

# Knoxville Transportation Authority

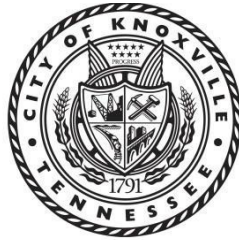
Meeting Date: Thursday, April 23, 2026



## Monthly Report

### April 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, April 23, 2026

City-County Building, Main Assembly Room

- I. Determination of Quorum
- II. Approval of Minutes – February
- 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
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for May 21, 2026 & Adjourn

**I. Determination of Quorum**

Chair Durham called the meeting to order. Mr. Lawhorn stated was no quorum.

Commissioners in attendance:

Chair Durham

Vice-Chair Whitted

Commissioner DeBardelaben

Commissioner Miller

**II. Approval of Minutes**

The minutes could not be approved as there was no quorum.

**III. Reports**

**a. KTA Chair**

Chair Durham reported that the previous week marked the first “Ride the Routes” ride-along, which was a solo ride on Route 16. He noted that it was an informative experience, as Route 16 was the longest route, and he had compiled a set of notes he planned to email to Isaac Thorne, Umar Tennessee, Quinton McCrosky, and Clay Mercer. He stated that the purpose of sharing these notes was to review them collaboratively and ensure his understanding of how certain aspects of the system functioned from a rider’s perspective, while also working collectively with KAT staff and Commissioners to brainstorm ways to make the routes not only more efficient and effective, but also more inviting and charming. Chair Durham observed that several stops appeared to be designed for drivers to take their breaks. He suggested that, if these stops were consistent locations, consideration should be given to adding trees, public art, or benches to create a more pleasant environment for both drivers and passengers when they stepped off the bus to stretch their legs. He reported that the next ride-along was scheduled for that evening, March 26, 2026, at 6:30 p.m. on the Downtown Connector, as it best fit his schedule, and he invited Commissioners to participate. He also stated that a secondary ride was planned for Saturday, March 20, 2026, on the same route, as it was one of the core routes. He further reported that efforts were ongoing to engage media and news outlets, as well as City Council members and City Planning Commissioners, both appointed and elected. He stated that the intent was to foster broader conversations about the importance of transit and how it connected to land use, tree canopy, public art, and related community planning considerations.

**b. Commissioner’s Comments**

Commissioner Miller thanked Chair Durham for organizing “Ride the Routes” and hoped to join the following week. She then thanked Clay Mercer for the informative emails he had sent out and hoped to join this outing in the future.

**c. Staff**

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

Mr. Thorne stated that Callahan Flats access had been approved by the KTA Board in 2023 as part of the approval of KAT Reimagined. He explained that Callahan Flats was an affordable housing development located off Old Callahan Road and was still under construction at the time of KAT Reimagined’s launch. The project had since been completed and opened in January, and the goal had always been to provide transit service to the development. He noted that the KAT Reimagined maps approved by the Board showed how Callahan Flats would be served. Now that the development is open, Route 20 needs to be modified to provide service to Callahan Flats. Umar Tennessee, Quinton McCrosky, and Clay Mercer provided the Board with a basic map of Route 20, illustrating how service would be provided to Old Callahan Road and Callahan Flats. He stated that this modification would begin on May 4, when full service resumed.

Commissioner Miller asked if they have a tentative stop schedule to go along with this, because she assumed this would add stops. Mr. Thorne replied that there was a tentative stop schedule and explained the reason. He noted there was consideration for a shuttle option because, when traveling down Old Callahan Road to the intersection at Clinton Highway, a traffic signal was needed. He described the intersection as complex, with portions controlled by the City of Knoxville and others by the county. He explained that the county controlled the traffic signals and was able to have a signal installed, which would allow for a left-hand turn. Due to this improvement, the route could be modified as Route 20 rather than providing a shuttle service to the affordable housing units on Old Callahan Road and at Callahan Flats.

Commissioner DeBardelaben asked how many units are in the affordable housing complex. Mr. Thorne replied that his understanding was that the

development had very limited parking by design. He explained that this was the reason the developers had engaged with KAT early in the planning process, before construction, and had expressed a strong interest in having transit service provided. He noted that KAT had agreed to serve the development before it was built and was now fulfilling that commitment.

Mr. Lawhorn stated that this did not meet the criteria for a change of service requiring a public hearing or Title VI analysis. Mr. Thorne reiterated that it did not meet the major modification standards for Title VI. Mr. Lawhorn stated that they will need a quorum to approve this. Mr. Thorne stated that the subject would be revisited in April.

Chair Durham asked, since there was not a quorum, whether this would push back the date a month or proceed as scheduled. Mr. Thorne replied that the change would take place on May 4. He explained that the service modification had already been approved under KAT Reimagined, but the route had not been operated previously because Callahan Flats had not been completed at that time.

Chair Durham asked for clarification to ensure he was not misinterpreting the map. He asked whether the blue indicated the current route and the green indicated the new routing, and whether this meant that the Northwest Crossing and the Clinton Highway southbound stops before Schaad Road would be eliminated. Clay Mercer replied that they would still be used. On the inbound trip from the Northwest Crossing, it will go up Old Callahan, then it will stop on Old Callahan, then come down through Old Callahan, then turn onto Pleasant Ridge Road. Quinton McCroskey followed, stating that the new route is only affecting the inbound trip; the outbound stays the same. They will pick up riders at Walmart, go up to Callahan Flats by taking a left on Callahan Drive, left on Old Callahan, and then a left back onto Clinton Highway. Anyone who got on and wants to get back off at Walmart can be dropped off, then continue inbound. What we have done is just add a loop to close access for anyone who had already gotten to Walmart and wanted to go back to Callahan Flats.

Chair Durham asked if any stops were removed or if they are doing a loop and then another loop before heading back. Quinton McCroskey stated that

they were only adding at most a three-stop loop; right now, it's only going to be the one stop. Chair Durham asked whether, upon reaching the intersection of Callahan Road and Schaad Road, the route would turn left, complete the full initial loop shown in blue, and then return to complete the second loop. He stated that this configuration appeared to create a figure-eight pattern. Commissioner Debardelaben asked if they would stop twice at Northwest Crossing and then Clinton before Schaad. Mr. McCroskey confirmed this.

Mr. Lawhorn asked Mr. Thorne for clarification and asked whether the proposed new routing was what had been approved as part of the KAT Reimagined plan. Mr. Thorne replied that this loop was proposed under KAT Reimagined. Mr. Lawhorn followed by asking if the current route was approved temporarily, to which Mr. Thorne confirmed, and Mr. Lawhorn stated he was unsure if approval was needed. Mr. Thorne replied that the board had previously approved servicing this area, and Mr. Lawhorn stated that since this had been approved, it was at the agency's discretion to move forward with the routing.

Chair Durham stated that, from his perspective, it did not present a concern if previous commissioners had already approved the item and they were simply awaiting the opening of the apartments. He indicated that the service should proceed. Mr. Lawhorn stated that he was happy to explain, for those who were new, how temporary routing and the approval process worked. He explained that if a proposed route had already been approved but was not yet ready for implementation, a temporary workaround was used under FTA regulations. Once the route was ready, it could then be converted to the previously approved routing.

Mr. Thorne stated that the other item he presented was a game-day route adjustment involving the Downtown Connector. He explained that the proposed change would occur on game days for the Smokies Baseball and One Knox Soccer teams, during which the route would be modified to serve Summer Place before proceeding to Covenant Health Park. He noted that this modification would apply only on game days and was intended to assist

riders parking in nearby areas and garages, including Market Square, Langley, and Summer Place. Mr. Thorne further stated that the route modification would be tested over the next several months and could potentially become the regular route. He explained that this trial period would allow staff to evaluate whether the change should be made permanently. He noted, consistent with statements made during previous board meetings, that ridership continued to increase. He reported that the Big Ears Festival began that weekend on March 26, 2026, and that the Downtown Connector typically served between 20,000 and 25,000 riders during the festival. He added that since Covenant Health Park had opened, ridership had increased further, including during One Knox games earlier in the year, and that the baseball season was scheduled to begin the following weekend, on Friday, April 3, 2026.

Commissioner Miller asked when the fare-free window technically expires and whether staff is considering an extension. Mr. Thorne confirmed June 1<sup>st</sup> was the end date and stated they are considering a proposal to make it permanent.

Mr. Lawhorn stated that there is still no quorum and inquired if this can wait for approval in April. Mr. Thorne replied that the item could wait for approval and reiterated that it was not a major change requiring a Title VI analysis. He explained that it was a very minor route modification.

Chair Durham requested clarification regarding the extent of the deviation from the existing Downtown Connector route, noting that he did not have the current route documentation available for reference. Mr. Thorne replied that it was only a couple of blocks. Chair Durham asked how the community would be informed of route changes on days when baseball and soccer games occurred, noting that game schedules tended to be irregular and varied. Mr. Thorne replied that KAT was updating the Transit app to ensure that game-day detours and route modifications would be reflected in real-time information so riders would know where buses were operating and when they could use them. He added that information about the game-day detour route would also be posted on the KAT website to inform the public. He noted that these efforts were part of the consideration to potentially make the route modification permanent.

Chair Durham asked how many additional stops would be added before the route was made permanent. Mr. Thorne responded that only one additional stop would be added at Summer Place and that no existing stops would be removed. Chair Durham asked whether, while the change remained temporary, signage or placards could be placed at Summer Place indicating that the bus stopped there only on game days. Mr. Thorne stated that A-frame signs would be used. Chair Durham recalled seeing A-frame signs at Summer Place indicating shuttle service and asked whether the signage would clarify that the service was provided by the Downtown Connector. Mr. Thorne confirmed that the signage used the previous year would be updated to reflect that the service was the Downtown Connector.

Commissioner Debardeleben stated that another reason to consider making the route permanent was that the stadium concourse was now open daily, generally from 8:00 a.m. to 5:00 p.m., creating an opportunity for daily use. Chair Durham asked whether the reason the route did not continue past Covenant Health Park down Depot Avenue and up Central Street to form a complete loop was due to the railroad tracks and the desire to avoid buses being delayed by trains. Quinton McCroskey confirmed that this was correct.

## **ii. TPO Transit Planner**

Mr. Burton reported that his parent agency, Knoxville-Knox County Planning, in conjunction with the City of Knoxville, had launched an update to the City's comprehensive plan. He stated that a consultant team had been hired and was meeting that week with the Mayor, City Council, Planning Commissioners, and city staff. He explained that the comprehensive plan served as an update to the City's land use plan and noted that the existing plan was more than 25 years old. The updated plan would focus on the next 25 years and address how the City of Knoxville intends to grow and develop. He stated that while the plan would examine land use and zoning, it would also play a significant role in transportation planning, including not only roadways, but also the delivery of services such as transit, biking, walking, and greenways. He noted that the plan could impact transit ridership and mobility for residents without access to cars. He emphasized the importance of KTA members being engaged in the process.

Mr. Burton noted that the project timeline was relatively short, intending to complete the draft plan by the end of the year, not final approval, but placement into the approval process. He stated that the first round of public meetings was expected to begin in late April. He offered to add KTA members to the distribution list for notifications and stated that those wishing to opt out could do so by contacting him directly. He added that some public engagement opportunities could take place prior to the April KTA meeting, given the timing of meetings, and emphasized the importance of community dialogue regarding the City's growth. He stated that he would provide periodic updates to the Board.

Commissioner Debardeleben stated that he had met the consultant team earlier that day and expressed enthusiasm about the group. He noted that the planning team was based in Philadelphia and was working alongside Port, the landscape architecture firm responsible for the Urban Wilderness gateway and Augusta Quarry. He further noted that the team included an engineer and an economist to assess economic impacts. Mr. Thorne stated that he had spoken with the consultant team for approximately an hour and described the conversation as productive.

Chair Durham presented a related question, referencing previous discussions regarding the need for a forward-looking vision plan for the transit system. He noted that while KAT Reimagined had resulted in significant improvements, he felt there was a lack of long-term planning regarding what the bus and transit system should look like in 20 years, including considerations for future routes, stops, and service frequency. He stated that he recalled prior mentions of potential grant funding from state or federal sources and asked for an update on that possibility.

Mr. Burton stated that he would need to check on the status of the funding. He explained that both he and Mr. Thorne had previously heard from TDOT that there would be a call for planning projects, but that it had not materialized. He noted that Mr. Thorne was involved with the Tennessee Public Transit Association and that the representative regularly attending meetings had not mentioned the opportunity again. He stated that staff would revisit the issue and explore other funding sources if the TDOT opportunity did not move forward. Mr. Thorne stated that the TDOT representative had not raised the issue again since initially mentioning it. Mr. Burton stated that staff would follow up on the matter.

Chair Durham stated that he was uncertain whether grant funding existed for such a study and asked whether a vision plan would be

developed by KAT staff alone or would require approval from KTA or City Council.

Mr. Thorne responded that if funding were provided through TDOT, City Council approval would be required. He noted that this was similar to the KAT Reimagined project, which was funded through a TDOT grant approved by the City Council. He added that staff had worked with the TPO to conduct the procurement process.

#### **IV. New Business**

Chair Durham stated that he had served on the steering committee for the City's new bicycle infrastructure plan, which aligned with alternative transportation goals, including reducing vehicle use and emissions. He noted that the plan was expected to be released to the public within the next few weeks. He stated that, once released, he would provide a copy to KAT staff so it could be shared with Commissioners for consideration of how bicycling could be better integrated with access to bus stops.

#### **V. Old Business**

No Old business

#### **VI. Public Comments**

Renee Christian - Knoxville, TN

Ms. Christian stated she is homeless in Knoxville, and back when she was domesticated, she had a 13-year career as an auditor and a safety hazard inspector for the insurance industry. She was there because nobody would tell her where to put in a complaint about a recent incident that she had on KAT, one of many, so she figured she would come and share some of the problems or issues that she has had riding the bus system. Ms. Christian stated that she had been on a bus that had broken down because it didn't have any fluid in the radiator. She had been on a bus that dropped her bike, bending both wheels and the frame because the racks all needed to be tightened and greased. She stated it was awful luck waiting 20 mins for a driver's exchange because the fumes were so bad the driver couldn't continue and finish his route, but the same bus the rest of us got exposed to fumes that made her stomach sick. She stated she had been on a bus that the driver wouldn't stop, and she had to sit on the side of the road and wait for a replacement bus. She sat on an electric bus downtown that wasn't charged enough, and couldn't move on, so they had to replace buses. Ms. Christian stated per an online report chargepoint.com,

6.35 kilowatts per hour 30 percent diminish rate diminish rate of a battery wasted by idling. The bus will sit and idle for up to 10 minutes, sometimes 12 minutes. Bus 34 sits for 12 mins at the super stop. She stated that no one wants to get on the bus and sit for 12 minutes, you're trying to get somewhere. It's transportation, it's very frustrating. The website also stated that idling electric diesel buses waste fluid, causing twice the wear and tear of their internal engine parts while sending increased emissions into the air. She stated that she had been passed up six times in the last couple of months by drivers because they were so concerned about getting to their time point that they weren't paying attention to the fact that they were supposed to be picking people up. It's this time point that they get to that we know they hurry and rush people on the bus because in two stops we have to sit and wait. She stated that she can see if you have to catch up with time, but it's very frustrating to sit on a bus when you're trying to get somewhere. She stated that she has had to quit a job and turn down two other jobs because she could not rely on the bus to be accurate.

She stated most recently Saturday, March 14<sup>th</sup>, here at Cumberland and Market, the bus stop she waited at 10:30 pm until 10:55 pm for not one of the three buses routed down Cumberland to pass. She had to pack up her bike and had to go to the platform to make sure she got on the bus because that's just how you know if there's never any notice of any of the detours, there's never any notice-visual notice- of you know how it's going to be detoured. She stated that when you get on the bus, you don't know anything. The last bus, every 11:15 pm bus, doesn't finish its route; nobody knows that. First time you get on the 11:15 bus, you 'oh you got to get out here' It's like by the interstate, it's dark, it's cold. This is the last stop? It's not feasible to put people in that type of situation. She stated that she made it down to the platform, and she got on the bus. It's late. She's sick of the inconsistency and frustrated with the bus.

She stated that she tries to ride her bike as much as she can and not ride the bus. She got off at Liberty and Division and realized she had left my pack on the bus. She stated that she contacted KAT at 11:50 and spoke to Gavin. She stated that he said that he would contact the garage. The next morning, she was at the garage at 6 in the morning, and no one was there. She went to speak to a lady at customer service, who told her that there is nothing that they can do until Monday afternoon. She stated the customer service agent said that she couldn't contact or find out if her pack was there. She stated that her backpack is her survival gear and that everything she has is in that pack. Her hammock in which she sleeps, her money, her keys, her phone, and all of the documents needed for court in May that she has been waiting

two years for. She stated that there is no form to fill out. She didn't take her information, and on Monday, she guessed it just disappeared. Lastly, she stated that bus number 16 that Monday morning had been picking up at Middlebrook and Liberty at 42 after the hour for the last year, and that bus freezing in cold weather had already gone by. She stated that it is just an inconsistent system that she thinks really needs to be looked into further. Thank you.

Chair Durham thanked Ms. Christian and offered to have some KAT staff speak to her on the concerns afterwards if that would help.

Renee Christian stated she would rather not speak to anybody with KAT staff.

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

Next meeting is set for April 23<sup>rd</sup>, 2026.

