

**CITY OF KNOXVILLE
&
KNOXVILLE AREA TRANSIT**

FEDERAL TRANSIT ADMINISTRATION

TITLE VI REPORT

2020

**CITY OF KNOXVILLE
&
KNOXVILLE AREA TRANSIT**

FEDERAL TRANSIT ADMINISTRATION

TITLE VI REPORT

2020

Knoxville Area Transit

301 Church Avenue
Knoxville, TN 37915
865-215-7800 (Phone)
865-215-7820 (Fax)
www.katbus.com

FTA Recipient Grantee I.D. #1124

Melissa Roberson – Interim Director of Transit (Title VI Coordinator)
Belinda Woodiel-Brill – Chief Planning & Public Information Officer
Jacob Wright – Financial Analyst

Knoxville Area Transit (KAT) is the public transit provider for the City of Knoxville, Tennessee. KAT is operated by a non-profit organization called K-Trans Management, Inc. Federal grant funding is managed by the City of Knoxville, who is the direct recipient of Federal Transit Administration (FTA) Section 5307 and Section 5339 funding. In most instances the terms: Knoxville Area Transit, KAT, and the City of Knoxville refer to the staff of KAT who are charged with the responsibility of meeting all Federal requirements, including those under Title VI and FTA Circular 4702.1B.

KAT also receives Federal funding through the Tennessee Department of Transportation (TDOT). As a recipient of these funds, KAT must comply with both Federal Title VI regulations and TDOT requirements. In some instances, KAT has selected to use TDOT's Title VI procedures. TDOT's Title VI Program has been certified by FTA.

KAT coordinates regional planning activities, including those under Title VI, with the Knoxville Regional Transportation Planning Organization (TPO), the local Metropolitan Planning Organization (MPO) for the Knoxville urban area.

This report was prepared in cooperation with the U.S. Department of Transportation, Federal Highway Administration, Federal Transit Administration, and the Tennessee Department of Transportation.

Title VI Nondiscrimination Statement

The City of Knoxville/Knoxville Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. To request additional information on the civil rights program or to request a form to file a complaint under this program, persons may submit a "contact" form at www.katbus.com or call 865-637-3000. Or, a complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

For additional Title VI information contact:

Knoxville Area Transit
Attention: Melissa Roberson, Title VI Coordinator
301 Church Avenue
Knoxville, TN 37915
865-215-7800 (Phone)



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION 4
Alabama, Florida,
Georgia, Kentucky,
Mississippi, North
Carolina, South Carolina,
Tennessee, Puerto Rico,
and the US Virgin Islands

230 Peachtree, NW Suite 1400
Atlanta, GA 30303

September 24, 2019

Melissa Roberson, General Manager
KNOXVILLE CITY, TN, Recipient ID: 1124
400 W MAIN ST STE 685
KNOXVILLE, TN 37902

Re: Triennial Title VI Program Update

Dear Melissa Roberson, General Manager,

The Federal Transit Administration (FTA) has received and reviewed KNOXVILLE CITY, TN's initial Title VI program submitted on 11/27/2017. This Title VI program will be effective until Jan. 31, 2020. The Department of Transportation (DOT) requires recipients of DOT funds to demonstrate compliance with Title VI of the Civil Rights Act of 1964 through regular compliance reports. The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Grantees" sets forth the information that should be included in these updates, and requires they be submitted as Title VI Programs submitted every three years.

FTA's review of your Title VI program considered all elements required by the Department of Transportation regulations found at 49 C.F.R. § 21, as outlined in Circular 4702.1B. The Review Assessment attached to this letter identifies the specific areas reviewed, any concerns, and relevant reviewer comments. To assure you are implementing Title VI program requirements in accordance with the regulations, you must promptly address and correct any concerns identified with a "no" in the Review Assessment. Your program status is now *Concur*. Your next triennial Title VI program submission is due to FTA on **February 1, 2020**. Please retain documentation as needed to demonstrate the corrections noted have been addressed. FTA typically verifies corrections have been made and implemented at the next oversight opportunity, but can request this information at any time.

For Everyone: Your Title VI program demonstrates your agency has the procedures and resources to ensure public transportation services are provided in a nondiscriminatory manner, as required by Title VI of the Civil Rights Act of 1964. FTA's review and concurrence on a Title VI program does not relieve recipients from the requirements and responsibilities outlined in Circular 4702.1B or of the DOT Title VI regulation at 49 CFR part 21. You must properly implement your program to ensure nondiscriminatory service, including full and fair participation in public transportation decision-making, and meaningful access to transit-related programs and activities by persons with limited English proficiency. If you use contractors or

have subrecipients, you must monitor their compliance with Title VI. You can find these monitoring responsibilities in Chapter 2, Section 6 (Contractors) and Chapter 3, Section 12 (Subrecipients) in the FTA Title VI Circular. As a basic requirement for Title VI compliance, you must develop a language assistance plan (LAP). Your LAP must include a Four Factor Analysis—you can find information on this analysis in Chapter 3, Section 6 of the FTA Title VI Circular. If you believe that your agency only serves an English-speaking population, you still must complete a Four Factor Analysis to demonstrate this.

For 200/50 Recipients: Prior to implementing any major service changes or any fare change, transit agencies operating more than 50 vehicles in large urbanized areas must complete an equity analysis, and submit it for board review and approval. You can find more information on SAFE Analyses in Chapter 4, Section 7 of the FTA Title VI Circular. Large transit agencies must also collect and report demographic data, including data gathered through rider surveys, and monitor transit service relative to system-wide service standards and service policies. If you need technical assistance with you Service and Fare Equity (SAFE) Analysis, please contact your Regional Civil Rights Officer.

For State DOTs: Your Title VI program must include a demographic profile of your state that includes the locations of minority populations. You must also submit additional data and information as outlined in Chapter 5, Section 2 of the FTA Title VI Circular. If you pass through funds to any Metropolitan Planning Organizations (MPO), then you must collect Title VI programs from them on a schedule that you determine.

For MPOs: Your Title VI program must include a demographic profile of your metropolitan area that includes the locations of minority populations. You must also submit additional data and information as outlined in Chapter 6, Section 2 of the FTA Title VI Circular. FTA is committed to providing technical assistance to help correct your Title VI program and to implement your program consistent with the regulations and guidance.

FTA is committed to providing technical assistance to help correct your Title VI program and to implement your program consistent with the regulations and guidance. In order to preserve paper, we are issuing this letter electronically via email and it is attached to your profile in TrAMS. In the attached document, you will see the results of your Title VI Program Review. Please do not hesitate to contact me directly at 404-865-5639 or at sarah.majdiak@dot.gov if you have any questions or would like to talk further about Title VI or any of your other Civil Rights programs.

Sincerely,

Sarah Majdiak/s/
Civil Rights Officer, Region 4

cc: Yvette G. Taylor, FTA Region 4, Regional Administrator
Monica McCallum, FTA Civil Rights, Director of Regional Operations

City of Knoxville & Knoxville Area Transit

FEDERAL TRANSIT ADMINISTRATION TITLE VI REPORT

Table of Contents

Introduction.....	6
Title VI Program Checklist from Appendix A of FTA C 4702.1B.....	8
General Requirements – Section One.....	10
Title VI Notice & Posting Locations.....	11
Title VI Complaint Procedures.....	14
Title VI Complaint Form.....	17
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits.....	20
Public Participation Plan & Information on Outreach Efforts	23
Language Assistance Plan (Limited English Proficiency (LEP) Analysis)	94
Table Depicting Membership of Non-Elected Committees.....	108
Primary Recipient’s Description of How It Monitors Sub-Recipients.....	110
Title VI Equity Analysis if the Recipient has Constructed a Facility.....	112
Resolution Documenting the KTA Approval of Title VI Program.....	114
Requirements of Transit Providers – Section Two.....	116
Service Standards & Service Policies.....	117
Vehicle Load for Each Mode.....	118
Vehicle Headway for Each Mode.....	118
On Time Performance for Each Mode.....	118
Service Availability for Each Mode.....	118
Vehicle Assignment for Each Mode.....	118
Transit Amenities for Each Mode.....	119
Requirements of Providers with 50 or More Buses in Peak Service – Section Three.....	120
Demographic and Service Profile Maps and Charts.....	121
Map 1 – Base Map of KAT Services.....	122
Map 2 – KAT Service Area – Demographic Map (Minority Population).....	123
Map 3 – KAT Service Area – Low Income Population.....	124
Demographic Ridership and Travel Patterns, Collected By Surveys.....	134
Results of the Monitoring Program and Report, Including KTA Approval.....	224
Monitoring Report.....	226
Map 4 – KAT Service Availability.....	230
Map 5 – KAT Transit Amenities.....	231
Policy Development and Public Engagement Process.....	233
Major Service Change Policy.....	236
Disparate Impact Policy.....	237
Disproportionate Burden Policy.....	238
Description of Public Engagement Process Used for Setting Policies.....	239
Results of Service and/or Fare Equity Analysis Conducted Since Last Title VI Program.....	241
Route Changes – August 2016.....	242
Route Changes – January 2017.....	258
Route Changes – August 2017.....	266
Route Changes – August 2018.....	277
Route Changes – January 2019.....	286

**City of Knoxville & Knoxville Area Transit
Federal Transit Administration
Title VI Report**

Introduction

Knoxville Area Transit (KAT) ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin.

As required, KAT is submitting a Title VI Report to the Federal Transit Administration (FTA). This Report follows the requirements of FTA Circular 4702.1B – Title VI Requirements and Guidelines for FTA Recipients (October 1, 2012).

KAT is a public transit provider located in the City of Knoxville, Tennessee. KAT offers a variety of transit services, including fixed route bus, a downtown trolley circulator, and a demand response service called The Lift for persons with disabilities. KAT has a fleet of 69 fixed-route buses and 24 paratransit vans. KAT provides approximately three million trips a year.

KAT's annual operating budget for FY 2020 is approximately \$23.0 million. KAT is officially operated by a non-profit titled, K-Trans Management, Inc. KAT has a financial operating arrangement with the City of Knoxville who is the official grantee for the Section 5307 Urban Area and Section 5339 Bus & Bus Facilities funds. Routing and fare decisions are made by the Knoxville Transportation Authority (KTA), a board established by the City of Knoxville and made up of eight citizens and one City Council member.

The Metropolitan Planning Organization (MPO) for the Knoxville urban area is called the Knoxville Regional Transportation Planning Organization (TPO). KAT and the City of Knoxville are both partners in the TPO coordinated planning process. The Knoxville urban area population as defined by the 2010 U.S. Census is 558,696. The TPO defines its Planning Area as all of Knox County and all other areas within the Knoxville urban area. This would include most of Blount County and parts of Anderson, Loudon and Sevier Counties.

The City of Knoxville is located within the Knoxville urban area. The City of Knoxville population as defined by the U.S. Census for 2017 is 187,347. KAT defines its general service area as ½ mile to either side of a fixed-route. The KAT service area does extend into Knox County proper in a few instances. The population of the KAT service area is estimated at 159,234.

The FTA documents its reporting requirements in Circular – C 4792.1B. The Circular provides recipients of FTA financial assistance guidance and instructions on how to carry out the U.S. Department of Transportation Title VI regulations (49 CFR part 21) and how to integrate into their programs and activities considerations expressed in the

Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005). The Circular's guidance helps to:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. The Title VI Program must be approved by the recipient's board of directors (KTA) prior to submission to FTA. The Title VI reporting requirements are broken down into General Requirements and Guidelines and Requirements and Guidelines for Fixed Route Transit Providers. All FTA recipients must follow General Requirements and Guidelines. The Guidelines for Fixed Route Transit Providers are divided into two categories. There are those requirements that all providers that operate fixed route services must complete and then there are additional requirements for those transit providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area of 200,000 or more in population. KAT, as provider who has more than 50 fixed route vehicles in peak service and is located in the Knoxville Urban Area, which has a population of more than 200,000, must meet all of the requirements.

The Title VI Circular in its Appendix A provides a Title VI Program Checklist to assist the recipient to include all of the required documentation (a copy is included with this Introduction). The KAT Title VI Report is organized in the same order as suggested in the Title VI Program Checklist.

The FTA Title VI Circular underwent significant revisions and was updated on October 1, 2012. The KAT staff first implemented the required changes in the Title VI Report submitted in 2013. As required, new Title VI service standards and policies were developed with public input and approved by the KTA. Also, in 2013, a Major Service Change Policy, a Disparate Impact Policy, and a Disproportionate Burden Policy were developed with public input and adopted by the KTA. KAT staff also updated many of their data sources and Title VI maps and had a consultant prepare an On-Board Survey and Title VI Data Collection Report (one in 2013 and an update in 2018). The survey data and report are valuable resources in helping to evaluate routing decisions and the possible impacts on minority or low-income populations. The KAT staff and the KTA have been following the adopted 2013 standards and policies and using the new data and resources when evaluating the possible Title VI impacts when making routing decisions. Examples of the reports given to the KTA are included in this Report. To date both staff and the KTA are happy with the process put in place and no changes occurred with this Report for 2020.

Title VI Program Checklist
From APPENDIX A of FTA C 4702.1B

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program.

General Requirements (Chapter III from FTA Circular)

All recipients must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

Requirements of Transit Providers (Chapter IV from FTA Circular)

All Fixed Route Transit Providers must submit:

- All requirements set out in Chapter III (General Requirements)
- Service standards

- Vehicle load for each mode
- Vehicle headway for each mode
- On time performance for each mode
- Service availability for each mode
- Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

General Requirements

Section One

General Requirements

Title VI Notice & Posting Locations

Title VI Notice

The City of Knoxville/Knoxville Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. To request additional information on the civil rights program, or to request a form to file a complaint under this program, persons may submit a “contact” form at www.katbus.com or call 865-637-3000. Or, a complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Posting Locations

The above notice is posted on all KAT Buses, in the lobby of Knoxville Station, at the KAT Magnolia Facility, on the Electronic Signage System, and on the KAT website. A screen-shot of the Title VI Notice from the KAT website is included on the next page.

Title VI Public Notice

The City of Knoxville/Knoxville Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. To request additional information on the civil rights program, or to request a form to file a complaint under this program, persons may submit a "contact" form at www.katbus.com or call 865-637-3000. Or, a complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

[Para ver nuestro aviso público acerca del Título VI, por favor haga click aquí.](#)

OUR SERVICES

See what KAT has to offer

General Requirements

Title VI Complaint Procedures

How To File A Complaint

Any person who believes he/she has been discriminated against on the basis of race, color, or national origin by Knoxville Area Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form to the address indicated on the form. Complaints must be filed no more than 180 calendar days from the date(s) of the alleged incident. Complaint forms can be found on the KAT website (katbus.com) or can be requested in person at the KAT Offices (Customer Service Desk) or by phone/e-mail/writing care of:

Knoxville Area Transit
Melissa Roberson, Title VI Coordinator
301 Church Avenue
Knoxville, TN 37915
865-215-7800
mroberson@KATbus.com

A person may also file a complaint directly with the Federal Transit Administration at the FTA Office of Civil Rights:
1200 New Jersey Avenue SE
Washington, DC 20590

This information is on the KAT website and posted at key public locations in KAT facilities.

KAT Title VI Complaint Procedures

Any person who believes he/she has been discriminated against on the basis of race, color, or national origin by Knoxville Area Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form to the address indicated on the form. Complaints must be filed no more than 180 calendar days from the date(s) of the alleged incident.

Once the complaint form is received by Knoxville Area Transit, it will be reviewed by the Title VI Coordinator to determine whether the complaint constitutes a Title VI complaint and/or whether there is sufficient information for an investigation. The complainant will receive an acknowledgment letter within 15 calendar days informing him/her whether the complaint will be investigated by our office.

In the event more information is needed, Knoxville Area Transit will contact the complainant at the contact information provided on the Complaint Form. The complainant has 15 calendar days to provide the requested information. If the information is not received, Knoxville Area Transit's Title VI Coordinator may administratively close the case. A case can be administratively closed if a complainant fails to cooperate with the investigation or indicates he/she no longer wishes to pursue his/her case.

Knoxville Area Transit will investigate Title VI complaints for which it has sufficient information. KAT has 30 calendar days from the date of the acknowledgement letter to investigate the complaint. After the investigation is completed, the complainant will be issued one of two letters: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations, and states that a Title VI violation could not be established and that the case will be closed. An LOF summarizes the allegations regarding the alleged incident, and explains whether any type of corrective action was recommended.

If the complainant wishes to appeal the decision, he/she has 15 calendar days from the date of the closure letter or LOF to make the request in writing to the Knoxville Area Transit Title VI Coordinator (contact information is on the complaint form), and must include any reason(s) why such appeal should be granted. The Knoxville Area Transit General Manager will hear any granted appeals and will contact the complainant within 15 calendar days of receipt of written request to schedule a time to hear the appeal.

A person may also file a complaint directly with the Federal Transit Administration at the FTA Office of Civil Rights:
1200 New Jersey Avenue SE
Washington, DC 20590

[Para ver el procedimiento oficial de KAT para presentación de quejas amparadas bajo el Título VI, por favor haga click aquí.](#)

General Requirements
Title VI Complaint Form

Title VI Complaint Form



Complainant's Information:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone (Home): _____

Telephone (Work): _____

Person(s) discriminated against, if different from above:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone (Home): _____

Telephone (Work): _____

Name of agency, department or program that you believe discriminated against you:

Agency or Department: _____

Name of Individual: _____

City: _____ State: _____ Zip: _____

Telephone (Home): _____

Telephone (Work): _____

I believe the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible (add additional sheets of paper for space if needed).

List names and contact information of persons who may have knowledge of the alleged discrimination.

Have you filed this complaint with any other federal, state or local agencies, or with any federal or state court? Check all that apply.

- Federal agency
- State Agency
- Local Agency
- Federal Court
- State Court

Provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone (Work): _____

Please sign and date this complaint form below. You may attach any written materials or other supporting information that you think is relevant to your complaint. **Important: The complaint will not be accepted if it has not been signed.**

Complainant Signature

Date

Complainant Name: Please Print

Attachments: Yes No

Submit form and any additional information to:

Knoxville Area Transit
 Title VI Coordinator
 301 Church Avenue
 Knoxville, TN 37915-2590

OR You may submit form to:
 FTA Office of Civil Rights
 1200 New Jersey Avenue SE
 Washington, DC 20590

Phone: 865-215-7830
 Fax: 865-215-7820

General Requirements

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

MEMORANDUM

TO: Federal Transit Administration Title VI – Civil Rights Department

FROM: Melissa Roberson – Interim Director of Transit & Title VI Coordinator

DATE: December 1, 2019

SUBJECT: Title VI/Civil Rights Investigations, Complaints, or Lawsuits

The City of Knoxville/Knoxville Area Transit (KAT) has not had any investigations, complaints, or lawsuits filed with the recipient since the time of the last Title VI Report submission. KAT does its best to inform both the passengers and the general public of their rights under Title VI and promotes easy access to complaint forms and information should someone wish to pursue a Title VI complaint. KAT also maintains a log if an investigation, complaint, or lawsuit is initiated. KAT would also inform both the Tennessee Department of Transportation and the Federal Transit Administration (FTA) should a Title VI complaint or lawsuit be filed. Examples of KAT's efforts to inform the public of their rights, KAT's complaint form, and log are included as part of this FTA Title VI report.

Transit-Related Title VI Investigations, Complaints, and Lawsuits

<u>Date</u>	<u>Summary</u>	<u>Status</u>	<u>Action</u>
-------------	----------------	---------------	---------------

Investigations

1.

2.

Lawsuits

1.

2.

Complaints

1.

2.

General Requirements

Public Participation Plan & Information On Outreach Efforts

Please note: The Outreach Plan (2018) included in this section is a stand-alone document and its page numbers do not correspond with the overall Title VI Report

Knoxville Area Transit (KAT) - FTA Title VI Report

Summary of Public Outreach & Involvement Activities Undertaken in Last 3 Years 2016-2019

Each fiscal year KAT prepares a specific Outreach Plan. An example of the FY 2020 Outreach Plan is included with this section. This plan is not to be confused with the overall FTA required Public Involvement Plan that is presented elsewhere in this Report. The fiscal year Outreach Plan outlines specific strategies and lists potential events that will help KAT staff accomplish these efforts. The Outreach Plan is not all inclusive as many other events are undertaken throughout the year.

Overall Goal

Increase transit exposure, understanding, and usage through a variety of events, partnerships and programs that are targeted to specific audiences and are equal parts talking and listening, helping KAT understand barriers and the best incentives for increasing ridership, while also educating the public about transit.

Strategies

1. Establish a consistent, robust outreach program that creates a stronger KAT presence in the community and neighborhoods.
2. Use each outreach opportunity to collect input on KAT services, community requests and needs. Maintain a working list of comments regarding service changes and expansions, looking for trends and recommendations for service improvements.
3. Provide additional specific outreach on a community and neighborhood-based level for specific changes proposed in the system as needed throughout the year.
4. Establish a range of outreach methods, and ensure a balance among the various types of outreach, as well as a diversity of individuals reached.
5. Leverage partners to increase reach and message.

2016-2019 Public Outreach & Involvement Activities

Over the last three years, KAT's public outreach and involvement activities efforts include a variety of techniques, including but not limited to:

- **General Exposure** – Being present at community events. Examples include Neighborhood Advisory Council, Christmas in the City, Summer Reading Program, Children's Festival of Reading, Bike to Work Day, Knoxville Knox County Community Action Committee events, etc.
- **Outreach** – Being at events to explain services. Examples include Open Streets, Earth Fest, City of Knoxville New Hire orientation, International House orientation, Market Square Farmers Market, annual Neighborhood

Conference, etc. KAT tries to be innovative in locations to encourage a greater number of citizens to attend. KAT held a series of meetings at downtown pubs, cafes, restaurants, and coffee houses – called Transit on Tap. These meetings sought the public’s opinions and or ideas for improving KAT and its services. These meetings were deemed very successful and got riders out who said they normally did not participate in public meetings.

- **Partnership Building** – Being present at various events to create community partners. Examples include City of Knoxville Special Events meetings, Neighborhood Working Group meetings, Knox County Health Department, Bridge Refugee Services, The Change Center, Ride to Wellness program, University of Tennessee, Knoxville Regional Transportation Planning Organization, SmartTrips, etc.
- **Refresher/Relationship Building** – Regular visits with locations of high volume of customers. Examples include meetings at Summit Towers, Northgate Terrace, Townview Towers, Morningside Gardens, etc. Also, frequent contact with various committees that represent Title VI populations, such as City of Knoxville – Mayor’s – Council on Disability Issues and the Knoxville Urban League.
- **Travel Training** – Focused training specific to the steps of riding the bus. Travel training can be in conjunction with regular outreach as well. Examples include O’Connor Senior Center monthly events, YMCA client training, events at senior centers and/or senior-citizens’ apartment complexes, schools, trade centers etc. Staff also sets up individual or group training sessions by request.
- **New Events** – Trying to increase transit usage by attending newer events. Examples include Downtown Living event for new downtown residents, Earth Month, Knoxville Chamber’s Educators in the Workplace event, new “Park”ing Day event, etc.
- **Special Focus: Enhancing Employment Opportunities with Transit** – Examples include American Job Center, Next Steps Transition Conference, Tennessee Department of Corrections Day Reporting and Community Resource Center, etc.
- **Service Improvements** – KAT made several service improvements over the last three year and held neighborhood- based meetings in all quadrants of the service area. Examples include Old Sevier Community Group, Vestal Community Organization, South Haven Neighborhood Association, Bearden Village Council, Walter P Taylor Rec Center, Inskip Community Organization, Fort Sanders, Beaumont, Western Heights, etc. Meeting locations and times are scheduled around available bus service.

Often KAT had open house formats at Knoxville Station (downtown) so riders can stop in and review/comment on proposed service improvements between bus transfers.

- **Social Media, Media & Website** – Maintained several social media platforms and website that contains news and routing information. KAT has Title VI information on its website. KAT's website has Spanish translator feature (Google Translate). KAT utilized various forms of social media including Facebook and Twitter. KAT also used online blogs to discuss services or route changes. Information was posted on meetings and summaries of the results were provided. Interested persons could follow-up by posting comments or questions on the blog. KAT also provided standard informational flyers on buses and posted them at locations in Knoxville Station. KAT had several news stories in local papers. KAT produced videos and brochures that focused on riding KAT and/or using transit to attend various community events and/or attractions.

KAT understands that transit has a tremendous social impact and can greatly affect individuals, neighborhoods, and communities. KAT strives to have no barriers to its transit services. It is also important to KAT that no barriers exist for persons wanting to access KAT information or wanting the opportunity to participate in public meetings or comment on services and programs. KAT has a strategy that offers early and continuous opportunities for the public to be involved. KAT especially makes opportunities to those persons living or utilizing services in Title VI identified areas.

Final service and routing modifications and decisions about fares are the responsibility of the Knoxville Transportation Authority (KTA). The KTA meetings generally occur in the City County Building in downtown Knoxville or at Knoxville Station. The downtown has very good transit access. The meetings are advertised and open to the public. Public may address specific agenda items or speak at public forum. The KTA meetings are also broadcast on public access television.

KAT also participates in the Knoxville Regional Transportation Planning Organization (TPO) transportation coordination process. The TPO is the local Metropolitan Planning Organization. The TPO coordinates with KAT in preparing the long-range transportation plan, the Transportation Improvement Program (TIP), the Unified Planning Work Program, and long-range transit plans. The public outreach efforts associated with those work efforts are under the purview of the TPO's ***Outreach Plan*** (included in this Report).

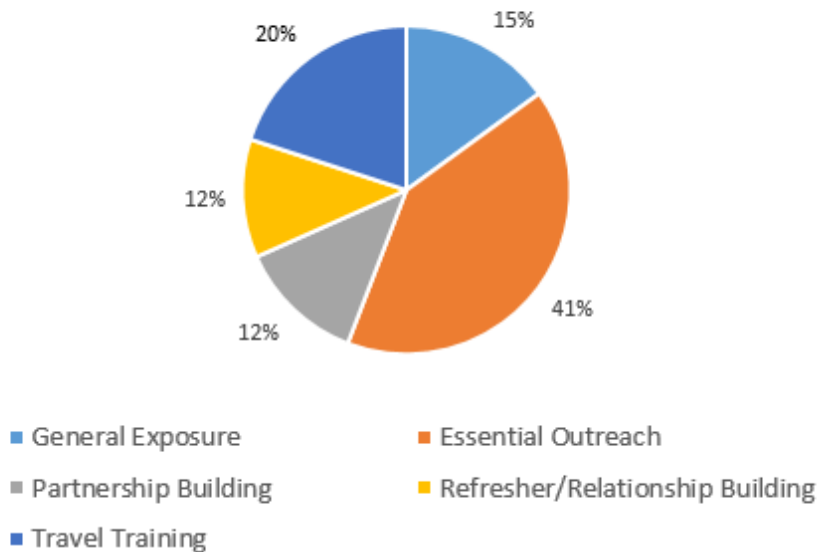
KAT Outreach Report for FY 2019

Summary: This report summarizes various types of outreach conducted from June 1, 2018 – May 30, 2019. The fiscal year months were adjusted in order to get this report submitted in conjunction with the proposed FY 2020 Outreach Plan. In total, **120 outreach events** of various kinds were attended, **reaching 4,368 people**. 336 passes were distributed as an incentive to try transit, at a total value of \$1,234.00.

Outreach Services

KAT conducts various types of outreach which are generally defined below. However, many events include more than one type of outreach or can incorporate various pieces of the items listed below:

Types of Outreach Events, FY 2019



From the Neighborhood Advisory Council...

One of the guest speakers at the end of the meeting gave a shout-out to KAT – “KAT did such a cool thing by partnering with Keep Knoxville Beautiful and taking a bus along designated streets and picked up trash along the road...”

General Exposure	Being present at community events, but not necessarily explaining our services in detail. Examples include Neighborhood Advisory Council, Christmas in The City, Summer Reading Program, Children’s Festival of Reading, etc.)
Outreach	Events which let the public know we are available to them and generally what services we offer. Examples include Open Streets, City of Knoxville New Hire Orientation, International House orientation
Partnership Building	Being present at various events to create community partners. Examples include City of Knoxville Special Events Meetings, Neighborhood Working Group meetings.
Refresher/Relationship Building	Regular visits with locations of high volumes of customers. Examples include meetings at Summit Towers, Northgate Terrace, Morningside Gardens, etc.
Travel Training	Focused training specific to the steps to riding the bus. Can be in conjunction with regular outreach as well. Examples include O’Connor Senior Center monthly events, YWCA client training

Highlights of outreach from FY 2019:

New Events

- Attended a new “Downtown Living” event for potential and new downtown residents. Explained the transit options to about 50 people.
- New “Earth Month” event at The University of Tennessee reached 194 individuals.
- Participated in the Knoxville Chamber’s Educators in the Workplace Event.
- New “Park”ing Day event downtown
- Children’s Festival of Reading



Special Focus: Enhancing Employment Opportunities with Transit

- American Jobs Center
- Next Steps Transition Conference (Knox County Schools Special Education Department)
- Tennessee Department of Corrections Day Reporting and Community Resource Center

Neighborhoods Reached

KAT focused on south-based neighborhoods during the past fiscal year, due to the improved services in Year 4 of the 5-Year Plan. KAT reached out to neighborhoods in all quadrants, however, including but not limited to the following:

- Old Sevier Community Group, Vestal Community Organization, and the South Haven Neighborhood Association
- Bearden Village Council
- Walter P Taylor Rec Center
- Inskip Community Organization

Popular Favorites

- Christmas in the City – Origami Bus Schedule Christmas Trees
- Knox County Library’s Summer Reading Program – on the bus
- The City of Knoxville’s Neighborhood Conference
- O’Connor Senior Center travel training and group outing

Thank you so much for coming and talking to the Guatemalan and Mexican women in Lonsdale about how to use KAT. It was so special that you made the effort to meet us at the terminal, show us around, and ride the trolleys with us. For all of us, including the volunteers, it was our first time using the bus in Knoxville and we were impressed. The women and their children enjoyed the outing and have mentioned doing it again when they have more time and it is a bit warmer. Thanks for making it possible!

-Patty Scheisswohl





KAT Outreach Plan

FY 2020

Overall Goal

Increase transit exposure, understanding, and usage through a variety of events, partnerships and programs that are targeted to specific audiences and are equal parts talking and listening, helping KAT understand barriers and the best incentives for increasing ridership, while also educating the public about transit

Strategies

1. Establish a consistent, robust outreach program that creates a stronger KAT presence in the community and neighborhoods.
2. Use each outreach opportunity to collect input on KAT services, community requests and needs. Maintain a working list of comments regarding service changes and expansions, looking for trends and recommendations for service improvements.
3. Provide additional specific outreach on a community and neighborhood-based level for specific changes proposed in the system as needed throughout the year.
4. Establish a range of outreach methods, and ensure a balance among the various types of outreach, as well as a diversity of individuals reached.
5. Leverage partners to increase reach and message.

Types of Outreach Methods

General Exposure	Being present at community events, but not necessarily explaining our services in detail. Examples include Neighborhood Advisory Council, Christmas in The City, etc.).
Outreach	Events which let the public know we are available to them and generally what services we offer. Examples include Open Streets, City of Knoxville New Hire Orientation, International House orientation.
Partnership Building	Being present at various events to create community partners. Also includes relationship-building with partner organizations. Examples include attending City of Knoxville Special Events Meetings and partnering with Knox County Health Department, Bridge Refugee Services, The University of Tennessee and other colleges, etc.
Refresher/Relationship Building	Regular visits with locations of high volumes of customers. Examples include meetings at Summit Towers, Townview Towers, etc.
Travel Training	Focused training specific to the steps to riding the bus. Can be in conjunction with regular outreach as well. Examples include O'Connor Senior Center monthly events, YWCA client training.

Action Items for FY 2020

Proposed Service Changes – Outreach to Neighborhood Groups

- Identify and reach out to appropriate neighborhood groups and others regarding proposed changes for January 2020. Includes areas such as Ft. Sanders (Route 42), UT Hospital, Beaumont and Western Heights (Route 13), etc. (July and August)

General Exposure

- Attendance at Neighborhood Advisory Council regular meetings
- Booth at Christmas in the City event on Market Square with fun activity
- Library Reading Programs – reading bus-based books to children
- Bicycling Connections: Bike to Work Day – riding KAT Fleet bicycle and providing KAT outreach at event; Tour de Lights

Outreach

- Open Streets
- Earth Fest
- New hire and new student orientations (City of Knoxville and various colleges)
- Market Square Farmers' Markets (various)
- Annual neighborhoods conference

Partnership Building

- Special Events Meetings – establishing website and social media language on transit as needed for various organizations and events to encourage transit use. Establishing partnerships with events to develop ways to encourage transit use to events.
- Explore additional new partners and groups that might benefit from KAT outreach efforts, such as Boys & Girls Clubs, Emerald Youth Foundation, etc.
- Continue building strong partnership with The Change Center
- Establish new business partners through programs such as Rides on the House, Apartments outreach, or the Shop & Ride program.
- Continue outreach associated with the Rides to Wellness program, following recommendations in the final report of the program.
- Partner with CODI and other disability groups to expand outreach and training.

Refresher/Relationship Building

- Attend neighborhood meetings in each of the four quadrants (NSE&W), with a goal of 2 per quadrant. Keep in contact with the City's Office of Neighborhoods on any transit requests or needs from neighborhoods.
- Assist with high-rise trip planning and travel training.
- Regularly connect with partners such as colleges and trade schools, apartment complexes, etc.

Travel Training

- Seasonal travel training sessions at O'Connor Senior Center, along with ideas for group rides for seniors (Mighty Musical Mondays, West Town Mall, etc.).

- Monthly Travel Training opportunity at Knoxville Station: Every third Tuesday, travel training sessions available for all individuals and group sizes.
- Individualized travel training by request.
- Implement the travel training program for The Change Center.
- Work with school-specific travel training requests.
- Work on establishing an on-line video training.



What You Should Know



About Title VI



Title VI, EJ & public transit

Public transit providers offer mobility for all citizens and often provide essential services for many low-income and minority populations who have no other way to get to work, shopping, child care, medical appointments, recreation, or other destinations.

Transit agencies support Title VI and EJ principles when they:

- Ensure that changes in services, the location of new facilities or amenities, and the assignment of new vehicles are allocated equitably;
- Avoid, minimize, or mitigate disproportionately high and adverse effects on minority and low-income populations; and
- Enhance public involvement activities to identify and address the needs of minority and low-income populations in making transportation decisions.

As a recipient of federal funds, the TPO has the responsibilities of working closely with the region's transit providers to be sure funds, services, and projects are distributed in a non-discriminatory way. Often federal transit funds come to the region through the Tennessee Department of Transportation (TDOT). The TPO, TDOT, and the public transit providers must prepare a federal Title IV report every three years. These reports document each agency's Title VI programs and policies.

Looking for Title VI or EJ information?

A major goal of FTA is to be sure all citizens have equal opportunity to participate in the decision-making process and that citizens have access to Title VI information that explains their rights.

Besides the TPO, TDOT and each public transit operator that uses federal funds must also make Title VI information available. The following information provides a contact for Title VI information for each agency.

Knoxville Regional TPO

Title VI Information
400 Main Street, Suite 403
Knoxville, TN 37902
(865) 215-2500; Fax: (865) 215-2068
www.knoxtrans.org
E-mail: transportation@knoxmpc.org



Knoxville Area Transit

Title VI Information
301 Church Avenue
Knoxville, TN 37915
(865) 215-7800
www.katbus.com

Knox County CAC Transit

Title VI Information
P.O. Box 51650
Knoxville, TN 37950-1650
2247 Western Avenue (Street Address)
(865) 524-0319
www.knoxcac.org



ETHRA

Title VI Information
9111 Cross Park Drive
Suite D-100
Knoxville, TN 37923
(865) 691-2551
www.ethra.org

Tennessee Department of Transportation

Civil Rights – Title VI Program
505 Deaderick Street, Suite 1800
Nashville, TN 37243
(615) 741-3681
www.tdot.state.tn.us/civil-rights/titlevi

If you cannot determine which transit agency has jurisdiction over a Title VI issue you may ask the Federal Transit Administration as a last resort.

FTA Office of Civil Rights

Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
www.fta.dot.gov/civil_rights.html

What is Title VI?

Title VI is part of the Civil Rights Act of 1964 that ensures “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Under Title VI, no federally assisted agency or program can discriminate by:

- Denying services, aid, or benefits;
- Providing different services, aid, or benefits, or providing them in a manner different than they are provided to others; or
- Segregating or separately treating individuals in any matter related to the receipt of any service, aid, or benefit.

What is Environmental Justice (EJ)?

Executive Order 12898 signed in 1994 directs every federal agency to make EJ part of its mission by identifying and addressing the effects of all programs, policies, and activities on “minority populations and low-income populations.” The U.S. Department of Transportation (DOT) EJ initiatives accomplish this goal by involving the potentially affected public in developing transportation projects that fit harmoniously within their communities without sacrificing safety or mobility.



Transportation Planning Organization (TPO)

The TPO is a planning agency established by federal law. A main goal of the TPO is to improve coordination and cooperation in transportation planning between all local, state, and federal agencies that plan, build, or

provide transportation infrastructure or services. The TPO represents Knox, Anderson, Blount, Loudon, and Sevier counties, the Town of Farragut, and the Cities of Knoxville, Alcoa, Maryville, Clinton, Oak Ridge, Lenior City, and Loudon. The TPO is composed of an executive board, a technical committee, and staff. The TPO approves the use of federal transportation funds within these boundaries for road, transit, bicycle, and pedestrian projects.



The TPO staff evaluates road projects, analyzes land use and transportation impacts, provides guidance on federal and state programs, and prepares grants. The TPO manages several Federal Transit Administration (FTA) grant programs. The TPO develops a Long Range Mobility Plan and a Transportation Improvement Plan. The first provides a vision of what the transportation system should be 25 years from now. The second lists transportation projects that will be implemented within five years.

Why are Title VI & EJ important to the TPO?

Title VI & EJ are not new concerns. Today, because of the evolution of the transportation planning process, they are receiving greater emphasis. Effective transportation decision-making depends upon understanding and properly addressing the unique needs of different socioeconomic groups.

The TPO strives to ensure that funds, projects, and services are distributed in an equitable way. It is important to the TPO that our community continues to prosper and providing transportation infrastructure and services are essential to that effort. It should be noted that while equitably distributing resources is an

important goal; each project or service must also be individually evaluated for possible Title VI impacts on the community in which they are located.

The TPO wants to be sure all citizens have a voice in the transportation decision-making process. Often minority communities have been under-represented. Having a “voice” is a fundamental right of everyone. It is also imperative that citizens be allowed to comment early in the planning process. Too often the public becomes engaged near the end of a project when changes cannot be easily accommodated. The TPO has its own Public Involvement Plan (PIP). The PIP describes the various types of meetings and outreach methods that the TPO undertakes to make information and public comment opportunities available to all of the region’s citizens. If a citizen has trouble speaking or reading English the TPO will work to help them understand the information presented, using a variety of techniques, including translating information into a foreign language or using interpreters.



How can you help?

To fully meet the Region’s need, the TPO must have active participation of well-informed, empowered individuals, community groups, organizations, businesses, and academic institutions. These individuals and groups advance the letter, spirit, and intent of Title VI and EJ when they participate in public involvement activities (meetings, hearings, advisory groups, and task forces) to help the TPO and other federal, state, and local agencies understand community needs, perceptions, and goals. Please check the TPO website to keep up-to-date on transportation meetings and activities.

WHAT WE DO

Transportation Planning Work Program

The **TPWP** details the planning activities and work products the TPO and state and local partners will conduct or complete in the upcoming year (regional greenways planning, cooperation with and staff for transit agencies, maintenance of a travel demand model, review of development proposals, and partnerships with health departments and other stakeholders).

Mobility Plan is a long range transportation plan that is updated every four years. The plan identifies and prioritizes investments of all types of transportation for the next 20+ years. Project costs cannot exceed the funding that is expected to be available. All projects must meet the goals of the Mobility Plan in order to be selected for funding.

Transportation Improvement Program

The **(TIP)** is a four year schedule of projects that provides a description and the cost for each phase (e.g. design/engineering, right-of-way acquisition, construction) that will occur within the timeframe of the TIP. Projects must be identified in the Mobility Plan.

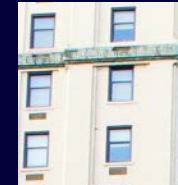
Air Quality Planning

Federal regulations require the TPO to demonstrate that projects it approves will have an overall positive impact on air quality. This is required because we have historically failed to meet federal air quality standards. This also means our region is eligible to receive Congestion Mitigation and Air Quality Improvement (CMAQ) grants for projects that improve air quality and/or reduce traffic congestion.

Knoxville Regional
Transportation
Planning Organization

34 of 295

TPO



Knoxville Regional
Transportation
Planning Organization

TPO

City County Building
400 Main Street • Suite 403
Knoxville, TN 37902

KnoxTrans.org | 865.215.2500

This report was prepared in cooperation with the U.S. Department of Transportation, Federal Highway Administration and the Tennessee Department of Transportation. 2/2019

Knoxville Regional Transportation Planning Organization

The TPO makes transportation policy and funding decisions. The TPO's purpose is to make sure that federal transportation funding decisions are based on a transparent, comprehensive, and coordinated planning process.

Our mission is to advise and assist our region to improve and expand transportation choices by involving residents and decision makers in our plans, forums, and outreach.

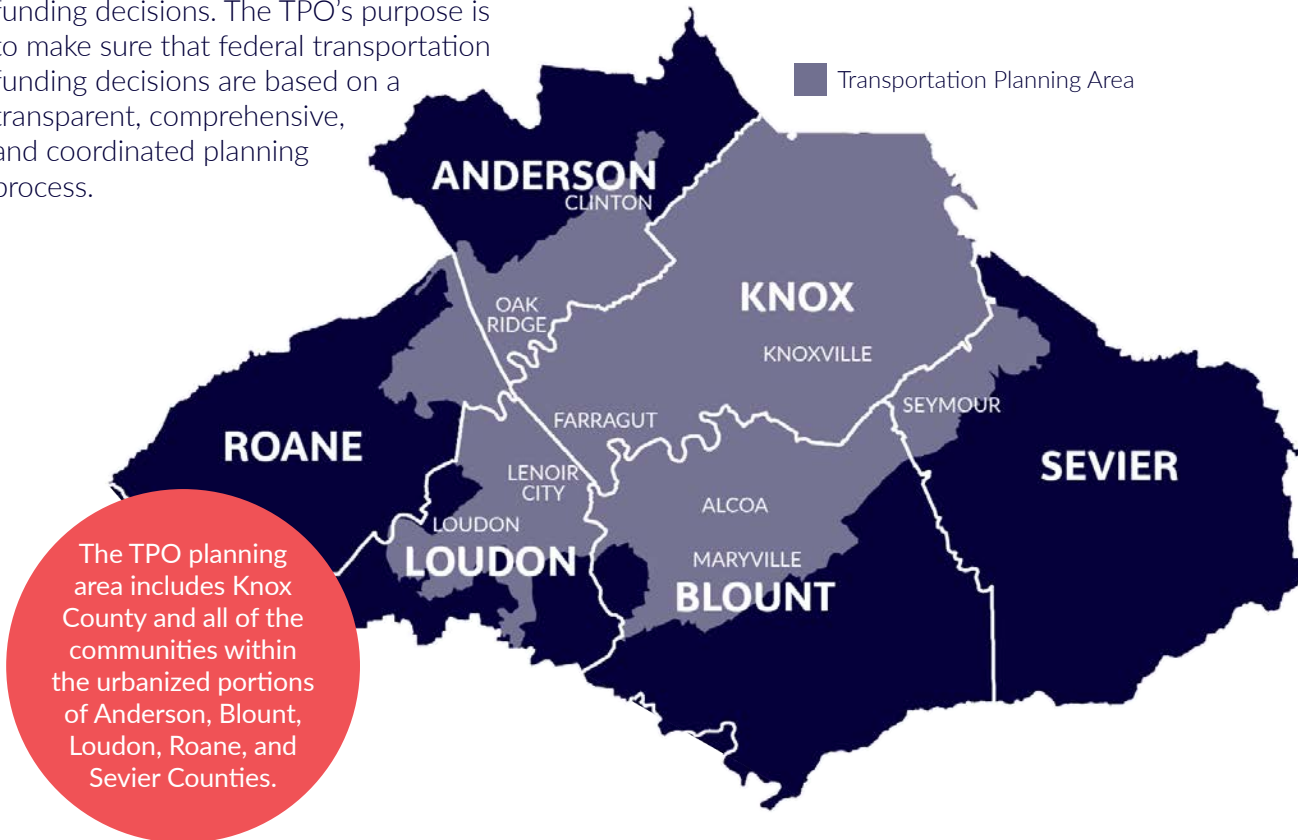


I Bike KNX

The Knoxville Regional Bicycle Program (I Bike KNX) envisions a convenient, efficient transportation system where people can bike safely to all places. The program includes Bicycling Ambassadors, high school drivers' education, Bike Month, Tour de Lights, and collaboration with local bike shops and organizations. www.ibikeknx.com

Smart Trips

Smart Trips promotes alternatives to driving alone to reduce traffic congestion and improve our region's air quality and quality of life. The free online program helps people find carpool partners in the Knoxville region. Participants log trips made by carpool, transit, biking or walking, as well as telework and compressed work weeks, to be eligible for quarterly prizes. www.knoxsmartrips.org



The TPO planning area includes Knox County and all of the communities within the urbanized portions of Anderson, Blount, Loudon, Roane, and Sevier Counties.

EXECUTIVE BOARD

- 19 members – elected officials from the member cities and counties, and representatives for public transit, the Tennessee County Highway Officials Association, East Tennessee Development District, and the Governor of Tennessee
- Responsible for setting regional transportation policy and adopting plans and programs

TECHNICAL COMMITTEE

- 24 members – primarily planners and engineers from the member cities and counties
- Reviews plans and policies before they are sent to the Executive Board
- Active in implementation of plans and programs

STAFF

- The TPO is housed within Knoxville-Knox County Planning, and staffed by transportation planners and engineers. To contact TPO staff, [visit www.knoxtrans.org](http://www.knoxtrans.org)



Regional Greenway Planning

The TPO is active with the Great Smoky Mountains Regional Greenway Council, a coalition working to coordinate, plan and promote greenway construction. Several planning studies have been completed recently, including Maryville-to-Townsend and Knoxville-to-Oak Ridge. www.smokymountainsgreenways.org

Transit Planning

The TPO works closely with transit partners, and has conducted studies related to regional transit needs and potential. The Knoxville Regional Transit Corridor Study in 2013 was the most recent regional analysis.

OUTREACH PLAN

Adopted by the TPO Executive Board on
September 26, 2018

In Cooperation with: Tennessee Department of
Transportation, Federal Highway Administration,
and Federal Transit Administration

Knoxville Regional Transportation Planning Organization

TABLE OF CONTENTS

Section I: Overview	3
Goals for Outreach	3
What is a Metropolitan Planning Organization (MPO)?	3
About the Knoxville Regional Transportation Planning Organization	5
Outreach and Accountability to the Public	6
Section II: Federal Requirements	7
FAST Act	7
Code of Federal Regulations	7
Executive Orders	8
Americans with Disabilities Act of 1990	8
Title VI and TPO's Nondiscrimination Statement	8
Section III: General Guidelines	10
Public Meeting Principles and Types	10
Outreach Tools and Techniques	10
Information Tools	12
Transparent, User-Friendly Products and Processes	12
Section IV: Developing Best Practices	14
Meeting-in-a-Box	14
Alternative Outreach Methods	14
Social Media	14
Ambassadors	14
Targeted Marketing	15
Partnerships	15
Easy-to-Read Publications	15
Section V: Plan Specific Guidelines	16
Regional Mobility Plan	16
Transportation Improvement Program (TIP)	19
Federal Transit Administration (FTA) Section 5307 & 5339 – Program of Projects (POP)	22
Federal Transit Administration (FTA) Section 5310	22
Transportation Planning Work Program (TPWP)	22
Annual Listing of Obligated Projects	23
Surface Transportation Block Grant (STBG) and Transportation Alternatives Program (TAP) Solicitation	23
Outreach Plan	23

Section VI: Evaluating Our Performance	26
Ongoing Public Surveys	26
Best Practices	26
Reliable Outside Sources	26
Readability of Products	26
Comments on Outreach Plan	26
Evaluation Techniques	27

APPENDICES

Appendix A: Federal Legislative Guidance	A1
Appendix B: Title VI & Environmental Justice	B1
Appendix C: Outreach Toolkit	C1
Appendix D: Social Media Policy	D1
Appendix E: Transportation Glossary	E1

SECTION I: OVERVIEW

The Knoxville Regional Transportation Planning Organization (TPO) works with the public in developing transportation plans and programs. Significant public outreach results in greater community support for plans that help achieve the region's goals for the future. The Outreach Plan not only fulfills federal requirements, but also serves as a working tool for TPO staff to refer to with each new plan to ensure that adequate public notice is given and the community is engaged throughout the project. It can also be referenced by community members to learn about the TPO and opportunities for involvement.

GOALS FOR OUTREACH:

- 1) Increase and improve opportunities to include the public in the planning process.
- 2) Increase the accessibility and transparency of information available to the public.
- 3) Increase the efficiency of the public outreach process.
- 4) Provide the public with more ways to be heard in the transportation planning process.
- 5) Make transportation decisions that meet the needs of all people in our region.
- 6) Enhance the environmental justice process.

While the TPO strives to involve the public whenever possible, outreach in transportation planning poses major challenges. The transportation planning process is complex; discourse is heavy with jargon; and often the public struggles to understand central documents, such as the Transportation Improvement Program (TIP) or the Regional Mobility Plan, and their interrelatedness. These factors often make it difficult to get meaningful input.

The duration of the transportation planning process is also a problem – a transportation project can take five, 10, or more years to be completed. How does a transportation agency attract and hold citizen interest, convince them that involvement is worthwhile, and provide the means for them to have direct impact on decisions?

Another challenge is that a transportation planning organization (TPO) is responsible for distributing funding, but doesn't manage projects. Projects are managed by other agencies, such as the Tennessee Department of Transportation and city and county governments.

Furthermore, the best ways to reach out to the public are always changing – sometimes due to the project and other times a result of changing technology and preferences. Because of this, a TPO's outreach structure must allow flexibility for staff to experiment with ways to increase and improve engagement.

WHAT IS A METROPOLITAN PLANNING ORGANIZATION (MPO)?

The Knoxville Regional Transportation Planning Organization is our region's designated Metropolitan Planning Organization (MPO). The 1962 Federal-Aid Highway Act required the formation of an MPO for all urbanized areas with a population greater than 50,000. MPOs were established to ensure that federal funding for transportation projects and programs was based on a continuing, comprehensive, and cooperative (3-C) planning process. MPOs consist of an Executive Board, made up of local government officials; a Technical Committee, comprised of local engineers and planners; and TPO staff. The Executive Board makes the ultimate decision on how to distribute federal transportation funds within the planning area for road, transit, bicycle, and pedestrian projects as well as other transportation-related studies and projects.

The Five Core Functions of an MPO:

- 1) **Establish a Setting:** Establish and manage a fair and impartial setting for effective regional decision-making in the urbanized area.
- 2) **Evaluate Alternatives:** Evaluate transportation alternatives that are scaled to the size and complexity of the region and realistically achievable.
- 3) **Maintain a Long-range Regional Mobility Plan:** Develop and update a long-range regional mobility plan for the urbanized area with a planning horizon of at least twenty years. The Mobility Plan should be a multimodal, fiscally constrained plan that fosters mobility and access for people and goods, promotes efficient system performance and preservation, conforms to air quality standards, and enhances the area's quality of life.
- 4) **Develop a Transportation Improvement Program (TIP):** Develop a short-range capital improvement program based on the long-range Regional Mobility Plan. The TIP is designed to promote the area's transportation goals by programming projects that address capacity needs, congestion reduction, transit service needs, air quality improvements, and transportation enhancements.
- 5) **Involve the Public:** Involve the general public and affected special interest groups in the four above-listed essential functions.

The Planning Process

Figure 1 shows an overview of the TPO planning process. While the complete process is far more complex, this diagram offers a general summary of the planning procedures and components that result in our current transportation system.



Figure 1. Transportation Planning Process

ABOUT THE KNOXVILLE REGIONAL TRANSPORTATION PLANNING ORGANIZATION

Mission

Advise and assist our region to improve and expand transportation choices by involving residents and decision makers in our plans, forums, and outreach.

Core Principles

- Preserve and manage our existing system.
- Link transportation and land use.
- Plan and build for all transportation modes.
- Develop our region's potential.

The Knoxville Regional TPO was established in 1977. Today, the TPO is housed within the Knoxville-Knox County Metropolitan Planning Commission (MPC), shares administration with MPC, and is staffed by MPC transportation planners. The urbanized area was initially made up of the City of Knoxville and a surrounding portion of Knox County. It has grown significantly over time to cover all of Knox County and parts of Anderson, Blount, Loudon, Roane and Sevier counties, including several cities and towns shown in the map in Figure 2.

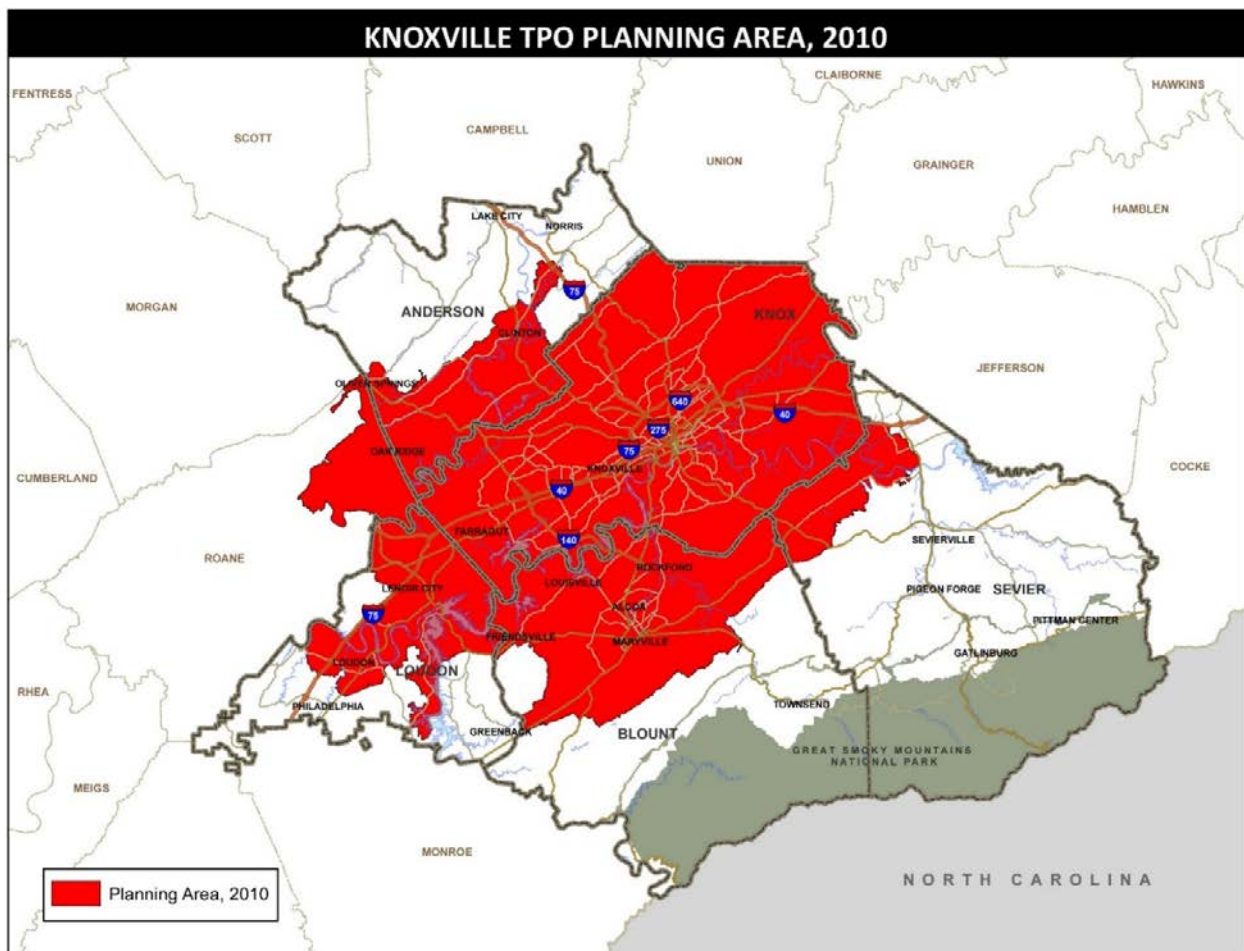


Figure 2. TPO Planning Area Map

Current federal transportation legislation, Fixing America's Surface Transportation (FAST) Act, requires the TPO to produce and oversee certain plans. The TPO is responsible for developing a long-range mobility plan, which is updated every four years. The plan identifies and prioritizes improvements for all types of transportation over the next 20 to 30 years. Project costs cannot exceed the funding that is expected to be available. A proposed transportation project must meet the goals of the Plan in order to be selected for funding.

The TPO also develops a four-year schedule of projects that is updated every three years. The Transportation Improvement Program (TIP) prioritizes projects based on how much federal, state, and local funding the region expects to receive within the next four years. Projects that are included must be consistent with an approved Mobility Plan. These plans require adequate public outreach in their development.

OUTREACH AND ACCOUNTABILITY TO THE PUBLIC

General policies in the Outreach Plan guide how public outreach is approached for all plans and programs and are based on regulations and requirements, allowing the public to offer input, increase accountability, and maximize transparency. Guidelines for individual plans allow the TPO to go above and beyond the general policies by outlining measures taken for specific projects based on needs and potential impact. Examples of these measures include outreach to specific target populations, public notice in newspapers or other media outlets in addition to those used regularly, pop-up meetings at events or locations where the target audience can be found, and other similar efforts.

Another way the TPO answers to the public is through the Technical Committee and Executive Board. The Technical Committee is primarily made up of planners and engineers from member cities and counties. They review plans and policies before they are sent to the Executive Board and are active in implementation of plans and programs. Elected and appointed officials from city and county jurisdictions within the TPO planning area serve as Executive Board members. These locally elected officials are directly accountable to their constituents and are authorized to act on TPO plans and other matters related to the TPO planning and programming process.

SECTION II: FEDERAL REQUIREMENTS

Public outreach in metropolitan transportation planning is federally mandated. Federal law includes specific requirements and performance standards and expectations for state departments of transportation and MPOs during transportation planning. Additional transportation legislation, environmental legislation, related regulations, and orders addressing environmental justice and persons with disabilities must also be met. The specifics of these requirements are outlined below.

FAST ACT

Fixing America's Surface Transportation (FAST) Act was signed into law in December 2015. Transportation planning under the FAST Act must be performed in conjunction with state and local officials, transit operators, and the public. MPOs are encouraged to consult or coordinate with planning officials responsible for other types of planning activities affected by transportation, including planned growth, economic development, environmental protection, tourism, natural disaster risk reduction, airport operations, and freight movement. [23 USC 134(g)(3)(A)].

The TPO consults with other planning agencies and considers other planning activities in the MPO largely through interaction with the Technical Committee. These agencies are represented on the committee and the TPO relies on these representatives to share information presented to them with their agencies and contacts. Whenever possible, the TPO expands its reach beyond this group to involve specific jurisdictions, the state, and others on special projects and to put on conferences, symposiums, etc.

FAST Act also requires expanding public outreach to include traditionally underrepresented stakeholders: users of pedestrian walkways and bicycle facilities, disabled populations, and others, are specifically included in FAST Act as parties to be provided with the opportunity to participate in the planning process.

Finally, the TPO must develop an outreach plan in consultation with interested parties that provides reasonable opportunities for all parties to comment on it. Relevant excerpts of the FAST Act can be found in Appendix A.

CODE OF FEDERAL REGULATIONS

The TPO planning process requires a broad outreach and engagement effort to fulfill federal planning requirements, strengthen the decision-making process, and develop community support for the resultant plans. As identified in 23 CFR 450, agencies/groups the TPO strives to engage in the metropolitan transportation planning process include, but are not limited to:

- Affected Public Agencies
- Representatives of Public Transportation Employees
- Representatives of Public Ports
- Freight Shippers and Providers of Freight Transportation Services
- Private Providers of Transportation
- Representatives of Users of Public Transportation
- Representatives of Users of Pedestrian Walkways and Bicycle Transportation Facilities
- Representatives of the Disabled
- Other Interested Parties

Stakeholder involvement is achieved through the techniques, practices and plan-specific guidelines further described in sections III through V. The TPO Executive Board, Technical Committee and Mobility Plan Advisory Committee are all venues with representation from identified stakeholders.

The TPO maintains an ongoing and cooperative relationship with federal, state and local public agencies, many of which are represented (as voting or non-voting members) on the TPO Executive Board or Technical Committee. Additional coordination is achieved through TPO staff participation in non-TPO committee meetings, workshops and other sessions related to planned growth, economic development, environmental protection, public transit, active transportation, freight movement, and state planning efforts.

Indicative of this interagency cooperation is the partnership with TDOT in support of major planning documents. Both TDOT's Long-Range Transportation Plan (LRTP) and Statewide Transportation Improvement Program (STIP) and the TPO's Mobility Plan and TIP are the result of iterative cooperation from plan initiation through completion. This consultation may include modeling and financial assumptions, project priority lists, comment solicitation and review of draft work products. TPO and TDOT staff regularly participate in planning meetings and events held for one another's plans.

EXECUTIVE ORDERS

In addition to federal transportation legislation, the TPO must comply with Executive Orders that are relevant to the work of the transportation process. Executive Order (EO) 12898 reinforces the requirements of Title VI of the Civil Rights Act of 1964 and focuses attention on the environmental and human health conditions in minority and low-income communities. Executive Order (EO) 13166 requires federal agencies and any other entities that receive federal funds via grants, contracts, or subcontracts to make their activities accessible to non-English speaking persons.

More detail on these Executive Orders can be found in Appendix A.

AMERICANS WITH DISABILITIES ACT OF 1990

The Americans with Disabilities Act of 1990 requires coordination with people with disabilities during the development and improvement of transportation services. Planners, engineers, and builders must provide access for the disabled at sidewalks and ramps, street crossings, and in parking or transit access facilities. Individuals with disabilities must also be able to access sites where public involvement activities occur and where information is posted or presented.

TITLE VI AND TPO'S NONDISCRIMINATION STATEMENT

The Knoxville-Knox County Metropolitan Planning Commission and the Knoxville Regional Transportation Planning Organization ensure compliance with Title VI of the Civil Rights Act of 1964; 42 USC 2000d; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin.

The TPO receives Federal Transit Administration (FTA) funding and is therefore required to maintain a Title VI program that is compliant with FTA Circular 4702.1B – Title VI and the Title VI-Dependent Guidelines for Federal Transit Administration Recipients. A significant portion of the requirements concern how the TPO seeks to engage those persons who are traditionally underrepresented in the

transportation planning process. The TPO's Title VI plan focuses primarily on minority, low income, and limited English proficient populations.

The Title VI Report is updated every three years. The Report is available in draft form on the TPO website and in the MPC library for 14 days prior to the TPO Technical Committee meeting. During this time it is available for public comment, and additional comments are welcomed prior to the Executive Board meeting that follows. The final report is also available on the website and in the MPC library.

Excerpts from the TPO's most recent FTA Title VI Report, including the TPO's Language Assistance Plan (LAP), are in Appendix B.

SECTION III: GENERAL GUIDELINES

PUBLIC MEETING PRINCIPLES AND TYPES

Principles

Public meetings are scheduled for a specific plan or project and are held for a variety of reasons. The purpose of these meetings is threefold:

- 1) To confirm the purpose and intent of the plan or project;
- 2) To present trends and forecasts for the area or region; and
- 3) To gather public input.

Because the regularly scheduled meetings of the Technical Committee and Executive Board are always advertised and are open to the public, they can also be used for the reasons listed above. Actions of meetings may result in the adoption or amendment of the Transportation Planning Work Program (TPWP), Transportation Improvement Program (TIP), and Regional Mobility Plan. Other actions include adoption or approval of resolutions for amendments, adjustments, endorsements, special plans, and reports.

