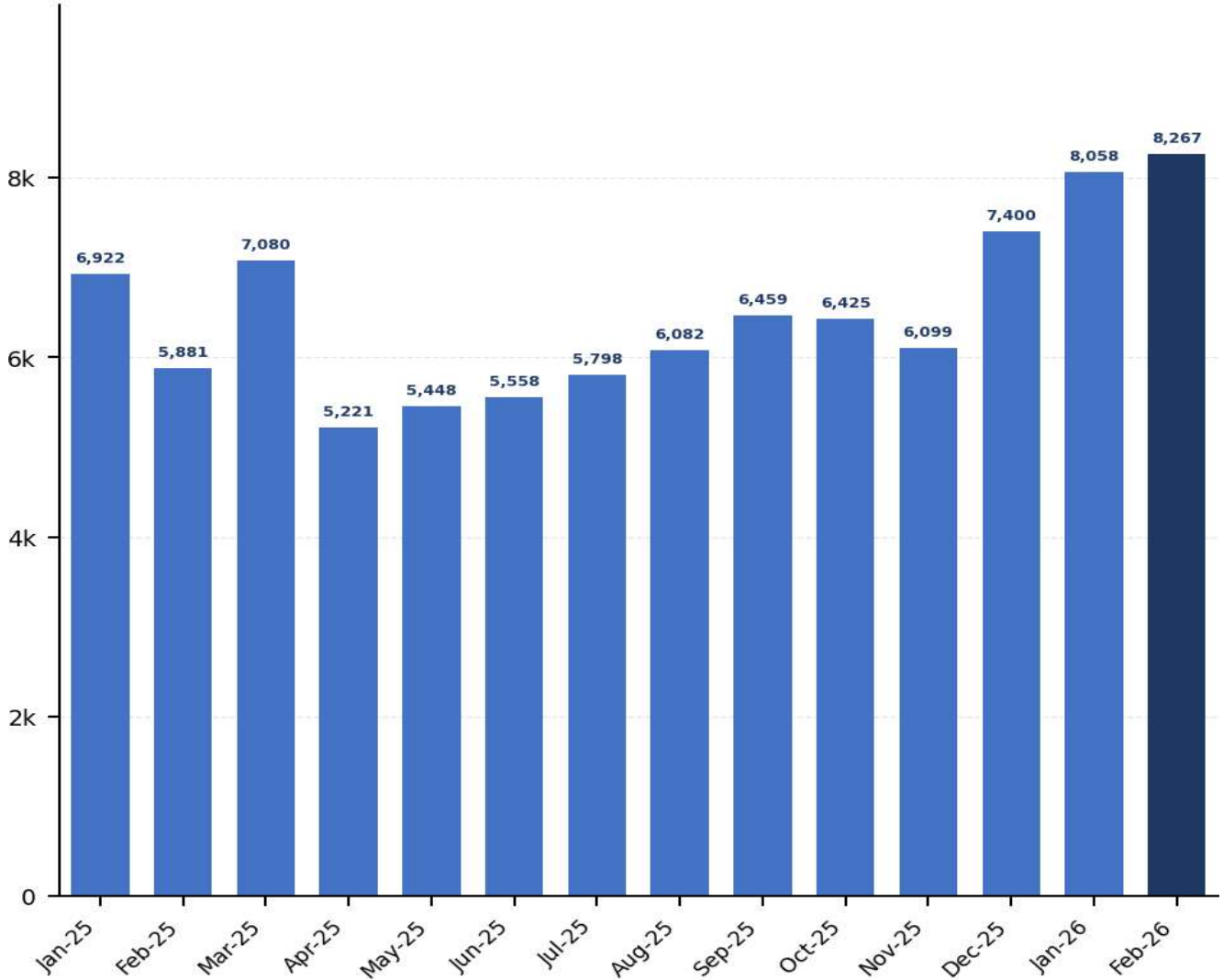
KAT RIDERSHIP CHARTS

1 — Downtown Connector

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

1 — Downtown Connector ridership





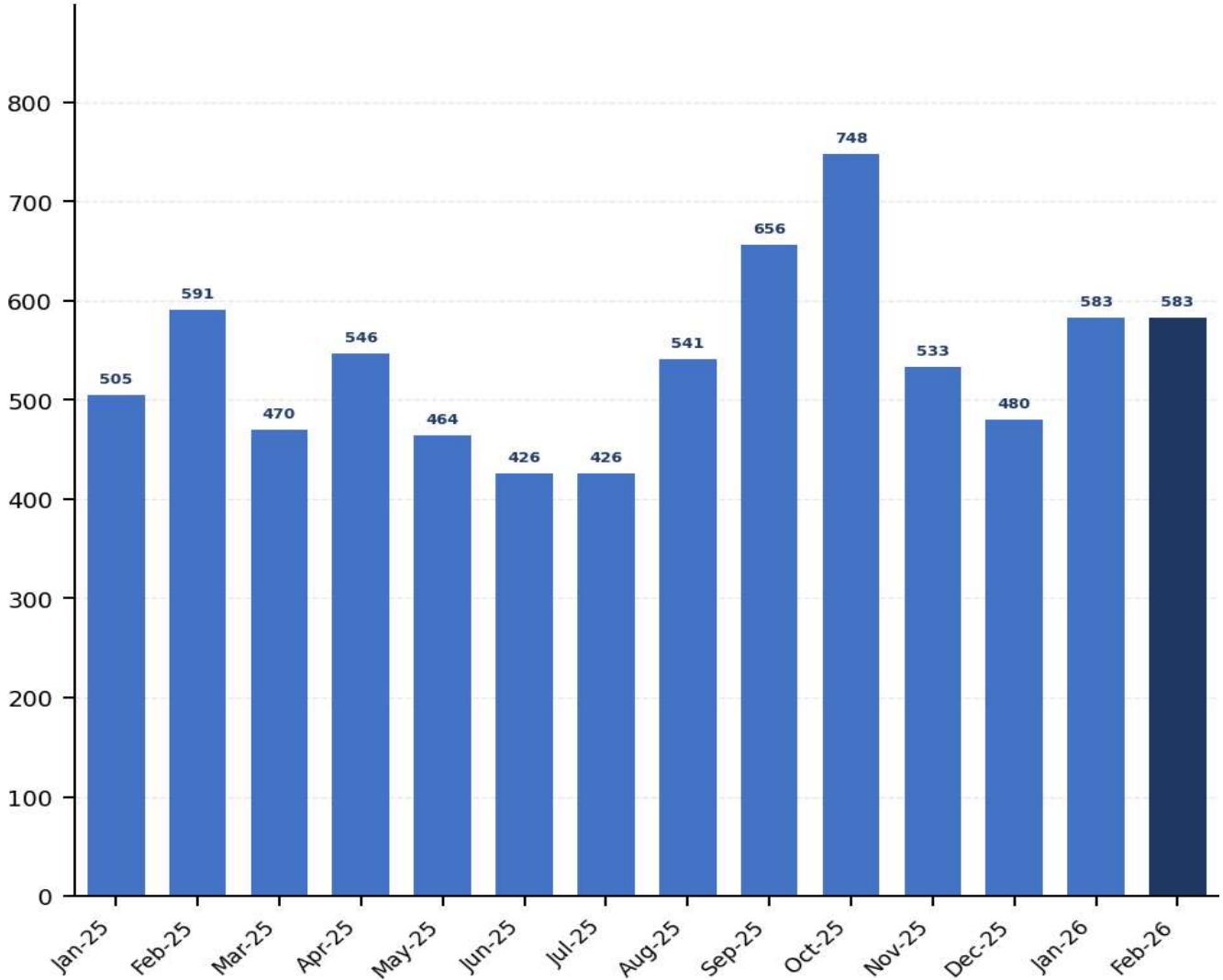
KAT RIDERSHIP CHARTS

10 — Sequoyah Hills

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

10 — Sequoyah Hills ridership





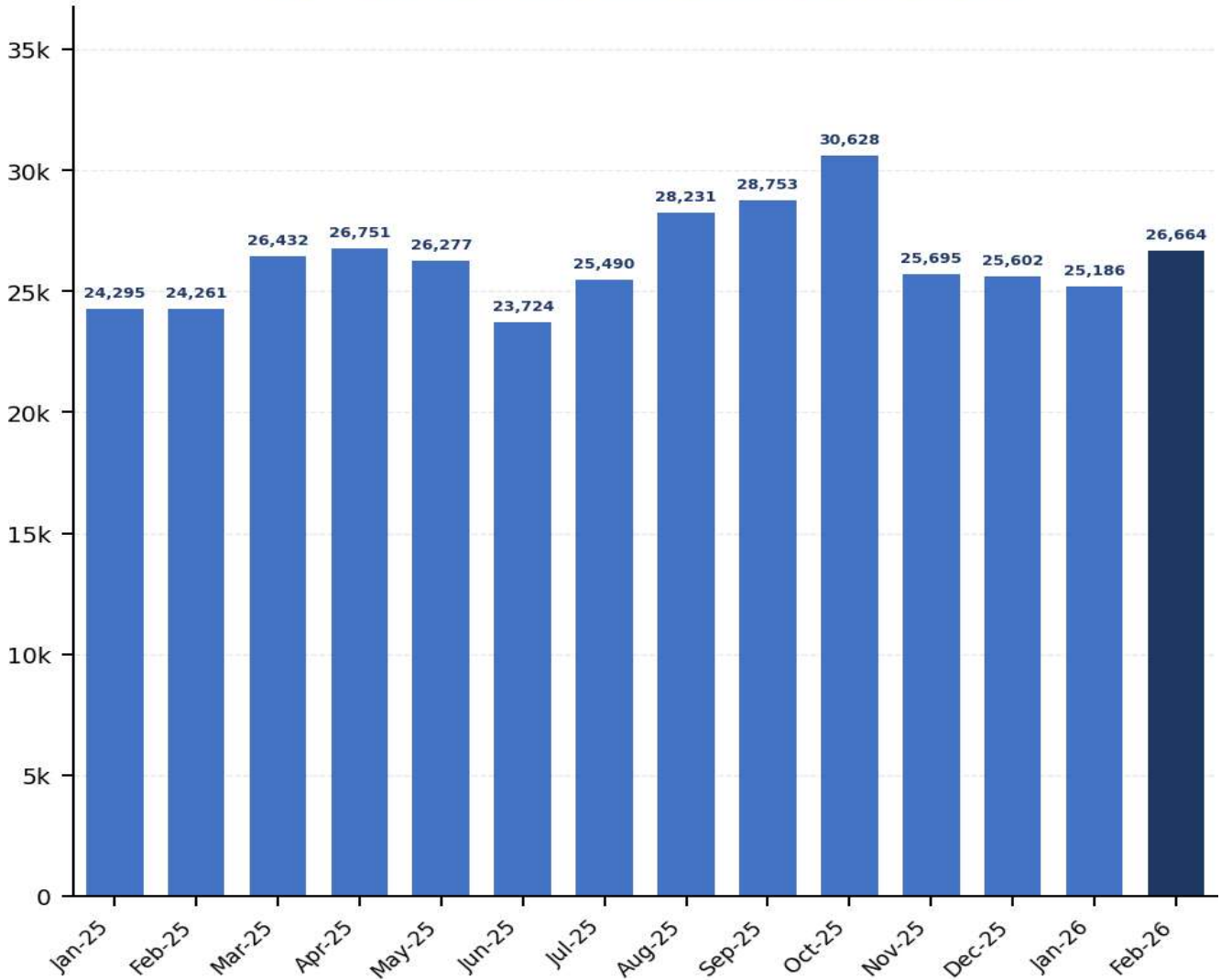
KAT RIDERSHIP CHARTS

11 — Sutherland / Kingston Pike

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

11 — Sutherland / Kingston Pike ridership





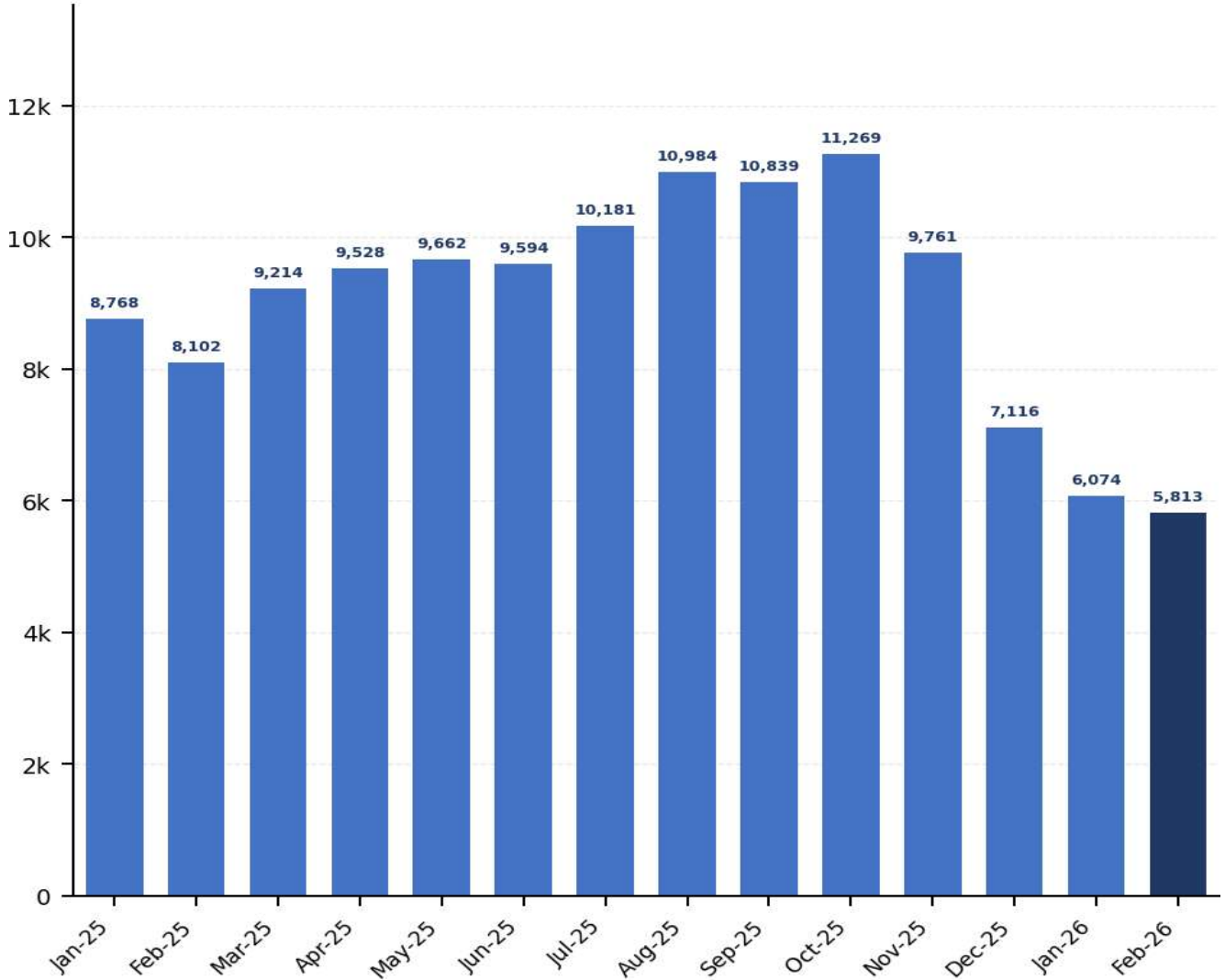
KAT RIDERSHIP CHARTS

12 — Western Ave

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

12 — Western Ave ridership





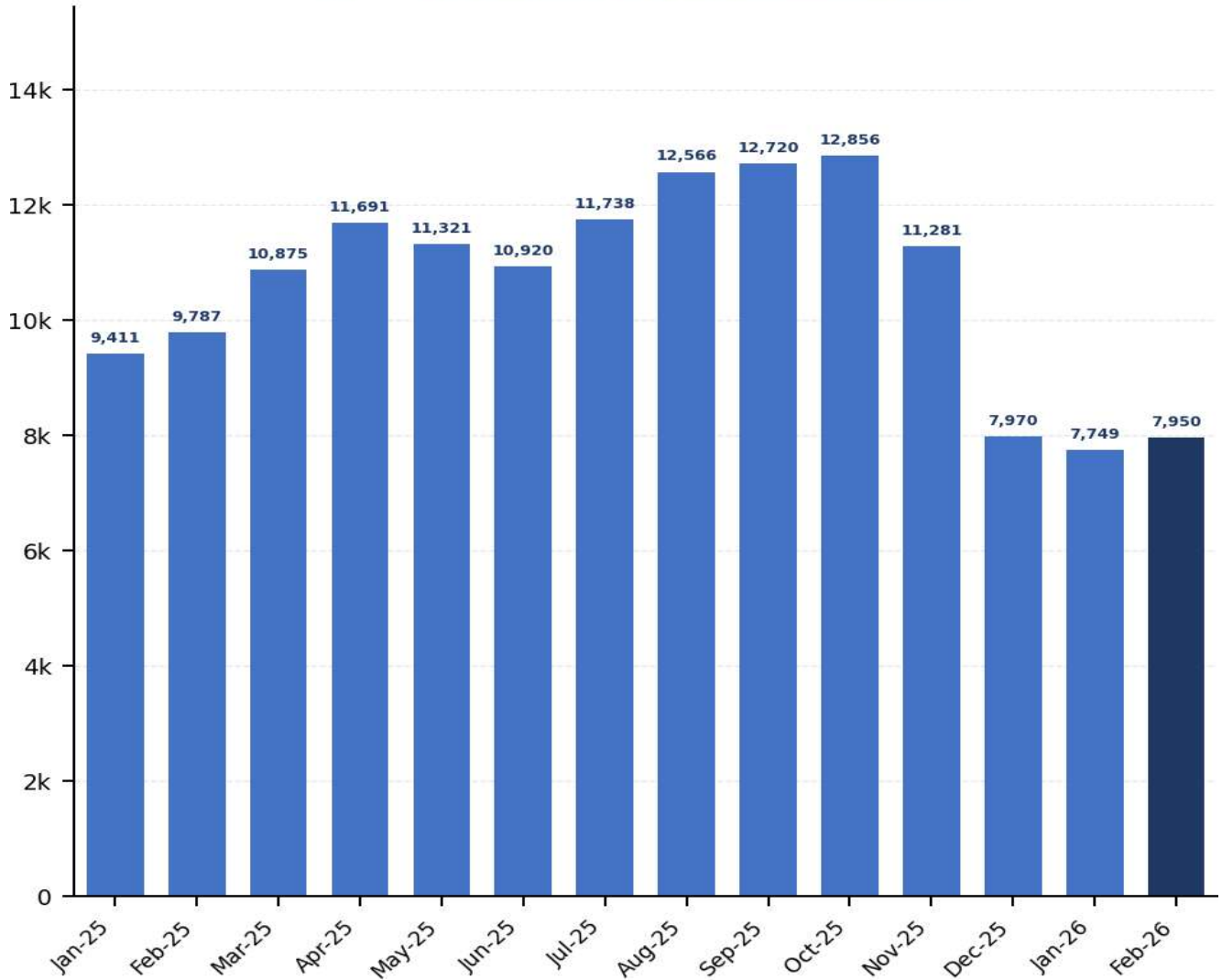
KAT RIDERSHIP CHARTS

15 — Woodland Crosstown

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

15 — Woodland Crosstown ridership





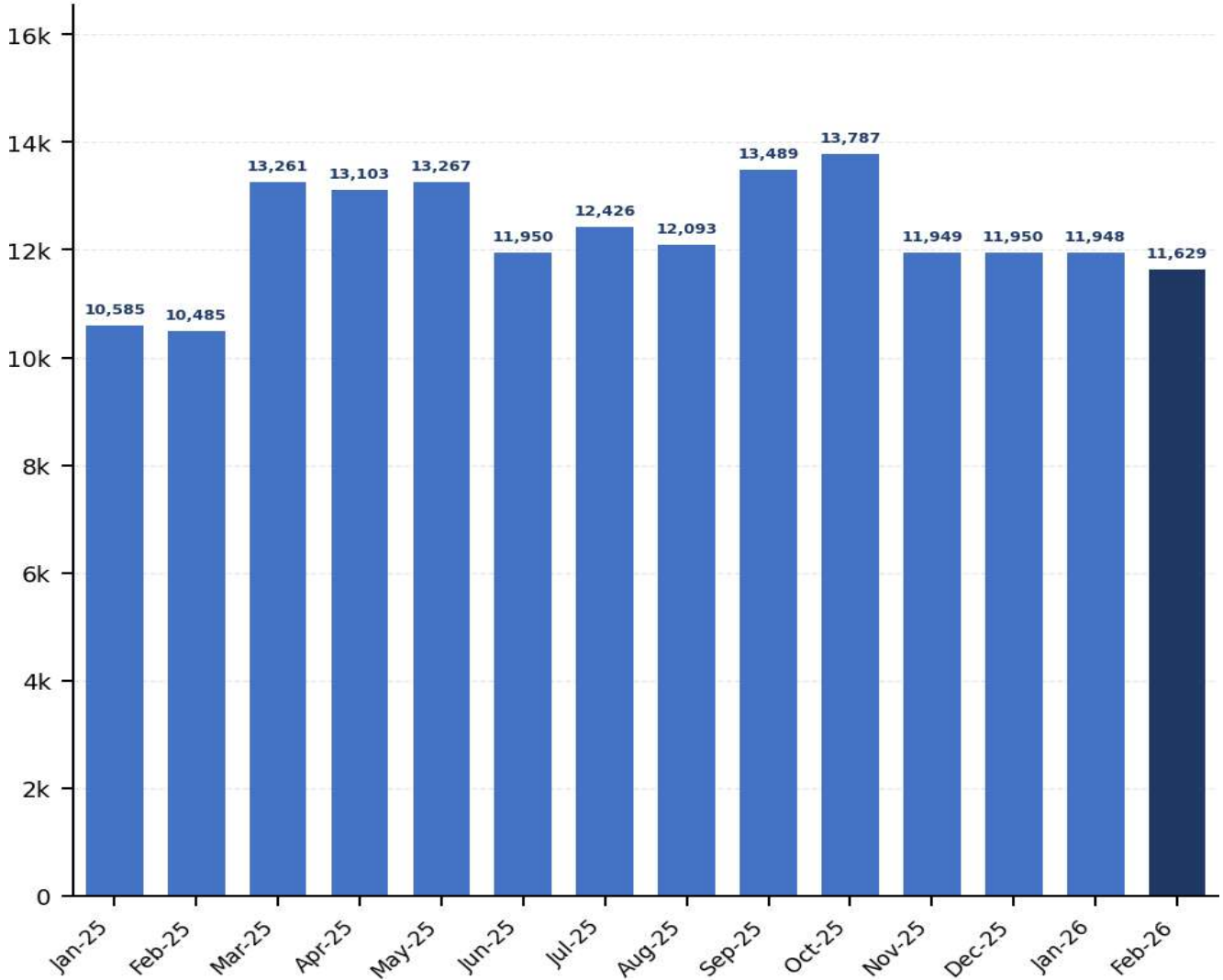
KAT RIDERSHIP CHARTS