Respectfully Submitted,  
Sara F. May  
KTA Recording Secretary

**For System Performance Report: March 31, 2026**  
**Fiscal Year-To-Date**

		<b>Current FY</b>	<b>Prior FY</b>	<b>Variance</b>
		<b>Year</b>	<b>Year</b>	
<b>Fixed Route Service</b>				
Farebox Revenue	507001-5711	329,616	348,926	(19,310)
Misc. Subsidies	507001-5715	153,644	141,010	12,635
Photo ID Sales	507001-5727	1,291	8	1,283
Pass Sales	507001-5730	334,416	393,571	(59,155)
	<b>System Generated Revenue</b>	<b>818,967</b>	<b>883,515</b>	<b>(64,547)</b>
<b>Miscellaneous Revenue</b>				
Equipment	507004-5642	33,818	-	33,818
Sale Of/And Loss Fixed Asset	507001-5630	4,552	-	4,552
Miscellaneous Revenue	507001-5699	3,498	17,894	(14,396)
	<b>Miscellaneous Revenue</b>	<b>41,868</b>	<b>17,894</b>	<b>23,974</b>
<b>Demand Response</b>				
Farebox Revenue	507003-5711	151,655	92,908	58,747
Pass Sales	507003-5730	61,643	50,782	10,860
	<b>System Generated Revenue</b>	<b>213,298</b>	<b>143,690</b>	<b>69,608</b>
<b>Charters</b>				
Football Shuttles (charters)	507001-5722	31,540	46,071	(14,531)
Other Charters (Boyd Sports)	507001-5725	171,318	13,500	157,818
	<b>Total Charters</b>	<b>202,858</b>	<b>59,571</b>	<b>143,287</b>
	<b>Totals</b>	<b>\$1,276,991</b>	<b>\$1,104,670</b>	<b>\$ 172,321</b>



# KNOXVILLE AREA TRANSIT

## ROUTE PERFORMANCE REPORT - March, 2026

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	% of Ridership	MILES	% of Miles	HOURS	% of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	11,770	5.4%	7,476	3.2%	1,485	6.5%	1.57	7.93
10	Sequoyah Hills	544	0.2%	779	0.3%	96	0.4%	0.70	5.65
11	Kingston Pike	26,261	12.0%	21,307	9.0%	1,824	8.0%	1.23	14.40
12	Western Avenue	9,065	4.2%	14,246	6.0%	1,426	6.2%	0.64	6.36
15	Woodland Crosstown	7,438	3.4%	12,183	5.2%	1,083	4.7%	0.61	6.87
16	Cedar Bluff Connector	13,171	6.0%	15,923	6.7%	1,352	5.9%	0.83	9.74
17	Sutherland/Bearden	3,886	1.8%	5,191	2.2%	497	2.2%	0.75	7.82
20	Central Street	17,724	8.1%	16,184	6.8%	1,322	5.8%	1.10	13.41
22	Broadway	25,997	11.9%	14,282	6.0%	1,773	7.8%	1.82	14.66
23	Millertown	2,920	1.3%	5,504	2.3%	494	2.2%	0.53	5.91
24	Inskip/Breda	4,195	1.9%	7,591	3.2%	739	3.2%	0.55	5.68
31	Magnolia Avenue	22,412	10.3%	15,110	6.4%	1,627	7.1%	1.48	13.77
32	Dandridge Avenue	4,358	2.0%	4,879	2.1%	520	2.3%	0.89	8.38
34	Burlington	17,157	7.9%	18,428	7.8%	1,625	7.1%	0.93	10.56
37	Morningside/Riverside	4,741	2.2%	3,384	1.4%	470	2.1%	1.40	10.10
40	South Knoxville	2,616	1.2%	6,362	2.7%	486	2.1%	0.41	5.38
41	Chapman Highway	16,713	7.7%	17,682	7.5%	1,018	4.5%	0.95	16.41
42	Fort Sanders/UT Medical Centers	4,011	1.8%	3,899	1.6%	624	2.7%	1.03	6.43
44	University Park	10,739	4.9%	2,352	1.0%	299	1.3%	4.57	35.87
45	Vestal	4,575	2.1%	5,414	2.3%	475	2.1%	0.85	9.63
	Other/ Unknown								
<b>SUB TOTAL LINE SERVICE</b>		<b>210,293</b>	<b>96.5%</b>	<b>198,176</b>	<b>83.8%</b>	<b>19,236</b>	<b>84.1%</b>	<b>1.06</b>	<b>10.93</b>
<b>LIFT SERVICE</b>		<b>6,158</b>	<b>2.8%</b>	<b>38,370</b>	<b>16.2%</b>	<b>3,636</b>	<b>15.9%</b>	<b>0.16</b>	<b>1.69</b>
<b>katConnect</b>		<b>21</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>
<b>Charter Services</b>		<b>1,544</b>	<b>0.7%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>218,016</b>	<b>100.0%</b>	<b>236,546</b>	<b>100.0%</b>	<b>22,872</b>	<b>100.0%</b>	<b>0.92</b>	<b>9.53</b>



## KNOXVILLE AREA TRANSIT SYSTEM PERFORMANCE REPORT

March, 2026

	THIS MONTH			FISCAL YEAR-TO-DATE		
	This Year	Last Year	Change	This Year	Last Year	Change
<b>FIXED ROUTE SERVICE</b>						
Total Passengers	210,293	211,445	-1%	1,737,783	1,647,363	5%
System Generated Revenue				\$818,967	\$883,515	-7%
Revenue Veh. Miles	198,176	244,438	-19%	1,856,126	1,859,473	0%
Revenue Veh. Hours	19,236	20,215	-5%	155,773	152,157	2%
Passengers/Mile	1.06	0.87	23%	0.94	0.89	6%
Passengers/Hour	10.93	10.46	5%	11.16	10.83	3%
Preventable Accidents	6	5	20%	31	35	-11%
Mechanical Road Calls	25	57	-56%	332	390	-15%
Accidents/100,000 Miles	3.03	2.05	48%	1.67	1.88	-11%
Miles/Road Failure	7,927.04	4,288.39	85%	5,590.74	4,767.88	17%
<b>DEMAND RESPONSE</b>						
Total Passengers	6,158	6,059	2%	51,737	50,493	2%
System Generated Revenue				\$213,298	\$143,690	48%
Revenue Veh. Miles	38,370	40,117	-4%	334,426	328,192	2%
Revenue Veh. Hours	3,636	3,019	20%	25,627	24,571	4%
Passengers/Mile	0.16	0.15	6%	0.15	0.15	1%
Passengers/Hour	1.69	2.01	-16%	2.02	2.05	-2%
Preventable Accidents	0.00	1.00	-100%	0.00	1.00	-100%
Mechanical Road Calls	5.00	3.00	67%	29.00	35.00	-17%
Accidents/100,000 Miles	0.00	2.49	-100%	0.00	0.30	-100%
Miles/Road Failure	7,674.00	13,372.33	-43%	1,153,193.00	9,376.91	23%
<b>CHARTER SERVICE</b>						
Charters	0	0	0%	0	0	-18%
Sports Charters	0	0	0%	0	0	0%
Total Passengers	1,544	17,332	-91%	80,733	79,486	2%
Revenue						
Football Shuttle Charters	\$0	\$0	0	\$31,540	\$46,071	-32%
Other Sports - Boyd Sports, LLC	\$0	\$0	0	\$171,318	\$13,500	1169%
Total Miles	372.00	562.00	-34%	11,752.10	10,495.80	12%
Total Hours	76.61	104.65	-27%	2,128.00	1,849.75	15%

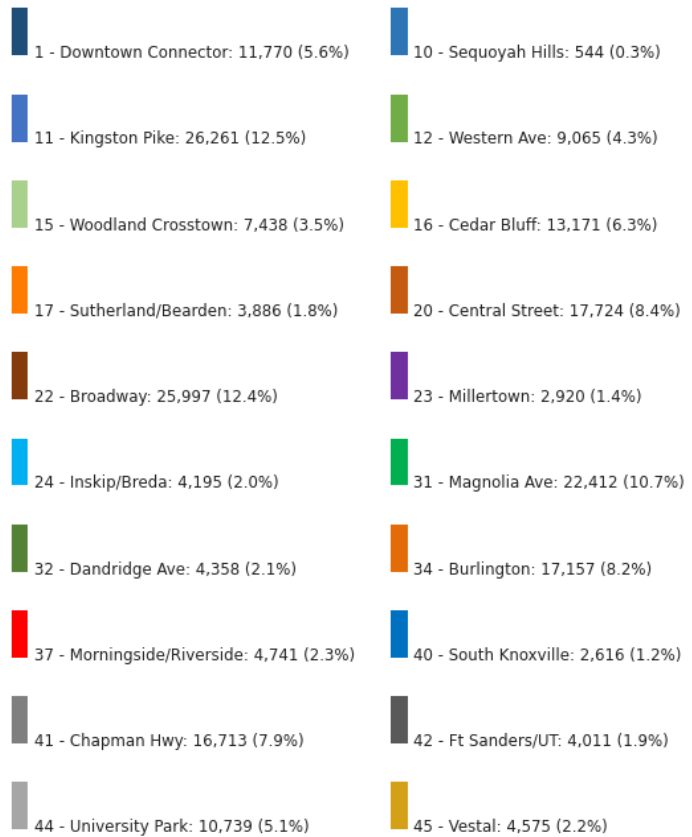
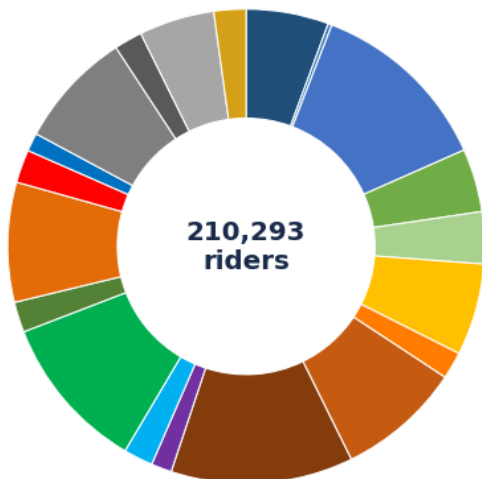
# KAT RIDERSHIP CHARTS

March, 2026

Knoxville Area Transit · Route Performance & System Overview

Fixed route riders	LIFT passengers	Charter passengers	Total all services
<b>210,293</b>	<b>6,158</b>	<b>1,544</b>	<b>217,995</b>
▼ 0.5% vs MAR-25	▲ 1.6% vs MAR-25	▼ 91.1% vs MAR-25	▼ 7.2% vs MAR-25

RIDERSHIP BY ROUTE — MAR-26



## ROUTE TRENDS — JUL-25 TO MAR-26

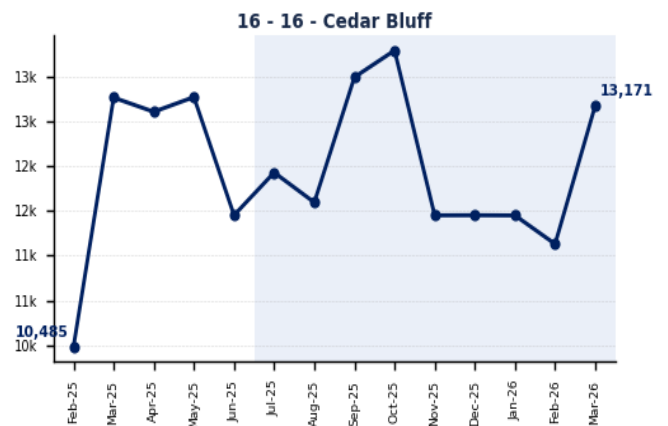
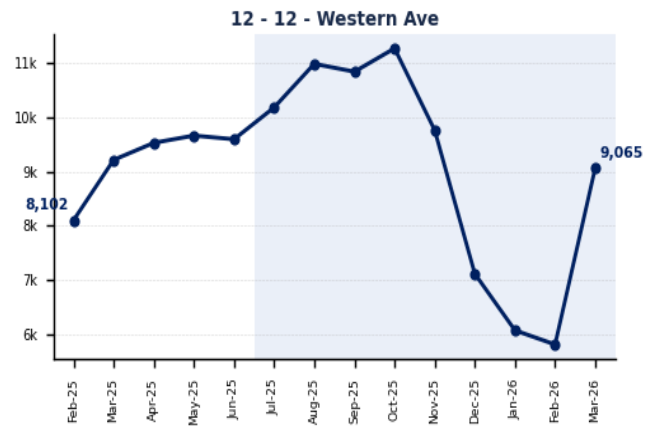
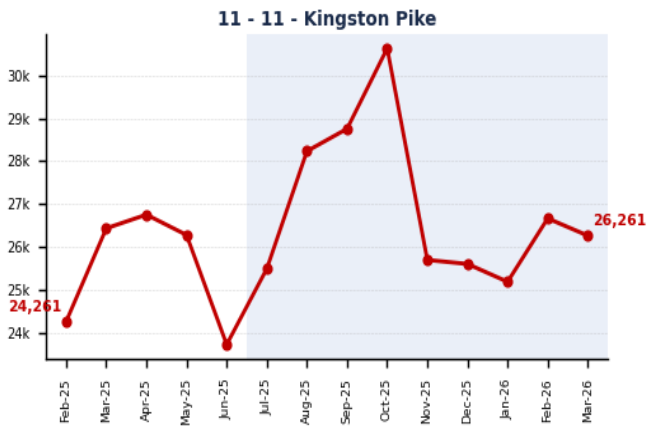
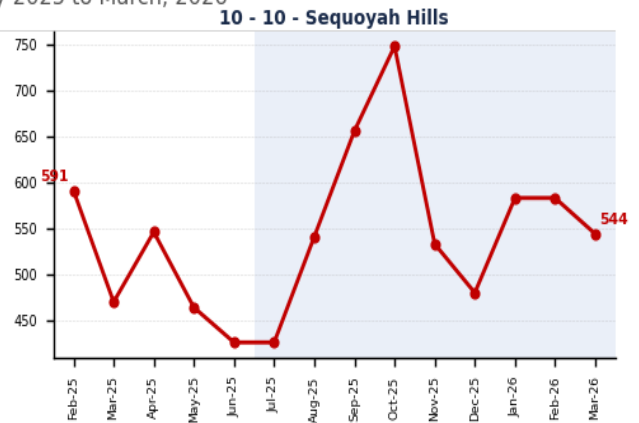
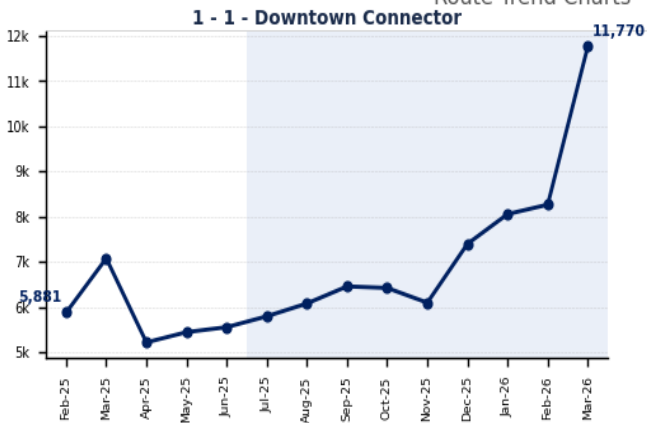
See following pages for all 20 route trend charts



# KAT RIDERSHIP CHARTS

## March, 2026

Route Trend Charts · January 2025 to March, 2026



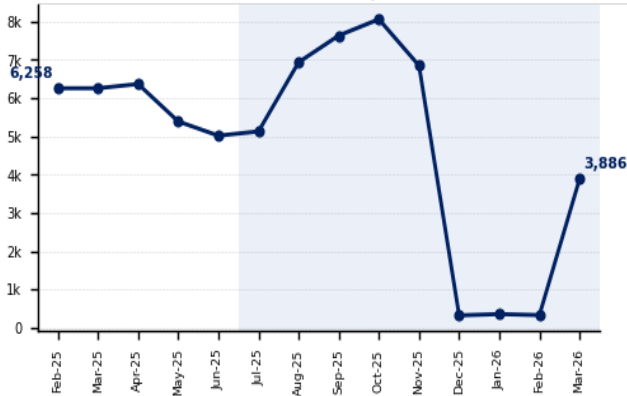


# KAT RIDERSHIP CHARTS

## March, 2026

Route Trend Charts · January 2025 to March, 2026

17 - 17 - Sutherland/Bearden



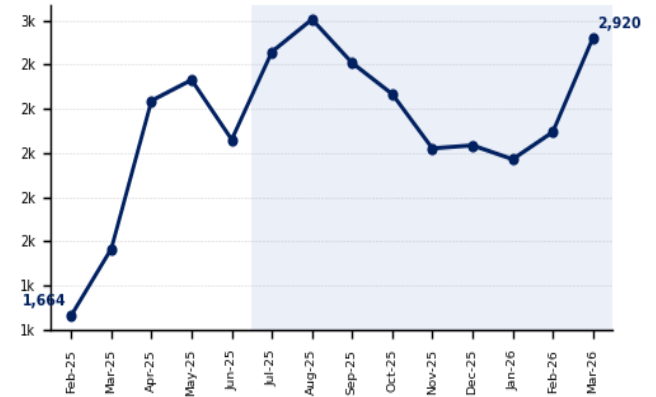
20 - 20 - Central Street



22 - 22 - Broadway



23 - 23 - Millertown



24 - 24 - Inskip/Breda



31 - 31 - Magnolia Ave

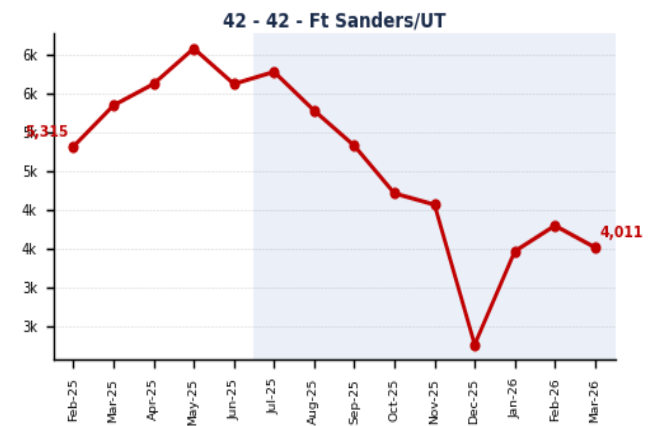
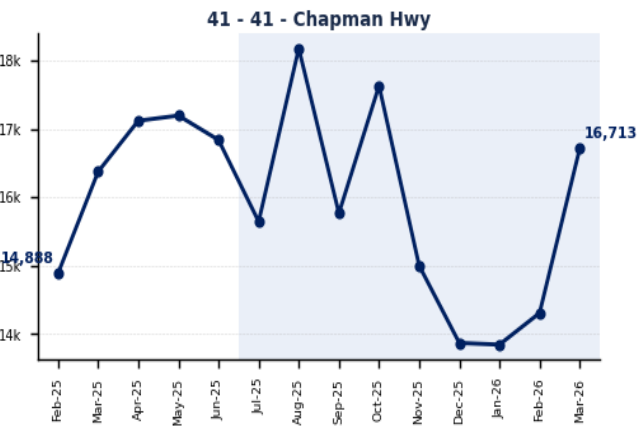
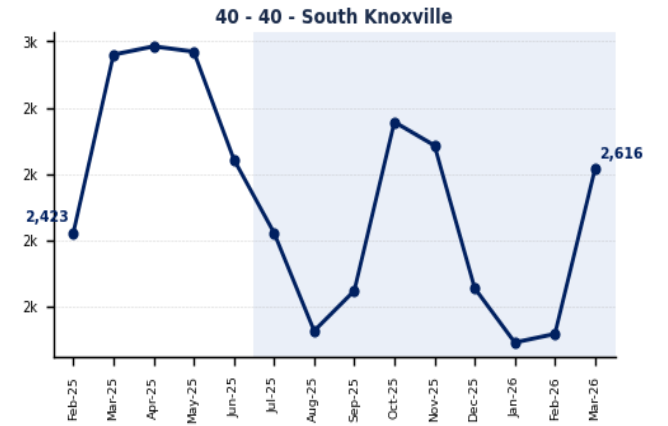
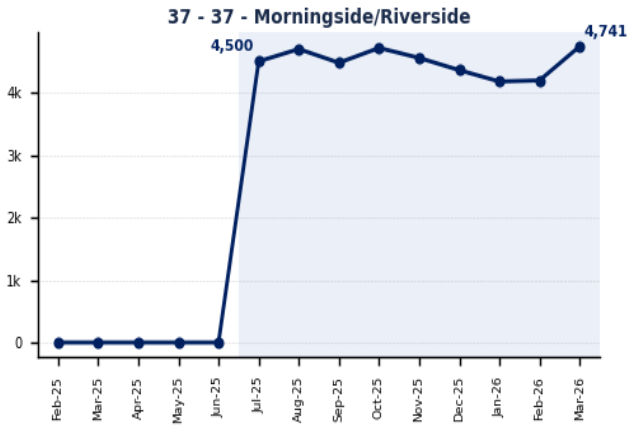
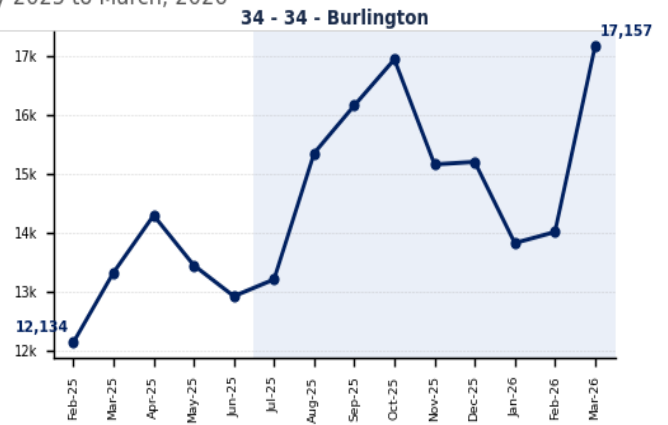
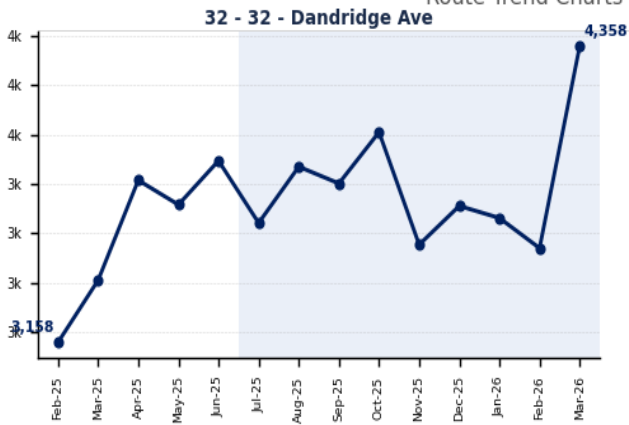