Meeting Types

The following is a list of meeting options that the TPO currently uses to reach stakeholders. Detailed descriptions are available in Appendix C.

- Public hearing
- Public meeting
- Charrette/workshop
- Meeting-in-a-box
- Pop-up meeting
- Open house
- Small group meeting
- Town hall meeting
- Technical Committee and Executive Board meetings

OUTREACH TOOLS AND TECHNIQUES

Tools

Outreach tools are those that enable the TPO to solicit input from concerned residents through various forms of public engagement. The following is a list of outreach tools that the TPO currently uses. Detailed descriptions are available in Appendix C.

- Community or stakeholder advisory committee
- Comment forms/cards
- Contact person
- Public comment period
- Speakers bureau
- Stakeholder and community interviews
- Surveys and questionnaires
- Symposiums

- Task force
- Video kiosk
- Visual preference survey
- Webcasting
- Websites

Accessibility

The TPO strives to hold meetings at times and locations that are convenient and accessible. When there is a series of public meetings being held throughout the region, a special effort will be made to offer a portion of these meetings at locations that are accessible by public transportation (note: fixed route transit service is available only within the City of Knoxville). When possible, meetings will also be offered on both weekdays and weekends and at different times of day to give the widest range of groups an opportunity to attend, regardless of their schedules. In legal notices and advertisements, the public is invited to contact the TPO if accommodations are needed. This can be found in Appendix C under the definition of legal advertisements and notices.

Commitment to Identify and Test New Methods

There are many techniques that the TPO uses which are core components to engaging the public, such as public comment periods, comment cards, surveys and the use of websites. However, the needs of the public are continuously changing, which requires an agency that is constantly rethinking how it engages with those it serves. This approach led to the TPO's expanded use of technology (e.g., keypad polling at meetings, online surveys), social media, meetings-in-a-box, and pop-up meetings.

Early Outreach

Early outreach to local community leaders will help to determine suitable meeting forums and information formats to foster valuable input, especially when soliciting input from target populations. This is done by meeting with those leaders to determine the best way to engage the populations they represent instead of taking a one-size-fits-all approach. By taking advice from those who have a deeper understanding of the community, engagement is more likely to be thorough and ongoing.

Direct Outreach

TPO planning staff provide direct outreach to priority populations and underrepresented stakeholders, as well as other residents in a study or project area. Priority populations are identified in the TIP and Mobility Plan as those living in places with a high concentration of people meeting certain characteristics based on Census data, including: seniors, those living in households with no motor vehicles, people with disabilities, racial minorities, and people living in poverty. Because these populations are more likely to have health problems and are more dependent on transit, walking and bicycling for transportation, identifying them allows their needs to be incorporated into the projects identified in the TIP and Mobility Plan. This is done through a point system that grants points when certain criteria are met, including whether or not the project serves these populations.

To reach these groups, meeting notices are published in minority and free newspapers. Information is also shared on the TPO and partnering agencies' websites and on social media, including on pages of community groups of particular interest for a specific plan or program. Often, surveys are distributed and comments are sought by participating in standing meetings or providing a pop-up booth at events held in the affected community. While these types of broad outreach are always attempted, the most reliable method for inclusion of these populations is through direct outreach and collaboration between

the TPO and local community groups and their leaders. These trusted leaders are able to reach out on behalf of the TPO to encourage higher turnout at meetings and participation in outreach efforts.

INFORMATION TOOLS

The following is a list of information tools that the TPO currently considers when selecting methods to share information with the public. Detailed descriptions are available in Appendix C.

- Community TV
- Databases and distribution lists
- Direct and email mailings
- Door-to-door canvassing
- TPO general email address
- Exhibits, displays, signs and bulletin boards
- Newsletters
- Fact sheets and brochures
- Information repository
- Legal advertisements and notices
- Paid advertisements
- Posters and flyers
- Media releases
- Presentations: videos and PowerPoint
- Social media
- TPO, Project and program websites

TRANSPARENT, USER-FRIENDLY PRODUCTS AND PROCESSES

Understandable and Interesting Language / No Jargon

Meeting notices and materials will use appropriate, understandable language — acronyms and other technical jargon will be avoided as much as possible (for a helpful Transportation Planning Glossary, see Appendix E). Efforts are made to create advertising, project campaigns, and slogans that generate the most interest possible. The TPO makes reasonable efforts to address identified language barriers in order to provide meaningful access to information on its plans and programs. Tools such as the Flesch Reading Ease Score and the Flesch-Kincaid Grade Level Score are used to evaluate readability of plans and information on the TPO website.

Use of Shorter Documents or Executive Summaries

Planners are known for writing documents that are lengthy and dense, often read by few people. This reduces transparency and drastically diminishes the effectiveness of the planning process. We are challenged to create products that are clear and succinct, that highlight what is important, and that invite people to see how the planning process affects their lives.

Not all planning products can be both succinct and complete. When this is the case, executive summaries are used to communicate the central concepts to the public and refer them to the main document for comprehensive information. The TPO also produces a series of highlights for certain documents, such as the Regional Mobility Plan 2040. This is done with long documents that have recurring themes or that receive a large number of comments or questions on certain topics. Those

topics can be addressed in each highlight article and shared via appropriate websites, social media accounts, newsletters, and partner agencies.

The TPO has also started publishing the State of Transportation in East Tennessee Report as a way to communicate the work of the agency to the public and interested parties. It is a document that will be produced every other year. It provides an overview of the region's transportation system and factors that influence investment in that system. It is a condensed document that highlights current work and uses photos, maps, and graphics to make the information easier to understand.

Use of Visual Tools

Visualization techniques are used to enhance the public's understanding of the TPO's work whenever possible. This is most important where it can simplify confusing information through the use of diagrams and maps. Infographics can also be a very effective way to communicate complex technical material and ideas in an easily digested format for stakeholders and the public.

While the use of visual tools to clarify complex work has become more common in the TPO's daily work, it is worth noting the importance of these practices, especially in the Mobility Plan and the TIP. The most recent version of the Mobility Plan included visuals throughout. Early in the process, instead of simply providing a list of projects, an interactive map was made available that allowed the public to search for projects of interest based on location. It also allowed individuals to comment on that project directly on the map to provide an easier way to participate in project selection and encourage a greater number of comments. Infographics were also used, both in the plan itself and in presentation materials for both formal presentations and pop-up events. These visuals helped break down complex material to make it more easily understood by the public. While the TIP does not include as many visuals as the Mobility Plan, presentations, which serve as an overview of the complex processes involved in this program, rely heavily on visual tools.

SECTION IV: DEVELOPING BEST PRACTICES

The Outreach Plan seeks to establish a realistic and forward-thinking philosophy for public outreach in the TPO region. To do this, the Outreach Plan defines meaningful minimum requirements and promotes a culture in which staff continue to push the envelope to experiment with and identify new best practices. Those practices are included in the Outreach Toolkit (see Appendix C) to be used where appropriate. Not all practices are always appropriate and should be used only when it best complements the process. This allows staff to continuously test and identify more effective methods. The TPO has had opportunities to do this through several programs and projects, including Plan East Tennessee, the Bicycle Program, Smart Trips, and Mobility Plan 2040. The best practices from these programs are outlined below.

MEETING-IN-A-BOX

This portable public input tool is used with small groups and allows staff members or community volunteers to convene at the group's convenience. A Meeting-in-a-Box kit contains instruction sheets for the host/facilitator, sample meeting invitations, discussion questions, worksheets for participant responses, feedback questionnaires, and directions for recording and returning responses. Meeting-in-a-Box content can parallel the content of more traditional public meetings. This tool has a high return on investment and responds to the public need for a more flexible process. It has been a valuable tool since the TPO first made use of it during the Plan East Tennessee process.

ALTERNATIVE OUTREACH METHODS

The TPO has incorporated unconventional forms of community engagement in their outreach efforts. Examples of this include going to popular neighborhood locations, like coffee shops and breweries, asking community members to host meetings and invite their friends, and surprising citizens with pop-up meetings. A pop-up meeting is a unique, interactive way to encourage community engagement by meeting people where they already are. Displays, surveys, visuals, and handouts draw attention at parks, festivals, farmers' markets, job fairs, or other events that already have a crowd of people in attendance. Planners can then engage, giving a voice in the planning process to those who might not have been heard otherwise. These types of outreach are great tools for reaching underrepresented groups and those who do not normally show interest in the planning process.

SOCIAL MEDIA

The Bicycle Program, a program housed within the TPO that promotes bicycling as part of the overall transportation system, has been a leader among TPO programs in developing and embracing the use of social media. The program has used Facebook, Twitter, and Instagram to communicate program information and activities to the public as well as to generate general interest through discussion among members of the public. To date, the Bicycle program has nearly 450 followers on Twitter and more than 2,000 likes on Facebook. As a result of this success, other programs of the TPO have established social media accounts and use them regularly to communicate with the public.

The TPO's Social Media Policy is included in Appendix D.

AMBASSADORS

A group of volunteer ambassadors was formed to assist in the efforts of the Bicycle Program. These individuals help staff events, teach classes, and disseminate information to the public on behalf of the program. Because they are not planners, they communicate with the public in a more casual manner, free of technical language. They also help recruit the public to events, meetings, and classes by reaching

out to their personal networks. This helps grow the newsletter list and make more people aware of activities of both the Bicycle Program and the TPO.

TARGETED MARKETING

Smart Trips, an incentive based program that promotes alternatives to driving alone, has used a variety of traditional advertising methods to reach specific target audiences. These include billboard advertising, sponsorship spots on popular radio stations, and a combination of print and Internet ads with local media. Additional efforts to reach populations who may be unaware of the program, such as posters placed on Knoxville Area Transit buses to encourage those already making alternative trips to participate, have been used as well. The program also generates challenges to recruit new members and encourage ongoing participation among those already enrolled. Prizes are given as an incentive, and the program has tried giving away a variety of items to see what is most appealing.

PARTNERSHIPS

As a free service that helps employers offer the benefit of carpool matching to its employees, Smart Trips enjoys excellent working relationships with area businesses. Among the most successful partnerships are those with Oak Ridge National Laboratory, Department of Energy's Y-12 National Security Complex, Pellissippi State Community College, and the University of Tennessee. These facilities and schools work closely with Smart Trips to feature the program at worksite events and in their newsletters. ORNL, Pellissippi State, and UT are funding sponsors of the program as well.

These relationships are examples of how the TPO, both generally and through specific programs, can work with organizations, groups, and individuals to make the agency's work more wide-reaching. Leveraging partnerships allows the TPO to reach additional audiences and meet people where they are.

EASY-TO-READ PUBLICATIONS

The TPO has started producing shorter publications that are free of jargon and easier for the general public to understand and use. Materials are produced specifically to get community members who have no technical understanding of transportation planning more involved in the agency's work without reading through lengthy, technical documents. Examples of easy-to-read publications include a highlight series for the Regional Mobility Plan 2040, the State of Transportation in East Tennessee Report, and the Community Guide to Creating Great Places.

The Community Guide to Creating Great Places, for example, was prepared by the Bicycle Program as a resource for individuals, organizations, coalitions, neighborhood groups, the faith community, and others interested in promoting and creating bicycle- and pedestrian-friendly neighborhoods and communities. It explains how public policy is written and introduces the local officials who design and maintain neighborhoods and communities. It also gives tips for working with local elected and appointed officials, as well as pointers on building relationships with media.

SECTION V: PLAN-SPECIFIC GUIDELINES

In addition to the general guidelines for all TPO activities, there are specific guidelines that outline the outreach process for specific TPO products. While the following overview outlines public outreach requirements for each of the TPO's key documents, additional methods may be used to better access and inform the public of the agency's work as needed.

Key documents produced by the TPO:

- Regional Mobility Plan;
- Transportation Improvement Program (TIP);
- Federal Transit Administration (FTA) Section 5307 & 5339 – Program of Projects (POP);
- Federal Transit Administration (FTA) Section 5310;
- Transportation Planning Work Program (TPWP);
- Annual Listing of Obligated Projects;
- Surface Transportation Block Grant (STBG) and Transportation Alternatives Program (TAP) Solicitation; and
- Outreach Plan.

REGIONAL MOBILITY PLAN

The Regional Mobility Plan is a long-range (20+ year) multimodal strategy and capital improvement program developed to guide the investment of public funds in transportation facilities. The Mobility Plan is updated every four years and may be amended as a result of changes in projected funding, project scopes, or other reasons. Supplementary information may also be incorporated into planning documents by way of an addendum, described in Appendix E. The current Mobility Plan is available for viewing online as well as at the TPO office.

The Federal Highway Administration (FHWA) has outlined several key decision points that should be met by the TPO during the development of this long-range plan. The chart below lists key decision points and methods for public engagement for each. The TPO is committed to engaging the public and will, at a minimum, use the methods outlined below. The TPO may choose to engage with the public through additional opportunities beyond what is listed, such as holding additional meetings, featuring input opportunities in newsletters of partner agencies, or participating in a local event with a pop-up booth.

	Standing Meeting (Technical Committee, Executive Board, Advisor Committee)	Additional Public Meeting/Event	Surveys/Questionnaires	Media Release	Social Media	News Item on TPO Website	Include in TPO Newsletter
Endorse Vision & Goals	X				X	X	X
Approve Socioeconomic Data Projections	X				X	X	X
Approve Evaluation Criteria	X				X	X	X
Evaluate Transportation Deficiencies	X	X	X		X	X	X
Evaluate Performance Measures	X				X	X	X
Evaluate Plan Scenarios	X				X	X	X
Adopt Preferred Plan Scenarios/Project List	X	X	X		X	X	X

Make Conformity Determination by TPO	X				X	X	X
Adopt RMP by TPO	X			X	X	X	X

The TPO continues to solicit input from the public after the draft Mobility Plan has been developed. Outreach methods used to take the Plan from the initial draft to final adoption are outlined below.

Activity	Technique(s)
Draft Document:	Drafts are made available online (www.knoxmobility.org) and at the TPO office.
Comment Opportunities:	<ul style="list-style-type: none"> • At public meetings • At events throughout the region • Via electronic formats (e-mail, online comment cards, etc.) • By USPS mail to the TPO office • In person at the TPO office • During standing meetings (Technical Committee, Executive Board, Mobility Advisory Committee, and public meetings held specifically for Mobility Plan updates) • Through mail- or web-based surveys and questionnaires (may be used to gather information about specific projects in some cases)
Comment Period:	<ul style="list-style-type: none"> • A minimum of 30 days is given prior to adoption for updates and amendments.¹ • The public comment period begins with public notice.
Public Meeting(s):	<ul style="list-style-type: none"> • Public meeting(s) are held during the public comment period. • Separate meetings are held for the draft plan and the final Mobility Plan.
Public Meeting Notice:	<ul style="list-style-type: none"> • Ten to 14 days prior to the public meeting, announcements will be disseminated. Seven to 10 days prior to the public meeting, a media release may be sent. Meetings may also be posted on community calendars. • Ten to 14 days prior to the public meeting, paid media advertisement and/or a public notice will be published in appropriate local newspapers.²
Amendment Notice:	Amendment notices will be sent through web announcements, public notice in appropriate local newspapers, and regularly scheduled meetings.
Summary of Comments Received:	<ul style="list-style-type: none"> • All public comments will be made available online.

	<ul style="list-style-type: none"> • A public comment summary memo will be made available prior to the Executive Board meeting for the Mobility Plan update. • Written and verbal comments are summarized and incorporated into the final Mobility Plan.³ • Meeting and event summaries, comments and responses, survey reports, and more will be reported on the Mobility Plan website.
<i>Final, Adopted Document:</i>	<ul style="list-style-type: none"> • The final document is made available on the Mobility Plan website and at the TPO office. • Upon adoption of the final document, interested parties will be notified that the document is available on the Mobility Plan website. Information will also be shared on the TPO website, on social media, in the TPO newsletter, and with partnering agencies and organizations.
<i>Evaluation Technique(s):</i>	Success of the Regional Mobility Plan outreach is measured by number of views on the TPO website, circulation of the newspapers in which public notices were placed, social media reach, number of survey respondents, number of comments received, and number of citizens reached through public meetings and events.

The Mobility Plan incorporates community input that is received from development of the Plan through final adoption. This is done through project prioritization that is determined based on feedback from public surveys, the Technical Committee and the Advisory Committee. Also, as recurring themes become apparent over time, they are incorporated into the draft Plan. The TPO keeps track of all comments in a database and will respond to specific questions. Comments are summarized and shared with the public on the Mobility Plan website and in the Appendices of the final document.

TRANSPORTATION IMPROVEMENT PROGRAM (TIP)

The TIP is a four-year plan that lists all regionally significant and federally funded projects and services in the MPO planning area. This includes highway and street projects, public transit projects, major corridor studies, and bicycle/pedestrian projects. Projects that are included in the TIP must be consistent with the approved Regional Mobility Plan. Additionally, the TIP must have funding mechanisms already in place for all projects and strategies.

The TIP can be amended or adjusted as a result of changes in funding or need. Administrative adjustments to the TIP do not require a specific outreach plan as they are minor changes. Clarification on which changes are considered adjustments and amendments can be found in Appendix E. Supplementary information may also be incorporated into planning documents by way of an addendum, described in Appendix E. The current TIP is available for viewing online as well as at the TPO office.

The FHWA has outlined several key decision points that should be met by MPOs during the development of the TIP. The chart below lists key decision points and methods for public engagement for each.

	Standing Meeting (Technical Committee, Executive Board, Advisor Committee)	Surveys/ Questionnaires	Media Release	Social Media	News Item on TPO Website	Include in TPO Newsletter
Call for Projects with Local Governments and Public	X		X	X	X	X
Approve Project List from RMP	X					
Approve Project Prioritization	X	X	X	X	X	X
Reach Consensus on Draft TIP	X			X	X	X
Adopt TIP by MPO	X			X	X	X

The TIP also incorporates community input through project prioritization that is determined based on feedback from public surveys, the Technical Committee and the Advisory Committee through the Mobility Plan process. The TPO continues to solicit input from the public after the draft TIP has been developed. Outreach methods used to take the Plan from the initial draft to final adoption are outlined below. Methods are also outlined for the amendment process. Staff reviews all comments as they are submitted, responds to specific questions, and shares them in the Appendices of the final document.

Adopting a New TIP

Activity	Technique(s)
Draft Document:	Drafts are made available online (www.knoxtrans.org) and at the TPO office.
Comment Opportunities:	<ul style="list-style-type: none"> • At public meetings • Via electronic formats (e-mail, online comment cards, etc.) • By USPS mail to the TPO office • In person at the TPO office

	<ul style="list-style-type: none"> • During standing meetings (Technical Committee, Executive Board, and public meetings held specifically for TIP updates) • Web-based questionnaires (may be used to gather information about specific projects in some cases)
Comment Period:	<ul style="list-style-type: none"> • A minimum of 30 days is required prior to adoption for TIP updates.¹ • The public comment period begins with public notice.
Public Meeting:	Public meeting(s) may be held during the public comment period.
Public Meeting Notice:	<ul style="list-style-type: none"> • Ten to 14 days prior to the public meeting, web announcements will be posted. Seven to 10 days prior to the public meeting, a media release may be sent. • Ten to 14 days prior to the meeting, public notice will be published in various regional, local, and minority newspapers.²
Summary of Comments Received:	<ul style="list-style-type: none"> • A public comment summary memo will be made available prior to the Executive Board meeting for the TIP update. • Written and verbal comments are summarized and incorporated into the final TIP.³
Final, Adopted Document:	<ul style="list-style-type: none"> • The final document is made available online (www.knoxtrans.org) and at the TPO office. • Information will also be shared on social media, in the TPO newsletter, and with partnering agencies and organizations.
Evaluation Technique(s):	Success of TIP outreach is measured by meeting attendance, number of comments on the project, number of views on the TPO website, social media reach, and circulation of the newspapers in which public notices were placed.

Amending the TIP

Activity	Technique(s)
Draft TIP Pages:	Draft TIP project pages are made available online (www.knoxtrans.org) and at the TPO office.
Comment Opportunities:	<ul style="list-style-type: none"> • Via electronic formats (e-mail, online comment cards, etc.) • By USPS mail to the TPO office • In person or at the TPO office • During standing meetings (Technical Committee, Executive Board, and public meetings held specifically for TIP updates)
Comment Period:	<ul style="list-style-type: none"> • For projects exempt from air quality conformity, the public comment period for TIP amendments will be ten to 14 days prior to the public meeting. • A minimum of 30 days is required prior to adoption for TIP amendments that involve projects non-exempt from air quality conformity and projects that require a short air quality conformity determination. • The public comment period begins with public notice.⁴
Public Meeting:	Technical Committee and Executive Board meetings scheduled during the comment period are open to the public and serve as public meetings.

Public Meeting Notice:	<ul style="list-style-type: none"> • Ten to 14 days prior to the meeting, a web announcement will be posted. Meetings also may be posted on community calendars. • Ten to 14 days prior to the meeting, public notice will be published in various regional, local, and minority newspapers.²
Amendment Notice:	Amendment notices will be sent through web announcements, public notices in appropriate local newspapers, and regularly scheduled meetings.
Summary of Comments Received:	A public comment summary memo will be made available prior to the Executive Board meeting for the TIP update.
Evaluation Technique(s):	Success of TIP outreach is measured by meeting attendance, number of comments on the project, number of views on the TPO website, social media reach, and circulation of the newspapers in which public notices were placed.

FEDERAL TRANSIT ADMINISTRATION (FTA) SECTION 5307 & 5339 — PROGRAM OF PROJECTS (POP)

The City of Knoxville is the designated recipient of FTA Section 5307 (Urban Area Formula) and 5339 (Bus & Bus Facilities) funds. A POP is a list or program of projects utilizing FTA funds. As per the FTA Circular 9030.1D, the public participation requirements for the TIP may be used in lieu of a local process when developing the POP. The first-year of an approved TIP constitutes a list of “agreed to” projects for FTA purposes. To make it clear to the public, the public notice for the POP will state the TIP process is being used and it satisfies the FTA public involvement requirements for developing a POP.

FEDERAL TRANSIT ADMINISTRATION (FTA) SECTION 5310

The Knoxville Regional Transportation Planning Organization (TPO) is the designated recipient of the FTA Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) funding. TPO’s goal is to have an annual call for projects. However, this is contingent on Congress passing a transportation budget and the Knoxville urban area allocation being published in the Federal Register.

Once the funding amount is published, TPO staff initiates the application process. The application process may or may not occur at the same time as the TIP call-for-projects and depends on when funding is available. The TPO holds a publicly advertised call-for-projects and posts the application on the TPO website. Applications are then evaluated and scored using established criteria.

TPO staff, working with a sub-committee of the Technical Committee, prioritize 5310 projects in keeping with the recommendations in the Knoxville Regional Human Services Transportation Coordinated Plan. The sub-committee’s ranked list of all eligible applications is then presented to the full Technical Committee for consideration. Finally, the recommendation of the Technical Committee is presented to the Executive Board for final approval and inclusion in the TIP. The TPO’s Section 5310 Program Management Plan provides additional guidance on applying for funding and lists project eligibility.

TRANSPORTATION PLANNING WORK PROGRAM (TPWP)

The Transportation Planning Work Program (TPWP) is a two-year plan developed by staff to focus work and planning funds anticipated in the upcoming fiscal year. All federally funded planning activities must be in the TPWP and must be developed with economic vitality, safety, mobility options, and other planning factors in mind. The TPWP is reviewed and discussed at the regularly scheduled Technical Committee and Executive Board meetings along with being made available on the TPO website. Public comments on the draft TPWP are welcomed and can be submitted online or in person at the Technical

Committee and Executive Board meetings. If any comments are received, a summary is made available on the TPO website and provided to the Technical Committee and Executive Board.

ANNUAL LISTING OF OBLIGATED PROJECTS

Ninety days after the end of the fiscal year, the Annual Listing of Obligated Projects will be made publicly available. Notice will be given through appropriate local newspapers. The Listing will be distributed and discussed at the regularly scheduled Technical Committee and Executive Board public meetings along with being made available online and at the TPO office. Public comment is welcomed, and a summary is then reported on the TPO website.

SURFACE TRANSPORTATION BLOCK GRANT (STBG) AND TRANSPORTATION ALTERNATIVES PROGRAM (TAP) SOLICITATION

After the Executive Board determines available funds, staff will solicit qualified government entities for new STBG, TAP, and any other federally funded projects. The solicitation cycle will typically last 90 days. The selected projects will be added to the TIP.

Activity	Technique(s)
Comment Opportunities:	<ul style="list-style-type: none"> • At public meetings • Via electronic formats (e-mail, online comment card, etc.) • By USPS mail to the TPO office • In person or at the TPO office • During standing meetings (Technical Committee and Executive Board)
Comment Period:	A minimum of 14 days is required.
Public Meeting:	Public meetings may be held during the public comment period.
Public Meeting Notice:	<ul style="list-style-type: none"> • Ten to 14 days prior to the meeting a web announcement will be posted. Meetings also may be posted on community calendars. • Ten to 14 days prior to the meeting, public notice will be published in various regional, local, and minority newspapers.
Summary of Comments Received:	A public comment summary memo will be made available prior to the Executive Board meeting for the final project selection.
Final, Adopted Document:	<ul style="list-style-type: none"> • The final document will be made available online and at the TPO office. • Upon adoption of the final document, interested parties will be notified that the document is available on the TPO website.
Evaluation Technique(s):	Success of STBG, TAP, and any other regionally managed federal grant funded project outreach is measured by meeting attendance, number of comments on the project, number of views on the TPO website, and circulation of the newspapers in which public notices were placed.

OUTREACH PLAN

The Outreach Plan outlines the strategies used to provide and receive information from the public on transportation planning and programming processes, including funding for projects, studies, plans, and committee actions.

Activity	Technique(s)
Draft Document:	A draft of the plan is made available online (www.knoxtrans.org) and at the TPO office.
Comment Opportunities:	<ul style="list-style-type: none"> • At public meetings • Via electronic formats (e-mail, online comment card, etc.) • By USPS mail to the TPO office • In person or at the TPO office • During standing meetings (Technical Committee or Executive Board)
Comment Period:	<ul style="list-style-type: none"> • A minimum of 45 days is required prior to adoption. • The public comment period begins with public notice.
Public Meeting:	Public meetings may be held during the public comment period.
Public Meeting Notice:	<ul style="list-style-type: none"> • Ten to 14 days prior to the meeting, a web announcement will be posted. Meetings also may be posted on community calendars. • Ten to 14 days prior to the meeting, public notice will be published in various regional, local, and minority newspapers.²
Summary of Comments Received:	<ul style="list-style-type: none"> • A public comment summary memo will be made available prior to the Executive Board meeting for the Outreach Plan update. • Written and verbal comments are summarized and incorporated into the final Outreach Plan.
Final, Adopted Document:	<ul style="list-style-type: none"> • The final document will be made available online and at the TPO office. • Upon adoption of the final document, interested parties will be notified that the document is available on the TPO website.
Evaluation Technique(s):	<ul style="list-style-type: none"> • The Outreach Plan will be evaluated regularly by TPO staff in consultation with ongoing input received from the public on the outreach process. • All comments and suggestions made by the public will be recorded and taken into consideration when improvement strategies are discussed. • Success of plan outreach is measured by number of comments received, social media reach, number of views on the TPO website and circulation of the newspapers in which public notices were placed.

¹ If there are significant changes to the final draft Mobility Plan or TIP from the one made available for public comment, an additional opportunity will be provided for public comment on the revised changes. The TPO director shall determine when changes are significant and warrant additional opportunity for public comments.

² Comment periods can be noticed separately from public meetings. When the amount of time required for a comment period is longer than the amount of time required for a public meeting notice, the comment period will be noticed separately from the public meeting.

³ When significant written and oral comments are received on the draft Mobility Plan or draft TIP as a result of the public involvement process or the interagency consultation process required under the U.S. Environmental Protection Agency's conformity regulations, a summary, analysis, and report on the disposition of comments shall be made part of the final Mobility Plan or TIP.

⁴Unexpected needs and circumstances sometimes necessitate amendments to the TIP. To accommodate these needs, amendments can be presented to the Technical Committee at a regularly scheduled meeting and adopted by the Executive Board at the next regularly scheduled meeting. Both meetings are open to the public. The proposed amendment will be included in any public meeting notices published for the Executive Board meeting. The public comment period will begin with public notice and conclude at the Executive Board meeting at which the change is adopted.

SECTION VI: EVALUATING OUR PERFORMANCE

The Outreach Plan establishes a set of meaningful minimum requirements, based on federal guidance and sound logic. It then sets the tone for a professional culture that continuously seeks out new best practices. This philosophy reflects the need for planning processes that respond to the public rather than just doing the bare minimum.

ONGOING PUBLIC SURVEYS

The TPO constantly tries to incorporate an evaluation of its outreach process in all of its activities. Public surveys used for specific plans and programs will continue to be used as well as a survey designed specifically to identify perception of overall outreach and communications used by the agency. That survey will be used to develop a comprehensive Community Engagement Plan to be used for TPO's programs, activities, and all communications efforts.

BEST PRACTICES

The best way to evaluate our performance is a real-world approach. The TPO and its programs will continue to look to other organizations as well as internal ideas to identify and test new practices in addition to fulfilling a set of meaningful minimum requirements. This will allow the TPO to evaluate performance by testing the effectiveness of a method. How many people did the method reach? Do they have a better understanding of our process as a result? Did this method reach people new to our process? These and other questions determine the effectiveness of a method and its potential value moving forward.

RELIABLE OUTSIDE SOURCES

The TPO will look to outside sources that are able to evaluate outreach methodology, especially those that are able to do so in a statistically significant way. This can be a meaningful source of information in evaluating which methods and practices may warrant further consideration and which practices may warrant less emphasis.

READABILITY OF PRODUCTS

The TPO will utilize tools such as the Flesch Reading Ease Score and the Flesch-Kincaid Grade Level Score to evaluate the readability of products and, especially, information on the TPO website. These scores will be used to evaluate TPO performance and identify where complex materials need to be supplemented with summary materials that are easier for the public to understand.

COMMENTS ON OUTREACH PLAN

The final draft of the Outreach Plan will be developed in consultation with interested parties as required by federal rules and regulations through input received during the comment period. Before its adoption, the plan will be made available for public review and comment for a minimum of 45 days. The resulting public input will then be addressed and incorporated as appropriate. These procedures for public outreach have been formally enacted, reviewed, and certified as being in compliance with all applicable federal rules and regulations. The TPO welcomes additional comments about the public outreach process and this plan. The TPO will keep comments on file and use them to evaluate and revise outreach procedures in the future.

In addition to being made available to the public, the TPO will share the draft plan with the Technical Committee and Executive Board at standing meetings. These groups are encouraged to share the information with their contacts and constituents to comment on the plan. The TPO also submits the

draft plan to TDOT, FHWA and FTA for comments. All comments are addressed and a summary of those comments will be made available to the Technical Committee and Executive Board before they adopt the final plan.

Please submit comments to:

Ally Ketron, Outreach & Communications Specialist
 Knoxville Regional TPO
 400 W. Main St., Suite 403
 Knoxville, TN 37902
 Phone: (865) 215-3234 Fax: (865) 215-2068
 E-mail: ally.ketron@knoxtrans.org

Or comment in person:

- Technical Committee Meeting September 11, 2018

This meeting is located in the Small Assembly Room of the City/County Building, 400 W. Main St., Knoxville, TN from 9-10:30 a.m.

EVALUATION TECHNIQUES

In addition to a commitment to using these general methods for engaging the public, the TPO will track outreach efforts for specific plans and projects as outlined in Section V in order to measure the effectiveness of these methods for achieving the goals for outreach, listed in Section I. Starting in 2018, the TPO will include an overview of this information in MPC's Annual Report, including some, if not all, of the information listed below.

Measuring Visibility

- Number of TPO newsletters sent
- Number of newspaper advertisements/public notices placed
 - Number placed in newspapers with minority audiences
- Number of publications available on TPO website
- Number of meetings broadcast on Community Television of Knoxville
- Number of press releases sent
- Number of media mentions
- Number of social media followers

Measuring Participation Opportunities

- Number of surveys sent
- Number of public meetings and events held
- Number of participants at meetings and events
- Number of standing monthly Technical Committee and Executive Board meetings
- Number of draft plans made available for comment on TPO website
- Number of participation opportunities held in communities identified as a priority populations

Measuring Public Interest & Feedback

- Number of comments received on TPO website
- Number of comments received on social media
- Number of written and oral comments received
- Number of visitors to the TPO website
- Number of survey responses

OUTREACH PLAN

Appendices

APPENDIX A: FEDERAL LEGISLATIVE GUIDANCE

This Appendix includes excerpts of federal legislation that guides the activities of the Transportation Planning Organization, its process, and products.

FIXING AMERICA'S SURFACE TRANSPORTATION (FAST) ACT

The following are relevant metropolitan planning regulations under the FAST Act. For full regulations see www.fhwa.dot.gov/fastact

§ 450.316 Interested parties, participation, and consultation.

- (a) The MPO shall develop and use a documented participation plan that defines a process for providing individuals, affected public agencies, representatives of public transportation employees, public ports, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program), representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.
- (1) The MPO shall develop the participation plan in consultation with all interested parties and shall, at a minimum, describe explicit procedures, strategies, and desired outcomes for:
- (i) Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including a reasonable opportunity to comment on the proposed metropolitan transportation plan and the TIP;
 - (ii) Providing timely notice and reasonable access to information about transportation issues and processes;
 - (iii) Employing visualization techniques to describe metropolitan transportation plans and TIPs;
 - (iv) Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;
 - (v) Holding any public meetings at convenient and accessible locations and times;
 - (vi) Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP;
 - (vii) Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;
 - (viii) Providing an additional opportunity for public comment, if the final metropolitan transportation plan or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues that interested parties could not reasonably have foreseen from the public involvement efforts;
 - (ix) Coordinating with the statewide transportation planning public involvement and consultation processes under subpart B of this part; and
 - (x) Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

- (2)** When significant written and oral comments are received on the draft metropolitan transportation plan and TIP (including the financial plans) as a result of the participation process in this section or the interagency consultation process required under the EPA transportation conformity regulations (40 CFR part 93, subpart A), a summary, analysis, and report on the disposition of comments shall be made as part of the final metropolitan transportation plan and TIP.
 - (3)** A minimum public comment period of 45 calendar days shall be provided before the initial or revised participation plan is adopted by the MPO. Copies of the approved participation plan shall be provided to the FHWA and the FTA for informational purposes and shall be posted on the World Wide Web, to the maximum extent practicable.
- (b)** In developing metropolitan transportation plans and TIPs, the MPO should consult with agencies and officials responsible for other planning activities within the MPA that are affected by transportation (including State and local planned growth, economic development, tourism, natural disaster risk reduction, environmental protection, airport operations, or freight movements) or coordinate its planning process (to the maximum extent practicable) with such planning activities. In addition, the MPO(s) shall develop the metropolitan transportation plans and TIPs with due consideration of other related planning activities within the metropolitan area, and the process shall provide for the design and delivery of transportation services within the area that are provided by:
- (1)** Recipients of assistance under title 49 U.S.C. Chapter 53;
 - (2)** Governmental agencies and non-profit organizations (including representatives of the agencies and organizations) that receive Federal assistance from a source other than the U.S. Department of Transportation to provide non-emergency transportation services; and
 - (3)** Recipients of assistance under 23 U.S.C. 201- 204.
- (c)** When the MPA includes Indian Tribal lands, the MPO(s) shall appropriately involve the Indian Tribal government(s) in the development of the metropolitan transportation plan and the TIP.
- (d)** When the MPA includes Federal public lands, the MPO(s) shall appropriately involve the Federal land management agencies in the development of the metropolitan transportation plan and the TIP.
- (e)** MPOs shall, to the extent practicable, develop a documented process(es) that outlines roles, responsibilities, and key decision points for consulting with other governments and agencies, as defined in paragraphs (b), (c), and (d) of this section, which may be included in the agreement(s) developed under § 450.314.

[81 FR 34135, May 27, 2016, as amended at 81 FR 93473, Dec. 20, 2016; 82 FR 56544, Nov. 29, 2017]

EXECUTIVE ORDER (EO) 12898

Federal Actions to Address Environmental Justice in Minority and Low Income Populations was signed by President Clinton in February 1994. The EO reinforced the requirements of Title VI of the Civil Rights Act of 1964 and focused federal attention on the environmental and human health conditions in minority and low income communities.

The Knoxville Regional TPO is guided by the three guiding principles of EP 12898:

- To avoid, minimize or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision making process.
- To prevent the denial, reduction of or significant delay in the receipt of benefits by minority and low-income populations.

EXECUTIVE ORDER 13166

Improving Access to Services for Persons with Limited English Proficiency, was signed by President Clinton in August 2000. EO 13166 required federal agencies and any other entities that receive federal funds via grants, contracts, or subcontracts to make their activities accessible to non-English speaking persons. Persons with limited English proficiency are those with a primary or home language other than English who must, due to limited English fluency, communicate in that primary language if they are to have an equal opportunity to participate effectively in or benefit from any aid, service, or benefit in federally funded programs and activities.

EO 12898 and 13166 are directed at project level decision making in the engineering and design phases of projects as well as long range and project programming activities.

THE AMERICANS WITH DISABILITIES ACT OF 1990

The Americans with Disabilities Act of 1990 requires coordinating with disabled communities in the development and improvement of transportation services. Planners, engineers, and builders must provide access for the disabled at sidewalks and ramps, street crossings, and in parking or transit access facilities. Persons with disabilities must also be able to access the sites where public involvement activities occur as well as the information presented.

APPENDIX B: TITLE VI & ENVIRONMENTAL JUSTICE

This appendix contains excerpts from the TPO's FTA Title VI Plan. A complete copy of the plan can be found on the TPO's website at www.knoxtrans.org.

FTA TITLE VI REPORT

The TPO strives to be sure that all programs or projects planned under the TPO's responsibility consider Title VI and Environmental Justice impacts. The TPO monitors these efforts by analyzing project selection, project location, funding distribution, and possible project impacts, especially social and environmental impacts with regards to Title VI and Environmental Justice populations. The TPO maintains a set of adopted objectives which state that all plans and programs must consider Title VI impacts and include a proactive public involvement process that seeks to engage members of low income, minority groups, and Limited English Proficiency (LEP) populations early in the planning process. The TPO believes part of its role is to alert the responsible jurisdiction that there are community concerns, to help inform the community about the project, and to act as a liaison between the community and the jurisdiction.

Public Involvement

Each project's public involvement plan must consider Title VI issues and look to include opportunities for persons protected under Title VI to participate. Each plan's level of public involvement can vary depending on the magnitude of the project, its potential impact on the community, and its budget. Every TPO staff member is reminded to consider Title VI issues and plan the necessary outreach accordingly. Examples and techniques the TPO staff considers in designing a public involvement process with regards to Title VI are as follows.

- Hold meetings geographically in Title VI areas.
- Use a variety of meeting locations and different start times to encourage participation.
- Hold meetings during times that public transit services are available.
- Post all meeting dates and times and all draft Plans on the TPO website.
- Send all draft Plans to area libraries.
- Advertise meetings and post legal notices in the Knoxville News Sentinel, The Enlightener (high Minority readership), The Knoxville Focus (free publication), and on websites with high Spanish speaking readership. When necessary and appropriate, notices will be placed in additional regional newspapers.
- Purchase an advertisement in regional newspapers if appropriate and the budget allows. The ad may garner more attention than legal notices.
- Send meeting announcements to neighborhood groups, community groups, churches and special interests groups such as the Urban League when appropriate.
- Utilize other agency meetings to communicate with the public. When possible, agencies and organizations representing disadvantaged populations, including but not limited to, minority, low-income, and Hispanic populations will be targeted.
- Accept written comments in order to help those who may not feel comfortable talking or approaching a staff member. Participating in a public meeting can be intimidating and the MPC/TPO recognizes that individual comfort levels with attendees vary.
- Ensure all reports and documents include a Title VI statement of protection or information on how to access Title VI information. The MPC/TPO posts the Title VI notification on its website, www.knoxtrans.org.

- Make an extra effort to reach out to low income, minority, and Hispanic communities by holding special meetings at locations such as malls, YMCAs, schools, museums, grocery stores, neighborhood centers, local fairs, transit transfer points, and even on buses.
- Distribute the TPO's Title VI Brochure, which explains what Title VI is and how citizens are protected.

Title VI: Language Assistance Plan (LAP)

Limited English Proficient (LEP) individuals are persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP persons are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. Recipients of Federal funding are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. The Knoxville- Knox County Metropolitan Planning Commission LAP Plan provides the following opportunities:

- The TPO will publish notice of opportunity to comment or participate in meetings or plans on the Mundo Hispano website, the regional Hispanic online newspaper.
- The TPO will work with other associated agencies and non-profits (such as the Hispanic Chamber and the Health Department) to find alternative methods to get the word out about meetings or plans.
- Whenever possible, the TPO will participate in community outreach activities to build a stronger rapport with the Hispanic community. This effort will help the TPO identify better ways of conducting successful public outreach.
- The TPO has access to a telephone language interpreter service. One service is attainable through the City of Knoxville and another is through a private service the TPO can utilize for a fee.
- If notified within a reasonable time frame, TPO can offer free interpreter services at meetings or at the office.
 - The TPO will be proactive in providing interpreters for meetings when attendance of persons who may not speak English well is anticipated.
 - If meetings or services are in areas where there is a known concentration of persons who do not speak English well, TPO will look to partner with other agencies or organizations in those areas. An example may be meeting with the East Tennessee Hispanic Chamber of Commerce or the Knox County Health Department.
 - The TPO will post signs at entry points to meetings notifying the public of translator services when attendance of persons who do not speak English well is anticipated.
- The TPO can offer written translation of vital documents if requested. Multiple copies can be made available if financially reasonable. Notification of this service will be stated in outreach documents. If documents cannot be translated, verbal assistance from an interpreter will be offered to explain the contents of the document.
 - The TPO website will continue to allow users to translate information into the language of their choice.
- TPO staff will receive regular Title VI training and training to be sure they know about TPO's LEP policies and procedures.

- TPO staff will work with member jurisdictions, agencies, and sub-recipients to be sure they understand the TPO policies. Also, TPO staff will work with member jurisdictions, agencies, and sub-recipients to provide Title VI and LEP training, planning, and mapping.

APPENDIX C: OUTREACH TOOLKIT

This section of the Plan lists public outreach tools, separating them into three categories: Meeting Types, Participation Tools, and Information Tools. This is a comprehensive list of tools that can be used to involve citizens in transportation planning. It is not intended to imply that every project or plan will require all of these tools or that the TPO presently uses all of these methods. The core list of most frequently used tools or practices can be found in the Guidelines section.

The type of public outreach efforts employed for a particular project will be determined based on the project's overall regional and local impact. Highly localized projects may require more specialized outreach within the project's area of influence, rather than the broad outreach efforts required by others. Extensive outreach efforts throughout all areas of the region are conducted in order to assemble a broad cross-section of input into the decision making process, including traditionally underserved areas. The TPO's outreach efforts in these areas will continue to provide these residents with an opportunity to voice their opinions and concerns.

The TPO will continue to conduct, sponsor, and participate in special and community events that reinforce the mission and strategic plan of the organization, educate the public, and provide opportunities for public input.

OUTREACH TOOLKIT OVERVIEW

Meeting Types

- Public hearing
- Public meeting
- Charrette/workshop
- Meeting-in-a-box
- Pop-up meeting
- Open house
- Small group meeting
- Town hall meeting
- Technical Committee and Executive Board meetings

Public hearings

These are public meetings used to solicit public comment on a project or issue being considered by the TPO. Hearings provide a formal setting for citizens to provide comments to the TPO or other decision-making body. They are recorded and transcribed for the record. All major TPO activities, such as the Transportation Improvement Program and the Regional Mobility Plan, require a public hearing as part of the adoption process.

Public meetings

Public meetings are different from public hearings. Public hearings are regulatory requirements that provide a formal opportunity for the public to present comments and oral testimony on a proposed agency action. Public meetings, on the other hand, are less formal: there are no formal time limits on statements and the agency and/or the facilitator usually answers questions. The purpose of the meeting is to share information and discuss issues, not to make decisions. Due to their openness and flexibility, public meetings are preferable to hearings as a forum for discussing complex or detailed issues. Comments made during a public meeting do not become part of the official administrative record as

they do during a hearing. Public meetings provide two-way communication, with community members asking questions and the agency/facilitator providing responses.

Charrettes/workshops

These are seminars or gatherings of small groups of people, usually between 10 and 30, led by a small number of specialists with technical expertise in a specific area. In workshops, participants typically discuss a specific project or design where citizens comment on proposed actions and receive information on the technical issues associated with the project. Experts may be invited to explain certain aspects of the project. Workshops may help to improve public understanding and to prevent or correct misconceptions. Workshops also may identify citizen concerns and encourage public input.

Charrettes and workshops are generally open and informal, with information displays, handouts and project team members interacting with the public on a one-on-one basis; are usually set up on a drop-in basis, but may include short presentations; and are used for a wide range of TPO activities. The purpose is to provide project information to the public and to solicit public comment. An attendance record is kept and attendees are given the opportunity to sign up for the mailing list.

Meeting-in-a-box

A meeting-in-a-box is a versatile meeting format, designed to be performed in virtually any location, with a diverse array of groups. The purpose is to acknowledge that for a variety of reasons, many people are not able or choose not to participate in traditional public meetings, so meetings must go to where the people are. Staff can send groups a “kit” that contains instructions for the host or facilitator, sample meeting invitations, discussion questions, participant response worksheets, feedback questionnaires, and directions for recording and returning responses. This type of meeting can be conducted by a staff member or any community member. It can be modified in a number of ways to fit the needs of the group and can take advantage of already existing and energized groups.

Pop-up meeting

A pop-up meeting is another alternative to traditional public meetings. It is a unique, interactive way to encourage community engagement with people who are not usually included by meeting them where they already are. Displays, surveys, visuals, and handouts can be used to draw in people’s attention at whatever location is selected. Planners often go to parks, festivals, markets or other events that already have a crowd of people in attendance. They then engage with those people, giving a voice in the planning process to those who might not have been heard otherwise. This is a great tool for reaching underrepresented groups.

Open houses

Open houses are informal meetings in a public location where people can find out more about all sides of an issue through conversations with agency officials, staff, and representatives of involved interest groups and civic organizations. The meetings allow citizens to ask questions and express their concerns directly to project staff through one-on-one conversations. This type of interaction is often less intimidating than standing up in front of a crowd of people to ask a question. They also tend to last longer than a traditional meeting, allowing people to stop in whenever it is convenient without committing much time.

Small group meetings

These are meetings with small groups that have an interest in projects such as planning studies.

Meetings could be with homeowners or neighborhood groups, civic groups, special interest groups, or other groups of affected or interested parties. The meetings generally include a presentation by staff followed by a question and answer period. Staff follows up on questions and comments by responding back to the group and documenting the comments through meeting notes.

Town hall meetings

These meeting formats are more informal than board meetings and allow the public and members of the representative organization to interact. The main purpose of this type of meeting is to develop open communication between the members and those individuals who control the organization or committee.

Technical Committee and Executive Board meetings

The Technical Committee is made up of planners and engineers from jurisdictions represented by the TPO Executive Board and Regional Transportation Planning Council, with additional members representing local transportation and planning agencies. The committee reviews plans and policies before they are sent to the Executive Board and is active in the implementation of plans and programs. The Executive Board is made up of elected and appointed officials from the member cities and counties. They are responsible for setting regional transportation policy, and adopting plans and programs.

State and federal transportation planning regulations require advertisement of any public meeting where a decision could be made or that may be attended by more than one elected official. The TPO advertises meetings of the TPO Executive Board and the TPO Technical Committee at least 14 days in advance of the meetings. The ads, placed in major regional newspapers including one that is free and another that serves the African American community, invite the public to visit the website for the full agenda, which is available 5 to 7 days prior to each meeting. The public is invited to contact TPO staff if they would like a hard copy of a final agenda. Effort is also made to reach out to Hispanic communities via social media and other Hispanic media outlets when possible.

Participation Tools

- Community advisory committees
- Comment cards and comment forms
- Contact person
- Public comment period
- Speakers bureau
- Stakeholder and community interviews
- Surveys and questionnaires
- Symposiums
- Task force
- Video kiosk
- Visual preference surveys
- Webcasting
- Website

Community advisory committees: Community Advisory Committees (CAC) are often formed for a specific update or study. A CAC provides input from citizens representing potentially affected areas or special interest groups and can be used on an ad hoc or ongoing basis. Elected officials usually appoint the members of the CAC. Representatives of neighborhoods or groups with a vested interest are

encouraged to be members of the committee along with representatives of traditionally under-served groups.

Comment cards and comment forms

Comment cards are made available at every public meeting and all participants are encouraged to fill one out. Comment forms are often used to solicit public comments on specific issues presented at a workshop, open house, or other public meeting or hearing. They are similar to comment cards, but are usually more detailed and ask for specific feedback. For example, a comment form may ask for comments on specific recommendations considered during a corridor study or may ask for a person's general feelings about any aspect of transportation. Comment forms can also be included in publications and on websites to solicit input regarding the subject of the publication or the format of the publication or website.

In addition to gaining feedback from these cards and forms, the TPO can also build its database of those interested in the TPO if the participants are willing. Anyone who submits a comment is asked to sign up for email lists, both general and for the specific plan or project on which they are commenting.

Contact person

This is a designated staff member who is responsible for responding to questions and inquiries from the public and the media. The TPO website lists the projects and issues that each staff person is responsible for, along with e-mail addresses and phone numbers. In addition to everyday responsibilities, a contact person is assigned to each plan or project and listed on distributed materials, on information published on the website, and on press releases.

Public comment period

These are designated time periods in which citizens can formally review and comment on the agency's proposed course of action or decision. The public comment period begins with public notice, and public meetings are held within this timeframe, generally 30 days for most TPO activities.

Speakers bureau

This tool involves assembling and training a group of speakers available to make presentations upon request to committees, civic or interest groups, and other organizations. The TPO also proactively requests agenda time to make such presentations. The format usually consists of a presentation, informational handouts, and a discussion period. Speakers bureau presentations can be used for ongoing communication with key interested parties and concentrated outreach for large projects, such as updating the Regional Mobility Plan. Attendees are encouraged to sign up for the mailing list.

Stakeholder and community interviews

Stakeholder and community interviews are informal, face-to-face or telephone interviews held with local residents, elected officials, community group representatives and other individuals to determine citizens' concerns and attitudes. Interviews are particularly helpful in situations where there is perceived controversy or there is potential to receive high levels of public interest. Information obtained through these interviews is typically used to assess the community's concerns and information needs and to prepare a public participation plan, which outlines a community-specific strategy for responding to the concerns identified in the interview process.

Surveys and questionnaires

Surveys are used when specific input from the public is desired. An attitude and awareness survey can measure public awareness about transportation choices. Other uses for surveys include gathering information about daily travel patterns, gathering input on proposed strategies or alternatives, and asking the public about the best way to involve them in transportation planning. Surveys are usually written and distributed online. Though less common, they can also be oral, conducted in person, distributed by mail or left at locations such as libraries and community centers. They are often distributed widely, but can be given to specific segments of the community or to representative samples. Informal surveys can be short questionnaires that are included on a comment sheet or asked verbally at a sign-up table to gauge the group's sentiment on an issue.

Symposiums

A symposium is an intense, half- to full-day, in-depth session or series of sessions with an invited group of participants who represent a comprehensive cross-section of the community who have a vital interest in the project or process. A series of symposiums is a way to achieve sustained public involvement over the course of a long project. Symposiums expedite the exchange of information among interest groups, public officials and staff. The format consists of in-depth presentations of technical material followed by discussion groups. Small group work can be designed to focus on a variety of things, such as brainstorming and ranking issues, or providing input on plan concepts and direction.

Sometimes less formal symposiums are open to the public and used to present material that is less technical. They still involve elected officials, staff and experts, but are designed to be more accessible to those who are not involved in transportation planning.

Task force

A task force is made up of invited participants with a high level of knowledge about a proposed project or community and a willingness to commit to what is usually an extended meeting or series of meetings. The work of the task force is in depth and often technical in nature. The role of this type of group often focuses on identifying and evaluating strategies for achieving the goals and objectives of a specific plan; providing input on ways to reduce demand on the transportation system; or evaluating strategies for urban development that reduce the need to rely on automobiles. A task force requires a high level of involvement on the part of both participants and staff, but provides more extensive and in-depth input than possible with outreach techniques that target the general public.

Video kiosk

This tool involves setting up a portable booth in an area with high pedestrian traffic, such as downtown or in a shopping mall, to gather public input. The booth has a screen so citizens can watch a short video, record answers to a set of questions or survey, and record comments to provide input to decision-makers.

Visual preference survey

A visual preference survey asks participants to rate images of development and facilities based on their initial reaction. A primary goal of this technique is to offer those who are not experts in transportation planning a way to participate by evaluating the desirable and undesirable physical, visual, and spatial features of transportation systems and development. An accompanying questionnaire obtains a demographic profile of the participants.

Webcasting

Webcasting refers to streaming video and audio. This technique can be used to broadcast public meetings, integrate animated graphics to help explain a concept, or add text to an audio presentation. Webcasting is most commonly used to provide a recording of a meeting that is archived online or published via Facebook Live. This allows those who are interested but unable to attend a meeting to participate and view it on their own time. These techniques are also beneficial for those who are sight or hearing impaired, as webcast presentations can be enhanced to meet the needs of all citizens.

Website

General or project specific websites offer an opportunity for public input that is flexible and not staff intensive. The general TPO site provides background information about the TPO, the transportation planning process, current and archived news items, upcoming events, staff contact information and opportunities for the public to become involved by submitting comments and signing up for the newsletter. Project specific websites can be used to display extensive information about major TPO activities like the Regional Mobility Plan. The public may easily and on their own schedule provide input through websites managed by the TPO.

The TPO general website is currently in the process of being updated to better serve the public. The new site is expected to go live in 2018.

Information Tools

- Community TV
- Database and distribution lists
- Direct and email mailings
- Door-to-door canvassing
- TPO general email address
- Exhibits, displays, signs and bulletin boards
- Newsletters
- Fact sheets or brochures
- Information repository
- Legal notices and advertisements
- Paid advertisements
- Posters and flyers
- Media releases
- Presentations: videos and PowerPoint
- Social media
- TPO, project and program websites

Community TV

Community Television of Knoxville (CTV) maintains a public access cable channel that broadcasts select meetings, most frequently the TPO Executive Board and TPO Technical Committee meetings.

Databases and distribution lists

TPO staff maintains databases of all contacts, both business and public, that are updated on a continuous basis. The databases includes committee membership, mailing information, email addresses and phone numbers when known. The databases are used for maintaining up-to-date committee membership lists, interested parties, special interest groups, homeowners association contacts and the

newsletter email list. Other lists that are maintained include elected officials; federal, state, and local government contacts; local media; organized environmental groups; and civic, religious, and community organizations. These lists allow the TPO to distribute information about meetings and announcements to interested parties.

Direct and email mailings

Direct and email mailings are used to announce upcoming meetings or activities or to provide information to a targeted area or group of people. Direct mailings can be postcards, letters, or fliers. Emails notifying individuals and groups are also sent to the addresses maintained in the TPO's email databases. Meeting reminders are sent at the end of each week as a reminder about the upcoming week's meetings to those who have opted in to receiving them. Mailings may announce project-specific meetings, public hearings, workshops, open houses, corridor studies, small-area studies, special events, or major activities. An area may be targeted for a mailing because of potential impacts from a project and efforts are made to include low-income, minority, disabled, and Limited-English-Proficient (LEP) populations.

In order to continue expanding the database, members of the public will be asked if they would like to be included on it when comment forms are dispensed and collected at public meetings. Physical and e-mail addresses will be requested. In addition to the notices that are distributed to the local media, e-mail messages and/or post cards are sent to individuals and groups notifying them of meetings.

Door-to-door canvassing

Door-to-door canvassing is a way to collect and distribute information by calling on community members individually and directly. Public interest groups have long used such techniques and they also may be useful for facility owners as a way to gauge public interest during the community assessment stage. During these interactions, canvassers can field questions about activities, discuss concerns, and provide fact sheets or other materials. Some citizens may want to find out more about the activity by signing up for mailing lists or attending an upcoming event.

TPO general email address

Using email for communication with the public has become an integral part of public outreach. Having a general e-mail address makes it easier for citizens to contact the TPO with questions, requests for documents or other information and informal and formal comment. Staff monitors the inbox, responds, and follows up as appropriate.

Exhibits, displays, signs and bulletin boards

A variety of exhibits and displays can provide general information, such as introducing a large project, or specific information, such as proposed land use strategies. Locations for the displays include community workshops, public locations and public events designed to attract those who would not have otherwise seen it.

Signs can be a useful means of public notice, especially for residents and neighbors of the facility or planned facility. A sign on the site should be large enough so that passers-by, whether on foot or in a vehicle, can read it. Another option is to place posters or bulletins on community bulletin boards (in community centers, town halls, grocery stores, on heavily traveled streets, etc.) where people are likely to see them.

Newsletters

Email newsletters are used for ongoing communication as well as to send out updates or notifications on an as needed project-specific basis. Distribution can be general or targeted. The general mailing list includes interested parties, municipalities, media, and other agencies who have voluntarily added their name and address to the list. Each issue of the newsletter includes contact information, upcoming meetings and events, the TPO website address, project highlights, and other transportation-related news. The newsletter can be used to highlight major TPO projects or activities, such as the adoption of project priorities and report information regarding significant transportation issues, TPO awards and other one-time activities. The newsletter can also be used to inform the public of upcoming decisions to be made by the TPO or other agencies, so that they have time to prepare meaningful comments prior to the decision being finalized.

Placing a notice in or sharing an article with a newsletter distributed by a local government, a civic or community organization, neighborhood association, or in other free publications (e.g., a paper that highlights local or community activities) is a generally inexpensive way to target a specific audience or segment of the community.

Fact sheets and brochures

Fact sheets and brochures provide summary information regarding programs and projects. Fact sheets can be distributed at public meetings, on the website, at grocery stores and in public places such as libraries and community centers. Brochures are usually more general to the agency or program and do not focus on a specific project or plan. They can also be distributed at libraries and community centers, as well as at conferences, seminars and other educational events. Fact sheets and brochures should be brief, easy to read and understand, written for the eighth-grade reading level, avoid acronyms and jargon and include graphics to help deliver the message.

Information repository

An information repository is a collection of documents related to an activity, program, or corrective action. A repository can make information readily available to people who are interested in learning about or keeping abreast of TPO activities in or near their community in greater detail. Websites are good resources for storing detailed information in an organized manner. An office accessible to the public is also an option for storing hardcopies of documents, maps, and multimedia resources. The information that goes in the repository can differ from case to case, depending on what information will be most useful according to the specifics of the case at hand. For instance, multilingual fact sheets and other documents will be most appropriate in situations where there are many non-English-speaking people in an affected community. Similarly, if the community needs assistance in understanding a very technical situation, then the agency and the facility should provide fact sheets and other forms of information that are more accessible to the non-technical reader.

Legal advertisements and notices

State and federal transportation planning regulations require advertisement of any public meeting where a decision could be made or that may be attended by more than one elected official. The notice used for regular meetings of the TPO Executive Board and the TPO Technical Committee can be found below. The TPO places notices in the Knoxville News Sentinel, Knoxville Focus, The Enlightener, or on Hispanic focused social media outlets. In cases when it is appropriate to appeal to more targeted markets, notices may be placed in the Blount Daily Times, Mountain Press, Oak Ridger, Clinton Courier or News Herald.

Technical Committee/Executive Board Meeting Notice:
Knoxville Regional Transportation Planning Organization
Technical Committee Meeting, m/d/yr

The Knoxville Regional Transportation Planning Organization (TPO) Technical Committee/Executive Board will meet on Tuesday/Wednesday, m/d at 9 a.m. in the Small Assembly Room of the City County Building, 400 Main Street, Knoxville, TN. The full Agenda will be available on the TPO website 5-7 days prior to the meeting and can be found here: www.knoxtrans.org/meeting. If you would like a copy of the final Agenda please contact the TPO. If you need assistance or accommodation for a disability please notify the TPO three business days in advance of the meeting and we will be glad to work with you in obliging any reasonable request.

865-215-2694 or dori.caron@knoxtrans.org.

Paid advertisements

Various projects may require more advertising than a standard public notice. Newspaper ads may be placed in the papers TPO traditionally places public notices such as the Knoxville News Sentinel, Knoxville Focus, The Enlightener, or on Hispanic focused social media outlets. In cases where it is appropriate to advertise in more targeted markets, these ads may be placed in the Blount Daily Times, Mountain Press, Oak Ridger, Clinton Courier or News Herald.

Posters and flyers

Posters and flyers are used to announce meetings, events and occasional projects. They can be displayed in public places such as government centers, neighborhood shops, religious institutions, social service agencies, employment centers, bus stops/transit hubs, the interior of buses, senior centers, public health clinics, public libraries, community centers and popular meeting places. They also may be inserted into another publication, such as a neighborhood newsletter. The announcement may contain a brief description of the purpose of the meeting, the time, location, and contact information. Posters and flyers may be used to reach a large audience that would be reached using other forms of outreach.

Media releases

Press releases are official announcements written by the TPO and issued to the news media. They are most often used to announce public meetings, surveys and events, and to report the results of studies. Press releases are sent to a well maintained database of local media contacts to ensure that interested parties and the press are up-to-date on news and information concerning TPO activities.

Presentations: videos and PowerPoint

Videos and PowerPoint presentations can be used as informational tools and to document public involvement events. They can be broadcast on Community TV, shown at public involvement events, shown to citizen groups, be part of presentations to public officials and used for speakers bureau presentations. These visual tools are an effective way to stretch staff resources in making presentations and help generate interest in the topic.

Visual tools are used to enhance the public's understanding of TPO plans and programs. This includes using graphics, video, and Geographic Information Systems (GIS), which are all very effective ways to communicate complex technical material and ideas.

Social media

In recent years, social media has become a major medium by which the public receives and processes information. The TPO has embraced this medium and will continue to utilize these tools to share

information. TPO and MPC staff members have developed a Social Media Policy to better address how Social Media will be used; this Policy is included in **Appendix D**.

TPO, project and program websites

The TPO's website is a tool for disseminating information on meetings, project updates, agency news and general background information. The TPO general website is in the process of being updated to better serve the public. The new site is expected to go live in 2018.

The website contains, but is not limited to:

- Brief descriptions of current projects with available maps, photos, renderings, etc.;
- Work products and publications — RMP, TIP, TPWP, etc.;
- Draft and final documents for public review and comment;
- Calls for projects and requests for quotation;
- Links to related agencies and planning partners — TDOT, FHWA, etc.;
- Current operating procedures — including the Outreach Plan;
- A listing of current TPO member jurisdictions;
- Meeting calendars with agenda items;
- Contact information — mailing address, phone, fax, and e-mail; and
- Profiles of TPO staff with current responsibilities.

Project and program websites are sometimes created separate from the TPO website if there is an abundance of information or outreach that takes place specifically for that project that is more easily maintained on its own. These sites have the same types of information as the TPO, but are specific to the project. There are calendars, news items, drafts, and other appropriate information. Examples of projects and programs with their own websites are the Regional Mobility Plan, Smart Trips and the Knoxville Regional Bicycle Program.

While web- and e-mail-based communication is both effective and desirable to many interested in the agency's work, not everyone in the TPO planning area has access to computers or smart phones. Plans and documents will continue to be made available through the TPO office and county libraries. If staff is made aware that a citizen wants to access an online tool or plan, accommodations can be made to print, mail, and discuss the needed document.

APPENDIX D: MPC SOCIAL MEDIA POLICY


**KNOXVILLE/KNOX COUNTY METROPOLITAN PLANNING COMMISSION
POLICIES FOR MPC SOCIAL MEDIA ENVIRONMENT**
I. Purpose and Response

The intended purpose for MPC's social media content is to provide relevant and timely information. Some tools may also serve as a forum for courteous public discussion of relevant planning issues. Persons submitting comments should not expect a direct response from MPC. For comments that require a direct response, users should contact MPC staff by phone at (865) 215-2500 or by email at contact@knoxmpc.org.

