

2023 Annual Agency Profile - East Tennessee Human Resource Agency, Inc. (NTD ID 40190)

Mailing Address: 9111 CROSS PARK DR
KNOXVILLE, TN

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 135
Service Vehicles 2
Facilities 1

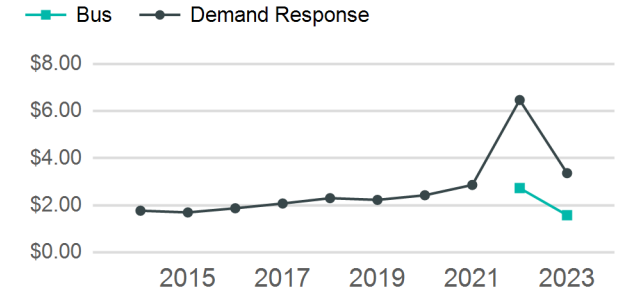
Service Consumed

Annual Unlinked Trips (UPT) 244,937

Service Supplied

Annual Vehicle Revenue Miles (VRM) 3,567,539
Annual Vehicle Revenue Hours (VRH) 178,823
Vehicles Operated in Maximum Service (VOMS) 70

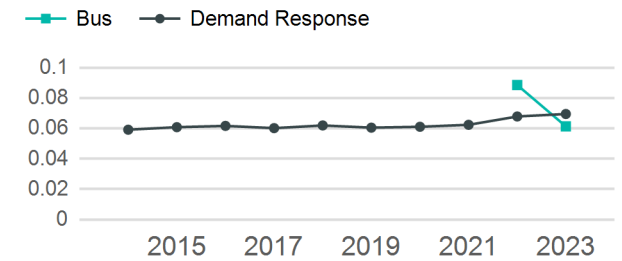
Operating Expenses per Vehicle Revenue Mile



Modal Characteristics

Mode	Annual Unlinked Passenger Trips	Directly Operated VOMS	Purchased Transportation VOMS	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours
Bus	23,503	5	0	382,969	12,905
Demand Response	221,434	65	0	3,184,570	165,918
Total	244,937	70	0	3,567,539	178,823

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
Bus	\$1.58	\$46.91	0.1	1.8	\$25.76
Demand Response	\$3.36	\$64.58	0.1	1.3	\$48.39
Total	\$3.17	\$63.30	0.1	1.4	\$46.22

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2023 Funding Breakdown

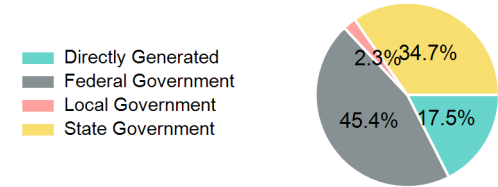
Summary of Operating Expenses (OE)

Mode	Operating Expenses	Fare Revenues
Bus	\$605,352	\$0
Demand Response	\$10,714,695	\$0
Total	\$11,320,047	\$0

Sources of Operating Funds Expended

Directly Generated	\$1,983,220
Federal Government	\$5,141,358
Local Government	\$263,025
State Government	\$3,932,444
Total Operating Funds Expended	\$11,320,047

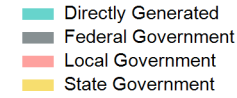
Operating Funding Sources



Capital Funding Sources

Sources of Capital Funds Expended

Directly Generated	\$0
Federal Government	\$0
Local Government	\$0
State Government	\$0
Total Capital Funds Expended	\$0



2023 Asset Management

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

Metrics

Mode	Average Fleet Age in Years
Bus	6.0
Demand Response	4.1