

# 2022 Annual Agency Profile - East Tennessee Human Resource Agency, Inc. (NTD ID 40190)

**Mailing Address:** 9111 CROSS PARK DR  
KNOXVILLE, TN 37923-4517

**Website:** <https://www.ethrapublictransit.org>

## Geographic Coverage

**Primary Urbanized/Rural Area**      Morristown, TN  
**Service Area Population**              1,176,033  
**Service Area Sq. Miles**                  6,563  
**Other Areas Served:**  
                  Tennessee Non-UZA, Knoxville, TN

## Assets

**Revenue Vehicles**                      149  
**Service Vehicles**                        2  
**Facilities**                                    1

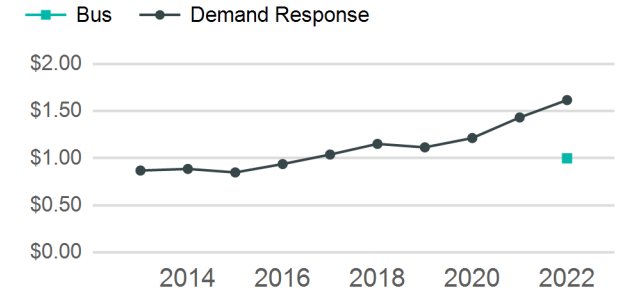
## Service Consumed

**Annual Unlinked Trips (UPT)**      236,818

## Service Supplied

**Annual Vehicle Revenue Miles (VRM)**    3,479,458  
**Annual Vehicle Revenue Hours (VRH)**    169,250  
**Vehicles Operated in Maximum Service (VOMS)**    71

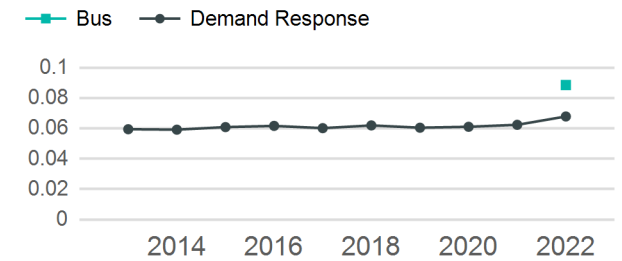
## Operating Expenses per Vehicle Revenue Mile



## Modal Characteristics

Mode	Annual Unlinked Passenger Trips	Directly Operated VOMS	Purchased Transportation VOMS	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours
Demand Response	207,621	66	0	3,058,193	156,223
Bus	29,197	5	0	421,265	13,027
<b>Total</b>	<b>236,818</b>	<b>71</b>	<b>0</b>	<b>3,479,458</b>	<b>169,250</b>

## Unlinked Passenger Trip per Vehicle Revenue Mile



## Metrics

### Service Efficiency

### Service Effectiveness

Mode	OE per VRM	OE per VRH	UPT per VRM	UPT per VRH	OE per UPT
Demand Response	\$3.23	\$63.29	0.1	1.3	\$47.62
Bus	\$1.36	\$44.14	0.1	2.2	\$19.69
<b>Total</b>	<b>\$3.01</b>	<b>\$61.81</b>	<b>0.1</b>	<b>1.4</b>	<b>\$44.18</b>

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## 2022 Funding Breakdown

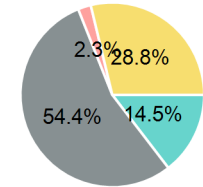
### Summary of Operating Expenses (OE)

Mode	Operating Expenses	Fare Revenues
Demand Response	\$9,886,792	\$1,502,547
Bus	\$575,009	\$17,962
<b>Total</b>	<b>\$10,461,801</b>	<b>\$1,520,509</b>

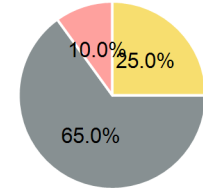
### Sources of Operating Funds Expended

Directly Generated	\$1,520,509
Federal Government	\$5,692,462
Local Government	\$237,684
State Government	\$3,011,146
<b>Total Operating Funds Expended</b>	<b>\$10,461,801</b>

### Operating Funding Sources



### Capital Funding Sources



### Sources of Capital Funds Expended

Directly Generated	\$0
Federal Government	\$1,470,387
Local Government	\$226,214
State Government	\$565,533
<b>Total Capital Funds Expended</b>	<b>\$2,262,134</b>

## 2022 Asset Management

Transit Asset Management (TAM) Tier: Tier II TAM Sponsor NTD ID: 4R08

### Metrics

2022 Performance Measure - Asset - 2023 Target (% not in State of Good Repair)

Mode	Average Fleet Age in Years
Demand Response	3.7
Bus	4.9