

## 7. Service Guidelines

The way KAT is organized currently many relatively minor route planning decisions must be approved by the Knoxville Transportation Authority (KTA) Board. It is recommended that the Board adopt a set of guidelines that will enable KAT staff to make minor route planning decisions without taking them to the Board. This will facilitate more efficient response to changing service situations and allow the Board to focus on larger issues. These guidelines are presented below.

### Proposed Service Guidelines

- Routes should get to Knoxville Station efficiently, and time should be allowed to reach their particular bus bay (one to two minutes of total run time).
- All bus routes should have a five-minute layover at Knoxville Station (bus bay arrival time) to allow passengers to make transfers. This five-minute layover also acts as a buffer for on-time performance, in case a bus is delayed along the route.
- All bus routes longer than one hour and 15 minutes in run time should have an additional five-minute layover at the furthestmost point of the route.
- The maximum headway for a bus is one hour. This should be the exception, rather than the rule.
- Average headways should be every 30 minutes. A goal for major corridor routes is every 15 minutes during peak.
- Eighty percent of transfers should be during the five-minute layover. No transfer wait should be longer than 15 minutes, although 30 minutes may be inevitable in some cases, given the current system. Currently, some 45-minute transfers exist.
- Routes should be as direct as possible with a schedule that is easy to understand.
- Routes should avoid loops and A/B/C sections.
- Any route carrying less than 50 percent of the systemwide average in passengers per hour should be considered for major restructuring or elimination, although any elimination would require the approval of the KTA Board.
- Routes carrying between 50 percent and 80 percent of the systemwide average in passengers per hour should be examined and possibly modified for improvement.

With the exception of elimination of parts or an entire route KAT staff should have the ability to execute these changes without formal Board approval. All appropriate public information actions should be taken with any proposed changes. In addition, impact on residents in the areas being changes should be assessed within the context of Environmental Justice.