At its sole discretion, MPC may elect to disable features or capabilities, or alter or discontinue the use of any social media tool at any time.

II. Standards for Acceptable Comments

MPC reserves the right to delete unacceptable postings and may, at its discretion, block users for frequent or egregious violations. Postings containing any of the following forms of content shall not be allowed:

- A. Profane, violent, hateful, or obscene language or content;
- B. Libelous or defamatory content;
- C. Content that constitutes a personal attack or is intended to intimidate or harass;
- D. Content that misrepresents the commenter's identity or affiliation or impersonates others;
- E. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, political affiliation, or sexual orientation;
- F. Sexual content or links to sexual content;
- G. Solicitations of commerce;
- H. Off-topic or repetitive posts;
- I. Conduct or encouragement of illegal activity;
- J. Information that may compromise the safety or security of MPC, the public, or public systems;
- K. Confidential or non-public information; or

- L. Content that violates a legal ownership interest of any other party.

III. **Non-Endorsement Disclaimer**

MPC does not endorse any comment or position stated or implied, other than those posted directly by MPC. This includes comments made by individual members of MPC staff that represent only his/her personal opinion as a member of the public. This also includes comments or positions stated or implied within content written by a third party that are posted or linked to by MPC for informational purposes. Furthermore, MPC does not monitor, nor does it endorse or take responsibility for, any comments, opinions, or agendas implicitly or explicitly stated within the profiles or personal pages of persons or groups who “like,” follow, or are linked in any way to MPC’s social media content.

IV. **Third Party Entity Disclaimer**

Social media sites are owned and maintained by third party entities. MPC assumes no responsibility for the maintenance of these services, nor for the privacy, security, or protection of any information submitted by users in any portion of a social media site.

V. **Right to Summarize**

Whenever possible, links will be provided to users to submit official comment. Information received via social media may be summarized and shared with MPC’s Planning Commission or committees as appropriate.

VI. **Adherence to Laws and Policies**

The use of social media will follow all federal, state, local, and MPC-related laws and/or policies regarding the sharing of information, copyright and ownership, and collection of data.

VII. **Collection of Data**

MPC will not collect or store the personal information (name, email, location, gender, etc.) of social media users except when required by law. Social media sites may have their own privacy policies that may differ from MPC’s.

VIII. **Public Record**

All content posted by either MPC or any member of the public to MPC social media pages is considered part of the public record. The State of Tennessee defines public records as follows:

"Public record or records" or "state record or records" means all documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings, or other material, regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business by any governmental agency. (Tenn. Code Ann. § 10-7-503(a)(1)(A)(i))

APPENDIX E: TRANSPORTATION GLOSSARY

American Association of State Highway and Transportation Officials (AASHTO)

A nonprofit, nonpartisan association representing highway and transportation departments in the 50 states, the District of Columbia, and Puerto Rico.

Access/Accessibility

The opportunity to reach a given end use within a certain time frame, or without being impeded by physical, social, or economic barriers.

Addendum

Supplementary information in addition to a completed document. Addendums may be used to clarify and support the information in the original document, or to integrate planning requirements finalized after the document's approval.

Administrative Adjustment

A minor revision to a Regional Mobility Plan (RMP) or Transportation Improvement Program (TIP) that includes minor changes to project/project phase costs, minor changes to funding sources of previously included projects, and minor changes to project/project phase initiation dates. An administrative modification is a revision that does not require public review and comment, a redemonstration of fiscal constraint, or an air quality conformity determination (in nonattainment and maintenance areas).

An adjustment is further defined as follows:

- A minor change in the total project cost (see total project cost table);
- A minor change in project description that does not change the air quality conformity finding in maintenance and/or non-attainment areas; or
- A minor change in the project description/termini that is for clarification and does not change the project scope; or
- Shifting funds between projects within a TIP (i.e., funding sources and projects already identified in the TIP) if the change does not result in a cost increase greater than the amendment threshold (see project total cost table) for the total project cost of all phases shown within the approved TIP; or
- Adding an amount of funds already identified in the STIP/TIP for the current or previous year(s) if the funds are currently identified in the STIP/TIP either in an existing project or as available funds and the change does not result in a cost increase greater than the amendment threshold (see project total cost table) for the total project cost of all phases within the approved TIP; or
- Moving projects from year to year within an approved TIP, except those that cross air quality horizon years; or
- Changes required to follow FHWA and FTA instructions as to the withdrawal of funds or reestablishment of funds withdrawn at the request of FHWA or FTA; or
- Moving funds between similarly labeled groupings, regardless of percent change; or
- Adjustments in revenue to match actual revenue receipts.

Amendment

A revision to a Regional Mobility Plan (RMP) or Transportation Improvement Program (TIP) that involves a major change to a project, including the addition or deletion of a project or a major change in project

cost, project/project phase initiation dates, or a major change in design concept or design scope (e.g., changing project termini or the number of through traffic lanes or changing the number of stations in the case of fixed guideway transit projects). Changes to projects that are included only for illustrative purposes do not require an amendment. An amendment is a revision that requires public review and comment and a redemonstration of fiscal constraint. If an amendment involves “non-exempt” projects in nonattainment and maintenance areas, an air quality conformity determination is required.

An amendment is further defined as follows:

- A major change in the total project cost, excluding groupings (excluding groupings); or
- or adding a new project or deleting a project from the RMP/TIP; or
- A major change of project scope; examples include, but are not limited to, changing the number of through-lanes, adding/deleting non-motorized facilities, changing mode (e.g., rolling stock or facility type for transit), changing capital category (i.e., transit funding), or changing termini; or
- Any change requiring a new regional air quality conformity finding, where applicable (including a grouping).

Alternative Modes of Transportation

Forms of transportation that provide transportation alternatives to the use of single-occupant automobiles. Examples include: rail, transit, carpools, bicycles, and walking.

Americans with Disabilities Act (ADA)

Federal civil rights legislation for persons with disabilities, signed into law in 1990 that prohibits discrimination specifically in the areas of employment, public accommodation, public services, telecommunications, and transportation. Transportation requirements include the provision of “comparable paratransit service” that is equivalent to general public fixed-route service for persons who are unable to use regular bus service due to a disability.

Arterial Street

A class of street serving major traffic movements (high-speed, high volume) for travel between major points.

Attainment Area

An area considered to have air quality that meets or exceeds the U.S. Environmental Protection Agency (EPA) health standards used in the Clean Air Act. Nonattainment areas are areas considered not to have met these standards for designated pollutants. An area may be an attainment area for one pollutant and a nonattainment area for others.

Capacity

A transportation facility's ability to accommodate a moving stream of people or vehicles in a given time period. The maximum rate of flow at which persons or vehicles can be reasonably expected to traverse a point or uniform segment of a lane or roadway during a specified time period under prevailing roadway, traffic and control conditions; usually expressed as vehicles per hour or persons per hour.

Capital Improvement Program (CIP)

A plan for future capital infrastructure and program expenditures that identifies each capital project, its anticipated start and completion, and allocates existing funds and known revenue sources for a given period of time. Most local governments have a CIP.

Clean Air Act (CAA)

Federal statutes established by the United States Congress which set the nation's air quality goals and the process for achieving those goals. The original Clean Air Act was passed in 1963, but the national air pollution control program is actually based on the 1970 version of the law. The 1990 Clean Air Act Amendments are the most far-reaching revisions of the 1970 law.

Congestion

A condition under which the number of vehicles using a facility is great enough to cause reduced speeds and increased travel times.

Congestion Management Process (CMP)

Systematic process for managing congestion. Provides information on transportation system performance and finds alternative ways to alleviate congestion and enhance the mobility of people and goods, to levels that meet state and local needs.

Congestion Mitigation and Air Quality Improvement Program (CMAQ)

A categorical Federal-aid funding program created with the Intermodal Surface Transportation Efficiency Act (ISTEA). Directs funding to projects that contribute to meeting National Ambient Air Quality Standards. CMAQ funds generally may not be used for projects that result in the construction of new capacity available to SOVs (Single-Occupant Vehicles).

Context Sensitive Solution (CSS)

A collaborative, interdisciplinary approach that involves all stakeholders to develop a transportation facility that fits its physical setting and preserves scenic, aesthetic, historic, and environmental resources, while maintaining safety and mobility. CSS is an approach that considers the total context within which a transportation improvement project will exist.

Design Standards

Standards that are met when a new road is constructed, or when a deficient section is improved. These standards pertain to all relevant geometric and structural features required to provide a desired level of service over the life of the project. The life of the project is generally 20 years beyond its implementation.

Environmental Assessments (EA)

Prepared for federal actions under the National Environmental Policy Act (NEPA) where it is not clearly known how significant the environmental impact might be. If, after preparing an environmental assessment, it is determined that the project impact is significant, an Environmental Impact Statement (EIS) is then prepared. If not, a "finding of no significant impact" (FONSI) is documented.

Environmental Impact Statements (EIS)

Prepared for federal actions that have a significant effect on the human and natural environment. These are disclosure documents prepared under the National Environmental Policy Act (NEPA) that provide a full description of the proposed project, the existing environment and analysis of the anticipated beneficial and adverse environmental effects of all reasonable alternatives. There are various stages — Draft EIS and Final EIS.

Environmental Justice (EJ)

Environmental justice is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies.

Environmental Protection Agency (EPA)

The federal regulatory agency responsible for administering and enforcing federal environmental laws, including the Clean Air Act, the Clean Water Act, the Endangered Species Act, and others. EPA is the source agency of air quality control regulations affecting transportation.

Federal Highway Administration (FHWA)

A branch of the U.S. Department of Transportation that administers the federal-aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges. The FHWA also administers the Federal Lands Highway Program, including survey, design, and construction of forest highway system roads, parkways and park roads, Indian reservation roads, defense access roads, and other Federal lands roads.

Federal Transit Administration (FTA)

A branch of the U.S. Department of Transportation that is the principal source of federal financial assistance to America's communities for planning, development, and improvement of public or mass transportation systems. FTA provides leadership, technical assistance, and financial resources for safe, technologically advanced public transportation to enhance mobility and accessibility, to improve the nation's communities and natural environment and to strengthen the national economy.

Financial Planning

The process of defining and evaluating funding sources, sharing the information, and deciding how to allocate the funds.

Financial Programming

A short-term commitment of funds to specific projects identified in the regional Transportation Improvement Program (TIP).

Fiscal or Financial Constraint

Making sure that a given program or project can reasonably expect to receive funding within the time allotted for its implementation.

Fixing America's Surface Transportation (FAST) Act

In 2015, President Obama signed the FAST Act into law. It was the first federal law in over a decade to provide long-term funding certainty for surface transportation infrastructure planning and investment. The FAST Act authorizes \$305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, and research, technology, and statistics programs.

Geographic Information System (GIS)

Computerized data management system designed to capture, store, retrieve, analyze, and display geographically referenced information.

High-Occupancy Vehicle (HOV)

Vehicles carrying two or more people. The number that constitutes an HOV for the purposes of HOV highway lanes may be designated differently by different transportation agencies.

Intelligent Transportation Systems (ITS)

The application of advanced technologies to improve the efficiency and safety of transportation systems.

Intermodal

The ability to connect and the connections between modes of transportation.

Intermodal Surface Transportation Efficiency Act (ISTEA)

The 1991 federal transportation law that introduced a more intermodal and collaborative process for planning and funding transportation projects and programs. Many of the provisions from ISTEA were continued and expanded in follow-up legislation.

Knoxville Area Transit (KAT)

The transit agency serving the Knoxville area.

Level of Service (LOS)

A qualitative rating of how well a unit of transportation supply (e.g. street, intersection, bikeway, etc) serves its current or projected demand. LOS A = free-flow condition (32 percent of capacity); B = reasonably free-flow conditions (51 percent); C = operation stable but becoming more critical (75 percent); D = lower speed range of stable flow (92 percent); E = unstable flow (100 percent); F = forced flow; >100 percent of capacity, stop-and-go operation.

Maintenance Area

Maintenance area is any geographic region of the United States previously designated nonattainment pursuant to the CAA Amendments of 1990 and subsequently redesignated to attainment subject to the requirement to develop a maintenance plan under section 175A of the CAA, as amended.

Major Road Plan

This plan views each road as part of the overall transportation system and identifies its functional classification. It assigns right-of-way requirements based on the purpose and function of the road, future road improvements, future pedestrian improvements, traffic counts, anticipated development, and policies and goals contained in adopted sector plans, Regional Mobility Plans, the Knoxville-Knox County General Plan, and/or other documents. The Major Road Plan is used in the regulation of land use and is identified in the Knoxville-Knox County Minimum Subdivision Regulations, Section 62.

Metropolitan Planning Organization (MPO)

Also known as a Transportation Planning Organization (TPO), an MPO is a planning agency established by federal law to assure a continuing, cooperative, and comprehensive transportation planning process takes place that results in the development of plans, programs, and projects that consider all transportation modes and supports the goals of the community. Each urbanized area or contiguous urbanized area, as defined by the U.S. Census Bureau, containing a population of greater than 50,000 is required to have an MPO. [Also see Transportation Planning Organization.]

Mode, Intermodal, Multimodal

Form of transportation, such as automobile, transit, bicycle, and walking. Intermodal refers to the connections between modes, and multimodal refers to the availability of transportation options within a system or corridor.

National Environmental Policy Act of 1969 (NEPA)

An established national environmental policy requiring that any project using federal funding or requiring federal approval, including transportation projects, examine the effects of proposed and alternative choices on the environment before a federal decision is made.

National Historic Preservation Act (NHPA)

Law requiring federal agencies to consider the potential effect of a project on a property that is registered on or eligible for the National Register of Historic Places. If effects are identified, federal and state agencies and the public must identify means to mitigate the harm.

Nonattainment

Any geographic area that has not met the requirements for clean air as set out in the Clean Air Act of 1990. An area can at the same time be classified as in attainment for one or more air pollutants and as a nonattainment area for another air pollutant.

Paratransit

Alternative known as "special or specialized" transportation, which often includes flexibly scheduled and routed transportation services. These services use low-capacity vehicles such as vans to operate within normal urban transit corridors or rural areas. Services usually cater to the needs of persons whom standard mass transit services would serve with difficulty or not at all. Common patrons are the elderly and persons with disabilities.

Planning (PL) Funds

Primary source of funding for metropolitan planning designated by the FHWA.

Regional Mobility Plan (RMP)

A document resulting from regional or statewide collaboration and consensus on a region or state's transportation system and serving as the defining vision for the region or state's transportation systems and services. In metropolitan areas, the plan indicates all of the transportation improvements scheduled for funding over a minimum of the next 20 years. Also known as a Long Range Transportation Plan (LRTP), Regional Transportation Plan (RTP), or Metropolitan Transportation Plan (MTP).

Right-of-Way (ROW)

Public space legally established for the use of pedestrians, vehicles, or utilities. Right-of-way typically includes the street, sidewalk, and buffer strip areas.

Rural Planning Organization (RPO)

An organization similar to an MPO, composed of representatives of rural local governments and appointed representatives from the geographic area covered by the organization with the purpose of involving local officials in multi-modal transportation planning through a structured process.

Stakeholders

Individuals and organizations involved in or affected by the transportation planning process, including federal/state/local officials, MPOs, transit operators, freight companies, shippers and the general public.

Surface Transportation Program (STP)

Federal-aid highway funding program that funds a broad range of surface transportation capital needs, including many roads, transit, sea and airport access, vanpool, bicycle and pedestrian facilities.

Tennessee Department of Environment and Conservation (TDEC)

Agency created to protect and improve the quality of Tennessee's land, air, water and recreation resources. It administers a variety of programs to safeguard human health and the environment while ensuring natural resources meet healthful, regulatory standards.

Tennessee Department of Transportation (TDOT)

The state agency that manages the highway system within Tennessee. TDOT's mission is to plan, implement, maintain, and manage an integrated transportation system for the movement of people and products, with an emphasis on quality, safety, efficiency and the environment for Tennesseans. TDOT is the administrative agency that responds to policy set by the Tennessee Legislation.

Title VI

Title VI of the Civil Rights Act of 1964. Prohibits discrimination in any program receiving federal assistance.

Transportation Conformity

Process to assess the compliance of any transportation plan, program, or project with air quality implementation plans. The conformity process is defined by the Clean Air Act.

Transportation Control Measures (TCM)

Transportation strategies that affect traffic patterns or reduce vehicle use to reduce air pollutant emissions. These may include HOV lanes, provision of bicycle facilities, ridesharing, telecommuting, etc. Such actions may be included in a State Implementation Plan if needed to demonstrate attainment of the National Ambient Air Quality Standards.

Transportation Demand Management (TDM)

"Demand-based" techniques that are designed to change travel behavior in order to improve the performance of transportation facilities and to reduce the need for additional road capacity. Methods include the use of alternative modes, ride-sharing and vanpool programs, and trip-reduction programs and/or ordinances.

Transportation Improvement Program (TIP)

A staged, multiyear (typically three to five years) listing of surface transportation projects proposed for federal, state, and local funding within a metropolitan area. MPOs are required to prepare a TIP as a short-range programming document to complement its Regional Mobility Plan. TIPs contain projects with committed funds over a multiyear period (one to three years).

Transportation Management Area (TMA)

All urbanized areas over 200,000 in population and any other area that requests such designation. The MPO is responsible for transportation planning with a TMA.

Transportation Planning

A collaborative process of examining demographic characteristics and travel patterns for a given area. This process shows how these characteristics will change over a given period of time and evaluates alternatives for the transportation system of the area and the most expeditious use of local, state, and federal transportation funding. Long-range planning is typically done over a period of 20 years; short-range programming of specific projects usually covers a period of 3 to 5 years.

Transportation Planning Organization (TPO)

Also known as a Metropolitan Planning Organization (MPO), A TPO is a planning agency established by federal law to ensure that a continuing, cooperative, and comprehensive transportation planning process takes place that results in the development of plans, programs, and projects that consider all transportation modes and supports the goals of the community. Each urbanized area or contiguous urbanized area, as defined by the U.S. Census Bureau, containing a population of greater than 50,000 is required to have an MPO. [Also see Metropolitan Planning Organization.]

Transportation Planning Work Program (TPWP)

The management plan for the (metropolitan) planning program. Its purpose is to coordinate the planning activities of all participants in the planning process.

Urbanized Area

Area that contains a city of 50,000 or more population plus incorporated surrounding areas meeting size or density criteria as defined by the U.S. Census.

Vehicle Miles of Travel (VMT)

The sum of distances traveled by all motor vehicles in a specified region. A requirement of the state Transportation Planning Rule is reducing vehicle miles traveled per capita.

Volume-to-Capacity Ratio

It compares roadway demand (vehicle volumes) with roadway supply (carrying capacity). For example, a V/C of 1.00 indicates the roadway facility is operating at its capacity. It is often estimated based on assumed values for saturation flow.

**A RESOLUTION BY THE EXECUTIVE BOARD
OF THE KNOXVILLE REGIONAL
TRANSPORTATION PLANNING ORGANIZATION
ADOPTING
THE PUBLIC OUTREACH PLAN**

WHEREAS, in accordance with the requirements of the US Department of Transportation, Section 450.316 of the Metropolitan Planning Regulations, this plan includes a proactive public outreach process that provides complete information, timely public notice, full public access to key decisions and supports early and continuing involvement of the public in developing plans and TTPs; and

WHEREAS, interested parties, including citizens, affected public agencies and special interest groups, were invited to participate in the development of this Outreach Plan; and

WHEREAS, the public was afforded an opportunity of more than 45 days to comment on the Public Outreach Plan; and

WHEREAS, the Tennessee Department of Transportation and the Federal Highway Administration have reviewed and approved this Public Outreach Plan; and

WHEREAS, the TPO Technical Committee has endorsed this Public Outreach Plan as the guiding document for achieving a coordinated transportation system; and

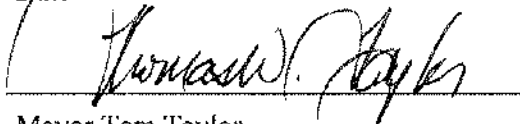
WHEREAS, the elements of the Public Outreach Plan are to receive final approval from the Executive Board of the local Transportation Planning Organization,

NOW, THEREFORE, BE IT RESOLVED BY THE KNOXVILLE REGIONAL
TRANSPORTATION PLANNING ORGANIZATION EXECUTIVE BOARD:

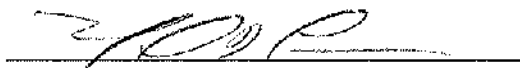
that the Public Outreach Plan be adopted.

September 26, 2018

Date



Mayor Tom Taylor
City of Maryville
TPO Executive Board Chair



for
Jeffrey A. Welch
TPO Director

General Requirements

Language Assistance Plan Limited English Proficiency (LEP) Analysis

Language Assistance Plan

Limited English Proficiency (LEP) Analysis

For

**The City of Knoxville
And
Knoxville Area Transit**

Updated 2020

Knoxville Area Transit

301 Church Avenue
Knoxville, TN 37915
865-215-7800 (Phone)
865-215-7820 (Fax)
www.katbus.com

FTA Recipient Grantee I.D. #1124

Melissa Roberson – Interim Director of Transit (Title VI Coordinator)
Belinda Woodiel-Brill – Director of Communications & Service Development
Jacob Wright – Financial Analyst

KAT is the public transit provider for the City of Knoxville, Tennessee. KAT is operated by a non-profit organization called K-Trans Management, Inc. Federal grant funding is managed by the City of Knoxville, who is the direct recipient of Federal Transit Administration (FTA) Section 5307 funding. For this report, in most instances, the terms Knoxville Area Transit, KAT, and the City of Knoxville refer to the staff of KAT who are charged with the responsibility of meeting all Federal requirements, including those under Title VI and FTA Circular 4702.1B.

KAT coordinates regional planning activities, including those under Title VI, with the Knoxville Regional Transportation Planning Organization (TPO), the local Metropolitan Planning Organization (MPO) for the Knoxville urban area.

This report was prepared in cooperation with the U.S. Department of Transportation, Federal Highway Administration, Federal Transit Administration, and the Tennessee Department of Transportation.

Title VI Nondiscrimination Statement

The City of Knoxville/Knoxville Area Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. To request additional information on the civil rights program, or to request a form to file a complaint under this program, persons may submit a “contact” form at www.katbus.com or call 865-637-3000. Or, a complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

For additional Title VI information contact:

Knoxville Area Transit
Attention: Melissa Roberson, Title VI Coordinator
301 Church Avenue
Knoxville, TN 37915
865-215-7800 (Phone)

KAT Language Assistance Plan

KAT has an extremely ambitious goal that there should be no boundary as related to language that should prohibit anyone from riding the bus or utilizing KAT services. KAT feels it is important to give everyone an opportunity to provide input on the various plans, programs, and services it offers. KAT recognizes that some people in the community struggle to understand English and therefore extra efforts must be made in communicating to the community.

Limited English Proficient (LEP) individuals are persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP persons are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. Recipients of Federal funding are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be flexible and a fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient to people's lives; and (4) the resources available to the recipient and costs.

After applying the four-factor analysis to the various kinds of contacts a recipient has with the public, the recipient may conclude that different language assistance measures are sufficient to ensure meaningful access to the different types of programs or activities in which it engages. This document includes the four-factor analysis and then concludes with KAT's Language Assistance Plan (LAP).

This report utilizes several sources but most importantly the following documents.

Department of Transportation Office of the Secretary – *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons* – Federal Register, Vol. 70, No. 239, Wednesday, December 15, 2005, pages 74087-74100

Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons – A Handbook for Public Transportation Providers prepared by the Federal Transit Administration Office of Civil Rights, April 13, 2007

As, a sub-recipient of Federal funds through the Tennessee Department of Transportation (TDOT), KAT also utilizes *The Tennessee Department of Transportation Language Access Assessment and Planning Tool for Limited English Proficiency Individuals*, 2012.

U.S. Census Bureau, *American Community Survey*, 2013-2017 5-Year Estimates.

Knoxville Area Transit 2017 Title VI On-Board Survey by WSP, January 2018.

Outreach Plan by the Knoxville Regional Transportation Planning Organization, September 26, 2018.

It should also be noted that this Language Assistance Plan (LAP) and the Four-Factor Limited English Proficiency Analysis are considered part of KAT's Federal Transit Administration (FTA) Title VI Report.

Four-Factor Analysis

Factor 1: The Number and Proportion of LEP Persons Served or Encountered In the Eligible Service Population:

Knoxville Area Transit (KAT) provides transit service generally within the corporate limits of the City of Knoxville. KAT, through the City of Knoxville, is a designated recipient of FTA Section 5307 funding for transit providers within Metropolitan urban areas with populations of 200,000 or greater. The Knoxville Regional Transportation Planning Organization (TPO) is the local Metropolitan Planning Organization (MPO) for the Knoxville urban area.

KAT defines its service area as ½ mile to either side of a fixed route. For this analysis, Census Block Groups were used. Because, KAT's service area does not always conform to the census boundaries, an estimation had to be done for any Census Block Group that was not totally within the service area. So, if 1/3 of a block group was within the service area, then, 1/3 of that Block Group's population was included in the analysis. The data set used was the U.S. Census Bureau, 2013-2017 *American Community Survey (ACS)* (see data tables at the end of this document). For this Four-Factor Analysis the LEP Planning Area is one-in-the-same as the KAT service area. The total population of the KAT Service Area is 159,234. For the language spoken question in the ACS the population segment reported on are of those persons who are 5 Years or Older. For the KAT Service Area, the Total Population 5 Years or Older is 149,943.

FTA's *LEP Handbook* suggests using Census data which reports the number of persons whose primary language is not English. The way the Census defines whether a person's language is English or some other language is based on what they primarily speak at home. At the time the *LEP Handbook* was published, the Census further broke down the language Census category into those persons who Speak English Very Well, Well, Not Well, and Not At All. However, starting in 2010, the ACS no longer uses these same categories. The ACS has streamlined the data into two sets – those that “Speak English Very Well” and those that “Speak English Less Than Very Well”. Essentially, the ACS has eliminated the middle step of the recommended calculation, as the FTA originally recommended adding the following categories together – Speaks English Well, Not Well, and Not At All – into a new category called “Speaks Less Than Very Well.”

Of the Total Population 5 Years or Older in the KAT Service Area, 91.1% speak only English at home and 8.9% speak some other non-English language. Following the guidance, the ACS breaks the group of persons that speak some other non-English language at home down further by those persons who “Speak English Very Well” and those that “Speak English Less Than Very Well.” Of the Total Population 5 Years or Older in the KAT Service Area who speak some other non-English language at home, 7,304 persons (4.9%) said they “Speak English Very Well” and 6,011 persons (4.0%) said they “Speak English Less Than Very Well.”

In the KAT Service Area, Spanish is the predominant non-English language spoken at home. Of the Total Population 5 Years and Older, there are 6,588 persons (4.4%) that speak Spanish as their primary language. When compared to all the persons who speak some other language (besides English) primarily at home, Spanish speakers represent 50.5%. So, the remaining 49.5% is comprised of the people that speak one of all the other languages besides Spanish. Of persons who speak Spanish primarily at home, 3,360 said they “Speak English Very Well” and 3,228 said they “Speak English Less Than Very Well.” Therefore, the most predominate group of persons who “Speak English Less Than Very Well” in the KAT Service Area are Spanish speaking and those persons represent 2.2% of the Total Population 5 Years and Older in the KAT LEP/Service area.

Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services:

KAT evaluated the frequency with which LEP individuals have come into contact with KAT programs and services. It was determined that contact of LEP individuals is relatively low, but slowly and steadily growing. The most frequent contact occurs out on the bus routes. There is some contact at KAT offices in the customer service area or at locations where bus passes can be purchased. KAT also participates in monthly Knoxville Transportation Authority (KTA) Board meetings and holds public meetings on a variety of issues such as fare increases or route modifications. Contact at these meetings can occur but documented incidents are extremely low.

KAT had an onboard passenger survey conducted in late 2017 (published in January of 2018). The survey used a scientific sample rate and then converted the responses into a number that would represent the total ridership (90% confidence level). From the survey results, 2.7% of the passengers identified themselves as Hispanic. Of the total KAT ridership, 6.7% said English was not their native language. A follow-up question asked if any other language beside English was spoken at home. And, by far, the largest response was Spanish (4.0% of the total ridership). Then, of all riders (speaking all languages including English), 4.3% said they struggle to understand English (either understanding English some, not well, and not at all).

KAT works with other partners including the City of Knoxville, Knoxville Regional TPO, Knox County CAC Transit, East Tennessee Human Resource Agency, Knoxville Knox County Community Action Committee, Knox County Health Department, and the University of Tennessee. In discussing LEP issues with KAT partners it was determined that the incident of contact with persons not speaking English was low.

Factor 3: The Importance to LEP Persons of Your Programs, Activities and Services:

KAT reviewed the importance to LEP persons to its programs, activities and services. KAT has an extremely ambitious goal that there should be no boundary as related to language that should prohibit anyone from riding the bus or utilizing KAT services.

KAT feels it is important to give everyone an opportunity to provide input on the various plans, programs, and services it offers. Besides the basic Census data, KAT has the ability to map areas that show where higher concentrations of people who do not speak English reside. KAT also uses the software Remix. This software has a platform that allows KAT to integrate Census data such as Population by Race and Ethnicity, Population by Language Spoken at Home, and Population by Poverty Status. This tool helps KAT analyze services and programs and remain aware that while as a region the amount of people who do not speak English well is low, there are persons who may need language assistance.

Factor 4: The Resources Available to the Recipient and Costs:

KAT weighed the demand for language assistance throughout the agency and in the various programs and examined the financial costs and other resources necessary to implement the Language Assistance Plan. Over the last few years KAT has had several budget impacts with the rise of the costs in fuel, health/insurance, and labor. Plus, recent changes in the urban area boundary have other transit agencies, for the first time, competing for the Section 5307 funding that KAT has relied on regularly as part of its budget. KAT's budget is extremely lean with regards to marketing and public outreach. With that said, the City of Knoxville continues to invest in KAT. Nationwide, many systems have seen decreased ridership and have had to cut services. KAT's ridership has remained stable and the City has added funding to their budget for increased services. New services added have included extending routes, adding later or earlier service, and adding more frequency. Despite some budget issues and the extremely low amount of people who speak English "Less Than Very Well," KAT is dedicated to making sure all persons who wish to utilize KAT services and programs can do so. The LAP presented below took all of these factors into careful consideration.

KAT's Language Assistance Plan (LAP)

KAT's LAP includes the following actions:

- KAT includes Spanish translation on the bus route maps and timetables. An example is included with this document.
- KAT has a bus route card hailing program that allows persons who do not speak or read English or have low vision to hold up card the corresponds with the route they want to ride and the bus drivers are trained to look for these cards and stop for passengers. Drivers are also instructed to look for passengers holding up route time-tables as an alternate form of hailing the bus.
- KAT has the ability to target a message to the local Hispanic community by publishing notices or articles on the local Hispanic news website - Mundo Hispano. KAT can also utilize the Enlightener newspaper that has a high percentage of minority readers.

- KAT has access to the telephone language interpreter service offered through the City of Knoxville's 311 telephone service.
- If notified in timely manner, KAT can offer free interpreter services at meetings or at the office.
- KAT will post signs at entry points to meetings notifying the public of translator services when KAT anticipates attendance of persons who do not speak English well.
- KAT can offer written translation of vital KAT documents if requested. Multiple copies can be made available if financially feasible. Notification of this service will be stated in vital KAT outreach documents. If documents can not be translated KAT will offer assistance from an interpreter to explain the contents of the document. KAT's website offers the ability to translate major sections in Spanish (Google Translate).
- If meetings or services are in areas where KAT knows there is a concentration of persons who do not speak English well, KAT will look to partner with agencies or organization in those areas whose mission is to provide assistance to these disadvantage groups. An example may be meeting with the Hispanic Chamber of Commerce or the Knox County Health Department.
- KAT will continue public outreach efforts, especially targeting disadvantaged socio-economic groups by working with other agencies or organization whose primary services target these groups.
- KAT staff will receive training to ensure they know about LEP policies and procedures and are able to provide assistance when needed.
- KAT regularly reminds operators of LEP procedures via KAT's internal electronic messaging system.

POPULATION BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH

Universe: Population 5 years and over

Source data: U.S. Census Bureau, 2013-2017 American Community Survey, 5-Year Estimates

Compiled by Knoxville/Knox County Metropolitan Planning Commission, October 2, 2019

Area	Total Population	English Only	Speak Spanish			Speak Some Other Language			Speak Non-English Language			Share (%) of Total Population that Speak English less than very well
			Spanish	Speak English very well	Speak English less than very well	Some Other Language	Speak English very well	Speak English less than very well	Non-English	Speak English very well	Speak English less than very well	
Totals	149943	136628	6588	3360	3228	6727	3944	2783	13315	7304	6011	4.0
Block Group 1, Census Tract 1	2236	2068	101	67	34	67	56	11	168	123	45	2.0
Block Group 1, Census Tract 8	1899	1864	18	9	9	17	8	9	35	17	18	0.9
Block Group 2, Census Tract 8	701	696	0	0	0	5	5	0	5	5	0	0.0
Block Group 3, Census Tract 8	920	913	0	0	0	7	7	0	7	7	0	0.0
Block Group 1, Census Tract 9.01	1780	1568	59	59	0	153	92	61	212	151	61	3.4
Block Group 1, Census Tract 9.02	1357	1219	31	26	5	107	41	66	138	67	71	5.2
Block Group 2, Census Tract 9.02	2325	2205	48	32	16	72	72	0	120	104	16	0.7
Block Group 1, Census Tract 14	919	632	270	178	92	17	17	0	287	195	92	10.0
Block Group 2, Census Tract 14	837	771	22	5	17	44	15	29	66	20	46	5.5
Block Group 3, Census Tract 14	430	316	114	23	91	0	0	0	114	23	91	21.2
Block Group 1, Census Tract 15	1377	1354	16	0	16	7	7	0	23	7	16	1.2
Block Group 2, Census Tract 15	1118	915	21	0	21	182	29	153	203	29	174	15.6
Block Group 3, Census Tract 15	656	537	98	0	98	21	21	0	119	21	98	14.9
Block Group 1, Census Tract 16	965	883	50	27	23	32	12	20	82	39	43	4.5
Block Group 2, Census Tract 16	1775	1649	119	25	94	7	7	0	126	32	94	5.3
Block Group 1, Census Tract 17	1178	1162	12	12	0	4	4	0	16	16	0	0.0
Block Group 2, Census Tract 17	790	726	61	14	47	3	3	0	64	17	47	5.9
Block Group 1, Census Tract 18	1131	1096	35	19	16	0	0	0	35	19	16	1.4
Block Group 2, Census Tract 18	1016	983	0	0	0	33	22	11	33	22	11	1.1
Block Group 1, Census Tract 19	1516	1309	135	67	68	72	0	72	207	67	140	9.2
Block Group 1, Census Tract 20	1078	1040	38	0	38	0	0	0	38	0	38	3.5
Block Group 2, Census Tract 20	1185	1066	95	14	81	24	24	0	119	38	81	6.8
Block Group 3, Census Tract 20	644	627	17	17	0	0	0	0	17	17	0	0.0
Block Group 1, Census Tract 21	1678	1370	186	101	85	122	53	69	308	154	154	9.2
Block Group 2, Census Tract 21	545	545	0	0	0	0	0	0	0	0	0	0.0
Block Group 1, Census Tract 22	562	562	0	0	0	0	0	0	0	0	0	0.0
Block Group 2, Census Tract 22	1712	1671	41	41	0	0	0	0	41	41	0	0.0
Block Group 3, Census Tract 22	242	242	0	0	0	0	0	0	0	0	0	0.0
Block Group 1, Census Tract 23	1583	1350	78	39	39	155	128	27	233	167	66	4.2
Block Group 2, Census Tract 23	1410	1310	83	83	0	17	12	5	100	95	5	0.4
Block Group 1, Census Tract 24	1717	1545	114	99	15	59	37	22	173	136	37	2.1
Block Group 2, Census Tract 24	1909	1867	37	28	9	5	5	0	42	33	9	0.4
Block Group 1, Census Tract 26	625	529	6	6	0	90	43	47	96	49	47	7.5
Block Group 2, Census Tract 26	1473	1326	107	73	34	40	0	40	147	73	74	5.0
Block Group 1, Census Tract 27	980	913	40	0	40	27	11	16	67	11	56	5.7
Block Group 2, Census Tract 27	1433	1225	67	59	8	141	6	135	208	65	143	10.0
Block Group 1, Census Tract 28	2756	1925	349	157	192	482	404	78	831	561	270	9.8
Block Group 2, Census Tract 28	1648	1636	12	12	0	0	0	0	12	12	0	0.0
Block Group 1, Census Tract 29	1936	1894	15	15	0	27	27	0	42	42	0	0.0
Block Group 2, Census Tract 29	1479	1466	0	0	0	13	13	0	13	13	0	0.0
Block Group 1, Census Tract 30	1167	1025	0	0	0	142	41	101	142	41	101	8.7
Block Group 2, Census Tract 30	1934	1839	83	83	0	12	12	0	95	95	0	0.0
Block Group 3, Census Tract 30	1418	1260	104	37	67	54	54	0	158	91	67	4.7
Block Group 1, Census Tract 31	1262	1209	20	20	0	34	29	5	53	48	5	0.4

Area	Total Population	English Only	Speak Spanish			Speak Some Other Language			Speak Non-English Language			
			Spanish	Speak English very well	Speak English less than very well	Some Other Language	Speak English very well	Speak English less than very well	Non-English	Speak English very well	Speak English less than very well	Share (%) of Total Population that Speak English less than very well
Block Group 2, Census Tract 31	1064	1040	0	0	0	24	19	5	24	19	5	0.5
Block Group 1, Census Tract 32	1244	1185	59	0	59	0	0	0	59	0	59	4.8
Block Group 2, Census Tract 32	1364	1355	0	0	0	9	0	9	9	0	9	0.7
Block Group 1, Census Tract 33	792	787	0	0	0	5	5	0	5	5	0	0.0
Block Group 1, Census Tract 34	826	820	0	0	0	5	5	0	5	5	0	0.0
Block Group 2, Census Tract 34	1474	1428	27	20	7	18	11	7	45	32	14	0.9
Block Group 1, Census Tract 35	894	852	0	0	0	43	24	19	43	24	19	2.1
Block Group 2, Census Tract 35	211	204	2	0	2	5	2	3	7	2	5	2.2
Block Group 3, Census Tract 35	120	120	0	0	0	0	0	0	0	0	0	0.0
Block Group 1, Census Tract 37	1436	1276	0	0	0	160	133	27	160	133	27	1.9
Block Group 2, Census Tract 37	217	217	0	0	0	0	0	0	0	0	0	0.0
Block Group 3, Census Tract 37	726	710	7	7	0	9	9	0	16	16	0	0.0
Block Group 1, Census Tract 38.01	1506	1077	341	93	248	88	66	22	429	159	270	17.9
Block Group 2, Census Tract 38.01	1203	986	128	0	128	89	82	7	217	82	135	11.2
Block Group 3, Census Tract 38.01	1597	1336	39	39	0	222	153	69	261	192	69	4.3
Block Group 1, Census Tract 38.02	680	648	24	17	8	7	7	0	31	24	8	1.1
Block Group 2, Census Tract 38.02	1058	966	72	37	35	20	13	8	93	50	43	4.0
Block Group 1, Census Tract 39.01	1774	1600	145	145	0	29	29	0	174	174	0	0.0
Block Group 2, Census Tract 39.01	2053	1617	323	132	191	113	36	77	436	168	268	13.1
Block Group 1, Census Tract 39.02	880	577	303	105	198	0	0	0	303	105	198	22.5
Block Group 2, Census Tract 39.02	1948	1849	0	0	0	99	60	39	99	60	39	2.0
Block Group 1, Census Tract 40	2407	2275	132	38	94	0	0	0	132	38	94	3.9
Block Group 2, Census Tract 40	1889	1815	57	34	23	17	17	0	74	51	23	1.2
Block Group 1, Census Tract 41	1873	1738	21	0	21	114	13	101	135	13	122	6.5
Block Group 2, Census Tract 41	2145	1990	137	92	45	18	18	0	155	110	45	2.1
Block Group 1, Census Tract 42	1252	1143	84	49	35	25	17	8	109	66	43	3.4
Block Group 2, Census Tract 42	953	943	4	4	0	5	5	0	10	10	0	0.0
Block Group 1, Census Tract 43	333	328	0	0	0	5	2	2	5	2	2	0.7
Block Group 2, Census Tract 43	1277	1240	7	0	7	30	0	30	37	0	37	2.9
Block Group 1, Census Tract 44.01	283	280	1	1	0	2	0	2	3	1	2	0.6
Block Group 1, Census Tract 44.03	1596	1214	0	0	0	382	70	312	382	70	312	19.5
Block Group 2, Census Tract 44.03	1046	909	80	24	57	58	34	24	138	57	81	7.7
Block Group 3, Census Tract 44.03	191	189	0	0	0	2	2	0	2	2	0	0.0
Block Group 1, Census Tract 44.04	1008	980	0	0	0	28	13	15	28	13	15	1.4
Block Group 2, Census Tract 44.04	1504	1331	63	63	0	111	76	35	174	139	35	2.3
Block Group 1, Census Tract 45	1970	1215	215	113	102	540	321	219	755	434	321	16.3
Block Group 2, Census Tract 45	818	691	0	0	0	126	40	86	126	40	86	10.5
Block Group 3, Census Tract 45	865	839	0	0	0	25	20	5	25	20	5	0.6
Block Group 4, Census Tract 45	1208	1179	0	0	0	29	15	14	29	15	14	1.2
Block Group 1, Census Tract 46.09	982	904	0	0	0	79	57	22	79	57	22	2.2
Block Group 3, Census Tract 46.09	32	28	2	2	1	2	0	2	5	2	3	9.5
Block Group 1, Census Tract 46.10	1940	1677	212	119	93	51	51	0	263	170	93	4.8
Block Group 2, Census Tract 46.10	1279	1254	0	0	0	25	17	8	25	17	8	0.6
Block Group 3, Census Tract 46.10	1122	996	83	0	83	42	42	0	125	42	83	7.4
Block Group 1, Census Tract 46.11	677	614	32	0	32	31	29	3	63	29	35	5.1
Block Group 2, Census Tract 46.14	512	467	3	0	3	43	6	37	45	6	39	7.7
Block Group 1, Census Tract 46.15	1607	1507	95	23	72	5	0	5	99	23	77	4.8
Block Group 2, Census Tract 46.15	55	47	1	1	0	7	7	1	8	7	1	1.7
Block Group 1, Census Tract 47	372	347	22	16	6	3	2	2	25	18	7	2.0

Area	Total Population	English Only	Speak Spanish			Speak Some Other Language			Speak Non-English Language			
			Spanish	Speak English very well	Speak English less than very well	Some Other Language	Speak English very well	Speak English less than very well	Non-English	Speak English very well	Speak English less than very well	Share (%) of Total Population that Speak English less than very well
Block Group 2, Census Tract 47	300	293	2	2	0	4	4	0	6	6	0	0.0
Block Group 1, Census Tract 48	1837	1745	4	4	0	88	88	0	91	91	0	0.0
Block Group 2, Census Tract 48	1022	940	0	0	0	82	20	62	82	20	62	6.1
Block Group 3, Census Tract 48	1623	1565	41	27	14	18	18	0	59	45	14	0.8
Block Group 1, Census Tract 49	1120	1069	19	11	8	32	22	10	51	33	18	1.6
Block Group 2, Census Tract 49	392	375	8	0	8	10	5	5	18	5	12	3.2
Block Group 1, Census Tract 50	571	525	46	35	11	0	0	0	46	35	11	2.0
Block Group 2, Census Tract 50	344	344	0	0	0	0	0	0	0	0	0	0.0
Block Group 3, Census Tract 50	1190	1190	0	0	0	0	0	0	0	0	0	0.0
Block Group 2, Census Tract 51	464	455	5	5	0	4	4	0	9	9	0	0.0
Block Group 3, Census Tract 52.01	60	55	0	0	0	5	3	2	5	3	2	2.8
Block Group 2, Census Tract 52.02	216	207	7	7	0	2	2	0	9	9	0	0.0
Block Group 1, Census Tract 55.01	174	167	3	3	0	4	4	0	7	7	0	0.0
Block Group 2, Census Tract 55.01	75	74	0	0	0	0	0	0	0	0	0	0.0
Block Group 1, Census Tract 56.03	379	366	5	5	0	8	8	0	13	13	0	0.0
Block Group 2, Census Tract 56.03	449	445	0	0	0	4	4	0	4	4	0	0.0
Block Group 1, Census Tract 56.04	53	52	0	0	0	0	0	0	0	0	0	0.0
Block Group 1, Census Tract 57.01	3	2	0	0	0	0	0	0	0	0	0	0.4
Block Group 2, Census Tract 57.01	7	6	0	0	0	0	0	0	0	0	0	0.0
Block Group 1, Census Tract 57.04	32	30	1	0	0	2	1	1	2	1	1	3.4
Block Group 2, Census Tract 57.04	1544	1352	70	40	30	122	99	23	192	139	53	3.4
Block Group 1, Census Tract 57.06	1075	974	25	21	3	77	56	21	101	77	24	2.2
Block Group 2, Census Tract 57.06	684	580	0	0	0	104	62	42	104	62	42	6.1
Block Group 2, Census Tract 60.02	232	224	6	6	0	2	2	0	9	9	0	0.0
Block Group 1, Census Tract 61.04	196	179	12	3	9	6	4	1	18	7	10	5.3
Block Group 1, Census Tract 66	1324	1294	15	15	0	15	15	0	30	30	0	0.0
Block Group 2, Census Tract 66	1814	1724	35	15	20	55	55	0	90	70	20	1.1
Block Group 1, Census Tract 67	551	489	62	42	20	0	0	0	62	42	20	3.6
Block Group 2, Census Tract 67	889	881	8	0	8	0	0	0	8	0	8	0.9
Block Group 3, Census Tract 67	1764	1541	223	198	25	0	0	0	223	198	25	1.4
Block Group 1, Census Tract 68	1179	919	93	0	93	167	0	167	260	0	260	22.1
Block Group 2, Census Tract 68	1689	1673	0	0	0	16	16	0	16	16	0	0.0
Block Group 3, Census Tract 68	1612	1317	136	49	87	159	113	46	295	162	133	8.3
Block Group 4, Census Tract 68	383	356	20	20	0	7	7	0	27	27	0	0.0
Block Group 1, Census Tract 69	2326	2181	42	42	0	103	85	18	145	127	18	0.8
Block Group 2, Census Tract 69	3403	3024	61	16	45	318	237	81	379	253	126	3.7
Block Group 3, Census Tract 69	1848	1793	17	17	0	38	38	0	55	55	0	0.0
Block Group 1, Census Tract 70	1433	1318	48	14	34	67	67	0	115	81	34	2.4
Block Group 2, Census Tract 70	1114	1034	0	0	0	80	16	64	80	16	64	5.7
Block Group 1, Census Tract 71	1387	1243	135	135	0	9	0	9	144	135	9	0.6
Block Group 2, Census Tract 71	975	910	0	0	0	65	32	33	65	32	33	3.4
Block Group 3, Census Tract 71	646	619	17	8	9	10	10	0	27	18	9	1.4



How to Ride

Following are a few simple tips to help make your bus-riding experience a success.

Plan Your Trip

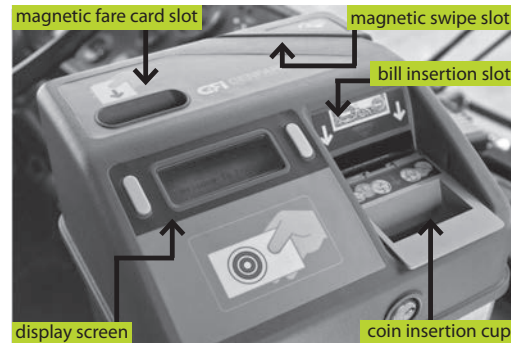
To get all the details such as your nearest bus stop location and arrival times, you can use Google Transit by going to katbus.com and clicking on the Trip Planner button. You can also call 865-637-3000 and our Customer Service staff will assist you in planning your trip. Bus schedules like this one and a system map are available on katbus.com and at various locations throughout the city.

At The Bus Stop

Arrive at the bus stop about 5 minutes before the bus is scheduled to be there. You can check the bus stop sign to be sure you're at the right stop; all routes serving that stop are listed on the sign. When you see a bus approaching, check the sign at the top front of the bus (the 'destination sign') to make sure it is the route you are waiting for. If it is, wave your hand at the operator so they will know you are waiting to board. For your safety, stay back from the curb until the bus comes to a complete stop. **KAT buses stop ONLY at locations designated by bus stop signs. Generally, bus stops are located at least every 1/4 mile along the route.**

Paying Your Fare

You should have either your pre-purchased pass or the money to pay your fare ready when the bus arrives. As you board, you can either swipe your pass or insert your money into the farebox; exact change is not needed. If you insert more than the amount of the fare, you will be issued a 'change card' for the difference, which can be used toward the fare on your next trip.



Transfers

If you need to transfer to another bus, be sure to tell the driver as you board that you need a transfer. Transfers are 50 cents (or 25 cents, discounted fare).

Arriving at Your Destination

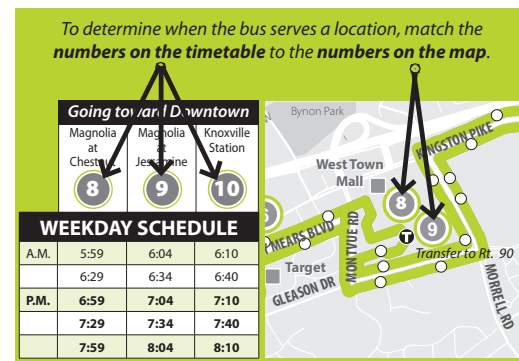
When the bus is nearing your destination, just pull the cord by the windows and you'll hear a "ping" that alerts the bus operator that a passenger wants off at the next stop. Exit through the back doors so that boarding passengers can use the front door of the bus.

How to Read this Schedule

Match the numbered circle on the map to the column of times with the same number to see when the bus serves that location (these locations are called "timepoints").

T SS These symbols indicate transfer points or Superstops, which are specific stops where you can transfer to a different route. Routes serving a transfer point or Superstop are indicated at the top of the times schedule, just above the name of the stop.

To determine when the bus serves a stop in between timepoints, look at when it is due at the timepoint before your stop and the timepoint after your stop, and you can estimate when it will arrive. Always be at your stop 3-5 minutes early!



Cómo leer este horario

Conecte el número dentro del círculo en el mapa con la columna del horario con el mismo número para ver cuándo el bus para en ese lugar (esos lugares se llaman "timepoints").

Estos símbolos indican puntos de trasbordo Superstops que son paradas específicas donde puedes trasladar a una ruta diferente. Las rutas que atienden un punto de trasbordo o Superstop están indicadas en la parte superior del horario, justo encima del nombre de la parada.

Para determinar cuándo un bus atiende una parada entre timepoints, mire a qué hora debería llegar al timepoint antes de su parada y el timepoint después de su parada, y podrá estimar la hora de llegada. ¡Siempre llegue a su parada con 3 a 5 minutos de antelación!



Bikes on Buses

Bike racks are available on all KAT buses. Bikes ride free.



Accessibility

All KAT buses are lift-equipped. Paratransit service is also available to those who qualify; for more information contact KAT at 637-3000.



All Buses Have Free Wi-Fi

Fare Information

The following fares can be purchased when boarding the bus. Many other fare options are available and can be purchased at the Customer Service counter at Knoxville Station Transit Center. The Customer Service counter is open weekdays from 6:30 a.m. to 6:30 p.m. and Saturday 8:30 a.m. to 4:30 p.m.

Información sobre tarifas de los pasajes

Los siguientes pasajes se pueden comprar cuando aborde el bus. Existen muchas otras opciones de pasajes y se pueden comprar en el mostrador de Servicio al Cliente en el Knoxville Station Transit Center. El mostrador de Servicio al Cliente está abierto en días laborales desde las 8:30 a.m. hasta las 4:30 p.m.

Fare Type	Regular Fare	Discounted Fare
One-Ride Pass	\$1.50	\$.75
Transfer	\$.50	\$.25
One-Day Pass	\$4.00	\$2.00

Children under age 5 ride free.

Discounted Fare Information

Discounted fare is available to those who qualify, including seniors age 65 or over, Medicare cardholders, students under age 18 and persons with disabilities. A KAT I.D. or Medicare card is required to ride for discounted fare. Medicare cardholders can show their Medicare card or a valid KAT I.D. card; students must have a valid student KAT I.D. card. For more information on obtaining a discounted-fare I.D. visit katbus.com or call 637-3000.

Existe un descuento en la tarifa del pasaje para aquellos que califiquen, incluidos los adultos mayores de 65 años, portadores de tarjeta de Medicare, estudiantes menores de 18 años y personas con discapacidades. Se requiere una tarjeta de identificación KAT o de Medicare para viajar con tarifa con descuento. Los usuarios de Medicare pueden presentar su tarjeta de afiliación a Medicare o una tarjeta válida de KAT; los estudiantes deben presentar una tarjeta de identificación KAT válida. Para más información sobre cómo obtener una tarjeta de identificación con descuento en la tarifa del pasaje visite katbus.com o llame al 637-3000.

KAT Holidays

KAT services do not operate on the following holidays: New Year's Day, Independence Day, Thanksgiving and Christmas.

KAT buses and trolleys operate on a Saturday schedule on the following holidays: Martin Luther King, Jr. Day, Memorial Day, Labor Day, Day after Thanksgiving, Day before Christmas.

KAT's administrative offices are closed on all of the holidays listed above.

katbus.com • Customer Service: 865.637.3000



Printed on recycled paper with minimum 10% post-consumer content.

SERVES:

- ★ Beaumont Elementary
- ★ Cherokee Health Systems
- ★ Food City, Mechanicsville
- ★ Knox County Health Dept.
- ★ Knoxville Station/Downtown
- ★ L.T. Ross Building
- ★ City Public Works Complex
- ★ TN Human Services/Career Center
- ★ Western Heights
- ★ Three Rivers Market



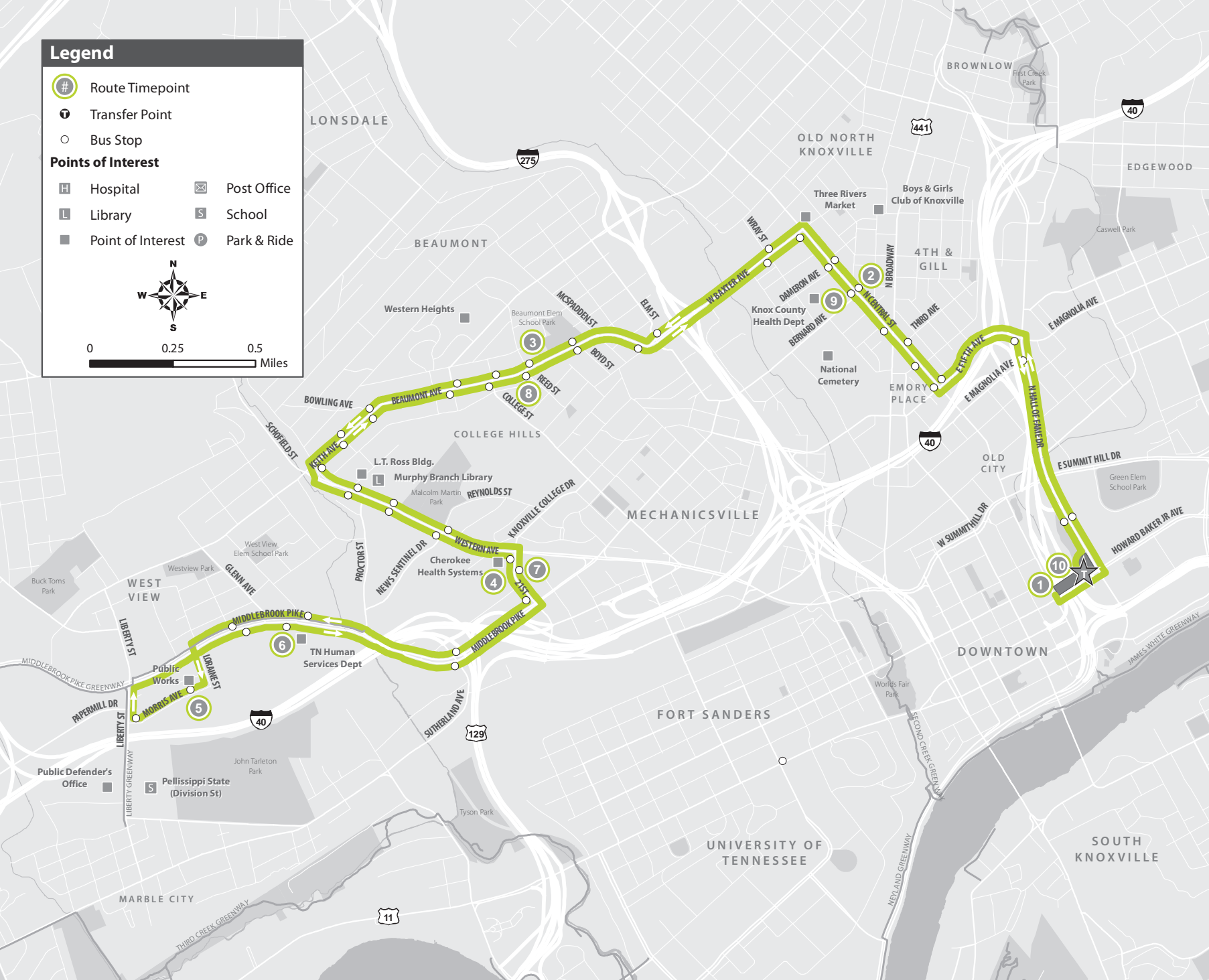
Route 13: Beaumont

Legend

- Route Timepoint
- Transfer Point
- Bus Stop
- Points of Interest**
- Hospital
- Post Office
- Library
- School
- Point of Interest
- Park & Ride



0 0.25 0.5 Miles



Going away from Downtown					Going toward Downtown				
Knoxville Station—Platform C	Central at Bearden Place	Beaumont at Reed	Cherokee Health Systems	Public Works Complex	State Office Bldg.	Cherokee Health	Beaumont at Reed	Central at Bernard	Knoxville Station
1	2	3	4	5	6	7	8	9	10

WEEKDAY SCHEDULE										
A.M.						5:44	5:48	5:52	5:55	6:10
	6:15	6:21	6:25	6:30	6:40	6:44	6:48	6:52	6:55	7:10
	7:15	7:21	7:25	7:30	7:40	7:44	7:48	7:52	7:55	8:10
	8:15	8:21	8:25	8:30	8:40	8:44	8:48	8:52	8:55	9:10
	9:15	9:21	9:25	9:30	9:40	9:44	9:48	9:52	9:55	10:10
	10:15	10:21	10:25	10:30	10:40	10:44	10:48	10:52	10:55	11:10
	11:15	11:21	11:25	11:30	11:40	11:44	11:48	11:52	11:55	12:10
P.M.	12:15	12:21	12:25	12:30	12:40	12:44	12:48	12:52	12:55	1:10
	1:15	1:21	1:25	1:30	1:40	1:44	1:48	1:52	1:55	2:10
	2:15	2:21	2:25	2:30	2:40	2:44	2:48	2:52	2:55	3:10
	3:15	3:21	3:25	3:30	3:40	3:44	3:48	3:52	3:55	4:10
	4:15	4:21	4:25	4:30	4:40	4:44	4:48	4:52	4:55	5:10
	5:15	5:21	5:25	5:30	5:40	5:44	5:48	5:52	5:55	6:10
	6:15	6:21	6:25	6:30	6:40	6:44	6:48	6:52	6:55	7:10
	7:15	7:21	7:25	7:30	7:40	7:44	7:48	7:52	7:55	8:10



General Requirements
Table Depicting Membership
Of
Non-Elected Committees

**Membership of Non-Elected Boards or Committees
Broken Down by Race**

Membership of Non-Elected Boards or Committees Broken Down by Race									
December 2019									
	Male White	Male Black	Male Other	Hispanic Male	Female White	Female Black	Female Other	Hispanic Female	Percent Minority
Knoxville Transportation Authority (KTA)	4	1	0	0	1	2	0	1	44.4%

Knoxville Transportation Authority (Nine Members)

The Mayor of the City of Knoxville nominates and the City Council approves most of the Knoxville Transportation Authority (KTA) members. Eight members are nominated/approved by the Mayor and City Council, but four from that group must represent – the University of Tennessee, the Central Business Improvement District, the downtown businesses community, and the disability community. The remaining member is selected by City Council from its own membership.

The Mayor, City Council, and Knoxville Area Transit are dedicated to having a racially diverse Knoxville Transportation Authority. When vacancies occur, all those involved in appointing a new member are reminded to consider Title VI and Environmental Justice issues. If certain agencies or organizations are required to make a recommendation to the Mayor and/or City Council they are reminded to consider Title VI and Environmental Justice issues. Besides having minority and Hispanic members there is also a representative who is disabled. Some members of the KTA represent organizations that serve or have constituents that are heavily minority, elderly, disabled, or of low income.

General Requirements

**Primary Recipient's Description
Of
How It Monitors Sub-Recipients**

**Primary Recipient's Description of How the Agency Monitors
Sub-Recipients for Compliance with Title VI**

The City of Knoxville and/or KAT does not have any sub-recipients. The City of Knoxville and/or KAT did not have any sub-recipients over the three-year Title VI reporting period for this Report. If this status changes a Sub-Recipient monitoring plan will be established.

General Requirements

Title VI Equity Analysis

If The Recipient Has Constructed A Facility

Title VI Equity Analysis if the Recipient has Constructed a Facility

The City of Knoxville and/or Knoxville Area Transit have not constructed any facilities since the last Title VI Report was submitted.

General Requirements

Copy of Board Resolution
Documenting
Knoxville Transportation Authority
Approval Of
KAT's Title VI Program

MADLINE ROGERO
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

DOUGLAS LAWYER
CHAIR
CHRIS CROUCH
VICE-CHAIR
WHITNEY CROWE
RECORDING SECRETARY
SANDY BOOHER
LILIANA BURBANO BONILLA
MARK HAIRR
GWEN MCKENZIE
JIM RICHARDS
KIMBERLY WATKINS
DR. WALTER WILLIAMS
JOHN LAWHORN
ATTORNEY TO K.T.A.

RESOLUTION

KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority
verifying review and approval of the KAT Title VI Program

WHEREAS, Knoxville Area Transit (KAT) is the provider of fixed-route public transportation in the Knoxville Urbanized Area; and

WHEREAS, FTA Circular 4702.1B requires that public transportation providers submit a Title VI Program document to the Federal Transit Administration every three years; and

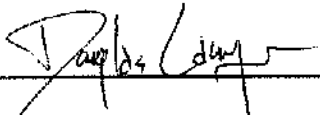
WHEREAS, FTA Circular 4702.1B further requires that the governing board of said public transportation provider review and approve the Title VI Program; and

WHEREAS, KAT and TPO staff have developed and presented the required Title VI Program;

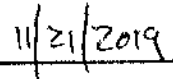
NOW, THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

SECTION 1: The KTA hereby acknowledges its receipt, review and approval of the Title VI Program for KAT

SECTION 2: This Resolution shall take effect from and after its passage.



Chair, Knoxville Transportation Authority



Date

Title VI Requirements of Transit Providers

Section Two

Title VI Requirements of Transit Providers

Service Standards & Service Policies

Service Standards

Vehicle Load For Each Mode

Vehicle Headway For Each Mode

On Time Performance For Each Mode

Service Availability For Each Mode

Service Policies

Transit Amenities For Each Mode

Vehicle Assignment For Each Mode

Title VI Service Standards and Service Policies For Knoxville Area Transit (KAT)

Established July of 2013

1. Vehicle Load Standard: 90% or more of all vehicle loads during any service period should not exceed the assigned vehicle's seated capacity by design.