16 — Middlebrook / Cedar Bluff

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

16 — Middlebrook / Cedar Bluff ridership





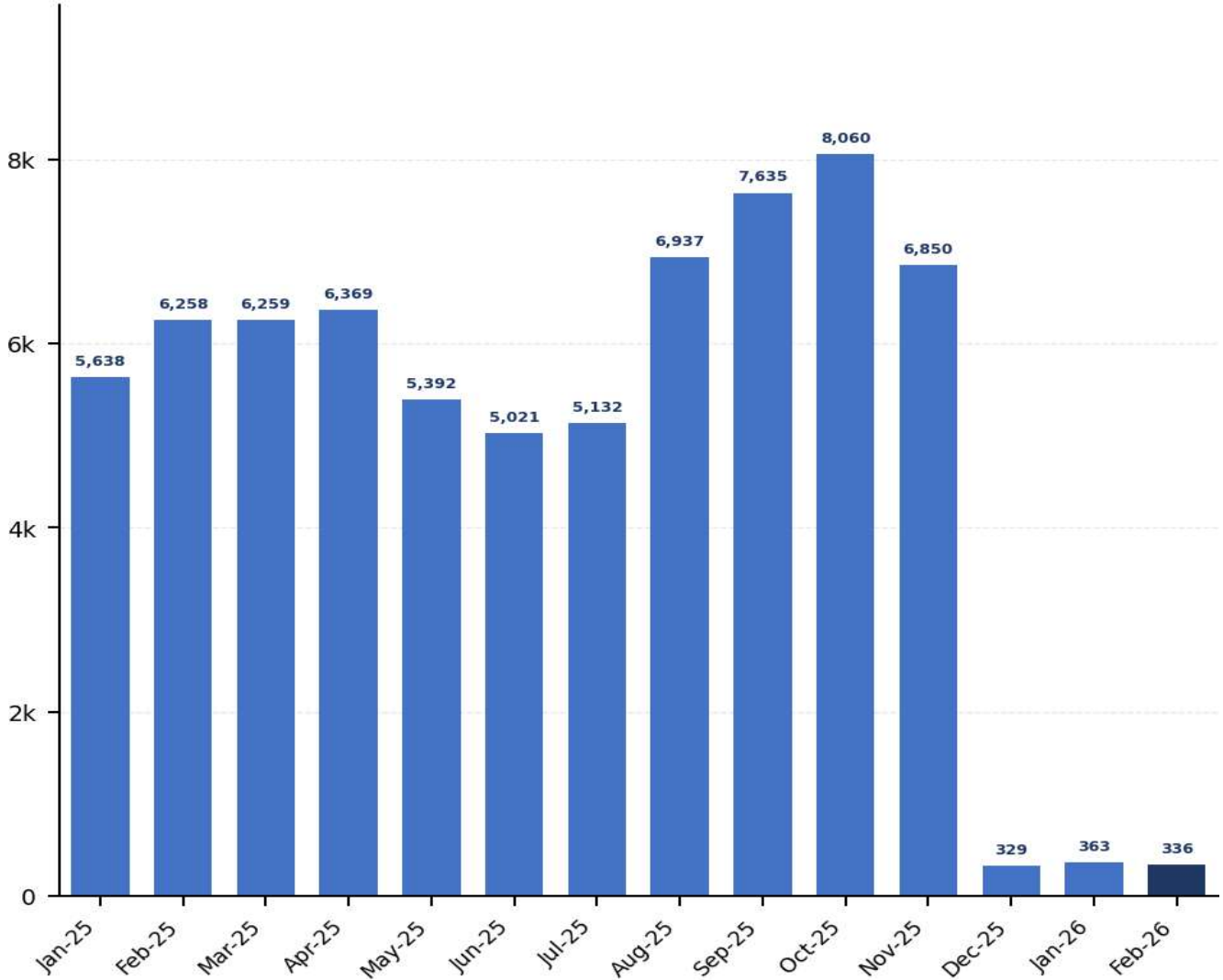
KAT RIDERSHIP CHARTS

17 — Sutherland / Bearden

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

17 — Sutherland / Bearden ridership





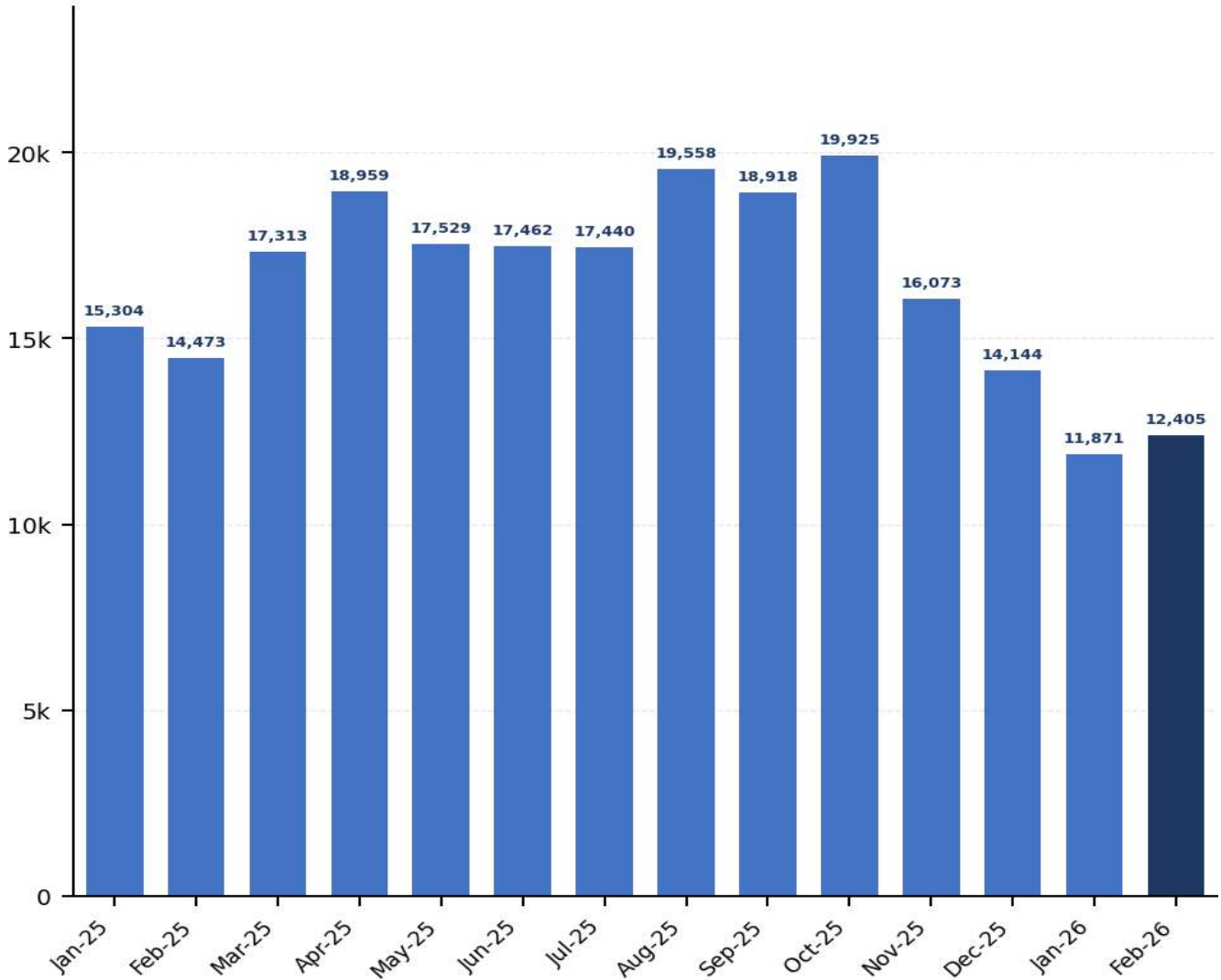
KAT RIDERSHIP CHARTS

20 — Central / Clinton Hwy

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

20 — Central / Clinton Hwy ridership





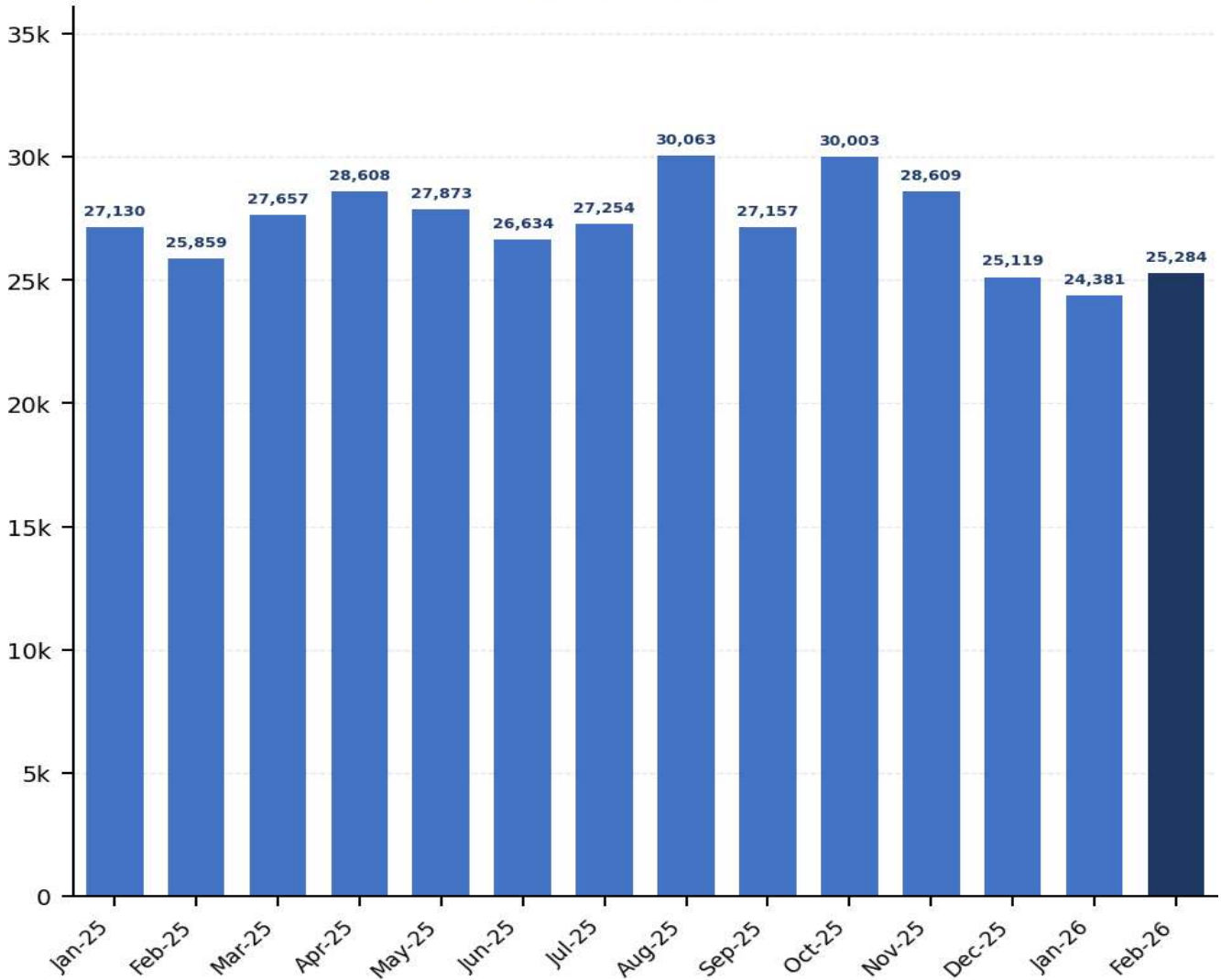
KAT RIDERSHIP CHARTS

22 — Broadway

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

22 — Broadway ridership





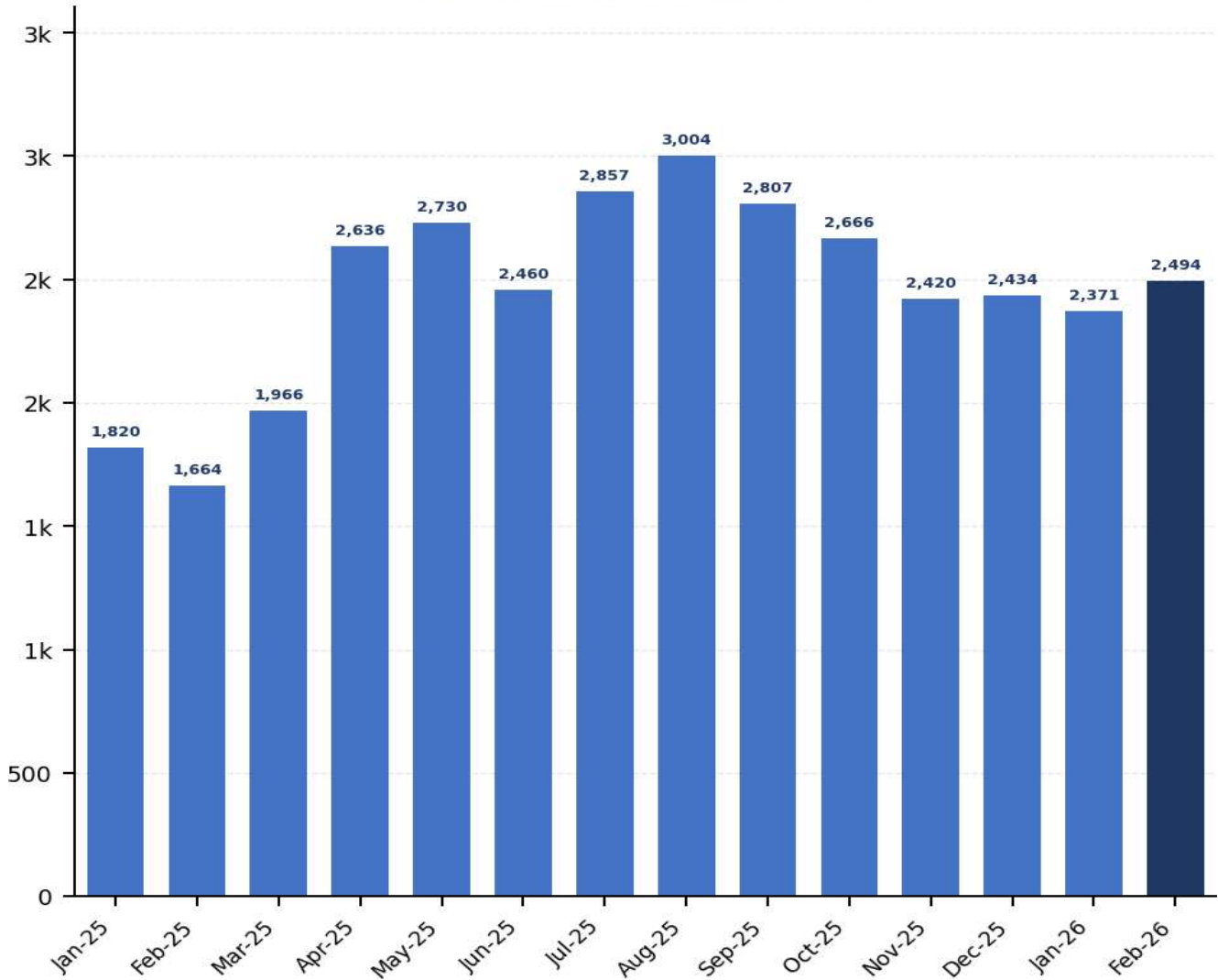
KAT RIDERSHIP CHARTS

23 — Millertown

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

23 — Millertown ridership





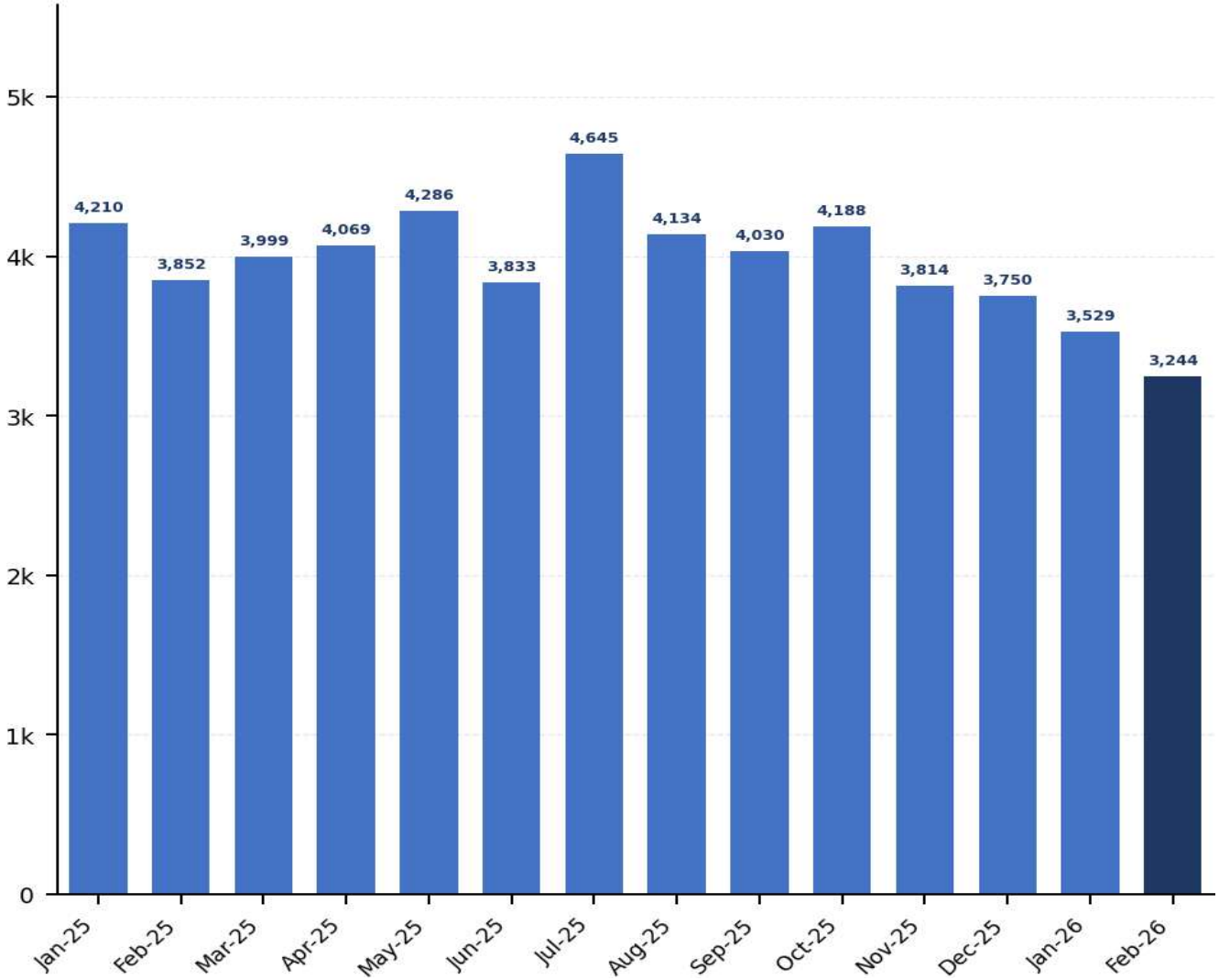
KAT RIDERSHIP CHARTS

24 — Lincoln Park / Inskip

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

