

Knoxville Transportation Authority

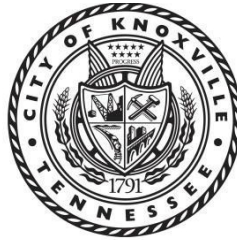
Meeting Date: Thursday, July 23rd, 2026



Monthly Report

June 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, July 23rd, 2026

City-County Building, Large Conference Room

- I. Determination of Quorum
- II. Approval of Minutes – June
- 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
 - a. Title VI Plan
 - b. Route 12 Modification and Title VI Analysis
- V. Old Business
- VI. Public Comments
- VII. Set the next meeting for August 27th, 2026 & Adjourn

I. Determination of Quorum

Chair Durham called the meeting to order and confirmed a quorum was present.

II. Approval of Minutes

Chair Durham moved to approval of the May Minutes, requested motion to approve.

Commissioner Winford motioned first

Commissioner Miller seconded the motion

Chair Durham stated with no opposition, May minutes passed.

III. Reports

a. KTA Chair

Chair Durham thanked commissioners and attendees for being present. He noted there was a quorum and reported no major updates due to summer schedules and said Ride the Routes would resume in August if commissioners had route suggestions.

b. Commissioner's Comments

Commissioner Winford reflected that the prior Ride the Route was helpful because it showed route details and stop conditions commissioners may not otherwise see, supporting better-informed decisions.

Chair Durham

Moved onto Staff Reports.

c. Staff

i. City of Knoxville Director of Transit

Isaac Thorne introduced Suzanne Rimmer as the new Deputy Director of Transit, noting her prior work with Knoxville Emergency Management Agency and the University of Tennessee. He also said the Title VI item would be sent to the board for July review with changes clearly noted.

Isaac Thorne reported that Route 12 Western Avenue had been operating on a long-term detour and that staff would return in July with a recommendation to make the detour permanent. He asked Umar Tennessee to explain the route changes.

Umar Tennessee explained that Route 12 was placed on a long-term detour in March 2026 to address safety concerns near 17th Street and improve access to Summit Towers and shopping along Summit Hill Drive. He said staff would seek public comment for 30 days and return in July for a vote. He also noted additional stop requests near TVA Towers, Crowne Plaza, Summit Towers, Dedrick, a medical building, and Matlock at Ball Camp, while confirming Cumberland remains served by Routes 11, 15, and 42.

Vice Chair Whitted asked whether any other route served 17th Street and the Fort Sanders area besides the hospital route.

Umar Tennessee said Route 15 Woodland Crosstown serves 17th Street, travels toward Western Avenue and Food City, continues through Western Heights and Fulton, and provides 30-minute service.

Commissioner Miller asked what safety concerns existed on 17th Street.

Umar Tennessee said the concern involves a tight turn and heavy student pedestrian traffic during school hours. He noted that removing Route 12 reduced one concern, but Route 15 still uses the area, and staff is still exploring solutions.

Vice Chair Whitted said UT students and the Fort Sanders community are also KAT constituents and expressed opposition to further reducing service there.

Umar Tennessee said one possible alternative would be to use 16th Street to Highland while still serving the area, but that was only being considered as a safety option.

Vice Chair Whitted noted that UT transit buses use 17th Street and questioned why KAT operators were experiencing issues.

Quinton McCroskey clarified that the concern is not the turn itself but unpredictable pedestrian traffic, especially during class changes and events. He said the issue is being raised out of caution because any collision involving a bus could be serious.

Quinton McCroskey said that if Cumberland and 17th cannot be avoided, KAT, the city, and UT should consider a pedestrian awareness campaign while continuing driver training and safety efforts.

Quinton McCroskey agreed that operators, drivers, and pedestrians should all be addressed to reduce risk at the intersection.

Vice Chair Whitted said UT has asked the city to consider a pedestrian-only signal phase on Cumberland and suggested KAT support that request.

Commissioner Roskop asked whether avoiding 17th Street for Route 12 would also be considered for Route 15.

Umar Tennessee said there are currently no plans to remove Route 15 from 17th Street.

Commissioner Roskop confirmed that staff is only proposing to remove Route 12 from 17th Street, not all bus services.

Umar Tennessee confirmed that understanding.

Commissioner Roskop thanked staff for the clarification.

Commissioner Miller observed that the proposed change addresses multiple goals, including safety and better service to Summit Towers, while still considering UT student access. She asked whether staff expected a ridership tradeoff.

Quinton McCroskey said ridership has not noticeably declined during the detour because riders can still transfer at Food City and Route 15 continues to serve the old alignment. He added that the change may improve access to 11th and Western and nearby destinations on the back side of Fort Sanders.

Commissioner Winford asked whether the change would require a Title VI analysis as a major route change.

Umar Tennessee said it would not require a major-route-change Title VI analysis.

Commissioner Miller noted that service on the 11th would still support some UT student residents and emphasized the need to balance access needs.

Umar Tennessee said staff understood the concern and had no plans to remove other routes from 17th Street. He emphasized that the proposed Route 12 change improves senior access to shopping while maintaining service for UT and downtown residents.

Commissioner Winford supported the requested additional stops because they improved access to medical and behavioral health services, while also acknowledging the pedestrian safety challenges near UT.

Commissioner Winford said pedestrian traffic on UT's campus is difficult, praised drivers' caution, and said the proposed stops could expand access for people who need care.

Chair Durham noted that Route 12 ridership appeared similar to the year after the detour, which gave him comfort that the change was not causing major negative impacts. He asked whether a prior ridership increase was likely related to students returning in the fall.

Isaac Thorne said the increase could be related to students returning.

Chair Durham said the year-over-year ridership comparison made him more comfortable supporting the change.

Isaac Thorne said the item was informational and staff would return with additional ridership analysis, including UT student ridership data, as part of the July recommendation.

Umar Tennessee said staff would also provide a Title VI analysis showing no major change.

Chair Durham asked how public input would be collected for the proposed route change.

Isaac Thorne said the proposal would be promoted on the KAT website and through signage at Knoxville Station.

Umar Tennessee said information had also been posted at affected Route 12 stops with QR codes, generating some responses.

ii. TPO Transit Planner

Isaac Thorne said a What's Next Knoxville update would be brought back in July because Doug was not present to provide it.

Chair Durham moved the meeting to new business and invited Attorney John Lawhorn to begin.

IV. New Business

John Lawhorn introduced Amanda White's appeal for a denied taxicab permit and summarized the grounds for denial: recent misdemeanor convictions related to theft and drug charges under Knoxville City Ordinance 26-114. He explained that the Commission could consider mitigating or aggravating circumstances and decide whether the appeal was timely, given possible notice issues.

John Lawhorn explained that moral turpitude includes theft under Tennessee case law and that the notice letter may have been sent to an incorrect address. He recommended hearing all the facts before deciding the appeal.

Commissioner Miller asked whether the notice issue was one factor in considering the full appeal.

Commissioner Roskop asked whether commissioners could question both parties.

John Lawhorn said commissioners could ask questions after he questioned both the officer and the appellant.

Officer Leslie Presley clarified that the drug-related case also included a simple possession/casual exchange plea.

John Lawhorn confirmed that the additional plea fell under the same drug-related disqualifying factor.

Officer Leslie Presley confirmed it was a misdemeanor drug charge.

John Lawhorn asked about the denial notice sent on April 28, 2026.

Officer Leslie Presley confirmed the notice date.

Officer Leslie Presley said the notice was sent to the address listed on the application, though the handwriting made the number difficult to read.

John Lawhorn noted that the handwriting could reasonably be misread.

Officer Leslie Presley said the office interpreted the address as 907 Farragut and sent the notice there.

John Lawhorn asked when Officer Presley first heard from Ms. White after the notice was sent.

Officer Leslie Presley said she notified the potential employer that Ms. White could not receive a city driver's permit without giving a reason. Ms. White called within about 24 hours, was told why she was denied, and was informed that appeal paperwork would arrive by mail.

John Lawhorn clarified that Ms. White likely learned of the denial within one or two days of April 28.

Officer Leslie Presley confirmed that timing.

John Lawhorn asked whether the original notice was returned as undeliverable.

Officer Leslie Presley said the returned notice arrived several weeks after mailing.

John Lawhorn asked when Ms. White received and filed the appeal paperwork.

Officer Leslie Presley said Ms. White picked up the paperwork on May 27 and returned it within a few days.

John Lawhorn asked for the date listed on the appeal paperwork.

Officer Leslie Presley said the appeal was dated May 27 and returned shortly after, within 10 days of Ms. White receiving the paperwork.

John Lawhorn noted that if the appeal period began when Ms. White picked up the written notice, the appeal was timely.

Officer Leslie Presley confirmed the appeal was filed within 10 days of Ms. White picking up the written notice.

Commissioner Roskop asked whether the record included two or three misdemeanor charges.

Officer Leslie Presley explained that the simple possession and drug paraphernalia charges were part of the same case and fell under the same denial rule, while the theft charge fell under the moral turpitude rule.

John Lawhorn clarified that his earlier letter referenced the possession charge as the basis for denial and that any omission was his error.

Chair Durham asked what counted as drug paraphernalia and whether the specific substance involved was known.

Officer Leslie Presley said she could not determine the specific items or drugs from the background report and that Ms. White would need to answer those details.

Officer Leslie Presley explained that drug paraphernalia can include equipment used with drugs, such as pipes or rolling papers.

Chair Durham asked whether details about the misdemeanor theft would also need to come from Ms. White.

Officer Leslie Presley said Ms. White would need to explain those details because the conviction was part of a plea agreement.

Chair Durham thanked her.

Commissioner Roskop asked whether Ms. White had previously held a Knoxville taxi permit.

Officer Leslie Presley said not to her knowledge.

John Lawhorn asked Officer Presley to explain how the taxi inspection unit handles applications with disqualifying criminal charges.

Officer Leslie Presley said the office generally denies applications when a disqualifying factor exists and lets applicants appeal to the Commission.

John Lawhorn asked whether commissioners had further questions for Officer Presley.

Chair Durham asked what would happen if the appeal were denied and whether Ms. White could reapply later.

John Lawhorn explained that a denied applicant can restart the process at any time, even immediately, and may present new evidence in a future appeal.

Commissioner Roskop asked whether the appeal required unanimous approval or a majority vote.

John Lawhorn said a majority vote was required and that the appeal would be denied if no motion, no second, or no majority was reached. He then invited Ms. White to present her appeal.

Ms. White said the theft charge involved a motorcycle she bought that had a stolen tag. She said the drug charge resulted from being in a vehicle with another person who had drugs, and she noted she completed rehab, drug court, a halfway house, IOP, and was beginning community service. She provided supporting documents and a recommendation letter.

John Lawhorn asked Ms. White to confirm the conviction dates and guilty pleas for misdemeanor theft and possession charges.

Ms. White confirmed she pleaded guilty.

John Lawhorn asked when Ms. White first learned of the denial.

Ms. White said she learned of the denial from her employer in late April after completing fingerprints and never received the mailed letter.

John Lawhorn confirmed she learned of the denial within 24 to 48 hours of April 28.

Ms. White confirmed the timing.

John Lawhorn asked Ms. White whether she had anything else to say in support of granting the appeal.

Ms. White said she liked her job, wanted to move past her background, and hoped to continue working.

John Lawhorn asked when Ms. White completed inpatient treatment.

Ms. White said she completed treatment around September or October 2025.

Commissioner Winford noted the documentation showed successful residential IOP completion on October 1, 2025, after September 3, 2025, intake at Buffalo Valley.

John Lawhorn asked how long the treatment program lasted.

Ms. White said the program lasted 30 days.

Chair Durham asked Ms. White to confirm that she bought the motorcycle and did not know the tags had been stolen.

Ms. White confirmed she bought the motorcycle and said the drug charge involved another person having drugs in the car.

Ms. White said the drugs were on the other person.

Chair Durham asked what drugs were involved.

Ms. White said she was not sure.

Chair Durham asked whether she knew drugs were in the car.

Ms. White said she did not know.

Chair Durham confirmed the theft, and drug cases were the only convictions discussed.

Chair Durham asked how a taxi permit differed from rideshare work and whether it affected earnings.

Ms. White said the permit would allow shuttle and airport work through Royal Taxi, which paid better than rideshare or occasional medical runs.

Chair Durham asked whether she had mainly done airport shuttle work before.

Ms. White confirmed that was her prior work.

Chair Durham asked what Ms. White entered rehab for and whether addiction had ever impaired her driving.

Ms. White said she had struggled with pills.

Chair Durham asked whether her addiction ever impaired her driving or affected her taxi work.

Ms. White said she had only recently started taxi work, stopped when the vehicle required city inspection, and had regained her license after rehab.

John Lawhorn asked whether Ms. White was currently operating vehicles for work.

Ms. White said she still worked for Royal Taxi.

Commissioner Miller noted that the employer letter said Ms. White handled out-of-county and out-of-state pickups.

John Lawhorn asked whether Ms. White was working full-time outside the City of Knoxville.

Ms. White confirmed she was.

John Lawhorn clarified that if the appeal were denied, Ms. White would still have full-time work, though not her preferred work.

Ms. White said a city permit would let her resume higher-paying airport and city work, while medical runs were less consistent.

John Lawhorn asked whether she currently had an airport taxi permit.

Ms. White said yes.

John Lawhorn asked whether the airport permit had been questioned.

Ms. White said it had not.

John Lawhorn asked how often the airport permit must be renewed.

Ms. White said she still had an airport identification card but could no longer operate the shuttle once it required city inspection.

John Lawhorn asked whether the airport authority permit required annual renewal.

Ms. White said it was valid throughout the next year.

Vice Chair Whitted asked whether the airport performed a background check before issuing the permit.

Ms. White said she applied and paid for it, and because approval took seven to 10 days, she assumed a background check was completed.

John Lawhorn asked whether her Tennessee driver's license had ever been suspended.

Ms. White said it had been suspended four or five years earlier for an unpaid parking ticket.

John Lawhorn clarified that he was asking whether any of the charges affected her driver's license.

Ms. White said no; the suspension was unrelated to the charges.

Chair Durham asked whether she had ever been found liable or guilty of putting people at risk while driving.

Ms. White said she had not.

Chair Durham asked what financial burden Ms. White would face if the appeal were denied and she had to reapply.

Ms. White estimated the total cost at about \$140 for fingerprints, airport fees, and employer-related costs.

Chair Durham asked whether the permit affected basic income needs or only provided extra earnings.

Ms. White said losing shuttle work had significantly reduced her pay and that the permit would make it easier to earn a living.

Chair Durham asked how old the ordinance's permit-denial rules were.

John Lawhorn said the rules likely predated the 1980s.

John Lawhorn said he did not know whether the ordinance had changed since then.

Commissioner Winford asked when the three-year disqualification periods would end for Ms. White's charges.

Ms. White said one would end in 2027 and the other in 2028.

Commissioner Roskop asked whether a new misdemeanor during the permit year would revoke the permit immediately or be addressed at renewal.

Officer Leslie Presley said she would typically only know about a new offense if someone reported it.

John Lawhorn said revocation during a permit year is rare and usually involves serious felony-type conduct or incarceration.

Vice Chair Whitted asked how long taxi permits remain valid before renewal.

John Lawhorn said permits are annual.

Commissioner Miller asked whether the City could be liable if the appeal was granted and Ms. White later received another drug charge or caused an injury.

John Lawhorn said he did not believe the body would have liability, noting possible qualified immunity, though he could not give an absolute answer without further review.

Chair Durham asked whether riders would be notified of a driver's criminal history if a permit were granted, or whether that information was only part of the public record.

John Lawhorn said no notice is placed in the cab, though the Commission's record is public.

Commissioner Winford noted that because permits are renewed annually, Ms. White could face future denials and appeals while the charges remain within the disqualification period.

John Lawhorn said the taxi inspector has discretion and could choose not to deny a future application, though the hypothetical could occur.

Chair Durham began summarizing his thoughts on the appeal.

Chair Durham said the appeal appeared timely due to the address issue and noted that KPD followed the ordinance. He said he was comfortable granting the appeal because the theft involved unknowingly buying a motorcycle with stolen tags, there was no evidence of impaired driving or violence, and Ms. White had completed treatment.

Commissioner Roskop said any decision was not a criticism of Officer Presley, who followed clear instructions, and said he was leaning toward granting the appeal because the renewal process could address future concerns.

Chair Durham added that he did not want to place undue burden on a working-class applicant where there was no evidence of violence or impaired driving.

Commissioner Winford moved to grant Amanda White's appeal as presented.

Commissioner Miller seconded the motion.

John Lawhorn called for discussion and a vote. The appeal passed 5-0, and Ms. White's appeal was granted.