Monitoring Report: Will show a chart listing each route with the assigned bus' seated capacity (averaged if more than 1) against the load percentage.

2. Vehicle Headways Standard: Headways will be broken down by service types as follows, with system-wide average at less than or equal to 40 minutes:
 1. Core Route Headways (major routes serving the four main corridors) \leq an average of 30 minutes
 2. Local Route Headways (secondary routes) \leq an average of 45 minutes
 3. Neighborhood Connectors \leq an average of 60 minutes

Monitoring Report: Will show each route, type of service and headway along with system wide average.

3. On-Time Performance Standard: A vehicle is considered on time if it *departs* a scheduled timepoint -0- minutes early and no more than 5 minutes late. KAT's performance objective is 90% on-time or greater, systemwide.

Monitoring Report: Will show above by using a report from AVL system showing on-time performance by route, averaged systemwide.

4. Service Availability Standard: The City of Knoxville will distribute transit service so that 80% of all residents in the KAT service area are within a ½ -mile walk of a KAT bus stop.

Monitoring Report: will show above by using demographic map.

5. Vehicle Assignment Policy: Vehicles will be assigned to routes in the North, South, East and West quadrants of KAT's service area so that the average age of the fleet serving each quadrant does not exceed the average fleet age by more than 4 years. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Neighborhood

Service Routes and Local Routes with lower ridership may be assigned smaller vehicles than Core Routes. Some routes requiring tight turns on narrow streets may be assigned smaller vehicles able to navigate the route.

Monitoring Report: will show above with a chart showing average age of assigned buses by quadrant.

6. Transit Amenities Policy: Stops shall be established at key locations along each route, although exact location of the stop will be based upon the examination of many factors, such as the type of area (i.e. commercial, public area, residential), ridership, ROW access and safety. For overall system efficiency, bus stops should generally be placed no less than .2 miles apart. Bus stop amenities, such as benches and shelters, shall be determined based on ridership levels, distribution of other amenities in the area, available right-of-way, adjacent land use, and local agency or private funding. Taking these constraints into account, amenities should be distributed on an equitable basis in all four quadrants of the KAT service area.

Monitoring Report: Will show above with a map designating amenity locations.















**Requirements For Transit Operators
Of
50 Or More Fixed Route Vehicles
In Peak Service
And
Are Located in an Urbanized Area
Of
200,000 Or More People**




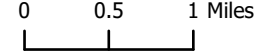
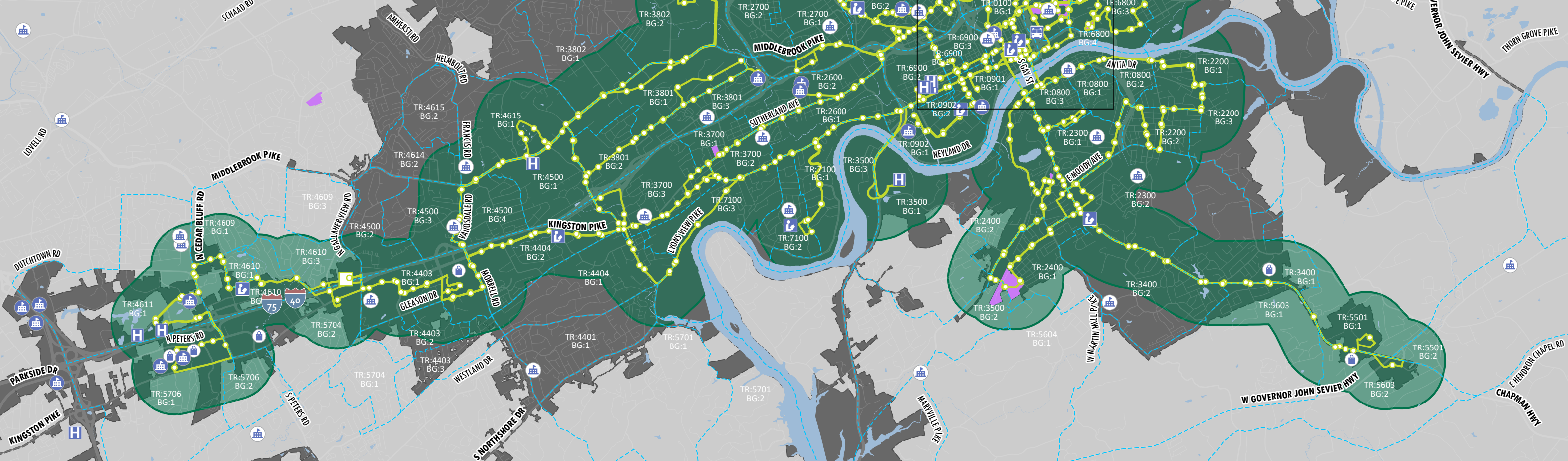
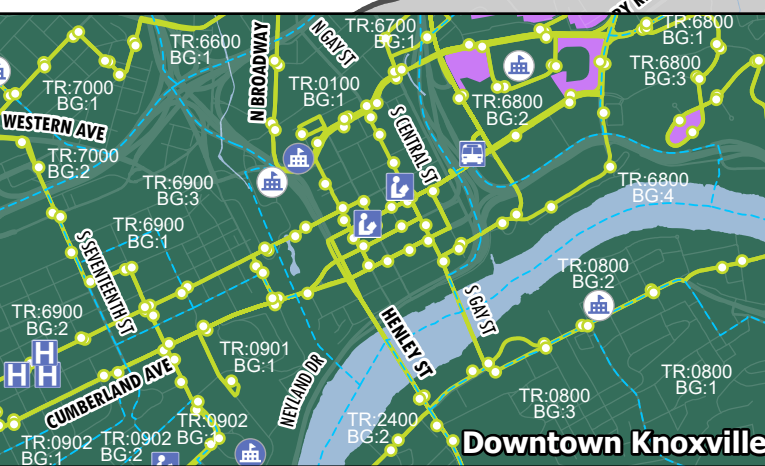
Section Three

**Requirements For Operators
Of
50 Or More Fixed Route Vehicles In Peak Service**
















**Demographic
And
Service Profile Maps and Charts**

Map 1: KAT Service Area

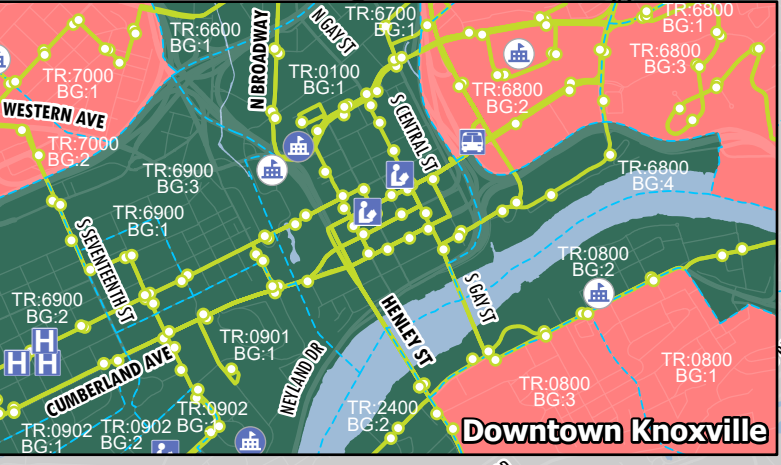
-  Bus Stop
-  Fixed Transit Facility
-  Public Schools
-  College or University
-  Library
-  Hospital
-  Shopping Center
-  Super Stop
-  KAT Fixed Route
-  2010 Census Block Group Boundary
-  Public Housing
-  KAT Half-mile Service Area
-  City of Knoxville
-  Knox County

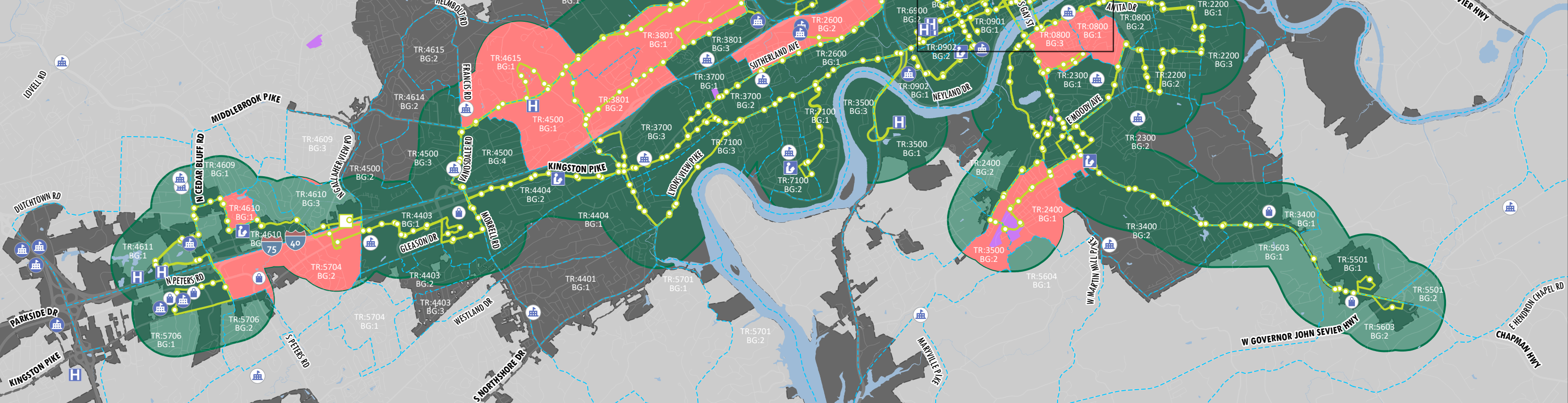
Map 2: Minority Block Group Population

-  Bus Stop
-  Super Stop
-  Public Schools
-  College or University
-  Hospital
-  Fixed Transit Facility
-  Library
-  Shopping Center
-  KAT Fixed Route
-  2010 Census Block Group Boundary
-  Block Group Exceeding Minority Avg of 30.3%
-  Public Housing
-  KAT Half-mile Service Area
-  City of Knoxville
-  Knox County

0 0.5 1 Miles



Red shaded block groups are where the percentage of the minority population residing in these areas exceed the average percentage of minority population for the service area as a whole.

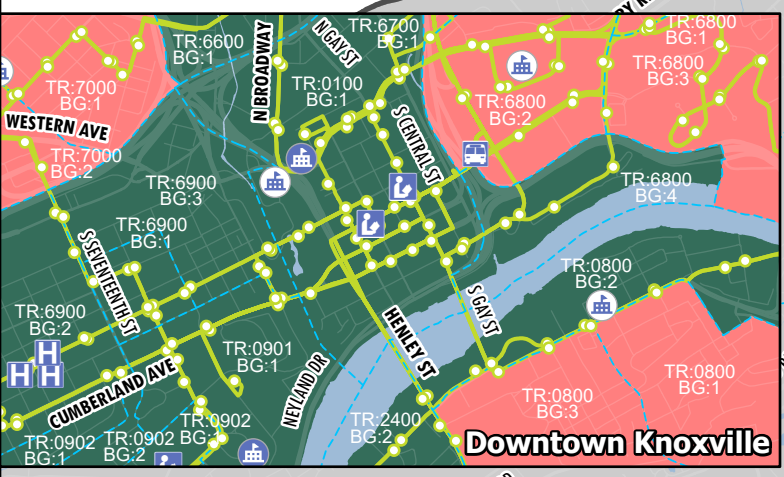


Map 3: Low Income Block Group Population

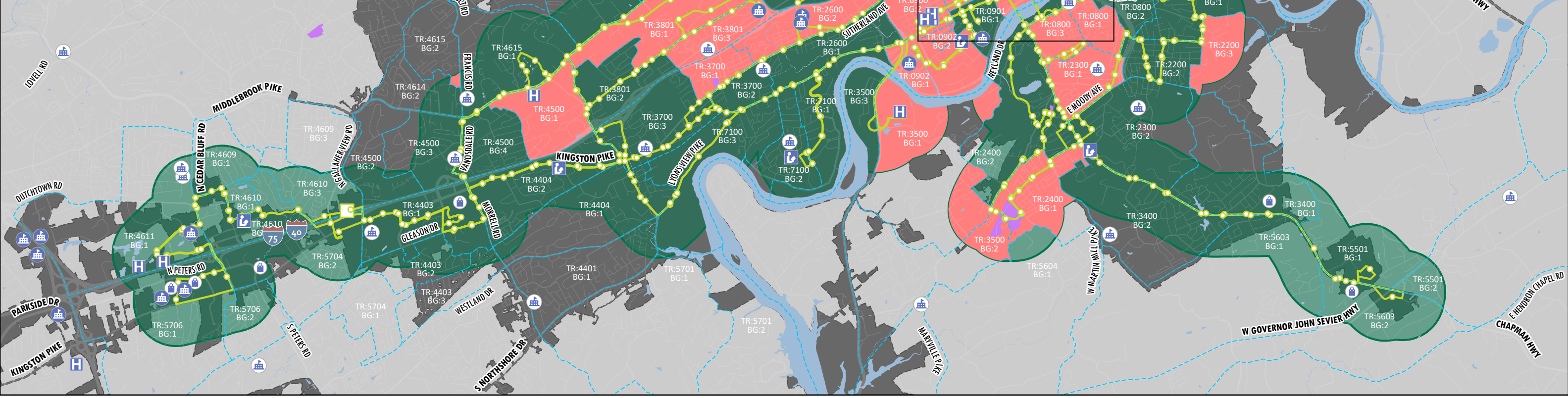
- Bus Stop
- Super Stop
- Public Schools
- College or University
- Hospital
- Fixed Transit Facility
- Library
- Shopping Center
- KAT Fixed Route
- 2010 Census Block Group Boundary
- Block Group Exceeding Poverty Avg of 29%
- Public Housing
- KAT Half-mile Service Area
- City of Knoxville
- Knox County

TPO Knoxville Regional Transportation Planning Organization

kat KNOXVILLE AREA TRANSIT



Red shaded block groups are where the percentage of the population below poverty residing in these areas exceed the average percentage of population below poverty for the service area as a whole.



POPULATION BY RACE AND ETHNICITY, 2013-2017

Source data: U.S. Census Bureau, 2013-2017 American Community Survey, 5-Year Estimates

Compiled by Knoxville-Knox County Planning, September 27, 2019

Area	Total Population	White, Non-Hispanic	Black/African American, Non-Hispanic	Asian, Non-Hispanic	Other, Non-Hispanic	Hispanic	Total Minority Population	Minority Share (%) of Total Population
Totals	159,234	111,032	29,145	3,753	5,924	9,380	48,202	30.3
Block Group 1, Census Tract 1	2,276	1,922	71	58	98	127	354	15.6
Block Group 1, Census Tract 8	1,960	1,139	641	60	42	78	821	41.9
Block Group 2, Census Tract 8	708	537	171	0	0	0	171	24.2
Block Group 3, Census Tract 8	920	632	164	20	104	0	288	31.3
Block Group 1, Census Tract 9.01	1,780	1,268	267	147	22	76	512	28.8
Block Group 1, Census Tract 9.02	1,357	1,107	65	105	0	80	250	18.4
Block Group 2, Census Tract 9.02	2,325	2,009	124	74	49	69	316	13.6
Block Group 1, Census Tract 14	987	683	0	0	0	304	304	30.8
Block Group 2, Census Tract 14	1,104	479	565	44	5	11	625	56.6
Block Group 3, Census Tract 14	547	186	47	0	200	114	361	66.0
Block Group 1, Census Tract 15	1,405	1,113	240	0	12	40	292	20.8
Block Group 2, Census Tract 15	1,222	956	99	34	66	67	266	21.8
Block Group 3, Census Tract 15	677	484	79	0	10	104	193	28.5
Block Group 1, Census Tract 16	1,049	998	44	0	7	0	51	4.9
Block Group 2, Census Tract 16	1,890	1,382	318	0	44	146	508	26.9
Block Group 1, Census Tract 17	1,264	1,170	46	0	0	48	94	7.4
Block Group 2, Census Tract 17	816	616	41	0	24	135	200	24.5
Block Group 1, Census Tract 18	1,157	862	253	0	0	42	295	25.5
Block Group 2, Census Tract 18	1,065	949	87	22	0	7	116	10.9
Block Group 1, Census Tract 19	1,569	379	1,012	0	10	168	1,190	75.8
Block Group 1, Census Tract 20	1,148	58	933	0	135	22	1,090	94.9
Block Group 2, Census Tract 20	1,251	167	1,046	0	0	38	1,084	86.7
Block Group 3, Census Tract 20	644	232	387	0	0	25	412	64.0
Block Group 1, Census Tract 21	1,918	322	1,174	0	119	303	1,596	83.2
Block Group 2, Census Tract 21	614	220	371	0	19	4	394	64.2
Block Group 1, Census Tract 22	585	566	11	0	0	8	19	3.2
Block Group 2, Census Tract 22	1,924	1,517	332	0	24	51	407	21.2
Block Group 3, Census Tract 22	246	230	11	0	0	5	16	6.5
Block Group 1, Census Tract 23	1,624	1,265	135	80	76	68	359	22.1
Block Group 2, Census Tract 23	1,503	1,289	0	5	87	121	213	14.2
Block Group 1, Census Tract 24	1,891	1,159	603	13	58	57	732	38.7
Block Group 2, Census Tract 24	1,979	1,448	268	0	161	102	531	26.9

Area	Total Population	White, Non-Hispanic	Black/African American, Non-Hispanic	Asian, Non-Hispanic	Other, Non-Hispanic	Hispanic	Total Minority Population	Minority Share (%) of Total Population
Block Group 1, Census Tract 26	632	505	41	66	5	15	127	20.1
Block Group 2, Census Tract 26	1,655	641	694	45	8	267	1,014	61.3
Block Group 1, Census Tract 27	1,009	841	126	0	13	29	168	16.7
Block Group 2, Census Tract 27	1,642	1,251	108	41	234	8	391	23.8
Block Group 1, Census Tract 28	3,155	1,304	962	165	366	358	1,851	58.7
Block Group 2, Census Tract 28	1,794	1,041	617	0	44	92	753	42.0
Block Group 1, Census Tract 29	1,994	1,662	224	35	73	0	332	16.6
Block Group 2, Census Tract 29	1,673	752	564	0	339	18	921	55.1
Block Group 1, Census Tract 30	1,241	1,091	26	124	0	0	150	12.1
Block Group 2, Census Tract 30	2,147	1,445	359	0	276	67	702	32.7
Block Group 3, Census Tract 30	1,587	998	141	23	236	189	589	37.1
Block Group 1, Census Tract 31	1,282	921	286	9	27	38	361	28.2
Block Group 2, Census Tract 31	1,078	671	278	41	88	0	407	37.8
Block Group 1, Census Tract 32	1,333	862	400	0	35	35	470	35.3
Block Group 2, Census Tract 32	1,440	374	1,050	9	7	0	1,066	74.0
Block Group 1, Census Tract 33	843	541	245	4	37	16	301	35.8
Block Group 1, Census Tract 34	893	847	17	0	22	7	46	5.2
Block Group 2, Census Tract 34	1,554	1,470	20	0	37	27	85	5.4
Block Group 1, Census Tract 35	951	918	20	0	3	10	33	3.4
Block Group 2, Census Tract 35	239	151	62	5	13	8	88	36.8
Block Group 3, Census Tract 35	120	106	0	5	0	9	14	11.4
Block Group 1, Census Tract 37	1,475	1,088	138	84	138	27	387	26.2
Block Group 2, Census Tract 37	217	217	0	0	0	0	0	0.0
Block Group 3, Census Tract 37	748	741	0	0	0	7	7	0.9
Block Group 1, Census Tract 38.01	1,555	880	193	74	59	349	675	43.4
Block Group 2, Census Tract 38.01	1,242	712	274	47	42	167	530	42.7
Block Group 3, Census Tract 38.01	1,619	1,274	16	266	0	63	345	21.3
Block Group 1, Census Tract 38.02	729	636	52	7	14	21	93	12.8
Block Group 2, Census Tract 38.02	1,093	832	147	6	12	96	261	23.9
Block Group 1, Census Tract 39.01	1,935	1,308	273	17	62	275	627	32.4
Block Group 2, Census Tract 39.01	2,228	1,508	148	133	26	413	720	32.3
Block Group 1, Census Tract 39.02	971	740	17	0	0	214	231	23.8
Block Group 2, Census Tract 39.02	2,096	1,495	501	0	100	0	601	28.7
Block Group 1, Census Tract 40	2,507	1,552	733	41	58	123	955	38.1
Block Group 2, Census Tract 40	1,929	1,538	327	0	16	48	391	20.3
Block Group 1, Census Tract 41	2,036	1,522	314	58	112	30	514	25.2

Area	Total Population	White, Non-Hispanic	Black/African American, Non-Hispanic	Asian, Non-Hispanic	Other, Non-Hispanic	Hispanic	Total Minority Population	Minority Share (%) of Total Population
Block Group 2, Census Tract 41	2,216	1,971	7	0	87	151	245	11.1
Block Group 1, Census Tract 42	1,364	1,205	80	0	5	74	159	11.7
Block Group 2, Census Tract 42	1,027	990	5	0	27	4	37	3.6
Block Group 1, Census Tract 43	354	299	42	0	7	5	55	15.6
Block Group 2, Census Tract 43	1,313	1,020	238	23	19	13	293	22.3
Block Group 1, Census Tract 44.01	298	282	15	1	0	0	16	5.2
Block Group 1, Census Tract 44.03	1,760	1,274	10	388	68	20	486	27.6
Block Group 2, Census Tract 44.03	1,069	886	29	58	15	80	182	17.1
Block Group 3, Census Tract 44.03	209	206	0	1	2	0	3	1.5
Block Group 1, Census Tract 44.04	1,055	951	67	0	9	27	103	9.8
Block Group 2, Census Tract 44.04	1,527	1,236	34	73	104	79	291	19.0
Block Group 1, Census Tract 45	2,140	1,320	164	220	49	387	820	38.3
Block Group 2, Census Tract 45	847	699	19	96	34	0	149	17.5
Block Group 3, Census Tract 45	907	868	14	11	0	14	39	4.3
Block Group 4, Census Tract 45	1,257	1,028	47	0	35	147	229	18.2
Block Group 1, Census Tract 46.09	1,153	1,013	38	91	0	11	140	12.2
Block Group 3, Census Tract 46.09	33	21	6	3	0	4	13	38.5
Block Group 1, Census Tract 46.10	2,125	1,432	125	20	49	499	693	32.6
Block Group 2, Census Tract 46.10	1,359	1,061	256	25	17	0	298	21.9
Block Group 3, Census Tract 46.10	1,207	1,024	54	33	23	72	182	15.1
Block Group 1, Census Tract 46.11	731	650	8	21	12	41	81	11.1
Block Group 2, Census Tract 46.14	536	377	44	41	29	46	159	29.7
Block Group 1, Census Tract 46.15	1,714	1,103	291	5	111	204	611	35.6
Block Group 2, Census Tract 46.15	60	53	4	0	2	1	7	12.1
Block Group 1, Census Tract 47	393	335	21	2	6	29	58	14.8
Block Group 2, Census Tract 47	317	296	8	2	6	5	21	6.6
Block Group 1, Census Tract 48	2,021	1,609	352	20	41	0	412	20.4
Block Group 2, Census Tract 48	1,087	930	31	62	64	0	157	14.4
Block Group 3, Census Tract 48	1,755	1,511	166	0	8	70	244	13.9
Block Group 1, Census Tract 49	1,153	1,008	10	20	79	35	144	12.5
Block Group 2, Census Tract 49	445	424	3	7	11	0	21	4.8
Block Group 1, Census Tract 50	604	531	4	0	11	57	72	11.9
Block Group 2, Census Tract 50	366	350	0	4	0	12	16	4.4
Block Group 3, Census Tract 50	1,256	1,073	79	0	86	18	183	14.6
Block Group 2, Census Tract 51	497	493	0	0	0	5	5	1.0
Block Group 3, Census Tract 52.01	65	56	4	3	1	1	9	14.1

Area	Total Population	White, Non-Hispanic	Black/African American, Non-Hispanic	Asian, Non-Hispanic	Other, Non-Hispanic	Hispanic	Total Minority Population	Minority Share (%) of Total Population
Block Group 2, Census Tract 52.02	227	168	37	4	0	18	59	26.0
Block Group 1, Census Tract 55.01	179	162	9	4	0	5	17	9.5
Block Group 2, Census Tract 55.01	79	74	0	0	4	1	4	5.5
Block Group 1, Census Tract 56.03	394	373	6	4	8	3	21	5.2
Block Group 2, Census Tract 56.03	471	468	3	0	0	0	3	0.6
Block Group 1, Census Tract 56.04	55	55	0	0	0	0	0	0.0
Block Group 1, Census Tract 57.01	3	3	0	0	0	0	0	8.5
Block Group 2, Census Tract 57.01	7	7	0	0	0	0	0	3.2
Block Group 1, Census Tract 57.04	34	28	0	4	0	1	5	16.1
Block Group 2, Census Tract 57.04	1,622	1,076	145	107	43	251	546	33.7
Block Group 1, Census Tract 57.06	1,166	1,016	19	56	46	29	150	12.8
Block Group 2, Census Tract 57.06	739	522	115	55	43	3	216	29.3
Block Group 2, Census Tract 60.02	240	231	0	2	0	6	9	3.7
Block Group 1, Census Tract 61.04	215	192	2	3	1	17	23	10.8
Block Group 1, Census Tract 66	1,377	1,180	136	0	23	38	197	14.3
Block Group 2, Census Tract 66	1,900	1,625	143	35	16	81	275	14.5
Block Group 1, Census Tract 67	559	258	182	0	33	86	301	53.8
Block Group 2, Census Tract 67	941	144	797	0	0	0	797	84.7
Block Group 3, Census Tract 67	1,859	706	709	0	173	271	1,153	62.0
Block Group 1, Census Tract 68	1,277	112	948	0	0	217	1,165	91.2
Block Group 2, Census Tract 68	1,845	401	1,331	0	113	0	1,444	78.3
Block Group 3, Census Tract 68	1,807	509	1,147	0	15	136	1,298	71.8
Block Group 4, Census Tract 68	383	370	0	0	0	13	13	3.4
Block Group 1, Census Tract 69	2,326	1,827	215	71	74	139	499	21.5
Block Group 2, Census Tract 69	3,403	2,662	356	121	128	136	741	21.8
Block Group 3, Census Tract 69	1,848	1,614	112	10	95	17	234	12.7
Block Group 1, Census Tract 70	1,530	533	822	0	19	156	997	65.2
Block Group 2, Census Tract 70	1,253	464	637	0	152	0	789	63.0
Block Group 1, Census Tract 71	1,517	1,321	0	0	5	191	196	12.9
Block Group 2, Census Tract 71	1,028	956	0	72	0	0	72	7.0
Block Group 3, Census Tract 71	686	611	20	8	38	8	75	10.9

POVERTY STATUS, 2013-2017

Source data: U.S. Census Bureau, 2013-2017 American Community Survey, 5-Year Estimates

Compiled by Knoxville-Knox County Planning, September 27, 2019

Area	Total Population	Population with Income Below Poverty Level	Population with Income At or Above Poverty Level	Share of Total Population with Income Below Poverty Level
Totals	151,393	43,896	107,497	0.2899
Block Group 1, Census Tract 1	2,124	655	1,469	0.3084
Block Group 1, Census Tract 8	1,960	1,129	831	0.5760
Block Group 2, Census Tract 8	615	105	510	0.1707
Block Group 3, Census Tract 8	920	588	332	0.6391
Block Group 1, Census Tract 9.01	0	0	0	0.0000
Block Group 1, Census Tract 9.02	337	225	112	0.6677
Block Group 2, Census Tract 9.02	181	93	88	0.5138
Block Group 1, Census Tract 14	987	608	379	0.6160
Block Group 2, Census Tract 14	1,104	608	496	0.5507
Block Group 3, Census Tract 14	547	482	65	0.8812
Block Group 1, Census Tract 15	1,234	362	872	0.2934
Block Group 2, Census Tract 15	1,222	215	1,007	0.1759
Block Group 3, Census Tract 15	665	91	574	0.1368
Block Group 1, Census Tract 16	1,035	277	758	0.2676
Block Group 2, Census Tract 16	1,782	232	1,550	0.1302
Block Group 1, Census Tract 17	1,264	405	859	0.3204
Block Group 2, Census Tract 17	816	288	528	0.3529
Block Group 1, Census Tract 18	1,157	112	1,045	0.0968
Block Group 2, Census Tract 18	1,065	176	889	0.1653
Block Group 1, Census Tract 19	1,564	696	868	0.4450
Block Group 1, Census Tract 20	1,148	399	749	0.3476
Block Group 2, Census Tract 20	1,251	667	584	0.5332
Block Group 3, Census Tract 20	644	224	420	0.3478
Block Group 1, Census Tract 21	1,918	1,023	895	0.5334
Block Group 2, Census Tract 21	567	144	424	0.2532
Block Group 1, Census Tract 22	585	77	508	0.1312
Block Group 2, Census Tract 22	1,924	557	1,367	0.2895
Block Group 3, Census Tract 22	246	89	157	0.3607
Block Group 1, Census Tract 23	1,624	517	1,107	0.3183
Block Group 2, Census Tract 23	1,490	293	1,197	0.1968

Area	Total Population	Population with Income Below Poverty Level	Population with Income At or Above Poverty Level	Share of Total Population with Income Below Poverty Level
Block Group 1, Census Tract 24	1,834	842	992	0.4590
Block Group 2, Census Tract 24	1,979	519	1,460	0.2623
Block Group 1, Census Tract 26	632	162	470	0.2563
Block Group 2, Census Tract 26	1,633	771	862	0.4721
Block Group 1, Census Tract 27	1,009	238	771	0.2359
Block Group 2, Census Tract 27	1,642	632	1,010	0.3849
Block Group 1, Census Tract 28	3,155	1,897	1,258	0.6013
Block Group 2, Census Tract 28	1,794	423	1,371	0.2358
Block Group 1, Census Tract 29	1,994	823	1,171	0.4127
Block Group 2, Census Tract 29	1,635	1,204	431	0.7364
Block Group 1, Census Tract 30	1,241	128	1,113	0.1031
Block Group 2, Census Tract 30	2,147	328	1,819	0.1528
Block Group 3, Census Tract 30	1,587	590	997	0.3718
Block Group 1, Census Tract 31	1,282	121	1,161	0.0945
Block Group 2, Census Tract 31	1,064	316	748	0.2970
Block Group 1, Census Tract 32	1,333	144	1,189	0.1080
Block Group 2, Census Tract 32	1,440	671	769	0.4660
Block Group 1, Census Tract 33	843	44	798	0.0524
Block Group 1, Census Tract 34	893	163	729	0.1830
Block Group 2, Census Tract 34	1,550	132	1,418	0.0852
Block Group 1, Census Tract 35	951	321	630	0.3379
Block Group 2, Census Tract 35	239	85	153	0.3581
Block Group 3, Census Tract 35	120	8	112	0.0634
Block Group 1, Census Tract 37	1,475	451	1,024	0.3058
Block Group 2, Census Tract 37	217	9	208	0.0415
Block Group 3, Census Tract 37	748	74	674	0.0989
Block Group 1, Census Tract 38.01	1,555	567	988	0.3646
Block Group 2, Census Tract 38.01	1,242	325	917	0.2617
Block Group 3, Census Tract 38.01	1,619	556	1,063	0.3434
Block Group 1, Census Tract 38.02	729	31	698	0.0424
Block Group 2, Census Tract 38.02	1,081	163	918	0.1506
Block Group 1, Census Tract 39.01	1,935	237	1,698	0.1224
Block Group 2, Census Tract 39.01	2,228	511	1,717	0.2294
Block Group 1, Census Tract 39.02	971	247	724	0.2544

Area	Total Population	Population with Income Below Poverty Level	Population with Income At or Above Poverty Level	Share of Total Population with Income Below Poverty Level
Block Group 2, Census Tract 39.02	2,096	395	1,701	0.1885
Block Group 1, Census Tract 40	2,485	589	1,896	0.2370
Block Group 2, Census Tract 40	1,929	412	1,517	0.2136
Block Group 1, Census Tract 41	2,027	299	1,728	0.1475
Block Group 2, Census Tract 41	2,216	331	1,885	0.1494
Block Group 1, Census Tract 42	1,364	166	1,198	0.1217
Block Group 2, Census Tract 42	1,027	39	988	0.0380
Block Group 1, Census Tract 43	351	61	290	0.1737
Block Group 2, Census Tract 43	1,297	182	1,115	0.1402
Block Group 1, Census Tract 44.01	298	5	293	0.0180
Block Group 1, Census Tract 44.03	1,760	420	1,340	0.2386
Block Group 2, Census Tract 44.03	1,046	34	1,013	0.0322
Block Group 3, Census Tract 44.03	209	0	209	0.0000
Block Group 1, Census Tract 44.04	946	82	864	0.0866
Block Group 2, Census Tract 44.04	1,527	162	1,365	0.1059
Block Group 1, Census Tract 45	2,140	718	1,422	0.3355
Block Group 2, Census Tract 45	847	72	776	0.0848
Block Group 3, Census Tract 45	676	0	676	0.0000
Block Group 4, Census Tract 45	1,257	117	1,140	0.0931
Block Group 1, Census Tract 46.09	1,145	103	1,041	0.0902
Block Group 3, Census Tract 46.09	33	6	27	0.1814
Block Group 1, Census Tract 46.10	1,985	534	1,451	0.2690
Block Group 2, Census Tract 46.10	1,359	130	1,229	0.0957
Block Group 3, Census Tract 46.10	1,207	167	1,040	0.1381
Block Group 1, Census Tract 46.11	731	45	687	0.0612
Block Group 2, Census Tract 46.14	536	51	485	0.0948
Block Group 1, Census Tract 46.15	1,647	349	1,298	0.2118
Block Group 2, Census Tract 46.15	60	19	41	0.3143
Block Group 1, Census Tract 47	386	24	362	0.0625
Block Group 2, Census Tract 47	317	41	276	0.1308
Block Group 1, Census Tract 48	2,021	622	1,399	0.3078
Block Group 2, Census Tract 48	1,070	93	977	0.0869
Block Group 3, Census Tract 48	1,755	62	1,693	0.0353
Block Group 1, Census Tract 49	1,153	89	1,064	0.0772

Area	Total Population	Population with Income Below Poverty Level	Population with Income At or Above Poverty Level	Share of Total Population with Income Below Poverty Level
Block Group 2, Census Tract 49	436	57	379	0.1317
Block Group 1, Census Tract 50	604	4	600	0.0060
Block Group 2, Census Tract 50	366	36	330	0.0996
Block Group 3, Census Tract 50	1,239	271	968	0.2189
Block Group 2, Census Tract 51	493	50	443	0.1012
Block Group 3, Census Tract 52.01	64	8	56	0.1274
Block Group 2, Census Tract 52.02	225	26	199	0.1158
Block Group 1, Census Tract 55.01	179	11	168	0.0606
Block Group 2, Census Tract 55.01	79	4	75	0.0510
Block Group 1, Census Tract 56.03	394	11	383	0.0275
Block Group 2, Census Tract 56.03	471	64	407	0.1362
Block Group 1, Census Tract 56.04	55	6	49	0.1092
Block Group 1, Census Tract 57.01	3	0	2	0.1042
Block Group 2, Census Tract 57.01	7	0	7	0.0215
Block Group 1, Census Tract 57.04	34	4	30	0.1256
Block Group 2, Census Tract 57.04	1,622	205	1,417	0.1263
Block Group 1, Census Tract 57.06	1,166	69	1,096	0.0594
Block Group 2, Census Tract 57.06	739	91	648	0.1231
Block Group 2, Census Tract 60.02	240	15	225	0.0629
Block Group 1, Census Tract 61.04	195	49	146	0.2517
Block Group 1, Census Tract 66	1,360	534	826	0.3926
Block Group 2, Census Tract 66	1,892	636	1,256	0.3362
Block Group 1, Census Tract 67	482	131	351	0.2718
Block Group 2, Census Tract 67	941	499	442	0.5303
Block Group 3, Census Tract 67	1,859	566	1,293	0.3045
Block Group 1, Census Tract 68	1,277	448	829	0.3508
Block Group 2, Census Tract 68	1,845	1,245	600	0.6748
Block Group 3, Census Tract 68	1,807	1,168	639	0.6464
Block Group 4, Census Tract 68	383	180	203	0.4700
Block Group 1, Census Tract 69	1,113	634	479	0.5696
Block Group 2, Census Tract 69	3,361	2,383	978	0.7090
Block Group 3, Census Tract 69	1,848	1,314	534	0.7110
Block Group 1, Census Tract 70	1,505	677	828	0.4498
Block Group 2, Census Tract 70	1,206	656	550	0.5439

Area	Total Population	Population with Income Below Poverty Level	Population with Income At or Above Poverty Level	Share of Total Population with Income Below Poverty Level
Block Group 1, Census Tract 71	1,517	269	1,248	0.1773
Block Group 2, Census Tract 71	1,028	35	993	0.0345
Block Group 3, Census Tract 71	686	50	636	0.0731

**Requirements For Operators
Of
50 Or More Fixed Route Vehicles In Peak Service**

**Demographic Ridership
And
Travel Patterns**

Collected By Surveys

Please note: The Knoxville Area Transit 2017 Title VI On-Board Survey (2018) included in this section is a stand-alone document and its page numbers do not correspond with the overall Title VI Report.

KNOXVILLE AREA TRANSIT 2017 TITLE VI ON-BOARD SURVEY

JANUARY 2018

PREPARED FOR:



IN COOPERATION WITH:



PREPARED BY:



INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on a person's race, color, or national origin in regards to programs and/or activities that receive Federal funding. Transit agencies that accept funding of any type from the Federal government are required to follow these regulations and guidelines set forth under Title VI. To ensure that service is being provided equitably and without prejudice, the Federal Transit Administration (FTA) requires large transit providers to collect demographic information that includes race and ethnicity as well as household income information from its riders every five years, in order to document the racial, ethnic composition, and economic stratification of its customer base and service area population. This document will detail the efforts of Knoxville Area Transit (KAT) to collect this information in a survey that was conducted between October 9 and 13, 2017, and highlight the important demographic and economic characteristics of its riders.

SURVEY METHODOLOGY

The information collected by Title VI surveys is one important source of information used by transit agencies to determine the potential effects of major service or fare changes on minority and low-income riders and service area populations. Thus, it is important to design and administer a survey that is valid at both the individual route level, to support analysis of proposed future service changes, as well as at the system-wide level, to support analysis of fare changes.

KAT operates 23 weekday fixed-route bus routes within the City of Knoxville. KAT also operates three trolley routes that serve downtown Knoxville as well as Old City to the north and the University of Tennessee campus to the west. For the sample of surveys to be statistically valid and representative of the demographic and economic characteristics at the individual route level, a target number of surveys had to be collected from riders on each route. Monthly ridership by route from April 2016 was used to generate the average weekday daily ridership and calculate the target number of surveys for each route.

The target number of surveys for each route was calculated at three confidence levels (95, 90, and 80 percent), all with a confidence interval of +/- 10 percent. Having a range of confidence levels was relevant for two routes (Routes 10 and 19) that have very low ridership (e.g. an estimated weekday daily ridership of approximately 20 riders). The laws of statistical inference required to achieve a high confidence level also require a relatively high minimum sample size of the population, no matter how small, to infer that this sample is representative of the larger population. For example, in order to achieve a confidence level of 95 or 90 percent, a route carrying 20 riders per day would require nearly every rider on every trip on the route to complete the survey. The target number of surveys required for the KAT system ranged between 879 to 1,712 surveys at the 80 and 95 percent confidence levels, respectively. To encourage riders to take and complete the survey, riders who fully completed their survey were eligible to win one of five KAT 30-Day passes. The target number of surveys for each route at the three confidence levels is provided in Table 1.

TABLE 1: TARGET SURVEYS BY ROUTE AND CONFIDENCE LEVEL

Routes	Target Surveys (95%)	Target Surveys (90%)	Target Surveys (80%)
10 – Sequoyah Hills	14	14	12
11 – Kington Pike	90	65	40
12 – Western Avenue	81	60	38
13 – Beaumont	57	46	32
16 – Cedar Bluff Connector	58	46	33
17 – Sutherland	76	57	37
19 – Lakeshore	19	18	15
20 – Central Avenue	79	59	38
21 – Lincoln Park	53	43	31
22 – Broadway	87	63	40
23 – Millertown	68	53	36
24 – Inskip	51	42	30
30 – Partridge	42	36	27
31 – Magnolia	87	63	40
32 – Dandridge Avenue	73	56	37
33 – MLK Jr Avenue	65	51	35
34 – Burlington	60	48	33
40 – South Knoxville	62	49	34
41 – Chapman Highway	81	60	38
42 – Fort Sanders/UT Hospital	57	46	32
44 – University Park Apartments	64	50	34
45 – Vestal	63	50	34
90 – Crosstown	71	55	36
Blue Line Trolley	89	64	40
Green Line Trolley	79	59	38
Orange Line Trolley	86	63	39
TOTALS	1,712	1,316	879

SURVEY DESIGN

A four-page survey was designed for the 2017 Title VI On-Board Survey. For the purposes of KAT's Title VI Program update, only demographic-related questions such as race/ethnicity and household income are required to determine the minority and low-income status of each route. However, since the effort to collect this information is significant and reaches a large portion of an agency's ridership, customer service, transit trip, household, and technology related questions are often included in the survey for the agency's use. The survey included a mix of demographic, transit experience, and personal/household related questions. The survey used for this effort is provided in Appendix A.

SURVEY EFFORT

The 2017 Title VI On-Board Survey was conducted between October 9 and 13, 2017. On the morning of October 9th, staff from WSP held a training session for the surveyors. The surveyors were introduced to the task, given an explanation of each of the survey questions, provided with strategies for administering the survey, and advised on their daily duties and plan for the upcoming week of surveying. The latter half of the training day was spent riding buses and administering the survey in groups to further familiarize the surveyors with the task. A total of 19 surveyors assisted with the effort. WSP staff managed the surveyors daily, which included assigning schedules, directing surveyors to their bus bays, and processing completed surveys. Express Employment Services, as a vendor to WSP, arranged temporary employment, including timecard and payroll management for the surveyors.

The survey was administered for five days, with the goal of meeting the target number of surveys for a 95 percent confidence level for each of the routes and for the entire system. Surveyors were scheduled a variety of shifts between 6 AM and 11 PM. Each route was surveyed at various times throughout the day (e.g. one AM shift and one PM shift) and a minimum of three times over the course of the survey, to vary the trips that were surveyed as well as to meet the individual route goals. At the end of the week, 1,405 surveys were collected – approximately 100 surveys over the target for the 90 percent confidence level. The number of surveys collected for each route and their corresponding confidence level is provided in Table 2. The shaded areas in Table 2 indicate the confidence level(s) that were achieved by the number of surveys that were collected and approved for analysis.

TABLE 2: COLLECTED SURVEYS AND CONFIDENCE LEVEL ATTAINMENTS (SHADED)

Routes	Collected Surveys	Target Surveys (95%)	Target Surveys (90%)	Target Surveys (80%)
10 – Sequoyah Hills	13	14	14	12
11 – Kington Pike	121	90	65	40
12 – Western Avenue	63	81	60	38
13 – Beaumont	36	57	46	32
16 – Cedar Bluff Connector	40	58	46	33
17 – Sutherland	53	76	57	37
19 – Lakeshore	8	19	18	15
20 – Central Avenue	64	79	59	38
21 – Lincoln Park	42	53	43	31
22 – Broadway	75	87	63	40
23 – Millertown	41	68	53	36
24 – Inskip	57	51	42	30
30 – Partridge	30	42	36	27
31 – Magnolia	85	87	63	40
32 – Dandridge Avenue	53	73	56	37
33 – MLK Jr Avenue	38	65	51	35
34 – Burlington	53	60	48	33
40 – South Knoxville	45	62	49	34
41 – Chapman Highway	78	81	60	38
42 – Fort Sanders/UT Hospital	46	57	46	32
44 – University Park Apartments	47	64	50	34
45 – Vestal	58	63	50	34
90 – Crosstown	53	71	55	36
Blue Line Trolley	52	89	64	40
Green Line Trolley	62	79	59	38
Orange Line Trolley	43	86	63	39
TOTALS	1,356	1,712	1,316	879

SURVEY POST-PROCESSING

The post-processing of surveys was completed by WSP staff both on-site at Knoxville Station as well as at various WSP offices. Each survey was entered into Survey Monkey and checked for validity and consistency. The information collected included the comments and recommendations from riders on ways that KAT can improve its service. Upon review of the initial set of the 1,405 surveys collected in Knoxville, a total of 1,356 surveys were approved, entered, and used for analysis of the KAT service population.

As part of the post-processing of data, individual responses were weighted to allow the results of the survey to be expanded to represent the users of the entire KAT system. The weights applied to the responses should only be used when making characterizations of the entire service population, and are not valid at the individual route level. The weights used were based on the April 2016 ridership levels provided by KAT. The sum of these weights is equal to the total April 2016 ridership, allowing the survey to be expanded to represent the total service population, and is statistically significant at the 90 percent confidence level (+/- 10 percent). The weights assigned to each route are provided in Table 3.

TABLE 3: ADJUSTED WEIGHTS BY ROUTE AND AVERAGE DAILY RIDERSHIP – OVERALL SURVEY

Routes	Collected Surveys	Average Daily Ridership	Adjusted Weight
10 – Sequoyah Hills	13	16	1.231
11 – Kington Pike	121	1,409	11.645
12 – Western Avenue	63	513	8.143
13 – Beaumont	36	139	3.861
16 – Cedar Bluff Connector	40	143	3.575
17 – Sutherland	53	361	6.811
19 – Lakeshore	8	23	2.875
20 – Central Avenue	64	451	7.047
21 – Lincoln Park	42	117	2.786
22 – Broadway	75	954	12.720
23 – Millertown	41	235	5.732
24 – Inskip	57	106	1.860
30 – Partridge	30	74	2.467
31 – Magnolia	85	880	10.353
32 – Dandridge Avenue	53	300	5.660
33 – MLK Jr Avenue	38	200	5.263
34 – Burlington	53	159	3.000
40 – South Knoxville	45	170	3.778
41 – Chapman Highway	78	498	6.385
42 – Fort Sanders/UT Hospital	46	138	3.000
44 – University Park Apartments	47	189	4.021
45 – Vestal	58	185	3.190
90 – Crosstown	53	276	5.208
Blue Line Trolley	52	1,146	22.038
Green Line Trolley	62	447	7.210
Orange Line Trolley	43	794	18.465
TOTALS	1,356	9,922	

The three most important questions in the survey involved the rider's race/ethnicity, their annual household income, and their household size, because minorities are a protected class under Title VI and low-income populations are protected by environmental justice policies. The latter two questions are important as low-income status is determined by both annual household income and household size. Of the 1,356 surveys that were collected, each one includes a response for race/ethnicity. However, income is often considered to be a private issue and was

expected to not be answered by all the respondents. Of the 1,356 surveys, 1,132 surveys, or 83.5 percent of the surveys, included responses on income and household size. Because low-income status is an important consideration in the FTA's Title VI guidelines, the surveys that included responses to both income and household size were cross-referenced and weighted separately from the overall survey so that the individual responses could be expanded to represent the entire service population appropriately. The weights assigned to each route for income are provided in Table 4.

TABLE 4: ADJUSTED WEIGHTS BY ROUTE AND AVERAGE DAILY RIDERSHIP – INCOME ONLY

Routes	Collected Surveys	Average Daily Ridership	Adjusted Weights
10 – Sequoyah Hills	9	16	1.778
11 – Kington Pike	105	1,409	13.419
12 – Western Avenue	42	513	12.214
13 – Beaumont	32	139	4.344
16 – Cedar Bluff Connector	36	143	3.972
17 – Sutherland	49	361	7.367
19 – Lakeshore	8	23	2.875
20 – Central Avenue	58	451	7.776
21 – Lincoln Park	36	117	3.250
22 – Broadway	66	954	14.455
23 – Millertown	34	235	6.912
24 – Inskip	34	106	3.118
30 – Partridge	26	74	2.846
31 – Magnolia	57	880	15.439
32 – Dandridge Avenue	43	300	6.977
33 – MLK Jr Avenue	33	200	6.061
34 – Burlington	45	159	3.533
40 – South Knoxville	41	170	4.146
41 – Chapman Highway	69	498	7.217
42 – Fort Sanders/UT Hospital	41	138	3.366
44 – University Park Apartments	45	189	4.200
45 – Vestal	47	185	3.936
90 – Crosstown	46	276	6.000
Blue Line Trolley	48	1,146	23.875
Green Line Trolley	45	447	9.933
Orange Line Trolley	37	794	21.459
TOTALS	1,132	9,922	

When making characterizations of the service population at the route level, the un-weighted data should be used. For most routes, enough surveys were collected to make characterizations statistically significant at least at the 80 percent confidence level, with several routes reaching the 90 and 95 percent level. However, Route 19 did not have enough surveys to be statistically significant even at the 80 percent level, as not enough surveys were collected. Route 19 has an average weekday daily ridership of 23 but required 15 surveys to reach the 80 percent confidence level. It is recommended that additional efforts be made to survey riders on Route 19 should any major service changes be proposed for this route. Alternatively, US Census data for areas surrounding the route alignment could be used in place of the sample data collected in this survey.

SURVEY RESULTS

The following is a summary of the various responses recorded via the survey efforts and characterized at the system-wide level. As mentioned above, any characterizations of riders at the individual route level must use the un-weighted data to appropriately describe the respective route's service population. The total list of survey questions and responses are provided in Appendix B. Responses at the individual route level are provided in Appendix C.

MINORITY STATUS

A slight majority of riders on KAT services identify as White, as indicated by 55.2 percent of survey respondents, as presented in Table 5. This is much lower than the City of Knoxville which is approximately 73.1 percent White Non-Hispanic (American Community Survey, 2011-2015). Minorities (those who identified their race/ethnicity as something other than White) make up approximately 44.8 percent of the KAT ridership.

Table 5: Race/Ethnicity of Survey Respondents

Response	Count	Count Percentage	Weighted Count	Weighted County Percentage
White	749	55.2%	5,708	57.5%
African-American/Black	460	33.9%	3,109	31.3%
Hispanic/Latino	40	2.9%	268	2.7%
Asian	40	2.9%	342	3.4%
Native American Indian	9	0.7%	54	0.5%
Multiple Races	54	4.0%	405	4.1%
Other	4	0.4%	37	0.5%
Total	1,356	100.0%	9,923	100.0%

LOW-INCOME STATUS

A rider's low-income status is determined by a combination of their annual household income and their household size. For the purposes of identifying low-income riders, responses to the household income and size questions were cross-referenced and used to estimate the number of potential low-income riders in the system. The FTA allows agencies to develop their own income and household thresholds for determining low-income status and, for the purposes of this survey, identical income thresholds were used from the previous Title VI survey conducted in 2013 to track historical trends for KAT. The following income and household size thresholds were used to determine a rider's low income status (Table 7):

Table 6: Household Income and Size Thresholds for Low-Income Status

Annual Household Income	Household Size
Less than \$11,500	All Households
\$11,500 - \$15,499	2 or More Persons
\$15,500 - \$19,499	3 or More Persons
\$19,500 - \$23,499	4 or More Persons
\$23,500 - \$39,999	5 or More Persons
\$40,000 or More	No Households

Based on the methodology highlighted above, most riders on KAT can be classified as low-income, as almost two-thirds (62.2 percent) of all respondents were identified to be potentially low-income based on provided information on their household income and size, as shown in Table 7.

Table7: Low-Income Status of Survey Respondents

Response	Count	Count Percentage	Weighted Count	Weighted County Percentage
Identified as Low-Income Rider	704	62.2%	5,962	60.1%
Not Identified as Low-Income Rider	428	37.8%	3,961	39.9%
Total	1,132	100.0%	9,923	100.0%

Automobile Availability

The number of respondents that indicated that they had no access to an automobile was very similar to the number of respondents who reported a low household income. Almost two-thirds (65.1 percent) of the respondents to the survey reported that they currently do not have access to an automobile, as presented in Table 8.

Table 8: Automobile Access for Survey Respondents

Response	Count	Count Percentage	Weighted Count	Weighted County Percentage
Yes	231	17.0%	1,694	17.1%
No	883	65.1%	6,197	62.5%
No Response	242	17.9%	2,032	20.4%
Total	1,356	100.0%	9,923	100.0%

ENGLISH AS A PRIMARY LANGUAGE

Most KAT riders (94.4 percent) responded that they understand English “very well.” Only a small number (10 respondents) indicated that their level of comprehension of the English language was “not well” or “not at all.” For those respondents who indicated that other languages besides English were spoken at home, the languages that were indicated most often include Spanish and Chinese.

Table 9: English Comprehension for Survey Respondents

Response	Count	Count Percentage	Weighted Count	Weighted County Percentage
Very Well	1,281	94.5%	9,353	94.3%
Some	43	3.2%	342	3.4%
Not Well	7	0.5%	64	0.6%
Not at All	3	0.2%	16	0.2%
No Response	22	1.6%	148	1.5%
Total	1,356	100.0%	9,923	100.0%

OVERALL KAT EXPERIENCE

In addition to the demographic questions included in the survey, riders were also asked to provide insight on their experiences using KAT. Riders were asked to indicate if they agree, strongly agree, disagree, or strongly disagree to several positive statements about various KAT characteristics, including on-time performance, KAT driver/staff friendliness and helpfulness, as well as safety, among others. Overall, most respondents agreed or strongly agreed with all of the provided statements. Additionally, most statements had single digit (less than ten) respondents who strongly disagreed with the provided statements.

The one statement that had a higher level of disagreement among the respondents was “Service runs as late as I need” with 20.6 percent of respondents either disagreeing or strongly disagreeing with the statement. Most of these responses came from Route 44 that serves the University of Tennessee (UT) campus and many off-campus housing developments but only operates until 6:30PM, well before the end of classes on campus. However, despite this, 72.2 percent of respondents still agreed or strongly agreed that, overall, they are satisfied with KAT services.

Survey Respondent Comments

Survey respondents were given the opportunity to include any comments, complaints or requests on the survey that would be included in the report and forwarded to KAT for consideration. Several of the comments are route specific and involve extending routes to different neighborhoods or streets as well as bringing back discontinued routes. The following is a list of comments that appeared most frequently. The entire list of comments is provided in Appendix D.

- Improve on-time performance of all routes;
- Increase frequencies on routes;
- Expand service span on Sundays or operate 24 hours per day;
- Overall, you’re doing a great job; We love KAT!;
- Extend service on Route 44 and other routes serving UT campus;
- Additional plugs/USB outlets on buses; and
- Provide more amenities at bus stops including shelters and benches.

APPENDIX A: KNOXVILLE AREA TRANSIT 2017 TITLE VI ON-BOARD SURVEY

[THIS PAGE INTENTIONALLY LEFT BLANK]



KAT 2017 TITLE VI ON-BOARD SURVEY

In order to understand its riders' needs and provide better service, KAT is interested in learning more about you and your trip. Please help us by filling out this survey.

About YOU:

1. How old are you? _____ years old

2. Are you male or female?

- Male
 Female

3. What is the zip code at your home?

4. What is your race/ethnicity? (Please select ONE only.)

- White
 African-American/Black
 Hispanic/Latino
 Other : _____
- Asian
 Native American Indian
 Multiple Races

5. Is English your native language?

- Yes
 No

6. How well do you understand English?

- Very well
 Some
 Not well
 Not at all

6A. ANY OTHER LANGUAGE(S) SPOKEN AT HOME?

- Spanish
 Arabic
 Chinese
 Vietnamese
 French
 German
 Hindi
 Other: _____

7. How many people (adults and children) live in your household?

8. What is your household's annual combined income?

- Less than \$11,500
 \$11,500 - \$15,499
 \$15,500 - \$19,499
- \$19,500 - \$23,499
 \$23,500 - \$39,999
 \$40,000 or more

9. Have you been regularly riding KAT for two or more years?

- Yes
 No

10. Do you consider yourself to be a new KAT rider? (1 year or less)

- Yes
 No

11. How many transit trips do you take in a typical 7-day period?

Note that a 'transit trip' is a one-way journey to a destination, for example, from home to work or from work to the grocery store. Transfers to another bus route do not count as separate transit trips. Return trips, however, do count as separate transit trips.

About **THIS** trip on KAT:

12. Which route are you currently riding?

13. Where did you first board the bus? (Provide stop, address, or nearest intersection.)

14. Where will you get off your final bus? (Provide stop, address, or nearest intersection.)

15. What is your main purpose for this trip? (Please select ONE only.)

- | | | |
|---|---------------------------------------|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> College | <input type="checkbox"/> Doctor or medical visit |
| <input type="checkbox"/> Primary school | <input type="checkbox"/> Social visit | <input type="checkbox"/> Social service |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Other: _____ | |

16. How long will your trip take from your front door to your final destination? _____ minutes

17. How far did you travel to get to the bus stop for your first bus?

- | | |
|--|---|
| <input type="checkbox"/> Less than 1 block | <input type="checkbox"/> 3 -4 blocks |
| <input type="checkbox"/> 1 - 2 blocks | <input type="checkbox"/> 5 or more blocks |

18. To reach my first bus stop, I...

- | | |
|---------------------------------|---------------------------------------|
| <input type="checkbox"/> Walked | <input type="checkbox"/> Got a ride |
| <input type="checkbox"/> Biked | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Drove | |

19. Which routes will you use to make this one-way trip?

20. What time of day did you begin this trip?

- | | | |
|------------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> 5 - 7 AM | <input type="checkbox"/> 11 AM - 1 PM | <input type="checkbox"/> 5 - 7 PM |
| <input type="checkbox"/> 7 - 9 AM | <input type="checkbox"/> 1 - 3 PM | <input type="checkbox"/> 7 - 9 PM |
| <input type="checkbox"/> 9 - 11 AM | <input type="checkbox"/> 3 - 5 PM | <input type="checkbox"/> 9 - 11:30 PM |

21. How will you pay your fare on this trip?

- Cash Day Pass Semester Pass
 One Ride Pass 7-Day Pass
 20-Ride Pass 30-Day Pass

22. Do you use Senior, Disabled, or Student discounts?

- Yes
 No

23. If you used a bus pass, how did you purchase your pass?

- Mail-order form from KAT website Purchased on the bus (day pass)
 At customer service counter From platform supervisor
 From ticket vending machine Agency provided pass

24. Besides your current destination, will you travel to any other destinations today using KAT?

- No 1 other destination 2 other destinations 3 or more destinations

25. Which of the following applies to you presently?

- Employed for pay outside your home Retired
 Employed for pay in your home Unemployed
 Homemaker Other: _____
 Student at (school name): _____

26. Was a motor vehicle available to you for this trip today?

- Yes
 No

27. Are you a licensed driver and able to drive?

- Yes
 No

28. Which is your main mode of transportation for work and other purposes?

- | | | | |
|--------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|
| Work (Select one): | | Non-work (Select one): | |
| <input type="checkbox"/> Drive alone | <input type="checkbox"/> Carpool | <input type="checkbox"/> Drive alone | <input type="checkbox"/> Carpool |
| <input type="checkbox"/> KAT | <input type="checkbox"/> Bicycle | <input type="checkbox"/> KAT | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Walk | <input type="checkbox"/> No commute | <input type="checkbox"/> Walk | <input type="checkbox"/> No commute |

29. If KAT service were not available, how would you make this trip?

- Auto Friend/Family
 Walk Rideshare (e.g. Uber or Lyft)
 Taxi Would not make the trip

30. What are your top three choices for obtaining information about KAT?

- | | | |
|--|---|--|
| <input type="checkbox"/> KAT website | <input type="checkbox"/> Telephone | <input type="checkbox"/> Bus drivers and other KAT employees |
| <input type="checkbox"/> Email | <input type="checkbox"/> Radio | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Social media (e.g. Twitter) | <input type="checkbox"/> Television | <input type="checkbox"/> Neighborhood newspaper |
| <input type="checkbox"/> Posters on bus | <input type="checkbox"/> Other passengers | <input type="checkbox"/> Postings at Knoxville Station |

31. Do you have phone that allows text messages? | 32. Have you signed up for KAT's text alert services?

- | | | | |
|------------------------------|-----------------------------|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|------------------------------|-----------------------------|

33. Do you have a smart phone?

- Yes No

34. Have you ever used Google Transit to plan your trip?

- Yes No

35. Have you visited katbus.com (KAT's website) in the past three months?

- Yes No

36. Do you agree or disagree with the following related to KAT? (Please circle your answer.)

Buses run often enough.	Strongly Agree	Agree	Disagree	Strongly Disagree
Buses make the connections I need.	Strongly Agree	Agree	Disagree	Strongly Disagree
The bus is reliable and usually on time.	Strongly Agree	Agree	Disagree	Strongly Disagree
The buses are clean.	Strongly Agree	Agree	Disagree	Strongly Disagree
I feel safe on the bus.	Strongly Agree	Agree	Disagree	Strongly Disagree
I understand the schedules.	Strongly Agree	Agree	Disagree	Strongly Disagree
Service runs as late as I need.	Strongly Agree	Agree	Disagree	Strongly Disagree
Bus stops are close to my home.	Strongly Agree	Agree	Disagree	Strongly Disagree
The price to ride the bus is reasonable.	Strongly Agree	Agree	Disagree	Strongly Disagree
The bus goes where I need to go.	Strongly Agree	Agree	Disagree	Strongly Disagree
KAT customer service is helpful.	Strongly Agree	Agree	Disagree	Strongly Disagree
Drivers are safe and professional.	Strongly Agree	Agree	Disagree	Strongly Disagree
Overall I am satisfied with KAT service.	Strongly Agree	Agree	Disagree	Strongly Disagree

37. Please provide any comments in the space below. Comments will be provided to KAT management.

Please join the raffle for a free 30-day bus pass. To be eligible to win, you must accurately complete and return this survey, including the contact information below:

Name: _____ Phone: _____

Address: _____ Email: _____

THANK YOU FOR YOUR TIME AND CONSIDERATION IN COMPLETING THIS SURVEY!

APPENDIX B: SURVEY RESPONSES

[THIS PAGE INTENTIONALLY LEFT BLANK]

Q1: How old are you?

Response	Count	Weighted Count
Under 18 Years Old	15	77
18 - 24 Years Old	180	1,352
25 - 34 Years Old	224	1,629
35 - 49 Years Old	362	2,689
50 - 64 Years Old	459	3,436
65 - 74 Years Old	94	584
75 Years and Over	16	121
No Response	6	35
Total	1,356	9,923

Q2: Are you male or female?

Response	Count	Weighted Count
Female	615	4,288
Male	736	5,601
No Response	5	34
Total	1,356	9,923

Q4: What is your race/ethnicity?

Response	Count	Weighted Count
White	749	5,708
African-American/Black	460	3,109
Hispanic/Latino	40	268
Asian	40	342
Native American Indian	9	54
Multiple Races	54	405
Other	4	37
Total	1,356	9,923

Q5: Is English your native language?

Response	Count	Weighted Count
Yes	1,264	9,218
No	88	660
No Response	4	45
Total	1,356	9,923

Q6: How well do you understand English?

Response	Count	Weighted Count
Very Well	1,281	9,353
Some	43	342
Not Well	7	64
Not at All	3	16
No Response	22	148
Total	1,356	9,923

Q6A: Any other languages spoken at home?

Response	Count	Weighted Count
Spanish	54	407
Arabic	5	42
Chinese	18	164
Vietnamese	3	17
French	9	89
German	10	92
Hindi	9	64
Other	29	262
No Response	1,235	8,939
Total	1,372	10,076

Q7: How many people (adults and children) live in your household?

Response	Count	Weighted Count
1 Person	513	3,810
2 Persons	348	2,629
3 Persons	165	1,196
4 Persons	109	735
5 Persons	56	372
Over 5 Persons	57	399
No Response	108	782
Total	1,356	9,923

Q8: What is your household annual combined income?