24 — Lincoln Park / Inskip ridership





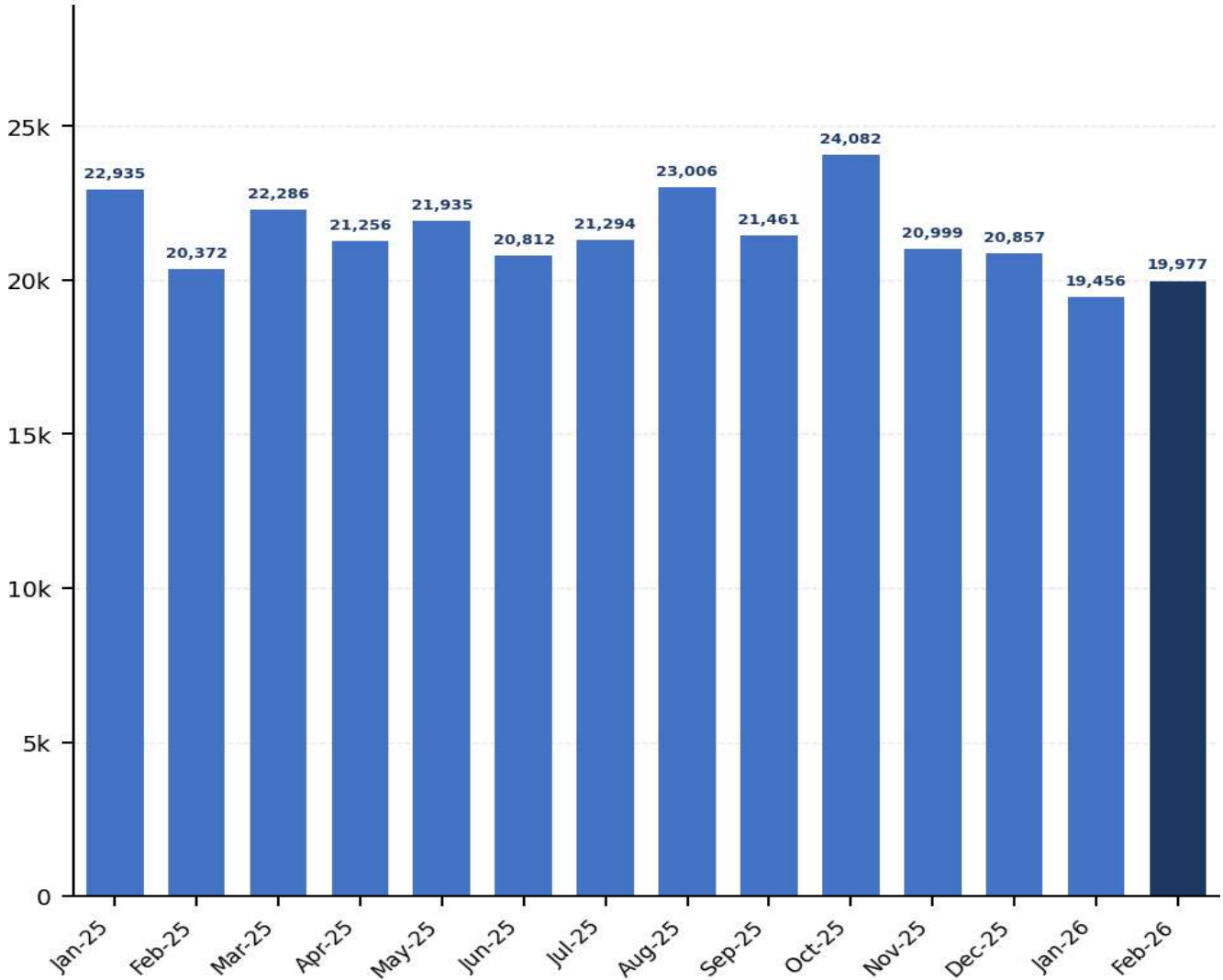
KAT RIDERSHIP CHARTS

31 — Magnolia Ave

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

31 — Magnolia Ave ridership





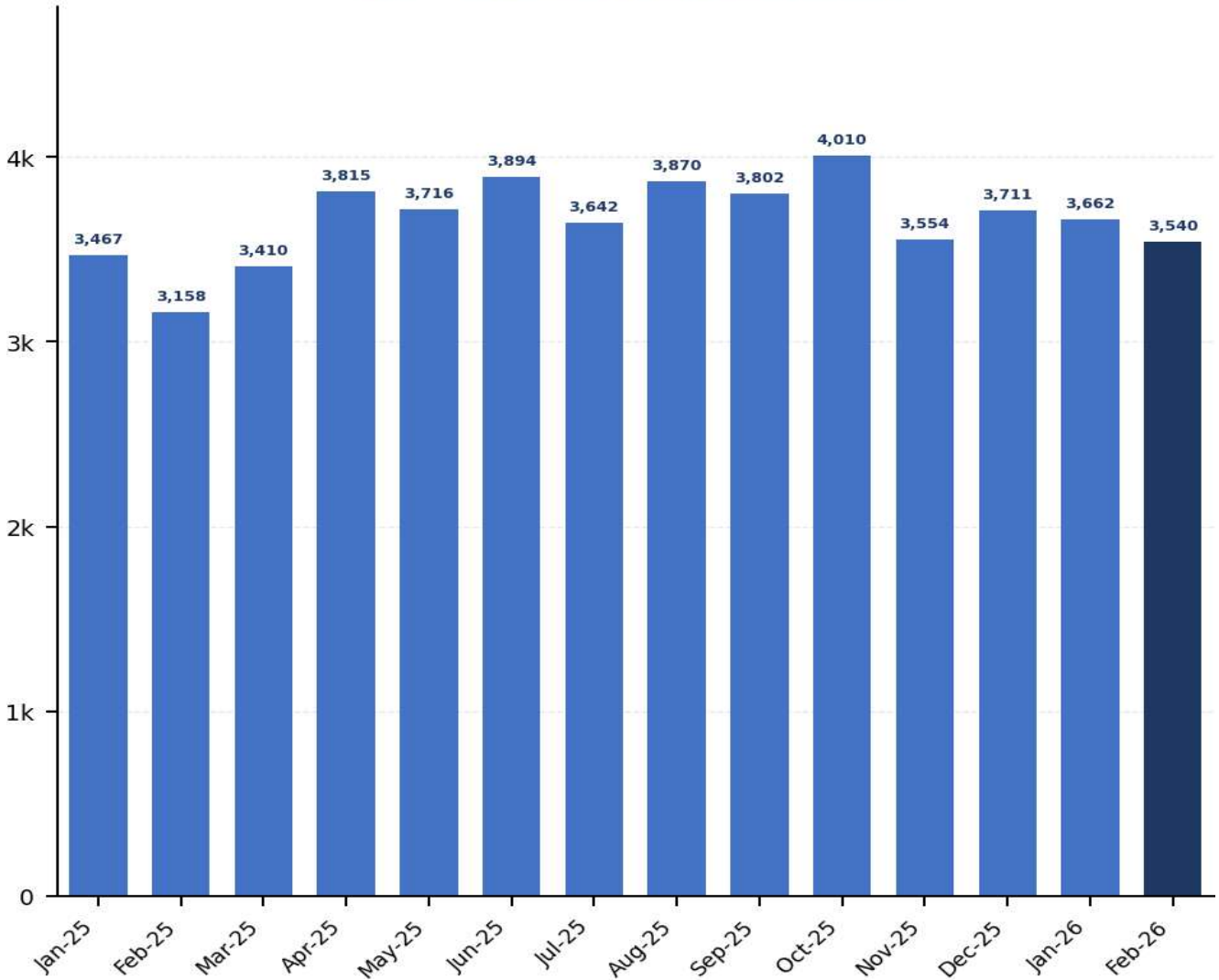
KAT RIDERSHIP CHARTS

32 — Dandridge Ave

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

32 — Dandridge Ave ridership





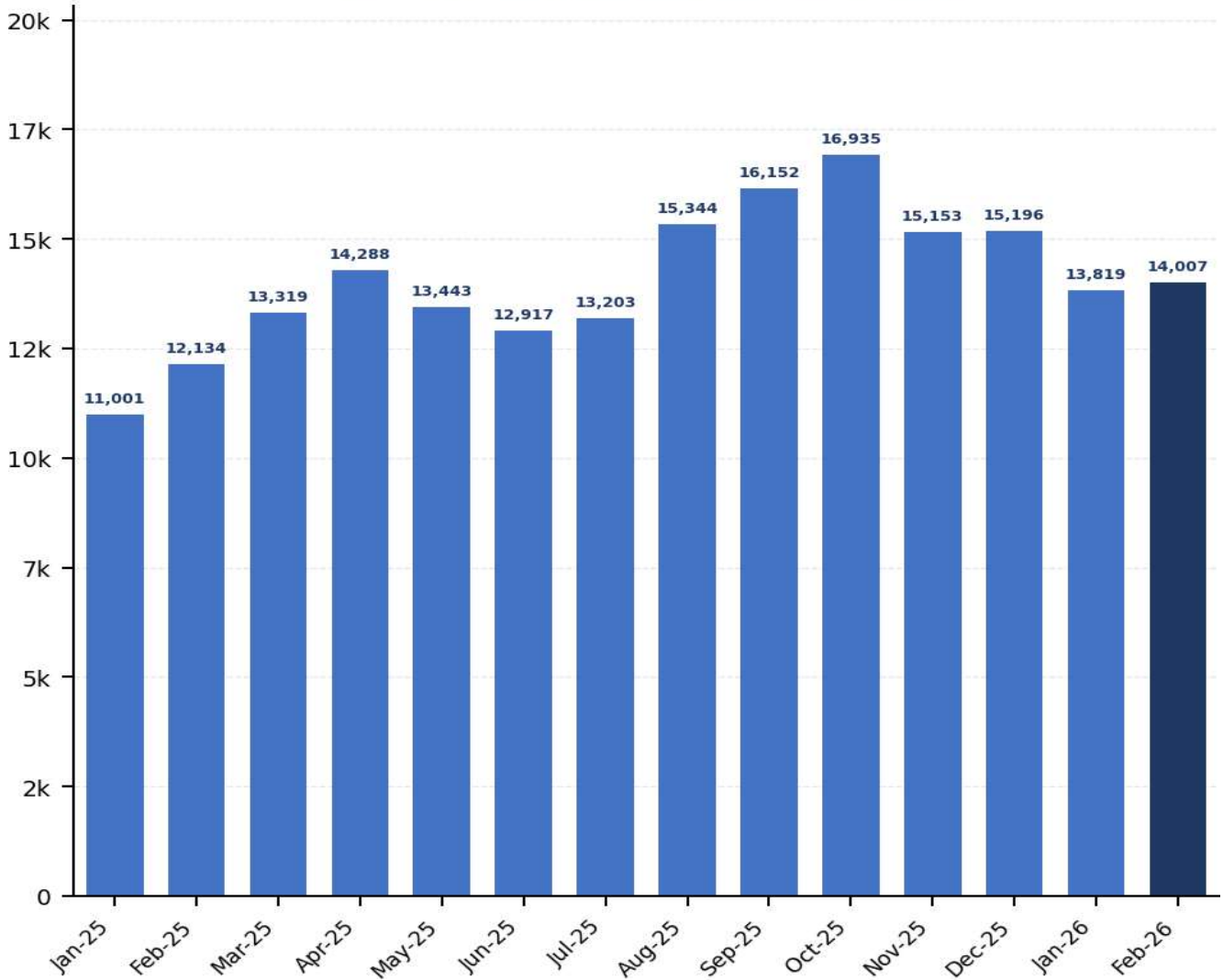
KAT RIDERSHIP CHARTS

34 — Burlington Shopper

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

34 — Burlington Shopper ridership





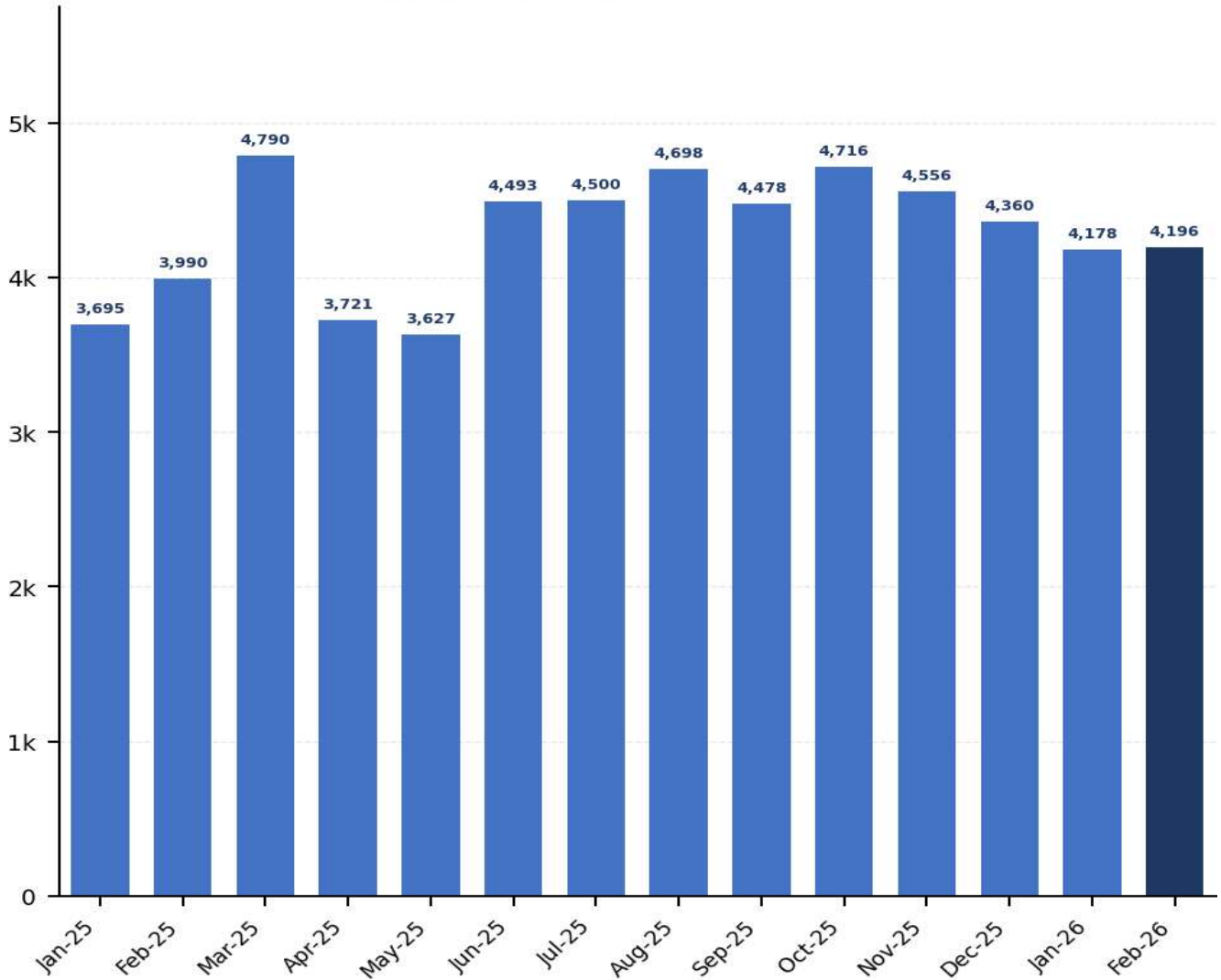
KAT RIDERSHIP CHARTS

37 — Morningside / Riverside

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

37 — Morningside / Riverside ridership





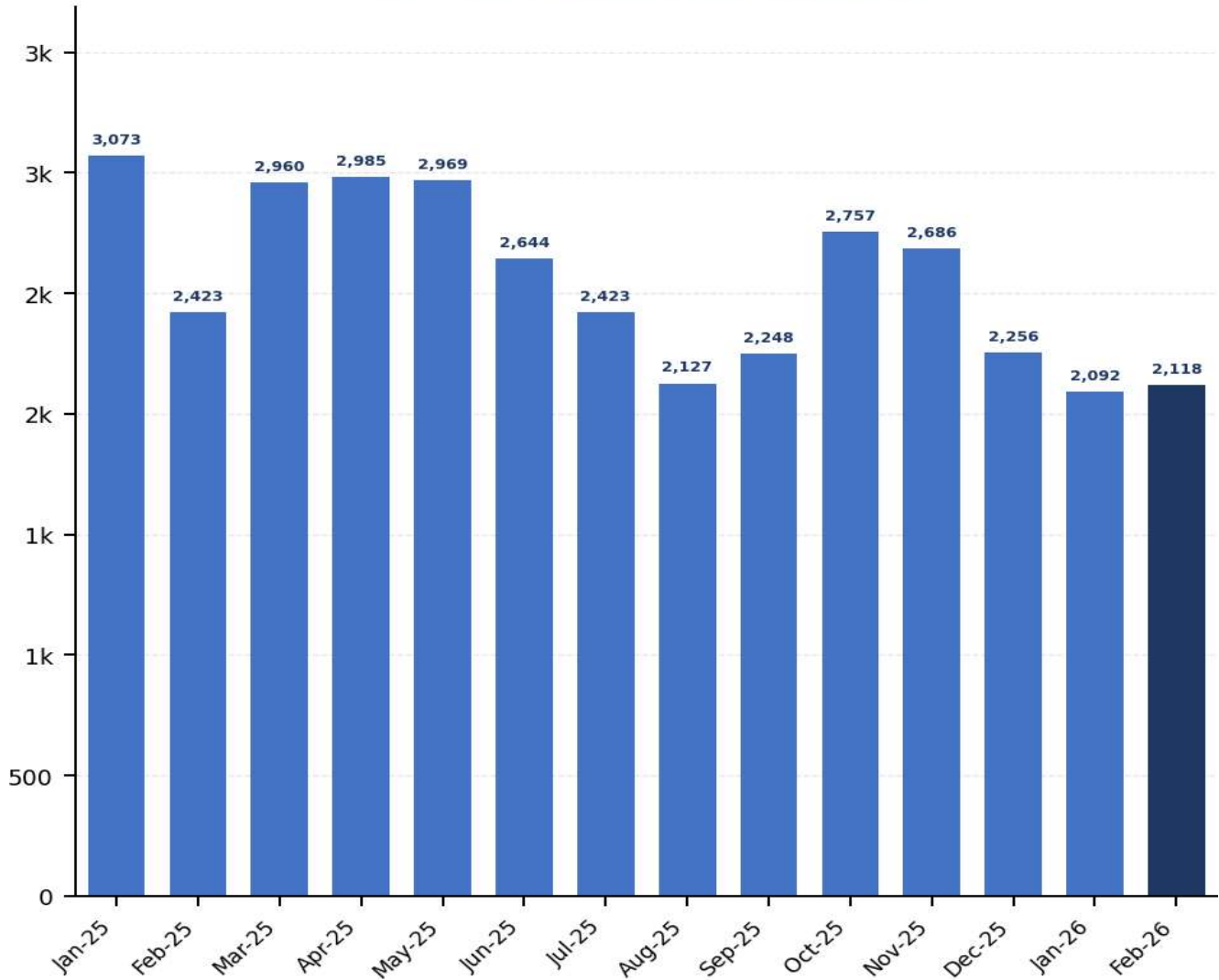
KAT RIDERSHIP CHARTS

40 — South Knoxville

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

40 — South Knoxville ridership





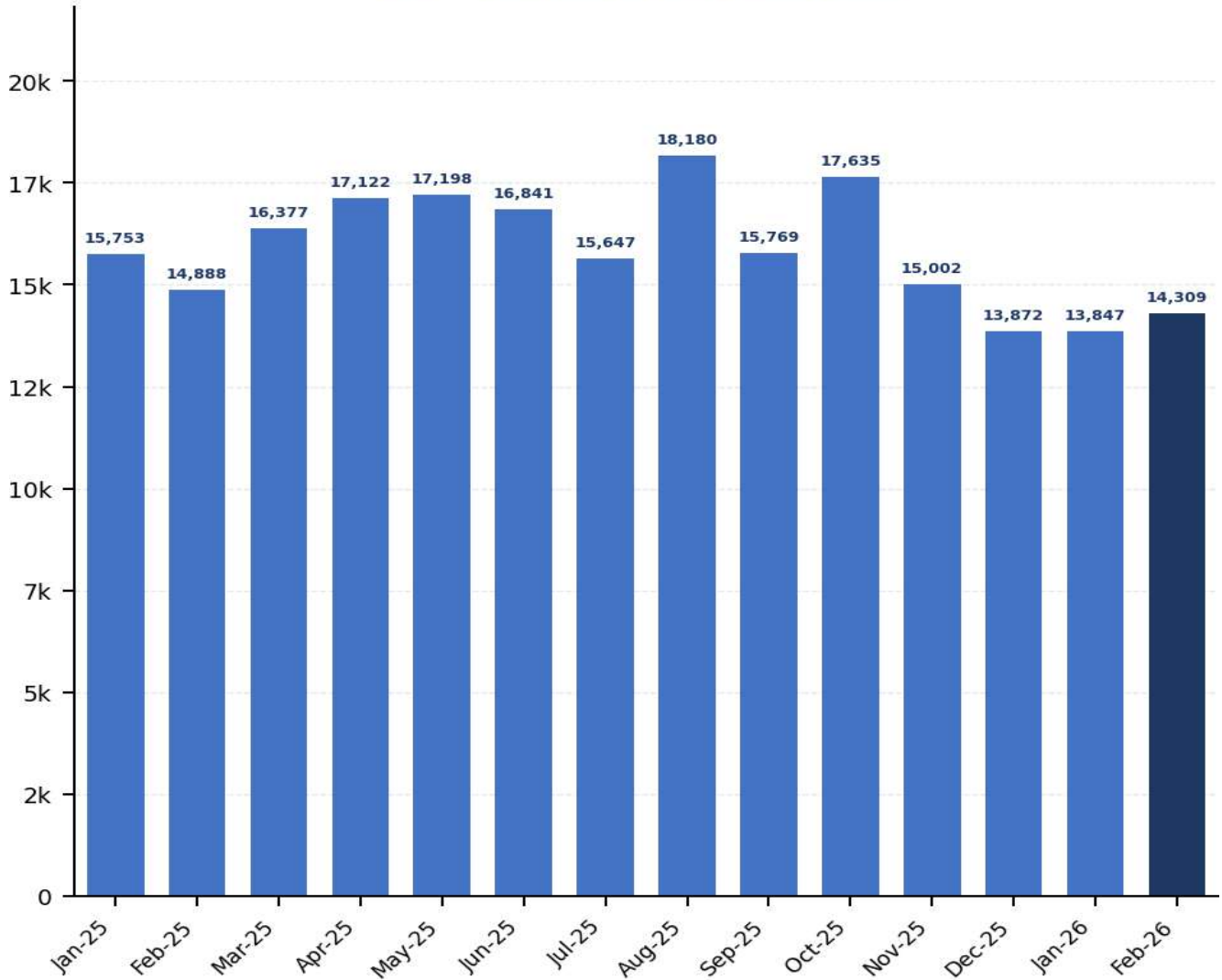
KAT RIDERSHIP CHARTS