# KAT RIDERSHIP CHARTS

## March, 2026

Route Trend Charts · January 2025 to March, 2026

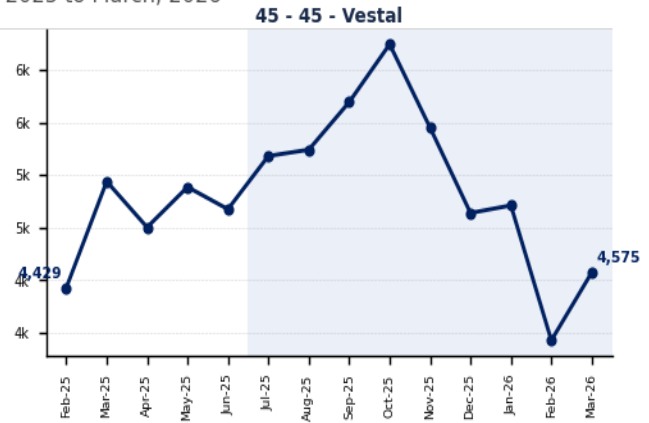
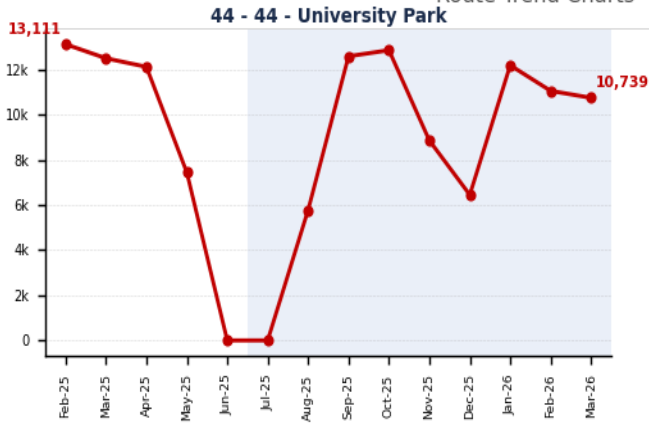




# KAT RIDERSHIP CHARTS

## March, 2026

Route Trend Charts : January 2025 to March, 2026





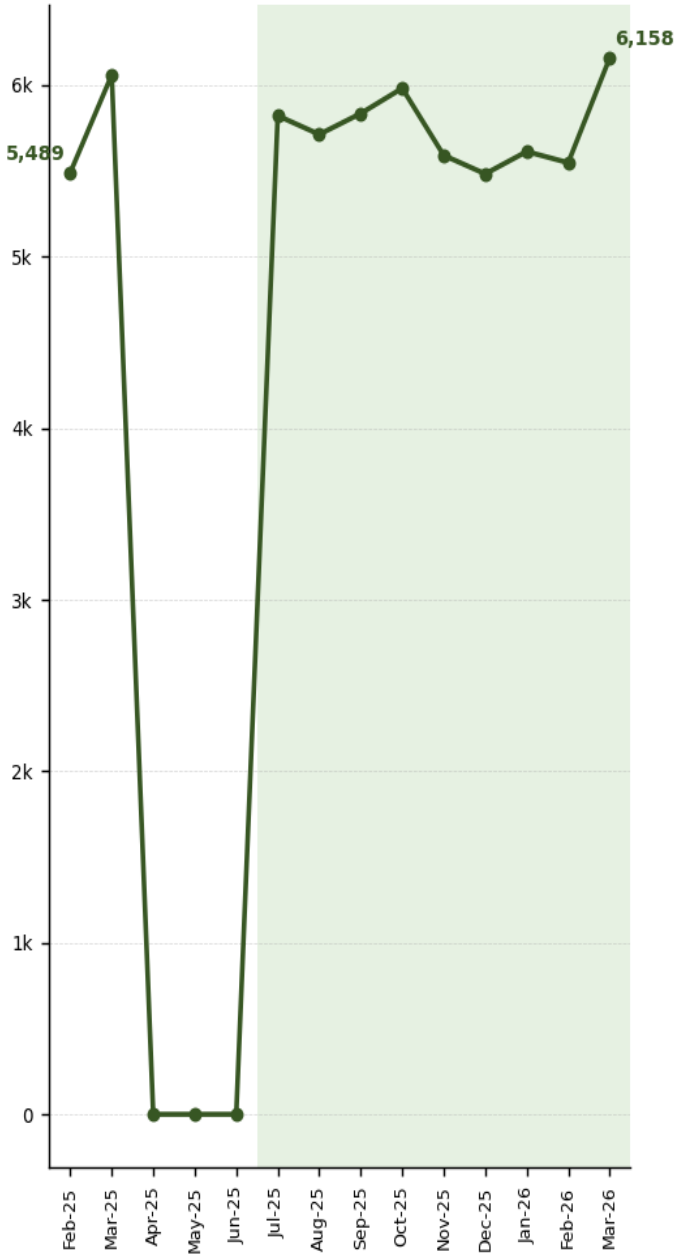
# KAT RIDERSHIP CHARTS

March, 2026

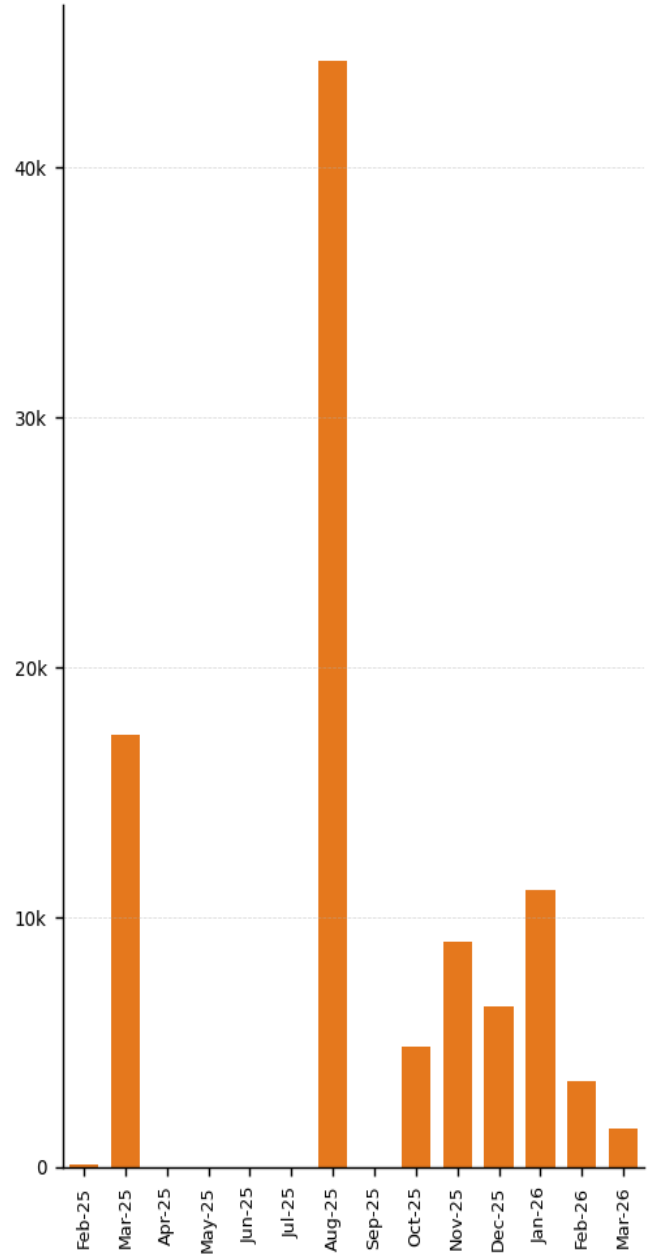
LIFT Demand Response & Charter Services

## LIFT & CHARTER SERVICES

Lift – demand response



Charter services passengers



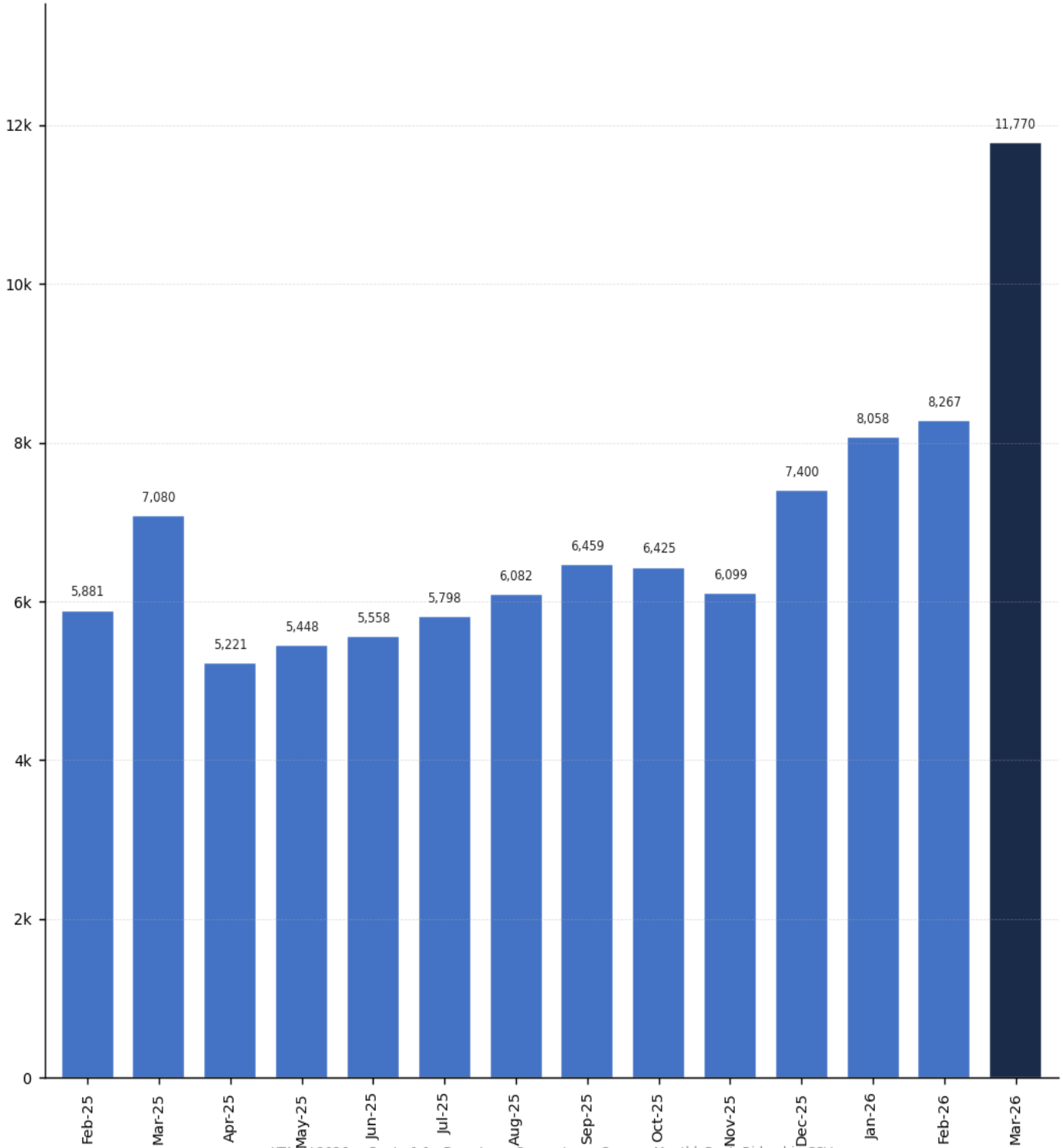


# KAT RIDERSHIP CHARTS

## 1 — 1 - Downtown Connector

Monthly Ridership - January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 1 1 - Downtown Connector · Source: MonthlyRouteRidership CSV

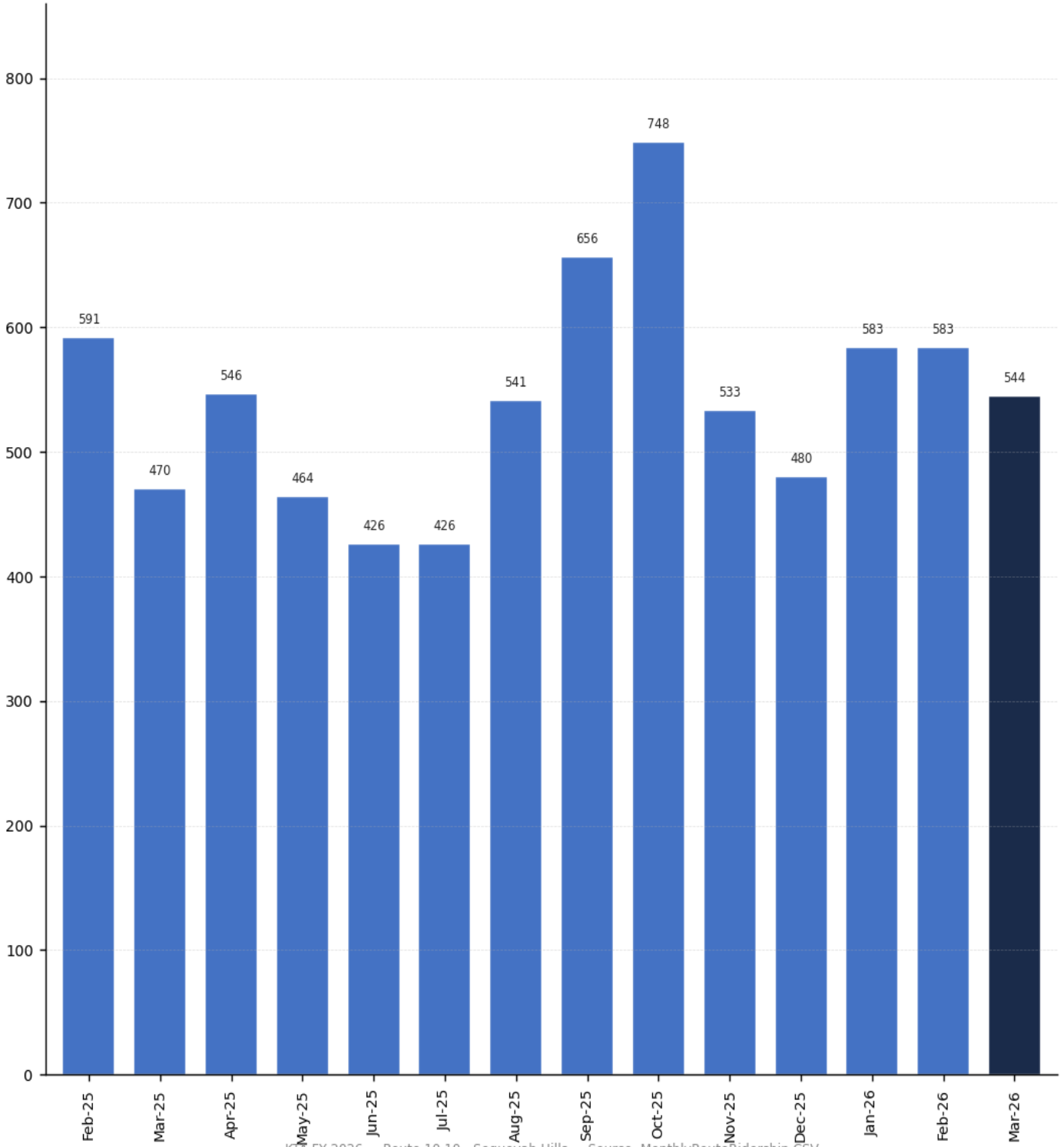


# KAT RIDERSHIP CHARTS

## 10 — 10 - Sequoyah Hills

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 10 10 - Sequoyah Hills · Source: MonthlyRouteRidership CSV

