KNOX COUNTY CAC TRANSIT

Knox County CAC Transit provides access to community resources and services by providing safe, reasonably comfortable 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 and other essential errands. Contracts are also negotiated with nonprofit social service agencies to increase access to community resources and promote coordinated use of vehicles.

Services

- 117,637 trips were provided, including rides to dialysis, various therapies, and medical, dental, and mental health appointments, essential errands to the grocery store, food stamp office, and pharmacies, as well as delivery of food, medicine, and other essentials.
- 15,243 rides by contract with the Senior Nutrition Program to transport participants to and from dining sites and to deliver meals to homebound elderly.
- Various social service agencies contracted with CAC Transit to provide 2,833 rides for their participants.
- The Job-Ride program accounted for 24,224 employment-related trips and an additional 38,670 trips were provided for participants of other employment-based contractors.
- 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 who need transportation on a large or lift-equipped vehicle.

Accomplishments/Achievements for the year

- Received capital funding to buy six vehicles through the Federal Highway Administration’s Surface Transportation Program, administered by the Knoxville Regional Transportation Planning Organization.
- One-time funding received from Knox County in the prior year lasted until November 2013, providing transportation for seniors and people with disabilities who were unable to use KAT, and to provide bus passes to low income seniors who use the KAT fixed-route bus service.
- New funding was secured from the City of Knoxville who administers the Urbanized Area Grant Formula program of the Federal Transit Administration that will allow expanded transportation opportunities for Knox County residents.
- Grant funding was secured from the Administration for Community Living to develop a tablet-based application to facilitate communication between the driver and those riders who have communication barriers. CAC has partnered with the U.T. Industrial Engineering Department to develop the application.

Milestones

- 7,083 unduplicated individuals were served
- 198,607 total trips provided.
- Number of vehicles: 69
- Average trips per day: 801
- Total miles traveled: 2,062,532
- Average miles per day: 8,317

Sources of funding included: Corporation for National Service; Federal Transit Administration; Knox County; CAC; miscellaneous contracts; O’Connor Senior Center; Office on Aging; passenger fares/contributions; Senior Nutrition Program; TennCare; TN Dept. of Transportation; Workforce Connections.