41 — Chapman Hwy

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

41 — Chapman Hwy ridership





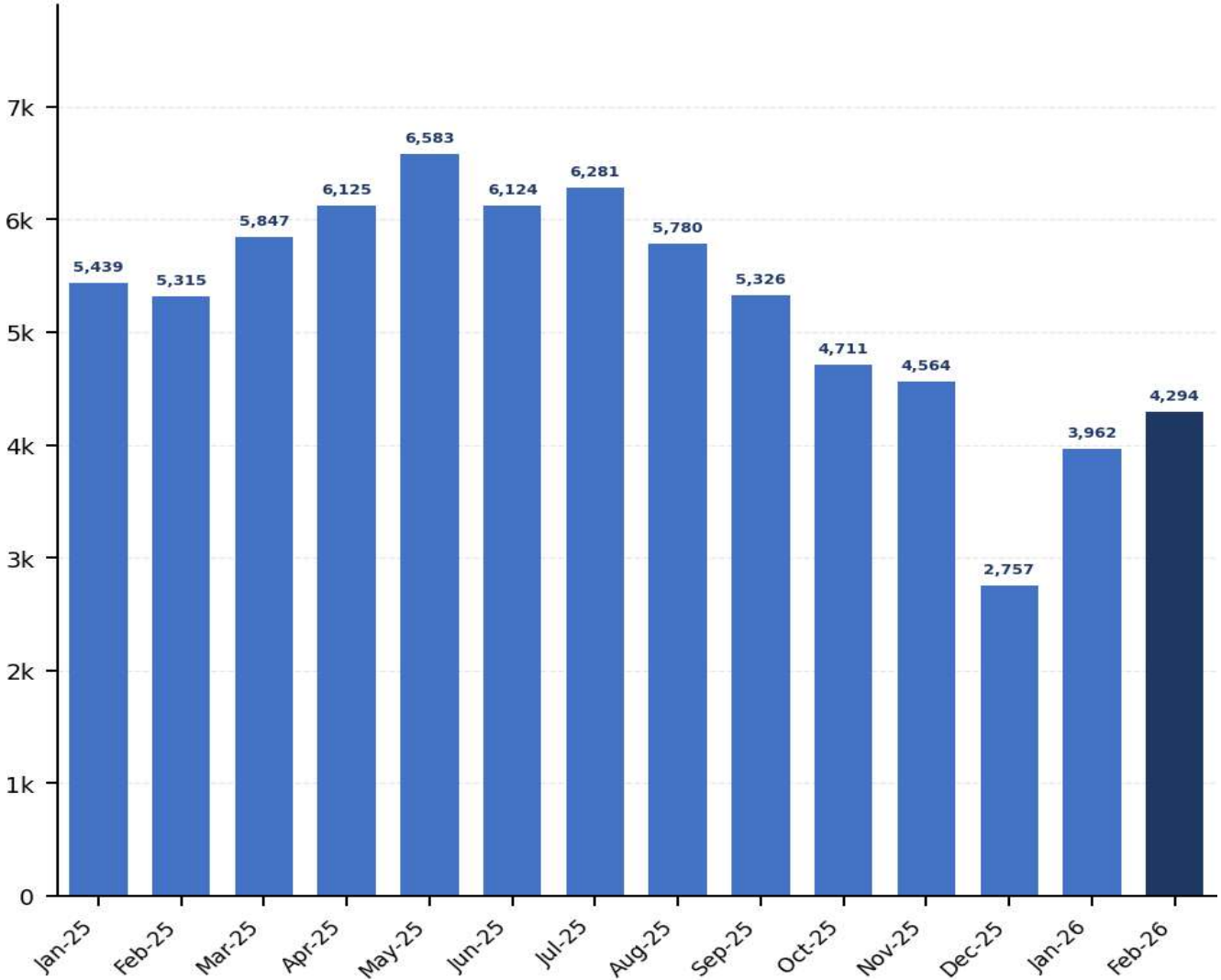
KAT RIDERSHIP CHARTS

42 — UT/Ft. Sanders Hospitals

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

42 — UT/Ft. Sanders Hospitals ridership





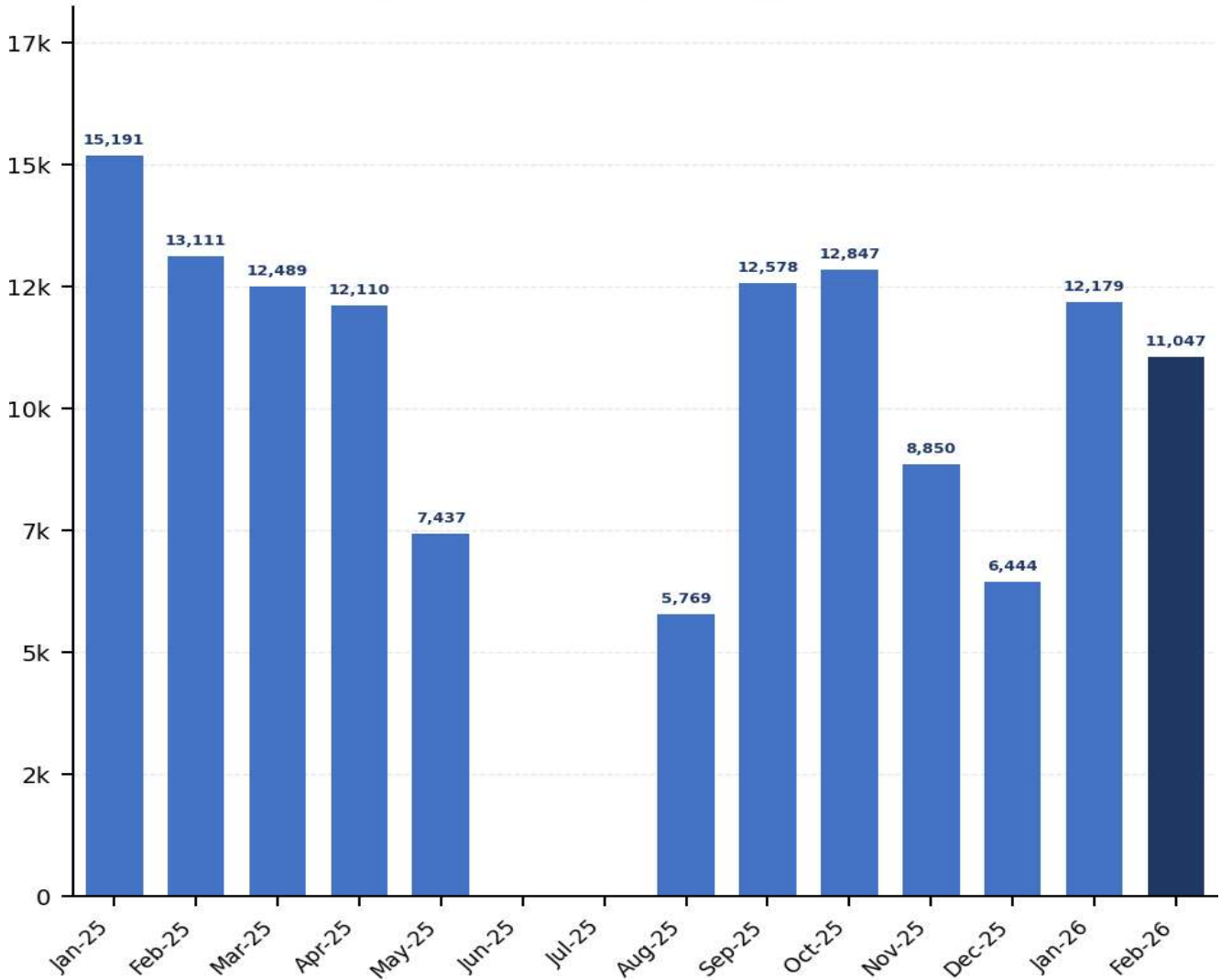
KAT RIDERSHIP CHARTS

44 — University Park

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

44 — University Park ridership





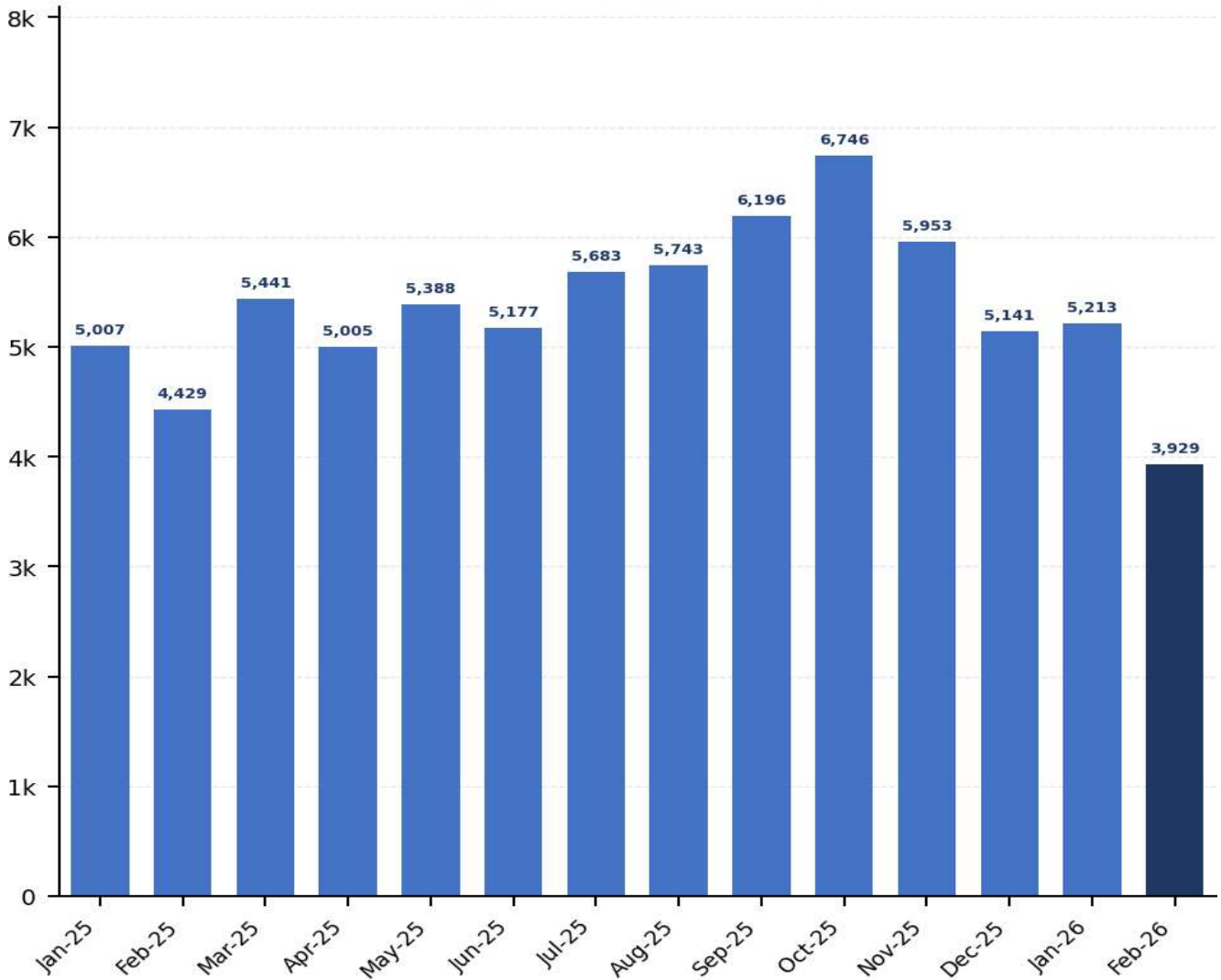
KAT RIDERSHIP CHARTS

45 — Vestal

Monthly Ridership · January 2025 to February 2026

Dark blue = February 2026 (most recent month)

45 — Vestal ridership





KAT RIDERSHIP

February 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	365	432	-15.5%	2,814	3,303	-14.8%
11	Kingston Pike	24,078	25,604	-6.0%	214,861	223,038	-3.7%
12	Western Ave	12,478	12,661	-1.4%	106,285	100,392	5.9%
13	Beaumont	2,790	2,537	10.0%	23,411	22,298	5.0%