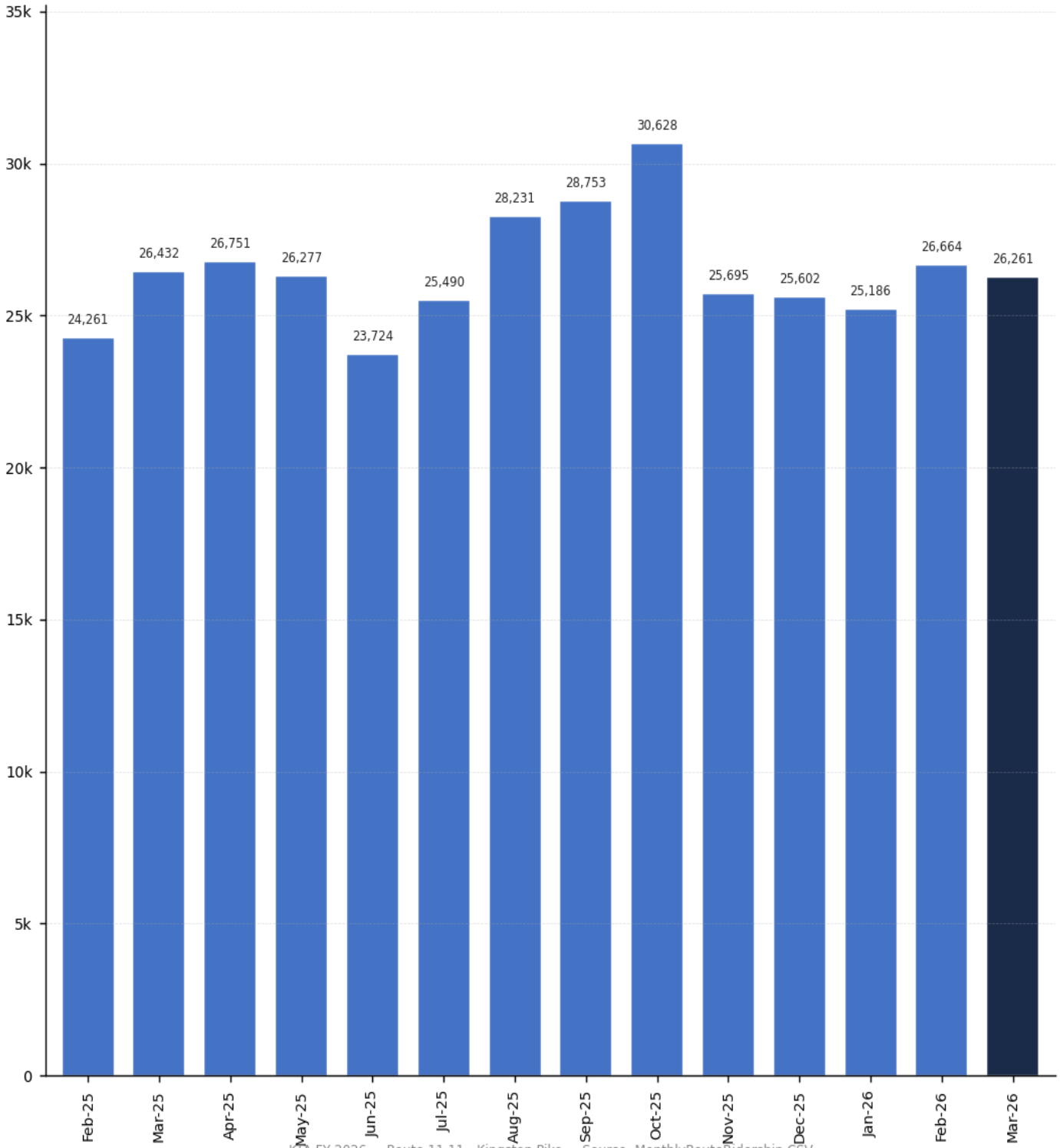


# KAT RIDERSHIP CHARTS

## 11 — 11 - Kingston Pike

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



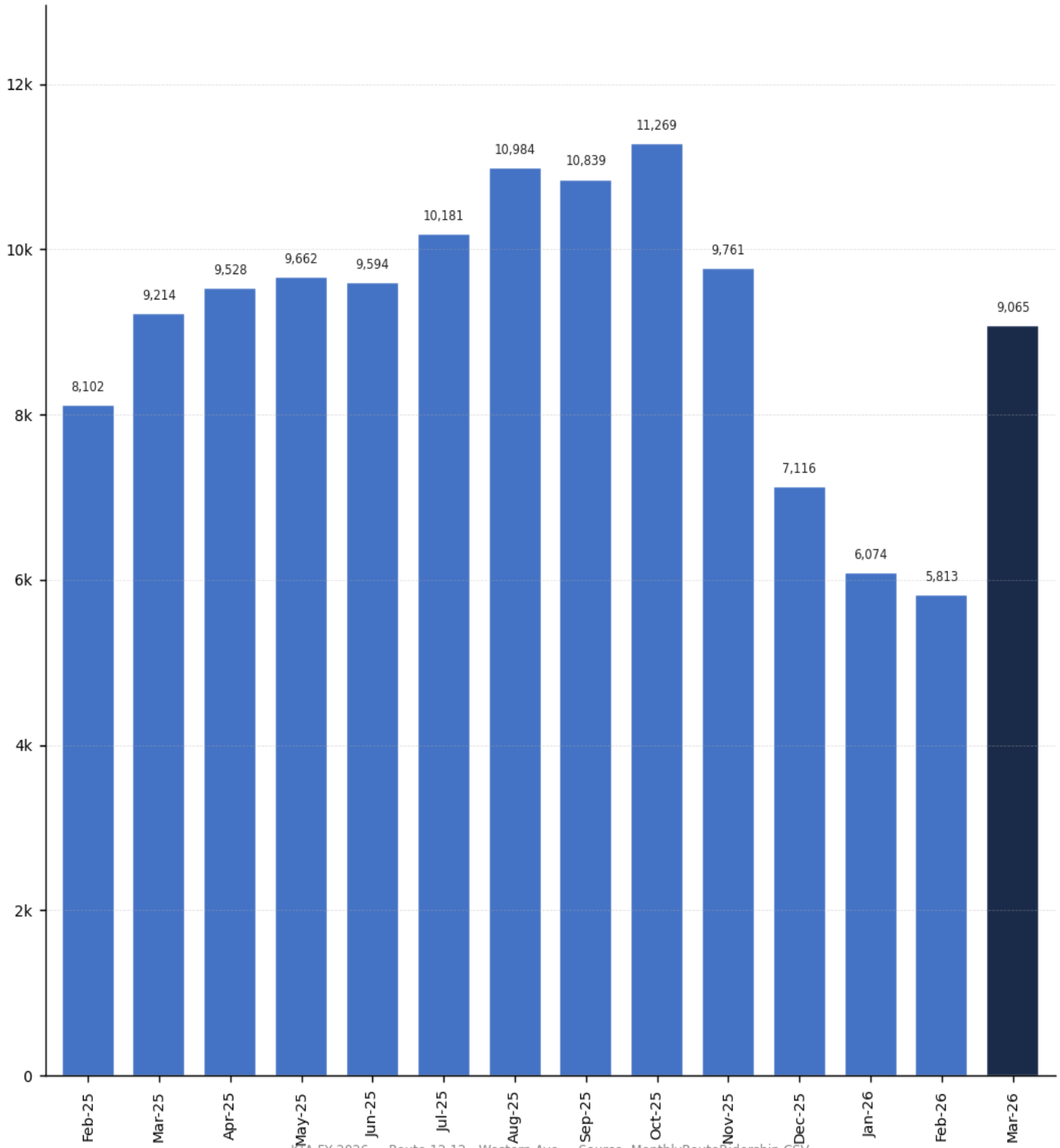


# KAT RIDERSHIP CHARTS

## 12 — 12 - Western Ave

Monthly Ridership - January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



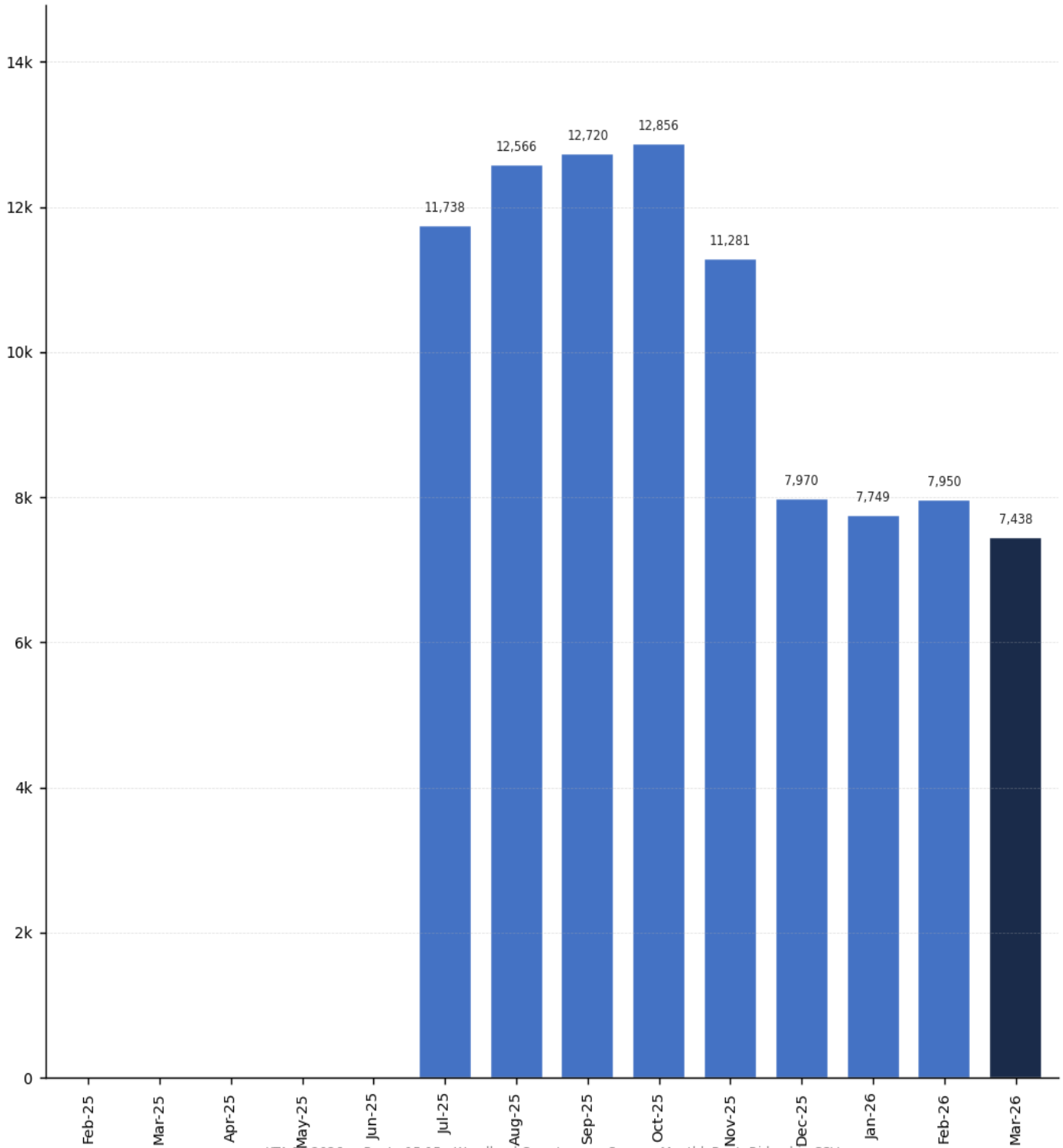


# KAT RIDERSHIP CHARTS

## 15 — 15 - Woodland Crosstown

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



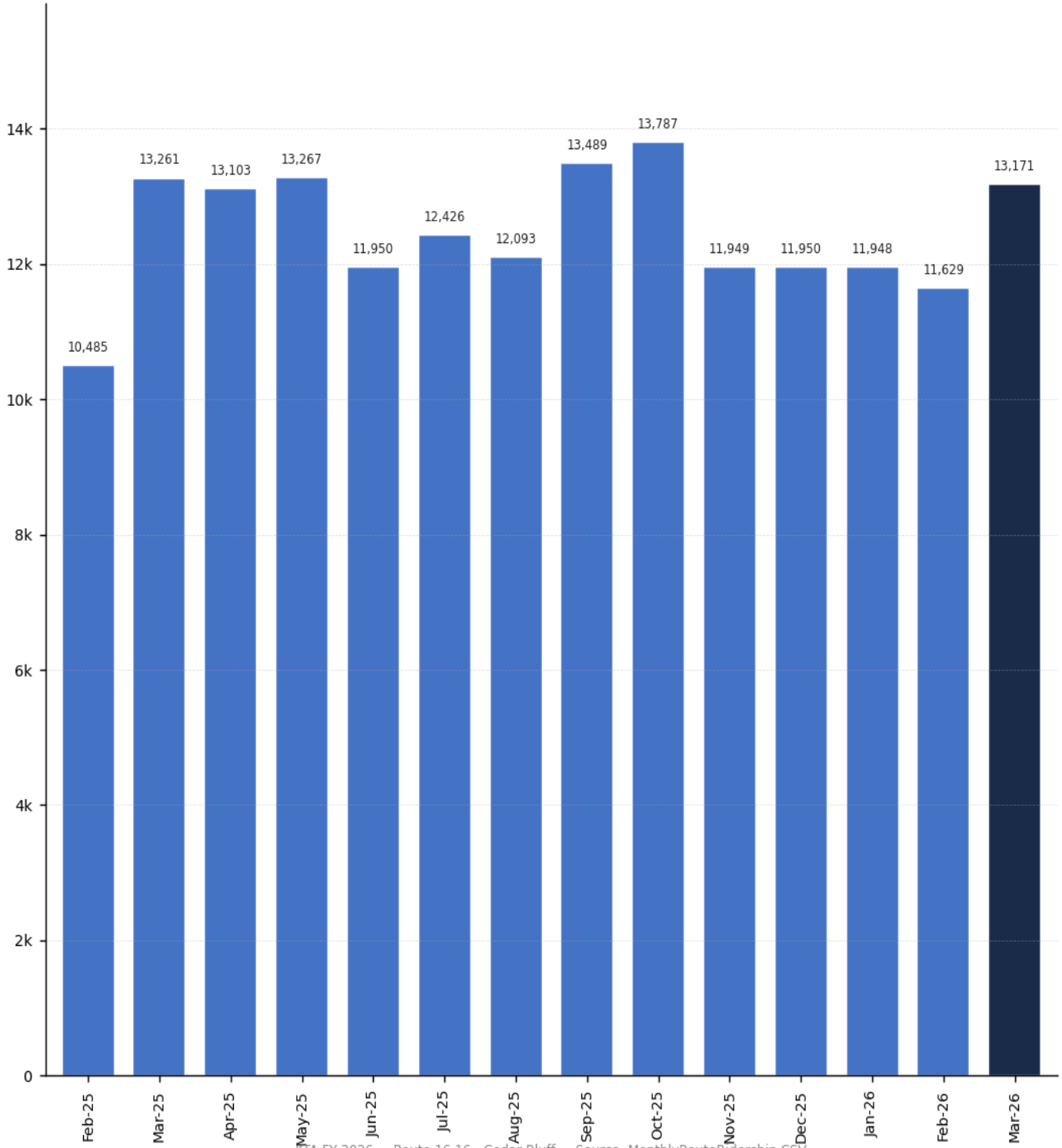


# KAT RIDERSHIP CHARTS

## 16 — 16 - Cedar Bluff

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



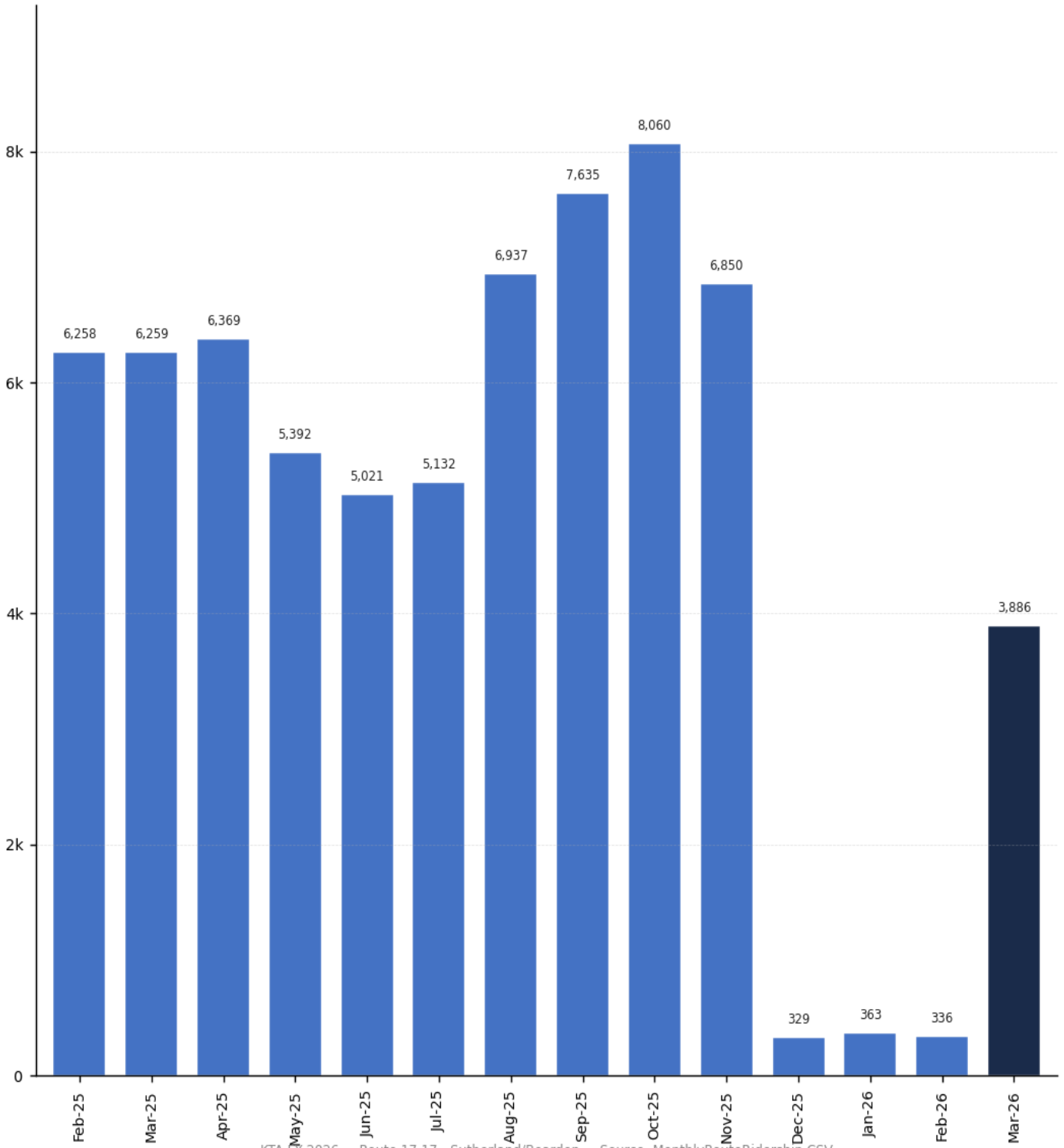


# KAT RIDERSHIP CHARTS

## 17 — 17 - Sutherland/Bearden

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 17 17 - Sutherland/Bearden · Source: MonthlyRouteRidership CSV

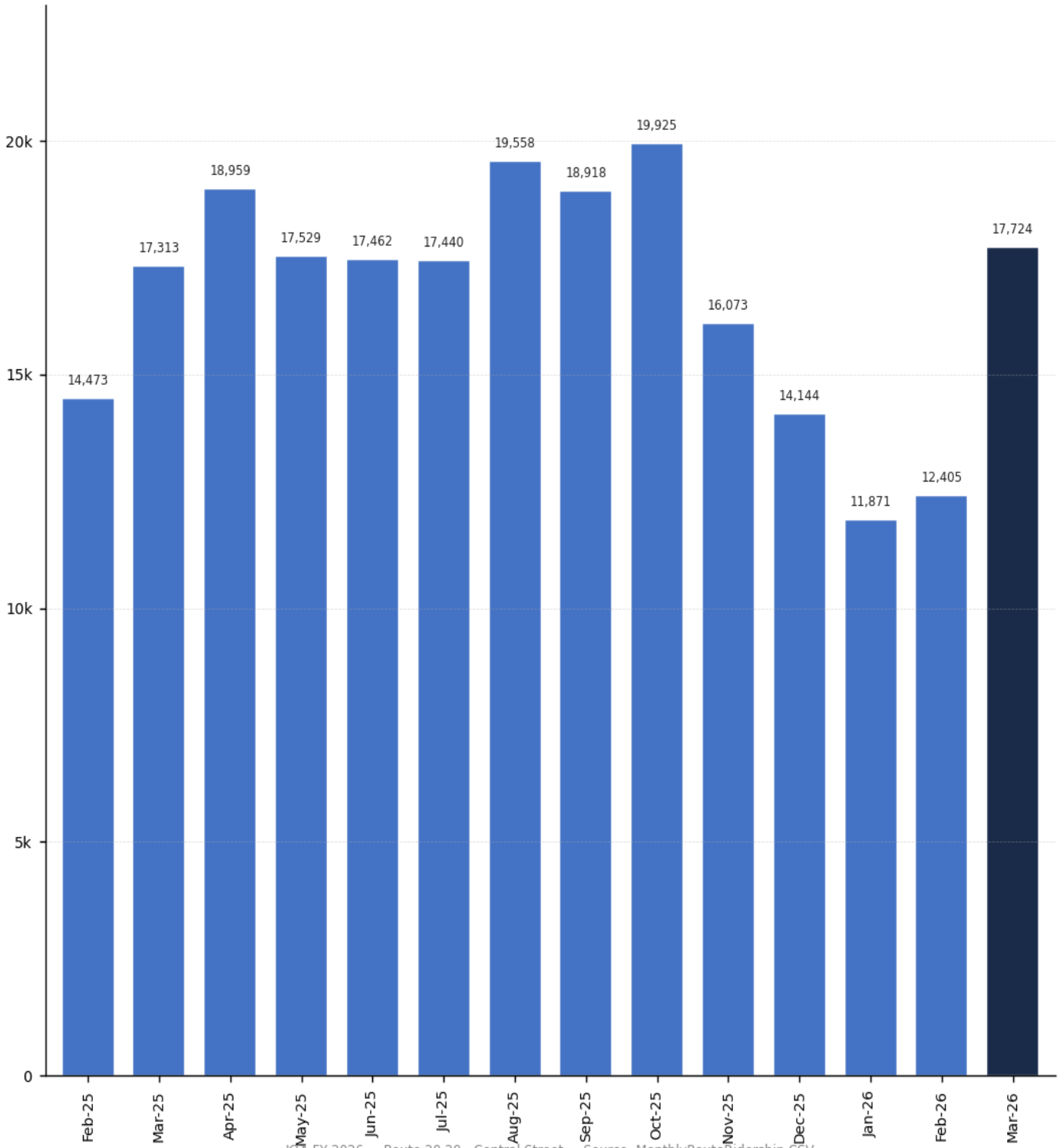


# KAT RIDERSHIP CHARTS

## 20 — 20 - Central Street

Monthly Ridership - January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 20 20 - Central Street · Source: MonthlyRouteRidership CSV