Response	Count	Weighted Count
Less than \$11,500	588	4,510
\$11,500 - \$15,499	210	1,622
\$15,500 - \$19,499	108	894
\$19,500 - \$23,499	111	967
\$23,500 - \$39,999	118	1,023
\$40,000 or more	96	907
Total	1,231	9,923

Q7/8: What is your household annual combined income? (Low-Income Status)

Response	Count	Weighted Count
Identified as Low-Income Rider	704	5,962
Not Identified as Low-Income Rider	428	3,961
Total	1,132	9,923

Q9: Have you been regularly riding KAT for two or more years?

Response	Count	Weighted Count
Yes	985	7,133
No	351	2,658
No Response	20	132
Total	1,356	9,923

Q10: Do you consider yourself to be a new (1 year or less) KAT rider?

Response	Count	Weighted Count
Yes	370	2,804
No	960	6,906
No Response	26	213
Total	1,356	9,923

Q11: How many trips do you take in a typical 7-day period?

Response	Count	Weighted Count
5 Trips or Less	463	3,492
6 - 10 Trips	386	2,710
11 - 20 Trips	304	2,220
21 - 30 Trips	78	575
31 - 50 Trips	45	331
More than 50 Trips	7	43
No Response	73	552
Total	1,356	9,923

Q15: What is the main purpose for this trip?

Response	Count	Weighted Count
Work	512	3,522
Primary School	16	131
Shopping	303	2,443
College	116	793
Social Visit	131	1,139
Doctor or Medical Visit	120	732
Social Service	43	343
Other	19	153
No Response	96	667
Total	1,356	9,923

Q16: How long (in minutes) will your trip take from your front door to your final destination?

Response	Count	Weighted Count
5 Minutes or Less	58	562
6 - 15 Minutes	225	1,784
16 - 30 Minutes	315	2,305
31 - 60 Minutes	370	2,696
61 - 90 Minutes	114	742
More than 90 Minutes	101	662
No Response	173	1,172
Total	1,356	9,923

Q17: How far did you travel to get to the bus stop for your first bus?

Response	Count	Weighted Count
Less Than 1 Block	559	3,939
1 - 2 Blocks	353	2,521
3 - 4 Blocks	192	1,393
5 or More Blocks	221	1,866
No Response	31	204
Total	1,356	9,923

Q18: To reach my first bus stop, I...

Response	Count	Weighted Count
Walked	1,182	8,512
Biked	14	114
Drove	34	349
Got a Ride	42	327
Other	5	36
No Response	79	585
Total	1,356	9,923

Q20: What time of day did you begin this trip?

Response	Count	Weighted Count
5 - 7AM	164	1,110
7 - 9AM	246	1,671
9 - 11AM	239	1,897
11AM - 1PM	227	1,564
1 - 3PM	186	1,206
3 - 5PM	122	840
5 - 7PM	49	329
7 - 9PM	11	90
9 - 11:30PM	1	4
No Response	111	1,212
Total	1,356	9,923

Q21: How will you pay your fare on this trip?

Response	Count	Weighted Count
Cash	460	3,015
One Ride Pass	36	270
20-Ride Pass	30	178
Day Pass	176	1,165
7-Day Pass	67	415
30-Day Pass	332	2,196
Semester Pass	70	397
Free Trolley	37	632
No Response	148	1,655
Total	1,356	9,923

Q22: Did you use senior, disabled, or student discounts?

Response	Count	Weighted Count
Yes	492	3,309
No	725	5,090
No Response	139	1,524
Total	1,356	9,923

Q23: If you used a bus pass, how did you purchase your pass?

Response	Count	Weighted Count
Mail-order form from KAT website	18	144
At customer service counter	422	2,805
From ticket vending machine	48	345
Purchased on the bus (day pass)	271	1,873
From platform supervisor	20	119
Agency provided pass	119	757
No Response	458	3,880
Total	1,356	9,923

Q24: Besides your current destination, will you travel to any other destinations today using KAT?

Response	Count	Weighted Count
No	488	3,321
1 other destination	290	2,181
2 other destinations	218	1,579
3 or more destinations	120	758
No Response	240	2,084
Total	1,356	9,923

Q25: Which of the following applies to you presently?

Response	Count	Weighted Count
Employed for pay outside your home	494	3,533
Employed for pay in your home	31	225
Homemaker	41	299
Student	120	844
Retired	148	1,069
Unemployed	130	845
Other	88	653
No Response	304	2,455
Total	1,356	9,923

Q26: Was a motor vehicle available to you for this trip?

Response	Count	Weighted Count
Yes	231	1,694
No	883	6,197
No Response	242	2,032
Total	1,356	9,923

Q27: Are you a licensed driver and able to drive?

Response	Count	Weighted Count
Yes	480	3,360
No	623	4,450
No Response	253	2,113
Total	1,356	9,923

Q28A: Which is your main mode or transportation for work?

Response	Count	Weighted Count
Drive alone	86	654
KAT	790	5,483
Walk	155	1,110
Carpool	59	460
Bicycle	26	196
No Commute	44	310
No Response	393	3,208
Total	1,553	11,421

Q28B: Which is your main mode or transportation for non-work purposes?

Response	Count	Weighted Count
Drive alone	78	571
KAT	388	2,558
Walk	145	1,035
Carpool	60	400
Bicycle	14	103
No Commute	17	98
No Response	786	6,083
Total	1,488	10,848

Q29: If KAT service were not available, how would you make this trip?

Response	Count	Weighted Count
Auto	132	925
Walk	419	3,073
Taxi	140	988
Friend/Family	313	2,168
Rideshare (e.g. Uber or Lyft)	96	641
Would not make this trip	270	1,876
No Response	273	2,295
Total	1,643	11,966

Q30: What are your top three choices for obtaining information about KAT?

Response	Count	Weighted Count
KAT Website	522	3,604
Email	73	486
Social media (e.g. Twitter)	90	636
Posters on bus	286	2,077
Telephone	354	2,402
Radio	36	260
Television	40	354
Other passengers	240	1,656
Bus drivers and other KAT employees	475	3,125
Newspaper	41	306
Neighborhood newspaper	10	100
Postings at Knoxville Station	184	1,289
No Response	315	2,675
Total	2,666	18,970

Q31: Do you have a phone that allows text messages?

Response	Count	Weighted Count
Yes	890	6,232
No	188	1,336
No Response	278	2,355
Total	1,356	9,923

Q32: Have you signed up for KAT's text alert services?

Response	Count	Weighted Count
Yes	90	689
No	936	6,500
No Response	330	2,734
Total	1,356	9,923

Q33: Do you have a smart phone?

Response	Count	Weighted Count
Yes	767	5,404
No	304	2,121
No Response	285	2,398
Total	1,356	9,923

Q34: Have you ever used Google Transit to plan your trip?

Response	Count	Weighted Count
Yes	316	2,389
No	757	5,157
No Response	283	2,377
Total	1,356	9,923

Q35: Have you visited katbus.com (KAT's website) in the past three months?

Response	Count	Weighted Count
Yes	517	3,635
No	545	3,799
No Response	294	2,489
Total	1,356	9,923

Q36A: Do you agree or disagree with the following related to KAT: Buses run often enough?

Response	Count	Weighted Count
Strongly Agree	344	2,330
Agree	507	3,648
Disagree	141	957
Strongly Disagree	28	193
No Response	336	2,795
Total	1,356	9,923

Q36B: Do you agree or disagree with the following related to KAT: Buses make the connections that I need?

Response	Count	Weighted Count
Strongly Agree	384	2,639
Agree	561	3,942
Disagree	68	479
Strongly Disagree	9	61
No Response	334	2,802
Total	1,356	9,923

Q36C: Do you agree or disagree with the following related to KAT: The bus is reliable and usually on time?

Response	Count	Weighted Count
Strongly Agree	376	2,612
Agree	539	3,716
Disagree	81	624
Strongly Disagree	14	94
No Response	346	2,877
Total	1,356	9,923

Q36D: Do you agree or disagree with the following related to KAT: The buses are clean?

Response	Count	Weighted Count
Strongly Agree	394	2,774
Agree	557	3,865
Disagree	65	463
Strongly Disagree	7	47
No Response	333	2,774
Total	1,356	9,923

Q36E: Do you agree or disagree with the following related to KAT: I feel safe on the bus?

Response	Count	Weighted Count
Strongly Agree	458	3,121
Agree	525	3,684
Disagree	23	144
Strongly Disagree	6	52
No Response	344	2,922
Total	1,356	9,923

Q36F: Do you agree or disagree with the following related to KAT: I understand the schedules?

Response	Count	Weighted Count
Strongly Agree	440	2,980
Agree	522	3,749
Disagree	47	327
Strongly Disagree	8	69
No Response	339	2,798
Total	1,356	9,923

Q36G: Do you agree or disagree with the following related to KAT: Service runs as late as I need?

Response	Count	Weighted Count
Strongly Agree	308	2,121
Agree	418	2,987
Disagree	224	1,463
Strongly Disagree	55	392
No Response	351	2,960
Total	1,356	9,923

Q36H: Do you agree or disagree with the following related to KAT: Bus stops are close to my home?

Response	Count	Weighted Count
Strongly Agree	424	2,727
Agree	479	3,418
Disagree	75	616
Strongly Disagree	30	274
No Response	348	2,888
Total	1,356	9,923

Q36I: Do you agree or disagree with the following related to KAT: The price to ride the bus is reasonable?

Response	Count	Weighted Count
Strongly Agree	418	2,819
Agree	544	3,943
Disagree	42	269
Strongly Disagree	9	43
No Response	343	2,849
Total	1,356	9,923

Q36J: Do you agree or disagree with the following related to KAT: The bus goes where I need to go?

Response	Count	Weighted Count
Strongly Agree	368	2,436
Agree	558	4,039
Disagree	64	429
Strongly Disagree	14	80
No Response	352	2,939
Total	1,356	9,923

Q36K: Do you agree or disagree with the following related to KAT: KAT customer service is helpful?

Response	Count	Weighted Count
Strongly Agree	475	3,301
Agree	491	3,414
Disagree	28	195
Strongly Disagree	9	73
No Response	353	2,940
Total	1,356	9,923

Q36L: Do you agree or disagree with the following related to KAT: Drivers are safe and professional?

Response	Count	Weighted Count
Strongly Agree	507	3,497
Agree	459	3,208
Disagree	32	242
Strongly Disagree	6	53
No Response	352	2,923
Total	1,356	9,923

Q36M: Do you agree or disagree with the following related to KAT: Overall, I am satisfied with KAT service?

Response	Count	Weighted Count
Strongly Agree	486	3,270
Agree	493	3,539
Disagree	25	187
Strongly Disagree	4	38
No Response	348	2,889
Total	1,356	9,923

[THIS PAGE INTENTIONALLY LEFT BLANK]

APPENDIX C: SURVEY RESPONSES – ROUTE LEVEL

[THIS PAGE INTENTIONALLY LEFT BLANK]

Q1: How old are you?

Route	Total Surveys	Under 18	Percentage	18 - 24	Percentage	25 - 34	Percentage	35 - 49	Percentage	50 - 64	Percentage	65 - 74	Percentage	75 and Over	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	0	0.0%	1	7.7%	6	46.2%	3	23.1%	1	7.7%	2	15.4%	0	0.0%	0	0.0%
11 - Kingston Pike	121	2	1.7%	23	19.0%	22	18.2%	38	31.4%	30	24.8%	2	1.7%	4	3.3%	0	0.0%
12 - Western Avenue	63	0	0.0%	8	12.7%	4	6.3%	19	30.2%	26	41.3%	6	9.5%	0	0.0%	0	0.0%
13 - Beaumont	36	0	0.0%	2	5.6%	7	19.4%	14	38.9%	10	27.8%	3	8.3%	0	0.0%	0	0.0%
16 - Cedar Bluff Connector	40	1	2.5%	3	7.5%	3	7.5%	12	30.0%	19	47.5%	2	5.0%	0	0.0%	0	0.0%
17 - Sutherland	53	0	0.0%	8	15.1%	11	20.8%	15	28.3%	17	32.1%	2	3.8%	0	0.0%	0	0.0%
19 - Lakeshore	8	0	0.0%	1	12.5%	3	37.5%	3	37.5%	1	12.5%	0	0.0%	0	0.0%	0	0.0%
20 - Central Avenue	64	0	0.0%	6	9.4%	8	12.5%	23	35.9%	23	35.9%	4	6.3%	0	0.0%	0	0.0%
21 - Lincoln Park	42	0	0.0%	5	11.9%	8	19.0%	10	23.8%	16	38.1%	3	7.1%	0	0.0%	0	0.0%
22 - Broadway	75	0	0.0%	10	13.3%	12	16.0%	18	24.0%	28	37.3%	7	9.3%	0	0.0%	0	0.0%
23 - Millertown	41	2	4.9%	1	2.4%	6	14.6%	9	22.0%	18	43.9%	3	7.3%	2	4.9%	0	0.0%
24 - Inskip	57	3	5.3%	8	14.0%	11	19.3%	10	17.5%	21	36.8%	3	5.3%	0	0.0%	1	1.8%
30 - Partridge	30	0	0.0%	2	6.7%	5	16.7%	9	30.0%	11	36.7%	3	10.0%	0	0.0%	0	0.0%
31 - Magnolia	85	0	0.0%	5	5.9%	14	16.5%	21	24.7%	39	45.9%	4	4.7%	2	2.4%	0	0.0%
32 - Dandridge Avenue	53	1	1.9%	1	1.9%	8	15.1%	13	24.5%	22	41.5%	7	13.2%	1	1.9%	0	0.0%
33 - MLK Jr Avenue	38	2	5.3%	1	2.6%	5	13.2%	9	23.7%	15	39.5%	6	15.8%	0	0.0%	0	0.0%
34 - Burlington	53	0	0.0%	3	5.7%	11	20.8%	20	37.7%	9	17.0%	7	13.2%	1	1.9%	2	3.8%
40 - South Knoxville	45	1	2.2%	8	17.8%	8	17.8%	8	17.8%	16	35.6%	3	6.7%	1	2.2%	0	0.0%
41 - Chapman Highway	78	1	1.3%	6	7.7%	12	15.4%	22	28.2%	30	38.5%	7	9.0%	0	0.0%	0	0.0%
42 - Fort Sanders/UT Hospital	46	1	2.2%	3	6.5%	10	21.7%	12	26.1%	14	30.4%	5	10.9%	1	2.2%	0	0.0%
44 - University Park Apartments	47	0	0.0%	43	91.5%	4	8.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
45 - Vestal	58	1	1.7%	6	10.3%	9	15.5%	18	31.0%	18	31.0%	5	8.6%	0	0.0%	1	1.7%
90 - Crosstown	53	0	0.0%	4	7.5%	6	11.3%	18	34.0%	17	32.1%	6	11.3%	1	1.9%	1	1.9%
Blue Line Trolley	52	0	0.0%	9	17.3%	7	13.5%	16	30.8%	18	34.6%	2	3.8%	0	0.0%	0	0.0%
Green Line Trolley	62	0	0.0%	6	9.7%	13	21.0%	13	21.0%	26	41.9%	1	1.6%	3	4.8%	0	0.0%
Orange Line Trolley	43	0	0.0%	7	16.3%	11	25.6%	9	20.9%	14	32.6%	1	2.3%	0	0.0%	1	2.3%

Q2: Are you male or female?

Route	Total Surveys	Female	Percentage	Male	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	5	38.5%	8	61.5%	0	0.0%
11 - Kingston Pike	121	56	46.3%	64	52.9%	1	0.8%
12 - Western Avenue	63	29	46.0%	34	54.0%	0	0.0%
13 - Beaumont	36	19	52.8%	17	47.2%	0	0.0%
16 - Cedar Bluff Connector	40	19	47.5%	21	52.5%	0	0.0%
17 - Sutherland	53	23	43.4%	30	56.6%	0	0.0%
19 - Lakeshore	8	5	62.5%	3	37.5%	0	0.0%
20 - Central Avenue	64	23	35.9%	41	64.1%	0	0.0%
21 - Lincoln Park	42	22	52.4%	20	47.6%	0	0.0%
22 - Broadway	75	33	44.0%	42	56.0%	0	0.0%
23 - Millertown	41	10	24.4%	30	73.2%	1	2.4%
24 - Inskip	57	24	42.1%	32	56.1%	1	1.8%
30 - Partridge	30	11	36.7%	19	63.3%	0	0.0%
31 - Magnolia	85	40	47.1%	44	51.8%	1	1.2%
32 - Dandridge Avenue	53	26	49.1%	27	50.9%	0	0.0%
33 - MLK Jr Avenue	38	18	47.4%	20	52.6%	0	0.0%
34 - Burlington	53	31	58.5%	22	41.5%	0	0.0%
40 - South Knoxville	45	19	42.2%	26	57.8%	0	0.0%
41 - Chapman Highway	78	34	43.6%	44	56.4%	0	0.0%
42 - Fort Sanders/UT Hospital	46	25	54.3%	21	45.7%	0	0.0%
44 - University Park Apartments	47	24	51.1%	22	46.8%	1	2.1%
45 - Vestal	58	41	70.7%	17	29.3%	0	0.0%
90 - Crosstown	53	18	34.0%	35	66.0%	0	0.0%
Blue Line Trolley	52	17	32.7%	35	67.3%	0	0.0%
Green Line Trolley	62	26	41.9%	36	58.1%	0	0.0%
Orange Line Trolley	43	17	39.5%	26	60.5%	0	0.0%

Q4: What is your race/ethnicity?

Route	Total Surveys	White	Percentage	African-American/Black	Percentage	Hispanic/Latino	Percentage	Asian	Percentage	Native American Indian	Percentage	Multiple Races	Percentage	Other	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	11	84.6%	1	7.7%	0	0.0%	0	0.0%	0	0.0%	1	7.7%	0	0.0%	0	0.0%
11 - Kingston Pike	121	59	48.8%	29	24.0%	7	5.8%	13	10.7%	2	1.7%	9	7.4%	2	1.7%	0	0.0%
12 - Western Avenue	63	19	30.2%	36	57.1%	2	3.2%	0	0.0%	0	0.0%	5	7.9%	1	1.6%	0	0.0%
13 - Beaumont	36	23	63.9%	9	25.0%	2	5.6%	0	0.0%	1	2.8%	1	2.8%	0	0.0%	0	0.0%
16 - Cedar Bluff Connector	40	23	57.5%	14	35.0%	3	7.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
17 - Sutherland	53	33	62.3%	12	22.6%	1	1.9%	4	7.5%	0	0.0%	3	5.7%	0	0.0%	0	0.0%
19 - Lakeshore	8	5	62.5%	1	12.5%	0	0.0%	2	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 - Central Avenue	64	42	65.6%	19	29.7%	0	0.0%	0	0.0%	0	0.0%	3	4.7%	0	0.0%	0	0.0%
21 - Lincoln Park	42	25	59.5%	15	35.7%	0	0.0%	0	0.0%	1	2.4%	1	2.4%	0	0.0%	0	0.0%
22 - Broadway	75	56	74.7%	15	20.0%	2	2.7%	1	1.3%	0	0.0%	1	1.3%	0	0.0%	0	0.0%
23 - Millertown	41	17	41.5%	23	56.1%	0	0.0%	0	0.0%	0	0.0%	1	2.4%	0	0.0%	0	0.0%
24 - Inskip	57	31	54.4%	16	28.1%	3	5.3%	4	7.0%	1	1.8%	2	3.5%	0	0.0%	0	0.0%
30 - Partridge	30	16	53.3%	8	26.7%	2	6.7%	2	6.7%	1	3.3%	1	3.3%	0	0.0%	0	0.0%
31 - Magnolia	85	31	36.5%	44	51.8%	3	3.5%	2	2.4%	0	0.0%	5	5.9%	0	0.0%	0	0.0%
32 - Dandridge Avenue	53	27	50.9%	24	45.3%	1	1.9%	0	0.0%	0	0.0%	1	1.9%	0	0.0%	0	0.0%
33 - MLK Jr Avenue	38	15	39.5%	18	47.4%	1	2.6%	0	0.0%	0	0.0%	3	7.9%	1	2.6%	0	0.0%
34 - Burlington	53	19	35.8%	31	58.5%	3	5.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
40 - South Knoxville	45	23	51.1%	19	42.2%	0	0.0%	1	2.2%	0	0.0%	2	4.4%	0	0.0%	0	0.0%
41 - Chapman Highway	78	51	65.4%	23	29.5%	1	1.3%	0	0.0%	0	0.0%	3	3.8%	0	0.0%	0	0.0%
42 - Fort Sanders/UT Hospital	46	26	56.5%	18	39.1%	1	2.2%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%
44 - University Park Apartments	47	26	55.3%	14	29.8%	2	4.3%	4	8.5%	0	0.0%	1	2.1%	0	0.0%	0	0.0%
45 - Vestal	58	32	55.2%	20	34.5%	3	5.2%	0	0.0%	0	0.0%	3	5.2%	0	0.0%	0	0.0%
90 - Crosstown	53	29	54.7%	18	34.0%	1	1.9%	2	3.8%	1	1.9%	2	3.8%	0	0.0%	0	0.0%
Blue Line Trolley	52	40	76.9%	12	23.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Green Line Trolley	62	41	66.1%	14	22.6%	1	1.6%	1	1.6%	2	3.2%	3	4.8%	0	0.0%	0	0.0%
Orange Line Trolley	43	29	67.4%	7	16.3%	1	2.3%	4	9.3%	0	0.0%	2	4.7%	0	0.0%	0	0.0%

Q4: What is your race/ethnicity? (Minority Status)

Route	Total Surveys	Minority	Percentage	Non-Minority	Percentage
10 - Sequoyah Hills	13	2	15.4%	11	84.6%
11 - Kingston Pike	121	62	51.2%	59	48.8%
12 - Western Avenue	63	44	69.8%	19	30.2%
13 - Beaumont	36	13	36.1%	23	63.9%
16 - Cedar Bluff Connector	40	17	42.5%	23	57.5%
17 - Sutherland	53	20	37.7%	33	62.3%
19 - Lakeshore	8	3	37.5%	5	62.5%
20 - Central Avenue	64	22	34.4%	42	65.6%
21 - Lincoln Park	42	17	40.5%	25	59.5%
22 - Broadway	75	19	25.3%	56	74.7%
23 - Millertown	41	24	58.5%	17	41.5%
24 - Inskip	57	26	45.6%	31	54.4%
30 - Partridge	30	14	46.7%	16	53.3%
31 - Magnolia	85	54	63.5%	31	36.5%
32 - Dandridge Avenue	53	26	49.1%	27	50.9%
33 - MLK Jr Avenue	38	23	60.5%	15	39.5%
34 - Burlington	53	34	64.2%	19	35.8%
40 - South Knoxville	45	22	48.9%	23	51.1%
41 - Chapman Highway	78	27	34.6%	51	65.4%
42 - Fort Sanders/UT Hospital	46	20	43.5%	26	56.5%
44 - University Park Apartments	47	21	44.7%	26	55.3%
45 - Vestal	58	26	44.8%	32	55.2%
90 - Crosstown	53	24	45.3%	29	54.7%
Blue Line Trolley	52	12	23.1%	40	76.9%
Green Line Trolley	62	21	33.9%	41	66.1%
Orange Line Trolley	43	14	32.6%	29	67.4%

Q5: Is English your native language?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	11	84.6%	2	15.4%	0	0.0%
11 - Kingston Pike	121	96	79.3%	23	19.0%	2	1.7%
12 - Western Avenue	63	61	96.8%	2	3.2%	0	0.0%
13 - Beaumont	36	33	91.7%	3	8.3%	0	0.0%
16 - Cedar Bluff Connector	40	37	92.5%	3	7.5%	0	0.0%
17 - Sutherland	53	46	86.8%	7	13.2%	0	0.0%
19 - Lakeshore	8	5	62.5%	3	37.5%	0	0.0%
20 - Central Avenue	64	62	96.9%	2	3.1%	0	0.0%
21 - Lincoln Park	42	41	97.6%	1	2.4%	0	0.0%
22 - Broadway	75	72	96.0%	3	4.0%	0	0.0%
23 - Millertown	41	41	100.0%	0	0.0%	0	0.0%
24 - Inskip	57	50	87.7%	7	12.3%	0	0.0%
30 - Partridge	30	28	93.3%	2	6.7%	0	0.0%
31 - Magnolia	85	82	96.5%	3	3.5%	0	0.0%
32 - Dandridge Avenue	53	51	96.2%	2	3.8%	0	0.0%
33 - MLK Jr Avenue	38	37	97.4%	1	2.6%	0	0.0%
34 - Burlington	53	50	94.3%	3	5.7%	0	0.0%
40 - South Knoxville	45	44	97.8%	1	2.2%	0	0.0%
41 - Chapman Highway	78	77	98.7%	1	1.3%	0	0.0%
42 - Fort Sanders/UT Hospital	46	45	97.8%	1	2.2%	0	0.0%
44 - University Park Apartments	47	39	83.0%	7	14.9%	1	2.1%
45 - Vestal	58	56	96.6%	2	3.4%	0	0.0%
90 - Crosstown	53	51	96.2%	2	3.8%	0	0.0%
Blue Line Trolley	52	52	100.0%	0	0.0%	0	0.0%
Green Line Trolley	62	60	96.8%	2	3.2%	0	0.0%
Orange Line Trolley	43	37	86.0%	5	11.6%	1	2.3%

Q6: How well do you understand English?

Route	Total Surveys	Very Well	Percentage	Some	Percentage	Not Well	Percentage	Not at All	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	12	92.3%	0	0.0%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	109	90.1%	8	6.6%	3	2.5%	0	0.0%	1	0.8%
12 - Western Avenue	63	60	95.2%	0	0.0%	2	3.2%	0	0.0%	1	1.6%
13 - Beaumont	36	34	94.4%	2	5.6%	0	0.0%	0	0.0%	0	0.0%
16 - Cedar Bluff Connector	40	38	95.0%	1	2.5%	0	0.0%	1	2.5%	0	0.0%
17 - Sutherland	53	44	83.0%	5	9.4%	0	0.0%	1	1.9%	3	5.7%
19 - Lakeshore	8	5	62.5%	2	25.0%	1	12.5%	0	0.0%	0	0.0%
20 - Central Avenue	64	62	96.9%	0	0.0%	0	0.0%	0	0.0%	2	3.1%
21 - Lincoln Park	42	41	97.6%	0	0.0%	0	0.0%	0	0.0%	1	2.4%
22 - Broadway	75	71	94.7%	2	2.7%	0	0.0%	0	0.0%	2	2.7%
23 - Millertown	41	39	95.1%	0	0.0%	0	0.0%	0	0.0%	2	4.9%
24 - Inskip	57	54	94.7%	3	5.3%	0	0.0%	0	0.0%	0	0.0%
30 - Partridge	30	27	90.0%	3	10.0%	0	0.0%	0	0.0%	0	0.0%
31 - Magnolia	85	80	94.1%	2	2.4%	1	1.2%	0	0.0%	2	2.4%
32 - Dandridge Avenue	53	51	96.2%	1	1.9%	0	0.0%	0	0.0%	1	1.9%
33 - MLK Jr Avenue	38	38	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
34 - Burlington	53	48	90.6%	4	7.5%	0	0.0%	0	0.0%	1	1.9%
40 - South Knoxville	45	45	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
41 - Chapman Highway	78	76	97.4%	1	1.3%	0	0.0%	0	0.0%	1	1.3%
42 - Fort Sanders/UT Hospital	46	46	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
44 - University Park Apartments	47	45	95.7%	2	4.3%	0	0.0%	0	0.0%	0	0.0%
45 - Vestal	58	56	96.6%	0	0.0%	0	0.0%	0	0.0%	2	3.4%
90 - Crosstown	53	48	90.6%	2	3.8%	0	0.0%	1	1.9%	2	3.8%
Blue Line Trolley	52	51	98.1%	1	1.9%	0	0.0%	0	0.0%	0	0.0%
Green Line Trolley	62	62	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Orange Line Trolley	43	39	90.7%	4	9.3%	0	0.0%	0	0.0%	0	0.0%

Q7: How many people (adults and children) live in your household?

Route	Total Surveys	1 Person	Percentage	2 Persons	Percentage	3 Persons	Percentage	4 Persons	Percentage	5 Persons	Percentage	Over 5 Persons	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	6	46.2%	5	38.5%	1	7.7%	0	0.0%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	48	39.7%	35	28.9%	11	9.1%	6	5.0%	3	2.5%	6	5.0%	12	9.9%
12 - Western Avenue	63	27	42.9%	10	15.9%	7	11.1%	12	19.0%	1	1.6%	4	6.3%	2	3.2%
13 - Beaumont	36	8	22.2%	17	47.2%	4	11.1%	1	2.8%	3	8.3%	1	2.8%	2	5.6%
16 - Cedar Bluff Connector	40	24	60.0%	6	15.0%	3	7.5%	2	5.0%	1	2.5%	2	5.0%	2	5.0%
17 - Sutherland	53	17	32.1%	14	26.4%	12	22.6%	4	7.5%	1	1.9%	2	3.8%	3	5.7%
19 - Lakeshore	8	2	25.0%	3	37.5%	3	37.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 - Central Avenue	64	28	43.8%	16	25.0%	7	10.9%	3	4.7%	4	6.3%	3	4.7%	3	4.7%
21 - Lincoln Park	42	20	47.6%	10	23.8%	7	16.7%	1	2.4%	1	2.4%	0	0.0%	3	7.1%
22 - Broadway	75	34	45.3%	18	24.0%	6	8.0%	6	8.0%	3	4.0%	2	2.7%	6	8.0%
23 - Millertown	41	19	46.3%	14	34.1%	1	2.4%	1	2.4%	2	4.9%	0	0.0%	4	9.8%
24 - Inskip	57	18	31.6%	10	17.5%	8	14.0%	2	3.5%	3	5.3%	2	3.5%	14	24.6%
30 - Partridge	30	10	33.3%	11	36.7%	3	10.0%	3	10.0%	0	0.0%	2	6.7%	1	3.3%
31 - Magnolia	85	33	38.8%	25	29.4%	7	8.2%	5	5.9%	3	3.5%	5	5.9%	7	8.2%
32 - Dandridge Avenue	53	21	39.6%	16	30.2%	3	5.7%	1	1.9%	4	7.5%	2	3.8%	6	11.3%
33 - MLK Jr Avenue	38	13	34.2%	15	39.5%	6	15.8%	0	0.0%	1	2.6%	1	2.6%	2	5.3%
34 - Burlington	53	14	26.4%	12	22.6%	6	11.3%	6	11.3%	4	7.5%	8	15.1%	3	5.7%
40 - South Knoxville	45	16	35.6%	14	31.1%	7	15.6%	5	11.1%	2	4.4%	1	2.2%	0	0.0%
41 - Chapman Highway	78	36	46.2%	13	16.7%	10	12.8%	5	6.4%	3	3.8%	3	3.8%	8	10.3%
42 - Fort Sanders/UT Hospital	46	20	43.5%	9	19.6%	7	15.2%	3	6.5%	3	6.5%	1	2.2%	3	6.5%
44 - University Park Apartments	47	7	14.9%	3	6.4%	9	19.1%	24	51.1%	4	8.5%	0	0.0%	0	0.0%
45 - Vestal	58	15	25.9%	17	29.3%	6	10.3%	7	12.1%	1	1.7%	4	6.9%	8	13.8%
90 - Crosstown	53	18	34.0%	15	28.3%	5	9.4%	5	9.4%	2	3.8%	3	5.7%	5	9.4%
Blue Line Trolley	52	19	36.5%	17	32.7%	9	17.3%	4	7.7%	0	0.0%	0	0.0%	3	5.8%
Green Line Trolley	62	28	45.2%	11	17.7%	11	17.7%	1	1.6%	4	6.5%	2	3.2%	5	8.1%
Orange Line Trolley	43	12	27.9%	12	27.9%	6	14.0%	2	4.7%	3	7.0%	3	7.0%	5	11.6%

Q8: What is your household annual combined income?

Route	Total Surveys	Less than \$11,500	Percentage	\$11,500 - \$15,499	Percentage	\$15,500 - \$19,499	Percentage	\$19,500 - \$23,499	Percentage	\$23,500 - \$39,999	Percentage	\$40,000 or More	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	0	0.0%	0	0.0%	1	7.7%	3	23.1%	3	23.1%	3	23.1%
11 - Kingston Pike	121	52	43.0%	14	11.6%	10	8.3%	12	9.9%	17	14.0%	10	8.3%	6	5.0%
12 - Western Avenue	63	14	22.2%	12	19.0%	11	17.5%	4	6.3%	2	3.2%	1	1.6%	19	30.2%
13 - Beaumont	36	23	63.9%	6	16.7%	1	2.8%	3	8.3%	1	2.8%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	17	42.5%	7	17.5%	3	7.5%	5	12.5%	4	10.0%	2	5.0%	2	5.0%
17 - Sutherland	53	23	43.4%	5	9.4%	7	13.2%	10	18.9%	5	9.4%	2	3.8%	1	1.9%
19 - Lakeshore	8	2	25.0%	2	25.0%	1	12.5%	0	0.0%	2	25.0%	1	12.5%	0	0.0%
20 - Central Avenue	64	36	56.3%	10	15.6%	7	10.9%	2	3.1%	3	4.7%	3	4.7%	3	4.7%
21 - Lincoln Park	42	24	57.1%	4	9.5%	1	2.4%	6	14.3%	2	4.8%	2	4.8%	3	7.1%
22 - Broadway	75	34	45.3%	16	21.3%	9	12.0%	7	9.3%	4	5.3%	2	2.7%	3	4.0%
23 - Millertown	41	22	53.7%	4	9.8%	4	9.8%	4	9.8%	3	7.3%	1	2.4%	3	7.3%
24 - Inskip	57	16	28.1%	14	24.6%	5	8.8%	5	8.8%	4	7.0%	4	7.0%	9	15.8%
30 - Partridge	30	14	46.7%	3	10.0%	3	10.0%	1	3.3%	3	10.0%	3	10.0%	3	10.0%
31 - Magnolia	85	34	40.0%	9	10.6%	4	4.7%	7	8.2%	8	9.4%	1	1.2%	22	25.9%
32 - Dandridge Avenue	53	24	45.3%	8	15.1%	4	7.5%	2	3.8%	2	3.8%	6	11.3%	7	13.2%
33 - MLK Jr Avenue	38	16	42.1%	11	28.9%	1	2.6%	4	10.5%	0	0.0%	3	7.9%	3	7.9%
34 - Burlington	53	28	52.8%	3	5.7%	5	9.4%	4	7.5%	5	9.4%	2	3.8%	6	11.3%
40 - South Knoxville	45	18	40.0%	6	13.3%	5	11.1%	7	15.6%	2	4.4%	3	6.7%	4	8.9%
41 - Chapman Highway	78	41	52.6%	20	25.6%	1	1.3%	3	3.8%	11	14.1%	1	1.3%	1	1.3%
42 - Fort Sanders/UT Hospital	46	19	41.3%	12	26.1%	7	15.2%	3	6.5%	3	6.5%	0	0.0%	2	4.3%
44 - University Park Apartments	47	20	42.6%	8	17.0%	3	6.4%	3	6.4%	1	2.1%	10	21.3%	2	4.3%
45 - Vestal	58	33	56.9%	9	15.5%	5	8.6%	2	3.4%	5	8.6%	1	1.7%	3	5.2%
90 - Crosstown	53	24	45.3%	6	11.3%	2	3.8%	2	3.8%	13	24.5%	4	7.5%	2	3.8%
Blue Line Trolley	52	18	34.6%	4	7.7%	3	5.8%	6	11.5%	9	17.3%	11	21.2%	1	1.9%
Green Line Trolley	62	20	32.3%	10	16.1%	2	3.2%	2	3.2%	3	4.8%	13	21.0%	12	19.4%
Orange Line Trolley	43	13	30.2%	7	16.3%	4	9.3%	6	14.0%	3	7.0%	7	16.3%	3	7.0%

Q7/8: What is your household annual combined income? (Low-Income Status)

Route	Total Surveys	Low-Income	Percentage	Not Low-Income	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	2	15.4%	7	53.8%	4	30.8%
11 - Kingston Pike	121	64	52.9%	41	33.9%	16	13.2%
12 - Western Avenue	63	26	41.3%	16	25.4%	21	33.3%
13 - Beaumont	36	26	72.2%	6	16.7%	4	11.1%
16 - Cedar Bluff Connector	40	18	45.0%	18	45.0%	4	10.0%
17 - Sutherland	53	29	54.7%	20	37.7%	4	7.5%
19 - Lakeshore	8	4	50.0%	4	50.0%	0	0.0%
20 - Central Avenue	64	43	67.2%	15	23.4%	6	9.4%
21 - Lincoln Park	42	23	54.8%	13	31.0%	6	14.3%
22 - Broadway	75	42	56.0%	24	32.0%	9	12.0%
23 - Millertown	41	22	53.7%	12	29.3%	7	17.1%
24 - Inskip	57	14	24.6%	20	35.1%	23	40.4%
30 - Partridge	30	16	53.3%	10	33.3%	4	13.3%
31 - Magnolia	85	44	51.8%	13	15.3%	28	32.9%
32 - Dandridge Avenue	53	28	52.8%	15	28.3%	10	18.9%
33 - MLK Jr Avenue	38	22	57.9%	11	28.9%	5	13.2%
34 - Burlington	53	38	71.7%	7	13.2%	8	15.1%
40 - South Knoxville	45	24	53.3%	17	37.8%	4	8.9%
41 - Chapman Highway	78	43	55.1%	26	33.3%	9	11.5%
42 - Fort Sanders/UT Hospital	46	26	56.5%	15	32.6%	5	10.9%
44 - University Park Apartments	47	27	57.4%	18	38.3%	2	4.3%
45 - Vestal	58	38	65.5%	9	15.5%	11	19.0%
90 - Crosstown	53	27	50.9%	19	35.8%	7	13.2%
Blue Line Trolley	52	20	38.5%	28	53.8%	4	7.7%
Green Line Trolley	62	21	33.9%	24	38.7%	17	27.4%
Orange Line Trolley	43	17	39.5%	20	46.5%	6	14.0%

Q9: Have you been regularly riding KAT for two or more years?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	8	61.5%	5	38.5%	0	0.0%
11 - Kingston Pike	121	81	66.9%	37	30.6%	3	2.5%
12 - Western Avenue	63	51	81.0%	11	17.5%	1	1.6%
13 - Beaumont	36	26	72.2%	9	25.0%	1	2.8%
16 - Cedar Bluff Connector	40	33	82.5%	7	17.5%	0	0.0%
17 - Sutherland	53	32	60.4%	20	37.7%	1	1.9%
19 - Lakeshore	8	4	50.0%	3	37.5%	1	12.5%
20 - Central Avenue	64	51	79.7%	13	20.3%	0	0.0%
21 - Lincoln Park	42	35	83.3%	7	16.7%	0	0.0%
22 - Broadway	75	61	81.3%	14	18.7%	0	0.0%
23 - Millertown	41	32	78.0%	8	19.5%	1	2.4%
24 - Inskip	57	43	75.4%	14	24.6%	0	0.0%
30 - Partridge	30	23	76.7%	7	23.3%	0	0.0%
31 - Magnolia	85	73	85.9%	10	11.8%	2	2.4%
32 - Dandridge Avenue	53	47	88.7%	6	11.3%	0	0.0%
33 - MLK Jr Avenue	38	31	81.6%	6	15.8%	1	2.6%
34 - Burlington	53	39	73.6%	14	26.4%	0	0.0%
40 - South Knoxville	45	36	80.0%	9	20.0%	0	0.0%
41 - Chapman Highway	78	61	78.2%	15	19.2%	2	2.6%
42 - Fort Sanders/UT Hospital	46	37	80.4%	9	19.6%	0	0.0%
44 - University Park Apartments	47	5	10.6%	42	89.4%	0	0.0%
45 - Vestal	58	44	75.9%	9	15.5%	5	8.6%
90 - Crosstown	53	36	67.9%	17	32.1%	0	0.0%
Blue Line Trolley	52	34	65.4%	18	34.6%	0	0.0%
Green Line Trolley	62	37	59.7%	23	37.1%	2	3.2%
Orange Line Trolley	43	25	58.1%	18	41.9%	0	0.0%

Q10: Do you consider yourself to be a new (1 year or less) KAT rider?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	4	30.8%	9	69.2%	0	0.0%
11 - Kingston Pike	121	36	29.8%	79	65.3%	6	5.0%
12 - Western Avenue	63	13	20.6%	50	79.4%	0	0.0%
13 - Beaumont	36	9	25.0%	27	75.0%	0	0.0%
16 - Cedar Bluff Connector	40	7	17.5%	33	82.5%	0	0.0%
17 - Sutherland	53	19	35.8%	32	60.4%	2	3.8%
19 - Lakeshore	8	4	50.0%	4	50.0%	0	0.0%
20 - Central Avenue	64	17	26.6%	45	70.3%	2	3.1%
21 - Lincoln Park	42	10	23.8%	32	76.2%	0	0.0%
22 - Broadway	75	21	28.0%	51	68.0%	3	4.0%
23 - Millertown	41	7	17.1%	33	80.5%	1	2.4%
24 - Inskip	57	16	28.1%	40	70.2%	1	1.8%
30 - Partridge	30	9	30.0%	21	70.0%	0	0.0%
31 - Magnolia	85	15	17.6%	69	81.2%	1	1.2%
32 - Dandridge Avenue	53	10	18.9%	42	79.2%	1	1.9%
33 - MLK Jr Avenue	38	10	26.3%	27	71.1%	1	2.6%
34 - Burlington	53	12	22.6%	38	71.7%	3	5.7%
40 - South Knoxville	45	7	15.6%	38	84.4%	0	0.0%
41 - Chapman Highway	78	15	19.2%	62	79.5%	1	1.3%
42 - Fort Sanders/UT Hospital	46	8	17.4%	38	82.6%	0	0.0%
44 - University Park Apartments	47	40	85.1%	7	14.9%	0	0.0%
45 - Vestal	58	13	22.4%	43	74.1%	2	3.4%
90 - Crosstown	53	14	26.4%	38	71.7%	1	1.9%
Blue Line Trolley	52	17	32.7%	34	65.4%	1	1.9%
Green Line Trolley	62	19	30.6%	43	69.4%	0	0.0%
Orange Line Trolley	43	18	41.9%	25	58.1%	0	0.0%

Q11: How many trips do you take in a typical 7-day period?

Route	Total Surveys	5 Trips or Less	Percentage	6 - 10 Trips	Percentage	11 - 20 Trips	Percentage	21 - 30 Trips	Percentage	31 - 50 Trips	Percentage	More than 50 Trips	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	9	69.2%	0	0.0%	0	0.0%	0	0.0%	1	7.7%	0	0.0%
11 - Kingston Pike	121	39	32.2%	31	25.6%	33	27.3%	6	5.0%	3	2.5%	0	0.0%	9	7.4%
12 - Western Avenue	63	16	25.4%	14	22.2%	18	28.6%	9	14.3%	3	4.8%	1	1.6%	2	3.2%
13 - Beaumont	36	14	38.9%	9	25.0%	8	22.2%	3	8.3%	0	0.0%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	11	27.5%	14	35.0%	10	25.0%	2	5.0%	0	0.0%	0	0.0%	3	7.5%
17 - Sutherland	53	19	35.8%	14	26.4%	10	18.9%	2	3.8%	2	3.8%	0	0.0%	6	11.3%
19 - Lakeshore	8	1	12.5%	4	50.0%	1	12.5%	1	12.5%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	21	32.8%	16	25.0%	16	25.0%	5	7.8%	3	4.7%	1	1.6%	2	3.1%
21 - Lincoln Park	42	15	35.7%	13	31.0%	8	19.0%	2	4.8%	0	0.0%	1	2.4%	3	7.1%
22 - Broadway	75	23	30.7%	19	25.3%	23	30.7%	4	5.3%	1	1.3%	0	0.0%	5	6.7%
23 - Millertown	41	17	41.5%	9	22.0%	9	22.0%	2	4.9%	1	2.4%	0	0.0%	3	7.3%
24 - Inskip	57	30	52.6%	14	24.6%	8	14.0%	2	3.5%	0	0.0%	0	0.0%	3	5.3%
30 - Partridge	30	12	40.0%	6	20.0%	10	33.3%	1	3.3%	1	3.3%	0	0.0%	0	0.0%
31 - Magnolia	85	27	31.8%	24	28.2%	19	22.4%	4	4.7%	7	8.2%	1	1.2%	3	3.5%
32 - Dandridge Avenue	53	18	34.0%	19	35.8%	12	22.6%	1	1.9%	0	0.0%	0	0.0%	3	5.7%
33 - MLK Jr Avenue	38	12	31.6%	6	15.8%	11	28.9%	1	2.6%	5	13.2%	0	0.0%	3	7.9%
34 - Burlington	53	11	20.8%	15	28.3%	18	34.0%	4	7.5%	2	3.8%	0	0.0%	3	5.7%
40 - South Knoxville	45	16	35.6%	12	26.7%	2	4.4%	8	17.8%	6	13.3%	0	0.0%	1	2.2%
41 - Chapman Highway	78	25	32.1%	22	28.2%	17	21.8%	7	9.0%	2	2.6%	1	1.3%	4	5.1%
42 - Fort Sanders/UT Hospital	46	16	34.8%	17	37.0%	9	19.6%	1	2.2%	3	6.5%	0	0.0%	0	0.0%
44 - University Park Apartments	47	8	17.0%	29	61.7%	10	21.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
45 - Vestal	58	21	36.2%	14	24.1%	15	25.9%	3	5.2%	1	1.7%	0	0.0%	4	6.9%
90 - Crosstown	53	20	37.7%	18	34.0%	10	18.9%	2	3.8%	1	1.9%	0	0.0%	2	3.8%
Blue Line Trolley	52	22	42.3%	13	25.0%	9	17.3%	3	5.8%	2	3.8%	0	0.0%	3	5.8%
Green Line Trolley	62	24	38.7%	11	17.7%	14	22.6%	3	4.8%	2	3.2%	1	1.6%	7	11.3%
Orange Line Trolley	43	22	51.2%	14	32.6%	4	9.3%	2	4.7%	0	0.0%	0	0.0%	1	2.3%

Q15: What is the main purpose for this trip?

Route	Total Surveys	Work	Percentage	Primary School	Percentage	Shopping	Percentage	College	Percentage	Social Visit	Percentage	Doctor or Medical Visit	Percentage	Social Service	Percentage	Other	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	7	53.8%	0	0.0%	0	0.0%	5	38.5%	0	0.0%	1	7.7%	0	0.0%	0	0.0%	0	0.0%
11 - Kingston Pike	121	54	44.6%	2	1.7%	24	19.8%	20	16.5%	7	0.0%	9	7.4%	2	1.7%	1	0.8%	2	1.7%
12 - Western Avenue	63	29	46.0%	1	1.6%	9	14.3%	4	6.3%	7	0.0%	8	12.7%	2	3.2%	1	1.6%	2	3.2%
13 - Beaumont	36	8	22.2%	1	2.8%	6	16.7%	0	0.0%	1	0.0%	6	16.7%	10	27.8%	2	5.6%	2	5.6%
16 - Cedar Bluff Connector	40	26	65.0%	0	0.0%	3	7.5%	0	0.0%	2	0.0%	4	10.0%	0	0.0%	0	0.0%	5	12.5%
17 - Sutherland	53	19	35.8%	1	1.9%	6	11.3%	9	17.0%	4	0.0%	3	5.7%	0	0.0%	1	1.9%	10	18.9%
19 - Lakeshore	8	5	62.5%	0	0.0%	2	25.0%	1	12.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 - Central Avenue	64	27	42.2%	1	1.6%	15	23.4%	1	1.6%	1	0.0%	7	10.9%	3	4.7%	2	3.1%	7	10.9%
21 - Lincoln Park	42	11	26.2%	0	0.0%	13	31.0%	2	4.8%	4	0.0%	7	16.7%	1	2.4%	0	0.0%	4	9.5%
22 - Broadway	75	27	36.0%	1	1.3%	22	29.3%	2	2.7%	6	0.0%	5	6.7%	3	4.0%	3	4.0%	6	8.0%
23 - Millertown	41	17	41.5%	0	0.0%	11	26.8%	2	4.9%	4	0.0%	1	2.4%	4	9.8%	1	2.4%	1	2.4%
24 - Inskip	57	27	47.4%	0	0.0%	9	15.8%	2	3.5%	9	0.0%	4	7.0%	2	3.5%	0	0.0%	4	7.0%
30 - Partridge	30	9	30.0%	0	0.0%	6	20.0%	2	6.7%	8	0.0%	1	3.3%	1	3.3%	1	3.3%	2	6.7%
31 - Magnolia	85	29	34.1%	1	1.2%	27	31.8%	6	7.1%	8	0.0%	8	9.4%	2	2.4%	1	1.2%	3	3.5%
32 - Dandridge Avenue	53	19	35.8%	1	1.9%	16	30.2%	1	1.9%	5	0.0%	5	9.4%	2	3.8%	0	0.0%	4	7.5%
33 - MLK Jr Avenue	38	12	31.6%	0	0.0%	11	28.9%	0	0.0%	2	0.0%	3	7.9%	1	2.6%	1	2.6%	8	21.1%
34 - Burlington	53	21	39.6%	0	0.0%	18	34.0%	1	1.9%	3	0.0%	3	5.7%	0	0.0%	0	0.0%	7	13.2%
40 - South Knoxville	45	19	42.2%	0	0.0%	11	24.4%	2	4.4%	8	0.0%	1	2.2%	1	2.2%	0	0.0%	3	6.7%
41 - Chapman Highway	78	32	41.0%	1	1.3%	24	30.8%	2	2.6%	4	0.0%	6	7.7%	1	1.3%	3	3.8%	5	6.4%
42 - Fort Sanders/UT Hospital	46	13	28.3%	1	2.2%	3	6.5%	0	0.0%	1	0.0%	26	56.5%	0	0.0%	0	0.0%	2	4.3%
44 - University Park Apartments	47	1	2.1%	0	0.0%	0	0.0%	44	93.6%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.1%
45 - Vestal	58	27	46.6%	1	1.7%	12	20.7%	4	6.9%	7	0.0%	2	3.4%	1	1.7%	0	0.0%	4	6.9%
90 - Crosstown	53	34	64.2%	0	0.0%	6	11.3%	0	0.0%	6	0.0%	3	5.7%	1	1.9%	1	1.9%	2	3.8%
Blue Line Trolley	52	13	25.0%	0	0.0%	10	19.2%	2	3.8%	15	0.0%	1	1.9%	5	9.6%	0	0.0%	6	11.5%
Green Line Trolley	62	21	33.9%	3	4.8%	18	29.0%	0	0.0%	9	0.0%	5	8.1%	1	1.6%	0	0.0%	5	8.1%
Orange Line Trolley	43	5	11.6%	1	2.3%	21	48.8%	4	9.3%	9	0.0%	1	2.3%	0	0.0%	1	2.3%	1	2.3%

Q17: How far did you travel to get to the bus stop for your first bus?

Route	Total Surveys	Less than 1 Block	Percentage	1 - 2 Blocks	Percentage	3 - 4 Blocks	Percentage	5 or More Blocks	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	6	46.2%	5	38.5%	2	15.4%	0	0.0%	0	0.0%
11 - Kingston Pike	121	42	34.7%	21	17.4%	22	18.2%	31	25.6%	5	4.1%
12 - Western Avenue	63	24	38.1%	23	36.5%	7	11.1%	9	14.3%	0	0.0%
13 - Beaumont	36	14	38.9%	12	33.3%	9	25.0%	1	2.8%	0	0.0%
16 - Cedar Bluff Connector	40	18	45.0%	9	22.5%	4	10.0%	8	20.0%	1	2.5%
17 - Sutherland	53	17	32.1%	18	34.0%	5	9.4%	10	18.9%	3	5.7%
19 - Lakeshore	8	2	25.0%	1	12.5%	1	12.5%	4	50.0%	0	0.0%
20 - Central Avenue	64	20	31.3%	15	23.4%	10	15.6%	18	28.1%	1	1.6%
21 - Lincoln Park	42	19	45.2%	12	28.6%	7	16.7%	3	7.1%	1	2.4%
22 - Broadway	75	22	29.3%	26	34.7%	9	12.0%	17	22.7%	1	1.3%
23 - Millertown	41	18	43.9%	9	22.0%	7	17.1%	7	17.1%	0	0.0%
24 - Inskip	57	29	50.9%	15	26.3%	6	10.5%	7	12.3%	0	0.0%
30 - Partridge	30	11	36.7%	10	33.3%	5	16.7%	4	13.3%	0	0.0%
31 - Magnolia	85	31	36.5%	29	34.1%	14	16.5%	9	10.6%	2	2.4%
32 - Dandridge Avenue	53	29	54.7%	17	32.1%	1	1.9%	5	9.4%	1	1.9%
33 - MLK Jr Avenue	38	16	42.1%	8	21.1%	5	13.2%	7	18.4%	2	5.3%
34 - Burlington	53	29	54.7%	15	28.3%	3	5.7%	4	7.5%	2	3.8%
40 - South Knoxville	45	19	42.2%	7	15.6%	12	26.7%	7	15.6%	0	0.0%
41 - Chapman Highway	78	35	44.9%	19	24.4%	11	14.1%	12	15.4%	1	1.3%
42 - Fort Sanders/UT Hospital	46	18	39.1%	19	41.3%	3	6.5%	6	13.0%	0	0.0%
44 - University Park Apartments	47	43	91.5%	1	2.1%	0	0.0%	0	0.0%	3	6.4%
45 - Vestal	58	19	32.8%	20	34.5%	11	19.0%	5	8.6%	3	5.2%
90 - Crosstown	53	20	37.7%	11	20.8%	8	15.1%	10	18.9%	4	7.5%
Blue Line Trolley	52	26	50.0%	12	23.1%	2	3.8%	12	23.1%	0	0.0%
Green Line Trolley	62	14	22.6%	11	17.7%	20	32.3%	16	25.8%	1	1.6%
Orange Line Trolley	43	18	41.9%	8	18.6%	8	18.6%	9	20.9%	0	0.0%

Q18: To reach my first bus stop, I...

Route	Total Surveys	Walked	Percentage	Biked	Percentage	Drove	Percentage	Got a Ride	Percentage	Other	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	13	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
11 - Kingston Pike	121	100	82.6%	3	2.5%	3	0.0%	6	5.0%	1	0.8%	8	6.6%
12 - Western Avenue	63	58	92.1%	0	0.0%	1	0.0%	0	0.0%	0	0.0%	4	6.3%
13 - Beaumont	36	34	94.4%	0	0.0%	1	0.0%	0	0.0%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	36	90.0%	0	0.0%	0	0.0%	2	5.0%	0	0.0%	2	5.0%
17 - Sutherland	53	42	79.2%	0	0.0%	0	0.0%	3	5.7%	0	0.0%	8	15.1%
19 - Lakeshore	8	8	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 - Central Avenue	64	61	95.3%	0	0.0%	0	0.0%	2	3.1%	0	0.0%	1	1.6%
21 - Lincoln Park	42	38	90.5%	0	0.0%	0	0.0%	1	2.4%	0	0.0%	3	7.1%
22 - Broadway	75	66	88.0%	1	1.3%	1	0.0%	1	1.3%	0	0.0%	6	8.0%
23 - Millertown	41	35	85.4%	0	0.0%	1	0.0%	1	2.4%	0	0.0%	4	9.8%
24 - Inskip	57	50	87.7%	1	1.8%	1	0.0%	4	7.0%	0	0.0%	1	1.8%
30 - Partridge	30	24	80.0%	1	3.3%	1	0.0%	2	6.7%	0	0.0%	2	6.7%
31 - Magnolia	85	71	83.5%	1	1.2%	3	0.0%	5	5.9%	0	0.0%	5	5.9%
32 - Dandridge Avenue	53	49	92.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	7.5%
33 - MLK Jr Avenue	38	33	86.8%	0	0.0%	0	0.0%	2	5.3%	0	0.0%	3	7.9%
34 - Burlington	53	48	90.6%	0	0.0%	0	0.0%	3	5.7%	0	0.0%	2	3.8%
40 - South Knoxville	45	43	95.6%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	1	2.2%
41 - Chapman Highway	78	64	82.1%	3	3.8%	3	0.0%	2	2.6%	2	2.6%	4	5.1%
42 - Fort Sanders/UT Hospital	46	41	89.1%	1	2.2%	0	0.0%	2	4.3%	0	0.0%	2	4.3%
44 - University Park Apartments	47	44	93.6%	1	2.1%	0	0.0%	0	0.0%	1	2.1%	1	2.1%
45 - Vestal	58	51	87.9%	1	1.7%	1	0.0%	1	1.7%	0	0.0%	4	6.9%
90 - Crosstown	53	46	86.8%	0	0.0%	2	0.0%	0	0.0%	0	0.0%	5	9.4%
Blue Line Trolley	52	40	76.9%	1	1.9%	6	0.0%	3	5.8%	0	0.0%	2	3.8%
Green Line Trolley	62	47	75.8%	0	0.0%	9	0.0%	0	0.0%	1	1.6%	5	8.1%
Orange Line Trolley	43	40	93.0%	0	0.0%	1	0.0%	1	2.3%	0	0.0%	1	2.3%

Q20: What time of day did you begin this trip?

Route	Total Surveys	5 - 7AM	Percentage	7 - 9AM	Percentage	9 - 11AM	Percentage	11AM - 1PM	Percentage
10 - Sequoyah Hills	13	0	0.0%	6	46.2%	0	0.0%	1	7.7%
11 - Kingston Pike	121	19	15.7%	24	19.8%	17	14.0%	16	13.2%
12 - Western Avenue	63	17	27.0%	8	12.7%	6	9.5%	8	12.7%
13 - Beaumont	36	3	8.3%	10	27.8%	13	36.1%	5	13.9%
16 - Cedar Bluff Connector	40	4	10.0%	11	27.5%	9	22.5%	4	10.0%
17 - Sutherland	53	7	13.2%	7	13.2%	7	13.2%	7	13.2%
19 - Lakeshore	8	2	25.0%	0	0.0%	2	25.0%	0	0.0%
20 - Central Avenue	64	7	10.9%	13	20.3%	18	28.1%	7	10.9%
21 - Lincoln Park	42	8	19.0%	11	26.2%	6	14.3%	9	21.4%
22 - Broadway	75	5	6.7%	12	16.0%	11	14.7%	10	13.3%
23 - Millertown	41	10	24.4%	9	22.0%	6	14.6%	7	17.1%
24 - Inskip	57	6	10.5%	10	17.5%	8	14.0%	14	24.6%
30 - Partridge	30	3	10.0%	1	3.3%	5	16.7%	5	16.7%
31 - Magnolia	85	12	14.1%	15	17.6%	20	23.5%	9	10.6%
32 - Dandridge Avenue	53	4	7.5%	11	20.8%	6	11.3%	9	17.0%
33 - MLK Jr Avenue	38	1	2.6%	3	7.9%	11	28.9%	7	18.4%
34 - Burlington	53	6	11.3%	10	18.9%	9	17.0%	14	26.4%
40 - South Knoxville	45	8	17.8%	5	11.1%	5	11.1%	8	17.8%
41 - Chapman Highway	78	12	15.4%	18	23.1%	11	14.1%	13	16.7%
42 - Fort Sanders/UT Hospital	46	4	8.7%	9	19.6%	9	19.6%	15	32.6%
44 - University Park Apartments	47	2	4.3%	14	29.8%	7	14.9%	8	17.0%
45 - Vestal	58	8	13.8%	6	10.3%	8	13.8%	12	20.7%
90 - Crosstown	53	6	11.3%	7	13.2%	6	11.3%	9	17.0%
Blue Line Trolley	52	0	0.0%	6	11.5%	16	30.8%	9	17.3%
Green Line Trolley	62	7	11.3%	17	27.4%	12	19.4%	12	19.4%
Orange Line Trolley	43	3	7.0%	3	7.0%	11	25.6%	9	20.9%

Q20: What time of day did you begin this trip? (cont'd)

Route	Total Surveys	1 - 3PM	Percentage	3 - 5PM	Percentage	5 - 7PM	Percentage	7 - 9PM	Percentage	9 - 11:30PM	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	0	0.0%	3	23.1%	2	15.4%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	15	0.0%	15	12.4%	2	1.7%	0	0.0%	0	0.0%	13	10.7%
12 - Western Avenue	63	19	0.0%	4	6.3%	0	0.0%	0	0.0%	0	0.0%	1	1.6%
13 - Beaumont	36	4	0.0%	1	2.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
16 - Cedar Bluff Connector	40	1	0.0%	5	12.5%	4	10.0%	0	0.0%	0	0.0%	2	5.0%
17 - Sutherland	53	10	0.0%	8	15.1%	1	1.9%	0	0.0%	0	0.0%	6	11.3%
19 - Lakeshore	8	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	25.0%
20 - Central Avenue	64	9	0.0%	5	7.8%	3	4.7%	0	0.0%	0	0.0%	2	3.1%
21 - Lincoln Park	42	4	0.0%	1	2.4%	1	2.4%	0	0.0%	0	0.0%	2	4.8%
22 - Broadway	75	6	0.0%	11	14.7%	10	13.3%	4	5.3%	0	0.0%	6	8.0%
23 - Millertown	41	5	0.0%	3	7.3%	0	0.0%	0	0.0%	0	0.0%	1	2.4%
24 - Inskip	57	13	0.0%	5	8.8%	0	0.0%	0	0.0%	0	0.0%	1	1.8%
30 - Partridge	30	5	0.0%	5	16.7%	3	10.0%	0	0.0%	0	0.0%	3	10.0%
31 - Magnolia	85	9	0.0%	9	10.6%	3	3.5%	2	2.4%	0	0.0%	6	7.1%
32 - Dandridge Avenue	53	11	0.0%	8	15.1%	2	3.8%	0	0.0%	0	0.0%	2	3.8%
33 - MLK Jr Avenue	38	8	0.0%	3	7.9%	3	7.9%	0	0.0%	0	0.0%	2	5.3%
34 - Burlington	53	7	0.0%	3	5.7%	1	1.9%	1	1.9%	0	0.0%	2	3.8%
40 - South Knoxville	45	3	0.0%	2	4.4%	4	8.9%	4	8.9%	1	2.2%	5	11.1%
41 - Chapman Highway	78	13	0.0%	6	7.7%	4	5.1%	0	0.0%	0	0.0%	1	1.3%
42 - Fort Sanders/UT Hospital	46	7	0.0%	2	4.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
44 - University Park Apartments	47	8	0.0%	5	10.6%	1	2.1%	0	0.0%	0	0.0%	2	4.3%
45 - Vestal	58	10	0.0%	6	10.3%	4	6.9%	0	0.0%	0	0.0%	4	6.9%
90 - Crosstown	53	10	0.0%	8	15.1%	1	1.9%	0	0.0%	0	0.0%	6	11.3%
Blue Line Trolley	52	3	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	18	34.6%
Green Line Trolley	62	2	0.0%	3	4.8%	0	0.0%	0	0.0%	0	0.0%	9	14.5%
Orange Line Trolley	43	2	0.0%	1	2.3%	0	0.0%	0	0.0%	0	0.0%	14	32.6%

Q21: How will you pay your fare on this trip?