16	Cedar Bluff Connector	2,673	2,787	-4.1%	23,307	24,488	-4.8%
17	Sutherland/Bearden	7,248	6,959	4.2%	57,314	58,328	-1.7%
19	Lakeshore / Lonas Connector	567	575	-1.4%	4,313	4,973	-13.3%
20	Central Ave. / Clinton Hwy	9,062	10,052	-9.8%	86,119	84,650	1.7%
21	Lincoln Park	3,027	3,891	-22.2%	28,166	30,615	-8.0%
22	Broadway	20,931	21,882	-4.3%	194,625	190,551	2.1%
23	Millertown	4,224	4,938	-14.5%	40,070	39,560	1.3%
24	Inskip/Breda Rd	2,289	2,263	1.1%	19,695	19,895	-1.0%
30	Parkridge	2,821	2,399	17.6%	22,027	18,585	18.5%
31	Magnolia Ave.	17,054	18,795	-9.3%	150,865	153,210	-1.5%
32	Dandridge	5,480	5,941	-7.8%	48,924	47,967	2.0%
33	M.L.K.	3,046	3,225	-5.6%	27,398	29,999	-8.7%
34	Burlington	5,126	5,091	0.7%	46,759	39,467	18.5%
40	South Knoxville	3,638	3,859	-5.7%	27,223	30,876	-11.8%
41	Chapman Hwy	10,564	11,026	-4.2%	93,983	92,529	1.6%
42	UT/Ft. Sanders Hospitals	3,490	3,058	14.1%	27,733	24,534	13.0%
44	University Park	9,110	5,033	81.0%	51,244	32,793	56.3%
45	Vestal	4,540	5,158	-12.0%	39,870	39,796	0.2%