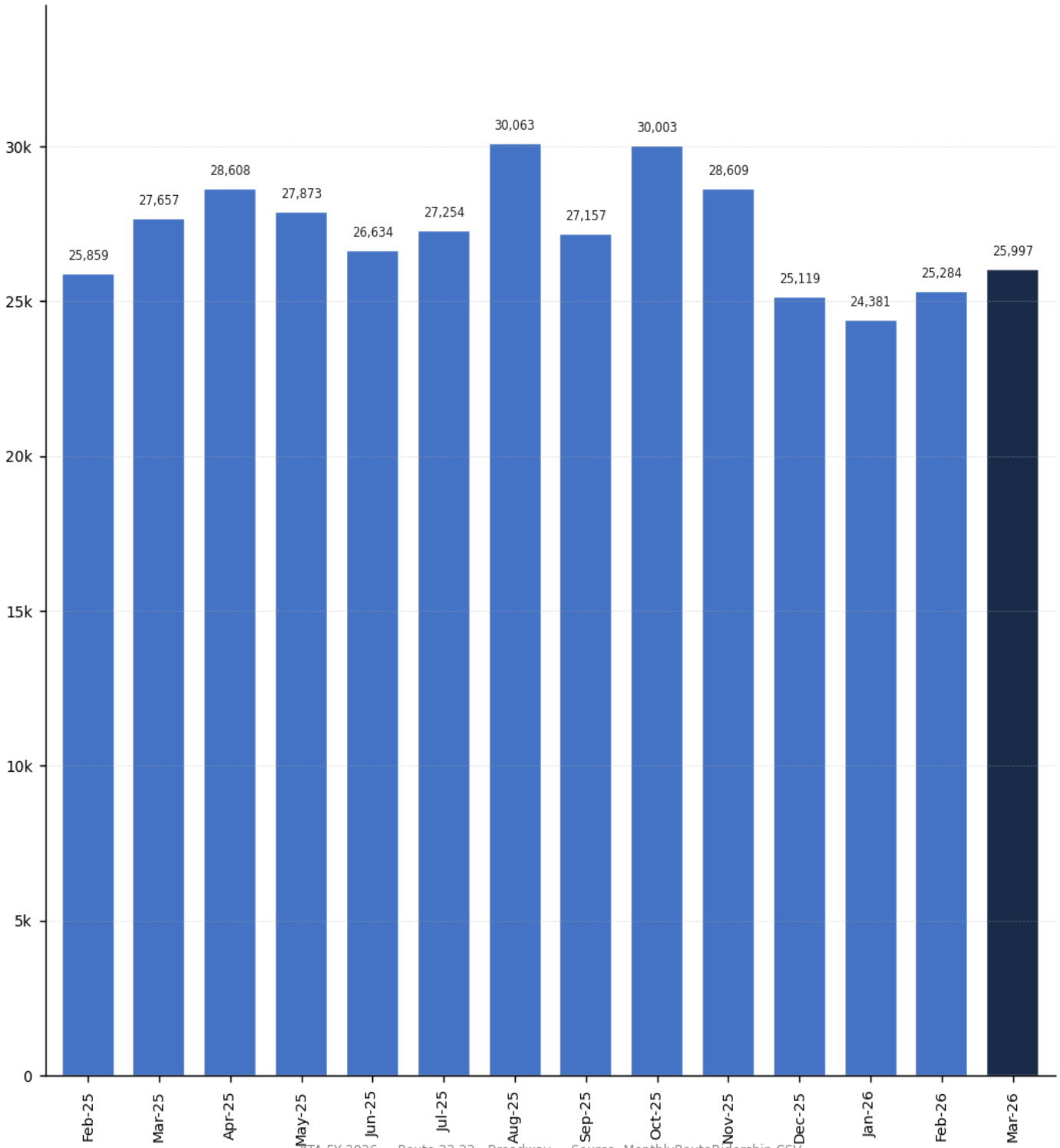


# KAT RIDERSHIP CHARTS

## 22 — 22 - Broadway

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



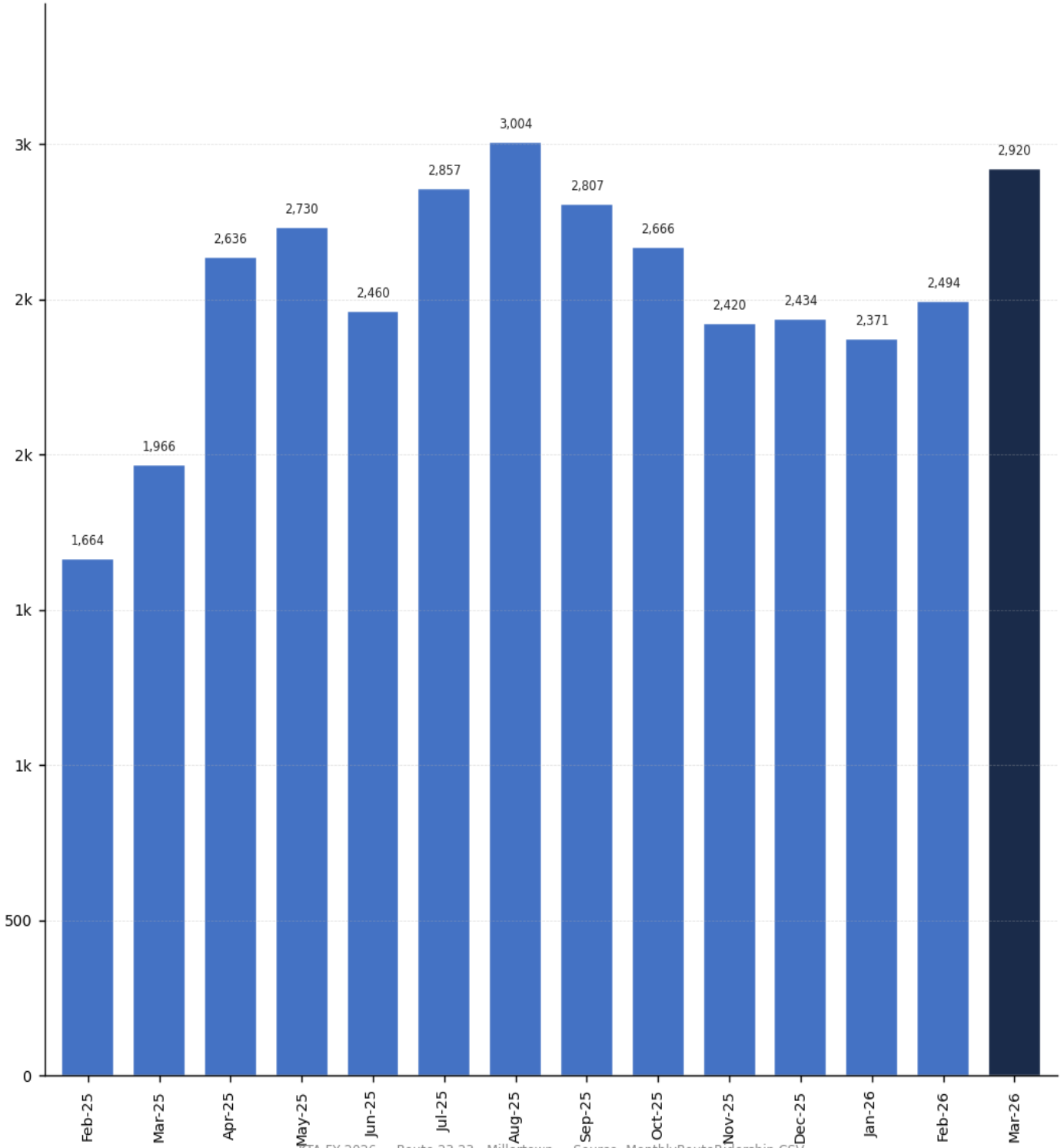


# KAT RIDERSHIP CHARTS

## 23 – 23 - Millertown

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



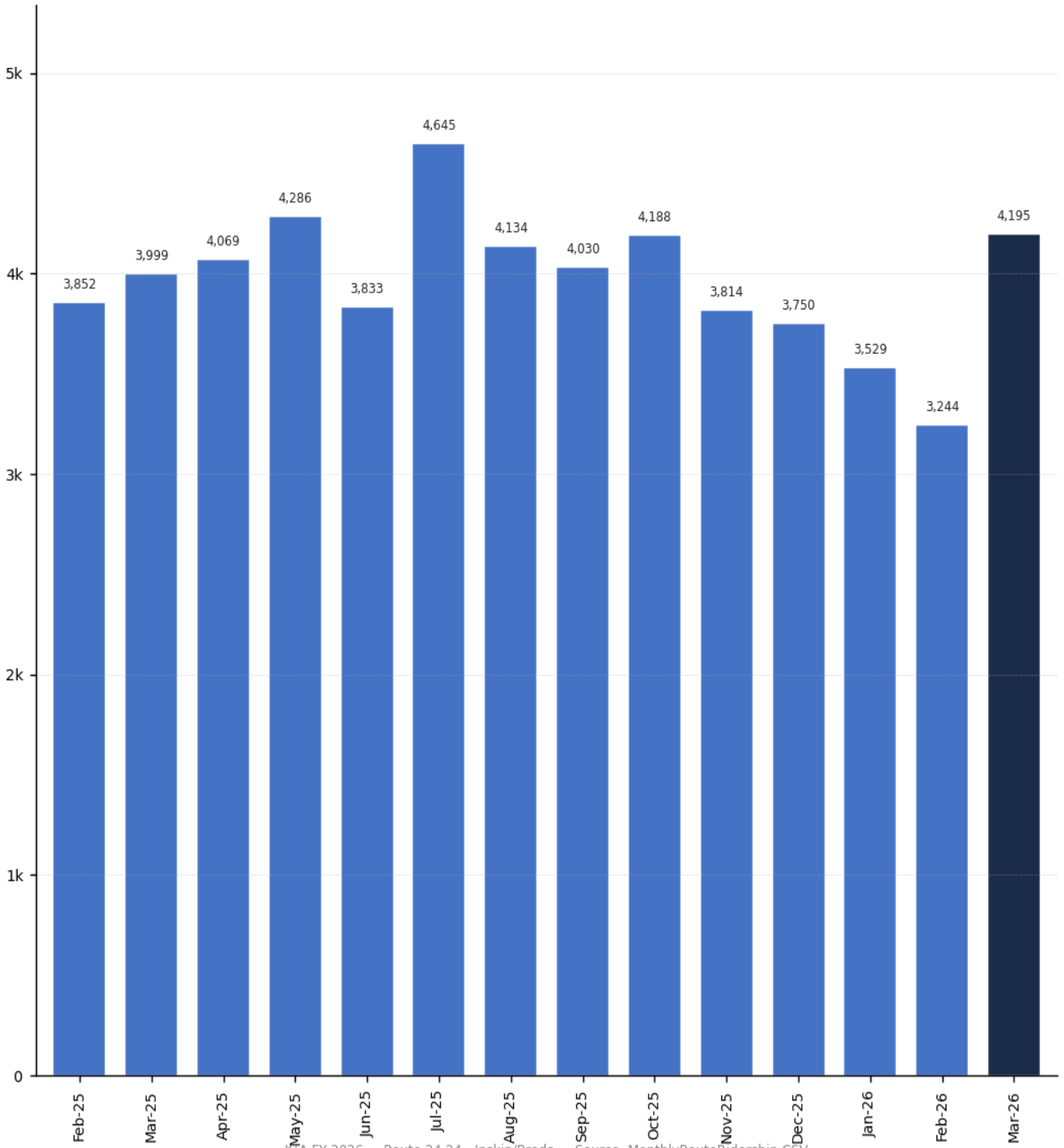


# KAT RIDERSHIP CHARTS

## 24 — 24 - Inskip/Breda

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



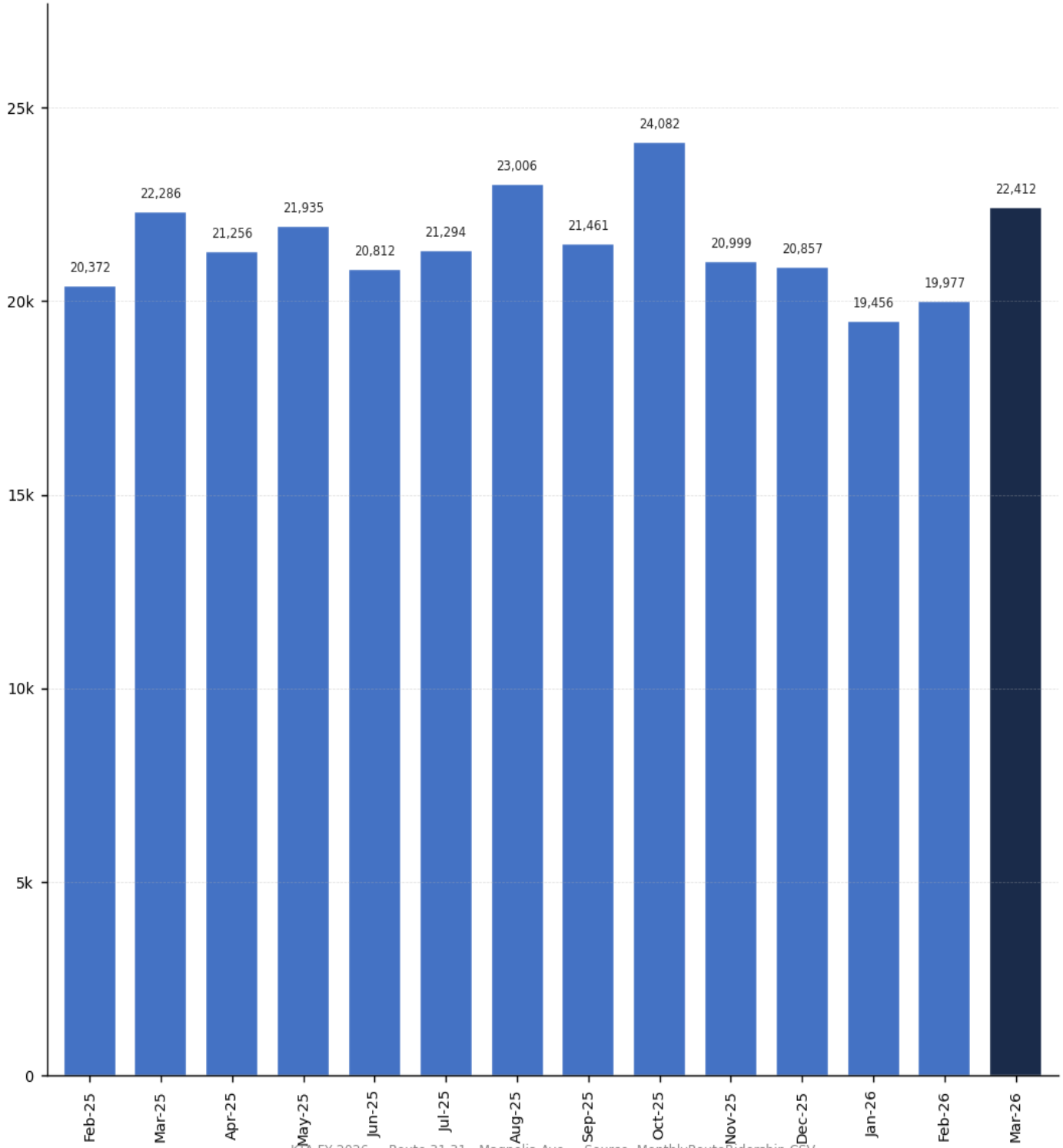


# KAT RIDERSHIP CHARTS

## 31 — 31 - Magnolia Ave

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 31 31 - Magnolia Ave · Source: MonthlyRouteRidership CSV