Chair Durham moved to old business.

V. Old Business

No old business to discuss.

VI. Public Comments

Chair Durham opened public comments, explained the five-minute limit, and invited Sharwin Snelson to speak.

Sharwin Snelson identified himself and raised ongoing KAT Lift concerns, citing recent late trips, incorrect bookings, early arrivals requiring long waits, and repeated service issues. He emphasized the need for accountability, better trip distribution, and clearer solutions when technology or scheduling problems occur.

Elliot Lloyd identified himself and said Cumberland Avenue safety issues stem from road design rather than pedestrians or drivers. He suggested reducing vehicle lanes, adding bike lanes, and using on-street parking as a buffer to improve pedestrian and cyclist safety.

Chair Durham invited some additional public comments from attendees.

Whit Bauman identified himself and supported concerns about Cumberland Avenue, saying pedestrians are very close to traffic and that design changes could slow vehicles and make the corridor feel safer.

Chair Durham thanked speakers and moved to set the next meeting.

Commissioner Winford asked whether the board could make recommendations on road redesign.

John Lawhorn said KTA could not take official action on road redesign but could discuss transportation matters and pass resolutions to other bodies.

Commissioner Winford asked what the board could do about KAT Lift concerns.

John Lawhorn said the board's focus is fixed-route service, but staff can meet directly with people who raise Lift concerns.

Isaac Thorne said staff remain in communication with Mr. Snelson and will continue working through his concerns.

Commissioner Miller encouraged the public speakers to contact the TPO because the board lacks authority over many roadway design issues.

John Lawhorn said City Council and City Administration are appropriate outlets for concerns about Lift, roads, sidewalks, bike lanes, and disability accommodations.

Commissioner Winford thanked him for clarifying that other outlets exist for concerns beyond the board's authority.

Chair Durham encouraged attendees to complete the What's Next Knoxville survey to share priorities on transportation, pedestrian safety, walkability, housing, and related issues.

VII. Set the Next Meeting and Adjourn

Chair Durham thanked attendees and commissioners, set the next meeting for July 23, and adjourned the meeting.

Respectfully Submitted,
Sara F. May
KTA Recording Secretary



KNOXVILLE AREA TRANSIT

ROUTE PERFORMANCE REPORT - June, 2026

ROUTE NUMBER	ROUTE NAME	RIDERSHIP	% of Ridership	MILES	% of Miles	HOURS	% of Hours	Passg/ Mile	Passg/ Hour
1	Downtown Connector	18,348	8.4%	7,154	2.9%	1,380	6.0%	2.56	13.30
10	Sequoyah Hills	200	0.1%	940	0.4%	80	0.3%	0.21	2.50
11	Kingston Pike	23,776	10.9%	20,217	8.2%	1,827	8.0%	1.18	13.01
12	Western Avenue	11,004	5.1%	15,453	6.3%	1,594	6.9%	0.71	6.90
15	Woodland Crosstown	10,715	4.9%	20,483	8.3%	1,879	8.2%	0.52	5.70
16	Cedar Bluff Connector	12,904	5.9%	14,863	6.0%	1,359	5.9%	0.87	9.50
17	Sutherland/Bearden	4,989	2.3%	6,383	2.6%	612	2.7%	0.78	8.15
20	Central Street	17,878	8.2%	19,360	7.8%	1,481	6.5%	0.92	12.07
22	Broadway	26,498	12.2%	13,867	5.6%	1,669	7.3%	1.91	15.88
23	Millertown	2,980	1.4%	5,173	2.1%	480	2.1%	0.58	6.21
24	Inskip/Breda	4,418	2.0%	7,180	2.9%	719	3.1%	0.62	6.14
31	Magnolia Avenue	22,800	10.5%	14,458	5.9%	1,544	6.7%	1.58	14.77
32	Dandridge Avenue	5,074	2.3%	4,837	2.0%	473	2.1%	1.05	10.73
34	Burlington	15,901	7.3%	16,942	6.9%	1,558	6.8%	0.94	10.21
37	Morningside/Riverside	4,789	2.2%	3,065	1.2%	450	2.0%	1.56	10.64
40	South Knoxville	2,565	1.2%	4,509	1.8%	373	1.6%	0.57	6.88
41	Chapman Highway	15,917	7.3%	16,088	6.5%	992	4.3%	0.99	16.05
42	Fort Sanders/UT Medical Centers	5,071	2.3%	5,373	2.2%	913	4.0%	0.94	5.55
44	University Park	0	0.0%	0	0.0%	0	0.0%	0.00	0.00
45	Vestal	4,594	2.1%	5,971	2.4%	514	2.2%	0.77	8.94
	Other/ Unknown								

SUB TOTAL LINE SERVICE	210,421	96.8%	202,316	82.0%	19,897	86.7%	1.04	10.58
LIFT SERVICE	6,048	2.8%	44,337	18.0%	3,055	13.3%	0.14	1.98
katConnect	21	0.0%	0	0.0%	0	0.0%	0.00	0.00
Charter Services	960	0.4%	0	0.0%	0	0.0%	0.00	0.00
GRAND TOTAL ALL KAT SERVICES	217,450	100.0%	246,653	100.0%	22,952	100.0%	0.88	9.47



KNOXVILLE AREA TRANSIT SYSTEM PERFORMANCE REPORT June, 2026

	THIS MONTH			FISCAL YEAR-TO-DATE		
	This Year	Last Year	Change	This Year	Last Year	Change
FIXED ROUTE SERVICE						
Total Passengers	210,421	206,545	2%	2,162,576	2,067,816	5%
System Generated Revenue				\$1,080,822	\$1,124,620	-4%
Revenue Veh. Miles	202,316	246,320	-18%	2,249,794	2,346,775	-4%
Revenue Veh. Hours	19,897	18,041	10%	192,406	190,163	1%
Passengers/Mile	1.04	0.84	24%	0.96	0.88	9%
Passengers/Hour	10.58	11.45	-8%	11.24	10.87	3%
Preventable Accidents	6	3	100%	34	43	-21%
Mechanical Road Calls	51	57	-11%	465	495	-6%
Accidents/100,000 Miles	2.97	1.22	144%	1.51	1.83	-18%
Miles/Road Failure	3,967	4,321	-8%	4,838	4,741	2%
DEMAND RESPONSE						
Total Passengers	6,048	6,537	-7%	63,565	63,797	0%
System Generated Revenue				\$286,028	\$213,228	34%
Revenue Veh. Miles	44,337	42,414	5%	428,810	414,153	4%
Revenue Veh. Hours	3,055	3,035	1%	31,791	30,745	3%
Passengers/Mile	0.14	0.15	-11%	0.15	0.15	-4%
Passengers/Hour	1.98	2.15	-8%	2.00	2.08	-4%
Preventable Accidents	0.00	1.00	-100%	0.00	3.00	-100%
Mechanical Road Calls	6.00	5.00	20%	49.00	50.00	-2%
Accidents/100,000 Miles	0.00	2.36	-100%	0.00	0.72	-100%
Miles/Road Failure	7,390	8,483	-13%	8,751	8,283	6%
CHARTER SERVICE						
Charters	17	202	-92%	0	0	N/A
Sports Charters	916	8	11350%	0	0	N/A
Total Passengers	960	8,419	-89%	98,442	99,794	-1%
Revenue						
Football Shuttle Charters	\$0	\$114,410	-100%	\$0	\$0	N/A
Other Sports - Boyd Sports, LLC	\$0	\$0	N/A	\$0	\$0	N/A
Total Miles	11.30	1141.00	-99%	11836.10	12717.80	-7%
Total Hours	2.08	240.80	-99%	2139.84	2327.45	-8%

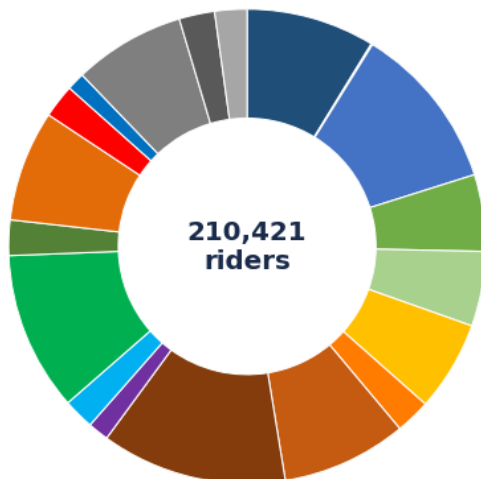
KAT RIDERSHIP CHARTS

June, 2026

Knoxville Area Transit · Route Performance & System Overview

Fixed route riders	LIFT passengers	Charter passengers	Total all services
210,421	6,048	960	217,429
▲ 1.9% vs JUN-25	▼ 7.5% vs JUN-25	▼ 88.6% vs JUN-25	▼ 1.8% vs JUN-25

RIDERSHIP BY ROUTE — JUN-26



1 - Downtown Connector: 18,348 (8.7%)	10 - Sequoyah Hills: 200 (0.1%)
11 - Kingston Pike: 23,776 (11.3%)	12 - Western Ave: 11,004 (5.2%)
15 - Woodland Crosstown: 10,715 (5.1%)	16 - Cedar Bluff: 12,904 (6.1%)
17 - Sutherland/Bearden: 4,989 (2.4%)	20 - Central Street: 17,878 (8.5%)
22 - Broadway: 26,498 (12.6%)	23 - Millertown: 2,980 (1.4%)
24 - Inskip/Breda: 4,418 (2.1%)	31 - Magnolia Ave: 22,800 (10.8%)
32 - Dandridge Ave: 5,074 (2.4%)	34 - Burlington: 15,901 (7.6%)
37 - Morningside/Riverside: 4,789 (2.3%)	40 - South Knoxville: 2,565 (1.2%)
41 - Chapman Hwy: 15,917 (7.6%)	42 - Ft Sanders/UT: 5,071 (2.4%)
45 - Vestal: 4,594 (2.2%)	