90	Crosstown	6,624	6,341	4.5%	57,749	53,079	8.8%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		161,225	164,507	-2.0%	1,394,755	1,364,926	2.2%
82	Orange Line Trolley	17,935	18,308	-2.0%	152,704	142,736	7.0%
84	Green Line Trolley	8,756	8,752	0.0%	76,993	74,708	3.1%
86	Blue Line Trolley	22,303	18,936	17.8%	169,701	151,694	11.9%
SUBTOTAL		48,994	45,996	6.5%	399,398	369,138	8.2%
TOTAL PASSENGERS WITH TROLLEYS		210,219	210,503	-0.1%	1,794,153	1,734,064	3.5%
LIFT SERVICE		5,286	4,445	18.9%	43,818	37,435	17.1%
TOTAL SCHEDULED SERVICES		215,505	214,948	0.3%	1,837,971	1,771,499	3.8%
TOTAL CHARTER SERVICES		112	260	-56.9%	40,160	49,657	-19.1%
GRAND TOTAL ALL KAT SERVICES		215,617	215,208	0.2%	1,878,131	1,821,156	3.1%



KAT RIDERSHIP_APC February 2026

ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	8,267	5,881	40.6%	54,588	54,297	0.5%
10	Sequoyah Hills	583	591	-1.4%	4,550	3,186	42.8%
11	Kingston Pike	26,664	24,261	9.9%	216,249	212,033	2.0%