Route	Total Surveys	Cash	Percentage	One-Ride Pass	Percentage	20-Ride Pass	Percentage	Day Pass	Percentage	7-Day Pass	Percentage	30-Day Pass	Percentage	Semester Pass	Percentage	Free Trolley	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	5	38.5%	0	0.0%	2	15.4%	1	7.7%	0	0.0%	3	23.1%	2	15.4%	0	0.0%	0	0.0%
11 - Kingston Pike	121	45	37.2%	5	4.1%	3	2.5%	12	9.9%	4	0.0%	37	30.6%	9	7.4%	0	0.0%	6	5.0%
12 - Western Avenue	63	21	33.3%	0	0.0%	1	1.6%	14	22.2%	8	0.0%	16	25.4%	0	0.0%	0	0.0%	3	4.8%
13 - Beaumont	36	17	47.2%	0	0.0%	2	5.6%	6	16.7%	4	0.0%	7	19.4%	0	0.0%	0	0.0%	0	0.0%
16 - Cedar Bluff Connector	40	17	42.5%	1	2.5%	2	5.0%	4	10.0%	3	0.0%	11	27.5%	0	0.0%	0	0.0%	2	5.0%
17 - Sutherland	53	21	39.6%	2	3.8%	1	1.9%	5	9.4%	2	0.0%	13	24.5%	5	9.4%	0	0.0%	4	7.5%
19 - Lakeshore	8	1	12.5%	0	0.0%	2	25.0%	0	0.0%	1	0.0%	3	37.5%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	30	46.9%	5	7.8%	0	0.0%	6	9.4%	2	0.0%	19	29.7%	0	0.0%	0	0.0%	2	3.1%
21 - Lincoln Park	42	16	38.1%	2	4.8%	1	2.4%	6	14.3%	1	0.0%	12	28.6%	2	4.8%	0	0.0%	2	4.8%
22 - Broadway	75	24	32.0%	4	5.3%	4	5.3%	15	20.0%	6	0.0%	14	18.7%	2	2.7%	0	0.0%	6	8.0%
23 - Millertown	41	16	39.0%	0	0.0%	1	2.4%	13	31.7%	1	0.0%	9	22.0%	0	0.0%	0	0.0%	1	2.4%
24 - Inskip	57	24	42.1%	1	1.8%	2	3.5%	8	14.0%	2	0.0%	16	28.1%	0	0.0%	0	0.0%	4	7.0%
30 - Partridge	30	9	30.0%	0	0.0%	1	3.3%	1	3.3%	3	0.0%	10	33.3%	0	0.0%	0	0.0%	6	20.0%
31 - Magnolia	85	33	38.8%	5	5.9%	1	1.2%	12	14.1%	3	0.0%	22	25.9%	1	1.2%	0	0.0%	8	9.4%
32 - Dandridge Avenue	53	19	35.8%	2	3.8%	1	1.9%	9	17.0%	3	0.0%	16	30.2%	0	0.0%	0	0.0%	3	5.7%
33 - MLK Jr Avenue	38	11	28.9%	1	2.6%	0	0.0%	9	23.7%	1	0.0%	14	36.8%	0	0.0%	0	0.0%	2	5.3%
34 - Burlington	53	21	39.6%	1	1.9%	1	1.9%	5	9.4%	3	0.0%	13	24.5%	0	0.0%	0	0.0%	9	17.0%
40 - South Knoxville	45	16	35.6%	3	6.7%	1	2.2%	9	20.0%	6	0.0%	9	20.0%	1	2.2%	0	0.0%	0	0.0%
41 - Chapman Highway	78	28	35.9%	0	0.0%	0	0.0%	15	19.2%	6	0.0%	27	34.6%	2	2.6%	0	0.0%	0	0.0%
42 - Fort Sanders/UT Hospital	46	21	45.7%	0	0.0%	0	0.0%	9	19.6%	1	0.0%	14	30.4%	0	0.0%	0	0.0%	1	2.2%
44 - University Park Apartments	47	3	6.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.1%	43	91.5%	0	0.0%	0	0.0%
45 - Vestal	58	17	29.3%	2	3.4%	3	5.2%	8	13.8%	6	0.0%	17	29.3%	2	3.4%	0	0.0%	3	5.2%
90 - Crosstown	53	23	43.4%	1	1.9%	0	0.0%	5	9.4%	1	0.0%	19	35.8%	0	0.0%	0	0.0%	4	7.5%
Blue Line Trolley	52	4	7.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	9.6%	0	0.0%	14	26.9%	29	55.8%
Green Line Trolley	62	14	22.6%	1	1.6%	1	1.6%	2	3.2%	0	0.0%	2	3.2%	0	0.0%	9	14.5%	33	53.2%
Orange Line Trolley	43	4	9.3%	0	0.0%	0	0.0%	2	4.7%	0	0.0%	3	7.0%	1	2.3%	14	32.6%	19	44.2%

Q22: Did you use senior, disabled, or student discounts?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	4	30.8%	9	69.2%	0	0.0%
11 - Kingston Pike	121	39	32.2%	71	58.7%	11	9.1%
12 - Western Avenue	63	25	39.7%	36	57.1%	2	3.2%
13 - Beaumont	36	10	27.8%	26	72.2%	0	0.0%
16 - Cedar Bluff Connector	40	7	17.5%	32	80.0%	1	2.5%
17 - Sutherland	53	16	30.2%	32	60.4%	5	9.4%
19 - Lakeshore	8	2	25.0%	5	62.5%	1	12.5%
20 - Central Avenue	64	29	45.3%	34	53.1%	1	1.6%
21 - Lincoln Park	42	19	45.2%	19	45.2%	4	9.5%
22 - Broadway	75	29	38.7%	42	56.0%	4	5.3%
23 - Millertown	41	21	51.2%	18	43.9%	2	4.9%
24 - Inskip	57	22	38.6%	31	54.4%	4	7.0%
30 - Partridge	30	13	43.3%	12	40.0%	5	16.7%
31 - Magnolia	85	36	42.4%	42	49.4%	7	8.2%
32 - Dandridge Avenue	53	25	47.2%	27	50.9%	1	1.9%
33 - MLK Jr Avenue	38	21	55.3%	14	36.8%	3	7.9%
34 - Burlington	53	14	26.4%	30	56.6%	9	17.0%
40 - South Knoxville	45	14	31.1%	31	68.9%	0	0.0%
41 - Chapman Highway	78	31	39.7%	47	60.3%	0	0.0%
42 - Fort Sanders/UT Hospital	46	23	50.0%	23	50.0%	0	0.0%
44 - University Park Apartments	47	27	57.4%	20	42.6%	0	0.0%
45 - Vestal	58	20	34.5%	32	55.2%	6	10.3%
90 - Crosstown	53	20	37.7%	29	54.7%	4	7.5%
Blue Line Trolley	52	7	13.5%	21	40.4%	24	46.2%
Green Line Trolley	62	9	14.5%	28	45.2%	25	40.3%
Orange Line Trolley	43	9	20.9%	14	32.6%	20	46.5%

Q23: If you used a bus pass, how did you purchase your pass?

Route	Total Surveys	Mail-Order Form from KAT Website	Percentage	At Customer Service Counter	Percentage	From Ticket Vending Machine	Percentage	Purchased on the Bus	Percentage	From Platform Supervisor	Percentage	Agency Provided Pass	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	0	0.0%	5	38.5%	0	0.0%	0	0.0%	1	7.7%	1	7.7%	6	46.2%
11 - Kingston Pike	121	7	5.8%	38	31.4%	3	2.5%	30	24.8%	3	2.5%	9	7.4%	31	25.6%
12 - Western Avenue	63	1	1.6%	18	28.6%	7	11.1%	18	28.6%	0	0.0%	3	4.8%	16	25.4%
13 - Beaumont	36	0	0.0%	8	22.2%	1	2.8%	8	22.2%	0	0.0%	6	16.7%	13	36.1%
16 - Cedar Bluff Connector	40	2	5.0%	10	25.0%	2	5.0%	6	15.0%	1	2.5%	1	2.5%	18	45.0%
17 - Sutherland	53	0	0.0%	22	41.5%	2	3.8%	7	13.2%	0	0.0%	8	15.1%	14	26.4%
19 - Lakeshore	8	0	0.0%	6	75.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	25.0%
20 - Central Avenue	64	2	3.1%	22	34.4%	3	4.7%	11	17.2%	1	1.6%	5	7.8%	20	31.3%
21 - Lincoln Park	42	0	0.0%	13	31.0%	2	4.8%	4	9.5%	0	0.0%	5	11.9%	18	42.9%
22 - Broadway	75	1	1.3%	25	33.3%	3	4.0%	23	30.7%	0	0.0%	6	8.0%	17	22.7%
23 - Millertown	41	1	2.4%	13	31.7%	1	2.4%	14	34.1%	0	0.0%	0	0.0%	12	29.3%
24 - Inskip	57	0	0.0%	20	35.1%	1	1.8%	8	14.0%	0	0.0%	3	5.3%	25	43.9%
30 - Partridge	30	0	0.0%	12	40.0%	0	0.0%	4	13.3%	1	3.3%	3	10.0%	10	33.3%
31 - Magnolia	85	0	0.0%	30	35.3%	4	4.7%	13	15.3%	2	2.4%	8	9.4%	28	32.9%
32 - Dandridge Avenue	53	0	0.0%	22	41.5%	1	1.9%	14	26.4%	0	0.0%	2	3.8%	14	26.4%
33 - MLK Jr Avenue	38	0	0.0%	9	23.7%	1	2.6%	7	18.4%	0	0.0%	1	2.6%	20	52.6%
34 - Burlington	53	1	1.9%	15	28.3%	3	5.7%	14	26.4%	0	0.0%	6	11.3%	14	26.4%
40 - South Knoxville	45	0	0.0%	16	35.6%	5	11.1%	14	31.1%	2	4.4%	1	2.2%	7	15.6%
41 - Chapman Highway	78	0	0.0%	34	43.6%	2	2.6%	25	32.1%	0	0.0%	8	10.3%	9	11.5%
42 - Fort Sanders/UT Hospital	46	0	0.0%	13	28.3%	2	4.3%	21	45.7%	0	0.0%	2	4.3%	8	17.4%
44 - University Park Apartments	47	0	0.0%	3	6.4%	0	0.0%	1	2.1%	3	6.4%	32	68.1%	8	17.0%
45 - Vestal	58	2	3.4%	28	48.3%	0	0.0%	10	17.2%	1	1.7%	1	1.7%	16	27.6%
90 - Crosstown	53	1	1.9%	21	39.6%	1	1.9%	7	13.2%	5	9.4%	3	5.7%	15	28.3%
Blue Line Trolley	52	0	0.0%	6	11.5%	0	0.0%	2	3.8%	0	0.0%	0	0.0%	44	84.6%
Green Line Trolley	62	0	0.0%	9	14.5%	2	3.2%	7	11.3%	0	0.0%	1	1.6%	43	69.4%
Orange Line Trolley	43	0	0.0%	4	9.3%	2	4.7%	3	7.0%	0	0.0%	4	9.3%	30	69.8%

Q24: Besides your current destination, will you travel to any other destinations today using KAT?

Route	Total Surveys	No	Percentage	1 Other Destination	Percentage	2 Other Destinations	Percentage	3 or More Destinations	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	8	61.5%	3	23.1%	1	7.7%	0	0.0%	1	7.7%
11 - Kingston Pike	121	49	40.5%	35	28.9%	17	14.0%	5	4.1%	15	12.4%
12 - Western Avenue	63	20	31.7%	13	20.6%	7	11.1%	12	19.0%	11	17.5%
13 - Beaumont	36	4	11.1%	10	27.8%	13	36.1%	8	22.2%	1	2.8%
16 - Cedar Bluff Connector	40	17	42.5%	9	22.5%	7	17.5%	5	12.5%	2	5.0%
17 - Sutherland	53	21	39.6%	12	22.6%	9	17.0%	5	9.4%	6	11.3%
19 - Lakeshore	8	3	37.5%	1	12.5%	2	25.0%	1	12.5%	1	12.5%
20 - Central Avenue	64	21	32.8%	19	29.7%	11	17.2%	7	10.9%	6	9.4%
21 - Lincoln Park	42	12	28.6%	7	16.7%	7	16.7%	7	16.7%	9	21.4%
22 - Broadway	75	30	40.0%	18	24.0%	17	22.7%	7	9.3%	3	4.0%
23 - Millertown	41	11	26.8%	7	17.1%	9	22.0%	2	4.9%	12	29.3%
24 - Inskip	57	14	24.6%	16	28.1%	8	14.0%	3	5.3%	16	28.1%
30 - Partridge	30	15	50.0%	2	6.7%	5	16.7%	2	6.7%	6	20.0%
31 - Magnolia	85	24	28.2%	21	24.7%	20	23.5%	7	8.2%	13	15.3%
32 - Dandridge Avenue	53	25	47.2%	4	7.5%	11	20.8%	4	7.5%	9	17.0%
33 - MLK Jr Avenue	38	5	13.2%	6	15.8%	7	18.4%	2	5.3%	18	47.4%
34 - Burlington	53	19	35.8%	10	18.9%	9	17.0%	4	7.5%	11	20.8%
40 - South Knoxville	45	20	44.4%	6	13.3%	7	15.6%	8	17.8%	4	8.9%
41 - Chapman Highway	78	36	46.2%	23	29.5%	12	15.4%	5	6.4%	2	2.6%
42 - Fort Sanders/UT Hospital	46	16	34.8%	11	23.9%	4	8.7%	9	19.6%	6	13.0%
44 - University Park Apartments	47	39	83.0%	6	12.8%	0	0.0%	0	0.0%	2	4.3%
45 - Vestal	58	16	27.6%	11	19.0%	14	24.1%	6	10.3%	11	19.0%
90 - Crosstown	53	28	52.8%	10	18.9%	4	7.5%	3	5.7%	8	15.1%
Blue Line Trolley	52	7	13.5%	11	21.2%	8	15.4%	1	1.9%	25	48.1%
Green Line Trolley	62	17	27.4%	14	22.6%	6	9.7%	5	8.1%	20	32.3%
Orange Line Trolley	43	11	25.6%	5	11.6%	3	7.0%	2	4.7%	22	51.2%

Q25: Which of the following applies to you presently?

Route	Total Surveys	Employed for Pay - Outside Home	Percentage	Employed for Pay - At Home	Percentage	Homemaker	Percentage	Student	Percentage	Retired	Percentage	Unemployed	Percentage	Other	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	6	46.2%	0	0.0%	0	0.0%	5	38.5%	1	7.7%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	57	47.1%	4	3.3%	3	2.5%	24	19.8%	7	0.0%	5	4.1%	3	2.5%	18	14.9%
12 - Western Avenue	63	19	30.2%	1	1.6%	0	0.0%	4	6.3%	13	0.0%	5	7.9%	6	9.5%	15	23.8%
13 - Beaumont	36	12	33.3%	0	0.0%	5	13.9%	0	0.0%	4	0.0%	10	27.8%	3	8.3%	2	5.6%
16 - Cedar Bluff Connector	40	27	67.5%	1	2.5%	0	0.0%	0	0.0%	3	0.0%	3	7.5%	1	2.5%	5	12.5%
17 - Sutherland	53	19	35.8%	2	3.8%	4	7.5%	7	13.2%	3	0.0%	8	15.1%	1	1.9%	9	17.0%
19 - Lakeshore	8	4	50.0%	0	0.0%	2	25.0%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	21	32.8%	0	0.0%	3	4.7%	3	4.7%	8	0.0%	7	10.9%	10	15.6%	12	18.8%
21 - Lincoln Park	42	11	26.2%	0	0.0%	1	2.4%	1	2.4%	7	0.0%	6	14.3%	5	11.9%	11	26.2%
22 - Broadway	75	30	40.0%	3	4.0%	3	4.0%	6	8.0%	10	0.0%	9	12.0%	8	10.7%	6	8.0%
23 - Millertown	41	16	39.0%	1	2.4%	0	0.0%	4	9.8%	7	0.0%	2	4.9%	1	2.4%	10	24.4%
24 - Inskip	57	21	36.8%	0	0.0%	2	3.5%	2	3.5%	2	0.0%	5	8.8%	5	8.8%	20	35.1%
30 - Partridge	30	10	33.3%	0	0.0%	0	0.0%	1	3.3%	3	0.0%	3	10.0%	1	3.3%	12	40.0%
31 - Magnolia	85	30	35.3%	1	1.2%	3	3.5%	2	2.4%	14	0.0%	10	11.8%	10	11.8%	15	17.6%
32 - Dandridge Avenue	53	22	41.5%	0	0.0%	2	3.8%	2	3.8%	10	0.0%	4	7.5%	3	5.7%	10	18.9%
33 - MLK Jr Avenue	38	3	7.9%	2	5.3%	0	0.0%	1	2.6%	2	0.0%	6	15.8%	1	2.6%	23	60.5%
34 - Burlington	53	18	34.0%	1	1.9%	1	1.9%	0	0.0%	6	0.0%	9	17.0%	0	0.0%	18	34.0%
40 - South Knoxville	45	16	35.6%	0	0.0%	2	4.4%	4	8.9%	8	0.0%	5	11.1%	5	11.1%	5	11.1%
41 - Chapman Highway	78	42	53.8%	3	3.8%	0	0.0%	2	2.6%	7	0.0%	8	10.3%	6	7.7%	10	12.8%
42 - Fort Sanders/UT Hospital	46	15	32.6%	2	4.3%	3	6.5%	1	2.2%	7	0.0%	5	10.9%	5	10.9%	8	17.4%
44 - University Park Apartments	47	3	6.4%	1	2.1%	0	0.0%	41	87.2%	0	0.0%	1	2.1%	0	0.0%	1	2.1%
45 - Vestal	58	24	41.4%	4	6.9%	0	0.0%	4	6.9%	8	0.0%	3	5.2%	5	8.6%	10	17.2%
90 - Crosstown	53	27	50.9%	2	3.8%	2	3.8%	0	0.0%	5	0.0%	3	5.7%	3	5.7%	11	20.8%
Blue Line Trolley	52	16	30.8%	0	0.0%	1	1.9%	1	1.9%	5	0.0%	0	0.0%	4	7.7%	25	48.1%
Green Line Trolley	62	19	30.6%	2	3.2%	2	3.2%	1	1.6%	5	0.0%	8	12.9%	1	1.6%	24	38.7%
Orange Line Trolley	43	6	14.0%	1	2.3%	2	4.7%	4	9.3%	3	0.0%	4	9.3%	1	2.3%	22	51.2%

Q26: Was a motor vehicle available to you for this trip?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	5	38.5%	6	46.2%	2	15.4%
11 - Kingston Pike	121	23	19.0%	89	73.6%	9	7.4%
12 - Western Avenue	63	9	14.3%	33	52.4%	21	33.3%
13 - Beaumont	36	2	5.6%	33	91.7%	1	2.8%
16 - Cedar Bluff Connector	40	3	7.5%	33	82.5%	4	10.0%
17 - Sutherland	53	7	13.2%	41	77.4%	5	9.4%
19 - Lakeshore	8	0	0.0%	7	87.5%	1	12.5%
20 - Central Avenue	64	10	15.6%	48	75.0%	6	9.4%
21 - Lincoln Park	42	5	11.9%	28	66.7%	9	21.4%
22 - Broadway	75	9	12.0%	63	84.0%	3	4.0%
23 - Millertown	41	10	24.4%	20	48.8%	11	26.8%
24 - Inskip	57	6	10.5%	29	50.9%	22	38.6%
30 - Partridge	30	2	6.7%	18	60.0%	10	33.3%
31 - Magnolia	85	12	14.1%	60	70.6%	13	15.3%
32 - Dandridge Avenue	53	5	9.4%	43	81.1%	5	9.4%
33 - MLK Jr Avenue	38	2	5.3%	17	44.7%	19	50.0%
34 - Burlington	53	7	13.2%	36	67.9%	10	18.9%
40 - South Knoxville	45	7	15.6%	34	75.6%	4	8.9%
41 - Chapman Highway	78	15	19.2%	62	79.5%	1	1.3%
42 - Fort Sanders/UT Hospital	46	8	17.4%	31	67.4%	7	15.2%
44 - University Park Apartments	47	33	70.2%	13	27.7%	1	2.1%
45 - Vestal	58	7	12.1%	43	74.1%	8	13.8%
90 - Crosstown	53	9	17.0%	38	71.7%	6	11.3%
Blue Line Trolley	52	9	17.3%	18	34.6%	25	48.1%
Green Line Trolley	62	18	29.0%	26	41.9%	18	29.0%
Orange Line Trolley	43	8	18.6%	14	32.6%	21	48.8%

Q27: Are you a licensed driver and able to drive?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	9	69.2%	3	23.1%	1	7.7%
11 - Kingston Pike	121	59	48.8%	51	42.1%	11	9.1%
12 - Western Avenue	63	14	22.2%	28	44.4%	21	33.3%
13 - Beaumont	36	9	25.0%	25	69.4%	2	5.6%
16 - Cedar Bluff Connector	40	12	30.0%	24	60.0%	4	10.0%
17 - Sutherland	53	22	41.5%	25	47.2%	6	11.3%
19 - Lakeshore	8	5	62.5%	2	25.0%	1	12.5%
20 - Central Avenue	64	24	37.5%	35	54.7%	5	7.8%
21 - Lincoln Park	42	12	28.6%	20	47.6%	10	23.8%
22 - Broadway	75	21	28.0%	51	68.0%	3	4.0%
23 - Millertown	41	11	26.8%	18	43.9%	12	29.3%
24 - Inskip	57	15	26.3%	19	33.3%	23	40.4%
30 - Partridge	30	8	26.7%	12	40.0%	10	33.3%
31 - Magnolia	85	20	23.5%	50	58.8%	15	17.6%
32 - Dandridge Avenue	53	24	45.3%	23	43.4%	6	11.3%
33 - MLK Jr Avenue	38	5	13.2%	14	36.8%	19	50.0%
34 - Burlington	53	16	30.2%	28	52.8%	9	17.0%
40 - South Knoxville	45	16	35.6%	25	55.6%	4	8.9%
41 - Chapman Highway	78	28	35.9%	49	62.8%	1	1.3%
42 - Fort Sanders/UT Hospital	46	24	52.2%	14	30.4%	8	17.4%
44 - University Park Apartments	47	39	83.0%	7	14.9%	1	2.1%
45 - Vestal	58	16	27.6%	33	56.9%	9	15.5%
90 - Crosstown	53	25	47.2%	22	41.5%	6	11.3%
Blue Line Trolley	52	13	25.0%	14	26.9%	25	48.1%
Green Line Trolley	62	21	33.9%	21	33.9%	20	32.3%
Orange Line Trolley	43	12	27.9%	10	23.3%	21	48.8%

Q31: Do you have a phone that allows text messages?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	11	84.6%	1	7.7%	1	7.7%
11 - Kingston Pike	121	90	74.4%	19	15.7%	12	9.9%
12 - Western Avenue	63	28	44.4%	8	12.7%	27	42.9%
13 - Beaumont	36	27	75.0%	8	22.2%	1	2.8%
16 - Cedar Bluff Connector	40	29	72.5%	8	20.0%	3	7.5%
17 - Sutherland	53	43	81.1%	5	9.4%	5	9.4%
19 - Lakeshore	8	7	87.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	46	71.9%	8	12.5%	10	15.6%
21 - Lincoln Park	42	26	61.9%	6	14.3%	10	23.8%
22 - Broadway	75	48	64.0%	21	28.0%	6	8.0%
23 - Millertown	41	19	46.3%	10	24.4%	12	29.3%
24 - Inskip	57	25	43.9%	8	14.0%	24	42.1%
30 - Partridge	30	15	50.0%	6	20.0%	9	30.0%
31 - Magnolia	85	64	75.3%	8	9.4%	13	15.3%
32 - Dandridge Avenue	53	35	66.0%	9	17.0%	9	17.0%
33 - MLK Jr Avenue	38	15	39.5%	5	13.2%	18	47.4%
34 - Burlington	53	35	66.0%	8	15.1%	10	18.9%
40 - South Knoxville	45	37	82.2%	1	2.2%	7	15.6%
41 - Chapman Highway	78	53	67.9%	23	29.5%	2	2.6%
42 - Fort Sanders/UT Hospital	46	33	71.7%	5	10.9%	8	17.4%
44 - University Park Apartments	47	47	100.0%	0	0.0%	0	0.0%
45 - Vestal	58	42	72.4%	5	8.6%	11	19.0%
90 - Crosstown	53	42	79.2%	5	9.4%	6	11.3%
Blue Line Trolley	52	23	44.2%	0	0.0%	29	55.8%
Green Line Trolley	62	33	53.2%	6	9.7%	23	37.1%
Orange Line Trolley	43	17	39.5%	5	11.6%	21	48.8%

Q32: Have you signed up for KAT's text alert services?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	0	0.0%	12	92.3%	1	7.7%
11 - Kingston Pike	121	7	5.8%	96	79.3%	18	14.9%
12 - Western Avenue	63	6	9.5%	28	44.4%	29	46.0%
13 - Beaumont	36	1	2.8%	33	91.7%	2	5.6%
16 - Cedar Bluff Connector	40	1	2.5%	36	90.0%	3	7.5%
17 - Sutherland	53	5	9.4%	40	75.5%	8	15.1%
19 - Lakeshore	8	1	12.5%	6	75.0%	1	12.5%
20 - Central Avenue	64	9	14.1%	43	67.2%	12	18.8%
21 - Lincoln Park	42	4	9.5%	27	64.3%	11	26.2%
22 - Broadway	75	9	12.0%	54	72.0%	12	16.0%
23 - Millertown	41	0	0.0%	29	70.7%	12	29.3%
24 - Inskip	57	4	7.0%	25	43.9%	28	49.1%
30 - Partridge	30	1	3.3%	19	63.3%	10	33.3%
31 - Magnolia	85	11	12.9%	59	69.4%	15	17.6%
32 - Dandridge Avenue	53	3	5.7%	35	66.0%	15	28.3%
33 - MLK Jr Avenue	38	2	5.3%	18	47.4%	18	47.4%
34 - Burlington	53	8	15.1%	32	60.4%	13	24.5%
40 - South Knoxville	45	4	8.9%	32	71.1%	9	20.0%
41 - Chapman Highway	78	2	2.6%	73	93.6%	3	3.8%
42 - Fort Sanders/UT Hospital	46	1	2.2%	37	80.4%	8	17.4%
44 - University Park Apartments	47	0	0.0%	46	97.9%	1	2.1%
45 - Vestal	58	2	3.4%	41	70.7%	15	25.9%
90 - Crosstown	53	2	3.8%	42	79.2%	9	17.0%
Blue Line Trolley	52	2	3.8%	20	38.5%	30	57.7%
Green Line Trolley	62	3	4.8%	34	54.8%	25	40.3%
Orange Line Trolley	43	2	4.7%	19	44.2%	22	51.2%

Q33: Do you have a smart phone?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	12	92.3%	0	0.0%	1	7.7%
11 - Kingston Pike	121	81	66.9%	26	21.5%	14	11.6%
12 - Western Avenue	63	25	39.7%	10	15.9%	28	44.4%
13 - Beaumont	36	20	55.6%	15	41.7%	1	2.8%
16 - Cedar Bluff Connector	40	29	72.5%	8	20.0%	3	7.5%
17 - Sutherland	53	36	67.9%	12	22.6%	5	9.4%
19 - Lakeshore	8	7	87.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	37	57.8%	19	29.7%	8	12.5%
21 - Lincoln Park	42	23	54.8%	8	19.0%	11	26.2%
22 - Broadway	75	45	60.0%	24	32.0%	6	8.0%
23 - Millertown	41	16	39.0%	13	31.7%	12	29.3%
24 - Inskip	57	22	38.6%	11	19.3%	24	42.1%
30 - Partridge	30	16	53.3%	5	16.7%	9	30.0%
31 - Magnolia	85	52	61.2%	20	23.5%	13	15.3%
32 - Dandridge Avenue	53	28	52.8%	16	30.2%	9	17.0%
33 - MLK Jr Avenue	38	13	34.2%	7	18.4%	18	47.4%
34 - Burlington	53	26	49.1%	16	30.2%	11	20.8%
40 - South Knoxville	45	29	64.4%	9	20.0%	7	15.6%
41 - Chapman Highway	78	52	66.7%	23	29.5%	3	3.8%
42 - Fort Sanders/UT Hospital	46	23	50.0%	15	32.6%	8	17.4%
44 - University Park Apartments	47	47	100.0%	0	0.0%	0	0.0%
45 - Vestal	58	33	56.9%	12	20.7%	13	22.4%
90 - Crosstown	53	34	64.2%	13	24.5%	6	11.3%
Blue Line Trolley	52	19	36.5%	4	7.7%	29	55.8%
Green Line Trolley	62	26	41.9%	12	19.4%	24	38.7%
Orange Line Trolley	43	16	37.2%	6	14.0%	21	48.8%

Q34: Have you ever used Google Transit to plan your trip?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	4	30.8%	8	61.5%	1	7.7%
11 - Kingston Pike	121	41	33.9%	68	56.2%	12	9.9%
12 - Western Avenue	63	8	12.7%	28	44.4%	27	42.9%
13 - Beaumont	36	9	25.0%	26	72.2%	1	2.8%
16 - Cedar Bluff Connector	40	7	17.5%	29	72.5%	4	10.0%
17 - Sutherland	53	20	37.7%	27	50.9%	6	11.3%
19 - Lakeshore	8	3	37.5%	4	50.0%	1	12.5%
20 - Central Avenue	64	19	29.7%	37	57.8%	8	12.5%
21 - Lincoln Park	42	11	26.2%	21	50.0%	10	23.8%
22 - Broadway	75	22	29.3%	47	62.7%	6	8.0%
23 - Millertown	41	6	14.6%	23	56.1%	12	29.3%
24 - Inskip	57	9	15.8%	24	42.1%	24	42.1%
30 - Partridge	30	7	23.3%	14	46.7%	9	30.0%
31 - Magnolia	85	20	23.5%	52	61.2%	13	15.3%
32 - Dandridge Avenue	53	10	18.9%	32	60.4%	11	20.8%
33 - MLK Jr Avenue	38	5	13.2%	14	36.8%	19	50.0%
34 - Burlington	53	11	20.8%	32	60.4%	10	18.9%
40 - South Knoxville	45	11	24.4%	27	60.0%	7	15.6%
41 - Chapman Highway	78	24	30.8%	52	66.7%	2	2.6%
42 - Fort Sanders/UT Hospital	46	12	26.1%	26	56.5%	8	17.4%
44 - University Park Apartments	47	13	27.7%	34	72.3%	0	0.0%
45 - Vestal	58	6	10.3%	40	69.0%	12	20.7%
90 - Crosstown	53	10	18.9%	36	67.9%	7	13.2%
Blue Line Trolley	52	12	23.1%	11	21.2%	29	55.8%
Green Line Trolley	62	10	16.1%	29	46.8%	23	37.1%
Orange Line Trolley	43	6	14.0%	16	37.2%	21	48.8%

Q35: Have you visited katbus.com (KAT's website) in the past three months?

Route	Total Surveys	Yes	Percentage	No	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	10	76.9%	2	15.4%	1	7.7%
11 - Kingston Pike	121	64	52.9%	42	34.7%	15	12.4%
12 - Western Avenue	63	18	28.6%	18	28.6%	27	42.9%
13 - Beaumont	36	14	38.9%	20	55.6%	2	5.6%
16 - Cedar Bluff Connector	40	15	37.5%	22	55.0%	3	7.5%
17 - Sutherland	53	24	45.3%	24	45.3%	5	9.4%
19 - Lakeshore	8	7	87.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	26	40.6%	31	48.4%	7	10.9%
21 - Lincoln Park	42	16	38.1%	15	35.7%	11	26.2%
22 - Broadway	75	30	40.0%	40	53.3%	5	6.7%
23 - Millertown	41	11	26.8%	18	43.9%	12	29.3%
24 - Inskip	57	17	29.8%	16	28.1%	24	42.1%
30 - Partridge	30	15	50.0%	6	20.0%	9	30.0%
31 - Magnolia	85	25	29.4%	46	54.1%	14	16.5%
32 - Dandridge Avenue	53	15	28.3%	29	54.7%	9	17.0%
33 - MLK Jr Avenue	38	12	31.6%	8	21.1%	18	47.4%
34 - Burlington	53	21	39.6%	20	37.7%	12	22.6%
40 - South Knoxville	45	16	35.6%	20	44.4%	9	20.0%
41 - Chapman Highway	78	34	43.6%	39	50.0%	5	6.4%
42 - Fort Sanders/UT Hospital	46	19	41.3%	19	41.3%	8	17.4%
44 - University Park Apartments	47	31	66.0%	16	34.0%	0	0.0%
45 - Vestal	58	16	27.6%	30	51.7%	12	20.7%
90 - Crosstown	53	19	35.8%	26	49.1%	8	15.1%
Blue Line Trolley	52	13	25.0%	8	15.4%	31	59.6%
Green Line Trolley	62	18	29.0%	20	32.3%	24	38.7%
Orange Line Trolley	43	11	25.6%	10	23.3%	22	51.2%

Q36A: Do you agree or disagree with the following related to KAT: Buses run often enough?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	2	15.4%	6	46.2%	4	30.8%	0	0.0%	1	7.7%
11 - Kingston Pike	121	30	24.8%	51	42.1%	19	15.7%	3	2.5%	18	14.9%
12 - Western Avenue	63	9	14.3%	18	28.6%	2	3.2%	3	4.8%	31	49.2%
13 - Beaumont	36	7	19.4%	20	55.6%	7	19.4%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	9	22.5%	22	55.0%	3	7.5%	1	2.5%	5	12.5%
17 - Sutherland	53	14	26.4%	25	47.2%	7	13.2%	0	0.0%	7	13.2%
19 - Lakeshore	8	2	25.0%	3	37.5%	1	12.5%	1	12.5%	1	12.5%
20 - Central Avenue	64	20	31.3%	33	51.6%	5	7.8%	0	0.0%	6	9.4%
21 - Lincoln Park	42	12	28.6%	15	35.7%	4	9.5%	0	0.0%	11	26.2%
22 - Broadway	75	19	25.3%	38	50.7%	7	9.3%	3	4.0%	8	10.7%
23 - Millertown	41	17	41.5%	8	19.5%	0	0.0%	0	0.0%	16	39.0%
24 - Inskip	57	5	8.8%	15	26.3%	6	10.5%	5	8.8%	26	45.6%
30 - Partridge	30	11	36.7%	9	30.0%	0	0.0%	1	3.3%	9	30.0%
31 - Magnolia	85	15	17.6%	37	43.5%	10	11.8%	4	4.7%	19	22.4%
32 - Dandridge Avenue	53	16	30.2%	12	22.6%	8	15.1%	1	1.9%	16	30.2%
33 - MLK Jr Avenue	38	11	28.9%	7	18.4%	2	5.3%	0	0.0%	18	47.4%
34 - Burlington	53	15	28.3%	20	37.7%	5	9.4%	0	0.0%	13	24.5%
40 - South Knoxville	45	12	26.7%	13	28.9%	8	17.8%	1	2.2%	11	24.4%
41 - Chapman Highway	78	19	24.4%	42	53.8%	11	14.1%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	14	30.4%	18	39.1%	5	10.9%	0	0.0%	9	19.6%
44 - University Park Apartments	47	21	44.7%	22	46.8%	4	8.5%	0	0.0%	0	0.0%
45 - Vestal	58	18	31.0%	16	27.6%	7	12.1%	2	3.4%	15	25.9%
90 - Crosstown	53	17	32.1%	15	28.3%	10	18.9%	1	1.9%	10	18.9%
Blue Line Trolley	52	8	15.4%	10	19.2%	3	5.8%	0	0.0%	31	59.6%
Green Line Trolley	62	14	22.6%	21	33.9%	2	3.2%	2	3.2%	23	37.1%
Orange Line Trolley	43	7	16.3%	11	25.6%	1	2.3%	0	0.0%	24	55.8%

Q36B: Do you agree or disagree with the following related to KAT: Buses make the connections that I need?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	8	61.5%	0	0.0%	0	0.0%	2	15.4%
11 - Kingston Pike	121	37	30.6%	53	43.8%	11	9.1%	1	0.8%	19	15.7%
12 - Western Avenue	63	9	14.3%	18	28.6%	3	4.8%	2	3.2%	31	49.2%
13 - Beaumont	36	7	19.4%	25	69.4%	2	5.6%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	14	35.0%	20	50.0%	1	2.5%	0	0.0%	5	12.5%
17 - Sutherland	53	14	26.4%	29	54.7%	3	5.7%	0	0.0%	7	13.2%
19 - Lakeshore	8	2	25.0%	3	37.5%	2	25.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	24	37.5%	32	50.0%	2	3.1%	0	0.0%	6	9.4%
21 - Lincoln Park	42	14	33.3%	16	38.1%	1	2.4%	0	0.0%	11	26.2%
22 - Broadway	75	28	37.3%	37	49.3%	2	2.7%	0	0.0%	8	10.7%
23 - Millertown	41	15	36.6%	9	22.0%	0	0.0%	0	0.0%	17	41.5%
24 - Inskip	57	9	15.8%	21	36.8%	1	1.8%	1	1.8%	25	43.9%
30 - Partridge	30	9	30.0%	10	33.3%	2	6.7%	0	0.0%	9	30.0%
31 - Magnolia	85	16	18.8%	42	49.4%	8	9.4%	1	1.2%	18	21.2%
32 - Dandridge Avenue	53	18	34.0%	18	34.0%	1	1.9%	1	1.9%	15	28.3%
33 - MLK Jr Avenue	38	7	18.4%	13	34.2%	0	0.0%	0	0.0%	18	47.4%
34 - Burlington	53	16	30.2%	20	37.7%	3	5.7%	1	1.9%	13	24.5%
40 - South Knoxville	45	15	33.3%	16	35.6%	3	6.7%	0	0.0%	11	24.4%
41 - Chapman Highway	78	20	25.6%	47	60.3%	5	6.4%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	16	34.8%	18	39.1%	3	6.5%	0	0.0%	9	19.6%
44 - University Park Apartments	47	24	51.1%	22	46.8%	1	2.1%	0	0.0%	0	0.0%
45 - Vestal	58	20	34.5%	19	32.8%	5	8.6%	0	0.0%	14	24.1%
90 - Crosstown	53	18	34.0%	21	39.6%	5	9.4%	1	1.9%	8	15.1%
Blue Line Trolley	52	10	19.2%	10	19.2%	1	1.9%	0	0.0%	31	59.6%
Green Line Trolley	62	13	21.0%	22	35.5%	3	4.8%	1	1.6%	23	37.1%
Orange Line Trolley	43	6	14.0%	12	27.9%	0	0.0%	0	0.0%	25	58.1%

Q36C: Do you agree or disagree with the following related to KAT: The bus is reliable and usually on time?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	8	61.5%	1	7.7%	0	0.0%	1	7.7%
11 - Kingston Pike	121	38	31.4%	45	37.2%	14	11.6%	2	1.7%	22	18.2%
12 - Western Avenue	63	10	15.9%	19	30.2%	1	1.6%	2	3.2%	31	49.2%
13 - Beaumont	36	12	33.3%	21	58.3%	1	2.8%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	11	27.5%	18	45.0%	5	12.5%	1	2.5%	5	12.5%
17 - Sutherland	53	14	26.4%	23	43.4%	7	13.2%	1	1.9%	8	15.1%
19 - Lakeshore	8	0	0.0%	5	62.5%	1	12.5%	1	12.5%	1	12.5%
20 - Central Avenue	64	21	32.8%	34	53.1%	2	3.1%	0	0.0%	7	10.9%
21 - Lincoln Park	42	11	26.2%	16	38.1%	3	7.1%	0	0.0%	12	28.6%
22 - Broadway	75	26	34.7%	35	46.7%	5	6.7%	0	0.0%	9	12.0%
23 - Millertown	41	15	36.6%	9	22.0%	0	0.0%	0	0.0%	17	41.5%
24 - Inskip	57	10	17.5%	18	31.6%	3	5.3%	0	0.0%	26	45.6%
30 - Partridge	30	10	33.3%	8	26.7%	3	10.0%	0	0.0%	9	30.0%
31 - Magnolia	85	18	21.2%	38	44.7%	10	11.8%	1	1.2%	18	21.2%
32 - Dandridge Avenue	53	14	26.4%	20	37.7%	2	3.8%	1	1.9%	16	30.2%
33 - MLK Jr Avenue	38	7	18.4%	12	31.6%	1	2.6%	0	0.0%	18	47.4%
34 - Burlington	53	17	32.1%	22	41.5%	0	0.0%	0	0.0%	14	26.4%
40 - South Knoxville	45	12	26.7%	19	42.2%	2	4.4%	1	2.2%	11	24.4%
41 - Chapman Highway	78	23	29.5%	42	53.8%	3	3.8%	2	2.6%	8	10.3%
42 - Fort Sanders/UT Hospital	46	14	30.4%	19	41.3%	3	6.5%	1	2.2%	9	19.6%
44 - University Park Apartments	47	20	42.6%	24	51.1%	1	2.1%	0	0.0%	2	4.3%
45 - Vestal	58	23	39.7%	17	29.3%	4	6.9%	0	0.0%	14	24.1%
90 - Crosstown	53	14	26.4%	27	50.9%	3	5.7%	1	1.9%	8	15.1%
Blue Line Trolley	52	9	17.3%	11	21.2%	1	1.9%	0	0.0%	31	59.6%
Green Line Trolley	62	17	27.4%	20	32.3%	2	3.2%	0	0.0%	23	37.1%
Orange Line Trolley	43	7	16.3%	9	20.9%	3	7.0%	0	0.0%	24	55.8%

Q36D: Do you agree or disagree with the following related to KAT: The buses are clean?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	9	69.2%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	42	34.7%	54	44.6%	7	5.8%	1	0.8%	17	14.0%
12 - Western Avenue	63	16	25.4%	13	20.6%	3	4.8%	0	0.0%	31	49.2%
13 - Beaumont	36	10	27.8%	25	69.4%	0	0.0%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	11	27.5%	22	55.0%	2	5.0%	0	0.0%	5	12.5%
17 - Sutherland	53	17	32.1%	25	47.2%	4	7.5%	0	0.0%	7	13.2%
19 - Lakeshore	8	2	25.0%	4	50.0%	1	12.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	22	34.4%	36	56.3%	0	0.0%	0	0.0%	6	9.4%
21 - Lincoln Park	42	12	28.6%	16	38.1%	2	4.8%	1	2.4%	11	26.2%
22 - Broadway	75	30	40.0%	29	38.7%	8	10.7%	0	0.0%	8	10.7%
23 - Millertown	41	14	34.1%	10	24.4%	0	0.0%	0	0.0%	17	41.5%
24 - Inskip	57	10	17.5%	18	31.6%	4	7.0%	0	0.0%	25	43.9%
30 - Partridge	30	10	33.3%	10	33.3%	1	3.3%	0	0.0%	9	30.0%
31 - Magnolia	85	13	15.3%	46	54.1%	6	7.1%	1	1.2%	19	22.4%
32 - Dandridge Avenue	53	15	28.3%	22	41.5%	1	1.9%	1	1.9%	14	26.4%
33 - MLK Jr Avenue	38	9	23.7%	9	23.7%	2	5.3%	0	0.0%	18	47.4%
34 - Burlington	53	18	34.0%	20	37.7%	1	1.9%	0	0.0%	14	26.4%
40 - South Knoxville	45	10	22.2%	19	42.2%	3	6.7%	1	2.2%	12	26.7%
41 - Chapman Highway	78	23	29.5%	41	52.6%	8	10.3%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	13	28.3%	21	45.7%	2	4.3%	0	0.0%	10	21.7%
44 - University Park Apartments	47	26	55.3%	20	42.6%	0	0.0%	0	0.0%	1	2.1%
45 - Vestal	58	19	32.8%	19	32.8%	6	10.3%	0	0.0%	14	24.1%
90 - Crosstown	53	16	30.2%	25	47.2%	3	5.7%	1	1.9%	8	15.1%
Blue Line Trolley	52	10	19.2%	11	21.2%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	16	25.8%	22	35.5%	0	0.0%	1	1.6%	23	37.1%
Orange Line Trolley	43	7	16.3%	11	25.6%	1	2.3%	0	0.0%	24	55.8%

Q36E: Do you agree or disagree with the following related to KAT: I feel safe on the bus?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	4	30.8%	8	61.5%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	46	38.0%	51	42.1%	3	2.5%	1	0.8%	20	16.5%
12 - Western Avenue	63	18	28.6%	14	22.2%	0	0.0%	0	0.0%	31	49.2%
13 - Beaumont	36	14	38.9%	19	52.8%	1	2.8%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	15	37.5%	18	45.0%	2	5.0%	0	0.0%	5	12.5%
17 - Sutherland	53	18	34.0%	22	41.5%	5	9.4%	0	0.0%	8	15.1%
19 - Lakeshore	8	4	50.0%	3	37.5%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	30	46.9%	27	42.2%	1	1.6%	0	0.0%	6	9.4%
21 - Lincoln Park	42	16	38.1%	16	38.1%	0	0.0%	0	0.0%	10	23.8%
22 - Broadway	75	31	41.3%	30	40.0%	2	2.7%	2	2.7%	10	13.3%
23 - Millertown	41	14	34.1%	10	24.4%	0	0.0%	0	0.0%	17	41.5%
24 - Inskip	57	12	21.1%	19	33.3%	1	1.8%	0	0.0%	25	43.9%
30 - Partridge	30	11	36.7%	10	33.3%	0	0.0%	0	0.0%	9	30.0%
31 - Magnolia	85	15	17.6%	51	60.0%	0	0.0%	0	0.0%	19	22.4%
32 - Dandridge Avenue	53	19	35.8%	17	32.1%	0	0.0%	1	1.9%	16	30.2%
33 - MLK Jr Avenue	38	10	26.3%	10	26.3%	0	0.0%	0	0.0%	18	47.4%
34 - Burlington	53	18	34.0%	21	39.6%	1	1.9%	0	0.0%	13	24.5%
40 - South Knoxville	45	13	28.9%	18	40.0%	2	4.4%	1	2.2%	11	24.4%
41 - Chapman Highway	78	31	39.7%	39	50.0%	0	0.0%	0	0.0%	8	10.3%
42 - Fort Sanders/UT Hospital	46	17	37.0%	19	41.3%	0	0.0%	0	0.0%	10	21.7%
44 - University Park Apartments	47	25	53.2%	21	44.7%	1	2.1%	0	0.0%	0	0.0%
45 - Vestal	58	24	41.4%	17	29.3%	3	5.2%	0	0.0%	14	24.1%
90 - Crosstown	53	19	35.8%	23	43.4%	1	1.9%	1	1.9%	9	17.0%
Blue Line Trolley	52	9	17.3%	10	19.2%	0	0.0%	0	0.0%	33	63.5%
Green Line Trolley	62	17	27.4%	22	35.5%	0	0.0%	0	0.0%	23	37.1%
Orange Line Trolley	43	8	18.6%	10	23.3%	0	0.0%	0	0.0%	25	58.1%

Q36F: Do you agree or disagree with the following related to KAT: I understand the schedules?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	5	38.5%	5	38.5%	1	7.7%	0	0.0%	2	15.4%
11 - Kingston Pike	121	49	40.5%	48	39.7%	5	4.1%	2	1.7%	17	14.0%
12 - Western Avenue	63	15	23.8%	14	22.2%	2	3.2%	1	1.6%	31	49.2%
13 - Beaumont	36	13	36.1%	20	55.6%	2	5.6%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	17	42.5%	16	40.0%	1	2.5%	0	0.0%	6	15.0%
17 - Sutherland	53	18	34.0%	24	45.3%	3	5.7%	0	0.0%	8	15.1%
19 - Lakeshore	8	5	62.5%	2	25.0%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	27	42.2%	29	45.3%	1	1.6%	1	1.6%	6	9.4%
21 - Lincoln Park	42	16	38.1%	13	31.0%	1	2.4%	0	0.0%	12	28.6%
22 - Broadway	75	27	36.0%	36	48.0%	4	5.3%	0	0.0%	8	10.7%
23 - Millertown	41	14	34.1%	9	22.0%	1	2.4%	0	0.0%	17	41.5%
24 - Inskip	57	13	22.8%	18	31.6%	1	1.8%	0	0.0%	25	43.9%
30 - Partridge	30	9	30.0%	12	40.0%	0	0.0%	0	0.0%	9	30.0%
31 - Magnolia	85	15	17.6%	48	56.5%	4	4.7%	0	0.0%	18	21.2%
32 - Dandridge Avenue	53	15	28.3%	18	34.0%	2	3.8%	1	1.9%	17	32.1%
33 - MLK Jr Avenue	38	11	28.9%	8	21.1%	0	0.0%	0	0.0%	19	50.0%
34 - Burlington	53	19	35.8%	19	35.8%	1	1.9%	1	1.9%	13	24.5%
40 - South Knoxville	45	11	24.4%	19	42.2%	3	6.7%	0	0.0%	12	26.7%
41 - Chapman Highway	78	27	34.6%	36	46.2%	9	11.5%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	14	30.4%	22	47.8%	1	2.2%	0	0.0%	9	19.6%
44 - University Park Apartments	47	25	53.2%	20	42.6%	0	0.0%	0	0.0%	2	4.3%
45 - Vestal	58	25	43.1%	17	29.3%	1	1.7%	1	1.7%	14	24.1%
90 - Crosstown	53	18	34.0%	23	43.4%	4	7.5%	0	0.0%	8	15.1%
Blue Line Trolley	52	9	17.3%	12	23.1%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	16	25.8%	23	37.1%	0	0.0%	0	0.0%	23	37.1%
Orange Line Trolley	43	7	16.3%	11	25.6%	0	0.0%	1	2.3%	24	55.8%

Q36G: Do you agree or disagree with the following related to KAT: Service runs as late as I need?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	1	7.7%	5	38.5%	6	46.2%	0	0.0%	1	7.7%
11 - Kingston Pike	121	33	27.3%	34	28.1%	26	21.5%	6	5.0%	22	18.2%
12 - Western Avenue	63	10	15.9%	13	20.6%	5	7.9%	4	6.3%	31	49.2%
13 - Beaumont	36	9	25.0%	18	50.0%	7	19.4%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	12	30.0%	11	27.5%	12	30.0%	0	0.0%	5	12.5%
17 - Sutherland	53	11	20.8%	18	34.0%	13	24.5%	2	3.8%	9	17.0%
19 - Lakeshore	8	2	25.0%	3	37.5%	2	25.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	22	34.4%	25	39.1%	11	17.2%	0	0.0%	6	9.4%
21 - Lincoln Park	42	12	28.6%	12	28.6%	4	9.5%	1	2.4%	13	31.0%
22 - Broadway	75	22	29.3%	28	37.3%	12	16.0%	3	4.0%	10	13.3%
23 - Millertown	41	13	31.7%	7	17.1%	4	9.8%	0	0.0%	17	41.5%
24 - Inskip	57	7	12.3%	11	19.3%	10	17.5%	4	7.0%	25	43.9%
30 - Partridge	30	7	23.3%	10	33.3%	3	10.0%	1	3.3%	9	30.0%
31 - Magnolia	85	13	15.3%	36	42.4%	12	14.1%	3	3.5%	21	24.7%
32 - Dandridge Avenue	53	13	24.5%	13	24.5%	5	9.4%	5	9.4%	17	32.1%
33 - MLK Jr Avenue	38	12	31.6%	7	18.4%	1	2.6%	0	0.0%	18	47.4%
34 - Burlington	53	18	34.0%	12	22.6%	7	13.2%	3	5.7%	13	24.5%
40 - South Knoxville	45	10	22.2%	10	22.2%	12	26.7%	2	4.4%	11	24.4%
41 - Chapman Highway	78	15	19.2%	36	46.2%	17	21.8%	4	5.1%	6	7.7%
42 - Fort Sanders/UT Hospital	46	11	23.9%	21	45.7%	4	8.7%	1	2.2%	9	19.6%
44 - University Park Apartments	47	6	12.8%	19	40.4%	18	38.3%	3	6.4%	1	2.1%
45 - Vestal	58	14	24.1%	14	24.1%	13	22.4%	3	5.2%	14	24.1%
90 - Crosstown	53	12	22.6%	16	30.2%	10	18.9%	5	9.4%	10	18.9%
Blue Line Trolley	52	6	11.5%	11	21.2%	2	3.8%	1	1.9%	32	61.5%
Green Line Trolley	62	13	21.0%	20	32.3%	4	6.5%	2	3.2%	23	37.1%
Orange Line Trolley	43	4	9.3%	8	18.6%	4	9.3%	2	4.7%	25	58.1%

Q36H: Do you agree or disagree with the following related to KAT: Bus stops are close to my home?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	8	61.5%	1	7.7%	0	0.0%	1	7.7%
11 - Kingston Pike	121	43	35.5%	39	32.2%	10	8.3%	9	7.4%	20	16.5%
12 - Western Avenue	63	11	17.5%	16	25.4%	2	3.2%	3	4.8%	31	49.2%
13 - Beaumont	36	13	36.1%	18	50.0%	3	8.3%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	12	30.0%	21	52.5%	2	5.0%	0	0.0%	5	12.5%
17 - Sutherland	53	14	26.4%	27	50.9%	4	7.5%	0	0.0%	8	15.1%
19 - Lakeshore	8	2	25.0%	3	37.5%	2	25.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	27	42.2%	24	37.5%	4	6.3%	3	4.7%	6	9.4%
21 - Lincoln Park	42	17	40.5%	11	26.2%	1	2.4%	0	0.0%	13	31.0%
22 - Broadway	75	25	33.3%	34	45.3%	5	6.7%	2	2.7%	9	12.0%
23 - Millertown	41	13	31.7%	10	24.4%	1	2.4%	0	0.0%	17	41.5%
24 - Inskip	57	12	21.1%	18	31.6%	1	1.8%	0	0.0%	26	45.6%
30 - Partridge	30	10	33.3%	9	30.0%	1	3.3%	1	3.3%	9	30.0%
31 - Magnolia	85	19	22.4%	39	45.9%	6	7.1%	3	3.5%	18	21.2%
32 - Dandridge Avenue	53	19	35.8%	14	26.4%	1	1.9%	1	1.9%	18	34.0%
33 - MLK Jr Avenue	38	12	31.6%	7	18.4%	0	0.0%	0	0.0%	19	50.0%
34 - Burlington	53	19	35.8%	17	32.1%	4	7.5%	0	0.0%	13	24.5%
40 - South Knoxville	45	15	33.3%	14	31.1%	4	8.9%	0	0.0%	12	26.7%
41 - Chapman Highway	78	30	38.5%	33	42.3%	6	7.7%	2	2.6%	7	9.0%
42 - Fort Sanders/UT Hospital	46	18	39.1%	18	39.1%	0	0.0%	1	2.2%	9	19.6%
44 - University Park Apartments	47	28	59.6%	16	34.0%	2	4.3%	0	0.0%	1	2.1%
45 - Vestal	58	24	41.4%	20	34.5%	0	0.0%	0	0.0%	14	24.1%
90 - Crosstown	53	18	34.0%	21	39.6%	3	5.7%	2	3.8%	9	17.0%
Blue Line Trolley	52	5	9.6%	12	23.1%	4	7.7%	0	0.0%	31	59.6%
Green Line Trolley	62	12	19.4%	18	29.0%	6	9.7%	2	3.2%	24	38.7%
Orange Line Trolley	43	3	7.0%	12	27.9%	2	4.7%	1	2.3%	25	58.1%

Q36I: Do you agree or disagree with the following related to KAT: The price to ride the bus is reasonable?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	8	61.5%	1	7.7%	0	0.0%	1	7.7%
11 - Kingston Pike	121	38	31.4%	57	47.1%	7	5.8%	0	0.0%	19	15.7%
12 - Western Avenue	63	13	20.6%	16	25.4%	3	4.8%	0	0.0%	31	49.2%
13 - Beaumont	36	8	22.2%	26	72.2%	1	2.8%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	19	47.5%	16	40.0%	0	0.0%	0	0.0%	5	12.5%
17 - Sutherland	53	14	26.4%	28	52.8%	2	3.8%	1	1.9%	8	15.1%
19 - Lakeshore	8	4	50.0%	3	37.5%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	26	40.6%	32	50.0%	0	0.0%	0	0.0%	6	9.4%
21 - Lincoln Park	42	16	38.1%	11	26.2%	2	4.8%	0	0.0%	13	31.0%
22 - Broadway	75	27	36.0%	39	52.0%	1	1.3%	0	0.0%	8	10.7%
23 - Millertown	41	13	31.7%	10	24.4%	0	0.0%	1	2.4%	17	41.5%
24 - Inskip	57	11	19.3%	18	31.6%	2	3.5%	1	1.8%	25	43.9%
30 - Partridge	30	9	30.0%	11	36.7%	1	3.3%	0	0.0%	9	30.0%
31 - Magnolia	85	22	25.9%	42	49.4%	1	1.2%	0	0.0%	20	23.5%
32 - Dandridge Avenue	53	16	30.2%	18	34.0%	0	0.0%	2	3.8%	17	32.1%
33 - MLK Jr Avenue	38	9	23.7%	10	26.3%	1	2.6%	0	0.0%	18	47.4%
34 - Burlington	53	21	39.6%	18	34.0%	1	1.9%	0	0.0%	13	24.5%
40 - South Knoxville	45	12	26.7%	19	42.2%	2	4.4%	1	2.2%	11	24.4%
41 - Chapman Highway	78	31	39.7%	36	46.2%	5	6.4%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	15	32.6%	21	45.7%	0	0.0%	0	0.0%	10	21.7%
44 - University Park Apartments	47	20	42.6%	25	53.2%	2	4.3%	0	0.0%	0	0.0%
45 - Vestal	58	22	37.9%	19	32.8%	1	1.7%	1	1.7%	15	25.9%
90 - Crosstown	53	19	35.8%	16	30.2%	7	13.2%	2	3.8%	9	17.0%
Blue Line Trolley	52	6	11.5%	15	28.8%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	15	24.2%	20	32.3%	2	3.2%	0	0.0%	25	40.3%
Orange Line Trolley	43	9	20.9%	10	23.3%	0	0.0%	0	0.0%	24	55.8%

Q36J: Do you agree or disagree with the following related to KAT: The bus goes where I need to go?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	2	15.4%	10	76.9%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	32	26.4%	55	45.5%	11	9.1%	2	1.7%	21	17.4%
12 - Western Avenue	63	10	15.9%	18	28.6%	3	4.8%	1	1.6%	31	49.2%
13 - Beaumont	36	7	19.4%	24	66.7%	3	8.3%	0	0.0%	2	5.6%
16 - Cedar Bluff Connector	40	13	32.5%	18	45.0%	3	7.5%	1	2.5%	5	12.5%
17 - Sutherland	53	13	24.5%	30	56.6%	2	3.8%	0	0.0%	8	15.1%
19 - Lakeshore	8	2	25.0%	4	50.0%	1	12.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	25	39.1%	29	45.3%	4	6.3%	0	0.0%	6	9.4%
21 - Lincoln Park	42	12	28.6%	10	23.8%	5	11.9%	1	2.4%	14	33.3%
22 - Broadway	75	24	32.0%	39	52.0%	1	1.3%	0	0.0%	11	14.7%
23 - Millertown	41	15	36.6%	8	19.5%	0	0.0%	0	0.0%	18	43.9%
24 - Inskip	57	11	19.3%	17	29.8%	3	5.3%	1	1.8%	25	43.9%
30 - Partridge	30	8	26.7%	10	33.3%	2	6.7%	0	0.0%	10	33.3%
31 - Magnolia	85	18	21.2%	44	51.8%	3	3.5%	0	0.0%	20	23.5%
32 - Dandridge Avenue	53	16	30.2%	12	22.6%	5	9.4%	1	1.9%	19	35.8%
33 - MLK Jr Avenue	38	9	23.7%	11	28.9%	0	0.0%	0	0.0%	18	47.4%
34 - Burlington	53	15	28.3%	23	43.4%	2	3.8%	0	0.0%	13	24.5%
40 - South Knoxville	45	12	26.7%	18	40.0%	3	6.7%	1	2.2%	11	24.4%
41 - Chapman Highway	78	26	33.3%	41	52.6%	3	3.8%	2	2.6%	6	7.7%
42 - Fort Sanders/UT Hospital	46	13	28.3%	22	47.8%	0	0.0%	1	2.2%	10	21.7%
44 - University Park Apartments	47	22	46.8%	25	53.2%	0	0.0%	0	0.0%	0	0.0%
45 - Vestal	58	22	37.9%	20	34.5%	2	3.4%	1	1.7%	13	22.4%
90 - Crosstown	53	17	32.1%	20	37.7%	5	9.4%	1	1.9%	10	18.9%
Blue Line Trolley	52	5	9.6%	16	30.8%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	14	22.6%	23	37.1%	1	1.6%	1	1.6%	23	37.1%
Orange Line Trolley	43	5	11.6%	11	25.6%	2	4.7%	0	0.0%	25	58.1%

Q36K: Do you agree or disagree with the following related to KAT: KAT customer service is helpful?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	2	15.4%	10	76.9%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	51	42.1%	43	35.5%	4	3.3%	2	1.7%	21	17.4%
12 - Western Avenue	63	15	23.8%	15	23.8%	1	1.6%	0	0.0%	32	50.8%
13 - Beaumont	36	11	30.6%	23	63.9%	1	2.8%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	22	55.0%	11	27.5%	2	5.0%	0	0.0%	5	12.5%
17 - Sutherland	53	18	34.0%	23	43.4%	3	5.7%	1	1.9%	8	15.1%
19 - Lakeshore	8	3	37.5%	4	50.0%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	31	48.4%	27	42.2%	0	0.0%	0	0.0%	6	9.4%
21 - Lincoln Park	42	14	33.3%	15	35.7%	0	0.0%	0	0.0%	13	31.0%
22 - Broadway	75	30	40.0%	33	44.0%	2	2.7%	1	1.3%	9	12.0%
23 - Millertown	41	16	39.0%	7	17.1%	0	0.0%	0	0.0%	18	43.9%
24 - Inskip	57	13	22.8%	18	31.6%	1	1.8%	0	0.0%	25	43.9%
30 - Partridge	30	10	33.3%	11	36.7%	0	0.0%	0	0.0%	9	30.0%
31 - Magnolia	85	25	29.4%	35	41.2%	3	3.5%	1	1.2%	21	24.7%
32 - Dandridge Avenue	53	19	35.8%	15	28.3%	0	0.0%	1	1.9%	18	34.0%
33 - MLK Jr Avenue	38	9	23.7%	11	28.9%	0	0.0%	0	0.0%	18	47.4%
34 - Burlington	53	18	34.0%	21	39.6%	1	1.9%	0	0.0%	13	24.5%
40 - South Knoxville	45	16	35.6%	17	37.8%	0	0.0%	0	0.0%	12	26.7%
41 - Chapman Highway	78	33	42.3%	37	47.4%	2	2.6%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	16	34.8%	17	37.0%	1	2.2%	1	2.2%	11	23.9%
44 - University Park Apartments	47	24	51.1%	18	38.3%	2	4.3%	1	2.1%	2	4.3%
45 - Vestal	58	25	43.1%	19	32.8%	1	1.7%	0	0.0%	13	22.4%
90 - Crosstown	53	20	37.7%	19	35.8%	4	7.5%	0	0.0%	10	18.9%
Blue Line Trolley	52	10	19.2%	11	21.2%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	16	25.8%	21	33.9%	0	0.0%	1	1.6%	24	38.7%
Orange Line Trolley	43	8	18.6%	10	23.3%	0	0.0%	0	0.0%	25	58.1%

Q36L: Do you agree or disagree with the following related to KAT: Drivers are safe and professional?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	3	23.1%	9	69.2%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	54	44.6%	41	33.9%	5	4.1%	1	0.8%	20	16.5%
12 - Western Avenue	63	17	27.0%	14	22.2%	0	0.0%	0	0.0%	32	50.8%
13 - Beaumont	36	11	30.6%	24	66.7%	0	0.0%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	19	47.5%	13	32.5%	3	7.5%	0	0.0%	5	12.5%
17 - Sutherland	53	21	39.6%	20	37.7%	3	5.7%	0	0.0%	9	17.0%
19 - Lakeshore	8	4	50.0%	3	37.5%	0	0.0%	0	0.0%	1	12.5%
20 - Central Avenue	64	29	45.3%	27	42.2%	2	3.1%	0	0.0%	6	9.4%
21 - Lincoln Park	42	15	35.7%	14	33.3%	0	0.0%	0	0.0%	13	31.0%
22 - Broadway	75	29	38.7%	32	42.7%	2	2.7%	2	2.7%	10	13.3%
23 - Millertown	41	19	46.3%	5	12.2%	0	0.0%	0	0.0%	17	41.5%
24 - Inskip	57	12	21.1%	19	33.3%	0	0.0%	0	0.0%	26	45.6%
30 - Partridge	30	9	30.0%	10	33.3%	1	3.3%	0	0.0%	10	33.3%
31 - Magnolia	85	30	35.3%	31	36.5%	4	4.7%	0	0.0%	20	23.5%
32 - Dandridge Avenue	53	22	41.5%	11	20.8%	2	3.8%	1	1.9%	17	32.1%
33 - MLK Jr Avenue	38	9	23.7%	10	26.3%	1	2.6%	0	0.0%	18	47.4%
34 - Burlington	53	19	35.8%	20	37.7%	0	0.0%	0	0.0%	14	26.4%
40 - South Knoxville	45	16	35.6%	17	37.8%	0	0.0%	0	0.0%	12	26.7%
41 - Chapman Highway	78	36	46.2%	32	41.0%	3	3.8%	0	0.0%	7	9.0%
42 - Fort Sanders/UT Hospital	46	17	37.0%	14	30.4%	4	8.7%	0	0.0%	11	23.9%
44 - University Park Apartments	47	31	66.0%	15	31.9%	0	0.0%	0	0.0%	1	2.1%
45 - Vestal	58	27	46.6%	17	29.3%	1	1.7%	0	0.0%	13	22.4%
90 - Crosstown	53	22	41.5%	20	37.7%	0	0.0%	2	3.8%	9	17.0%
Blue Line Trolley	52	10	19.2%	11	21.2%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	19	30.6%	20	32.3%	0	0.0%	0	0.0%	23	37.1%
Orange Line Trolley	43	7	16.3%	10	23.3%	1	2.3%	0	0.0%	25	58.1%

Q36M: Do you agree or disagree with the following related to KAT: Overall, I am satisfied with KAT service?