ROUTE TRENDS — JUL-25 TO JUN-26

See following pages for all 20 route trend charts



KAT RIDERSHIP CHARTS

June, 2026

Route Trend Charts · January 2025 to June, 2026

1 - 1 - Downtown Connector



10 - 10 - Sequoyah Hills



11 - 11 - Kingston Pike



12 - 12 - Western Ave



15 - 15 - Woodland Crosstown



16 - 16 - Cedar Bluff





KAT RIDERSHIP CHARTS

June, 2026

Route Trend Charts · January 2025 to June, 2026

17 - 17 - Sutherland/Bearden



20 - 20 - Central Street



22 - 22 - Broadway



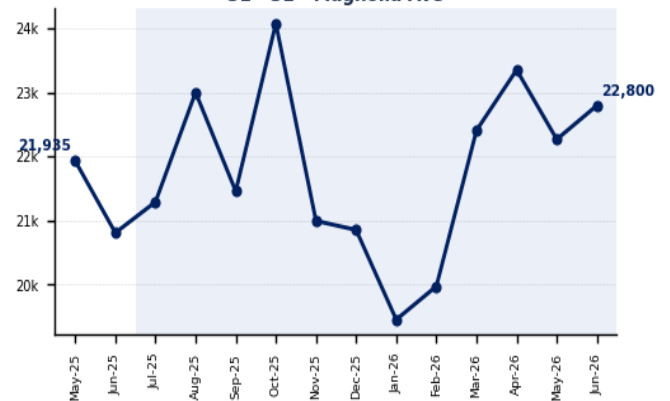
23 - 23 - Millertown



24 - 24 - Inskip/Breda



31 - 31 - Magnolia Ave





KAT RIDERSHIP CHARTS

June, 2026

Route Trend Charts · January 2025 to June, 2026

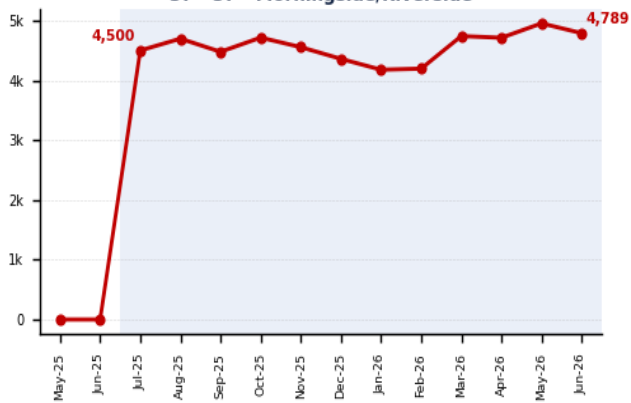
32 - 32 - Dandridge Ave



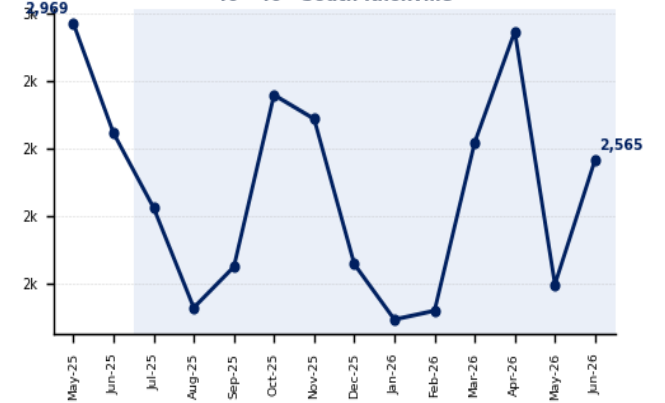
34 - 34 - Burlington



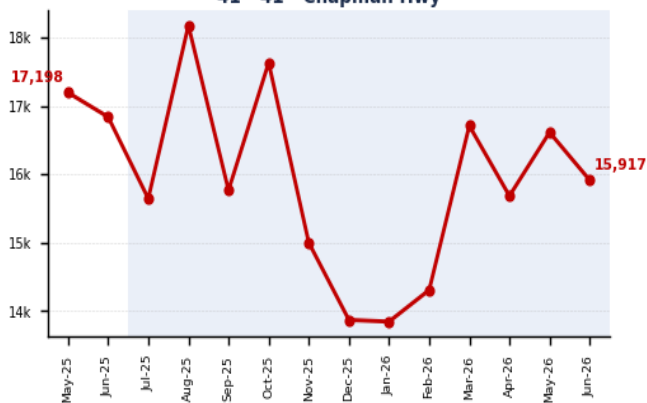
37 - 37 - Morningside/Riverside



40 - 40 - South Knoxville



41 - 41 - Chapman Hwy



42 - 42 - Ft Sanders/UT

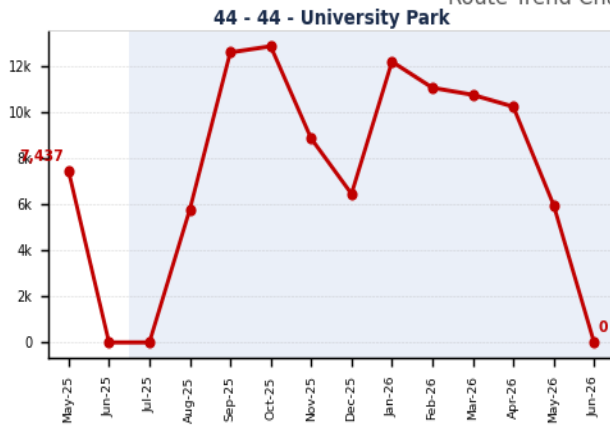




KAT RIDERSHIP CHARTS

June, 2026

Route Trend Charts · January 2025 to June, 2026





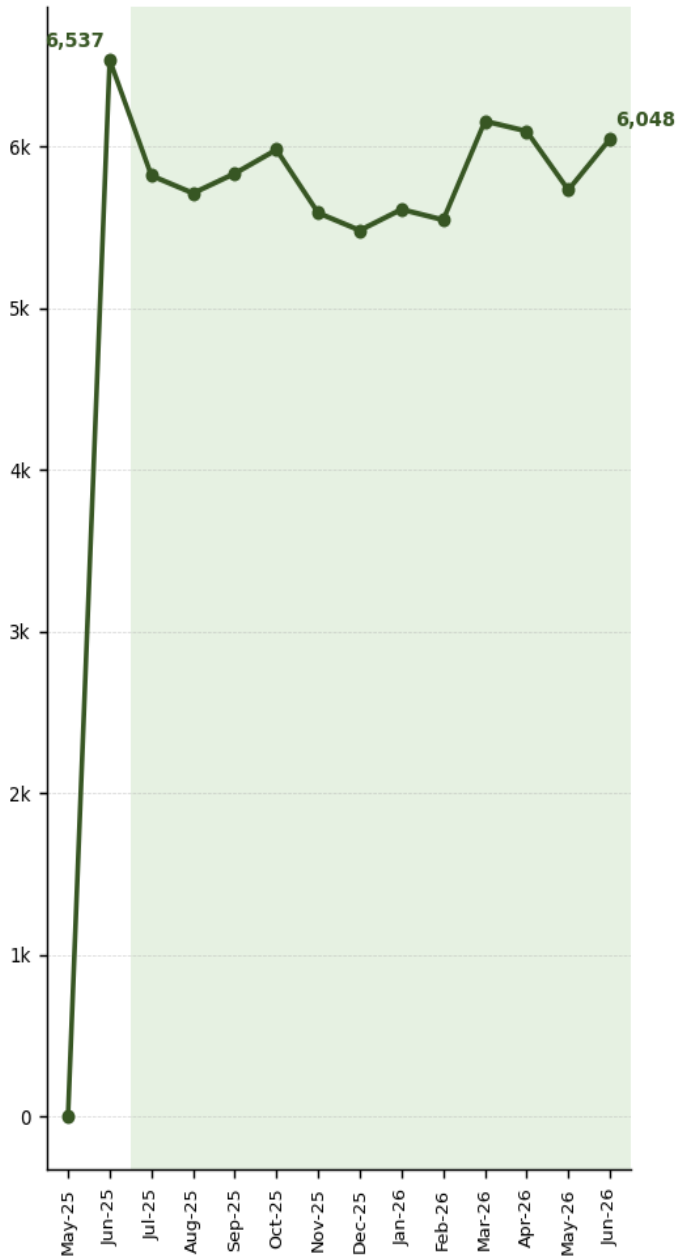