12	Western Ave	5,813	8,102	-28.3%	72,037	90,049	-20.0%
13	Beaumont	—	—	0.0%	—	3,809	-100.0%
15	Woodland Crosstown	7,950	9,787	-18.8%	84,830	65,770	29.0%
16	Cedar Bluff Connector	11,629	10,485	10.9%	99,271	82,851	19.8%
17	Sutherland/Bearden	336	6,258	-94.6%	35,642	57,852	-38.4%
20	Central Ave/Clinton Hwy	12,405	14,473	-14.3%	130,334	131,576	-0.9%
21	Lincoln Park	—	—	0.0%	—	6,243	-100.0%
22	Broadway	25,284	25,859	-2.2%	217,870	220,738	-1.3%
23	Millertown	2,494	1,664	49.9%	21,053	22,703	-7.3%
24	Inskip/Breda Rd	3,244	3,852	-15.8%	31,334	34,653	-9.6%
30	Parkridge	—	—	0.0%	—	6,139	-100.0%
31	Magnolia Ave.	19,977	20,372	-1.9%	171,132	189,817	-9.8%
32	Dandridge	3,540	3,158	12.1%	29,791	35,263	-15.5%
33	M.L.K.	—	—	0.0%	—	8,000	-100.0%
34	Burlington	14,007	12,134	15.4%	119,809	94,898	26.3%
37	Morningside/Riverside	4,196	3,990	5.2%	35,682	28,196	26.5%
40	South Knoxville	2,118	2,423	-12.6%	18,707	29,664	-36.9%
41	Chapman Hwy	14,309	14,888	-3.9%	124,261	137,309	-9.5%