Route	Total Surveys	Strongly Agree	Percentage	Agree	Percentage	Disagree	Percentage	Strongly Disagree	Percentage	No Response	Percentage
10 - Sequoyah Hills	13	2	15.4%	10	76.9%	0	0.0%	0	0.0%	1	7.7%
11 - Kingston Pike	121	44	36.4%	52	43.0%	4	3.3%	1	0.8%	20	16.5%
12 - Western Avenue	63	17	27.0%	13	20.6%	1	1.6%	1	1.6%	31	49.2%
13 - Beaumont	36	13	36.1%	21	58.3%	1	2.8%	0	0.0%	1	2.8%
16 - Cedar Bluff Connector	40	17	42.5%	13	32.5%	2	5.0%	0	0.0%	8	20.0%
17 - Sutherland	53	24	45.3%	18	34.0%	3	5.7%	0	0.0%	8	15.1%
19 - Lakeshore	8	3	37.5%	3	37.5%	1	12.5%	0	0.0%	1	12.5%
20 - Central Avenue	64	30	46.9%	27	42.2%	1	1.6%	0	0.0%	6	9.4%
21 - Lincoln Park	42	18	42.9%	11	26.2%	1	2.4%	0	0.0%	12	28.6%
22 - Broadway	75	26	34.7%	36	48.0%	2	2.7%	1	1.3%	10	13.3%
23 - Millertown	41	17	41.5%	7	17.1%	0	0.0%	0	0.0%	17	41.5%
24 - Inskip	57	11	19.3%	19	33.3%	2	3.5%	0	0.0%	25	43.9%
30 - Partridge	30	11	36.7%	9	30.0%	0	0.0%	0	0.0%	10	33.3%
31 - Magnolia	85	26	30.6%	38	44.7%	1	1.2%	0	0.0%	20	23.5%
32 - Dandridge Avenue	53	21	39.6%	13	24.5%	0	0.0%	1	1.9%	18	34.0%
33 - MLK Jr Avenue	38	10	26.3%	10	26.3%	0	0.0%	0	0.0%	18	47.4%
34 - Burlington	53	22	41.5%	18	34.0%	0	0.0%	0	0.0%	13	24.5%
40 - South Knoxville	45	16	35.6%	15	33.3%	1	2.2%	0	0.0%	13	28.9%
41 - Chapman Highway	78	39	50.0%	32	41.0%	1	1.3%	0	0.0%	6	7.7%
42 - Fort Sanders/UT Hospital	46	18	39.1%	18	39.1%	0	0.0%	0	0.0%	10	21.7%
44 - University Park Apartments	47	28	59.6%	18	38.3%	0	0.0%	0	0.0%	1	2.1%
45 - Vestal	58	22	37.9%	24	41.4%	0	0.0%	0	0.0%	12	20.7%
90 - Crosstown	53	20	37.7%	23	43.4%	1	1.9%	0	0.0%	9	17.0%
Blue Line Trolley	52	10	19.2%	11	21.2%	0	0.0%	0	0.0%	31	59.6%
Green Line Trolley	62	15	24.2%	22	35.5%	2	3.2%	0	0.0%	23	37.1%
Orange Line Trolley	43	6	14.0%	12	27.9%	1	2.3%	0	0.0%	24	55.8%

APPENDIX D: RIDER SURVEY COMMENTS

[THIS PAGE INTENTIONALLY LEFT BLANK]

- Route #24 doesn't run late enough.
- Route #30 bus driver is very rude.
- Route #32 bus stop too far away from house.
- 1 hour later will be great.
- Route #45 needs to run on Sundays. Too dark for you. 2. Told driver smelled fumes and couldn't breathe. Know procedures what to do in the event someone can't breathe. Know differences. 3. Too wet at certain bus stops Chapman Hwy. windows passengers seating wet air conditioner doesn't work. 5. Wifi doesn't work sometimes. 6. USB ports aren't working well. 7. Radio's go out. 8. System for people who can't get to bus stop fast enough.
- 100% satisfied.
- 1100 Lula Powell Drive needs a stop.
- 12 having trouble, would not let me on the bus.
- Route 16 never connect with 11 and sometimes a lot of the drivers stay inside Walmart too long, we wait over 10 minutes for them to come out.
- Route 16 should run every 30 minutes as opposed to every hour.
- Route 17 bus driver is a great person.
- Route 22 KAT bus driver (black female with glasses and short hair) is extremely rude and always rushes passengers, drives over the speed limit and makes rude remarks. Also buses need to start running at least 5am - 12am, all routes included.
- Route 24 bus needs to run later than 6:30 PM. Also, 24, 42, and 90 need to run on Sunday.
- Route 31 Magnolia is always dirty.
- Route 36 should run later.
- Route 40 needs to run on Sundays.
- Route 45 needs to run on Sunday if possible.
- Route 90 routes need to be every 16 minute intervals.
- A bus route to Tukey-Creek shopping area would be great.
- A few of the drivers need to review their conduct while dealing with the public and representing KAT. There are some very good drivers.
- A stop closer to my residence - on Shamrock Ave - would be great.
- Add a bus to Isabella Circle on Sunday.
- Add power plugs to buses.
- All bus drivers are neat, clean, professional, safe.
- All good.
- All good.
- All great and friendly drivers on Route 44.
- All the bus drivers do a good job.
- Although I am generally satisfied with KAT service I feel that routes need to be expanded to Turkey Creek and more accessibility to the Hardin Valley and Middlebrook area.
- Andrew Quayle very good on survey need to train some others to do this job.
- Appreciate bus being on time.
- Awesome bus driver on route 31 found my phone on seat and returned it to me!
- Be on time. Be courteous to those who have little fare. Don't be rude.
- Best bus service on the planet.
- Best transit system I have ever been on.
- Bring back Hall's service.
- Bus 24 don't run enough. It is so inconvenient to ride once per hour. But I do feel safe on the bus and KAT customer service is helpful. Please provide more bus services.

- Bus drivers are kind to all.
- Bus drivers are sometimes rude.
- Bus drivers nice.
- Bus drivers on my route are very good.
- Bus is great.
- Bus is too cold.
- Bus needs to run on Sundays conveniently.
- Bus run on Sundays (12).
- Bus runs hourly (13), should be half hour. I'm handicapped and need to sit down at stops, should be more benches.
- Bus Schedules need to be more "user" friendly.
- Bus should be allowed to hold the line prior to getting on the platform.
- Bus stop closer to Park West Towers.
- Buses are often leaving the KAT station several minutes late due to drivers disappearing into the offices, etc. This is particularly a problem with the 31.
- Buses are usually late. When buses are late this should be communicated to stops that have connecting routes for passengers. Other buses should wait on late bus.
- Buses could run on Sunday longer.
- Buses could run on Sundays & run 24/7.
- Buses every 30 minutes would be nice. More routes please.
- Buses that go to the hospital to run a little later or past 6 PM.
- Called once to ask a question and customer service was very rude.
- Check the back of buses to keep clean, there's sometimes trash back there. Have buses that can go more places. Farragut buses too.
- Clearer information/directions.
- Could have 45 run on Sunday.
- Could run all night.
- Could run all night.
- Could run buses later on Sunday and go further west.
- Could the bus run every 30 minutes on Saturday? The bus sometime gets cold and the bus drivers will not turn the air off.
- Could they provide KAT trolley to Depot and Gay St.
- Create an account to go with my KAT bus ID that I can put money into so I can draw from that to pay for my 30-day pass. Even tie it into the fare boxes to pay for my rides.
- Customer services could be better.
- Disabled but have to pay regular KAT price.
- Discount for working adults.
- Doing good.
- Doing great!
- Don't drive fast, and let people get on before taking off.
- Don't take out the bus stop on Walbrook Dr.
- Driver discretion. If my grandmother buys me a bus pass at the senior rate I should be able to use it. I was told by customer service the driver could let me, but I was met with resistance.
- Driver not nice.
- Driver picking up passengers that are not at bus stop or waiting on people who are not at bus stops on time.
- Drivers are always friendly.
- Drivers are polite.

- Drivers have a tendency to be very rude on the 32 and 11.
- Drivers inappropriate with young female rider 12-22 years old.
- Drivers need to be more polite and courteous.
- Drivers need to start being more respectful.
- Easier if stop was closer to my house, I can't carry groceries very far.
- Enhance bus driver's awareness of stopping when a stop is requested and more awareness of passengers at pickup. Thanks!
- Everyone at KAT are wonderful.
- Everyone at KAT are wonderful.
- Excellent satisfied.
- Excellent service.
- Except for Game Days, KAT Buses are fairly regular.
- Expanded Sunday service would be very convenient. And service throughout the our on Saturdays rather than only in the top half of the hour would also be nice.
- Fares could be cheaper + more routes needed to every 15 mins. 90 needs to be every 30 mins bot east + west.
- Feels buses could run more often and should go out further.
- For people not used to dealing with other all the time, the bus seems very unsafe.
- Frank on bus 31 in wonderful and pleasant to ride with.
- Free wifi is not on every bus. Wish it was.
- Get ride of some of the drivers that have attitude.
- Glad to ride KAT service. Enjoy the rides and service is excellent.
- Good drivers.
- Good job.
- Good job.
- Good service.
- Good service! Good people just ask them.
- Good services.
- Great as usual.
- Great job.
- Great job extending some route hours.
- Great job KAT! I often miss the 40 connection because of late buses. 40 bus needs to run every 30 minutes.
- Great job!
- Great jobs.
- Great service.
- Great Service
- Great service, fairly priced.
- Great service.
- Great service.
- Great service.
- Great service. Thank you.
- Having bus run on Sunday at Isabella Circle.
- I am glad to know KAT.
- I am very pleased with the drivers/cost, you are so helpful.
- I am very thankful for the buses.
- I didn't like when western stopped going to 640 plaza.

- I do wish that there was more routes out to where many college are like Pellissippi or King University - out on Hardin Valley and Parkside Drive. A lot of people would benefit from that.
- I do wish there were more routes towards Pellessippi Comm College or King University (Harding Valley and Parkside Drive).
- I don't have no bad comments about KAT. I like the way they added WiFi and chargers plugs on some of the buses. That made us satisfied.
- I don't like it when the bus pulls off and sits. I don't have a lot of time at the station to use the restroom or buy a bus pass.
- I don't think the buses run late enough on Sundays. Bus 20 quits running at 8:41 at Northwest Crossing. This is my only means of transportation and I would like to have a way to church.
- I enjoy riding this bus. It's a great way for meeting people and no two days are ever the same!
- I feel like they need more seating at bus stops so you don't have to stand.
- I feel that the bus 32 needs to run on Sundays so I can get to work, right now I have to walk on Sundays.
- I felt more linked in where I could choose to live in Knoxville and still take the bus than I have in other cities I've lived in. Also consider working with the university (UT) so bus passes can be taken out of your pay and sent automatically each month.
- I have been riding since I was a kid, they have always been reliable.
- I have had knowledge from KAT workers that I need
- I have had to walk back from Chapman Highway after 9:00 (dark) and a lot of my friends had to quit their job because the 45 doesn't run after 9:00
- I have to make many rides though out the mo and even far out the KAT bus takes me so far there hasn't been any place they don't go.
- I highly like KAT bus, its a wonderful.
- I hope there are enough bus between 6:00 pm to 7:00 pm because we finish class after that time.
- I just came back to Knoxville from Memphis. Service is better in Knoxville.
- I just ride to get out and walk.
- I like KAT service. I hope we can have more bus 24. There is a big need in Inskip area.
- I like riding KAT because it takes me to run my errands.
- I like the KAT Bus it's wonderful.
- I live off Davenport and have to walk about 3/4 blocks to bus stop when one goes around by Chapman Hwy. We have to walk up and down a huge hill for bus (Oak Crest Apts) in heat! and cold!!! Need buses to run more and later on Saturdays and Sundays.
- I live right inside of Halls and I have no way home usually or to go to the grocery store. I think a bus should at least go into Halls once an hour, that would help a lot!
- I love KAT.
- I love KAT bus.
- I love KAT.
- I love KAT.
- I love the KAT Drivers. I am very thankful for the Bus. Thank you. You all are the best. Y'all are the Bus.
- I love to ride the bus but sometimes they have it so cold - other than that I love to ride the bus.
- I moved to Knoxville from Gatlinburg just so I could have the KAT service. (really!)
- I need a bus to run on Sunday and take me to and from work.
- I need KAT buses.
- I really enjoy riding the KAT bus.
- I think the bus should be able to run just a little bit later for people who work late.
- I think the KAT bus is the best deal going.
- I think there needs a bus to run down Middlebrook, the 90 needs to run larger.

- I think there should be more buses stop on each block, and run a little later.
- I think you need to do every 30 minute trips on weekends.
- I think you should allow KAT customers time to sit down before pulling off.
- I will like for the 30 to run at night so that the 1100 studio apartments people can get home safely at night.
- I wish 90 Crosstown would run later at night.
- I wish there was service on Kingston Pike to Lovell Rd.
- I wish they would continue running to Garden and Jacksboro on weekends.
- I work by 640 Plaza and can only work 2-7 instead of 2-10 because 12 don't go there no more.
- I would like 45 to run on Sunday. I could work if it did.
- I would like to see a bus route for Middlebrook Pike and to PSCC Hardin Valley.
- I would love for the green route to turn on to Gay Street at summit hill when leaving the old city.
- I would really like a free pass because I rode for years.
- If it weren't for KAT I wouldn't have a way around.
- If KAT had the resource, it would be very convenient to have a tracker app to know where the bus is accurately.
- If this route ran every 30 minutes instead of every hour and ran until 9:30 or 10, it would be a whole lot better for me and many other passengers.
- I'm glad KAT is available.
- I'm quite satisfied with KAT buses, you have very nice drivers.
- I'm so proud of the drivers on our buses.
- In my opinion buses do not run late enough or often enough. Also, KAT does not travel outside city limits. This is unlike any other city I have lived in.
- In the evenings/late afternoon and on weekends the 11 and 17 buses are mad late.
- Industrial Park Bus Stop is the worst.
- Is too expensive.
- It could be closer where as not too far to walk.
- It could run later!
- It has saved me.
- It is difficult to write on a bus!
- It should run later and it should run on Sundays.
- It would be better if the routes had a cover over them so you wouldn't get wet while you wait.
- It would be nice if Route 16 runs on Sundays.
- It'd be nice if they ran on Sunday.
- I've been riding for about 5 years, since middle school. I don't have any complaints.
- I've been riding KAT since I was 5 years old and I'm 52 now. I'm very satisfied with their services.
- I've been very happy using the free trolley for my daily commute. It's a great service.
- I've made connections with the bus driver every semester. You all hire great people.
- I've rode KAT for five year and never had an issue.
- KAT drivers are always kind and courteous. They've even paid my son's fare out of their pocket when he's been stranded and needed to get home. I love my bus drivers! <3
- KAT has been a true blessing for me. It has opened up a whole new world for me and also I have formed great friendships with drivers, staff, management, janitors, and folks! I love KAT!
- KAT is absolutely necessary for poor people! Thanks!!!
- KAT is awesome!
- KAT is the best. In they cheap.
- KAT may want to list times at bus stops.

- KAT needs to go further west. Route 13 should run more often, route 22 is often really early or late. A transfer should be good for 3 hours and work with the same bus.
- KAT people are friendly.
- KAT really needs to go work on the Rovell schedule. The Deerden + Cumberland bottlenecks create way too many delays.
- KAT should go to best buy, dicks on Kingston Pike & South Peters Rd.
- KAT should run later.
- KAT Very dably respectful to the people that ride the bus.
- Keep up good work.
- Keep up the good work.
- Later bus hours please.
- Let 30 run longer at night
- Live in another county but come here once a month. Then ride KAT for transportation.
- Make more bus stops.
- Make more shelters for bus stops. I got a child who doesn't need to be in the rain.
- Make sure we get to transit station on time, some drivers act like it don't matter if we get to our destinations on time. Some of the drivers are mean and have no personality at all!!! Make sure to put a sign up to let customers know to have fare ready before getting on the bus!!!
- Make the buses be on time.
- More (Hall's express...etc.)
- More buses in west Knoxville through Turkey Creek, express bus to Walker Springs, charger on buses.
- More buses on Sundays for those of us who work.
- More free days, at least 1 week a month. Johnson City does it.
- More routes out west. Busier routes should run sooner.
- More routes west.
- More USB outlets.
- Most drivers are rude.
- Most drivers are rude. I have to speak to them first. They are always in a bad mood. They are never willing to give service or schedule info.
- Most of the time we have A/C problems on Route 10.
- My boyfriend Patrick is a nut.
- My only comment is about how late the service runs to this particular stop. College students have late exams or classes and have to make other transportation arrangements when they can't get the bus.
- Need a bus stop for Mt Calvary Baptist.
- Need bus for disabled on Boggs Ave.
- Need bus to run all day on Sunday or at least until 2 PM.
- Need for crosstown to connect to main routs on Saturday.
- Need later buses. Some people work late.
- Need more benches.
- Need more benches.
- Need more benches at stops.
- Need more bus stops!
- Need more inside lights.
- NEED MORE TRASHCANS AT STOPS.
- Need services on Sunday at Isabella Towers, route 32.
- Need Sunday service #45, #42
- Need Sunday service on all routes.

- Need the bus to run on Sundays.
- Need to improve Saturday buses.
- Need to run 24/7.
- Need to run 24/7.
- Need to run on Sunday at Isabella.
- Needs to run later to hospitals, UT & Fort Sanders. Cuts off too early.
- New buses are clean. Cloth seat buses are comfortable but undesirable. Drivers are mostly kind, professional, courteous. Dirty clothes ppl, and drunks, strong alcohol smell should not ride.
- Nice job.
- No comment, great as usual.
- No complaints, quite grateful for any assistance afforded to me.
- No convenient time.
- No possible return on Sunday evening I only really complaint on the 11 line was improved last year; also late night is rarely possible and its not 100% safe.
- Ok. KAT bus is important for all the public even if their car broke down.
- On Sunday at Isabella, we have no bus service.
- On sunny and clear days bus goes regular speed, on rainy days bus goes too fast, passing bus stops where passengers are hiding from rain. Drivers are not looking for customers in inclement weather, causing customers to lose time & money.
- On weekend wish they would run like the do on weekdays.
- Once an hour for a bus route that is often overcrowded is not enough.
- One driver I have is consistently late & unprofessional (this afternoon driver on weekday for the 45) Passenger miss their connections.
- One of Clinton Highway drivers drove too fast and had to slam on brakes. Run longer on Sunday (treat Sunday the same as Saturday). Some buses are dirty.
- Only one problem the bus used to stop on the hill by the front door now my mother and I are disabled, it would be nice to put the stop back where it used to be.
- Orange Line needs additional bus, Blue needs less. Orange Line is way too slow, and Blue is too fast for such a short distance.
- Overall satisfied.
- Overall satisfied.
- Overall satisfied.
- Overall satisfied.
- Overall satisfied with the bus service!
- Pleasant, nice, helpful, understanding and thoughtful!
- Please don't take it away from University Park.
- Please don't train drivers in the morning when people are getting to work. Please add another orange line. I have had to wait >15 minutes several times.
- Please extend the 24 bus route hours at least to 9 PM. Please! There are a few people in my building including myself who needs a bus at a later time. Thank you!
- Please increase number of buses or frequency!!
- Please keep rides as they are. I enjoy KAT service.
- Please lower price/fare for students.
- Please make route 30 run to at least 8 PM so I don't have to rush to get home when I'm out doing errands.
- Please note that KAT has made many improvements recently and I'm proud & happy for them. My "disagree" designations above reflect ways where could use a little improvement, not huge ones.
- Probably better cards (i.e. not paper).

- Put back step at mail box on Gilbert. Me and my daughter is disabled and can't walk good.
- Put benches at all stops. Simple + Covered. Put a schedule with times at all stops. Make a groovy ride the bus campaign for professionals.
- Recently the 12 Western that went to 640 now no longer goes there but you have to take the 90. The new transfer point for this connection has put the passengers in an unsafe place with barely any lights and no businesses around that are open past 6PM. VERY UNSAFE!
- Rider constantly take more than one seat forcing people to stand. Drivers are not on the same page, drivers should not ask if an animal is service.
- Robert Andrade provides a level of customer service and customer care that is highly commendable.
- Route #22 8:15am/8:30 never know when it will be on time.
- Route 10 is going to get more riders soon as students move into Sequoyah Hills apartments.
- Route 10 will see more traffic in the future as more students move in to the apartments near the plaid apron.
- Route 16 is normally 20 minutes late.
- Routes 23 and 33 should be half hour (not hour) routes. Change those back to the way they were.
- Run 24/7.
- Run Kingston Pike bus a little later at night.
- Run on Sundays.
- Sat and Sunday needs to run more.
- Sat game day/not fair to poor UT fan 2.
- Service return close to Farragut. There are customers who need bus service who have no car.
- Should be a reward system if you are a regular rider.
- So thankful to have KAT and nice drivers.
- Some bus drivers (not all) are unprofessional, talk to riders any kind of way or have nasty attitudes.
- Some bus drivers are rude. Doesn't put wheelchair ramp down for grocery cart.
- Some bus stops do not have a steady concrete base where riders can wait. For instance on Kingston Pike some stops are on grass or soil that gets wet with rain or snow.
- Some drivers are rude and disrespectful but typically its ok and some can't drive, makes me nervous, needs seatbelts!
- Some drivers are so polite and very helpful.
- Some drivers don't wait till you are seated.
- Some drivers have attitude issues and are disrespectful to riders.
- Some KAT bus drivers press the brakes too hard and some need training over. At least some of the new ones.
- Some of the bus drivers are not friendly or courteous and it makes for an unpleasant experience.
- Some of the drivers are hateful. Bed Bugs.
- Some of the drivers are really rude...and treat people much different that all people.
- Some of the drivers are rude and the father and son team on 22 route have passed me up several times
- Sometime feel like KAT runs like a hobby.
- Some trips take 2 hours. Some buses only run once an hour; I feel this should be shorter.
- Sometimes bus drivers are rude!
- Sometimes late due to wrecks or traffic understandable or weather.
- Sometimes the buses are late during busier months.
- Sometimes they are late and I am late to work.
- Sometimes buses don't come at the time in schedule. And I wait until the next bus time.
- Stay out longer - 24 hours.

- Student discounts on ticket prices isn't obviously given. Even if i ask they don't give me the discount. I'm a UT student take up bus everyday.
- Sunday 45 route would be nice.
- Sunday on #40 bus.
- Sunday there needs to be more buses that run.
- Thank goodness, this city is great for disabled.
- Thank you for the service.
- Thank you for what you all provide.
- Thank you for wonderful service.
- Thank you, God Bless.
- Thank you.
- Thanks for KAT I wouldn't get around easy.
- Thanks for the ride.
- Thanks KAT.
- Thanks very much. What would I do w/out K.A.T.
- Thanks.
- The 13 needs to run every 30 minutes and the 22 should run more regular.
- The 44 route should run till 730PM.
- The bus 44 only wants 7AM to 6:15PM M-F but many times I need to get earlier (before 7), later (after 7PM), or on weekends, and the usual 15 minute ride becomes 1 hour because hour to go KAT station to change the bus.
- The bus drivers are rude and you all are not gonna do anything about it that's just the way they are.
- The bus needs to run 7 days a week and later hours.
- The bus should depart the platform on time.
- The buses are often late to connect and leave me behind so I am late or stranded outside at night. They need to run more often or add in more stops.
- The buses on the route 17 are not reliable in terms of time schedule.
- The buses should run the same on weekends as they do on weekdays.
- The drivers are friendly and doing a wonderful job.
- The drivers are usually very friendly!
- The interactive bus schedules aren't quite effective, you need "bath" a scroll and zoom feature. These 2 features will allow patrons to plan a trip using KAT's incentive services.
- The KAT company SD to people that ride.
- The KAT is very respectful and caring about people that ride the bus.
- The lady Danielle that drives the 16 on Saturdays is pretty rude at times. Route 16 could run at least an hour later on Saturdays.
- The majority of drivers are friendly and helpful.
- The need the 24 bus to run later, like til 9 PM at night.
- The new stop on industrial is a very unsafe place for passengers to make the connection, especially in the evening hours. There's no open stores, no traffic, barely light. Please return stop to where Krogers used to be.
- The time span that which bus pass my stop is too long.
- The trolley drivers are beyond nice. Have gone out of their way for me many many times. They are awesome.
- The website has changed recently and is much harder to use with a smartphone.
- There are a few drivers who could of been better at customer service. I took a customer service training to make the public want to come back!

- There are great employees at KAT. I love the service.
- There are no buses near the Cumberland Estates area of Western Avenue. The closest bus is Merchants and that's at least a 30 minute walk.
- There need to be a route that goes to Strawplains.
- There needs to be a bus that goes to the DMV in Straw Plains.
- There should be a discount or reward system for regular riders.
- There used to be a stop right in front of Hardees on Western Avenue that was very convenient for me. I would really like if it was placed back on the route.
- They all good people.
- They feel very nice about the drivers. Would love to bring hull bus back.
- They need to focus on being on time, it's a major inconvenience when they are not.
- They need to have #45 run later than 9 pm.
- They need to run later. People work all hours of the day :)
- This driver does not wait for people to sit before starting to drive.
- This is one of the best bus lines I have ever used.
- Tired of them being late, learn to not slam the brakes.
- Today was a really nice ride.
- Trolley connections.
- Trolley rocks, don't like the hob hassle.
- Try to get 32 bus to run on Sundays
- Upfront seats should be set aside for disabled and elderly (not usually the case).
- UT is the third university I've attended. At my previous two schools, city buses were free for university students. Here, it's over \$100 per semester. Almost as much as a UT parking permit. Please work w/ UT to make it cheaper.
- Very professional organization.
- Very courteous and efficient and safe drivers.
- Very efficient.
- Very good service.
- Very good service.
- Very good service and caring KAT workers.
- Very good service and respectful workers.
- Very good.
- Very happy and glad you're available. Thanks!
- Very nice KAT worker.
- Very nice people, and respectful.
- We definitely need help concerning the Tillary Rd bus stop, dangerous. We have to walk to Clinton, need bus on Shubert Rd.
- We need a bus just for Middlebrook people down there can't get to work on time on the 90A. Then you got to talk still don't be on time. We do need it.
- We need hospital bus til midnight, for Sunday too.
- We need Sunday bus service at Isabella Towers.
- We should be able to go to other counties like Oak Ridge or Clinton or Karn.
- What we do is great and satisfied.
- When calling for bus times always get wrong time.
- When passengers are waiting for bus driver to go or come back from bathroom break closing passengers up in bus, I feel, is unsafe.
- Why don't they have seats at Fort Sanders Hospital?

- Why not staged 11 & 17 routes so they don't go to the campus at the exact same time.
- Will you please extend the bus #20 every 15 minutes in the morning and afternoon and every 30 mins on Saturday.
- Wish bus would go to Walmart in Sevierville.
- Wish the 32 can run on Sundays.
- Would appreciate a live bus tracking app as system as the buses are late many times.
- Would be great to notify buses or customers when bus is near.
- Would like #16 to run on Sundays later in evening. Wish buses would pick up earlier at Westview Tower Apts. 7:00AM. Would like #16 to go down N. Peters Rd again.
- Would like to see KAT provide tangible incentives (day off with pay, bonuses) to many courteous drivers.
- Would like to see later trips.
- Would like to see them run later.
- Write a grant? Put solar panels on top of bus stops and recycle containers - especially vestal, Northridge, Central Ave.
- Y'all make Knoxville look good.
- You do a good job.
- Your driver Mr. Ken Moses is exceptional and professional. We need covered stops behind Cedar Bluff Library.

**Requirements For Operators
Of
50 Or More Fixed Route Vehicles In Peak Service**

Results Of Monitoring Program & Report

Including

**Monitoring Report
And
Knoxville Transportation Authority Approval**

MADLINE ROGERO
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

DOUGLAS LAWYER
CHAIR
CHRIS CROUCH
VICE-CHAIR
WHITNEY CROWE
RECORDING SECRETARY
SANDY BOOHER
LILIANA BURBANO BONILLA
MARK HAIRR
GWEN MCKENZIE
JIM RICHARDS
KIMBERLY WATKINS
DR. WALTER WILLIAMS
JOHN LAWHORN
ATTORNEY TO K.T.A.

RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority
Verifying consideration, awareness and approval of the
Results of the KAT Title VI Monitoring Program for 2019.

WHEREAS, Knoxville Area Transit (KAT) is the provider of public transportation in the Knoxville Urbanized Area;
and

WHEREAS, KAT operates 50 or more fixed route vehicles in peak service and is located in a UZA of 200,000 or
more in population; and

WHEREAS, FTA Circular 4702.1B requires public transportation providers who meet this threshold to monitor
their system against certain standards and policies; and

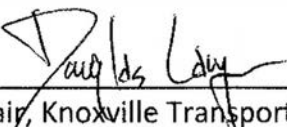
WHEREAS, FTA Circular 4702.1B further requires that the governing board of said public transportation
provider consider the results of the monitoring program and formally approve them; and

WHEREAS, KAT and TPO staff have developed the required standards and policies and monitored the KAT
system against them;

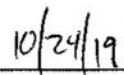
NOW, THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

Section 1: The KTA hereby acknowledges its receipt, consideration and approval of the results of the Title VI
monitoring program

SECTION 2: This resolution shall take effect from and after its passage.



Chair, Knoxville Transportation Authority



Date

Title VI Service Standards and Service Policies For Knoxville Area Transit (KAT)

Monitoring Report

October 2019

Vehicle Load Standard: Ninety percent (90%) or more of all vehicle loads during any service period should not exceed the assigned vehicle's seated capacity by design.

Monitoring Report: The Service Standards & Policies Table shows that all routes in the KAT system meet the Vehicle Load Standard.

Vehicle Headways Standard: Headways will be broken down by service types as follows, with system-wide average at less than or equal to 40 minutes:

1. Core Route Headways (major routes serving the four main corridors) \leq an average of 30 minutes
2. Local Route Headways (secondary routes) \leq an average of 45 minutes
3. Neighborhood Connectors \leq an average of 60 minutes

Monitoring Report: The Service Standards & Policies Table shows that the system-wide average meets the Vehicle Headways Standard. Four (4) Local Routes are at 60-minute headways, with the Standard being 45 minutes. Those routes are Route #13-Beaumont (non-minority route); Route #23-Millertown Pike (non-minority route); Route #33-M.L.K.Blvd (minority route); and #42-UT/Ft. Sanders Hospitals(non-minority route). Funding has been received to increase headways on Route 42. These are the only routes that do not meet the average for the individual route standard, with the overall system-wide standard being met.

On-Time Performance Standard: A vehicle is considered on time if it *departs* a scheduled timepoint zero (0) minutes early and no more than five (5) minutes late. KAT's performance objective is 90% on-time or greater, systemwide.

Monitoring Report: The Service Standards & Policies Table shows that the system-wide average meets the On-Time Performance Standard. All individual routes met the standard for this reporting period.

Service Availability Standard: The City of Knoxville will distribute transit service so that 80% of all residents in the KAT service area are within a ½ -mile walk of a KAT bus stop.

Monitoring Report: The KAT Service Availability Map (#4) from the Title VI Plan shows that the Service Availability Standard is met.

Vehicle Assignment Policy: Vehicles will be assigned to routes in the North, South, East and West quadrants of KAT's service area so that the average age of the fleet serving each quadrant does not exceed the average fleet age by more than four (4) years. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Neighborhood Service Routes and Local Routes with lower ridership may be assigned smaller vehicles than Core Routes. Some routes requiring tight turns on narrow streets may be assigned smaller vehicles able to navigate the route.

Monitoring Report: The Service Standards & Policies Table shows that each quadrant meets the Vehicle Assignment Policy.

Transit Amenities Policy: Stops shall be established at key locations along each route, although exact location of the stop will be based upon the examination of many factors, such as the type of area (commercial, public area, residential), ridership, ROW access and safety. For overall system efficiency, bus stops should generally be placed no less than two tenths (.2) of a mile apart. Bus stop amenities, such as benches and shelters, shall be determined based on ridership levels, distribution of other amenities in the area, available right-of-way, adjacent land use, and local agency or private funding. Taking these constraints into account, amenities should be distributed on an equitable basis in all four quadrants of the KAT service area.

Monitoring Report: The KAT Amenities Map (#5) from the Title VI Plan shows that the Transit Amenities Policy is met. In the south quadrant, amenities amounts are lower due to low percentage of overall route mileage, For the west quadrant, amenities amounts are higher due to having the highest mileage by quadrant. Amenities in the north are greater due to KAT's participation in the Central Streetscapes project, allowing for nine (9) additional shelters to be added. Four (4) additional shelters will be added to the east side with the Magnolia Streetscapes project in the next several months.

Percent of KAT Fixed Route Mileage within Minority Block Groups

Route	Route Length (Miles)	Miles of Route in Minority Block Groups	Percent of Route in Minority Block Groups
Route 10	9.23	0.23	2.5%
Route 11	22.34	0.88	3.9%
Route 12	20.32	9.93	48.9%
Route 13	11.70	3.74	31.9%
Route 16	11.98	2.25	18.8%
Route 17	12.01	3.56	29.6%
Route 19	16.09	6.02	37.4%
Route 20	17.86	1.50	8.4%
Route 21	12.42	1.29	10.4%
Route 22	14.71	0.71	4.8%
Route 23	15.56	3.30	21.2%
Route 24	16.06	3.16	19.7%
Route 30	8.74	3.93	45.0%
Route 31	11.04	6.50	58.9%
Route 32	11.18	6.15	55.0%
Route 33	17.16	5.82	33.9%
Route 34	14.74	11.00	74.6%
Route 40	14.47	1.45	10.0%
Route 41	14.98	0.89	6.0%
Route 42	7.21	0.00	0.0%
Route 44	4.58	1.36	29.8%
Route 45	12.94	2.69	20.8%
Route 90	43.93	12.49	28.4%
BLUE TROLLEY	2.05	0.62	30.0%
GREEN TROLLEY	2.38	0.25	10.4%
RED TROLLEY	1.35	0.21	15.7%
ORANGE TROLLEY	5.16	0.00	0.0%
Total	352.18	89.93	25.5%

Note: Minority Route is defined as a route in which more than 33% of the route goes through or touches a Minority Block Group.

Source: Knoxville-Knox County Planning

Date: October 2019

Title VI Service Standards and Service Policies for Knoxville Area Transit

Report Sep-19

Route	Minority Route?	% minority (33% threshold)	Vehicle Load Standard			Vehicle Headways Standard				On Time Performance - September			Vehicle Assignment				
			Average Seated Vehicle Capacity	% of trips exceed seated capacity	Meets standard?	Route type	Standard	Average Headway	Meets Standard?	Standard	Average On Time	Meets Standard?	Average Fleet Age	Average Assigned Vehicle Age	Meets Standard? Less than 10.9	Average by Quadrant	Meets Standard
10		2.5	12	0%	✓	Neighborhood Connector	≤ 1:00	1:00	✓	90%	98%	✓	6.9	7.5	✓	West Quadrant	
11		3.9	32	0%	✓	Core Route	≤ 0:30	0:22	✓	90%	98%	✓	6.9	8.2	✓		
12	✓	48.9	32	0%	✓	Local Route	≤ 0:45	0:30	✓	90%	97%	✓	6.9	5.9	✓		
13		31.9	32	0%	✓	Local Route	≤ 0:45	1:00	✗	90%	100%	✓	6.9	1.0	✓		
16		18.8	12	0%	✓	Neighborhood Connector	≤ 1:00	1:00	✓	90%	99%	✓	6.9	2.0	✓		
17		29.6	32	0%	✓	Local Route	≤ 0:45	0:30	✓	90%	96%	✓	6.9	4.5	✓		
19	✓	37.4	12	0%	✓	Neighborhood Connector	≤ 1:00	1:00	✓	90%	97%	✓	6.9	3.3	✓		6.25
20		8.4	22	0%	✓	Local Route	≤ 0:45	0:35	✓	90%	99%	✓	6.9	7.7	✓	North Quadrant	
21		10.4	20	0%	✓	Neighborhood Connector	≤ 1:00	1:00	✓	90%	100%	✓	6.9	3.3	✓		
22		4.8	32	6%	✓	Core Route	≤ 0:30	0:23	✓	90%	97%	✓	6.9	7.5	✓		
23		21.2	22	0%	✓	Local Route	≤ 0:45	1:00	✗	90%	99%	✓	6.9	3.2	✓		
24		19.7	20	0%	✓	Neighborhood Connector	≤ 1:00	1:00	✓	90%	99%	✓	6.9	3.3	✓	5.94	✓
30	✓	45	20	0%	✓	Neighborhood Connector	≤ 1:00	1:00	✓	90%	99%	✓	6.9	3.3	✓	East Quadrant	
31	✓	58	38	0%	✓	Core Route	≤ 0:30	0:23	✓	90%	100%	✓	6.9	9.3	✓		
32	✓	55	22	0%	✓	Local Route	≤ 0:45	0:32	✓	90%	99%	✓	6.9	7.7	✓		
33	✓	33.9	22	0%	✓	Local Route	≤ 0:45	0:58	✗	90%	100%	✓	6.9	3.2	✓		
34	✓	74.6	20	0%	✓	Neighborhood Connector	≤ 1:00	0:30	✓	90%	98%	✓	6.9	5.4	✓		6.48
40		10	20	0%	✓	Neighborhood Connector	≤ 1:00	0:30	✓	90%	99%	✓	6.9	5.4	✓	South Quadrant	
41		6	32	0%	✓	Core Route	≤ 0:30	0:30	✓	90%	97%	✓	6.9	5.3	✓		
42		0	32	0%	✓	Local Route	≤ 0:45	1:00	✗*	90%	99%	✓	6.9	7.3	✓		
44		29.8	38	0%	✓	Local Route	≤ 0:45	0:15	✓	90%	98%	✓	6.9	8.4	✓		
45		20.8	20	0%	✓	Neighborhood Connector	≤ 1:00	0:30	✓	90%	99%	✓	6.9	6.5	✓	6.47	✓
90		28.4	22	0%	✓	Local Route	≤ 0:45	1:00	✓	90%	95%	✓	6.9	6.9	✓	Central Quadrant	
Orange Line		0	38	0%	✓	Trolley	≤ 0:13	0:15	✓	90%	98%	✓	6.9	9.1	✓		
Green Line		10.4	38	0%	✓	Trolley	≤ 0:13	0:10	✓	90%	99%	✓	6.9	8.25	✓		
Red Line		15.7	38	0%	✓	Trolley	≤ 0:13	0:07	✓	90%	100%	✓	6.9	8.75	✓		
Blue Line		30	38	0%	✓	Trolley	≤ 0:13	0:08	✓	90%	100%	✓	6.9	6.5	✓		8.5

System-wide	≤ 0:40	0:30	✓
-------------	--------	------	---

System-Wide	99%	✓
-------------	-----	---
















Core Average	≤ 0:30	0:24	✓
Local Average	≤ 0:45	0:37	✓
Neighborhood Service Average	≤ 1:00	1:00	✓
Trolley Average	≤ 0:15	0:09	✓

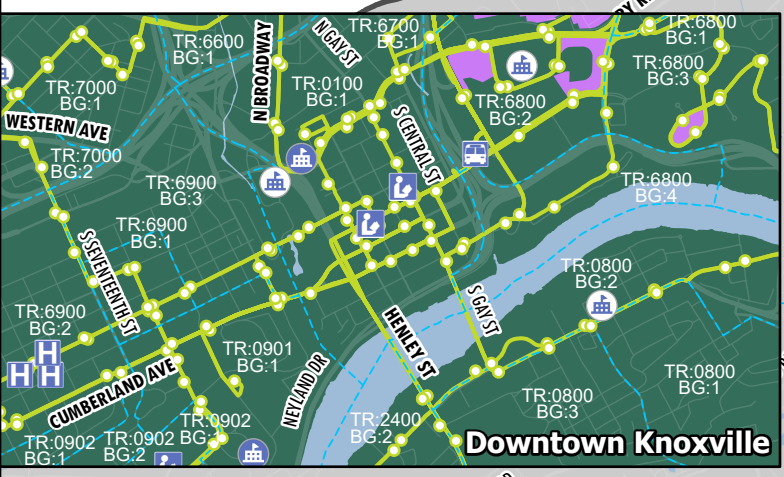
✗* Headway improvements funded

Indicates a Minority Route

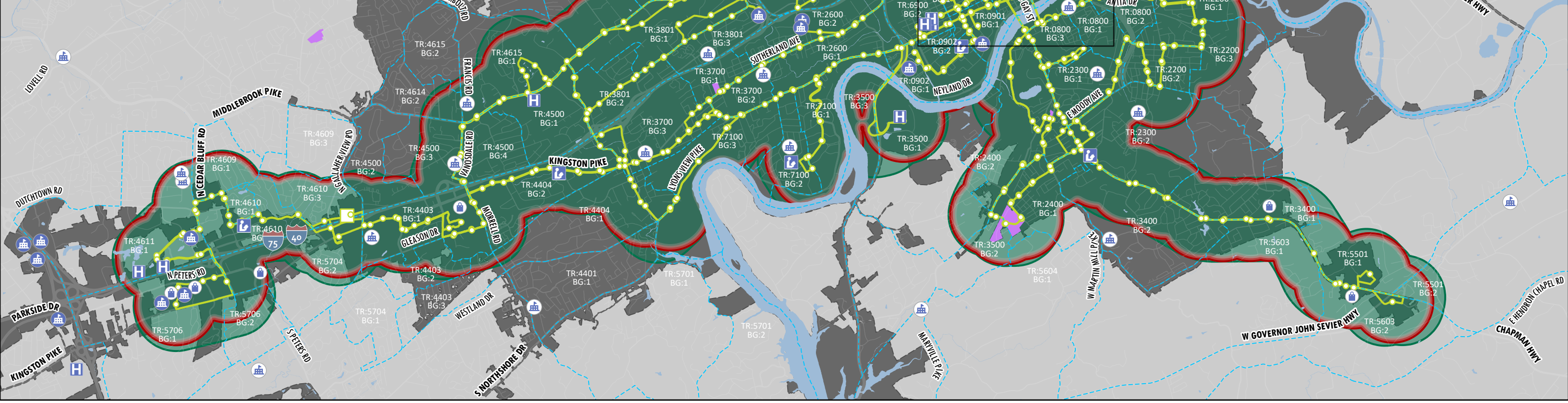
Routes with 33% or higher percent minority census tracts are considered minority routes.

Map 4: KAT Service Availability

-  Bus Stop
-  Super Stop
-  Public Schools
-  College or University
-  Hospital
-  Fixed Transit Facility
-  Library
-  Shopping Center
-  KAT Fixed Route
-  2010 Census Block Group Boundary
-  Public Housing
-  Half-mile Walk to KAT Bus Stop
-  KAT Half-mile Service Area
-  City of Knoxville
-  Knox County

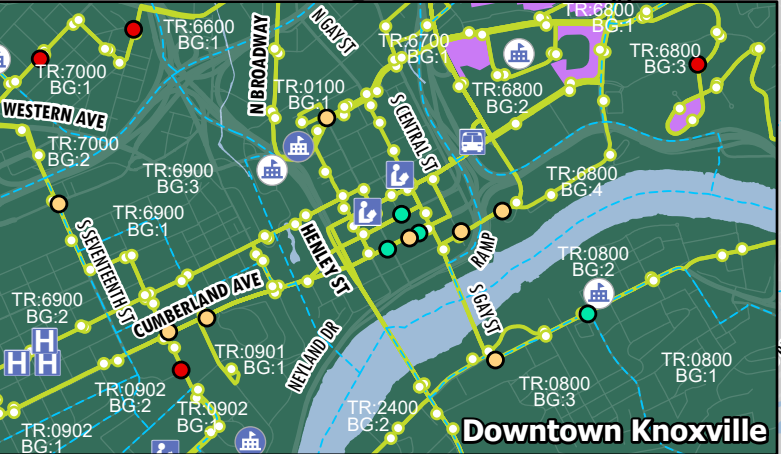
This map shows that 96% of all residents within the KAT service area are within a half mile walk to a bus stop. This result exceeds the Title VI Report's stated goal of 80%.



Map 5: KAT Amenities

- Bench
- Bus Stopper
- Shelter
- Bus Stop
- Super Stop
- Fixed Transit Facility
- Public Schools
- College or University
- Hospital
- Library
- Shopping Center
- 2010 Census Block Group Boundary
- KAT Fixed Route
- Public Housing
- KAT Half-mile Service Area
- City of Knoxville

0 0.5 1 Miles



Amenities Locations

	North	South	East	West	Totals
Shelters	25	9	13	23	70
Benches	7	2	7	10	26
Total Amenities	32	11	20	33	96
	33.3%	11.5%	20.8%	34.4%	
Percent overall ridership (September YTD)	28.7%	17.0%	22.6%	31.7%	

Notes:

North Route 20 - Central received 9 new shelters with a street redevelopment project (thus the higher percentage)

South: Two new shelters planned for redevelopment of Chapman Highway

East: Four new shelters planned for main East corridor route

West: The system has more geographic area to cover west, so naturally there are more west amenities.

**Requirements For Operators
Of
50 Or More Fixed Route Vehicles In Peak Service**

**Policy Development
And
Public Engagement Process**

**Major Service Change Policy
Disparate Impact Policy
And
Disproportionate Burden Policy**

MADELINE ROGERO
MAYOR
(865) 215-2040



THE CITY OF KNOXVILLE, TENNESSEE
KNOXVILLE TRANSPORTATION AUTHORITY

RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority Approving a Major Service Change Policy, a Disparate Impact Policy Respecting Minority Populations, and A Disproportionate Burden Policy Respecting Low-Income Populations, pursuant to Federal Transit Administration's Title VI regulations.

RENÉE HOYOS
CHAIR

ARCHIE ELLIS
VICE-CHAIR

MARY SMITH
RECORDING SECRETARY

DANIEL BROWN

MARK E. HAIRR

HUBERT SMITH

KAREN EBERLE

ESSIE JOHNSON

KEN MULLER

JIM RICHARDS

JOHN LAWHORN
ATTORNEY TO THE K.T.A.

WHEREAS, the Federal Transit Administration has issued Title VI and Environmental Justice regulations in FTA Circulars C 4702.1B and C 4703.1, respectively; and

WHEREAS, the City of Knoxville/Knoxville Area Transit is required to comply with these regulations; and

WHEREAS; as part of said compliance, the Knoxville Transportation Authority is required to adopt a Major Service Change Policy, a Disparate Impact Policy Respecting Minority Populations, and a Disproportionate Burden Policy Respecting Low-Income Populations; and

WHEREAS; the development of these policies has been undertaken through a public process, as required;

NOW, THEREFORE, BE IT RESOLVED BY THE KNOXVILLE
TRANSPORTATION AUTHORITY (KTA):

SECTION 1: The Knoxville Transportation Authority hereby adopts the
Major Service Change Policy, the Disparate Impact Policy Respecting Minority
Populations, and the Disproportionate Burden Policy Respecting Low-Income
Populations, as attached;

SECTION 2: This Resolution shall take effect from and after its passage.

Renee Hoyn
Chair, Knoxville Transportation Authority

5/23/13
Date

Major Service Change Policy for KAT

Knoxville Area Transit (KAT) defines a “Major Service Change” as any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a Major Service Change, KAT staff will conduct a Service Equity Analysis, according to the Federal Transit Administration (FTA) Circulars 4702.1B and 4703.1, and present the results of that analysis to the Knoxville Transportation Authority (KTA) to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT’s definition of a Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change and a Service Equity Analysis will be conducted by KAT staff and considered by the KTA.

**Disparate Impact Policy for KAT
Respecting Minority Populations**

Prior to adoption by the Knoxville Transportation Authority (KTA) of any Major Service Change (as defined by the Major Service Change Policy), or a fare increase or decrease, Knoxville Area Transit (KAT) staff will perform a Title VI Equity Analysis, according to Federal Transit Administration (FTA) Circulars 4702.1B and 4703.1. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of minority population, then an additional review will take place (Alternatives Evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objective(s) but with less negative impact on a minority population. The results of the Equity Analysis and Alternatives Evaluation (if required) will be presented to the KTA to be included when considering approval of said change.

Disproportionate Burden Policy for KAT Respecting Low-Income Populations

Prior to adoption by the Knoxville Transportation Authority (KTA) of any Major Service Change (as defined by the Major Service Change Policy), or a fare increase or decrease, Knoxville Area Transit (KAT) staff will perform a Title VI Equity Analysis, according to Federal Transit Administration (FTA) Circulars 4702.1B and 4703.1. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of low-income population, then an additional review will take place (Alternatives Evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objective(s) but with less negative impact on a low-income population. The results of the Equity Analysis and Alternatives Evaluation (if required) will be presented to the KTA to be included when considering approval of said change.

**Description Of The Public Engagement Process
Used For Setting The
Major Service Change, Disparate Impact, And Disproportionate Burden Policies**

The Federal Transit Administration (FTA) published a major update to Circular 4702.1B – Title VI Requirements and Guidelines for FTA Recipients (October 1, 2012). The updated circular had several new requirements including having transit agencies publicly prepare and adopt a Major Service Change policy, a Disparate Impact policy, and a Disproportionate Burden policy. Knoxville Area Transit (KAT) staff started working on implementing the new requirements shortly after the release of the new circular. KAT is overseen by the Knoxville Transportation Authority (KTA) board. KAT formed a Title VI sub-committee to help with meeting the new requirements and to assist in developing the new policies. The Title VI sub-committee consisted of three KTA board members, the KTA attorney, a representative of the Metropolitan Planning Organization (Knoxville Regional Transportation Planning Organization (TPO)), and KAT staff. A goal of the Title VI sub-committee was to be sure the public was highly engaged and informed of their work-efforts.

The Title VI sub-committee met five times to help provide input into the development of the Title VI Report, which included helping to develop the new policies. Notice of all sub-committee meetings were published in the local newspaper, posted on the KAT and City of Knoxville websites, and posted at KAT's Knoxville Station (main transfer point) and on the KAT buses. The Title VI sub-committee meetings were held in the large conference room at Knoxville Station. This location allowed easier access for transit riders to attend the meetings. Sub-committee meetings were fashioned that even if transit riders could only “pop-in” for a few minutes between bus transfers they could provide comment and pick up information. Besides the sub-committee members, several members of the public did attend each meeting. Minutes were prepared for all sub-committee meetings and those were available for review by the public.

After each Title VI sub-committee meeting, the various work efforts or any draft policies were shared with the full KTA at their monthly board meetings. Notice of the monthly KTA board meetings are published in the local newspaper, noticed on the KAT and City of Knoxville websites, and posted at Knoxville Station and on the buses. The KTA board meetings are also broadcast on local cable television. At the KTA board meetings the public is afforded the opportunity to participate and provide input and ask questions.

Once the draft Major Service Change policy, the Disparate Impact policy, and the Disproportionate Burden policy were developed, they were published in the local newspaper and posted on both the KAT and City of Knoxville websites. The draft policies were also posted on the TPO website. Public comments could be submitted on

the draft policies in person at the Knoxville Station Customer Service counter, in writing, or by email. Public comments on the draft policies could also be provided in person at the Title VI sub-committee meetings and at the KTA board meeting where the adoption of the draft policies was on the publicly advertised agenda. There were members of the public in attendance at the KTA board meeting, but no comments were made concerning the draft policies.

Even after the policies were adopted there was still additional opportunity for comment when the overall Title VI Report was adopted by the KTA. The final draft Title VI Report, which contains all of the policies was made available via links on the KAT, City, and TPO website. There was a notice in the local newspaper that the public could view the draft Title VI Report on the websites or could see a copy in person at Knoxville Station or at the TPO's office. There were additional public notices alerting the public that the KTA would adopt the final draft Title VI Report at its regular meeting. As noted, KTA board meetings are open to the public, the public can ask questions or provide input, and the meetings are broadcast on public access television.

The Major Service Change policy, the Disparate Impact policy, and the Disproportionate Burden policy was endorsed by the Title VI sub-committee at their May 7, 2013 meeting. The KTA adopted the policies at their May 23, 2013 meeting (see the enclosed resolution). And, the overall Title VI Report containing the new policies was adopted by the KTA at their December 19, 2013 board meeting. As noted, all meetings were noticed and open to the public. The KAT Title VI Report for 2014 contained additional information on the public engagement process and included exhibits, screenshots of the notices from the various websites, copies of legal notices, and minutes.

There have been no changes to the original Major Service Change policy, the Disparate Impact policy, and the Disproportionate Burden policy adopted in 2013 and those policies are still in use as adopted.

**Requirements For Operators
Of
50 Or More Fixed Route Vehicles In Peak Service**

**Results of Service
And/Or
Fare Equity Analysis**

**Conducted Since The Last Title VI Program Submission
Including
Knoxville Transportation Authority Approval**

Results of Title VI Service Analysis

Route Changes

August 2016

Please note: The Title VI Service Analysis included in this section are excerpts from monthly KTA Reports and the page numbers do not correspond with the overall Title VI Report

The August 2016 Route Changes were not considered a “Major Service Change”, therefore no KTA Board Title VI analysis resolution is included. However, the minutes of the KTA meeting for the route changes discussion are included in this section. All other route changes included in the Title VI Report were considered a “Major Service Change” and therefore contain a copy of the KTA resolution adopted for that specific meeting (in each subsequent section).

August 2016 Proposed Changes Title VI Analysis

Executive Summary

KAT is proposing system changes to take effect in August 2016. These proposed changes include: Route and timing changes to Route 13 – Beaumont to serve the new City of Knoxville Public Works Complex on Lorraine Street; A route change to Route 17 – Sutherland to cover areas of Division and Liberty Streets currently covered by Route 13 and proposed for removal from that route; and a route change to The Orange Line Trolley to serve Main Street to Gay Street.

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, in accordance with Title VI regulations. That policy is stated below:

"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

None of the proposed changes affect 25% or more of transit route miles or those routes, so none is considered a Major Service Change, so no additional analysis is required. The Route 13 – Beaumont has a 7% decrease in route miles, while the Route 17 – Sutherland has an 8% increase. The Orange Line Trolley moves two blocks within the same census tract.

The framework for this analysis is based upon FTA Circular 4702.1B, and the survey data provided by TranSystems with RLS & Associates provides the statistical data for the analysis.

The Process

The service change will be analyzed according to the following set of questions:

1. **Does this constitute a Major Service Change?** The board approved the definition of the Major Service Change in accordance with Title VI regulations. This definition is in Appendix A of this document.
2. If so, to what degree is there an **adverse effect** on minority populations and low income populations? KAT has defined adverse effects generally by creating levels, or degrees, of adverse effects and considering that level in the analysis of whether or not there is a disparate impact or disproportionate burden. The adverse effect is explained further in the definitions page in Appendix A.
3. **Does the service change constitute a Disparate Impact for Minority Populations?** The board approved the definition of KAT's Disparate Impact

Policy for Minority Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.

4. **Does the service change constitute a Disproportionate Burden on Low Income Populations?** The board approved the definition of KAT's Disproportionate Burden Policy for Low Income Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.

If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

For a step-by-step explanation of this process, please see the example in the appendix.

Appendix A Definitions

Major Service Change

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

If a change is determined to fit this definition, KAT staff will conduct a service equity analysis, according to FTA circulars 4702.1B and 4703.1, and present the results to the KTA to be included when considering approval of said change.

Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the low income population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a low income population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the minority population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a minority population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant. There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

	Proposed elimination of a route - a potential high adverse impact
	Proposed elimination of a portion of a route
	Proposed reduction in frequency
	Proposed elimination of 1-2 trips on a route - a potential lower adverse impact
	Proposed increase of service - no adverse impact, but analyzed for accrual of benefits to ensure benefits distributed equally.

These degrees have additional circumstances and each route is analyzed individually. These degrees of effects are merely starting points for the analysis.

APPENDIX: Analysis Step-by-Step Description

The following is a **step-by-step description of the analytical methodology** (for items 1-4) that we followed to determine whether the proposed change would have a disparate impact on minority populations, or a disproportionate burden on low income populations. This description serves as further explanation of the summary table which follows, as an example to explain in detail the step-by-step methodology of the analysis of the proposed route change.

DETAILED EXAMPLE OF ANALYSIS

Route 11 – Kingston Pike

Summary of Changes: 15-minute service on weekdays during peak hours (increased from 30-minute service). 30-minute service on weekday evenings and Saturdays until 10:15 p.m. (increased from 1 hour service).

Process of Analysis:

- A. *Is this a major service change? YES. This proposal results in an increase of 36% in route revenue vehicle miles.*

A. Major Service Change?	YES	36% increase in route revenue vehicle miles
		35:25 additional hours of service each weekday
		30:50 additional hours of service each Saturday
Ridership	30,068	Sep-13*

* September 2013 is the sample month determined by survey consultants for use as a typical month for analysis.

- B. *To what degree is there an adverse impact on minority and low income populations? Because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).*

B.	Minority	Adverse Impacts Level: Low for increased service.	
-----------	-----------------	--	--

- C. *Since this is a major service change, is there a Disparate Impact for Minority Populations?*

Analytical Methodology: Using the statistical data from the survey, KAT examined the minority ridership specific to Route 11 – Kingston Pike in comparison to the overall system minority ridership (see table below).

C. Disparate Impact Policy for Minority Populations Analysis			
Route 11	% minority	System-Wide %	Difference
	50%	45%	5%
Does NOT meet the 10% threshold of alternatives analysis.			
Route 11	Minority	Non-Minority	
	15,034	15,034	

Because the percent minority of Route 11 does not meet the threshold set by the Disparate Impact Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change.

Because this is a service increase, and because the minority ridership on this route is not significantly (10% or more) above the system-wide average, minority populations will not experience a disparate impact with this change. In instances where a Disparate Impact Exists, further analysis will follow in this report after the initial analysis table.

D. The next step will be to determine to what degree there is an adverse effect to Low Income populations. Again, because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).

D.	Low Income	Adverse Impacts Level: Low for increased service.
-----------	-------------------	--

E. Since this is a major service change, is there a Disproportionate Burden on Low Income populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the low income ridership specific to Route 11 – Kingston Pike in comparison to the overall system low income ridership (see table below).

E. Disproportionate Burden Policy for Low-Income Populations Analysis			
Route 11	% low income	System-Wide %	Difference
	57%	71%	-14%
Does NOT meet the 10% threshold of alternatives analysis.			
Passengers by Average Month			
Route 11	Low Income	Non-Low Income	
	17,139	12,929	
However, it is noted that the non-low income percentage for this route (43%) is significantly higher than system-wide. This must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting in greater proportion to low income passengers.			

Because the percent low income of Route 11 does not meet the threshold set by the Disproportionate Burden Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change, as it is determined that low income populations will not experience a disproportionate burden. HOWEVER, it is noted that because the non-low income percentage for this route is higher than average system-wide, this must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting from the system-wide route changes in greater proportion to low income passengers.

Minutes
KNOXVILLE TRANSPORTATION AUTHORITY
City County Building, Small Assembly Room
400 Main Street, Knoxville TN 37902
Thursday, June 23, 2016 at 3:00 pm

I. Determination of Quorum

Chair Richards called the meeting to order and acknowledged that there was a quorum. Other Commissioners in attendance were as follows:

Commissioner Burbano-Bonilla
Commissioner Booher
Commissioner Eberle
Commissioner Smith
Commissioner Hairr
Commissioner Brown

II. Approval of Minutes- May 26, 2016

Commissioner Eberle made a motion to approve the minutes from May 26, 2016. Commissioner Burbano-Bonilla seconded the motion. The Board was unanimous.

III. Reports

A. KTA Chair

Chair Richards thanked Commissioner Burbano-Bonilla for filling in for him at the last minute.

i. City of Knoxville Director of Transit

Ms. Distler stated that it had been very busy at KAT. She said that KAT had an article in Passenger Transport magazine about the trolley process and the way KAT went about the outreach. She said KAT also had their local rodeo a couple weeks prior. She stated that the weather had a little effect. She said they had fun and passed out numerous safety awards including a couple of Million Mile awards. She said that preventable accidents and accidents per 100,000 miles went down

for the regular bus service as well as KAT's paratransit service. She wanted to give KAT's operation department and KAT's safety and training manager a pat on the back for getting those numbers down. She said they had four different categories at the roadeo. She stated that Greg Davis won the Van competition, Dean Pruitt won the bus competition, and Nick Landrum won the maintenance roadeo. She said that this year they added a new category that focused on customer service. She said that they had a customer service challenge with people from their customer service departments, and Analisa Valentine won the first customer service award. She will also be participating in the APTA customer service challenge competition, and KAT hopes she does well with that so she can potentially compete in the national competition. Ms. Distler wanted to thank Commissioner Burbano-Bonilla and her family for coming out and helping judge the competition. She wanted to tell the board that KAT's Kirkwood super stop is under construction, and they are hoping to open it during Try Transit Week. She hoped that the board got their info on Try Transit Week. She stated that the Mayor will be conducting a "Mayor on Board", and the Mayor will be riding with a handful of city employees who are a part of the city's employee pass program, who will go to lunch with the Mayor. She stated that KAT has also invited some of their elected officials to come and learn a little more about KAT and find out what KAT is doing. She said they have also invited City Council to come and see KAT's new low floor vehicles and they will be able to take an inaugural ride in one that week. She stated that last month the board approved Free Ride Friday, and so KAT will be offering free rides all day on Friday the 15th and KAT will be encouraging people to go out and catch the bus, and try out public transportation.

ii. City of Knoxville Finance Department

Mr. Cole stated that revenues are holding their own and are doing well, and expenditures are below budget. He stated that KAT should finish the year with a positive fund balance. He stated that fuel has been the major savings. He stated that KAT has saved money in personal services.

iii. TPO Transit Planner.

Mr. Burton stated to the board that the Title VI plan that TPO and KAT have to do every three years is about twelve to fourteen months away right now. He stated that the TPO staff has been meeting with KAT staff to gear up for that effort.

iv. Other Committees

a) Community Advisory Committee

Commissioner Booher stated that the CAC committee had a recommendation that the KAT transit center become an early voting station, and a place where people could register early if possible.

Mrs. Woodiel-Brill stated that KAT's front desk staff has been trained on voter registration. She said that they have forms available and that they can help folks fill them out. She stated that they did talk with the election commission about being an early voting site, and unfortunately they were unable to make it work this last election cycle. They couldn't really add an early voting site without taking one away, and they felt like where they were currently located was the best scenario for the time, but they would eventually revisit it and continue to keep KAT in mind.

Commissioner Brown inquired if KAT staff knew how many people had registered to vote at Knoxville Station.

Mrs. Woodiel-Brill stated that she believed it was around 100 people.

IV. New Business

Mrs. Woodiel-Brill went over the proposed service changes for August that are listed below.