KAT RIDERSHIP CHARTS

June, 2026

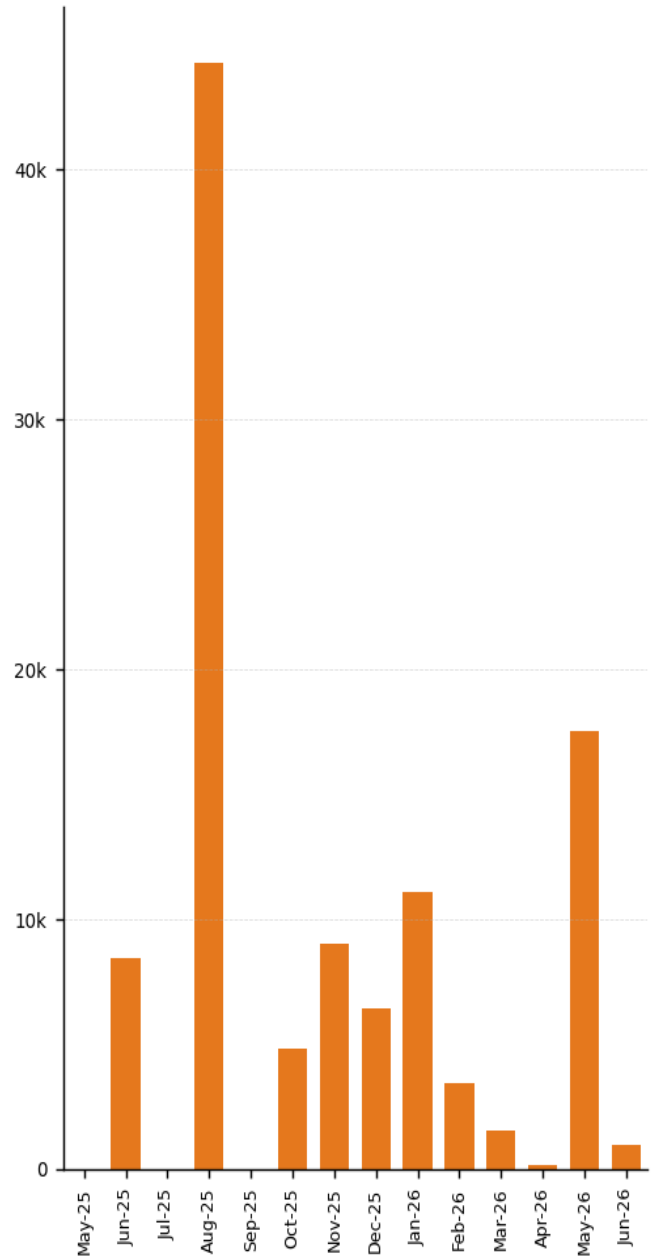
LIFT Demand Response & Charter Services

LIFT & CHARTER SERVICES

Lift — demand response



Charter services passengers



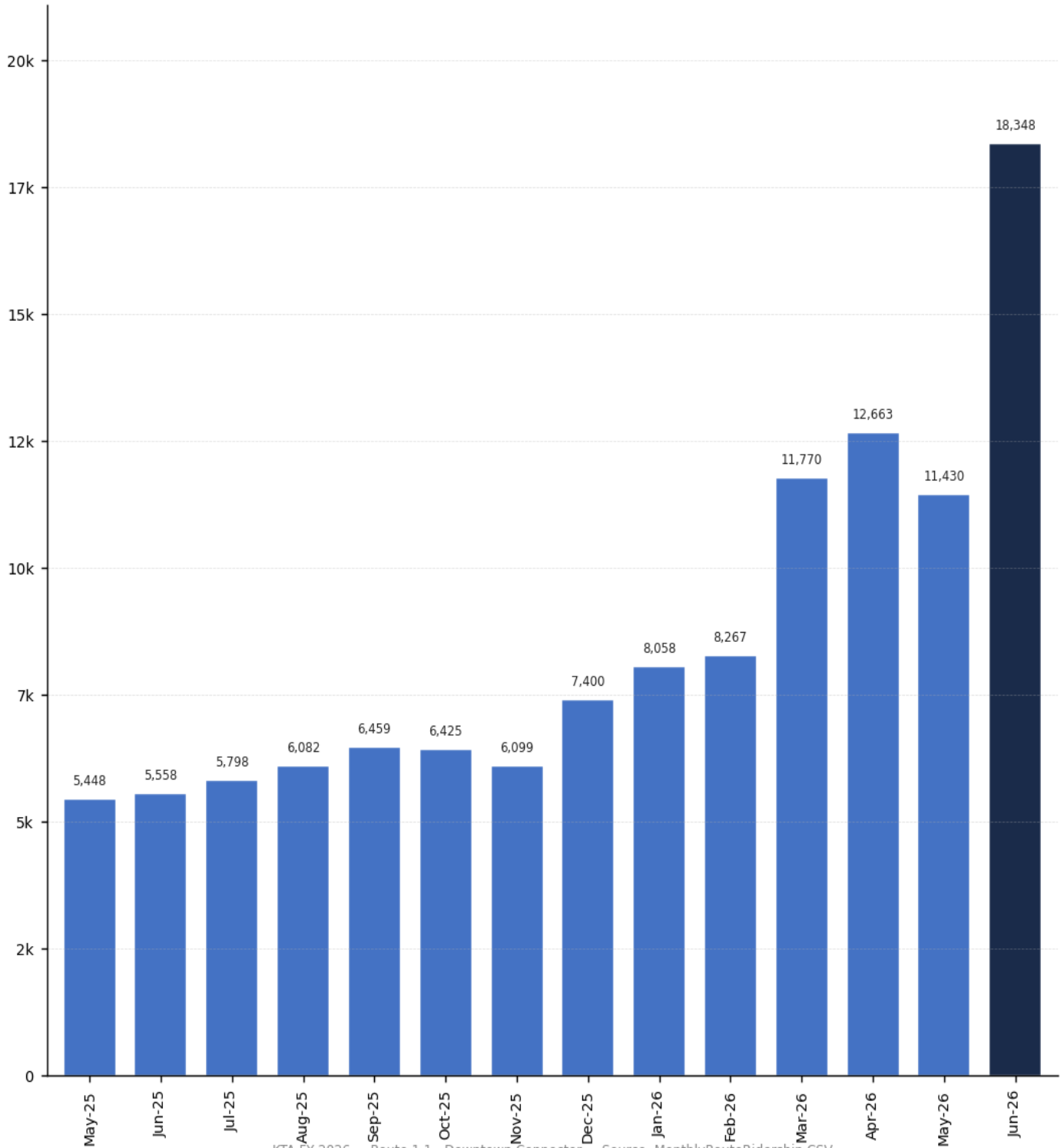


KAT RIDERSHIP CHARTS

1 — 1 - Downtown Connector

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



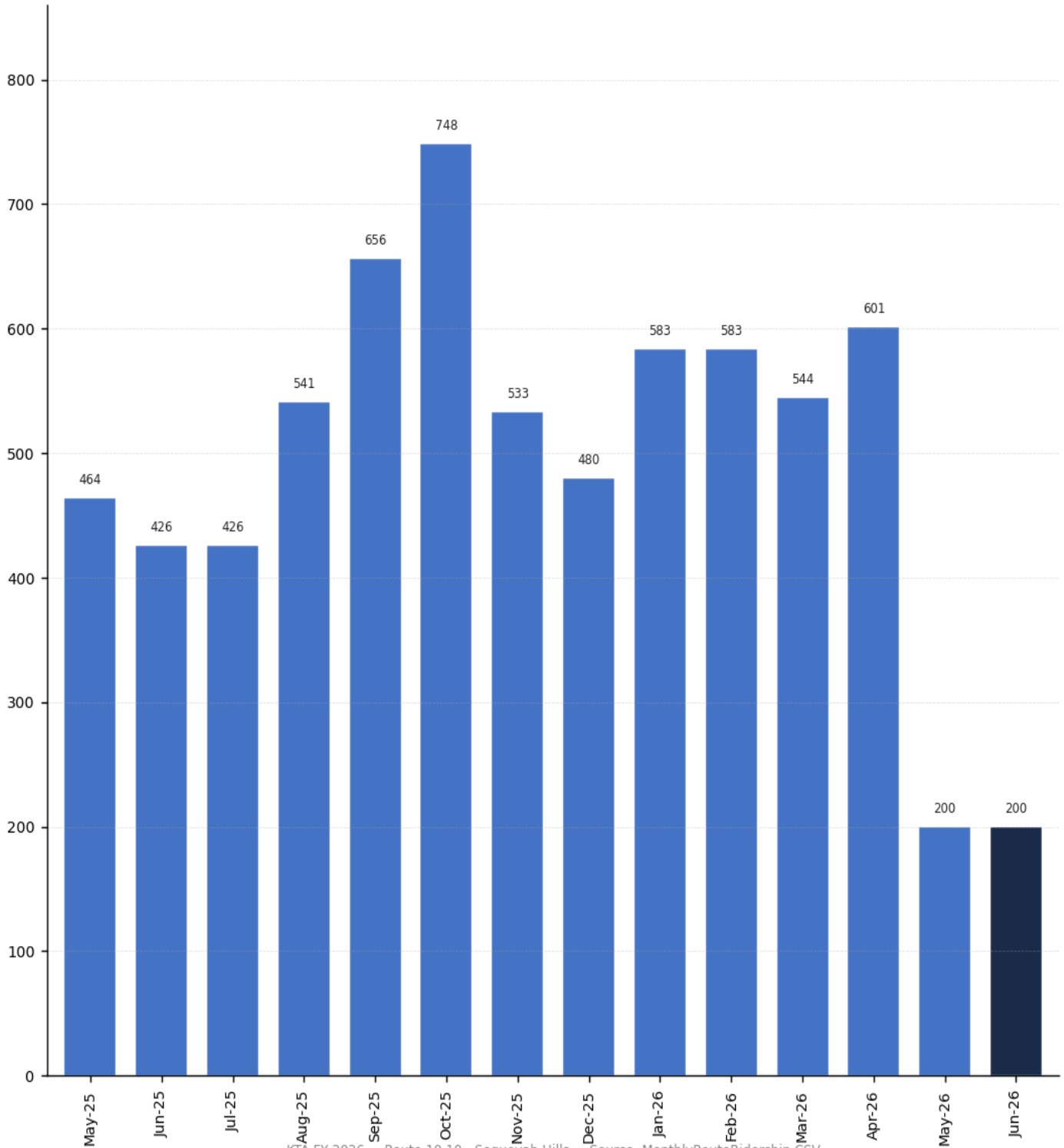


KAT RIDERSHIP CHARTS

10 — 10 - Sequoyah Hills

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



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

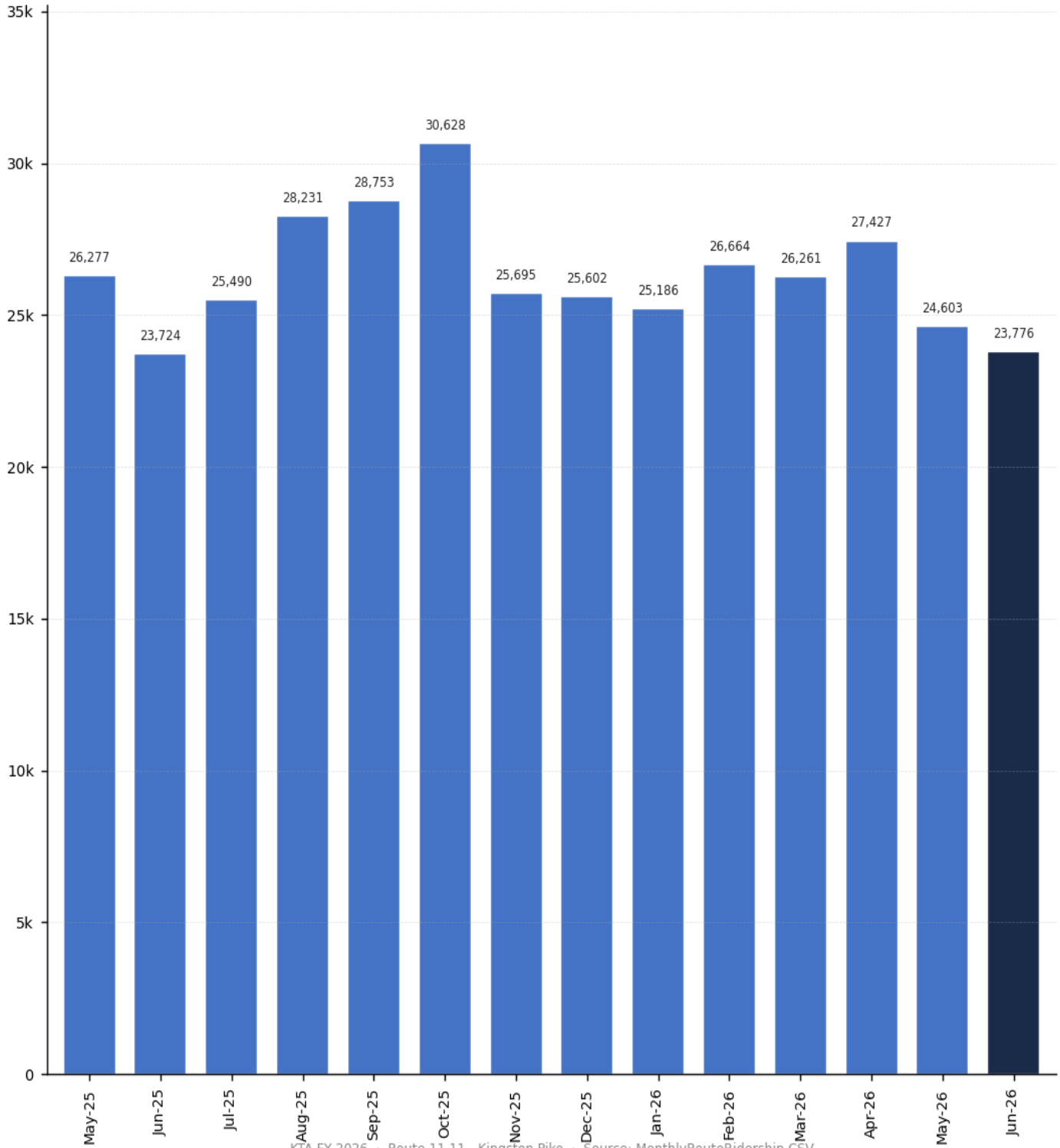


KAT RIDERSHIP CHARTS

11 — 11 - Kingston Pike

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



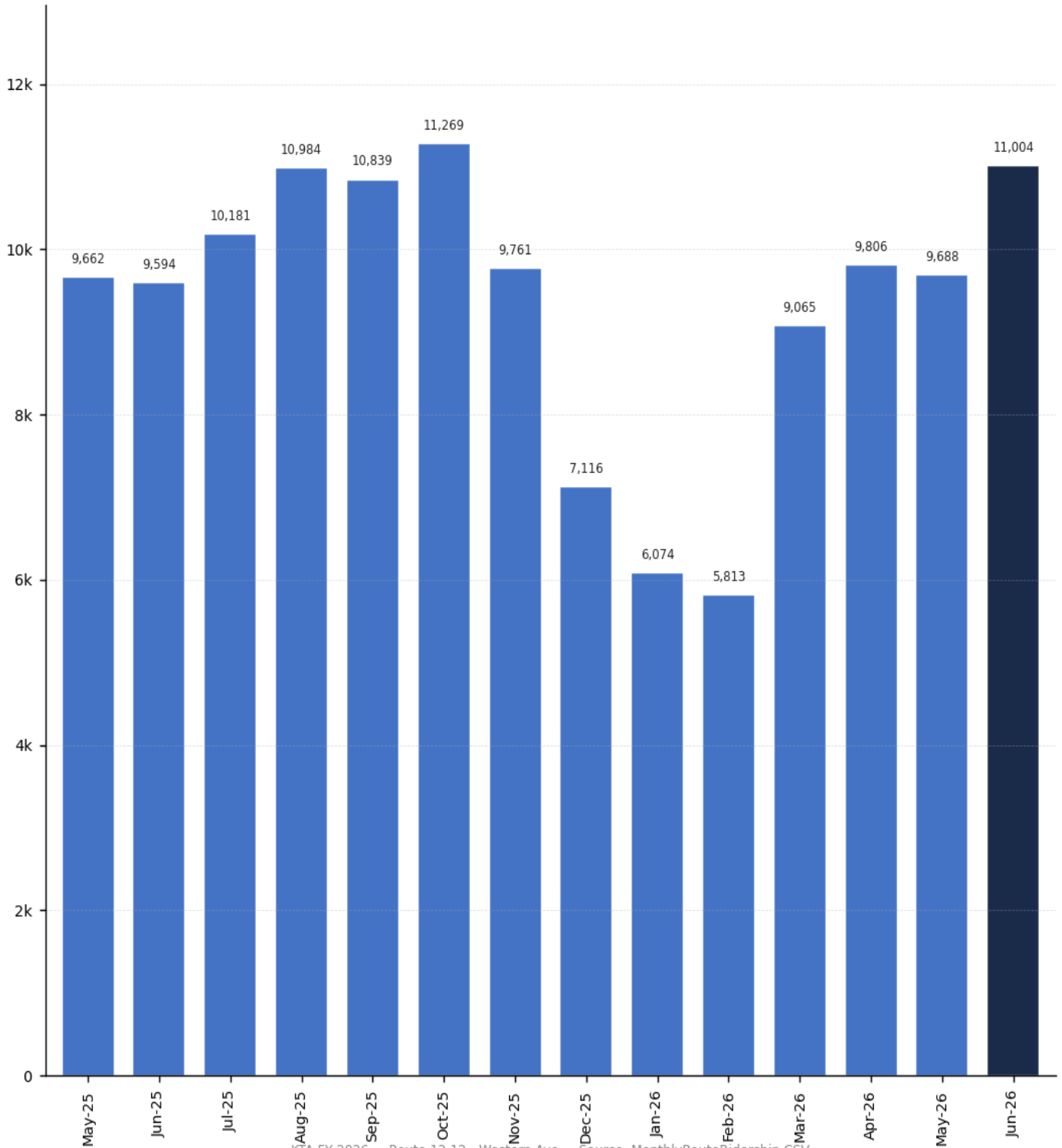


KAT RIDERSHIP CHARTS

12 — 12 - Western Ave

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



KTA FY 2026 · Route 12 12 - Western Ave · Source: MonthlyRouteRidership CSV

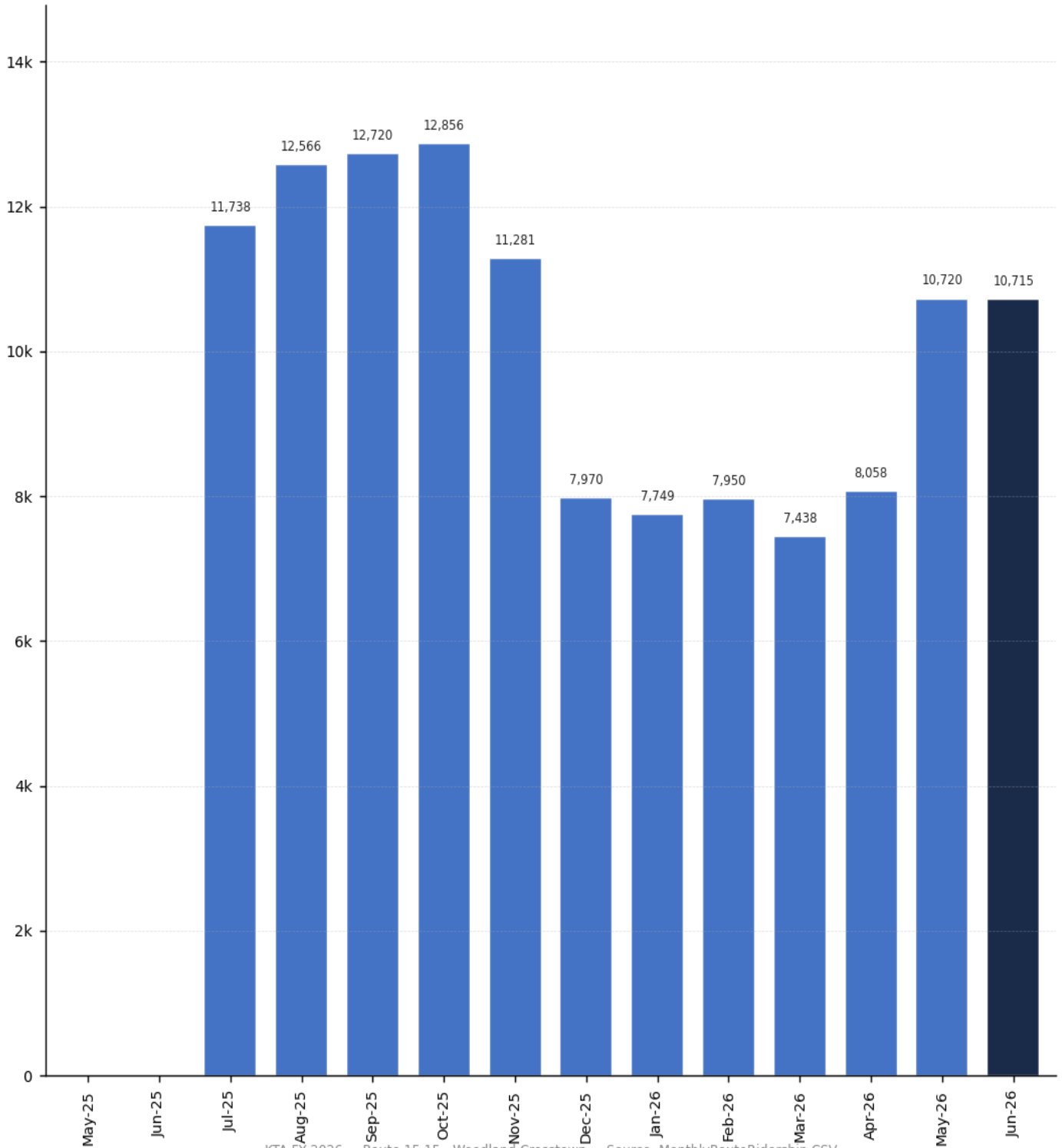


KAT RIDERSHIP CHARTS

15 — 15 - Woodland Crosstown

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



KTA FY 2026 · Route 15 15 - Woodland Crosstown · Source: MonthlyRouteRidership CSV

