Who Can Ride

Knox County CAC Transit is a demand-response system that provides wheelchair-accessible and general public transportation

- to residents who live within Knox County outside the City of Knoxville,
- to those individuals who live within the City of Knoxville outside the KAT service area,
- and to those City residents who are not served by the KAT fixed route system including persons who live too far from a bus stop or whose destination is not within the KAT service area.

Hours of Service

- CAC Transit provides transportation services Monday through Saturday between the hours of 5:00 AM and 9:00 PM.
- Some transportation (including scheduled employment and special events,) is provided twenty-four (24) hours per day, seven (7) days a week.
- CAC Transit observes twelve (12) holidays a year which are subject to limited services.
- Regular Office Hours are Monday through Friday, 7:00 AM to 5:45 PM.
- Reservations are ONLY taken Monday through Friday, 8:00 AM to 4:45 PM.
- Phone lines are answered during regular business hours. If you call outside these hours, the phone will go to voicemail and you will ONLY be able to leave a message.

Please Contact Us!

The CAC Transit office is located at the L.T. Ross Building:
2247 Western Avenue
Knoxville, TN 37921

Mailing Address:
CAC Transit
P.O. Box 51650
Knoxville, TN 37950-1650

Call:
(865) 524-0319

If you have questions or comments, please email:
cactrips@cactrans.org

Visit our website:
www.knoxcac.org

For Information, Call:
(865) 524-0319
How to Schedule Transportation
- CAC Transit provides door-to-door transportation services to the residents of Knoxville and Knox County who live outside the KAT service area.
- You must talk to a representative to schedule your trip no later than 11:00 a.m. the working day before your appointment.
- You must be ready for pickup at least one (1) hour plus drive time before scheduled appointment time. The driver is not permitted to wait longer than five minutes as he or she has many other stops to make.
- When you schedule your trip, tell the representative what time you expect to return home. If you don’t know in advance what time you will need to be returned, call CAC Transit when you are finished. CAC Transit has a pickup window of one (1) hour for all return trips.
- The driver cannot stay with you during your appointment or errand.
- The fare is $2.00 per person each way. This fare does not apply to customers that qualify for other contract services with CAC Transit.
- Canceling a Ride: Call CAC Transit to cancel your trip as soon as you know about your change in plans. If you don’t call, the vehicle will make a wasted trip, which uses up limited funding.

Passenger Responsibilities
- Passengers must pay their fare upon entering the vehicle.
- Passengers must wear seat belts while the vehicle is in motion.
- Passengers under four years of age must be transported in a child restraint seat.
- Passengers who are disabled, in wheelchairs, or who need help in performing common tasks are allowed to have an escort or attendant to assist them. The escort or attendant can ride without charge.
- There is no smoking, no chewing tobacco, and no eating or drinking while inside the vehicle.
- Passengers are responsible for their own belongings.
- Passengers will maintain orderly conduct while inside the vehicle. No loud, violent, or abusive conduct (verbal or physical) will be tolerated.
- Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted to ride.
- Passengers’ dress and hygiene should be at a generally acceptable level that does not offend others.
- Passengers should not tip or offer a gift of any kind to the driver.
- Passengers should not talk to or otherwise distract the driver while he or she is driving.

Driver Responsibilities
- Drivers must wear their seatbelt while the vehicle is in motion.
- Drivers are not permitted to use cell phones while driving. This means with or without a headset of any kind.
- Drivers are required to assist each passenger in and out of the vehicle.
- Drivers are required to assist passengers with packages.
- Drivers are not permitted to enter a passenger’s home for any reason.
- Drivers are not responsible for lost or stolen items.
- Drivers are not allowed to accept tips, gratuities, or gifts for any reason—ever.
- Drivers are not permitted to administer any medication or sign for any medication at any facility or pharmacy.
- If at any time, you see a CAC Transit driver not living up to any of the above responsibilities while he or she is representing the agency, please report him or her to the CAC Transit Manager at (865) 524-0319.

Non-Discrimination Statement
Knox County CAC Transit is committed to maintaining an environment that is free of discrimination. No persons in the United States shall, on the grounds of race, color, age, sex, disability, or national origin be excluded from participation in, be denied the benefit of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the Department of Transportation.