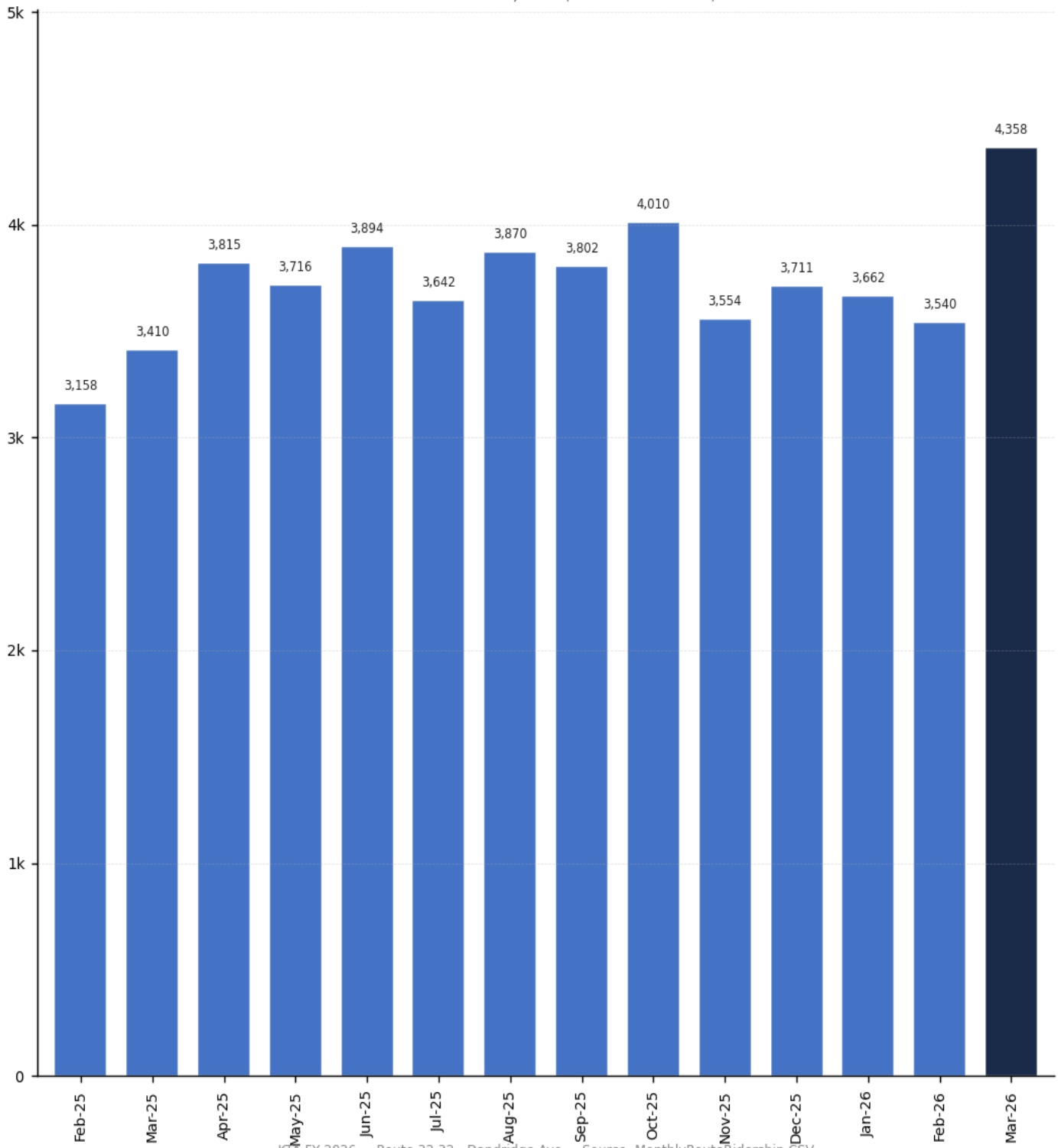


# KAT RIDERSHIP CHARTS

## 32 — 32 - Dandridge Ave

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



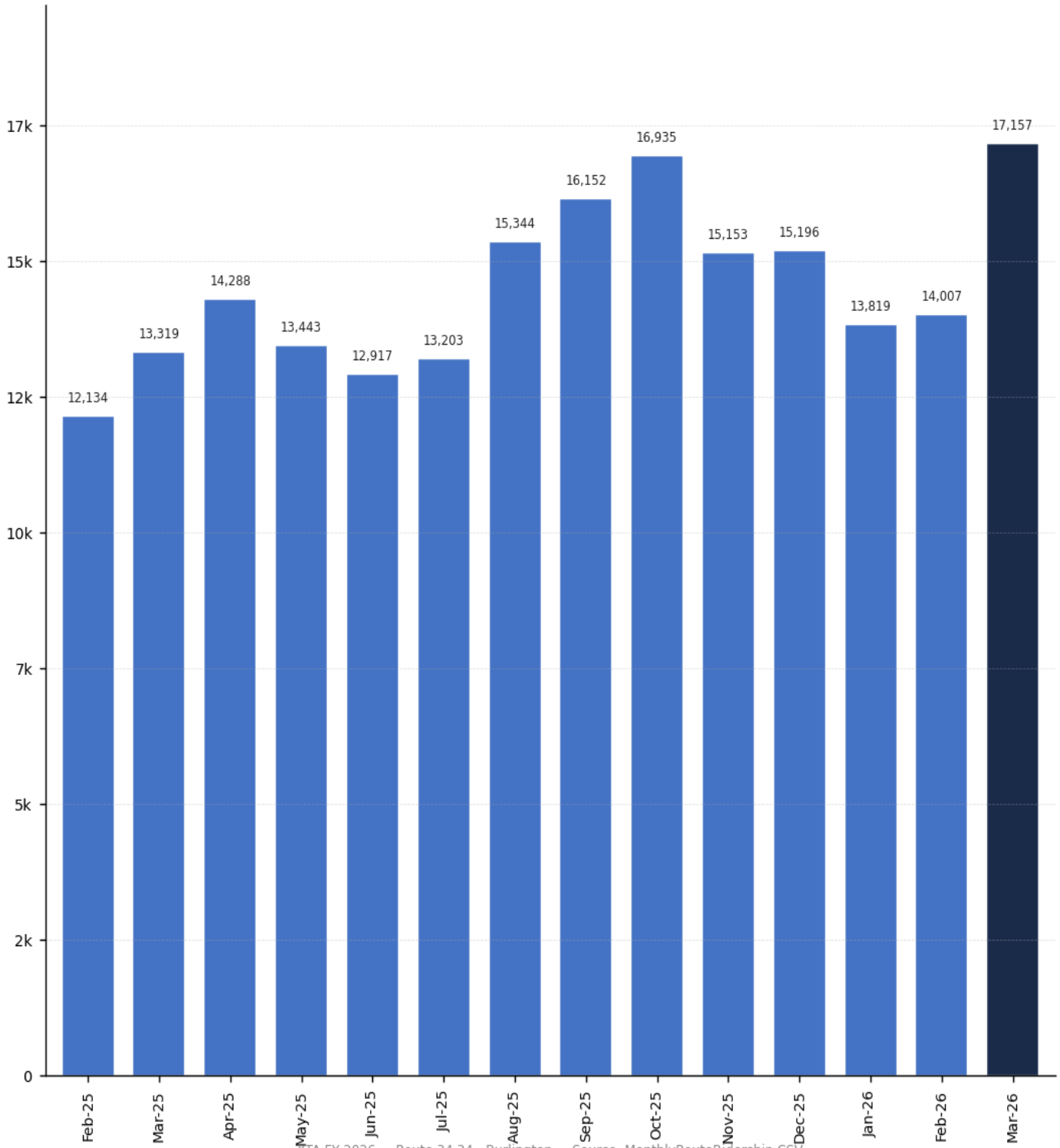


# KAT RIDERSHIP CHARTS

## 34 — 34 - Burlington

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



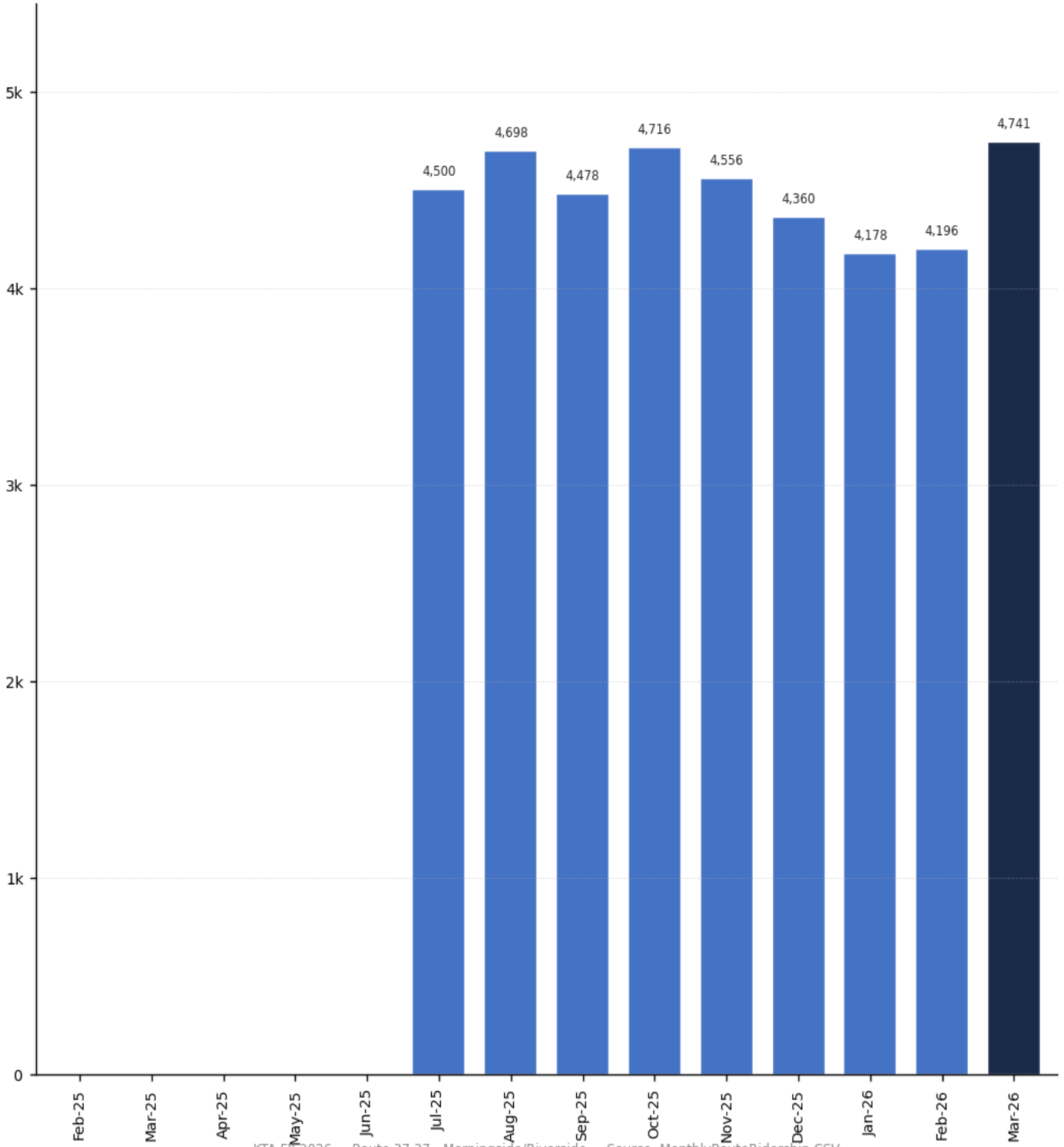


# KAT RIDERSHIP CHARTS

## 37 — 37 - Morningside/Riverside

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



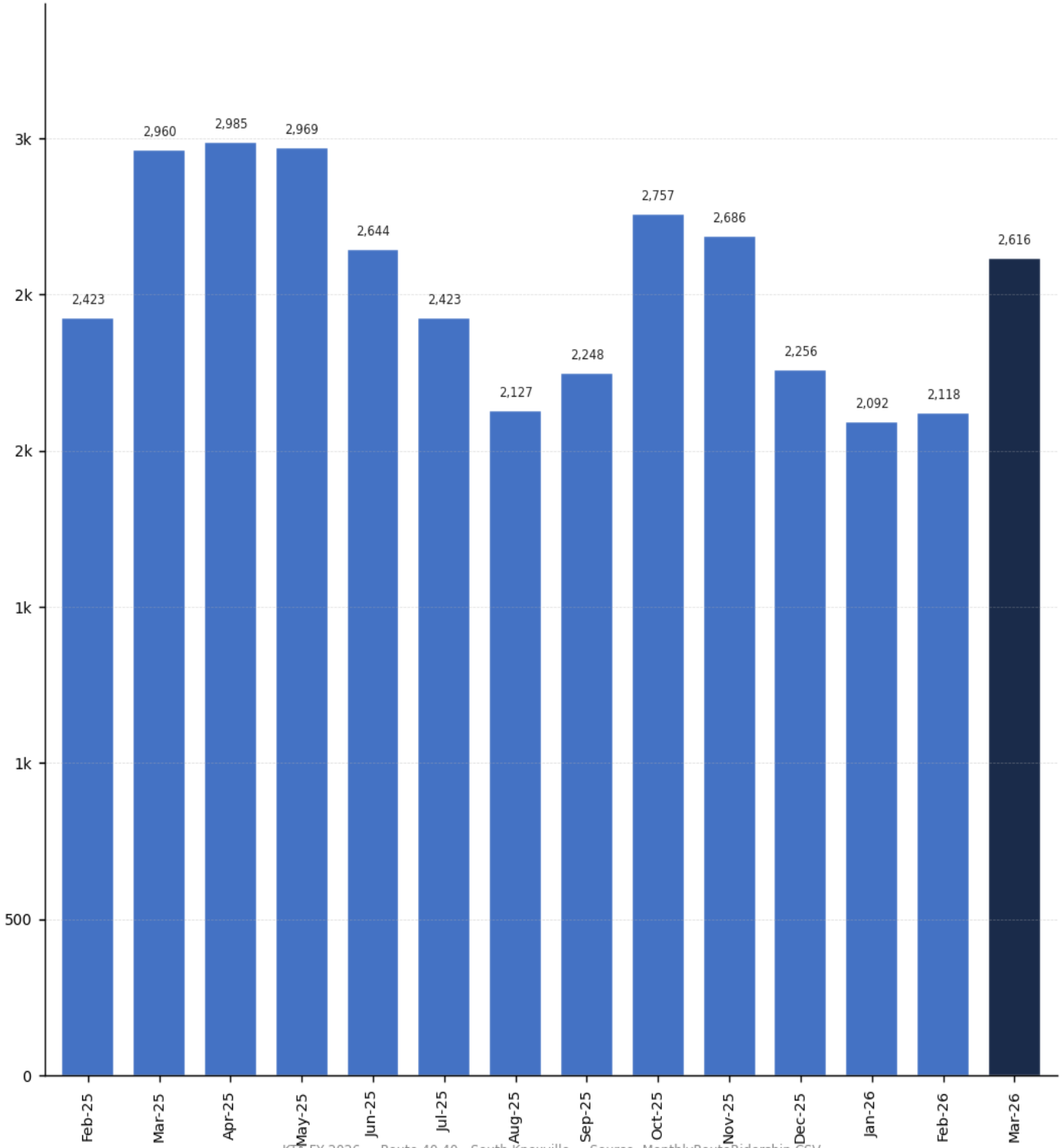


# KAT RIDERSHIP CHARTS

## 40 — 40 - South Knoxville

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 40 40 - South Knoxville · Source: MonthlyRouteRidership CSV

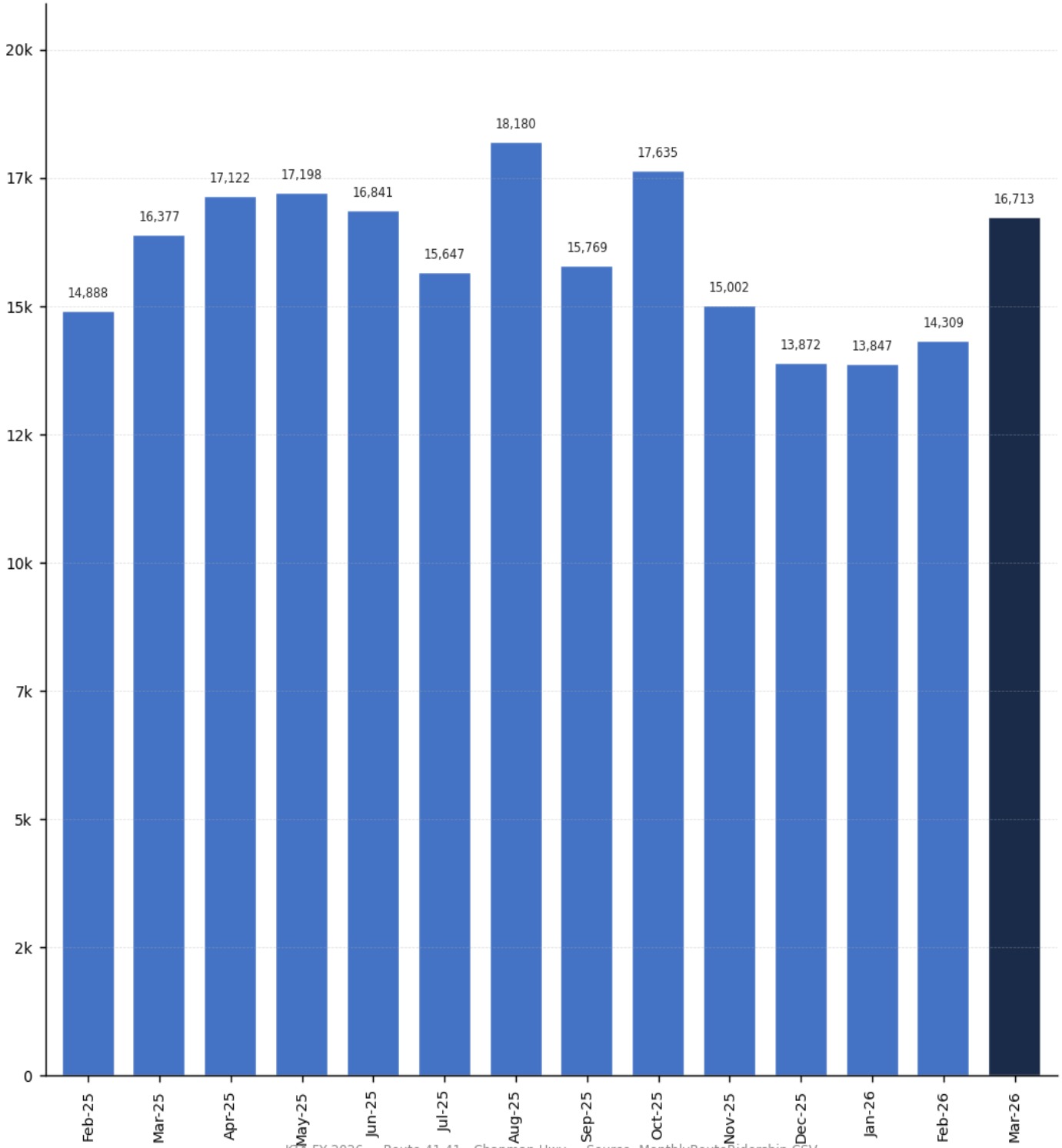


# KAT RIDERSHIP CHARTS

## 41 — 41 - Chapman Hwy

Monthly Ridership - January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 41 41 - Chapman Hwy · Source: MonthlyRouteRidership CSV