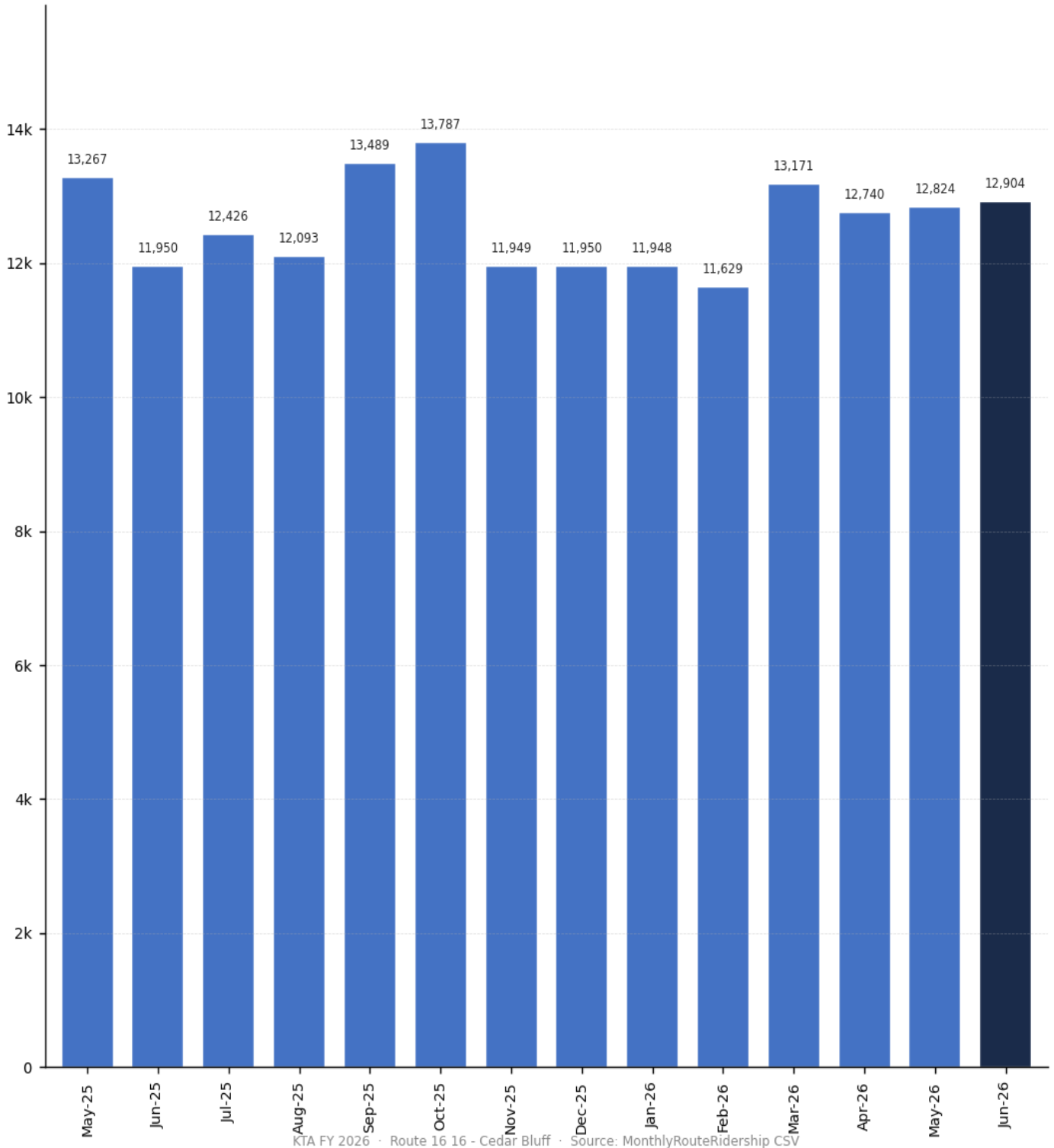


KAT RIDERSHIP CHARTS

16 — 16 - Cedar Bluff

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



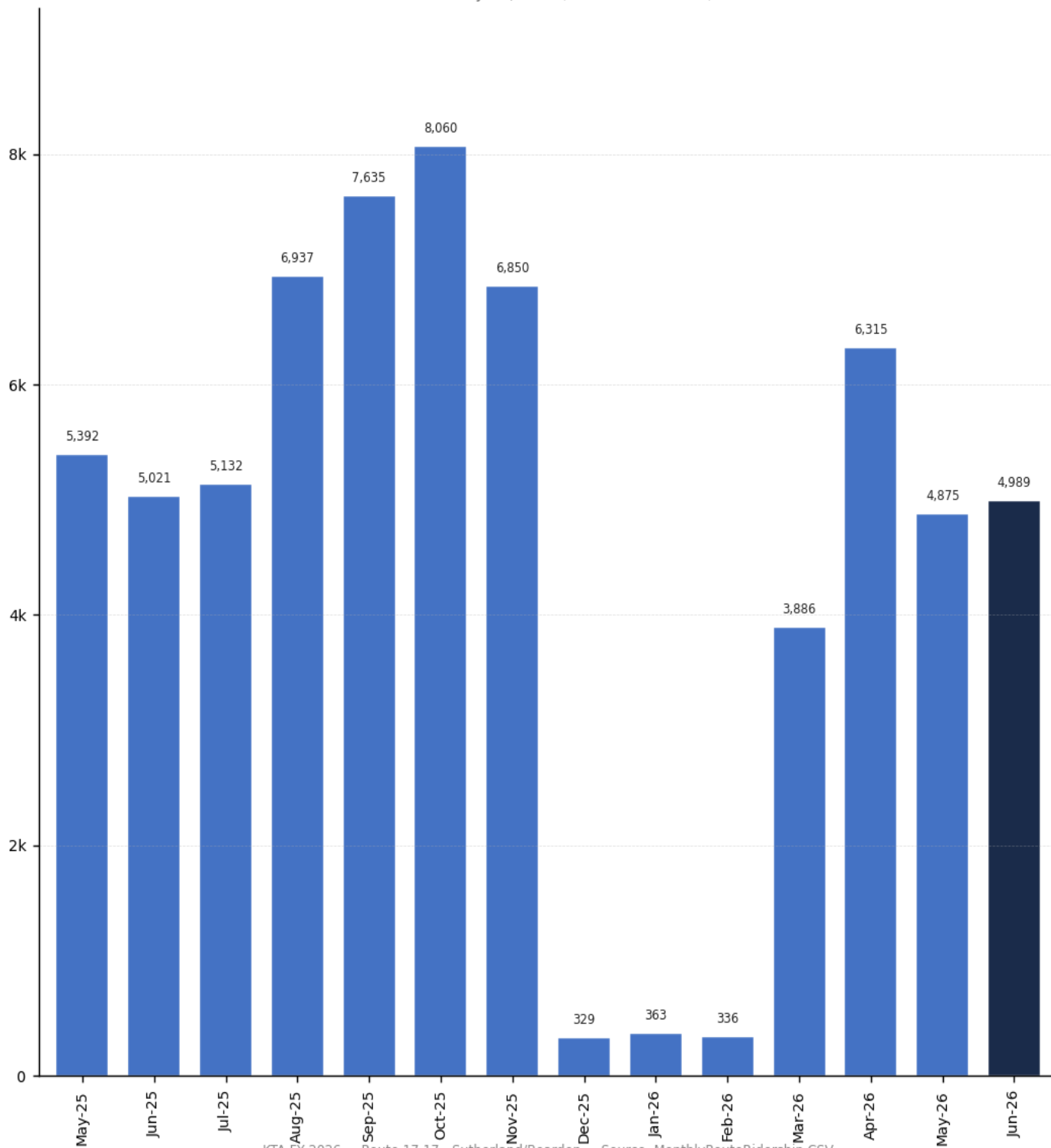


KAT RIDERSHIP CHARTS

17 — 17 - Sutherland/Bearden

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



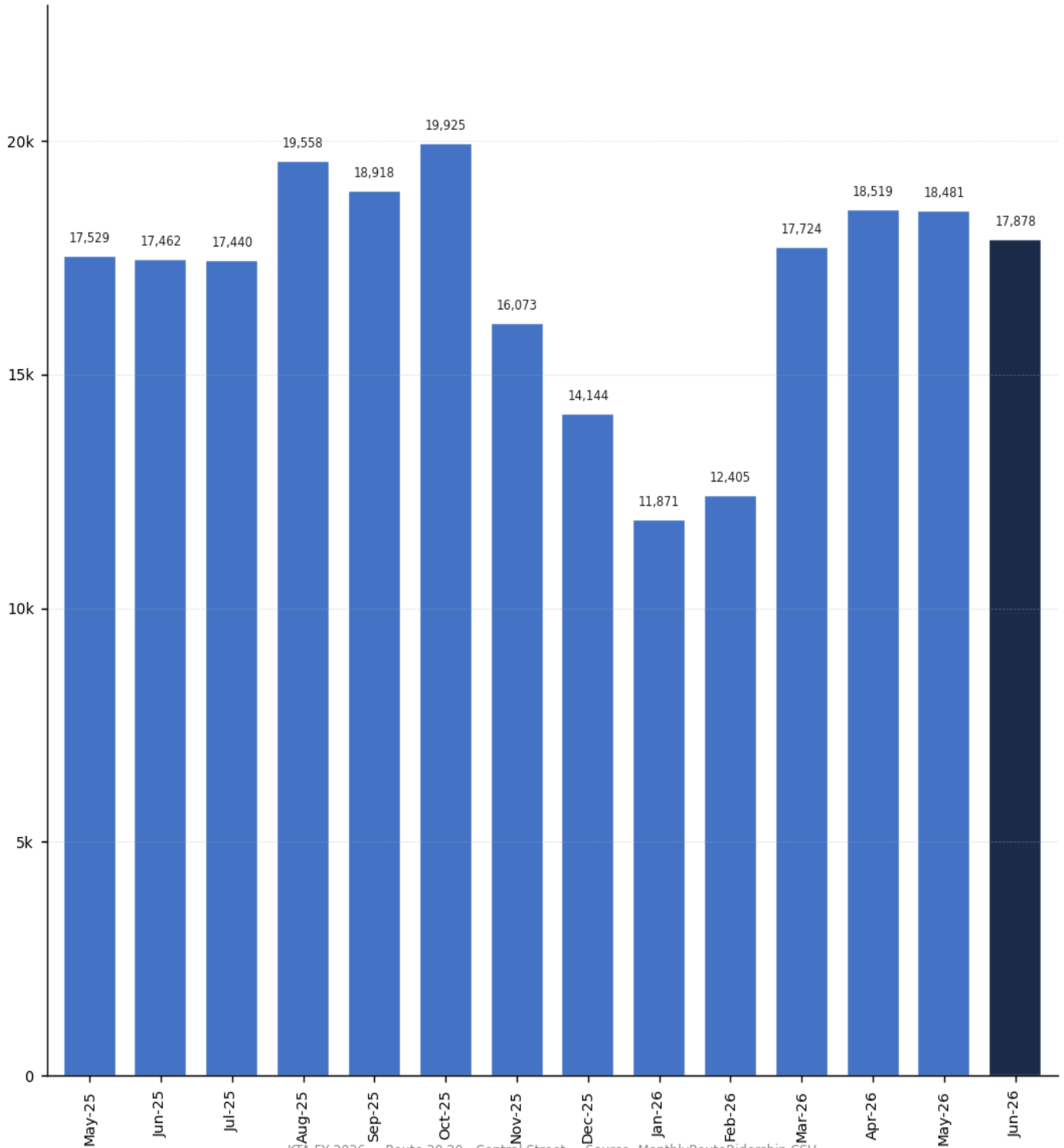


KAT RIDERSHIP CHARTS

20 — 20 - Central Street

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



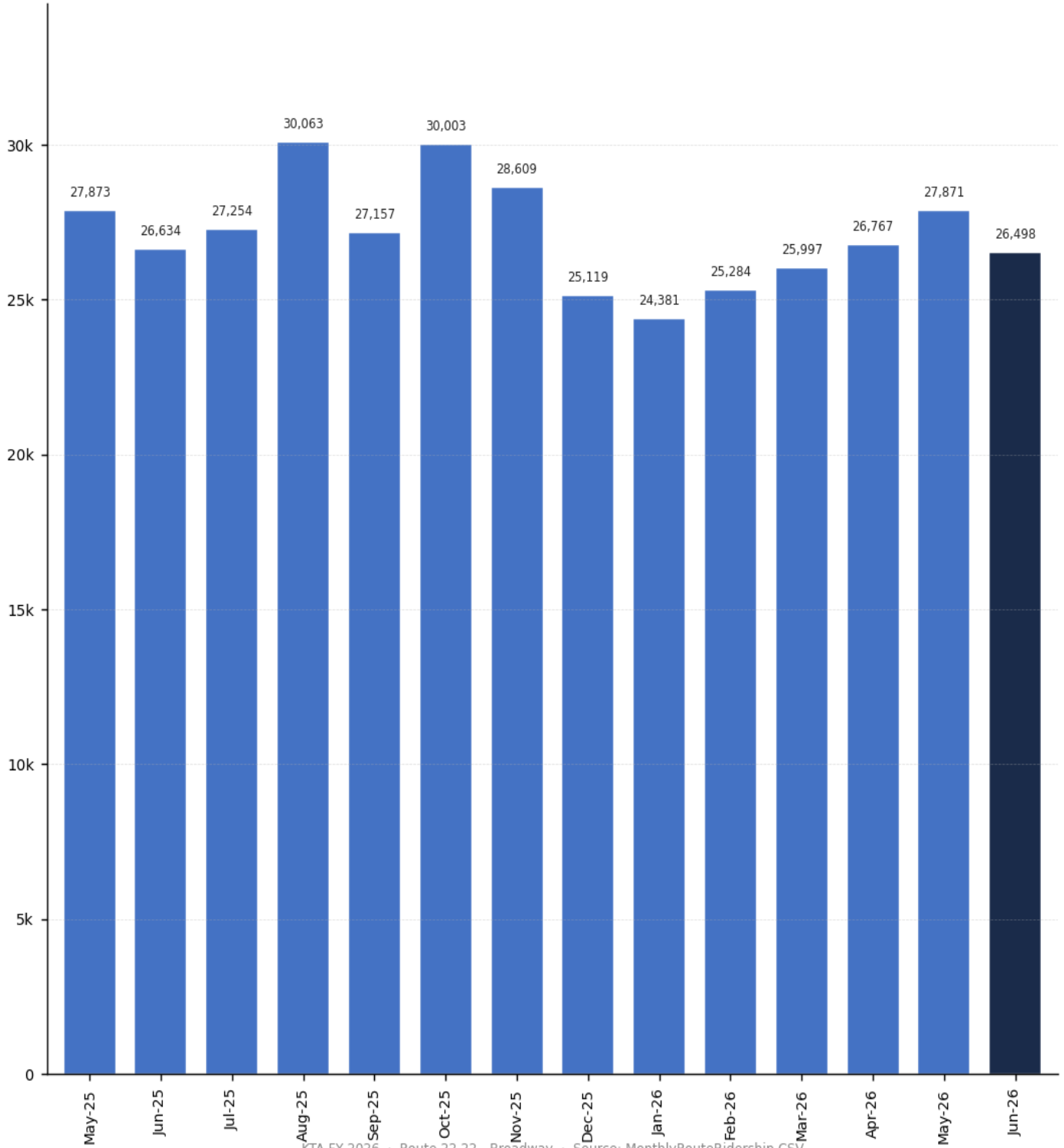


KAT RIDERSHIP CHARTS

22 — 22 - Broadway

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



KTA FY 2026 · Route 22 22 - Broadway · Source: MonthlyRouteRidership CSV

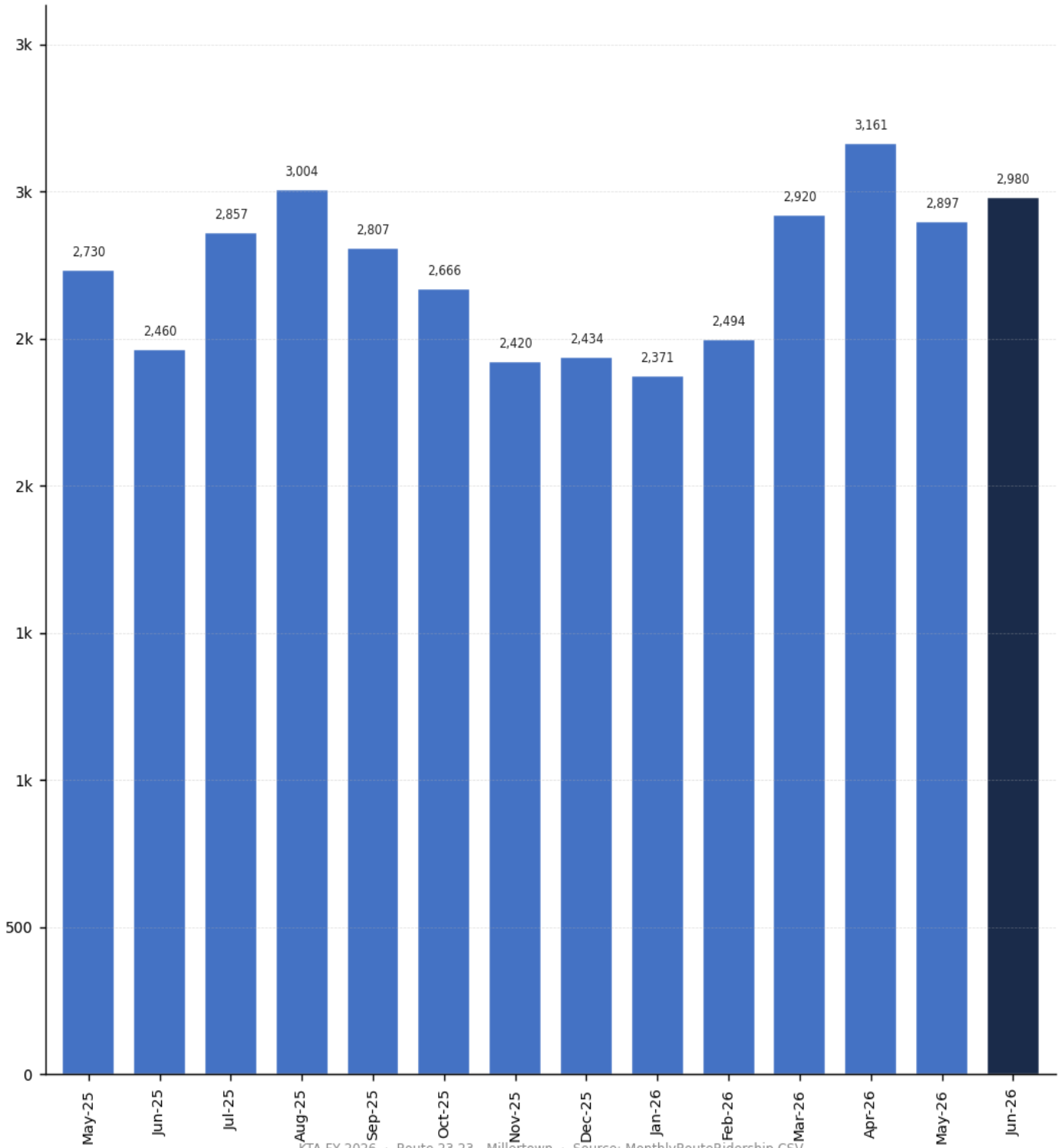


KAT RIDERSHIP CHARTS

23 — 23 - Millertown

