Knox County CAC Transit provides access to community resources and services by providing safe, reasonably comfortable public transportation for Knoxville-Knox County residents who do not have access to Knoxville Area Transit services. Transportation is provided to patients of dialysis, cancer therapy, and other medical treatment; therapy for severe arthritis; post-stroke or other trauma; and for grocery store and pharmacy trips; other essential errands; social or recreational activity. Contracts are also negotiated with nonprofit social service agencies to increase access to community resources and promote coordinated use of vehicles.

Services

- 103,773 trips were provided, including rides to dialysis, various therapies, and medical, dental, and mental health appointments, places of employment essential errands to the grocery store, food stamp office, and pharmacies, as well as delivery of food, medicine, and other essentials.

- 23,445 rides by contract with the Senior Nutrition Program to transport participants to and from dining sites and to deliver meals to homebound elderly.

- 32,173 trips were provided to places of employment. An additional 24,668 work-related trips were provided.

- Various social service agencies contracted with CAC Transit to provide 7,280 rides for their participants.

- Special contracts make it possible to provide transportation to low income, senior, and disabled individuals and groups for social and recreational outings.

- Contracts can be arranged and paid for any individuals or groups for transportation of seniors and people with disabilities on a large or lift-equipped vehicle.
Funding Accomplishments and Achievements

- Received capital funding to buy four vehicles through the Federal Highway Administration’s Surface Transportation Program and two vehicles through the Federal Transit Administration’s Special Need of the Elderly and People with Disabilities Program. This program is administered by the Knoxville Regional Transportation Planning Organization. Matching funds provided by the Tennessee Department of Transportation and Knox County.

- Purchased on-board cameras for all of the CAC Transit vehicles with capital funding received through the Surface Transportation Program administered by the Knoxville Regional Transportation Planning Organization. Matching funds provided by the Tennessee Department of Transportation and Knox County.

- Secured an additional round of funding from the City of Knoxville who administers the Urbanized Area Grant Formula program of the Federal Transit Administration that provided expanded transportation opportunities for Knox County residents. Matching funds provided by the Tennessee Department of Transportation and Knox County.

- Received a $5,000 Driver Safety Grant and a $3,000 Safety Partner’s Grant from the Tennessee Municipal League.

- Over 2,600 seniors and people with disabilities were transported to social and recreational venues, including the Tennessee Theater, Smokies Stadium, Senior Day at the Tennessee Valley Fair, the annual Healthy Living Expo, and the Knox County Senior Picnic.

- All drivers and staff completed annual training modules. Our professional drivers receive certifications for CPR and First Aid, Defensive Driving, Passenger Safety and Sensitivity Training, and Tennessee Department of Safety Driver Training.

Sources of funding included: Corporation for National Service; Federal Transit Administration; Federal Highway Administration; Knox County; CAC; Miscellaneous Contracts; O’Connor Senior Center; Office on Aging; Passenger Fares/Contributions; Senior Nutrition Program; TennCare; Tennessee Department of Transportation; Workforce Connections.