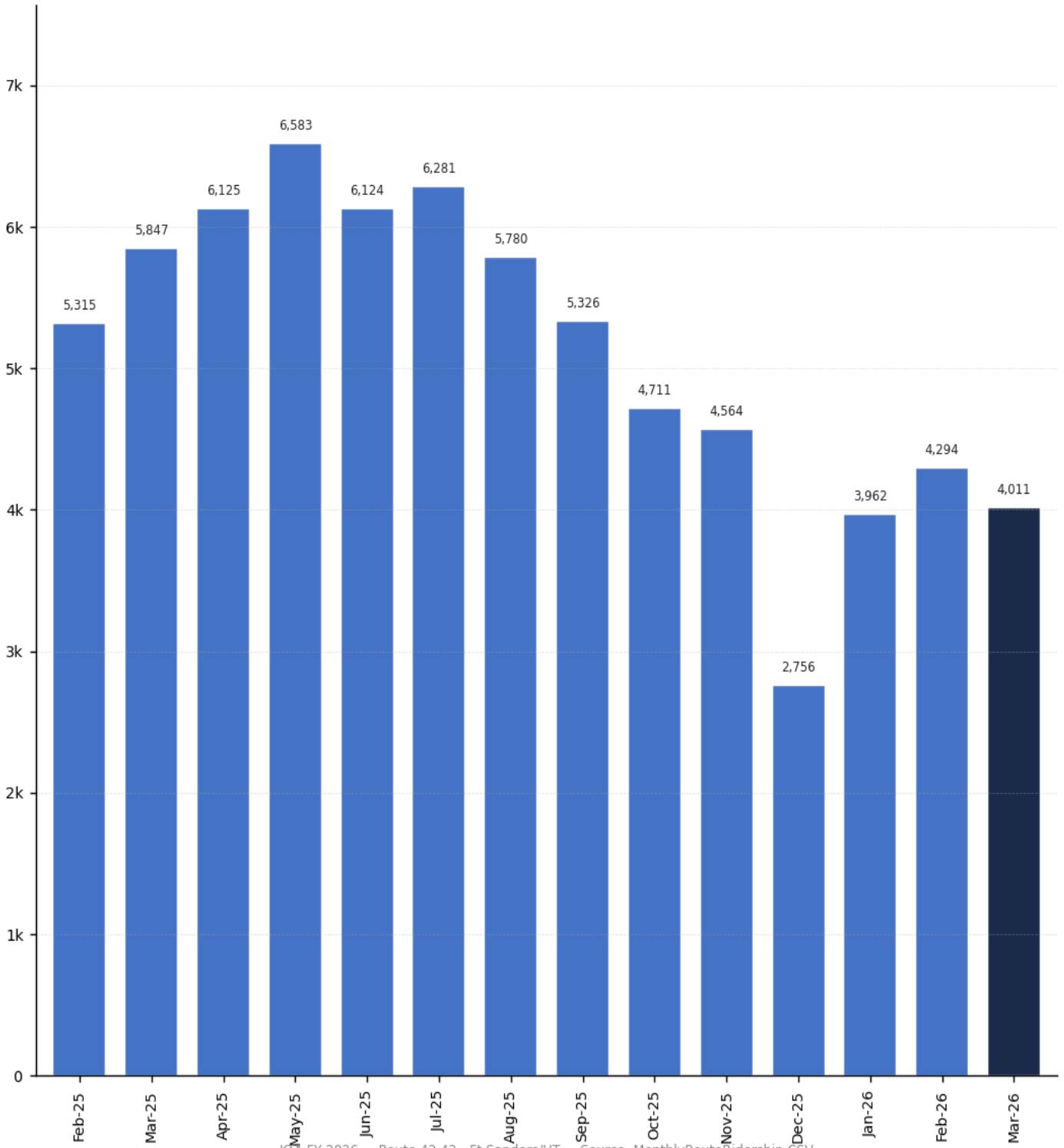


# KAT RIDERSHIP CHARTS

## 42 — 42 - Ft Sanders/UT

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



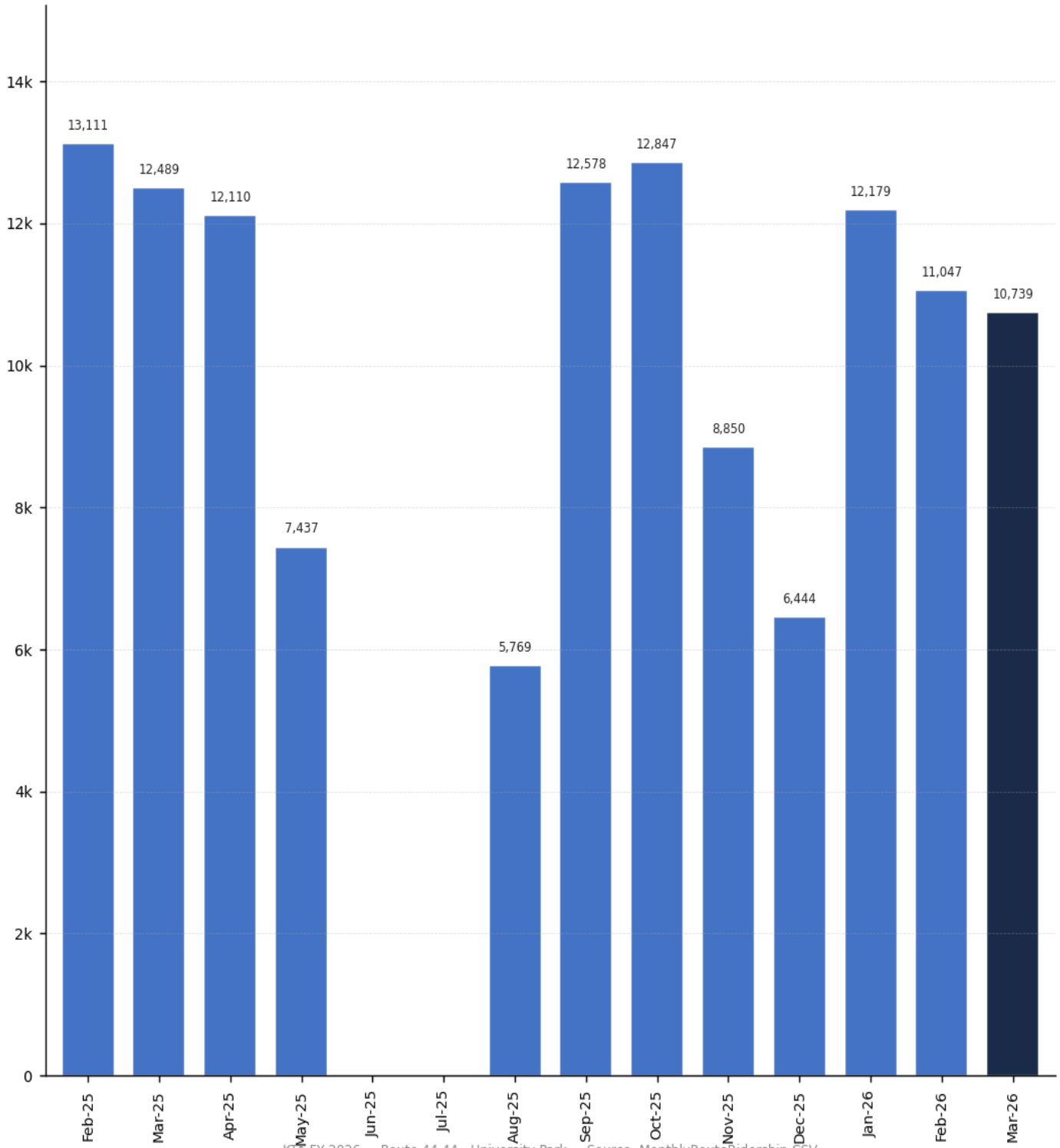


# KAT RIDERSHIP CHARTS

## 44 — 44 - University Park

Monthly Ridership - January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



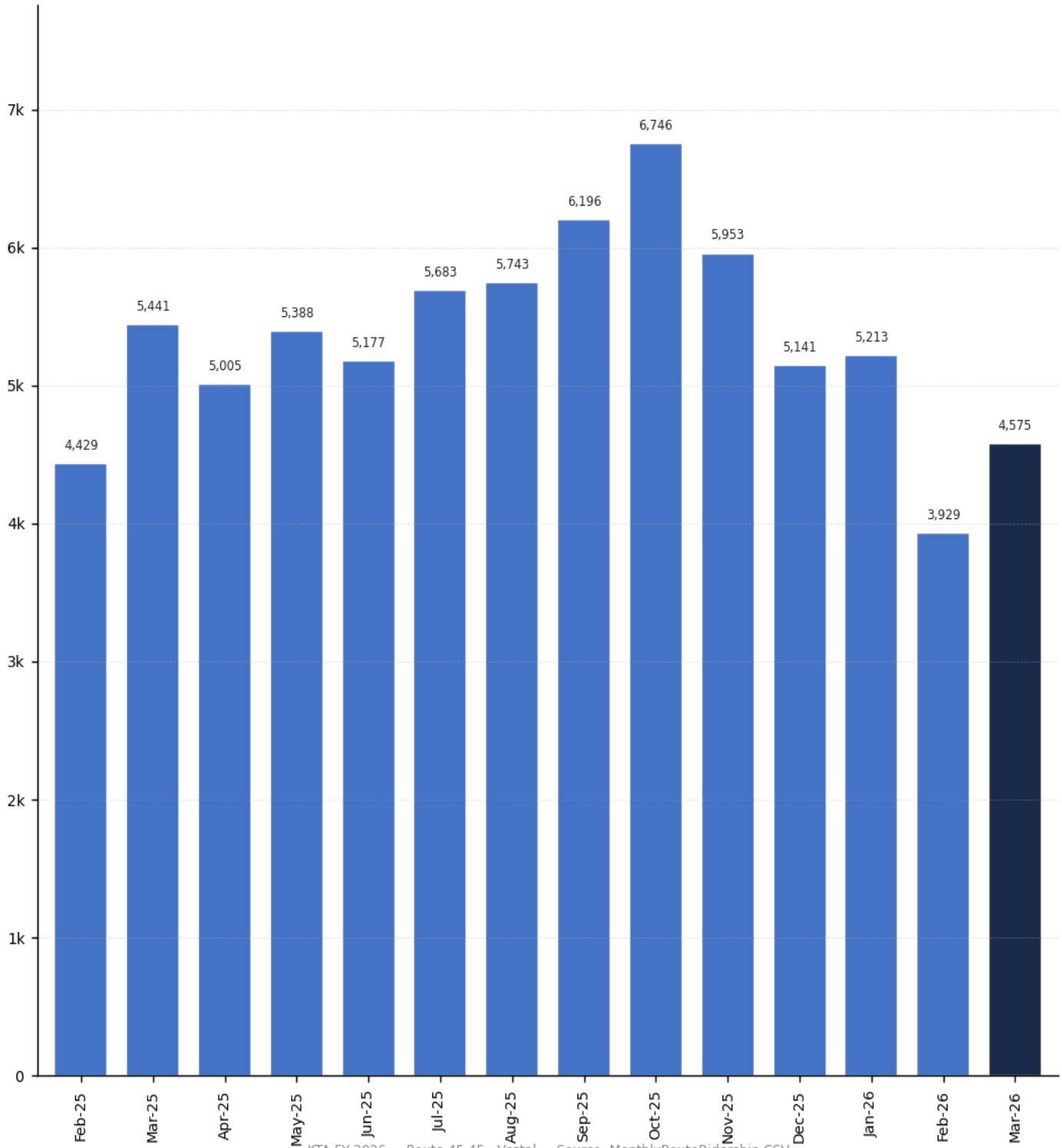


# KAT RIDERSHIP CHARTS

## 45 — 45 - Vestal

Monthly Ridership · January 2025 to March, 2026

Dark blue = March, 2026 (most recent month)



KTA FY 2026 · Route 45 45 - Vestal · Source: MonthlyRouteRidership CSV



# KAT RIDERSHIP

## March 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	368	369	-0.3%	3,182	3,672	-13.3%
11	Kingston Pike	26,294	27,064	-2.8%	241,155	250,102	-3.6%
12	Western Ave	13,533	13,450	0.6%	119,818	113,842	5.2%
13	Beaumont	2,851	2,704	5.4%	26,262	25,002	5.0%
16	Cedar Bluff Connector	2,852	2,939	-3.0%	26,159	27,427	-4.6%
17	Sutherland/Bearden	8,197	7,308	12.2%	65,511	65,636	-0.2%
19	Lakeshore / Lonas Connector	638	520	22.7%	4,951	5,493	-9.9%
20	Central Ave. / Clinton Hwy	10,353	10,808	-4.2%	96,472	95,458	1.1%
21	Lincoln Park	3,305	3,823	-13.5%	31,471	34,438	-8.6%
22	Broadway	24,341	24,225	0.5%	218,966	214,776	2.0%
23	Millertown	5,010	5,575	-10.1%	45,080	45,135	-0.1%
24	Inskip/Breda Rd	2,409	2,448	-1.6%	22,104	22,343	-1.1%
30	Parkridge	3,122	2,615	19.4%	25,149	21,200	18.6%
31	Magnolia Ave.	18,799	20,614	-8.8%	169,664	173,824	-2.4%
32	Dandridge	6,134	6,537	-6.2%	55,058	54,504	1.0%
33	M.L.K.	3,602	3,782	-4.8%	31,000	33,781	-8.2%
34	Burlington	5,658	5,262	7.5%	52,417	44,729	17.2%
40	South Knoxville	4,271	4,044	5.6%	31,494	34,920	-9.8%
41	Chapman Hwy	12,055	12,390	-2.7%	106,038	104,919	1.1%
42	UT/Ft. Sanders Hospitals	3,471	3,169	9.5%	31,204	27,703	12.6%
44	University Park	6,613	3,822	73.0%	57,857	36,615	58.0%
45	Vestal	4,797	5,429	-11.6%	44,667	45,225	-1.2%
90	Crosstown	7,168	6,964	2.9%	64,917	60,043	8.1%
	Other	-	-	0.0%	-	-	0.0%
<b>SUBTOTAL</b>		<b>175,841</b>	<b>175,861</b>	<b>0.0%</b>	<b>1,570,596</b>	<b>1,540,787</b>	<b>1.9%</b>
82	Orange Line Trolley	18,589	19,748	-5.9%	171,293	162,484	5.4%
84	Green Line Trolley	10,549	10,200	3.4%	87,542	84,908	3.1%
86	Blue Line Trolley	23,416	21,381	9.5%	193,117	173,075	11.6%
<b>SUBTOTAL</b>		<b>52,554</b>	<b>51,329</b>	<b>2.4%</b>	<b>451,952</b>	<b>420,467</b>	<b>7.5%</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>228,395</b>	<b>227,190</b>	<b>0.5%</b>	<b>2,022,548</b>	<b>1,961,254</b>	<b>3.1%</b>
<b>LIFT SERVICE</b>		<b>5,776</b>	<b>5,644</b>	<b>2.3%</b>	<b>49,594</b>	<b>43,079</b>	<b>15.1%</b>
<b>TOTAL SCHEDULED SERVICES</b>		<b>234,171</b>	<b>232,834</b>	<b>0.6%</b>	<b>2,072,142</b>	<b>2,004,333</b>	<b>3.4%</b>
<b>TOTAL CHARTER SERVICES</b>		<b>2,973</b>	<b>1,053</b>	<b>182.3%</b>	<b>43,133</b>	<b>50,710</b>	<b>-14.9%</b>
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>237,144</b>	<b>233,887</b>	<b>1.4%</b>	<b>2,115,275</b>	<b>2,055,043</b>	<b>2.9%</b>

# KAT RIDERSHIP\_APC

March 2026

ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	11,771	7,080	66.3%	66,358	62,129	6.8%
10	Sequoyah Hills	544	470	15.7%	5,094	3,671	38.8%
11	Kingston Pike	26,261	26,432	-0.6%	242,510	242,057	0.2%
12	Western Ave	9,065	9,214	-1.6%	81,102	101,765	-20.3%
13	Beaumont	—	—	—	—	3,809	—
15	Woodland Crosstown	7,439	—	—	92,268	74,628	23.6%
16	Cedar Bluff Connector	13,171	13,261	-0.7%	112,442	95,766	17.4%
17	Sutherland/Bearden	3,885	6,259	-37.9%	39,528	64,208	-38.4%
20	Central Ave/Clinton Hwy	17,724	17,313	2.4%	148,058	149,630	-1.1%
21	Lincoln Park	—	—	—	—	6,692	—
22	Broadway	25,997	27,657	-6.0%	243,867	254,944	-4.3%
23	Millertown	2,920	1,966	48.5%	23,973	25,689	-6.7%
24	Inskip/Breda Rd	4,194	3,999	4.9%	35,529	38,908	-8.7%
30	Parkridge	—	—	—	—	6,594	—
31	Magnolia Ave.	22,412	22,286	0.6%	193,544	214,604	-9.8%
32	Dandridge	4,358	3,410	27.8%	34,149	39,444	-13.4%
33	M.L.K.	—	—	—	—	9,017	—
34	Burlington	17,158	13,319	28.8%	136,966	108,547	26.2%
37	Morningside/Riverside	4,741	—	—	40,423	32,951	22.7%
40	South Knoxville	2,616	2,960	-11.6%	21,323	32,917	-35.2%
41	Chapman Hwy	16,714	16,377	2.1%	140,974	156,769	-10.1%
42	UT/Ft Sanders Hospitals	4,010	5,847	-31.4%	41,685	55,981	-25.5%
44	University Park	10,739	12,489	-14.0%	80,453	101,939	-21.1%
45	Vestal	4,574	5,441	-15.9%	49,179	48,787	0.8%
90	Crosstown	—	—	—	—	15,926	—
0	Route 0	—	—	—	—	—	—
<b>SUBTOTAL LINE SERVICE</b>		<b>210,293</b>	<b>195,780</b>	<b>7.4%</b>	<b>1,829,425</b>	<b>1,947,372</b>	<b>-6.1%</b>
82	Orange Line Trolley	—	—	—	—	—	—
84	Green Line Trolley	—	—	—	—	—	—
86	Blue Line Trolley	—	—	—	—	—	—
<b>SUBTOTAL TROLLEY SERVICE</b>		<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>
<b>TOTAL PASSENGERS WITH TROLLEYS</b>		<b>210,293</b>	<b>195,780</b>	<b>7.4%</b>	<b>1,829,425</b>	<b>1,947,372</b>	<b>-6.1%</b>
LIFT SERVICE		6,158	6,059	1.6%	51,737	50,493	2.5%
KAT CONNECT		21	—	—	29	32	-9.4%
<b>TOTAL SCHEDULED SERVICES</b>		<b>216,472</b>	<b>217,504</b>	<b>-0.5%</b>	<b>1,789,549</b>	<b>1,697,888</b>	<b>5.4%</b>
TOTAL CHARTER SERVICES		1,544	17,332	-91.1%	80,733	79,486	1.6%
<b>GRAND TOTAL ALL KAT SERVICES</b>		<b>218,016</b>	<b>234,836</b>	<b>-7.2%</b>	<b>1,870,282</b>	<b>1,777,374</b>	<b>5.2%</b>