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



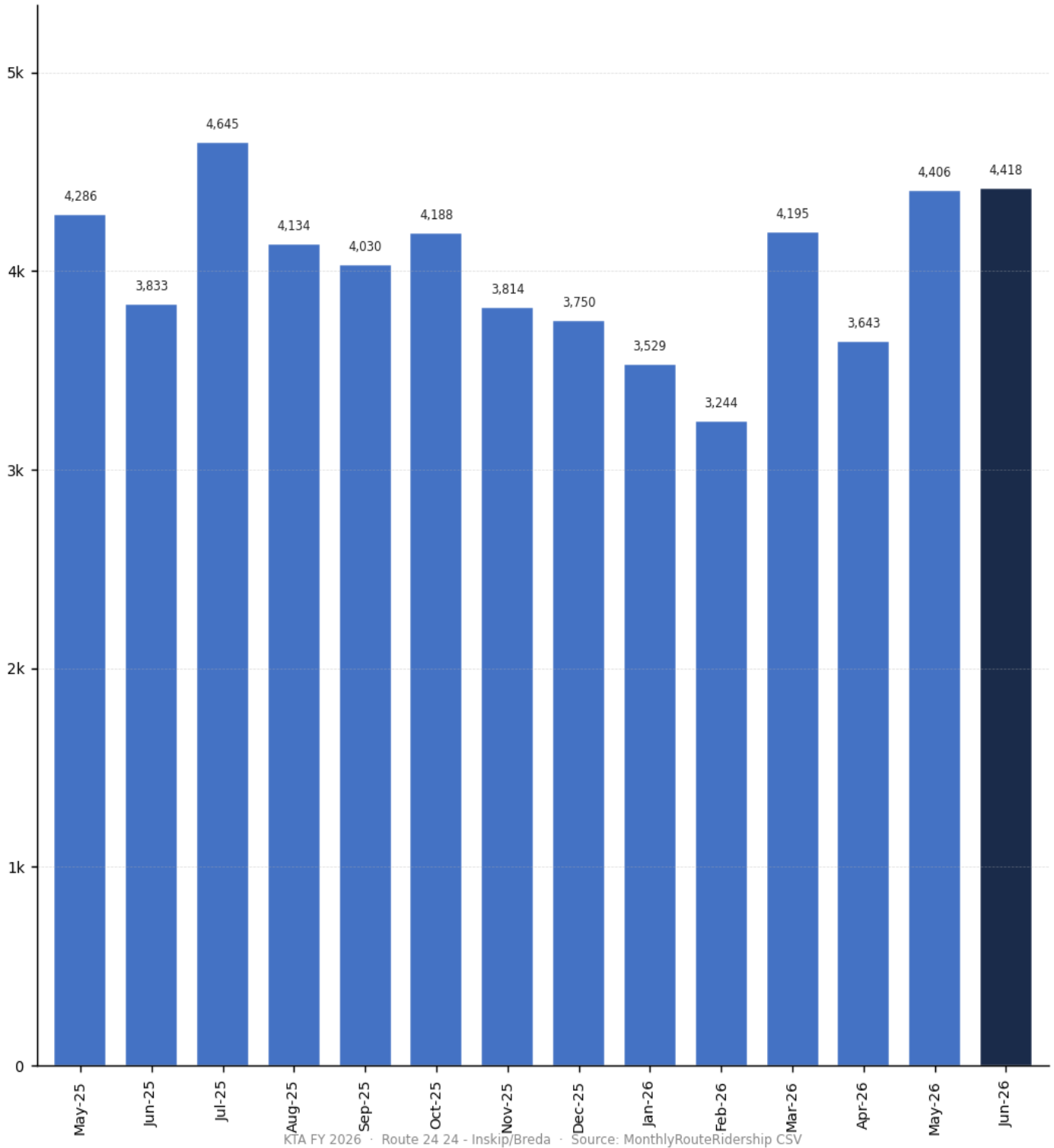


KAT RIDERSHIP CHARTS

24 — 24 - Inskip/Breda

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



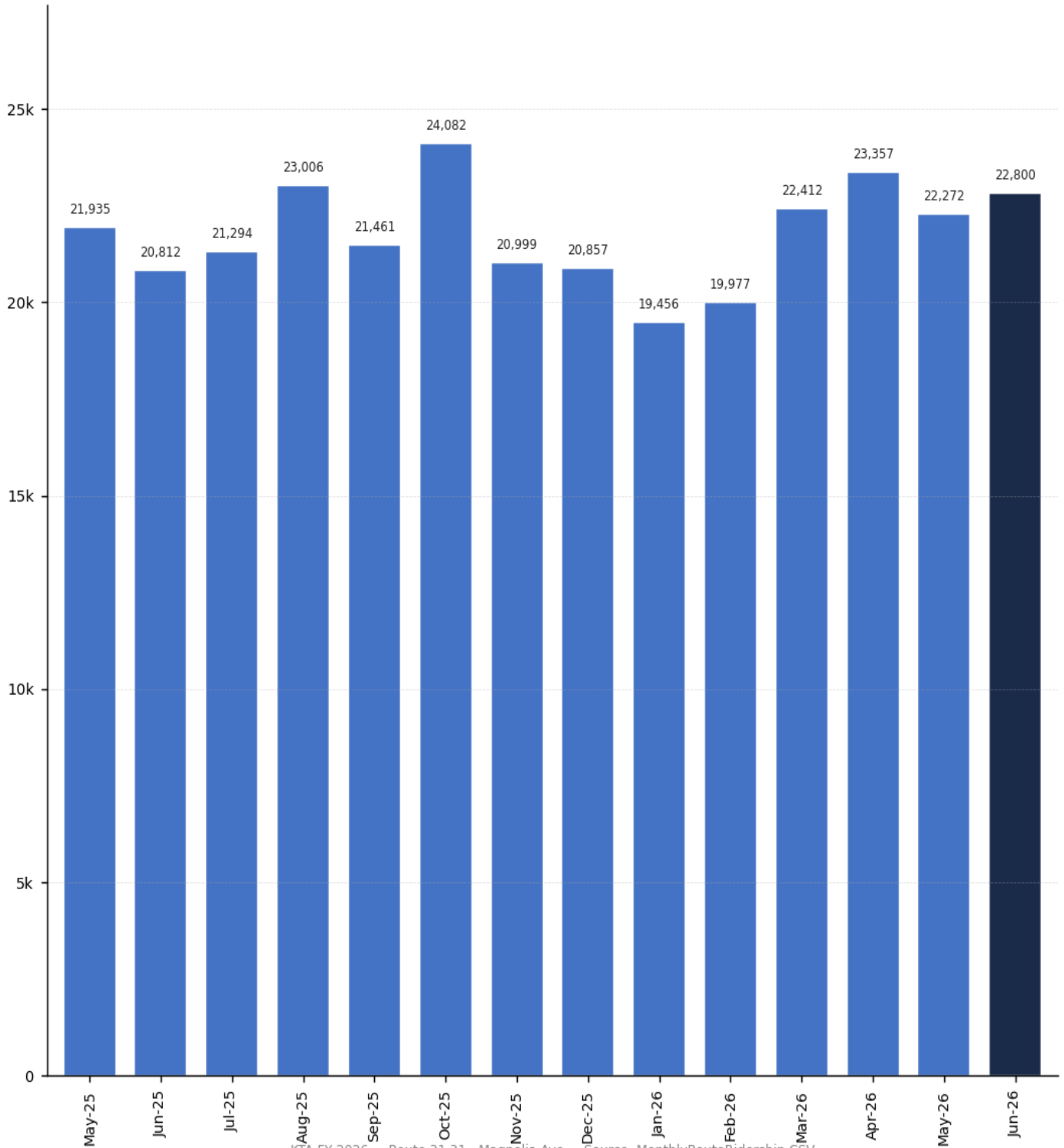


KAT RIDERSHIP CHARTS

31 — 31 - Magnolia Ave

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



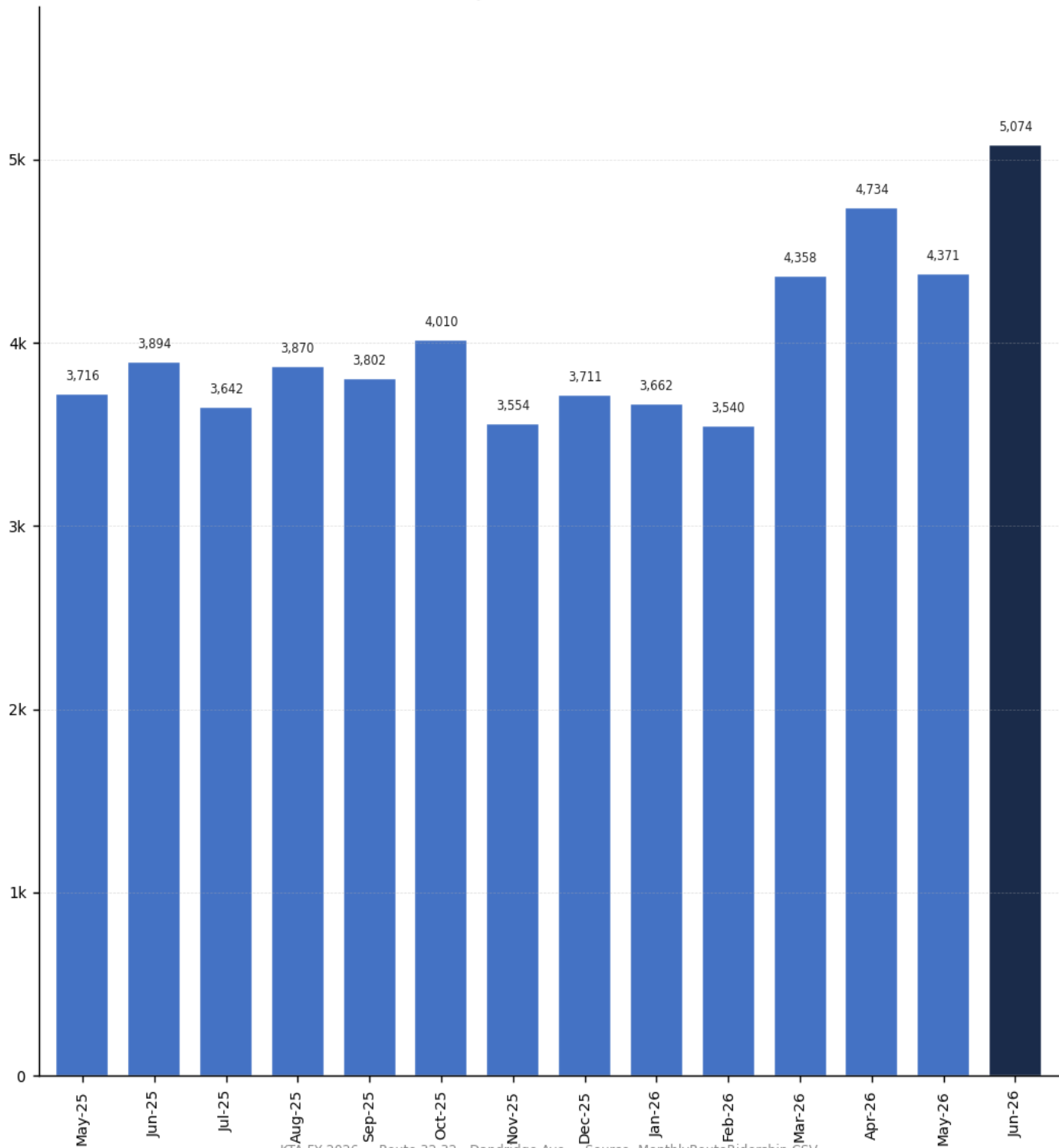


KAT RIDERSHIP CHARTS

32 — 32 - Dandridge Ave

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



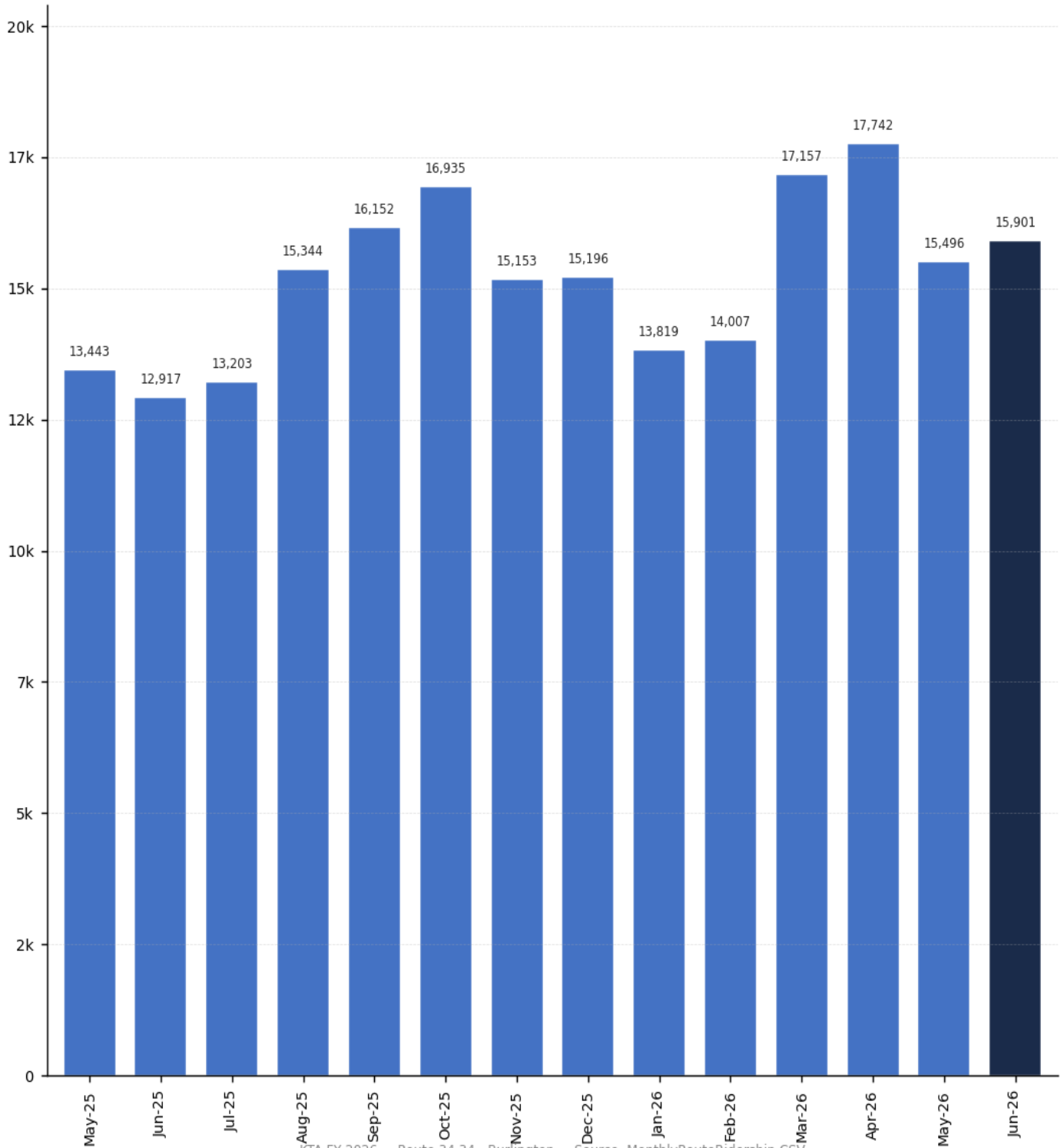


KAT RIDERSHIP CHARTS

34 — 34 - Burlington

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



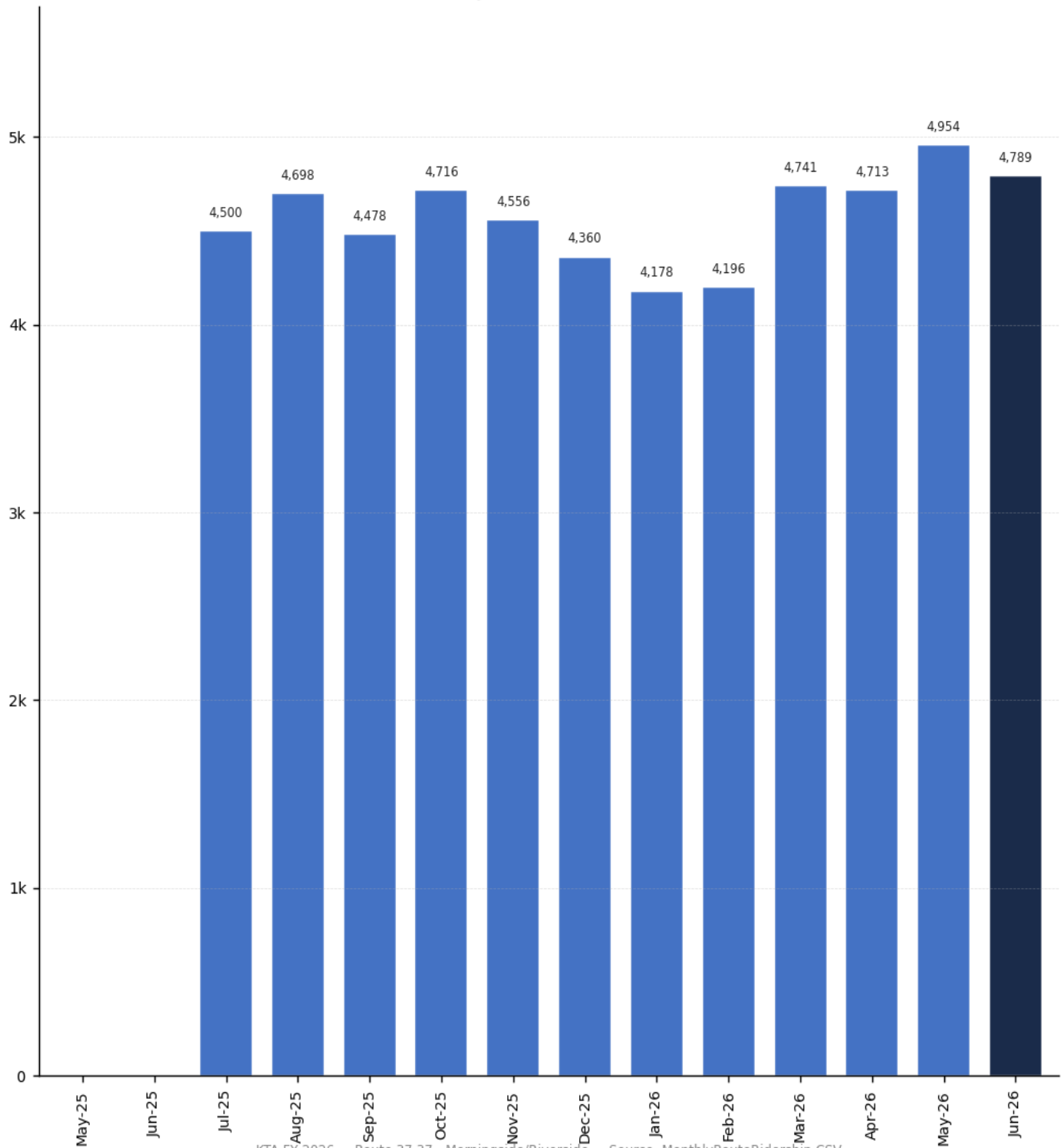


KAT RIDERSHIP CHARTS

37 — 37 - Morningside/Riverside

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