42	UT/Ft Sanders Hospitals	4,294	5,315	-19.2%	37,674	49,786	-24.3%
44	University Park	11,047	13,111	-15.7%	69,714	92,604	-24.7%
45	Vestal	3,929	4,429	-11.3%	44,604	43,167	3.3%
90	Crosstown	—	—	0.0%	—	15,926	-100.0%
0	Route 0	—	—	0.0%	—	—	0.0%
SUBTOTAL LINE SERVICE		182,086	191,033	-4.7%	1,619,132	1,716,529	-5.7%
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 TROLLEY SERVICE		—	—	0.0%	—	65,397	-100.0%
TOTAL PASSENGERS WITH TROLLEYS		182,086	191,033	-4.7%	1,619,132	1,781,926	-9.1%
LIFT SERVICE		5,547	5,489	1.1%	49,678	46,951	5.8%
KAT CONNECT		6	4	50.0%	43	28	53.6%
TOTAL SCHEDULED SERVICES		187,639	196,526	-4.5%	1,668,853	1,828,905	-8.8%
TOTAL CHARTER SERVICES		—	132	-100.0%	74,029	24,338	204.2%
GRAND TOTAL ALL KAT SERVICES		187,639	196,658	-4.6%	1,742,882	1,853,243	-6.0%



**MONTHLY RIDERSHIP
FEBRUARY 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	100.00%
February	12	6	6	2	6	6	0	91.70%

FEBRUARY 2026

ON-TIME PERFORMANCE

Route Performance

ON TIME: 83.7%

EARLY: 4.4%

LATE: 11.9%

