Knox County
CAC Transit
(865) 524-0319

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

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

Call:
(865) 524-0319

Email:
karen.estes@cactrans.org

Visit our website:
www.knoxcac.org

IMPORTANT NUMBERS
Area code for all numbers below is 865
unless otherwise noted.

CAC Transit.....................524-0319
Transportation Counselor..................546-6262
(answering phone as Senior Citizens Information & Referral Service)
CAC Volunteer Assisted Transportation...............673-5001
KAT..................................637-3000
KAT LIFT.............................215-7850

TennCare Transportation
TennCare provides transportation for eligible enrollees when family is not available to provide transportation to medical and mental health appointments. To arrange transportation, call one of the numbers below, and they will help you arrange a ride.

Amerigroup........1-866-680-0633
(For Amerigroup patients)
SoutheasTrans......1-866-473-7563
(For BlueCare and TennCare Select patients)
United HealthCare..1-866-405-0238
(For United HealthCare patients)

Transportation Services for Knox County Residents
### KNOX COUNTY CAC TRANSIT
**INFORMATION:** 524-0319  
**WEB SITE:** www.knoxseniors.org/transit.html

- Provides door-to-door transportation services to the residents of Knoxville and Knox County who live outside the KAT service area.
- Transportation is provided to medical appointments, grocery shopping, and other essential errands.
- Transportation is provided to employment and training 24/7, however, funding is limited.
- Lift-equipped vehicles available.
- Rides must be scheduled by no later than 11:00 a.m. the day before your appointment. Office hours for scheduling are Monday–Friday, between 8:00 a.m.–4:45 p.m.
- New riders must complete a CAC Transit application.
- Call CAC Transit for fare information and hours of service.

### KAT
**INFORMATION:** 637-3000  
**WEB SITE:** www.katbus.com

- KAT (Knox Area Transit) offers bus services, including wheelchair-accessible services, within defined service areas in the City of Knoxville.
- People with disabilities and people over age 65 qualify for a reduced rate with their Medicare cards or KAT IDs.
- Call KAT for schedules, hours of service, and fare information, or visit the KAT web site.

### KAT LIFT
**INFORMATION:** 215-7850  
**WEB SITE:** www.katbus.com

- Provides door-to-door transportation services within the KAT LIFT service area for passengers with disabilities (as defined by ADA).
- Lift-equipped vehicles available.
- Application must be completed before scheduling trips.
- Call KAT LIFT, or visit the web site, for hours of service, fare information, and certification process.

### CAC VOLUNTEER ASSISTED TRANSPORTATION (VAT)
**INFORMATION:** 673-5001  
**WEB SITE:** www.knoxseniors.org/vat.html

- VAT uses volunteer drivers and agency-owned vehicles to provide transportation for eligible seniors and people with disabilities who require assistance to travel safely.
- Wheelchair-accessible vehicles available.
- Application must be completed before scheduling trips.
- Call VAT for fare information and hours of service.

### TAXICABS
- See Yellow Pages under “Taxicabs” for names and phone numbers of companies.
- To report taxicab complaints, call the Taxicab Inspector at 215-7379.