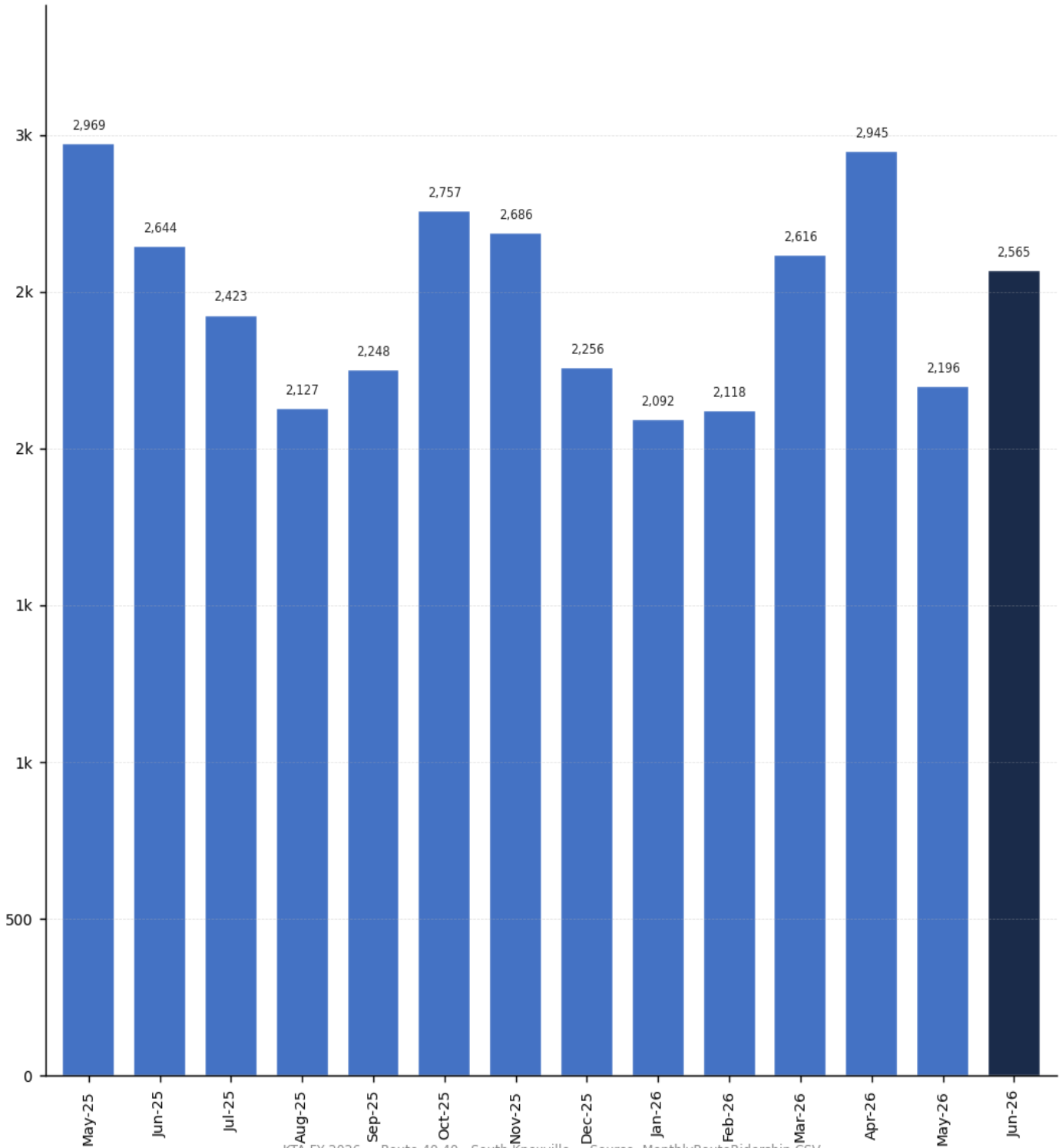


KAT RIDERSHIP CHARTS

40 — 40 - South Knoxville

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



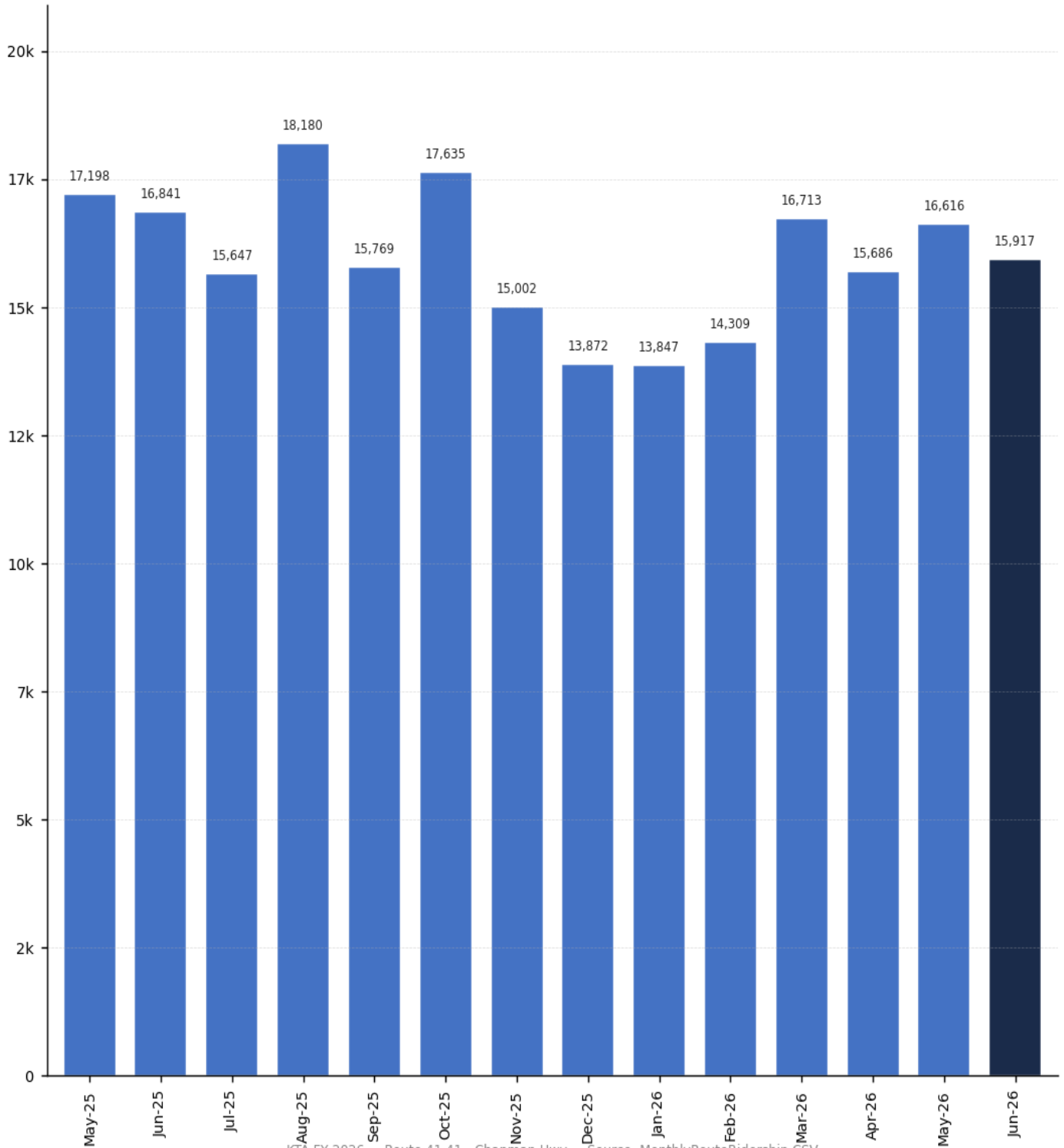


KAT RIDERSHIP CHARTS

41 — 41 - Chapman Hwy

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



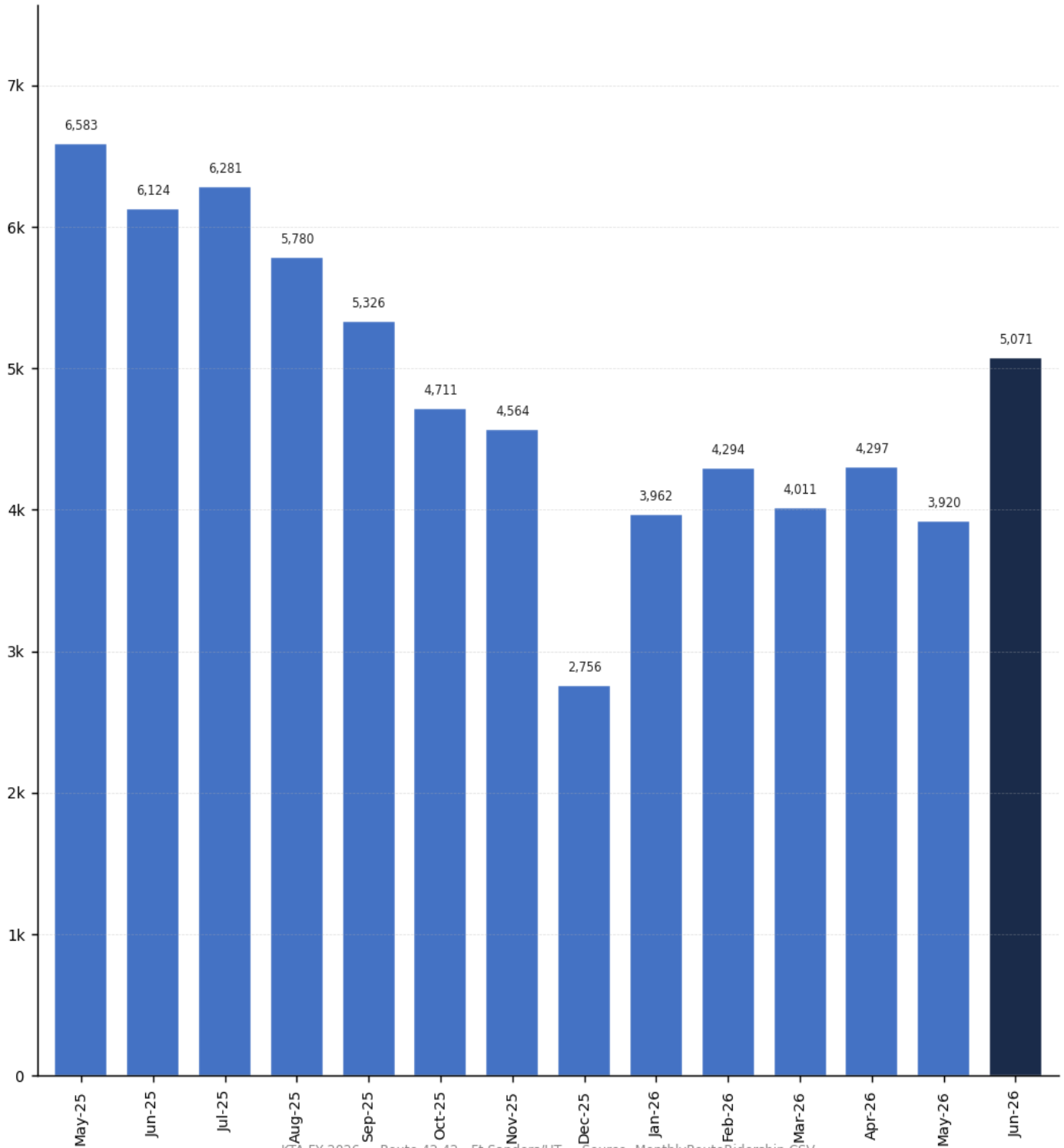


KAT RIDERSHIP CHARTS

42 — 42 - Ft Sanders/UT

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



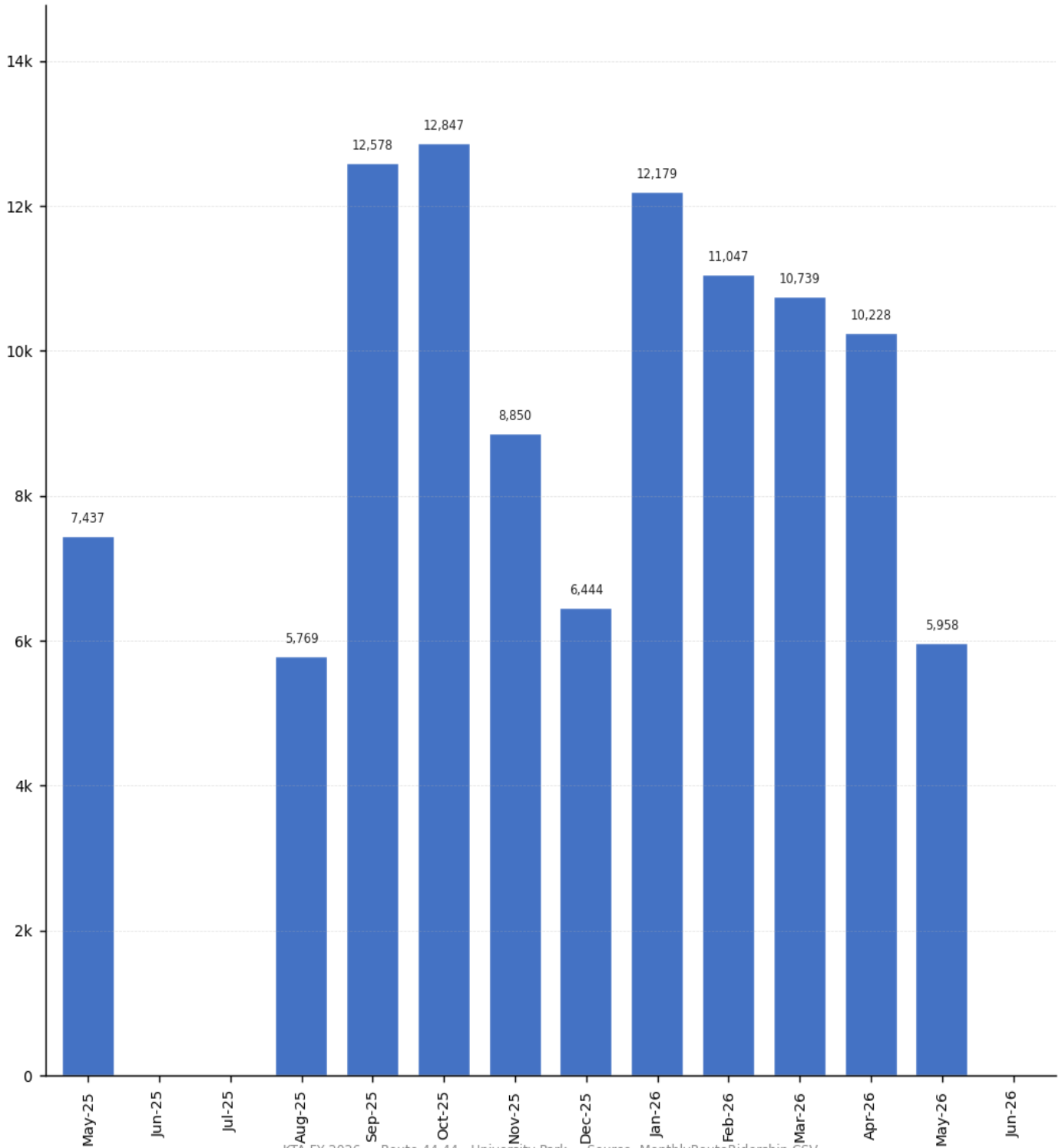


KAT RIDERSHIP CHARTS

44 — 44 - University Park

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)



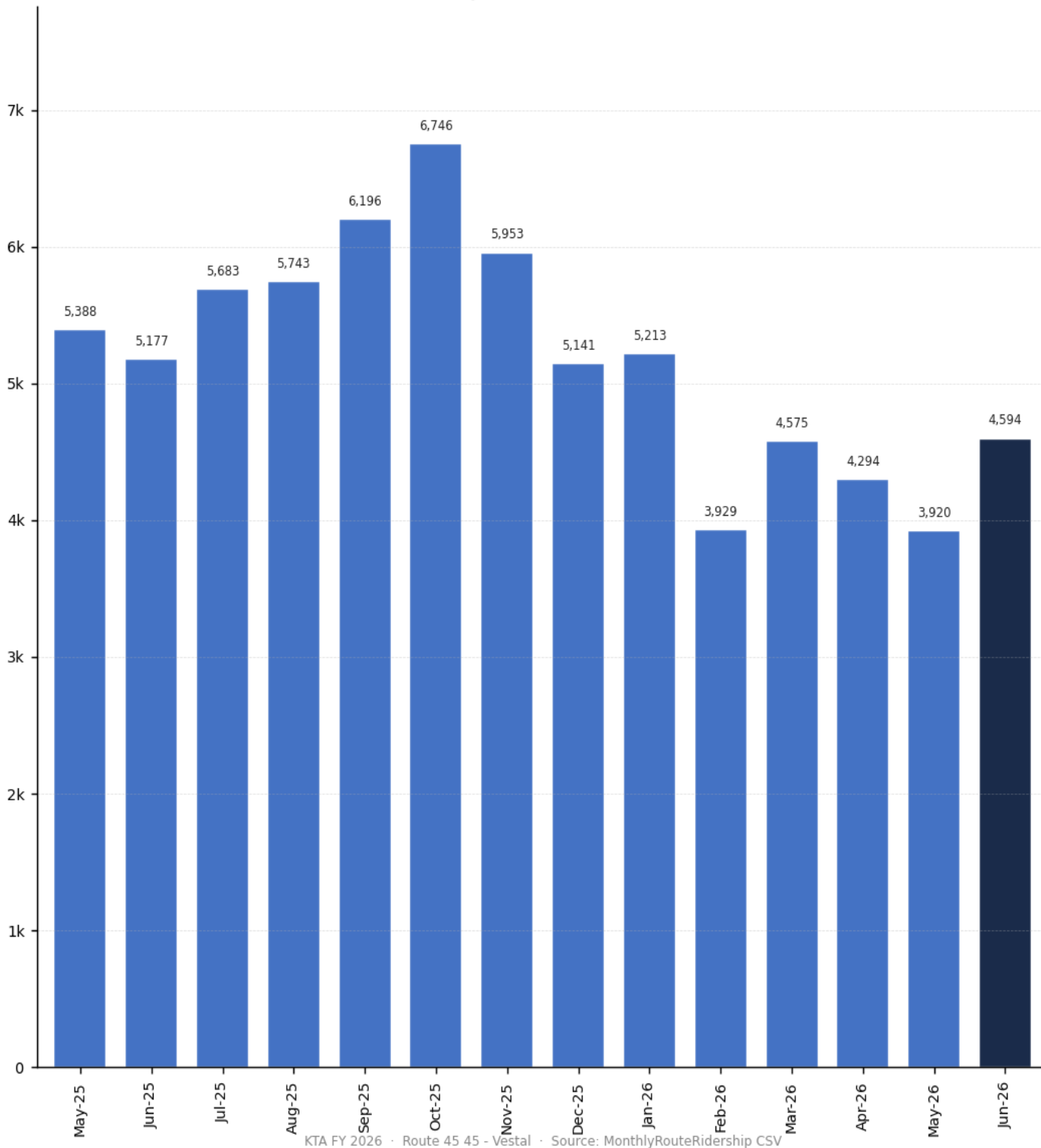


KAT RIDERSHIP CHARTS

45 — 45 - Vestal

Monthly Ridership · January 2025 to June, 2026

Dark blue = June, 2026 (most recent month)