1. Adjustment to the Route 13 – Beaumont to serve the new City of Knoxville's Public Service Lorraine Street facility. The city's new Public Service facility, scheduled to open in late summer, will feature a public meeting space and a health center for city employees. This adjustment would change the routing and have the Route 17 – Sutherland covers the Division Street area (discussed below) currently served by Route 13. A stop on Liberty southbound at Papermill would be affected by the change, and stops for the Community Law Office would be moved across Liberty Street and covered by Route 17 instead. A crosswalk is available for this crossing.
2. Adjustment to the Route 17 – Sutherland to serve Division Street including Knox County Juvenile Court, Pellissippi State Community College, and the Community Law Office. By routing the 17 up Division Street, we are able to offer 30-minute and later service to these entities. Currently, many Pellissippi students walk to Sutherland after the Route 13 ends, often after dark. Only one stop will be affected on Route 17, and a new stop on Division will be only one block away. Data shows an average of two passengers per day boarding at that stop.
3. Adjustment to the Blue Line Trolley for those with shifts that begin at 7:00 a.m. We have heard from several individuals who have work schedules downtown that begin at 7:00 a.m. To accommodate them, we are requesting that service be changed to the Blue Line Trolley so that it begins earlier to accommodate these downtown employees.
4. Adjustment to the Orange Line Trolley routing. With the trolley system beginning on detours, it was discovered that the Orange Line could cover a greater portion of the downtown area and still maintain its timing. By better connecting the University to Gay Street, we can create a more comprehensive system. Therefore, we are proposing adjusting the Orange Line Trolley routing to serve Main Street to Gay Street.

Commissioner Smith inquired about whether or not KAT planned to move the stop that was located on the Orange Line at Walnut at Cumberland to across the street at the church corner.

Mrs. Woodiel-Brill stated that they probably will take a look at that. She said there will be a stop on Cumberland at Market, and then they are looking at the possibility of a midblock stop on Walnut but something will be close to that corner.

Commissioner Brown inquired about Commissioner Burbano-Bonilla's comments from the last meeting and whether KAT staff commented on it.

Ms. Distler stated that they did look at that, and the passenger activity that they found that are coming from the actual neighborhoods on the 13 it was around one person a week. KAT has gotten a lot of requests for more frequent

service as well as later service to Pellissippi and the places that they had talked about. This change will allow KAT to provide 30 min service to Knoxville's Juvenile Court, Pelissippi and also to the public defender's office. She stated that they felt like the majority of the people that were going to these places were coming from Knoxville Station so they feel that it is going to give them more frequent service and it is technically not taking service away from the neighborhood areas because the people right now are not using it.

Commissioner Smith inquired to Commissioner Burbano-Bonilla what her comments were in the last month's meeting.

Commissioner Burbano-Bonilla stated that people that are taking the 13 bus or the 17 bus from the station might not be affected by these new changes, but if you live in any of the neighborhoods such as Lonsdale, Beaumont, Old North, Mechanicsville, then you will have to go back to the station if you want to go to any of those locations. She said that her suggestion was to not take away the services provided by route 13, because she thinks that those communities really need those services. She said that her goal with KAT is to connect communities with crucial services. She stated that education and social services are crucial. She stated that she didn't know how many people from those communities will go to the new complex center, but that she knows that people within those communities will need connections to education and social services in the future.

Commissioner Smith inquired if someone rides the 13 route and goes behind Food City, if you can make a 17 connection on Middlebrook Pike and he didn't know if Commissioner Burbano-Bonilla considered it.

Commissioner Burbano-Bonilla stated that she had made a suggestion to Dawn about serving the complex inbound, and still serve the three locations: Public Defender's office, Juvenile Court, and Pelissippi.

Ms. Distler stated that KAT did look at that suggestion but the timing won't work to keep the bus on time.

Commissioner Burbano-Bonilla inquired how many minutes it would add if the bus turned onto Morris Ave.

Ms. Distler stated that it would probably add anywhere from 3-5 minutes.

Commissioner Burbano-Bonilla stated that it wasn't that much time added.

Ms. Distler stated that it is a lot of time if you are trying to get buses to meet up and make connections.

Ms. Distler stated that they have a lot of requests for more frequent service and later service to Pelissippi and Juvenile court. She stated that KAT doesn't have a lot of passengers go to the Public Defender's office, but that KAT feels that it is still important to service that facility also. She stated that the people that are using these services are coming from Knoxville Station from other routes. She said that she really feels that they are providing more service to more people by doing it this way.

Commissioner Burbano-Bonilla stated that if you live in those three neighborhoods that she mentioned previously that you would have to go to the station to get to those services.

Ms. Distler stated that KAT didn't have anybody from those neighborhoods that are using those services.

Commissioner Burbano-Bonilla stated that she understood, but that they plan service for the future, and that they don't make service changes based on the current use. She stated that the board is thinking about changes for the future.

Ms. Distler stated that the board is absolutely making changes thinking about the future, and that if KAT comes to a point where they can add time to routes, where they can add a frequency to it, they will do it. The more frequent the service runs the better it is for everyone.

Commissioner Burbano-Bonilla stated that she is not opposed to the proposed changes to the 17, but that she is just very concerned for these neighborhoods for mainly the Pelissippi.

Ms. Distler stated that she understood where Commissioner Burbano-Bonilla was coming from with thinking about the future, but that KAT has people right now walking long distances at night.

Commissioner Burbano-Bonilla stated that she supports the 17 proposed changes, but that she is concerned with the proposed 13 change because there is a community effort to bring kids from those neighborhoods to college and transportation is a huge concern. She stated that she met with representatives from Pelissippi and they are studying the relationships between transportation and equity, and transportation is a huge issue for their students. She stated that she feels that they are taking away that service to the very low income communities in Knoxville by this proposed change.

Mr. Lincoln Lincoln spoke about his concerns with the new trolley changes. He also asked questions to KAT staff about the new changes, and his concerns about the routing of these changes, and the timing of these changes.

Commissioner Smith stated that he agreed with what KAT proposed for the orange line trolley because he feels that Clinch Ave has become a mess and chaos around market square. He stated that the detours have become ad nauseum, not only on Saturdays but any other special event, or street repair. He stated that the more that they can keep these trolleys running, the less frustration there will be and the more apt they will be to keep a schedule. He said that the more vehicles that go in that area the more congested that it becomes. He said that in this case he does support this change.

Commissioner Eberle made a motion to approve the proposed service change:

Adjustment to the Route 13 – Beaumont to serve the new City of Knoxville's Public Service Lorraine Street facility.

Commissioner Hairr seconded the motion. The board voted in favor 6-1, and the motion passed.

Commissioner Burbano-Bonilla made a motion to approve the proposed service change:

Adjustment to the Route 17 – Sutherland to serve Division Street including Knox County Juvenile Court, Pellissippi State Community College, and the Community Law Office.

Commissioner Eberle seconded the motion. The board was unanimous.

Commissioner Eberle made a motion to approve the proposed service change:

Adjustment to the Blue Line Trolley for those with shifts that begin at 7:00 a.m.

Commissioner Hairr seconded the motion. The board was unanimous.

Commissioner Burbano-Bonilla made a motion to approve the proposed service change

4. Adjustment to the Orange Line Trolley routing.

Commissioner Eberle seconded the motion. The board was unanimous.

Chair Richards stated that they would add a new item to the agenda next month under New Business for the position of recording secretary.

Attorney Lawhorn stated that the replacement of a sitting officer of the KTA midterm is to be undertaken by a full KTA. He said that they hope to have a

candidate at the next meeting, and that they will take that election up at the next meeting.

Commissioner Smith inquired why the board doesn't request a secretary from the city recorder's office like other city boards.

Attorney Lawhorn stated that it could be, but historically it has always been a member of KAT staff. He stated that it could be a member of the KTA body, and the board could request that the city provide somebody. He stated that historically because of the uniqueness of transit, it helps to have someone with a transit background and knowledge preparing the minutes, but he said that the city certainly could provide a recording officer if the board requests it. He stated that he didn't know what the city's response would be but that they could request it.

Commissioner Smith inquired if the only public record of this meeting is by CTV.

Attorney Lawhorn stated that the only official public record of the meeting is the meeting minutes.

Commissioner Smith inquired if he needed audio recordings of this meeting, currently at this time, that the KTA board was not set up to do that right now with the city recorder's office.

Attorney Lawhorn stated that he was not aware of that.

Commissioner Smith inquired if that someone wants a copy of this meeting what they are provided.

Ms. Robinson stated that they are provided a copy of the minutes.

Commissioner Smith inquired about if they were provided audio.

Ms. Robinson stated that they are not provided audio.

Commissioner Smith inquired if there was a reason that the public cannot get audio.

Attorney Lawhorn stated that they could always ask the city. He stated that historically this is the way that it has always been done. The bylaws don't require it, and the ordinances creating KTA doesn't require it.

Commissioner Smith stated that the reason he is asking it now is because they are in a transition. He believes that Ms. Robison has served the board well but he stated there are times with boards of this type that where you want

an audio recording of the meeting which is available for county commission, city council, MPC, but that it is not available for this.

Attorney Lawhorn stated that he is not hearing from Commissioner Smith that the recording secretary that occupies the position necessarily needs to be someone from the city, but that you would like someone from the city to be providing an audio recording of the meetings.

Commissioner Smith stated that he would like for it to be available. He stated that Ms. Robinson works for KAT, and the city works for the public at large, and that he does see a distinction there.

Commissioner Smith would like to propose to inquire to the city recorder's office to act as the recording secretary to be consistent with other bodies of this type, so everything that is available to the public like other type bodies are available for the KTA meetings as well.

Attorney Lawhorn stated that he would have to coordinate with the city law department because he was unaware of other city bodies that perform similar functions have an officer, who has to be elected, as a recording secretary because KTA does.

Commissioner Smith stated that he didn't know that the recording secretary had to be elected.

Attorney Lawhorn stated that the KTA board has three officers: Chair, Vice-Chair and the recording secretary. He said that there are no limitations besides residential requirements for those positions. The recording secretary does not have to be an employee of KAT.

Commissioner Smith stated he wasn't trying to be argumentative and he stated that you can't elect someone from the recorder's office; a private citizen wouldn't have access to things necessary to do the job. He didn't know that the KTA had to elect a recording secretary.

Mr. Burton stated that the board could elect a KTA member as recording secretary and still have the recorder's office do the minutes, and that KTA could review the minutes and sign the minutes, but the board would have to make that request to the city's office.

Commissioner Smith stated that he would like for it to be considered, just to be consistent with other boards.

Attorney Lawhorn read the KTA bylaws that described the recording secretary limitations. He stated that a City of Knoxville employee can hold the position, if the board chose to nominate a person.

Commissioner Brown inquired about the length of term of office if the board voted on someone.

Attorney Lawhorn stated that if the person who is chosen to be recording secretary is an employee of the City of Knoxville or an employee of KAT that person can serve without limitation.

Commissioner Brown inquired how long a person could serve if they were not an employee of either entity.

Attorney Lawhorn stated that the maximum would be two consecutive one year terms just like the chair, and vice chair.

V. Old Business

There was no old business.

VI. Public Comment

Mr. Lincoln Lincoln spoke about his concerns about the trolley system.

VII. Set Next Meeting and Adjourn

The next meeting was set for Thursday, July 28, 2016 at 3:00 pm at the City County Building, 400 Main Street, Knoxville, TN 37902.

Respectfully submitted,

Lauren Robinson
KTA Recording Secretary

Results of Title VI Service Analysis

Route Changes

January 2017

Please note: The Title VI Service Analysis included in this section are excerpts from monthly KTA Reports and the page numbers do not correspond with the overall Title VI Report

MADELINE ROGERO
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

JIM RICHARDS
CHAIR
LILIANA BURBANO BONILLA
VICE-CHAIR
JEREMY THOMPSON
RECORDING SECRETARY
DANIEL BROWN
RENEE HOYOS
MARK E. HAIRR
HUBERT SMITH
KAREN EBERLE
DOUGLAS LAWYER
SANDY BOOHER
JOHN LAWHORN
ATTORNEY TO K.T.A.

RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority adopting the service changes proposed for January 2017.

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes and schedules; and

WHEREAS, Knoxville Area Transit has proposed service improvements for 13 routes in the system, spread across all quadrants of the city including Sunday service for Routes 23 - Millertown and 33 -MLK as well as 30-minute Saturday service for Route 12- Western and Route 22 - Broadway, along with expanded hours of service for many other routes;

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

The KTA, after receipt and consideration of the Title VI analysis, adopts the proposed service improvements, with the exception of the proposed route change to the Orange Line Trolley, which is reserved for further consideration at the KTA's next monthly meeting. The service improvements adopted by this resolution are to take effect January 9, 2017.


Chair, Knoxville Transportation Authority

10/27/2016
Date

January 2017 Proposed Changes Title VI Analysis

Executive Summary

KAT is proposing system improvements to take effect in January 2017. These proposed changes include:

Expanded hours of service on:

- Route 11 (Sundays)
- Route 12 (Weekdays and Saturdays)
- Route 13 – Beaumont (Weekdays)
- Route 16 – Cedar Bluff Connector (Weekdays and Saturdays)
- Route 17 – Sutherland (Weekdays and Saturdays)
- Route 21 – Lincoln Park (Weekdays and Saturdays)
- Route 30 – Parkridge (Weekdays and Saturdays)
- Route 34 – Burlington (Weekdays and Saturdays)
- Route 40 – South Knoxville (Weekdays and Saturdays)
- Route 45 – Vestal (Weekdays and Saturdays)

Increased frequency for:

- Route 12 – Western Avenue (Saturdays)
- Route 22 – Broadway (Saturdays)

New Sunday service for:

- Route 23 – Millertown
- Route 33 – MLK

Routing change for the Orange Line Trolley

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, in accordance with Title VI regulations. That policy is stated below:

"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

Summary of findings: While four of the proposed changes affect 25% or more of the transit route miles for the particular day of service (Saturday), all are increases in service, so there will be no negative impacts on passengers on those routes. An Accrual of Benefits analysis of the entire set of proposed changes indicates that the percent of minorities benefiting from the proposed changes is at 47% when compared with system wide minorities at 45%. The percent of low income persons benefiting from the proposed changes is at 68%, compared with the system wide 71%.

Title VI Analysis for January 2017 Changes
 Scheduled for Consideration on October 27, 2016

Route 11 - Kingston Pike - SUNDAYS

A. Major Service Change?		No	4% increase in route miles						
Ridership	36,848								
B. Minority	Adverse Impacts Level: Low for service area expansion								
C. Disparate Impact Policy for Minority Populations Analysis									
<table border="1"><thead><tr><th>% minority</th><th>System-Wide %</th><th>Difference</th></tr></thead><tbody><tr><td>50%</td><td>45%</td><td>5%</td></tr></tbody></table>	% minority	System-Wide %	Difference	50%	45%	5%	Does not meet the +10% threshold of alternatives analysis.		
% minority	System-Wide %	Difference							
50%	45%	5%							
Passengers by Month									
<table border="1"><thead><tr><th>Minority</th><th>Non-Minority</th></tr></thead><tbody><tr><td>18,424</td><td>18,424</td></tr></tbody></table>	Minority	Non-Minority	18,424	18,424					
Minority	Non-Minority								
18,424	18,424								
D. Low Income	Adverse Impacts Level: Low for service area expansion								
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
<table border="1"><thead><tr><th>% low income</th><th>System-Wide %</th><th>Difference</th></tr></thead><tbody><tr><td>57%</td><td>71%</td><td>-14%</td></tr></tbody></table>	% low income	System-Wide %	Difference	57%	71%	-14%	Does not meet the +10% threshold of alternatives analysis.		
% low income	System-Wide %	Difference							
57%	71%	-14%							
Passengers by Month									
<table border="1"><thead><tr><th>Low Income</th><th>Non-Low Income</th></tr></thead><tbody><tr><td>21,003</td><td>15,845</td></tr></tbody></table>	Low Income	Non-Low Income	21,003	15,845					
Low Income	Non-Low Income								
21,003	15,845								

Route 12 - Western Avenue - WEEKDAYS

A. Major Service Change?		No	4% increase in route miles						
Ridership	13,837								
B. Minority	Adverse Impacts Level: Low for service area expansion								
C. Disparate Impact Policy for Minority Populations Analysis									
<table border="1"><thead><tr><th>% minority</th><th>System-Wide %</th><th>Difference</th></tr></thead><tbody><tr><td>55%</td><td>45%</td><td>10%</td></tr></tbody></table>	% minority	System-Wide %	Difference	55%	45%	10%	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.		
% minority	System-Wide %	Difference							
55%	45%	10%							
Passengers by month									
<table border="1"><thead><tr><th>Minority</th><th>Non-Minority</th></tr></thead><tbody><tr><td>7,610</td><td>6,227</td></tr></tbody></table>	Minority	Non-Minority	7,610	6,227					
Minority	Non-Minority								
7,610	6,227								
D. Low Income	Adverse Impacts Level: Low for service area expansion								
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
<table border="1"><thead><tr><th>% low income</th><th>System-Wide %</th><th>Difference</th></tr></thead><tbody><tr><td>79%</td><td>71%</td><td>8%</td></tr></tbody></table>	% low income	System-Wide %	Difference	79%	71%	8%	Does not meet the +10% threshold of alternatives analysis.		
% low income	System-Wide %	Difference							
79%	71%	8%							
<table border="1"><thead><tr><th>Low Income</th><th>Non-Low Income</th></tr></thead><tbody><tr><td>10,931</td><td>2,906</td></tr></tbody></table>	Low Income	Non-Low Income	10,931	2,906					
Low Income	Non-Low Income								
10,931	2,906								

Route 12 - Western Avenue - SATURDAYS

A. Major Service Change?		Yes	98% Increase in route miles						
Ridership	13,837								
B. Minority	Adverse Impacts Level: Low for service area expansion								
C. Disparate Impact Policy for Minority Populations Analysis									
<table border="1"><thead><tr><th>% minority</th><th>System-Wide %</th><th>Difference</th></tr></thead><tbody><tr><td>55%</td><td>45%</td><td>10%</td></tr></tbody></table>	% minority	System-Wide %	Difference	55%	45%	10%	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.		
% minority	System-Wide %	Difference							
55%	45%	10%							
Passengers by month									
<table border="1"><thead><tr><th>Minority</th><th>Non-Minority</th></tr></thead><tbody><tr><td>7,610</td><td>6,227</td></tr></tbody></table>	Minority	Non-Minority	7,610	6,227					
Minority	Non-Minority								
7,610	6,227								
D. Low Income	Adverse Impacts Level: Low for service area expansion								
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
<table border="1"><thead><tr><th>% low income</th><th>System-Wide %</th><th>Difference</th></tr></thead><tbody><tr><td>79%</td><td>71%</td><td>8%</td></tr></tbody></table>	% low income	System-Wide %	Difference	79%	71%	8%	Does not meet the +10% threshold of alternatives analysis.		
% low income	System-Wide %	Difference							
79%	71%	8%							
<table border="1"><thead><tr><th>Low Income</th><th>Non-Low Income</th></tr></thead><tbody><tr><td>10,931</td><td>2,906</td></tr></tbody></table>	Low Income	Non-Low Income	10,931	2,906					
Low Income	Non-Low Income								
10,931	2,906								

Route 17 - Sutherland WEEKDAYS

A. Major Service Change?		No	4% increase in route miles
Ridership	9,467		
B. Minority Adverse Impacts Level: Low for service area expansion			
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
53%	45%	8%	
Passengers by month			
Minority	Non-Minority		
5,018	4,449		
D. Low Income Adverse Impacts Level: Low for service area expansion			
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
50%	71%	-21%	
Low Income	Non-Low Income		
4,734	4,734		

Route 17 - Sutherland SATURDAYS

A. Major Service Change?		No	4% increase in route miles
Ridership	9,467		
B. Minority Adverse Impacts Level: Low for service area expansion			
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
53%	45%	8%	
Passengers by month			
Minority	Non-Minority		
5,018	4,449		
D. Low Income Adverse Impacts Level: Low for service area expansion			
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
50%	71%	-21%	
Low Income	Non-Low Income		
4,734	4,734		

Route 21 - Lincoln Park - WEEKDAYS

A. Major Service Change?		No	15% increase in route miles
Ridership	3,126		
B. Minority Adverse Impacts Level: Low for service area expansion			
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
39%	45%	-6%	
Passengers by month			
Minority	Non-Minority		
1,219	1,907		
D. Low Income Adverse Impacts Level: Low for service area expansion			
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.
83%	71%	12%	
Low Income	Non-Low Income		
2,595	531		

Route 30 - Parkridge - WEEKDAYS

A. Major Service Change?		No	8% increase in route miles
Ridership 2,287			
B. Minority		Adverse Impacts Level: Low for service area expansion	
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
45%	45%	0%	
Passengers by month			
Minority	Non-Minority		
1,029	1,258		
D. Low Income		Adverse Impacts Level: Low for service area expansion	
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
66%	71%	-5%	
Low Income	Non-Low Income		
1,509	778		

Route 30 - Parkridge - SATURDAYS

A. Major Service Change?		No	9% increase in route miles
Ridership 2,287			
B. Minority		Adverse Impacts Level: Low for service area expansion	
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
45%	45%	0%	
Passengers by month			
Minority	Non-Minority		
1,029	1,258		
D. Low Income		Adverse Impacts Level: Low for service area expansion	
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
66%	71%	-5%	
Low Income	Non-Low Income		
1,509	778		

Route 33 - MLK - SUNDAYS

A. Major Service Change?		Yes	New service - Sundays (100% increase)
Ridership 4,616			
B. Minority		Adverse Impacts Level: Low for service area expansion	
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
50%	45%	5%	
Passengers by month			
Minority	Non-Minority		
2,308	2,308		
D. Low Income		Adverse Impacts Level: Low for service area expansion	
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
73%	71%	2%	
Low Income	Non-Low Income		
3,370	1,246		

40 - South Knoxville - SATURDAYS

A. Major Service Change?		No	25% increase in route miles
Ridership	4,214		
B. Minority Adverse Impacts Level: Low for service area expansion			
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
32%	45%	-13%	
Passengers by month			
Minority	Non-Minority		
1,348	2,866		
D. Low Income Adverse Impacts Level: Low for service area expansion			
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
70%	71%	-1%	
Low Income	Non-Low Income		
2,950	1,264		

Route 45 - Vestal - WEEKDAYS

A. Major Service Change?		No	6% increase in route miles
Ridership	4,214		
B. Minority Adverse Impacts Level: Low for service area expansion			
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
29%	45%	-16%	
Passengers by month			
Minority	Non-Minority		
1,222	2,992		
D. Low Income Adverse Impacts Level: Low for service area expansion			
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.
95%	71%	24%	
Low Income	Non-Low Income		
4,003	211		

Route 45 - Vestal - SATURDAYS

A. Major Service Change?		No	24% increase in route miles
Ridership	4,214		
B. Minority Adverse Impacts Level: Low for service area expansion			
C. Disparate Impact Policy for Minority Populations Analysis			
% minority	System-Wide %	Difference	Does not meet the +10% threshold of alternatives analysis.
29%	45%	-16%	
Passengers by month			
Minority	Non-Minority		
1,222	2,992		
D. Low Income Adverse Impacts Level: Low for service area expansion			
E. Disproportionate Burden Policy for Low-Income Populations Analysis			
% low income	System-Wide %	Difference	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.
95%	71%	24%	
Low Income	Non-Low Income		
4,003	211		

The route change to the Orange Line Trolley is not a major service change.

Accrual Of Benefits Analysis - Improvements Proposed changes for January 2017

The proposed changes involve service improvements - expanded service and additional service locations. Each route with improvements was analyzed as part of an overall accrual of benefits to determine if the improvements were distributed among minorities and low income routes in equal or greater proportion to the system-wide percentages of each.

Below is a summary chart showing each route that had improvements, the number of minority and non-minority passengers for August 21 - September 17, 2016, and the number of low income and non-low income passengers for that same month, based on the surveyed percentage of minority and low income passengers by route. The passenger numbers are totaled for an overall accrual of benefits. This is compared with the system-wide percentages of minority and low income.

	Minority	Non-Minority	Low Income	Non Low Income
11	18,424	18,424	21,003	15,845
12	7,610	6,227	10,931	2,906
13	1,754	1,978	2,836	896
16	2,238	959	1,822	1,375
17	5,018	4,449	4,734	4,734
21	1,219	1,907	2,595	531
22	9,977	15,606	19,955	5,628
23	2,281	3,568	4,387	1,462
30	1,029	1,258	1,509	778
33	2,308	2,308	3,370	1,246
34	2,764	1,300	2,601	1,463
40	1,348	2,866	2,950	1,264
45	1,222	2,992	4,003	211
Totals	57,193	63,841	82,696	38,338
Percent	47%		68%	
	45%	System	71%	System

Accrual of Benefits Summary Conclusions

The proposed changes benefit minority populations beyond the system-wide percentage of the minority population, and the proposed changes benefit low income populations at nearly the same rate as the system-wide percentage of low income population.

Results of Title VI Service Analysis

Route Changes

August 2017

Please note: The Title VI Service Analysis included in this section are excerpts from monthly KTA Reports and the page numbers do not correspond with the overall Title VI Report

MADLINE ROGERO
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

MARK HAIRR
CHAIR
DOUGLAS LAWYER
VICE-CHAIR
JACOB WRIGHT
RECORDING SECRETARY
SANDY BOOHER
DANIEL BROWN
LILIANA BURBANO BONILLA
CHRIS CROUCH
RENEE HOYOS
JIM RICHARDS
DR. WALTER WILLIAMS
JOHN LAWHORN
ATTORNEY TO K.T.A.

RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority recommending approval of the service changes proposed for August 2017.

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes and schedules; and

WHEREAS, Knoxville Area Transit has proposed changes to Route 12 – Western Avenue, Route 22 – Broadway, Route 34 – Burlington and Route 90 - Crosstown; and

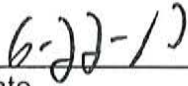
WHEREAS, these changes involve expanded service to The Change Center via Routes 12 and 34, new service to Food City on Route 12, more consistent service on Route 22, and a transfer location change on Routes 12 and 90; and

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

The KTA, after receipt and consideration of the Title VI analysis, recommends approval of the proposed service improvements, to take effect August 21, 2017.



Chair, Knoxville Transportation Authority



Date

August 2017 Proposed Changes Title VI Analysis

Executive Summary

KAT is proposing system improvements to take effect in August 2017. These proposed changes include:

Route 12 – Western Avenue: New service to Food City in Mechanicsville and The Change Center. Creation of a new transfer location to connect to the I-640 Plaza shopping center via Route 90 – Crosstown. New 45-minute frequency on Sunday.

Route 22 – Broadway: New consistent service to Garden Drive, Jacksboro and Essary on weekdays and Saturday evenings.

Route 34 – Burlington: 30-minute service on weekdays, additional evening trip on weekdays and Saturdays, and new Sunday service.

Route 90 – Crosstown: New transfer location with Route 12 on Industrial Parkway.

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, in accordance with Title VI regulations. That policy is stated below:

"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

Summary of findings: The only proposed change constituting a "Major Service Change" as defined above is the proposal for Route 34 – Burlington, which has an increase in transit revenue miles during weekdays of over 25%. However, because this is an increase in service, there will be no negative impacts on passengers. An Accrual of Benefits analysis of the entire set of proposed changes indicates that the percent of minorities benefiting from the proposed changes is at 46% when compared with system wide minorities at 45%. The percent of low income persons benefiting from the proposed changes is at 76%, compared with the system wide 71%. This means that the proposed changes benefit minority and low income populations at a greater percentage than the overall minority and low income populations existing system-wide.

The framework for this analysis is based upon FTA Circular 4702.1B, and the survey data provided by TranSystems with RLS & Associates provides the statistical data for the analysis.

The Process

The service change will be analyzed according to the following set of questions:

1. **Does this constitute a Major Service Change?** The board approved the definition of the Major Service Change in accordance with Title VI regulations. This definition is in Appendix A of this document.
2. If so, to what degree is there an **adverse effect** on minority populations and low income populations? KAT has defined adverse effects generally by creating levels, or degrees, of adverse effects and considering that level in the analysis of whether or not there is a disparate impact or disproportionate burden. The adverse effect is explained further in the definitions page in Appendix A.
3. **Does the service change constitute a Disparate Impact for Minority Populations?** The board approved the definition of KAT's Disparate Impact Policy for Minority Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.
4. **Does the service change constitute a Disproportionate Burden on Low Income Populations?** The board approved the definition of KAT's Disproportionate Burden Policy for Low Income Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.

If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

For a step-by-step explanation of this process, please see the example in the Appendix B.

Title VI Analysis for proposed August 2017 Changes

Scheduled for Consideration on June 22, 2017

Route 12 - Western Avenue - WEEKDAYS

A. Major Service Change?		No	7% increase in route miles						
Ridership	11,759								
B. Minority Adverse Impacts Level: Low for service area expansion									
C. Disparate Impact Policy for Minority Populations Analysis									
<table border="1"> <thead> <tr> <th>% minority</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>55%</td> <td>45%</td> <td>10%</td> </tr> </tbody> </table>		% minority	System-Wide %	Difference	55%	45%	10%	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.	
% minority	System-Wide %	Difference							
55%	45%	10%							
Passengers by month									
<table border="1"> <thead> <tr> <th>Minority</th> <th>Non-Minority</th> </tr> </thead> <tbody> <tr> <td>6,467</td> <td>5,292</td> </tr> </tbody> </table>		Minority	Non-Minority	6,467	5,292				
Minority	Non-Minority								
6,467	5,292								
D. Low Income Adverse Impacts Level: Low for service area expansion									
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
<table border="1"> <thead> <tr> <th>% low income</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>79%</td> <td>71%</td> <td>8%</td> </tr> </tbody> </table>		% low income	System-Wide %	Difference	79%	71%	8%	Does not meet the +10% threshold of alternatives analysis.	
% low income	System-Wide %	Difference							
79%	71%	8%							
<table border="1"> <thead> <tr> <th>Low Income</th> <th>Non-Low Income</th> </tr> </thead> <tbody> <tr> <td>9,290</td> <td>2,469</td> </tr> </tbody> </table>		Low Income	Non-Low Income	9,290	2,469				
Low Income	Non-Low Income								
9,290	2,469								

Route 22 - Broadway

A. Major Service Change?		No	11% increase in route miles						
Ridership	24,663								
B. Minority Adverse Impacts Level: Low for service area expansion									
C. Disparate Impact Policy for Minority Populations Analysis									
<table border="1"> <thead> <tr> <th>% minority</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>39%</td> <td>45%</td> <td>-6%</td> </tr> </tbody> </table>		% minority	System-Wide %	Difference	39%	45%	-6%	Does not meet the +10% threshold of alternatives analysis.	
% minority	System-Wide %	Difference							
39%	45%	-6%							
Passengers by month									
<table border="1"> <thead> <tr> <th>Minority</th> <th>Non-Minority</th> </tr> </thead> <tbody> <tr> <td>9,619</td> <td>15,044</td> </tr> </tbody> </table>		Minority	Non-Minority	9,619	15,044				
Minority	Non-Minority								
9,619	15,044								
D. Low Income Adverse Impacts Level: Low for service area expansion									
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
<table border="1"> <thead> <tr> <th>% low income</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>78%</td> <td>71%</td> <td>7%</td> </tr> </tbody> </table>		% low income	System-Wide %	Difference	78%	71%	7%	Does not meet the +10% threshold of alternatives analysis.	
% low income	System-Wide %	Difference							
78%	71%	7%							
<table border="1"> <thead> <tr> <th>Low Income</th> <th>Non-Low Income</th> </tr> </thead> <tbody> <tr> <td>19,237</td> <td>5,426</td> </tr> </tbody> </table>		Low Income	Non-Low Income	19,237	5,426				
Low Income	Non-Low Income								
19,237	5,426								

Route 34 - Burlington - Weekdays, Sundays

A. Major Service Change?		Yes	100% increase in route miles						
Ridership	3,496								
B. Minority Adverse Impacts Level: Low for service area expansion									
C. Disparate Impact Policy for Minority Populations Analysis									
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>% minority</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">68%</td> <td style="text-align: center;">45%</td> <td style="text-align: center;">23%</td> </tr> </tbody> </table>	% minority	System-Wide %	Difference	68%	45%	23%	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.
% minority	System-Wide %	Difference							
68%	45%	23%							
Passengers by month									
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>Minority</th> <th>Non-Minority</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2,377</td> <td style="text-align: center;">1,119</td> </tr> </tbody> </table>	Minority	Non-Minority	2,377	1,119			
Minority	Non-Minority								
2,377	1,119								
D. Low Income Adverse Impacts Level: Low for service area expansion									
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>% low income</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">64%</td> <td style="text-align: center;">71%</td> <td style="text-align: center;">-7%</td> </tr> </tbody> </table>	% low income	System-Wide %	Difference	64%	71%	-7%	Does not meet the +10% threshold of alternatives analysis.
% low income	System-Wide %	Difference							
64%	71%	-7%							
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>Low Income</th> <th>Non-Low Income</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2,237</td> <td style="text-align: center;">1,259</td> </tr> </tbody> </table>	Low Income	Non-Low Income	2,237	1,259			
Low Income	Non-Low Income								
2,237	1,259								

Route 34 - Burlington - SATURDAYS

A. Major Service Change?		No	6% increase in route miles						
Ridership	3,496								
B. Minority Adverse Impacts Level: Low for service area expansion									
C. Disparate Impact Policy for Minority Populations Analysis									
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>% minority</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">68%</td> <td style="text-align: center;">45%</td> <td style="text-align: center;">23%</td> </tr> </tbody> </table>	% minority	System-Wide %	Difference	68%	45%	23%	Does meet the +10% threshold of alternatives analysis but because change is expanded service, no negative impacts.
% minority	System-Wide %	Difference							
68%	45%	23%							
Passengers by month									
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>Minority</th> <th>Non-Minority</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2,377</td> <td style="text-align: center;">1,119</td> </tr> </tbody> </table>	Minority	Non-Minority	2,377	1,119			
Minority	Non-Minority								
2,377	1,119								
D. Low Income Adverse Impacts Level: Low for service area expansion									
E. Disproportionate Burden Policy for Low-Income Populations Analysis									
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>% low income</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">64%</td> <td style="text-align: center;">71%</td> <td style="text-align: center;">-7%</td> </tr> </tbody> </table>	% low income	System-Wide %	Difference	64%	71%	-7%	Does not meet the +10% threshold of alternatives analysis.
% low income	System-Wide %	Difference							
64%	71%	-7%							
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <thead> <tr> <th>Low Income</th> <th>Non-Low Income</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2,237</td> <td style="text-align: center;">1,259</td> </tr> </tbody> </table>	Low Income	Non-Low Income	2,237	1,259			
Low Income	Non-Low Income								
2,237	1,259								

Route 90 - Crosstown

A. Major Service Change?		No	2% increase in route miles					
Ridership	6,951							
B.	Minority	Adverse Impacts Level: Low for service area expansion						
C. Disparate Impact Policy for Minority Populations Analysis								
	<table border="1"> <thead> <tr> <th>% minority</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>45%</td> <td>45%</td> <td>0%</td> </tr> </tbody> </table>	% minority	System-Wide %	Difference	45%	45%	0%	Does not meet the +10% threshold of alternatives analysis.
% minority	System-Wide %	Difference						
45%	45%	0%						
Passengers by month								
	<table border="1"> <thead> <tr> <th>Minority</th> <th>Non-Minority</th> </tr> </thead> <tbody> <tr> <td>3,128</td> <td>3,823</td> </tr> </tbody> </table>	Minority	Non-Minority	3,128	3,823			
Minority	Non-Minority							
3,128	3,823							
D.	Low Income	Adverse Impacts Level: Low for service area expansion						
E. Disproportionate Burden Policy for Low-Income Populations Analysis								
	<table border="1"> <thead> <tr> <th>% low income</th> <th>System-Wide %</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td>71%</td> <td>71%</td> <td>0%</td> </tr> </tbody> </table>	% low income	System-Wide %	Difference	71%	71%	0%	Does not meet the +10% threshold of alternatives analysis.
% low income	System-Wide %	Difference						
71%	71%	0%						
	<table border="1"> <thead> <tr> <th>Low Income</th> <th>Non-Low Income</th> </tr> </thead> <tbody> <tr> <td>4,935</td> <td>2,016</td> </tr> </tbody> </table>	Low Income	Non-Low Income	4,935	2,016			
Low Income	Non-Low Income							
4,935	2,016							

Accrual Of Benefits Analysis - Improvements Proposed changes for August 2017

The proposed changes involve service improvements - expanded service and additional service locations. Each route with improvements was analyzed as part of an overall accrual of benefits to determine if the improvements were distributed among minorities and low income routes in equal or greater proportion to the system-wide percentages of each.

Below is a summary chart showing each route that had improvements, the number of minority and non-minority passengers for April 2017, and the number of low income and non-low income passengers for that same month, based on the surveyed percentage of minority and low income passengers by route. The passenger numbers are totaled for an overall accrual of benefits. This is compared with the system-wide percentages of minority and low income.

	Minority	Non-Minority	Low Income	Non Low Income
12	6,467	5,292	9,290	2,469
22	9,619	15,044	19,237	5,426
34	2,377	1,119	2,237	1,259
90	3,128	3,823	4,935	2,016
Totals	21,591	25,278	35,699	11,170
Percent	48%		76%	
	45%	System	71%	System

Accrual of Benefits Summary Conclusions

The proposed changes benefit minority and low income populations beyond the system-wide percentage of the minority and low income populations.

Appendix A

Definitions

Major Service Change

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion): or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

If a change is determined to fit this definition, KAT staff will conduct a service equity analysis, according to FTA circulars 4702.1B and 4703.1, and present the results to the KTA to be included when considering approval of said change.

Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the low income population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a low income population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the minority population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a minority population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant. There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

Proposed elimination of a route - a potential high adverse impact
Proposed elimination of a portion of a route
Proposed reduction in frequency
Proposed elimination of 1-2 trips on a route - a potential lower adverse impact
Proposed increase of service - no adverse impact, but analyzed for accrual of benefits to ensure benefits distributed equally.

These degrees have additional circumstances and each route is analyzed individually. These degrees of effects are merely starting points for the analysis.

APPENDIX B: Detailed explanation of analysis

Analysis Step-by-Step Description

The following is a **step-by-step description of the analytical methodology** (for items 1-4) that we followed to determine whether the proposed change would have a disparate impact on minority populations, or a disproportionate burden on low income populations. This description serves as further explanation of the summary table which follows, as an example to explain in detail the step-by-step methodology of the analysis of the proposed route change.

DETAILED EXAMPLE OF ANALYSIS

Route 11 – Kingston Pike

Summary of Changes: 15-minute service on weekdays during peak hours (increased from 30-minute service). 30-minute service on weekday evenings and Saturdays until 10:15 p.m. (increased from 1 hour service).

Process of Analysis:

- A. Is this a major service change? **YES**. This proposal results in an increase of 36% in route revenue vehicle miles.

A. Major Service Change?	YES	36% increase in route revenue vehicle miles
		35:25 additional hours of service each weekday
		30:50 additional hours of service each Saturday
Ridership	30,068	Sep-13*

* September 2013 is the sample month determined by survey consultants for use as a typical month for analysis.

- B. To what degree is there an adverse impact on minority and low income populations? Because this is a service improvement, there is no adverse impact (See *Accrual of Benefits* for further analysis of service improvements).

B.	Minority	Adverse Impacts Level: Low for increased service.	
-----------	-----------------	--	--

- C. Since this is a major service change, is there a Disparate Impact for Minority Populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the minority ridership specific to Route 11 – Kingston Pike in comparison to the overall system minority ridership (see table below).

C. Disparate Impact Policy for Minority Populations Analysis			
Route 11	% minority	System-Wide %	Difference
	50%	45%	5%
Does NOT meet the 10% threshold of alternatives analysis.			
Passengers by Month			
Route 11	Minority	Non-Minority	
	15,034	15,034	

Because the percent minority of Route 11 does not meet the threshold set by the Disparate Impact Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change.

Because this is a service increase, and because the minority ridership on this route is not significantly (10% or more) above the system-wide average, minority populations will not experience a disparate impact with this change. In instances where a Disparate Impact Exists, further analysis will follow in this report after the initial analysis table.

- D. The next step will be to determine to what degree there is an adverse effect to Low Income populations. Again, because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).

D. Low Income Adverse Impacts Level: Low for increased service.

- E. Since this is a major service change, is there a Disproportionate Burden on Low Income populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the low income ridership specific to Route 11 – Kingston Pike in comparison to the overall system low income ridership (see table below).

E. Disproportionate Burden Policy for Low-Income Populations Analysis

Route	% low income	System-Wide %	Difference
11	57%	71%	-14%

Does NOT meet the 10% threshold of alternatives analysis.

Passengers by Average Month

Route	Low Income	Non-Low Income
11	17,139	12,929

However, it is noted that the non-low income percentage for this route (43%) is significantly higher than system-wide. This must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting in greater proportion to low income passengers.

Because the percent low income of Route 11 does not meet the threshold set by the Disproportionate Burden Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change, as it is determined that low income populations will not experience a disproportionate burden. HOWEVER, it is noted that because the non-low income percentage for this route is higher than average system-wide, this must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting from the system-wide route changes in greater proportion to low income passengers.

What follows is the table summarizing the route change proposals and the analysis as described above.

Results of Title VI Service Analysis

Route Changes

August 2018

Please note: The Title VI Service Analysis included in this section are excerpts from monthly KTA Reports and the page numbers do not correspond with the overall Title VI Report

MADLINE ROGERO
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

MARK HAIRR
CHAIR
DOUGLAS LAWYER
VICE-CHAIR
JACOB WRIGHT
RECORDING SECRETARY
SANDY BOOHER
LILIANA BURBANO BONILLA
CHRIS CROUCH
GWEN MCKENZIE
JIM RICHARDS
KIMBERLY WATKINS
DR. WALTER WILLIAMS
JOHN LAWHORN
ATTORNEY TO K.T.A.

RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority recommending approval of the service changes proposed for August 2018.

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes and schedules; and

WHEREAS, Knoxville Area Transit has proposed changes to Route 34 – Burlington, Route 41 – Chapman Highway, Route 44 – University Park, and Route 45 - Vestal; and

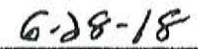
WHEREAS, these changes involve a route adjustment to improve service efficiency, a Saturday frequency improvement to a main corridor route, a frequency improvement to accommodate new development, and a minor timepoint adjustment;

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

The KTA, after receipt and consideration of the Title VI analysis, recommends approval of the proposed service improvements, to take effect August 20, 2018.



Chair, Knoxville Transportation Authority



Date

August 2018 Proposed Changes Title VI Analysis

Executive Summary

KAT is proposing system improvements to take effect in August 2018. These proposed changes include:

Route 34 – Burlington: A routing change to serve Sunset Drive rather than Dartmouth.

Route 41 – Chapman Highway: Increasing frequency to 30 minutes on Saturdays.

Route 44 – University Park: Doubling frequency to every 15 minutes to accommodate an additional demand, as well as adding 30-minute Saturday service.

**The additional change proposed, a minor timepoint adjustment to Route 45 – Vestal does not merit Title VI analysis, as route miles and vehicle miles are not affected.*

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, in accordance with Title VI regulations. That policy is stated below:

"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

Summary of findings: Of the items above, only the Route 44 change constitutes a major service change. Analysis of disparate impacts and disproportionate burdens does not meet the threshold of analysis. An Accrual of Benefits analysis of the entire set of proposed changes indicates that the percent of minorities benefiting from the proposed changes is at 44% when compared with system wide minorities at 45%. The percent of low income persons benefiting from the proposed changes is at 59%, compared with the system wide 62%. This means that the proposed changes benefit minority and low income populations within the range of the overall minority and low income populations existing system-wide.

The framework for this analysis is based upon FTA Circular 4702.1B, and the survey data provided by TranSystems with RLS & Associates provides the statistical data for the analysis.

The Process

The service change will be analyzed according to the following set of questions:

1. **Does this constitute a Major Service Change?** The board approved the definition of the Major Service Change in accordance with Title VI regulations. This definition is in Appendix A of this document.
2. If so, to what degree is there an **adverse effect** on minority populations and low income populations? KAT has defined adverse effects generally by creating levels, or degrees, of adverse effects and considering that level in the analysis of whether or not there is a disparate impact or disproportionate burden. The adverse effect is explained further in the definitions page in Appendix A.
3. **Does the service change constitute a Disparate Impact for Minority Populations?** The board approved the definition of KAT's Disparate Impact Policy for Minority Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.
4. **Does the service change constitute a Disproportionate Burden on Low Income Populations?** The board approved the definition of KAT's Disproportionate Burden Policy for Low Income Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.

If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

For a step-by-step explanation of this process, please see the example in the Appendix B.

Title VI Analysis for proposed August 2018 Changes

Scheduled for Consideration on June 28, 2018

Route 34 - Burlington - Route change

A. Major Service Change?	No	7.8% increase in daily route miles. <i>No further analysis required.</i>
Ridership	5,287	

Route 41 - Chapman Highway - Saturday service

A. Major Service Change?	No	8% increase in weekly route miles <i>No further analysis required.</i>
Ridership	12,239	

Route 44 - University Park

A. Major Service Change?	Yes	Over 100% increase in route miles
Ridership	6,376	

B. **Minority** Adverse Impacts Level: Low for service area expansion

C. Disparate Impact Policy for Minority Populations Analysis

% minority	System-Wide %	Difference
45%	45%	0%

Does not meet the +10% threshold of alternatives analysis.

Passengers by month

Minority	Non-Minority
2,850	3,526

D. **Low Income** Adverse Impacts Level: Low for service area expansion

E. Disproportionate Burden Policy for Low-Income Populations Analysis

% low income	System-Wide %	Difference
57%	62%	-5%

Does not meet the +10% threshold of alternatives analysis.

Low Income	Non-Low Income
3,660	2,716

*The additional change proposed, a timepoint adjustment to Route 45 - Vestal, is not considered close to a major service change and will not be analyzed here.

Accrual Of Benefits Analysis - Improvements Proposed changes for August 2018

The proposed changes involve service improvements - expanded service and additional service locations. Each route with improvements was analyzed as part of an overall accrual of benefits to determine if the improvements were distributed among minorities and low income routes in equal or greater proportion to the system-wide percentages of each.

Below is a summary chart showing each route that had improvements, the number of minority and non-minority passengers for October 2017, and the number of low income and non-low income passengers for that same month, based on the surveyed percentage of minority and low income passengers by route. The passenger numbers are totaled for an overall accrual of benefits. This is compared with the system-wide percentages of minority and low income.

	Minority	Non-Minority	Low Income	Non Low Income
34	3,394	1,893	3,791	1,496
41	4,235	8,004	6,744	5,495
44	2,850	3,526	3,660	2,716
Totals	10,479	13,423	14,194	9,708
Percent	44%		59%	
	45%	System	62%	System

Accrual of Benefits Summary Conclusions

The proposed changes benefit minority and low income populations within the 10% of the system-wide percentage of the minority and low income populations.

Appendix A Definitions

Major Service Change

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion):
or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

If a change is determined to fit this definition, KAT staff will conduct a service equity analysis, according to FTA circulars 4702.1B and 4703.1, and present the results to the KTA to be included when considering approval of said change.

Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the low income population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a low income population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the minority population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a minority population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant. There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

	Proposed elimination of a route - a potential high adverse impact
	Proposed elimination of a portion of a route
	Proposed reduction in frequency
	Proposed elimination of 1-2 trips on a route - a potential lower adverse impact
	Proposed increase of service - no adverse impact, but analyzed for accrual of benefits to ensure benefits distributed equally.

These degrees have additional circumstances and each route is analyzed individually. These degrees of effects are merely starting points for the analysis.

APPENDIX B: Detailed explanation of analysis

Analysis Step-by-Step Description

The following is a **step-by-step description of the analytical methodology** (for items 1-4) that we followed to determine whether the proposed change would have a disparate impact on minority populations, or a disproportionate burden on low income populations. This description serves as further explanation of the summary table which follows, as an example to explain in detail the step-by-step methodology of the analysis of the proposed route change.

DETAILED EXAMPLE OF ANALYSIS

Route 11 – Kingston Pike

Summary of Changes: 15-minute service on weekdays during peak hours (increased from 30-minute service). 30-minute service on weekday evenings and Saturdays until 10:15 p.m. (increased from 1 hour service).

Process of Analysis:

- A. Is this a major service change? **YES**. This proposal results in an increase of 36% in route revenue vehicle miles.

A. Major Service Change?	YES	36% increase in route revenue vehicle miles
		35:25 additional hours of service each weekday
		30:50 additional hours of service each Saturday
Ridership	30,068	Sep-13*

* September 2013 is the sample month determined by survey consultants for use as a typical month for analysis.

- B. To what degree is there an adverse impact on minority and low income populations? Because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).

B.	Minority	Adverse Impacts Level: Low for increased service.	
-----------	-----------------	--	--

- C. Since this is a major service change, is there a Disparate Impact for Minority Populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the minority ridership specific to Route 11 – Kingston Pike in comparison to the overall system minority ridership (see table below).

C. Disparate Impact Policy for Minority Populations Analysis				
Route 11	% minority	System-Wide %	Difference	Does NOT meet the 10% threshold of alternatives analysis.
	50%	45%	5%	
Passengers by Month				
Route 11	Minority	Non-Minority		
	15,034	15,034		

Because the percent minority of Route 11 does not meet the threshold set by the Disparate Impact Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change.

Because this is a service increase, and because the minority ridership on this route is not significantly (10% or more) above the system-wide average, minority populations will not experience a disparate impact with this change. In instances where a Disparate Impact Exists, further analysis will follow in this report after the initial analysis table.

- D. The next step will be to determine to what degree there is an adverse effect to Low Income populations. Again, because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).

D. Low Income Adverse Impacts Level: Low for increased service.

- E. Since this is a major service change, is there a Disproportionate Burden on Low Income populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the low income ridership specific to Route 11 – Kingston Pike in comparison to the overall system low income ridership (see table below).

E. Disproportionate Burden Policy for Low-Income Populations Analysis			
Route 11	% low income	System-Wide %	Difference
	57%	71%	-14%
Does NOT meet the 10% threshold of alternatives analysis.			
However, it is noted that the non-low income percentage			
for this route (43%) is significantly higher than system-wide.			
This must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting in greater proportion to low income passengers.			
Passengers by Average Month			
Route 11	Low Income	Non-Low Income	
	17,139	12,929	

Because the percent low income of Route 11 does not meet the threshold set by the Disproportionate Burden Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change, as it is determined that low income populations will not experience a disproportionate burden. HOWEVER, it is noted that because the non-low income percentage for this route is higher than average system-wide, this must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting from the system-wide route changes in greater proportion to low income passengers.

What follows is the table summarizing the route change proposals and the analysis as described above.

Results of Title VI Service Analysis

Route Changes

January 2019

Please note: The Title VI Service Analysis included in this section are excerpts from monthly KTA Reports and the page numbers do not correspond with the overall Title VI Report

MADELINE ROGERO
MAYOR
(865)215-2040



CITY OF KNOXVILLE
KNOXVILLE TRANSPORTATION AUTHORITY

MARK HAIRR
CHAIR
DOUGLAS LAWYER
VICE-CHAIR
JACOB WRIGHT
RECORDING SECRETARY
SANDY BOOHER
LILIANA BURBANO BONILLA
CHRIS CROUCH
GWEN MCKENZIE
JIM RICHARDS
KIMBERLY WATKINS
DR. WALTER WILLIAMS
JOHN LAWHORN
ATTORNEY TO K.T.A.

RESOLUTION
KNOXVILLE TRANSPORTATION AUTHORITY

A Resolution of the Knoxville Transportation Authority recommending approval of the service changes proposed for January 2019.

WHEREAS, the Knoxville Transportation Authority has jurisdiction over Knoxville Area Transit routes and schedules; and

WHEREAS, Knoxville Area Transit has proposed changes to Route 16 – Cedar Bluff Connector, Route 17 – Sutherland, Route 24 – Inskip/Breda Road, Route 30 – Parkridge, Route 40 – South Knoxville, Route 42 – UT/Ft. Sanders Hospitals, and Route 45 – Vestal; and

WHEREAS, these changes involve a route adjustment to reflect current service, later evening service on three routes, a frequency improvement on two routes, and new Sunday service on one route;

NOW THEREFORE, BE IT RESOLVED BY THE KNOXVILLE TRANSPORTATION AUTHORITY (KTA):

The KTA, after receipt and consideration of the Title VI analysis, recommends approval of the proposed service improvements, to take effect January 7, 2019.



Chair, Knoxville Transportation Authority

10-25-18
Date

January 2019 Proposed Changes Title VI Analysis

Executive Summary

KAT is proposing system changes and improvements to take effect in January 2019.

These proposed changes include:

- Route 16 – Cedar Bluff Connector – elimination of service to Social Security Offices
- Route 17 – Sutherland: expansion of evening service on weekdays and Saturdays, new Sunday service
- Route 24 – Inskip/Breda Rd: Later evening service weekdays and Saturdays
- Route 30 – Parkridge: Later evening service weekdays and Saturdays
- Route 40 – South Knoxville: 30-minute frequencies on weekdays
- Route 42 – UT/Ft. Sanders Hospitals: Later evening service weekdays and Saturdays
- Route 45 – Vestal: 30-minute frequencies on weekdays

At the KTA meeting on May 23, 2013, the board approved KAT's Major Service Change Policy, in accordance with Title VI regulations. That policy is stated below:

"Knoxville Area Transit (KAT) defines a "Major Service Change" as any change that affects 25% or more of the number of transit route miles of a route (addition or deletion); or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made (either addition or deletion). When a change is determined to be a "Major Service Change", KAT staff will conduct a service equity analysis, according to FTA Circulars 4702.1B and 4703.1, and present the results of that analysis to the KTA to be included when considering approval of said change. A temporary addition or deletion of service (e.g., demonstration projects) or detours are exempt from KAT's definition of Major Service Change. Should the temporary change of service last longer than twelve (12) months, the service change will be considered a Major Service Change, and a service equity analysis will be conducted by KAT staff and considered by the KTA."

Summary of findings: While two of the proposed changes affect 25% or more of transit route miles, both are increases in service, so there will be no negative impacts on passengers on those routes. An Accrual of Benefits analysis of the entire set of proposed changes indicates that the percent of minorities benefiting from the proposed changes is at 43% when compared with the system wide minorities at 45%. The percent of low income persons benefiting from the proposed changes is at 54%, compared with the system wide of 62%.

The framework for this analysis is based upon FTA Circular 4702.1B, and the survey data provided by WSP Associates provides the statistical data for the analysis.

The Process

The service change will be analyzed according to the following set of questions:

1. **Does this constitute a Major Service Change?** The board approved the definition of the Major Service Change in accordance with Title VI regulations. This definition is in Appendix A of this document.
2. If so, to what degree is there an **adverse effect** on minority populations and low income populations? KAT has defined adverse effects generally by creating levels, or degrees, of adverse effects and considering that level in the analysis of

whether or not there is a disparate impact or disproportionate burden. The adverse effect is explained further in the definitions page in Appendix A.

3. **Does the service change constitute a Disparate Impact for Minority Populations?** The board approved the definition of KAT's Disparate Impact Policy for Minority Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.
4. **Does the service change constitute a Disproportionate Burden on Low Income Populations?** The board approved the definition of KAT's Disproportionate Burden Policy for Low Income Populations in accordance with Title VI regulations. This policy is in Appendix A of this document.

If the answer to items 3 or 4 is 'yes' then the service must be **analyzed for alternatives**. If no alternatives exist, then that must be explained as well.

For a step-by-step explanation of this process, please see the example in the appendix.

Title VI Analysis for January 2019 Changes

Scheduled for Consideration on October 25, 2018

Route 16 - Cedar Bluff Connector

A. Major Service Change? No 3% decrease in route miles

Ridership 3,136

Route 17 - Sutherland

A. Major Service Change? No 23% increase in route miles

Ridership 7,982

Route 24 - Inskip/Breda Rd.

A. Major Service Change? No 15% increase in route miles

Ridership 2,897

Route 30 - Parkridge

A. Major Service Change? No 15% increase in route miles

Ridership 2,980

Route 40 - South Knoxville

A. Major Service Change? YES 94% increase in weekday route miles

Ridership 3,603

B. Minority Adverse Impacts Level: Low for service area expansion

C. Disparate Impact Policy for Minority Populations Analysis

% minority	System-Wide %	Difference
49%	45%	4%

Does not meet the threshold of alternatives analysis.

Passengers by month

Minority	Non-Minority
1,762	1,841

D. Low Income Adverse Impacts Level: Low for service area expansion

E. Disproportionate Burden Policy for Low-Income Populations Analysis

% low income	System-Wide %	Difference
53%	62%	-9%

Does not meet the threshold of alternatives analysis.

Low Income	Non-Low Income
1,920	1,683

Route 42 - UT/Ft. Sanders Hospitals

A. Major Service Change?	NO	15% increase in route miles
Ridership	3,789	

Route 45 - Vestal

A. Major Service Change?	YES	94% increase in weekday route miles
Ridership	5,595	

B. Minority Adverse Impacts Level: Low for service area expansion

C. Disparate Impact Policy for Minority Populations Analysis

% minority	System-Wide %	Difference
45%	45%	0%

Does not meet the threshold of alternatives analysis.

Passengers by month

Minority	Non-Minority
2,507	3,088

D. Low Income Adverse Impacts Level: Low for service area expansion

E. Disproportionate Burden Policy for Low-Income Populations Analysis

% low income	System-Wide %	Difference
66%	62%	4%

Does not meet the threshold of alternatives analysis.

Low Income	Non-Low Income
3,665	1,930

Accrual Of Benefits Analysis - Improvements

The proposed changes involve service improvements - expanded service and additional service locations. Each route with improvements was analyzed as part of an overall accrual of benefits to determine if the improvements were distributed among minorities and low income routes in equal or greater proportion to the system-wide percentages of each.

Below is a summary chart showing each route that had improvements, the number of minority and non-minority passengers for the month of April 2015, and the number of low income and non-low income passengers for that same month, based on the surveyed percentage of minority and low income passengers by route. The passenger numbers are totaled for an overall accrual of benefits. This is compared with the system-wide percentages of minority and low income.

Routes with improvements	Minority	Non-Minority	Low Income	Non Low Income
17	3,033	4,949	4,366	3,616
24	1,321	1,576	713	2,184
30	1,392	1,588	1,579	1,401
40	1,762	1,841	1,920	1,683
42	1,648	2,141	2,141	1,648
45	2,507	3,088	3,665	1,930

Total by month who benefit from improvements	11,662	15,184	14,384	12,462
--	--------	--------	--------	--------

Percent breakdown of benefits by passenger type	43%	57%	54%	46%
---	-----	-----	-----	-----

System Wide Percentages	45%	62%
-------------------------	-----	-----

Accrual of Benefits Summary Conclusions

The proposed changes benefit minority populations within 2% of the system-wide percentage of the minority population, and the proposed changes benefit low income populations within 8% of the system-wide percentage of low income population.

Appendix A Definitions

Major Service Change

Any change that affects 25% or more of the number of transit route miles of a route (either addition or deletion):
or 25% or more of the number of transit revenue vehicle miles of a route, computed on a daily basis for the day of the week for which the change is to be made.

If a change is determined to fit this definition, KAT staff will conduct a service equity analysis, according to FTA circulars 4702.1B and 4703.1, and present the results to the KTA to be included when considering approval of said change.

Disproportionate Burden Policy for KAT respecting Low Income populations

Prior to adoption by the KTA of any Major Service Change, or a fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a low-income population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the low income population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a low income population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Disparate Impact Policy for KAT Respecting Minority Populations

Prior to adoption by the KTA of any Major Service Change, or fare increase or decrease, KAT staff will perform a Title VI equity analysis. If the analysis shows that a minority population is negatively impacted by the proposed action at a rate that is 10 percentage points beyond the system-wide percentage of the minority population, then an additional review will take place (alternatives evaluation). In that instance, KAT staff would evaluate whether alternatives exist that would serve the same objectives but with less negative impact on a minority population. The results of the equity analysis and alternatives evaluation (if required) will be presented to the KTA when considering approval of said change.

Adverse Effects

The adverse effect of a route change is measured by the change between the existing and proposed service levels that would be deemed significant. There are varying degrees of adverse impacts, which are considered in the Title VI analysis of any proposed route change. Those with more substantial adverse impacts are given greater analysis and consideration than those with less. Examples of these degrees of adverse effects are as follows:

	Proposed elimination of a route - a potential high adverse impact
	Proposed elimination of a portion of a route
	Proposed reduction in frequency
	Proposed elimination of 1-2 trips on a route - a potential lower adverse impact
	Proposed increase of service - no adverse impact, but analyzed for accrual of benefits to ensure benefits distributed equally.

These degrees have additional circumstances and each route is analyzed individually. These degrees of effects are merely starting points for the analysis.

APPENDIX B: Detailed explanation of analysis

Analysis Step-by-Step Description

The following is a **step-by-step description of the analytical methodology** (for items 1-4) that we followed to determine whether the proposed change would have a disparate impact on minority populations, or a disproportionate burden on low income populations. This description serves as further explanation of the summary table which follows, as an example to explain in detail the step-by-step methodology of the analysis of the proposed route change.

DETAILED EXAMPLE OF ANALYSIS

Route 11 – Kingston Pike

Summary of Changes: 15-minute service on weekdays during peak hours (increased from 30-minute service). 30-minute service on weekday evenings and Saturdays until 10:15 p.m. (increased from 1 hour service).

Process of Analysis:

- A. *Is this a major service change? YES. This proposal results in an increase of 36% in route revenue vehicle miles.*

A. Major Service Change?	YES	36% increase in route revenue vehicle miles
		35:25 additional hours of service each weekday
		30:50 additional hours of service each Saturday
Ridership	30,068	Sep-13*

* September 2013 is the sample month determined by survey consultants for use as a typical month for analysis.

- B. *To what degree is there an adverse impact on minority and low income populations? Because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).*

B.	Minority	Adverse Impacts Level: Low for increased service.	
-----------	-----------------	--	--

- C. *Since this is a major service change, is there a Disparate Impact for Minority Populations?*

Analytical Methodology: Using the statistical data from the survey, KAT examined the minority ridership specific to Route 11 – Kingston Pike in comparison to the overall system minority ridership (see table below).

C. Disparate Impact Policy for Minority Populations Analysis			
Route 11	% minority	System-Wide %	Difference
	50%	45%	5%
Does NOT meet the 10% threshold of alternatives analysis.			
Passengers by Month			
Route 11	Minority	Non-Minority	
	15,034	15,034	

Because the percent minority of Route 11 does not meet the threshold set by the Disparate Impact Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change.

Because this is a service increase, and because the minority ridership on this route is not significantly (10% or more) above the system-wide average, minority populations will not experience a disparate impact with this change. In instances where a Disparate Impact Exists, further analysis will follow in this report after the initial analysis table.

D. The next step will be to determine to what degree there is an adverse effect to Low Income populations. Again, because this is a service improvement, there is no adverse impact (See Accrual of Benefits for further analysis of service improvements).

D.	Low Income	Adverse Impacts Level: Low for increased service.
-----------	-------------------	--

E. Since this is a major service change, is there a Disproportionate Burden on Low Income populations?

Analytical Methodology: Using the statistical data from the survey, KAT examined the low income ridership specific to Route 11 – Kingston Pike in comparison to the overall system low income ridership (see table below).

E. Disproportionate Burden Policy for Low-Income Populations Analysis			
Route 11	% low income	System-Wide %	Difference
	57%	71%	-14%
Does NOT meet the 10% threshold of alternatives analysis.			
However, it is noted that the non-low income percentage			
for this route (43%) is significantly higher than system-wide.			
This must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting			
in greater proportion to low income passengers.			

Because the percent low income of Route 11 does not meet the threshold set by the Disproportionate Burden Policy (10 percentage points beyond the system wide percentage), there is no need for an alternatives analysis for this route change, as it is determined that low income populations will not experience a disproportionate burden. HOWEVER, it is noted that because the non-low income percentage for this route is higher than average system-wide, this must be considered in the overall accrual of benefits to ensure that non-low income passengers are not benefiting from the system-wide route changes in greater proportion to low income passengers.

What follows is the table summarizing the route change proposals and the analysis as described above.