**MONTHLY RIDERSHIP**

**March 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%
March	30	21	9	1	0	30	0	95.23%

MARCH 2026

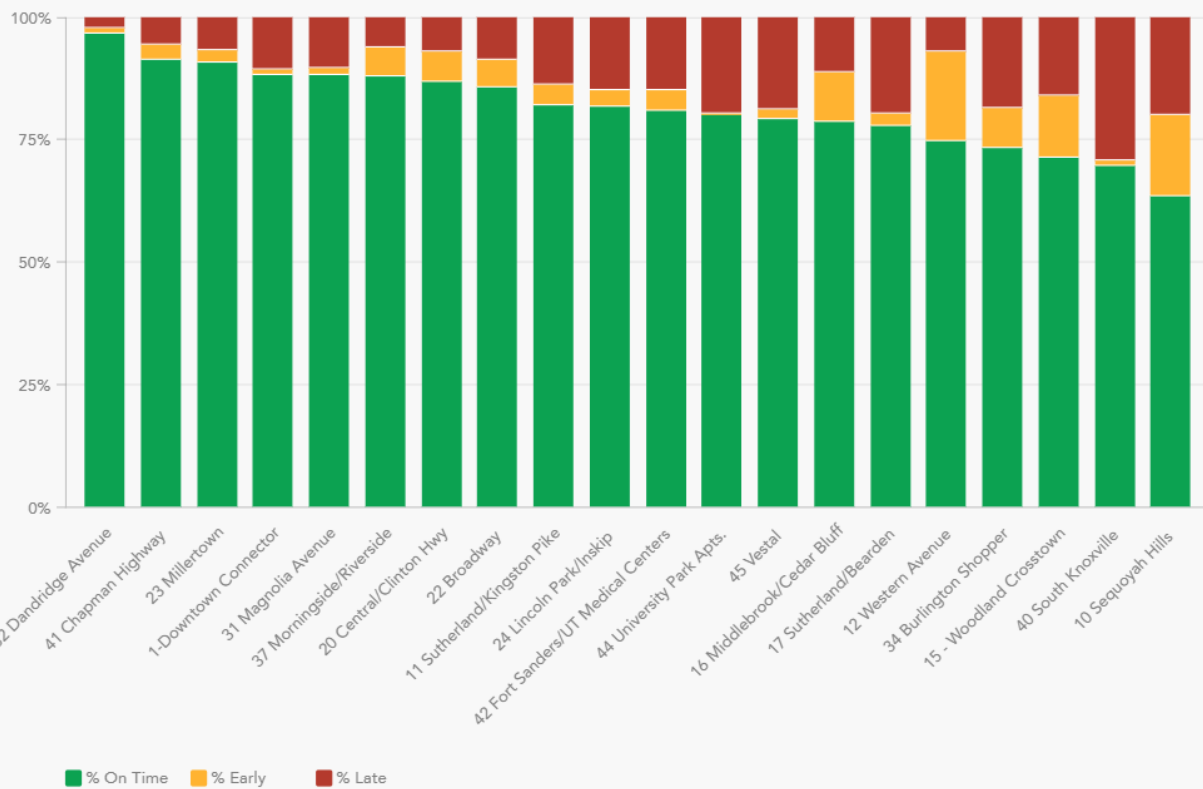
# ON-TIME PERFORMANCE

## Route Performance

ON TIME: 82.5%

EARLY: 5.0%

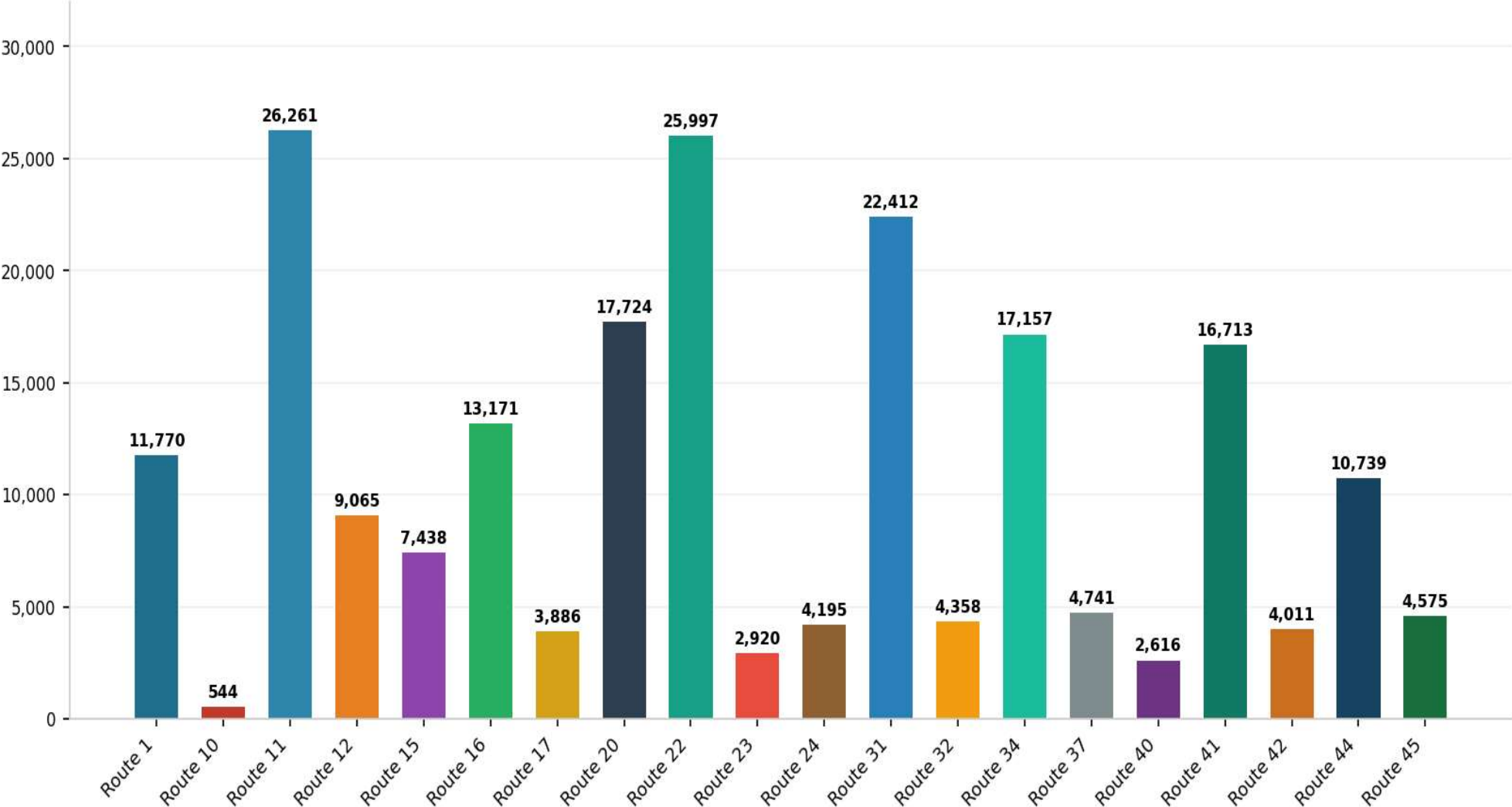
LATE: 12.5%



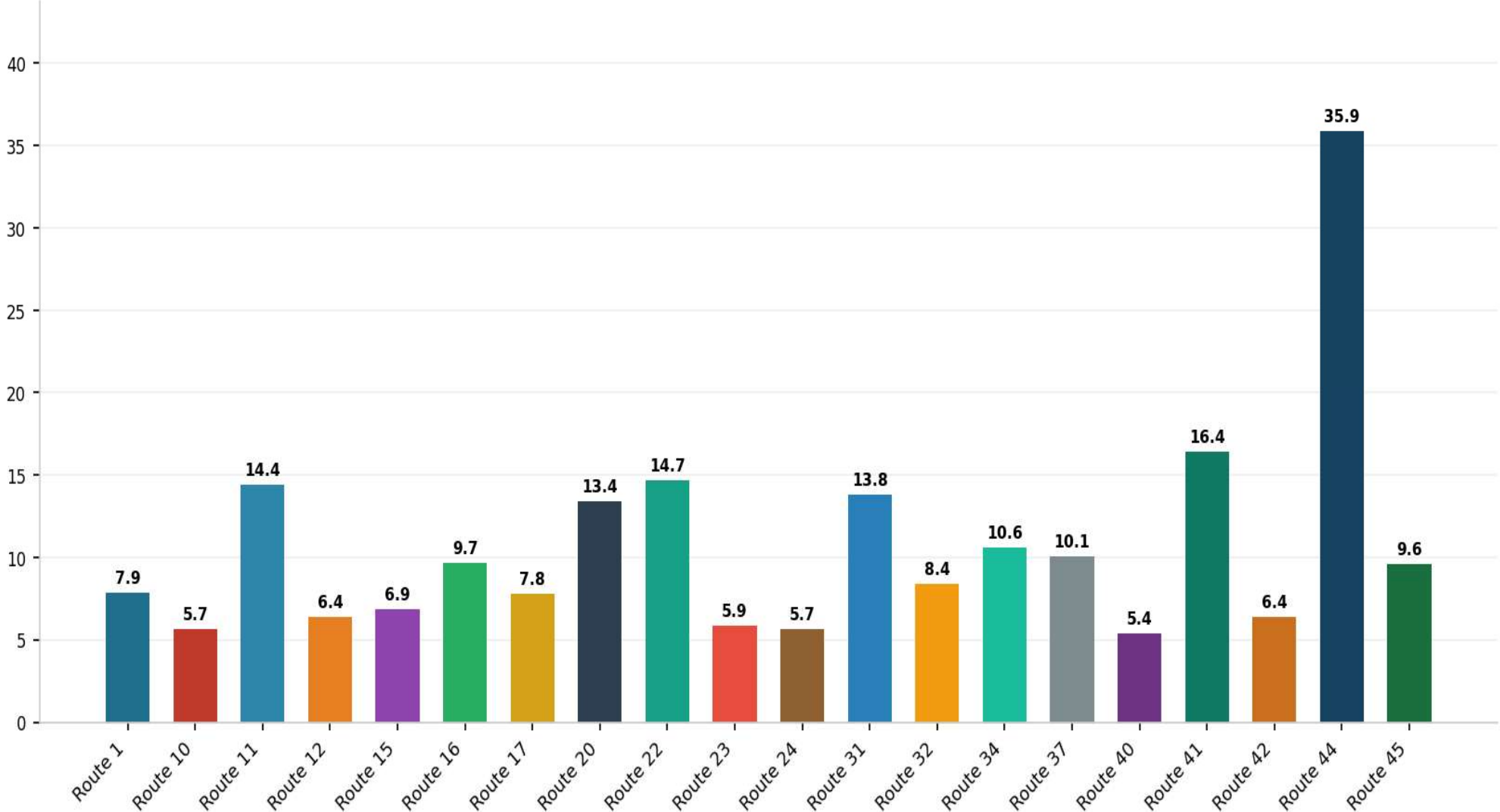
**FIXED-ROUTE ROUTE RIDERSHIP FY26**

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual
1 - Downtown Connector	5,798	6,082	6,459	6,425	6,099	7,400	8,058	8,267	11,770	66,358
10 - Sequoyah Hills	426	541	656	748	533	480	583	583	544	5,094
11 - Kingston Pike	25,490	28,231	28,753	30,628	25,695	25,602	25,186	26,664	26,261	242,510
12 - Western Ave	10,181	10,984	10,839	11,269	9,761	7,116	6,074	5,813	9,065	81,102
15 - Woodland Crosstown	11,738	12,566	12,720	12,856	11,281	7,970	7,749	7,950	7,438	92,268
16 - Cedar Bluff	12,426	12,093	13,489	13,787	11,949	11,950	11,948	11,629	13,171	112,442
17 - Sutherland/Bearden	5,132	6,937	7,635	8,060	6,850	329	363	336	3,886	39,528
20 - Central Street	17,440	19,558	18,918	19,925	16,073	14,144	11,871	12,405	17,724	148,058
22 - Broadway	27,254	30,063	27,157	30,003	28,609	25,119	24,381	25,284	25,997	243,867
23 - Millertown	2,857	3,004	2,807	2,666	2,420	2,434	2,371	2,494	2,920	23,973
24 - Inskip/Breda	4,645	4,134	4,030	4,188	3,814	3,750	3,529	3,244	4,195	35,529
31 - Magnolia Ave	21,294	23,006	21,461	24,082	20,999	20,857	19,456	19,977	22,412	193,544
32 - Dandridge Ave	3,642	3,870	3,802	4,010	3,554	3,711	3,662	3,540	4,358	34,149
34 - Burlington	13,203	15,344	16,152	16,935	15,153	15,196	13,819	14,007	17,157	136,966
37 - Morningside/Riverside	4,500	4,698	4,478	4,716	4,556	4,360	4,178	4,196	4,741	40,423
40 - South Knoxville	2,423	2,127	2,248	2,757	2,686	2,256	2,092	2,118	2,616	21,323
41 - Chapman Hwy	15,647	18,180	15,769	17,635	15,002	13,872	13,847	14,309	16,713	140,974
42 - Ft Sanders/UT	6,281	5,780	5,326	4,711	4,564	2,756	3,962	4,294	4,011	41,685
44 - University Park	0	5,769	12,578	12,847	8,850	6,444	12,179	11,047	10,739	80,453
45 - Vestal	5,683	5,743	6,196	6,746	5,953	5,141	5,213	3,929	4,575	49,179
<b>TOTAL</b>	<b>196,060</b>	<b>218,710</b>	<b>221,473</b>	<b>234,994</b>	<b>204,401</b>	<b>180,887</b>	<b>180,521</b>	<b>182,086</b>	<b>210,293</b>	<b>1,829,425</b>

**March 2026 Total Trips by Route**



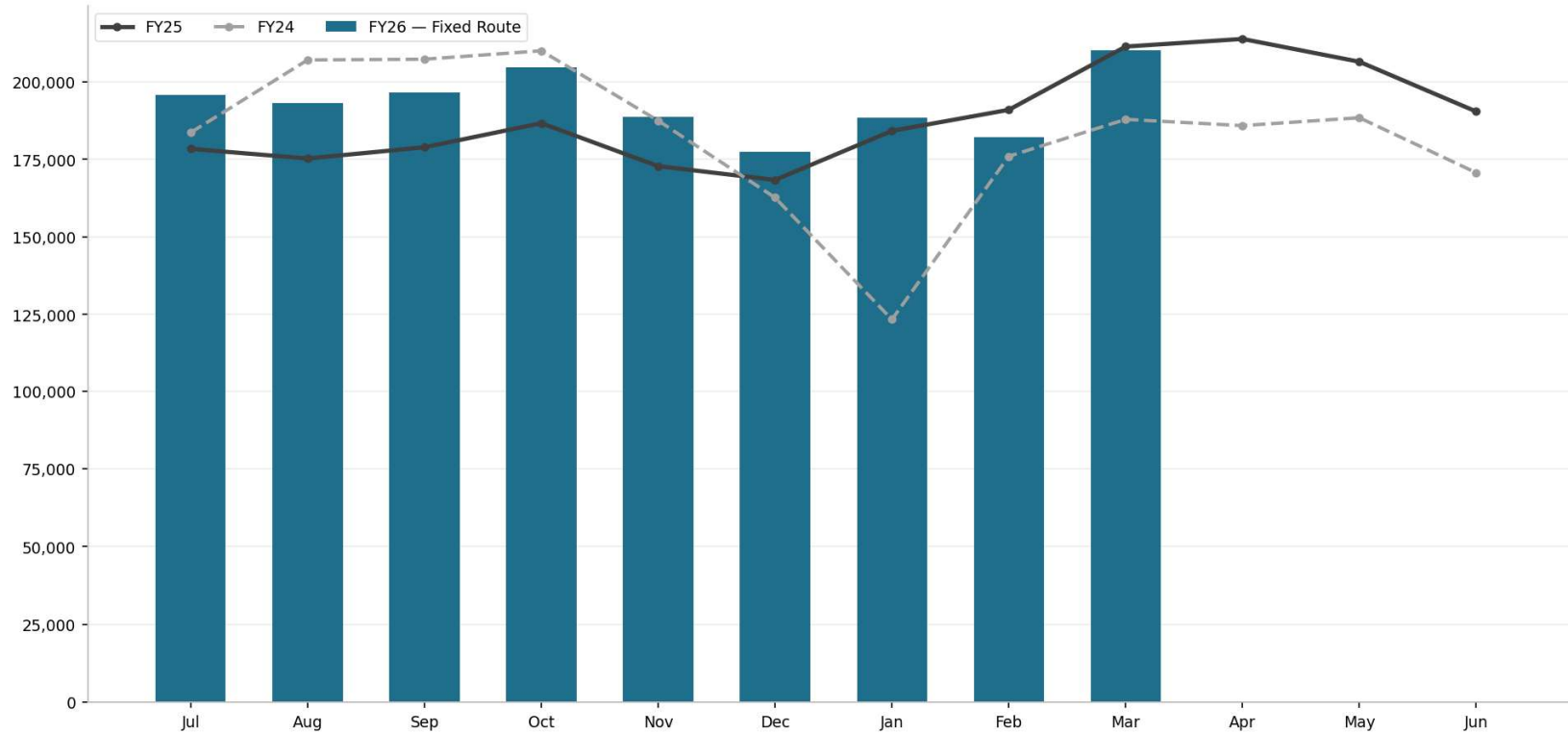
March 2026 Riders per Hour by Route



## Ridership Comparison by Month

FY24 to FY26 | Fixed Route Passengers

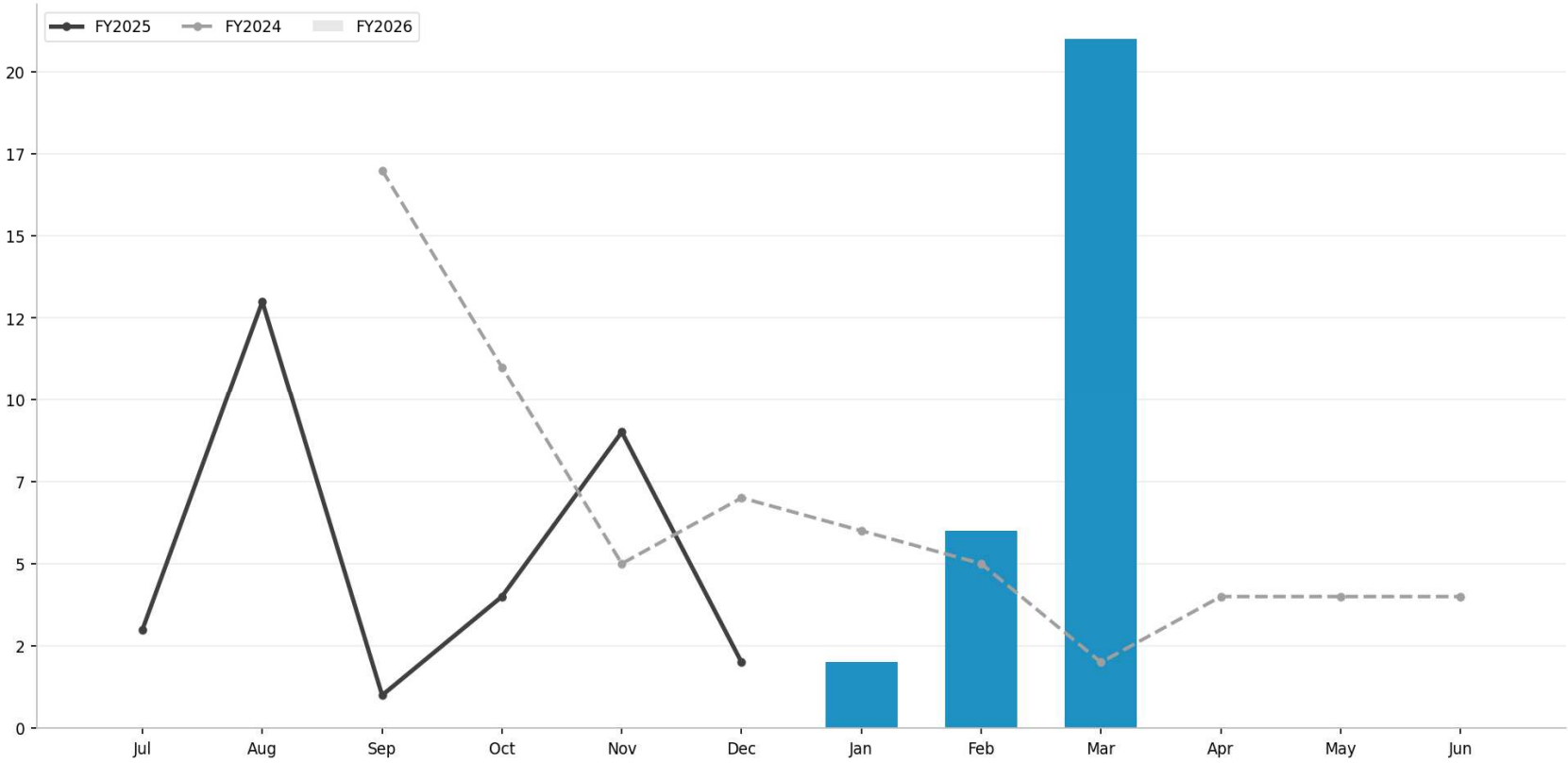
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>FY24</b>	183,699	207,128	207,359	210,086	187,536	162,689	123,365	176,033	187,955	185,930	188,481	170,729
<b>FY25</b>	178,432	175,318	178,943	186,721	172,845	168,392	184,234	191,033	211,445	213,908	206,545	190,484
<b>FY26</b>	195,842	193,218	196,743	204,821	188,845	177,392	188,543	182,086	210,293			
Change from prior year	10%	10%	10%	10%	9%	5%	2%	-5%	-1%			



# KatConnect Ridership Comparison by Month

FY24 to FY26 | KAT Connect - Microtransit - Completed Trips

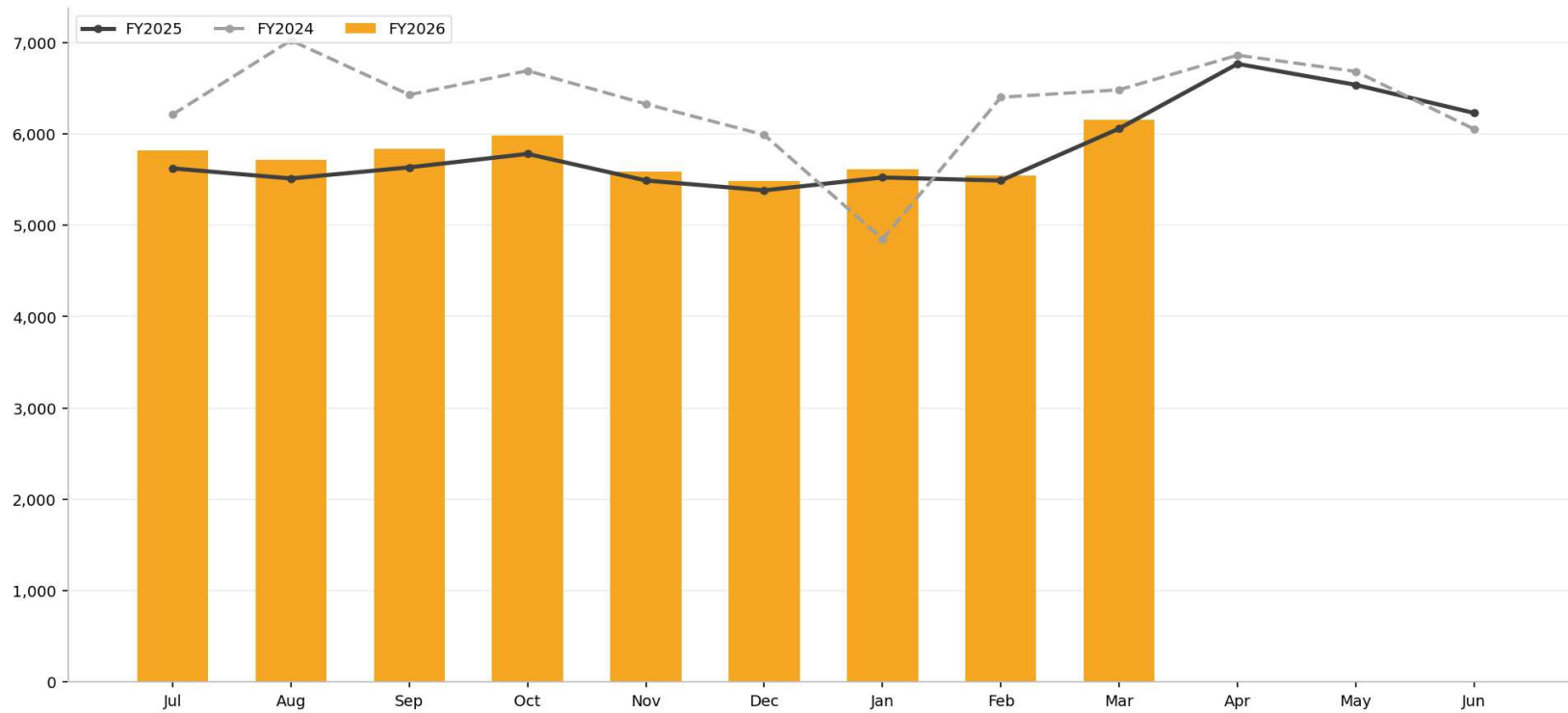
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>FY24</b>			17	11	5	7	6	5	2	4	4	4
<b>FY25</b>	3	13	1	4	9	2						
<b>FY26</b>							2	6	21			
Change from prior year												



## KAT LIFT Ridership Comparison by Month

FY24 to FY26 | KAT Lift - Paratransit — Total Passengers

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY24	6,212	7,024	6,429	6,692	6,328	5,990	4,848	6,401	6,483	6,862	6,684	6,052
FY25	5,623	5,512	5,634	5,781	5,490	5,382	5,523	5,489	6,059	6,767	6,537	6,229
FY26	5,821	5,712	5,834	5,981	5,590	5,482	5,612	5,547	6,158			
Change from prior year	4%	4%	4%	3%	2%	2%	2%	1%	2%			



Bars — current fiscal year (FY26). Lines — previous fiscal years (lighter = older).