KAT RIDERSHIP

June 2019



ROUTE #	ROUTE NAME	FY19	FY18	% CHANGE	YTD/FY19	YTD/FY18	% CHANGE
10	Sequoyah Hills	143	223	-35.9%	3,953	4,446	-11.1%
11	Kingston Pike	24,317	27,011	-10.0%	318,148	332,286	-4.3%
12	Western Ave	12,705	13,320	-4.6%	159,535	154,009	3.6%
13	Beaumont	2,499	2,563	-2.5%	34,623	32,915	5.2%
16	Cedar Bluff Connector	2,444	2,954	-17.3%	34,216	36,711	-6.8%
17	Sutherland/Bearden	6,818	7,057	-3.4%	89,262	87,762	1.7%
19	Lakeshore / Lonas Connector	529	696	-24.0%	6,914	7,375	-6.3%
20	Central Ave. / Clinton Hwy	10,604	11,439	-7.3%	129,001	129,197	-0.2%
21	Lincoln Park	3,020	3,948	-23.5%	41,099	46,029	-10.7%
22	Broadway	24,852	25,095	-1.0%	295,073	287,058	2.8%
23	Millertown	5,028	5,676	-11.4%	61,001	61,547	-0.9%
24	Inskip/Breda Rd	2,582	2,701	-4.4%	29,961	30,017	-0.2%
30	Parkridge	3,178	2,831	12.3%	34,916	29,045	20.2%
31	Magnolia Ave.	17,538	19,374	-9.5%	224,618	233,665	-3.9%
32	Dandridge	5,943	6,952	-14.5%	74,978	74,334	0.9%
33	M.L.K.	3,305	3,449	-4.2%	41,760	44,490	-6.1%
34	Burlington	6,218	5,796	7.3%	70,937	61,453	15.4%
40	South Knoxville	3,742	3,718	0.6%	44,110	46,537	-5.2%
41	Chapman Hwy	12,250	12,270	-0.2%	144,110	140,700	2.4%
42	UT/Ft. Sanders Hospitals	3,454	3,360	2.8%	42,460	37,477	13.3%
44	University Park	-	-	0.0%	67,455	42,308	59.4%
45	Vestal	4,627	5,001	-7.5%	59,534	60,070	-0.9%
90	Crosstown	6,942	6,888	0.8%	87,371	81,003	7.9%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		162,738	172,322	-5.6%	2,095,035	2,060,434	1.7%
82	Orange Line Trolley	14,309	18,542	-22.8%	216,016	221,712	-2.6%
84	Green Line Trolley	9,519	10,807	-11.9%	118,049	116,399	1.4%
86	Blue Line Trolley	18,755	20,638	-9.1%	256,191	235,686	8.7%
SUBTOTAL		42,583	49,987	-14.8%	590,256	573,797	2.9%
TOTAL PASSENGERS WITH TROLLEYS		205,321	222,309	-7.6%	2,685,291	2,634,231	1.9%
LIFT SERVICE		5,267	5,592	-5.8%	66,578	60,394	10.2%
TOTAL SCHEDULED SERVICES		210,588	227,901	-7.6%	2,751,869	2,694,625	2.1%
TOTAL CHARTER SERVICES		480	2,426	-80.2%	45,076	54,392	-17.1%
GRAND TOTAL ALL KAT SERVICES		211,068	230,327	-8.4%	2,796,945	2,749,017	1.7%



KAT RIDERSHIP _APC

June 2026



ROUTE #	ROUTE NAME	FY26	FY25	% CHANGE	YTD/FY26	YTD/FY25	% CHANGE
1	Downtown Connector	18,348	5,558	230.1%	108,799	78,356	38.9%
10	Sequoyah Hills	200	426	-53.1%	6,095	5,107	19.3%
11	Kingston Pike	23,776	23,724	0.2%	318,316	318,809	-0.2%
12	Western Ave	11,004	9,594	14.7%	111,599	130,549	-14.5%
13	Beaumont	-	-	0.0%	-	3,809	-100.0%
15	Woodland Crosstown	10,715	10,920	-1.9%	121,762	108,560	12.2%
16	Cedar Bluff Connector	12,904	11,950	8.0%	150,910	134,086	12.5%
17	Sutherland/Bearden	4,989	5,021	-0.6%	55,706	80,990	-31.2%
20	Central Ave/Clinton Hwy	17,878	17,462	2.4%	202,936	203,580	-0.3%
21	Lincoln Park	-	-	0.0%	-	6,692	-100.0%
22	Broadway	26,498	26,634	-0.5%	325,003	338,059	-3.9%
23	Millertown	2,980	2,460	21.1%	33,011	33,515	-1.5%
24	Inskip/Breda Rd	4,418	3,833	15.3%	47,995	51,096	-6.1%
30	Parkridge	-	-	0.0%	-	6,594	-100.0%
31	Magnolia Ave.	22,800	20,812	9.6%	261,973	278,607	-6.0%
32	Dandridge	5,074	3,894	30.3%	48,328	50,869	-5.0%
33	M.L.K.	-	-	0.0%	-	9,017	-100.0%
34	Burlington	15,901	12,917	23.1%	186,106	149,195	24.7%
37	Morningside/Riverside	4,789	4,493	6.6%	54,880	44,792	22.5%
40	South Knoxville	2,565	2,644	-3.0%	29,030	41,515	-30.1%
41	Chapman Hwy	15,917	16,841	-5.5%	189,194	207,930	-9.0%
42	UT/Ft Sanders Hospitals	5,071	6,124	-17.2%	54,972	74,813	-26.5%
44	University Park	-	-	0.0%	96,639	121,486	-20.5%
45	Vestal	4,594	5,177	-11.3%	61,985	64,357	-3.7%
90	Crosstown	-	-	0.0%	-	15,926	-100.0%
	Other	-	-	0.0%	-	-	0.0%
SUBTOTAL		210,421	190,484	10.5%	2,465,239	2,558,309	-3.6%
82	Orange Line Trolley	-	-	0.0%	-	12,543	-100.0%
84	Green Line Trolley	-	-	0.0%	-	15,801	-100.0%
86	Blue Line Trolley	-	-	0.0%	-	37,053	-100.0%
SUBTOTAL		-	-	0.0%	-	65,397	-100.0%
TOTAL PASSENGERS WITH TROLLEYS		210,421	190,484	10.5%	2,465,239	2,623,706	-6.0%
LIFT SERVICE		6,048	6,229	-2.9%	67,678	67,859	-0.3%
KAT CONNECT		21	2	950.0%	120	47	155.3%
TOTAL SCHEDULED SERVICES		216,490	196,715	10.1%	2,532,917	2,691,565	-5.9%
TOTAL CHARTER SERVICES		960	15,470	-93.8%	69,958	88,429	-20.9%
GRAND TOTAL ALL KAT SERVICES		217,450	212,185	2.5%	2,602,875	2,779,994	-6.4%

JUNE 2026

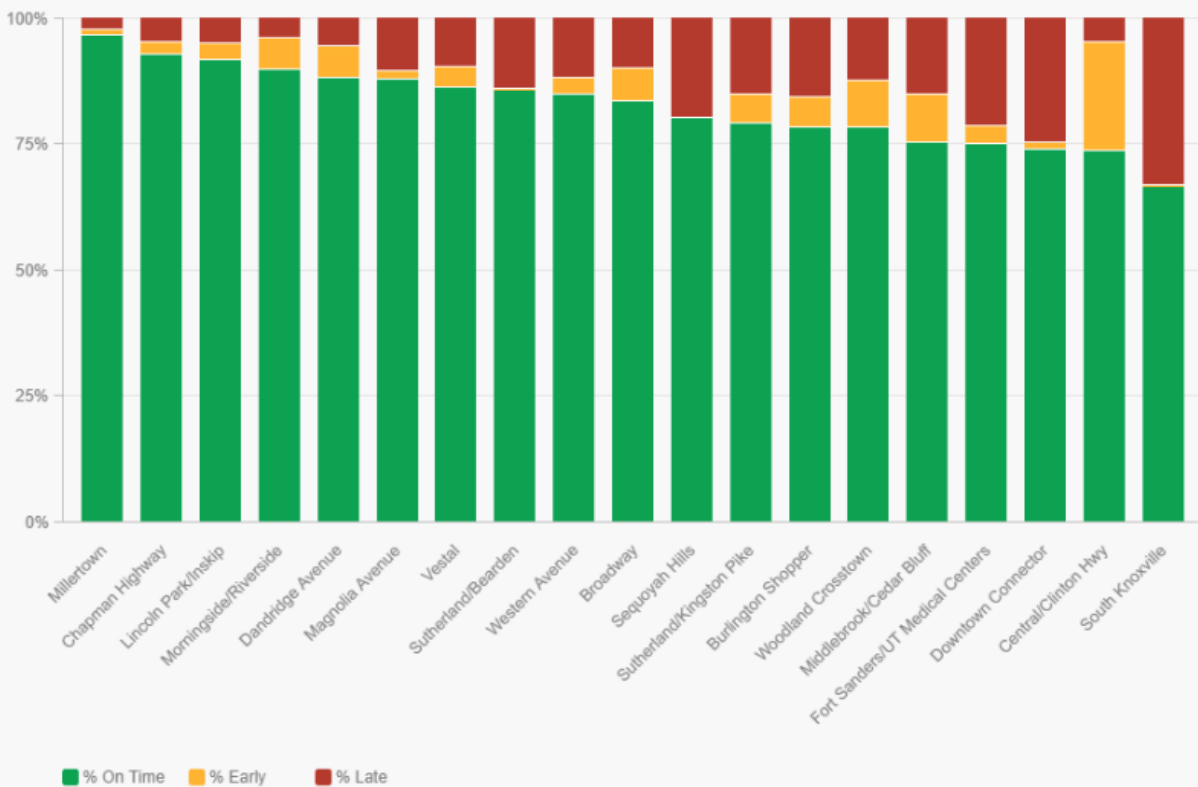
ON-TIME PERFORMANCE

Route Performance

ON TIME: 81.4%

EARLY: 5.6%

LATE: 13.0%



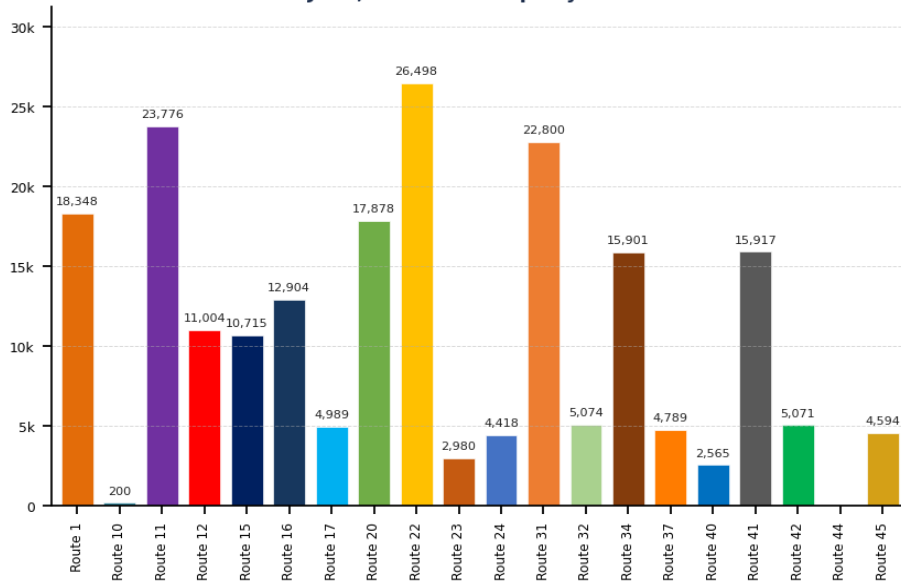


KNOXVILLE AREA TRANSIT — FY26 ROUTE RIDERSHIP

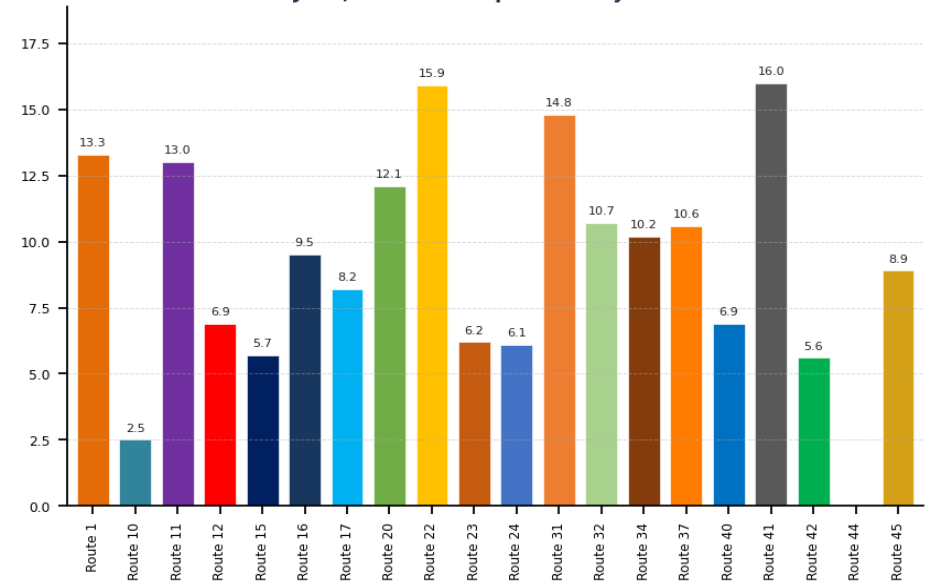
July 2025 — June, 2026 · Prepared by U. Tennessee, Planning Manager

Route	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Annual
1 - Downtown Connector	5,798	6,082	6,459	6,425	6,099	7,400	8,058	8,267	11,770	12,663	11,430	18,348	108,799
10 - Sequoyah Hills	426	541	656	748	533	480	583	583	544	601	200	200	6,095
11 - Kingston Pike	25,490	28,231	28,753	30,628	25,695	25,602	25,186	26,664	26,261	27,427	24,603	23,776	318,316
12 - Western Ave	10,181	10,984	10,839	11,269	9,761	7,116	6,074	5,813	9,065	9,806	9,688	11,004	111,600
15 - Woodland Crosstown	11,738	12,566	12,720	12,856	11,281	7,970	7,749	7,950	7,438	8,058	10,720	10,715	121,761
16 - Cedar Bluff	12,426	12,093	13,489	13,787	11,949	11,950	11,948	11,629	13,171	12,740	12,824	12,904	150,910
17 - Sutherland/Bearden	5,132	6,937	7,635	8,060	6,850	329	363	336	3,886	6,315	4,875	4,989	55,707
20 - Central Street	17,440	19,558	18,918	19,925	16,073	14,144	11,871	12,405	17,724	18,519	18,481	17,878	202,936
22 - Broadway	27,254	30,063	27,157	30,003	28,609	25,119	24,381	25,284	25,997	26,767	27,871	26,498	325,003
23 - Millertown	2,857	3,004	2,807	2,666	2,420	2,434	2,371	2,494	2,920	3,161	2,897	2,980	33,011
24 - Inskip/Breda	4,645	4,134	4,030	4,188	3,814	3,750	3,529	3,244	4,195	3,643	4,406	4,418	47,996
31 - Magnolia Ave	21,294	23,006	21,461	24,082	20,999	20,857	19,456	19,977	22,412	23,357	22,272	22,800	261,973
32 - Dandridge Ave	3,642	3,870	3,802	4,010	3,554	3,711	3,662	3,540	4,358	4,734	4,371	5,074	48,328
34 - Burlington	13,203	15,344	16,152	16,935	15,153	15,196	13,819	14,007	17,157	17,742	15,496	15,901	186,105
37 - Morningside/Riverside	4,500	4,698	4,478	4,716	4,556	4,360	4,178	4,196	4,741	4,713	4,954	4,789	54,879
40 - South Knoxville	2,423	2,127	2,248	2,757	2,686	2,256	2,092	2,118	2,616	2,945	2,196	2,565	29,029
41 - Chapman Hwy	15,647	18,180	15,769	17,635	15,002	13,872	13,847	14,309	16,713	15,686	16,616	15,917	189,193
42 - Ft Sanders/UT	6,281	5,780	5,326	4,711	4,564	2,756	3,962	4,294	4,011	4,297	3,920	5,071	54,973
44 - University Park		5,769	12,578	12,847	8,850	6,444	12,179	11,047	10,739	10,228	5,958		96,639
45 - Vestal	5,683	5,743	6,196	6,746	5,953	5,141	5,213	3,929	4,575	4,294	3,920	4,594	61,987
TOTAL	196,060	218,710	221,473	234,994	204,401	180,887	180,521	182,086	210,293	217,696	207,698	210,421	2,465,240

June, 2026 Total Trips by Route



June, 2026 Riders per Hour by Route





MONTHLY RIDERSHIP

JUNE 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%
Janurary	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%
April	62	22	40	2	0	22	0	95.45%
May	65	35	30	2	16	19	0	94.28%
June	47	21	26	2	6	15	0	100.00%